



IMPROVING ACCESS TO RURAL HEALTH THROUGH ONU HEALTHWISE SERVICES

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DISCLOSURES

Grant Funding:

- The Health Resources & Services Administration (HRSA)
- National Association of Chain Drugstores
- The Cardinal Health Foundation

Corporate Sponsors:

- CVS Health
- Mercy Health

No other actual or potential conflicts of interest to disclose.



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BACKGROUND



COMMUNITY HEALTH ASSESSMENT REPORT 2013

- Priorities for health care in Hardin County
 - Preventative health education
 - Reconciliation of medications among those with chronic conditions
 - Assistance with access to health care services
 - Improved participation in vaccinations and health screenings
 - Prevention of falls and fractures among the elderly



Improving Access to Rural Health Through ONU HealthWise Services

PRE-PANDEMIC: DESCRIPTION OF SERVICE (2015-19)

RURAL MOBILE HEALTH CLINIC VISION, MISSION AND GOALS

Vision statement: All residents of Hardin County will have access to interdisciplinary, quality medical care through the mobile clinic which provides disease state management and preventive health education services.

Mission statement: Ohio Northern University's mobile health clinic, in partnership with the Kenton-Hardin Health Department, Hardin Memorial Hospital, Kenton Community Health Center and other stakeholders within Hardin County, strives to provide accessible, quality, interdisciplinary health care for the residents of Hardin County, Ohio, through disease state management, medication reconciliation and preventive health education services, in order to improve patient health outcomes while also providing an effective training environment for future health care professionals and leaders.

Goals:

1. Increase patient access to care
2. Improve patient health knowledge
3. Improve patient health outcomes
4. Connect patients to primary medical care whenever possible

INITIAL RURAL MOBILE HEALTH CLINIC CONSORTIUM

- Ohio Northern University
 - Provides student health professionals and licensed supervision
- Kenton Community Health Center
 - Referral agency for PCP, social services, and childhood vaccinations
- Kenton-Hardin Health Department
 - Referral agency for PCP and coordinator of outreach services
- Hardin Memorial Hospital
 - Referral agency for invasive diagnostics and screenings and specialty and acute medical care



WORKFLOW

- Each clinic visit includes a process of 4 patient touch points
 - Intake
 - Collect demographic information, contact information, insurance information
 - Medical history, medication history, and review
 - Assessment and intervention
 - Preventative health education, medication reconciliation and management, immunizations, and physical assessment and screenings
 - Check out and follow-up plan
 - Includes coordination of care and referral to/for PCP and insurance assessment as necessary
- Layered Learning Staffing Model



MOBILE CLINIC IN THE NEWS

DELIVERING BIG CARE TO SMALL TOWNS

Sep 19, 2017



Growing up in Parma, Ohio, **Amy Fanous**, Pharm D '12, was used to the excitement of nearby Cleveland. Life in a small village was not on her radar.

Today, Fanous is living the small-town dream in a big way as director of the ONU HealthWise Mobile Clinic. Several times a month, Fanous navigates the cornfields and small towns of Hardin County to deliver health care free of charge to anyone who visits the clinic. "I never would have imagined that this is what I would be doing," she says.

Rural mobile clinic delivers care where care is hard to come by

miles up Route 31 from Columbus, OH, to Hardin County, and open sky, rolling fields, and a museum dedicated to the first donor recipient, Jacob Parrott, who is buried there. What you so easily is a primary care physician. Hardin County is a Primary Health Professional Shortage Area (HPSA) as designated by the Health Resources and Services Administration (HRSA), and many must drive more than 30 miles to see a family doctor.

routine care comes to them, in a 38-foot bus powered by a solar panel team from Ohio Northern University (ONU). Launched in 2015 with funds from an ONU's HealthWise mobile clinic is around Hardin County to

"We were at a faculty retreat in the spring of 2014 discussing the need for health care in the county, along with a community health assessment report that identified several high priorities we realized we were in a position to help address. From there we gathered



us, PharmD, BCACP, TTS, director of the HealthWise Rural Health Clinic; Michael Rush, PharmD, BCACP, CDE, TTS, director of HealthWise; and student pharmacist Kara Kubbs.

with education and services such as therapy management, screenings, and immunizations. Hardin County has Medicaid who would benefit from provider status legislation—under the American Medical Under-act (H.R. 592/S. 109).

ground up

is the result of collaboration with the Kenton Community Health Center, Kenton-Hardin Health Center, and Hardin Memorial.

stakeholders in the county to discuss what we could do together, which led to the grant," said HealthWise director Michael J. Rush, PharmD, BCACP, CDE, TTS.

Amy M. Fanous, PharmD, BCACP, TTS, director of the clinic and assistant clinical professor of pharmacy practice at ONU Raabe College of Pharmacy, said the clinic takes its cues from the other agencies. "We see it as an extension of the services they offer. For example, the Health Department does flu shot clinics, so we offered to do flu shot clinics all around the county."

In the beginning, the biggest chal-

lenge was determining how to reach people who could benefit from the clinic's services and get them to come out and partake, Fanous said. "It took almost a year to figure out ways to market the clinic to the community. Do you use social media, TV, radio, newspapers? It took time to build those relationships, and it still does."

The efforts seem to be working. Between the fall of 2015 and the end of 2016, the clinic had 443 patient visits. Team members found 32 patients with dyslipidemia, 55 with hypertension, 49 with elevated blood glucose, and 12 with dermatologic lesions. They referred 79 patients to primary care providers, and they gave 74 influenza immunizations with the Health Department. The clinic had originally delivered these services in community buildings and schools and acquired the health bus in June.

Hands-on experience

In addition to providing much-needed care, the mobile clinic serves as a place of experiential learning for students like Kara Kubbs, a fifth-year student pharmacist who has been with the clinic since its early days.

"It provides hands-on experience that you can't get in a classroom," Kubbs said. "Once you're actually seeing patients and helping to take their blood glucose, cholesterol, and blood pressure, and you're getting abnormal readings, you have to make decisions right there. You always have a pharmacist there to help you, but it opens your eyes to everything you can do as a health care provider."

Fanous takes student pharmacists out in the clinic when they are on rotation, four at a time, as part of ONU's strategic plan to produce practice-ready pharmacists. She added that the clinic hopes to include students from other ONU programs, such as nursing and exercise physiology, to give students a taste of working in a multidisciplinary health care team.

Terri D'Amico, reporter

ONU Healthwise Mobile Health Clinic brings needed services to underserved county

JUNE 14, 2017 | BY VIVIAN LEE (AUTHOR-INFORMATION/651091)



Ohio — What happens when the community can't simply walk a few steps or drive a short distance to a local pharmacy?

Hardin County, Ohio, is a rural expanse with barriers to healthcare access that have rendered it a medically underserved area with a shortage of primary medical care health professionals. The College of Pharmacy at Ohio Northern University understood that given the county's extensive rural population and high poverty rates, the people of Hardin couldn't easily get to a pharmacy clinic. The ONU College of Pharmacy team would have to take the clinic to them.

The desire to do good for the people of Hardin by addressing their substantial healthcare needs led the team to seek and obtain funding — secured in April 2015 — from the Health Resources and Services Administration for an innovative mobile clinic patient care program that provides much-needed pharmacy and healthcare services to the county's underserved population.

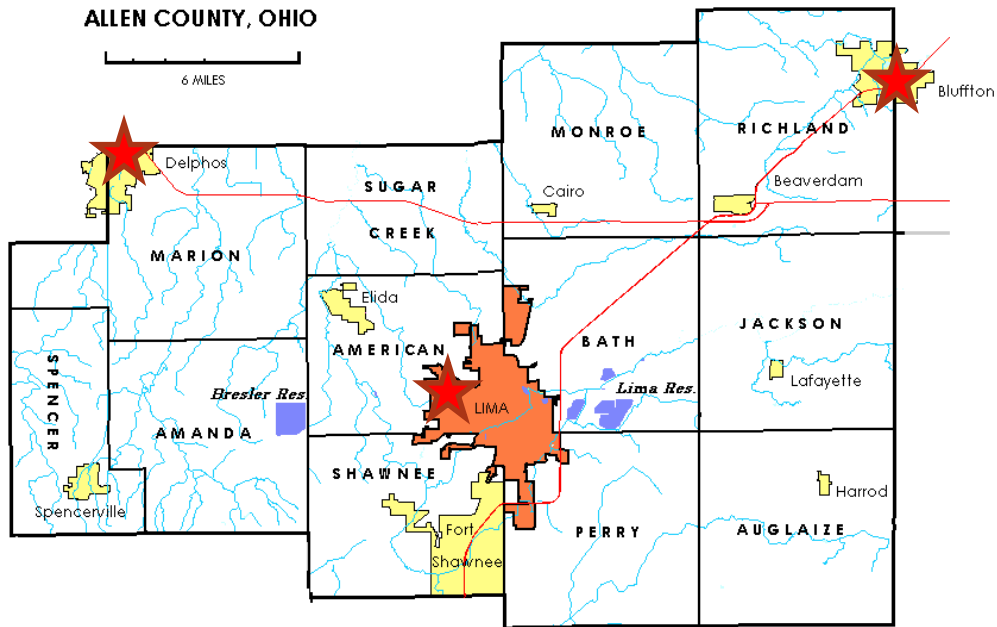
www.drugstorenews.com/article/onu-healthwise-mobile-health-clinic-brings-needed-s-... 7/7/2017

ACCESS TO CARE

- Clinics held at various locations in the community
 - Parking lots
 - Food pantries
 - Community meals
 - Churches
 - Community centers
 - Businesses
 - Schools
- All services free to the patient
- Clinics scheduled 2-3 days per week



RURAL MOBILE HEALTH CLINIC SITES



RURAL MOBILE HEALTH CLINIC SERVICES

- Preventive health education focused on chronic disease
- Medication reconciliation and management for those individuals with chronic conditions
- Immunizations for children and adults
- Tobacco cessation services
- Health screenings
 - BMI, cholesterol, blood glucose, blood pressure, bone density, skin lesions, hepatitis C, and breast*, cervical* and colorectal* cancers (* through patient history)
- Referral into a primary medical home as needed



HEALTH KNOWLEDGE

- Individualized patient education
 - Health risk
 - Preventive care
 - Chronic disease
 - Medication use and adherence
- Verbal and written education
 - One-on-one education and coaching
 - Pamphlets
- Community outreach programs
 - Diabetes, heart disease, hypertension, tobacco cessation, obesity, healthy diet, exercise, cancer prevention
- Drug and Health Information Center



Improving Access to Rural Health Through ONU HealthWise Services

PRE-PANDEMIC IMPACT (2015-19)



UTILIZATION (2019)

	Seen in Clinic	Referral Made
Full Appointments	744	268
Blood Pressure	1,147	78
Skin Scope/ Bone Dens	168	15
Total	2,059	361



CLINICAL MEASURES: DIABETES

- Fasting blood glucose
 - 153 with normal limits
 - 235 high – prediabetes (44%)
 - 149 high - diagnostic for DM (28%)



CLINICAL MEASURES: CHOLESTEROL

- Triglycerides
 - 268 within normal limits
 - 130 high (33%)
- HDL
 - 206 low (52%)
 - 192 with normal limits
- LDL
 - 332 < 130 mg/dl “normal”
 - 66 > 130 mg/dl (17%) “high”



UPDATE: COMMUNITY HEALTH ASSESSMENT REPORT

- Improvements in health awareness
 - 80% screened for BP (vs 72% in 2013)
 - 44% receiving care for HTN (vs 28% 2013)
 - 43% diagnosed with hyperlipidemia (28% 2013)



Improving Access to Rural Health Through ONU HealthWise Services

THE COVID-19 PANDEMIC (2019-22)



ADAPTING TO MEET THE NEEDS OF OUR COMMUNITY

- Revisiting our Vision, Mission and Goals: *How do we provide access to high quality healthcare and information in a public health emergency?*
 - Continue to provide traditional services where possible
 - Home delivery and assessment
 - Reimagined Drug and Health Information
 - Contact tracing
 - Rapid antigen testing
 - Mass vaccine clinics



HOME DELIVERY AND ASSESSMENT

- Mobile Clinic: Home Edition
 - Home medication delivery with a twist
 - Taking our existing services and bringing them into the home
 - Residency research project inspired by pizza delivery!

Note: Clay would later return during the mass vaccine clinics



ONU pharmacy resident delivers

ADA -- When it comes to community service and pharmacy outreach, Clay Miller delivers – figuratively and literally.

Miller, a resident with the Ohio Northern University Raabe College of Pharmacy HealthWise program, was able to draw on his experience as a former pizza delivery driver and lead the implementation of a similar service with the ONU HealthWise Pharmacy.

Thanks to Miller's innovation, the pharmacy now offers free prescription delivery service to anyone within a 40-mile radius of Ada. Individuals interested in this service should call 419-772-3784.

"When delivering pizzas in Ada, I saw the utility aspect of this type of service and how it could be applied to a pharmacy setting," said Miller, a graduate of Manchester High School near Akron, Ohio. "Plus, in a rural community, there is a special opportunity to use transportation to connect people with the pharmacy."

With the spread of the COVID-19 virus, the service is of particular value.

"Since the virus hit and the restrictions that have been placed on interaction, more people are not leaving their homes, and the need for the deliveries is greater," Miller said.

The delivery service, which was implemented in January, engages with about 10 patients a week, and the expectation is the volume will increase during this

period when social distancing is encouraged.

Miller, a former safety on the ONU football team, understands the value of teamwork and making a difference.

"This delivery service is one of the situations where a health care professional can make more of an impact," he said. "It is fulfilling to be able to create worthwhile moments."

This initiative is a natural outreach for Miller, according to his mentors at ONU.

"Our residents are required to complete a project during their 12 months with us, and we challenge them to develop a new service or implement an innovation into an existing service or program," HealthWise Director Michael Rush said. "Clay has always shown a strong desire to assist those around him. No one anticipated nine months ago the need we are now seeing for this service in our community."

Although Miller is from northeastern Ohio, he has become acclimated to this region that has served as his college home.

"Once I became familiar with the community, it has become like one large family for me," he said.

Miller, who earned a PharmD degree from Ohio Northern in 2019 and is a licensed pharmacist, has accepted a full-time position at a pharmacy in rural North Carolina which he will begin in July.



Submitted photo

Making a delivery

Clay Miller, a resident with the Ohio Northern University College of Pharmacy HealthWise program, walks with a delivery on Gilbert Street in Ada. The pharmacy now offers free prescription delivery service to anyone within a 40-mile radius of Ada.

DRUG AND HEALTH INFORMATION CENTER (DHIC)

- Established in 1977
- First DHIC in a College of Pharmacy
- Answered questions via phone
- Pharmacy interns and students gained experience in the center
- Answered calls from the public (but they had to find us)
- Expansion into web-based services



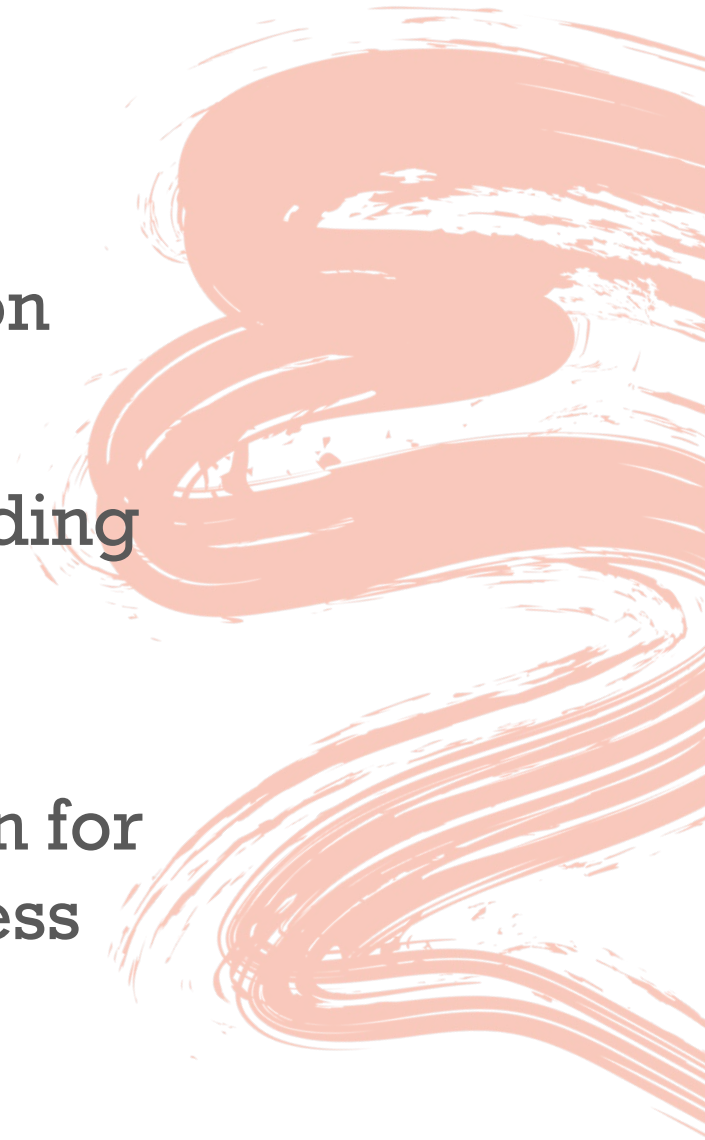
DRUG AND HEALTH INFORMATION CENTER (DHIC)

- Mission changed prior to pandemic
- Focus more on public awareness and information to the community
- Talks to the community
- Continued previous service
- Word of mouth to find us or web search
- Not an active role in advertising our service
- Mobile clinic started to improve utilization
- Weekly newspaper article on OTC products



DRUG AND HEALTH INFORMATION CENTER (DHIC) **PANDEMIC**

- Pandemic propelled the DHIC
- Misinformation and disinformation was an issue
- Social media platforms spreading misinformation
- Newspaper articles now focused on COVID-19
- Presentations live and web-based on understanding COVID-19 evidence and vaccines
- Newsletter started for health information
- Recognized by the Ohio Pharmacists Association for outstanding efforts in promoting public awareness



CONTACT TRACING: LENDING A HAND

- Small but mighty health department (7 employees)
 - Volume of contact tracing quickly overwhelmed staff
 - Initial efforts: provided volunteer student-pharmacists to provide onsite assistance
 - As pandemic progressed HealthWise would eventually provide all tracing for those affiliated with ONU
 - Model: Pharmacy, Nursing, Athletic Trainers





Monitoring COVID-19

Michaela Mrozek, a sixth-year pharmacy student at the Ohio Northern University's Raabe College of Pharmacy and a volunteer with the school's HealthWise program, monitors the

conditions of COVID-19 patients and those who have come in contact with them. She is one of a team of ONU students assisting the Kenton-Hardin Health Department in addressing the pandemic locally.

ONU students invaluable partner to health department during COVID-19 pandemic

By DAN ROBINSON
Times staff writer

In its effort to deal with COVID-19, the local health department has found an invaluable partner in the students at Ohio Northern University's HealthWise program.

Three of the students, who were slated to graduate in May, have been with the Kenton-Hardin Health Department since the pandemic began locally earlier this month. Eric Dierkes, Michaela Mrozek and Makayla Wells have volunteered hours on the telephone checking on the conditions of those who have tested positive for the coronavirus and also to monitor their family members during quarantine procedures.

Their involvement in the program has allowed the short staff of nurses in the health department to concentrate on other duties, said Director of Nursing Cindy Keller. It has also given the students a unique opportunity to work with the public in a way which should help them as professional pharmacists throughout their careers.

Even though the university has been closed by the pandemic, the workers through HealthWise continue

ty for academic credits, said Mrozek.

Once she graduates, she plans to return to her home in Butler, Pa., with a better understanding of the impact she may have on the community, Mrozek said.

The families in quarantine are given thermometers, she explained, and daily, she and the other students contact them by telephone to make sure they are not showing symptoms of the virus. Their reports are then shared with a statewide data system called My Ohio and the condition of those testing positive are shared with the Ohio Department of Health's Disease Reporting System.

The students do not come in direct contact with those in potential danger of having COVID-19, but gather the information on the phone.

"It is safer that way," said Mrozek.

Connecting with those who have been in contact with a patient with the virus can be time-consuming, said Keller. Each person may have been in contact with several people and don't even know they have the virus because they are not feeling sick, she explained.

Keeping track of the potential exposure and making the reports is a tremendous help

said. Her staff is made up of two full-time nurses and a part-time nurse, who all have other duties within the department.

"We just don't have the capacity to do that amount of contacting," she said.

Turning to HealthWise was a natural step for the health department, Keller said. The pharmacy college at ONU has partnered with the health department in several other projects in the past.

"We have worked on a lot of other things together," Keller said.

The volunteers from ONU have assisted with flu clinic the Medical Therapeutic Management program, Dr. Take-back Day and other events, she noted.

Even after the students graduate next month, said Keller, there will continue to be a need for new ONU volunteers to take their place.

"Until there is a vaccine," she said, "this is going to be our new normal."

That new health world also will be a change for Mrozek in Pennsylvania, the student said. Her experiences in Hardin County have prepared her for what she may face at home.

"Everyone here has been super friendly and I am learning a lot. This has been



Ohio Northern University sixth-year pharmacy students (from left) Michaela Mrozek, Eric Dierkes and Makayla Wells are helping the Kenton Hardin Health Department by reaching out to persons in the area during the COVID-19 pandemic.

POSTED ON MAY 8, 2020

For rural health departments, medical students help build contact tracing network

NEWS, TOP STORIES

By Mackenzi Klemann - mklemann@limanews.com

CORONA VIRUS

COVID-19 UPDATE

KENTON — The Kenton Hardin Health Department quickly found itself overwhelmed when new coronavirus cases were first identified in Hardin County.

With a staff of seven, there weren't enough full-time nurses at the health department to call possible contacts of those who tested

positive for the virus, let alone check in with those contacts every day for 14 days. So the health department turned to a volunteer workforce of pharmacists in training, an increasingly common trend as health departments are tasked with tracking the possible spread of the coronavirus based on confirmed cases, otherwise known as contact tracing.

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RAPID ANTIGEN TESTING: FREE TO ALL

- Established a Covid-19 rapid antigen testing center for the campus and surrounding community
 - Free testing for all symptomatic individuals
 - Campus surveillance testing
 - NCAA athletic surveillance testing
 - At peak, performed 1,200 tests/wk

Semester	Tests
Fall 2020	3072
Spring 2021	9203
Fall 2021	13847
Spring 2022	5478
Total	19325

MASS VACCINE CLINICS: 6 COUNTIES IN 60 DAYS

- In March 2021, Ohio Governor Mike Dewine designated the ONU HealthWise Rural Mobile Health Clinic as a mass vaccination regional clinic.
- Initially tasked with establishing 10 unique clinic locations within the assigned region that included Hardin, Logan, Union, Marion, Crawford and Wyandot counties for a 60 day campaign.
- Campaign was extended to:
 - 30+ unique locations in 14 counties
 - K-12 school staff
 - State Employees



MASS VACCINE COUNTIES



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OHIO GOVERNOR MIKE DEWINE VISITS ONU DURING CAMPUS MASS VACCINATION CLINIC

April 02, 2021



Ohio Governor Mike DeWine '72 stopped by Ohio Northern University's COVID-19 mobile mass vaccination clinic held on campus Friday, April 2 at King Horn Sports Center. DeWine toured the clinic, spoke to media and encouraged people to take advantage of ONU's state-sponsored "Six counties in 60 days" mobile mass-vaccination initiative that is taking place in six Ohio counties through May.

OHIO
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Improving Access to Rural Health Through ONU HealthWise Services

LOOKING FORWARD (2022-...)



A NEW PARTNER, A NEW MODEL

- Partnership with MercyHealth
 - Clinical partnerships strengthened during pandemic
 - Partnership with family medicine residency to provide back to school physicals and vaccinations
 - Team-based comprehensive primary care
 - Physician and pharmacist (residents)
 - Health risk assessment AND treatment
 - Routine monitoring and care coordination
 - Prescription writing and dispensing





IT'S BEEN A FUN RIDE!



2019 STRATEGIC INITIATIVE AWARD

Michael J. Rush, PharmD, BCACP, CDE, NCTTP

This award recognizes a member whose work reinforces AADE's strategic goals in diversity or new models of care to achieve outcomes inspired by AADE's mission and vision.

Presented Monday in Grand Ballroom A





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