



**A Home-based Approach to Prevent and Manage Diabetes Among  
the Aging Population and People With Disabilities Living in  
HUD-Assisted Facilities**



# Housekeeping

- All participants muted upon entry
- Engage in chat
- Raise hand if you would like to unmute
- Meeting is being recorded
- Slides and recording link will be sent via email



# National Center for Health in Public Housing

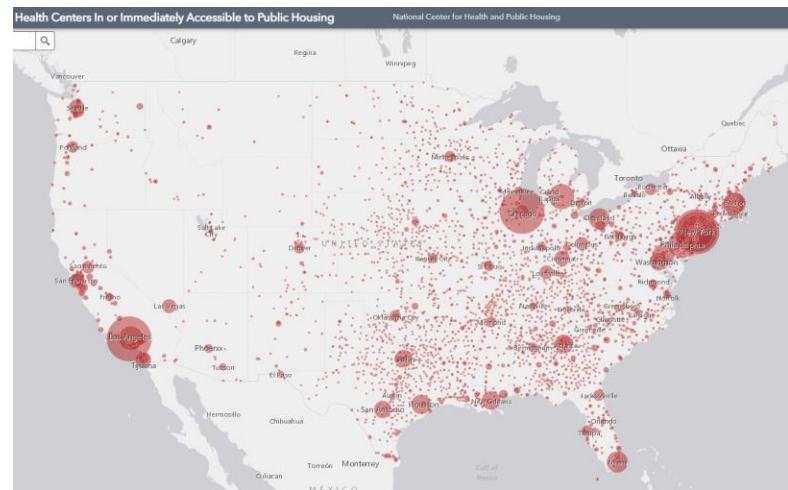
- The National Center for Health in Public Housing (NCHPH), a project of North American Management, is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) under grant number U30CS09734, a National Training and Technical Assistance Partner (NTTAP) for \$2,006,400 and is 100% financed by this grant. This information or content and conclusions are those of the author and should not be construed as the official position or policy of, nor should any endorsements be inferred by HRSA, HHS or the U.S. Government.
- The mission of the National Center for Health in Public Housing (NCHPH) is to strengthen the capacity of federally funded Public Housing Primary Care (PHPC) health centers and other health center grantees by providing training and a range of technical assistance.



# Health Centers Close to Public Housing

- 1,373 Federally Qualified Health Centers (FQHC) = **30 million patients**
- 458 FQHCs In or Immediately Accessible to Public Housing = **5.7 million patients**
- 108 Public Housing Primary Care (PHPC) = **911,683 patients**

Source: [2021 Health Center Data](#)



Source: [Health Centers in or Immediately Accessible to Public Housing Map](#)

## Public Housing Demographics



1.5 Million  
Residents



2 Persons  
Per Household



38% Disabled



52% White



91% Low  
Income



43% African-  
American



26% Latinx



19% Elderly



36% Children

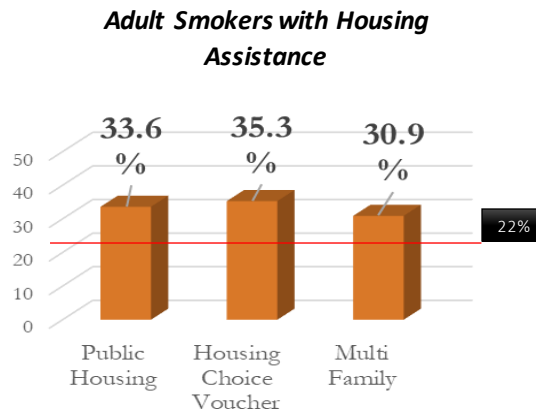


32% Female Headed  
Households with  
Children

Source: [2022 HUD Resident Characteristics Report](#)

# A Health Picture of HUD Assisted Adults, 2006 -2012

Adults in HUD-assisted housing have higher rates of chronic health conditions and are greater utilizers of health care than the general population.



Source: [Helms, V. E., 2017, Sperling, J., & Steffen, B. L.](#)

	HUD-Assisted	Low-income renters	All Adults
Fair/Poor Health	35.8%	24%	13.8%
Overweight/Obese	71%	60%	64%
Disability	61%	42.8%	35.4%
Diabetes	17.6%	8.8%	9.5%
COPD	13.6%	8.4%	6.3%
Asthma	16.3%	13.5%	8.7%

# TODAY'S SPEAKER



Zara Marselian, PhD, FACHE

President & CEO



**LA MAESTRA**  
**COMMUNITY HEALTH CENTERS**  
City Heights · El Cajon · National City · Lemon Grove



# LA MAESTRA COMMUNITY HEALTH CENTERS

City Heights · El Cajon · National City · Lemon Grove

## Home Based Healthcare Webinar Nov 9<sup>th</sup>, 2022

Presented by:  
Zara Marselian, PhD, FACHE  
President & CEO

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# LA MAESTRA CIRCLE of CARE®

*La Maestra Circle of Care® is a solution-based model designed to guide each individual and family to self-sufficiency by ensuring that their overall health and well-being needs are fully met through compassionate care. La Maestra Community Health Centers strives to provide quality care to our patients across the entire continuum of health. As a Patient-Centered Medical Home and through our La Maestra Circle of Care® model we do our utmost to enhance health and the patient experience. Keeping you healthy is our ultimate goal.*



## Promoting Health Lifestyles

Health Education & Coaching  
Nutrition & Weight Management  
Prevention and Management of Diabetes, Cardiovascular Disease, Hypertension and Asthma Mitigation  
Education and Early Detection of Breast, Colon, & Cervical Cancer  
Comprehensive Perinatal Services

## Food Security & Well-being

Healthy Choices Food Pantry  
"Jardin de la Vida" Community Garden

## Well-being & Opportunity For All Ages

Generations Center for Youth and Older Adults  
Intergenerational Programs  
Center for Youth Advancement  
Culture & Healing through Art

## Economic Empowerment

Financial Literacy Classes  
Microcredit Loan Program for Women  
Job Training and Placement  
Computer Literacy  
Job Readiness Training

## Safe & Healthy Housing

Affordable Housing Assistance  
Therapeutic Transitional Housing  
Environmental Health

## Legal Advocacy & Social Services

Services for Victims of Crime, Domestic Violence & Human Trafficking  
Immigration Application Assistance  
Referrals and Counseling  
Refugee Resettlement Program  
Other Health, Social Services & Support Programs Information

## Community Health Access & Support Services

Outreach & Health Fairs  
Health Coverage Eligibility & Application Assistance  
CalFresh Application Assistance  
Medically Trained Cultural Liaisons  
Patient Transportation  
Translation & Interpretation  
Financial Education and SDG&E Care

## Additional Health Services

Help with Alcohol and Substance Use Problems

- Addictions treatment
- Case Management
- Support Groups

## Re-entry Services

Enhanced Care Management (ECM)  
Chronic Care Management (CCM)  
Home Health Visits

## Onsite Specialty Care

Telehealth  
Digital Radiology  
Retail Pharmacy & Dispensary  
Laboratory Services  
Mobile Clinic  
Chiropractic Services  
Diabetes Clinic  
Liver Clinic/FibroScan

## Adult Health Care

Health Screening  
Immigration Physicals  
Minor Procedures  
STD Testing and Counseling  
Senior Centers of Excellence  
Teen Health Care

## Children's Health Care

School-based Clinics  
Well Child Exams  
School Physical Exams  
Immunization  
Tuberculosis Screening  
Allergy Clinic  
Safety & First Aid Education  
ENT Clinic

## Women's Health Care

Gynecological Services  
Obstetric/Perinatal Care  
Family Planning & Counseling  
Mammography & Biopsy  
Endometrial Biopsy, Colposcopy, Cryo and LEEP

## Mental & Behavioral Health Services

Depression Support Services  
Individual and Group Therapy  
Psychiatric Evaluation  
Medication Management

## Oral Health Care

General & Pediatric Dentistry  
Oral Hygiene Education  
Teeth Cleaning/Whitening  
Crowns, Amalgam & Resin Fillings  
Fluoridation and Sealants  
Pulpotomy & Root Canal Therapy  
Partial & Complete Dentures  
Mobile Dental Services  
Extraction & Oral Surgery

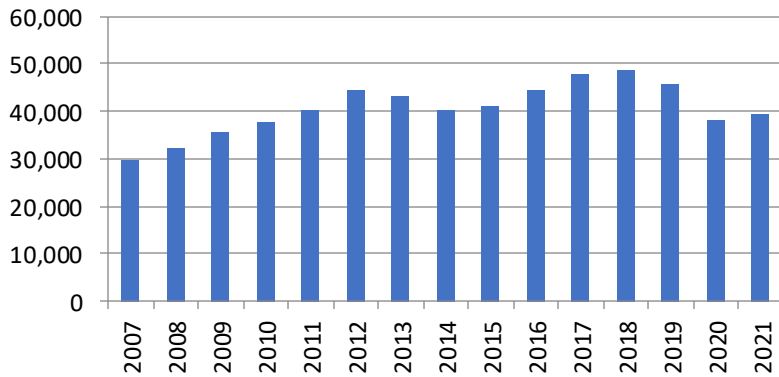
## Vision Care

Eye Exams for Children & Adults  
Screenings for Eye Disease  
Glaucoma & Retinopathy Testing  
Glasses and Contact Lens Fitting  
Mobile Vision Services  
Optometry

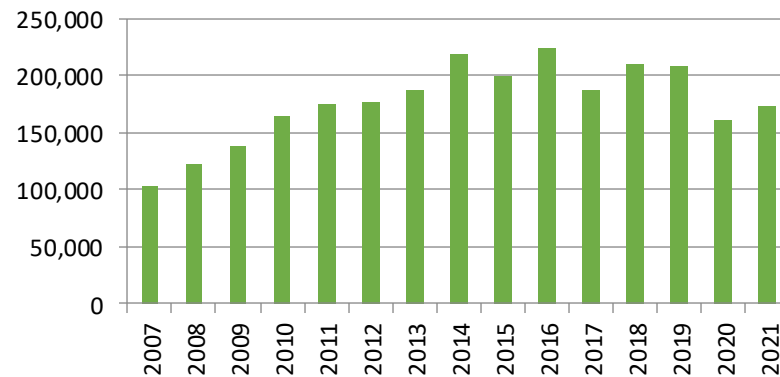
# La Maestra Patients and Visits



Unduplicated Patients



Total Visits



❖ 21 Sites in 4 San Diego communities: City Heights , El Cajon, National City, Lemon Grove

❖ More than 55 languages and dialects spoken by 850+ employees

# Diabetes Care for Medicare Home Visits

Pilot started last year in El Cajon with focus on elderly and Medicare patients with difficulty coming to clinic.

- COVID
- Poor Health
- Transportation problems

2022 with 234 visits so far and counting...

- 120 unique patients
  - Less availability of team during surges/staffing issues.

53 patients with diagnosis of Diabetes Mellitus

- 25 patients screened for diabetic nephropathy.
- 21 patients referred for routine diabetic retinopathy screening.
- 8 patients had foot exam to screen for diabetic neuropathy.

Plan to expand current services as well as increase number of Medi-Cal patients and Dual Eligible seen for home visits.



# Seniors In-Home Healthcare Team

- Home Health Visit Program integrates primary care, mental/behavioral health, specialty services with SDOH, with cultural competency at its core.
- Home Health currently is available for patients over 65 years of age with chronic conditions who have not been seen at the clinic sites within 60 days.
- The care team is comprised of a Medical Director, Specialty Providers, Mid-Level Providers, Medical Assistant, Medical Scribe, Pharmacy, Quality Team, HEDIS Teams, Medical Case Manager, Social Determinants of Health Case Manager, Health Educator, Driver.
- By developing a comprehensive home health program, with a dedicated team, seniors with chronic conditions have gained expanded access to quality care, improving the overall wellbeing of our Aging patients.



# Home Health Diabetes Program

Remote Monitoring connecting to RN/Care Team Provider

Freestyle Libre 3

Dexicom

Blood Pressure Cuffs

In-Home Podiatry

Foot Exams

Nail Clipping

Neuropathy

Ulcers, Fungal Infections

Diabetes Health Education in Numerous Languages

Glucometer use and action needed when results are high or low

Insulin use, how it works

Glucophage

Diet (and suggestions for converting recipes)

Foot Care



# Family/Care Giver Support

- Case Management; Eligibility, Translation, Pharmacy Delivery
- Provide Diabetes Education to Caregivers
- Inner Home Health Services (IHHS) – County financial support for caregivers
- Storage of Insulin (temperature, refrigeration)
- Environmental Health Assessment
- Resources for Housing Assistance, Food Scarcity, and Social Services



# Access to La Maestra's Specialty Clinics & Services

## Current Specialty Clinics at La Maestra:

- Diabetic Clinic
- Hypertension Clinic
- Liver Clinic
- Asthma Remediation Clinic
- Senior Medicine Clinic

## In-House and Contracted Specialty Providers:

- Endocrinology
- Cardiology
- GIT
- Internal Medicine
- Geriatrics
- Podiatry
- Opthamology





**LA MAESTRA**  
**COMMUNITY HEALTH CENTERS**  
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**La Maestra Community Health Centers is excited to announce the expansion of medical services dedicated to our Seniors.**

***Empowering with Independence, Caring with Dignity***

This program is for individuals 65 years or older, with chronic illness, or disabilities, and need coordination of medical care to maintain living in their home as independently possible.

- Senior Primary Care Services -
  - *In-Home Medical Visits*
- Health Education
- Prescription Medications -
  - *Home Deliveries*
- After Hours/Urgent Care Services
- Behavioral Health
- Dental Services
- Lab Services
- Mobile Health Home Services
- Nursing Care
- Pantry Services
- Optometry Services
- Personal Care
- Physical Therapy
- Radiology
- Senior Activities
- Social Services
- Transportation
- Translation
- Assigned Senior Care Team
- Dialysis
- DME Supplies
- Group/Recreational Activity
- Health Education
- Home Healthcare
- Hospice Care
- Hospital Care
- Mobile Lab
- Occupational Therapy
- Other Services
- Mobile Podiatry
- Specialty Care
- Speech Therapy

La Maestra has a dedicated team to provide a holistic, culturally sensitive, linguistic competent manner to coordinate medical, social, and home care services to support our Seniors independent living.

For more information, please contact:  
**(619) 779-7900**





# Senior Case Managers

- La Maestra's "Circle of Care" model is utilized for internal and external referrals to navigate the Senior's needs.
- Developed matrix monitored by QI, HEDIS and the Medical Director to evaluate the progress and effectiveness of the program.
- Currently, La Maestra's East County Clinics has the following Medicare patients enrolled in the home health program:
  - Seniors 50 years to 65 years- 90 patients
  - Seniors 66 and over- 619 patients



# HEDIS Measures For Seniors

- Use of High Risk Medications in the Elderly
- Potentially Harmful Drug-Disease Interactions in the Elderly (Dementia)
- Adults Access to Preventive/Ambulatory Health Services -Members aged 65 and older
- Care for Older Adults -Advance Care Planning
- Transitions of Care - Medication Reconciliation post-discharge
- Comprehensive Diabetes Care
  - Blood Pressure < 140/90
- Comprehensive Diabetes Care – Nephropathy
- Screening for Depression and Follow-Up Plan for Adults
- Adult BMI Assessment
  - Comprehensive Diabetes Care - HbA1c Poor Control
  - Comprehensive Diabetes Care - Eye Exam
- Care for Older Adults - Advanced Care Planning
- Care for Older Adults - Functional Status Assessment
- Adults Access to Preventive/Ambulatory Health Services Total
- Care for Older Adults - Medication Review
- Care for Older Adults - Pain Screening
- Adults Access to Preventive/Ambulatory Health Services 65+
- Breast Cancer Screening
- Controlling High Blood Pressure
- Cervical Cancer Screening



# Case Study

Female Diabetic Patient , Age 70, A1c score 11.

Missed appointments at Clinic, non-compliant with medications

Home Visit Assessment revealed:

- Patient was homebound due to not being able to maneuver walker to the street due to uneven pavers
- Patient had no refrigerator. Was using an ice chest to store insulin and food.
- Living in a run-down cottage , no transportation, lived alone
- Fear of contacting landlord about home environment, condition of cottage. Patient was worried about being evicted or rent increase

Interventions:

- Contacted patient's health plan who provided patient with a mini refrigerator to store insulin
- Case Manager contacted local utility company to enroll patient in the CARE Program, for utility bill discount, weatherization of windows and doors. Required permission of reluctant landlord. Letter from Provider convinced Landlord to cooperate.
- Care Team arranged for medication delivery from La Maestra Pharmacy
- Care Team enrolled patient in transportation program under Health Plan
- Case Manager coordinated with La Maestra's Food Pantry to deliver food items to patient
- Case Manager helped patient enroll with the County's In Home Support Program for assistance with household chores, light cooking.

Results:

Patient is now compliant with visits to clinic and medications

A1c level has dropped to 8

Patient is able to be more mobile, walk more and reports being a lot happier. She now interacts with neighbors and her faith based community.



## Q & A

If you would like to ask the presenter a question, please submit it through the chat box on your control panel or use the “raise hand” icon in the reactions tab and your line will be unmuted.



# Complete Post-Evaluation Survey!



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**Thank you!**

