Integrating Complementary & Alternative Medicine for Patients into Health Centers

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Community Healthcare Network

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Wellness Manager
Community Healthcare Network
4-7-8 Breathing

- **Breathe out** completely through your mouth. Then close your mouth.
- **Breathe in** quietly through your nose for a mental count of 4.
- **Hold your breath** for a count of 7.
- **Slowly breathe out** completely through your mouth for a count of 8.
Introductions

• Your name

• Your organization and role

• What two words come to mind when you hear “complementary and alternative medicine”?.
Workshop Objectives

- Define and describe CAM to health center patients and staff to increase patient empowerment and staff support

- Identify the factors contributing to the success and challenges of integrating CAM for patients into a health center setting
"Complementary medicine is treatments that are used along with standard medical treatments but are not considered to be standard treatments."

"Alternative medicine is treatments that are used instead of standard medical treatments."
“Integrative medicine is a total approach to medical care that combines standard medicine with the CAM practices that have shown to be safe and effective. They treat the patient’s mind, body, and spirit.”
CAM Methods:

Mind-Body Practices:

• Yoga
• Chiropractic and osteopathic manipulation
• Meditation
• Massage therapy

Natural Products:

• Food
• Herbs
• Vitamins and minerals
• Aromatherapy

Other Mind-Body Practices:

• Acupuncture
• Relaxation techniques
• Tai chi
• Breathing exercises
• Guided imagery
Benefits of CAM:

Pain reduction:
- Acupuncture
- Meditation and guided imagery
- Reiki or healing touch

Increased movement:
- Acupuncture
- Yoga
- Qigong

Increased mood:
- Acupuncture
- Massage
- Aromatherapy
- Sound meditation

Decreased stress:
- Mindfulness Based Stress Reduction or Meditation
- Yoga
- Sound meditation
Safety of CAM Therapies:

Learn factors that affect safety:
- Training
- Skill
- Experience
- Scope

Natural does not always mean safe

Varying individual responses to CAM
- State of health
- How it is used
- Belief in therapy

Minimize the risks
- Research
- Liability waiver
Community Healthcare Network: Who We Are

- Not-for-profit FQHC with 14 health centers in NYC
- Provide wide range of health care services
- See 80,000 patients annually and consist of approximately 700 employees
Our Story and Process

Cultivating senior leadership support

Building a program

Expanding services

Overcoming barriers
Cultivating Senior Leadership Support

- Explain importance of preventive care
- Demonstrate established need
- Propose a realistic, cost-effective plan
Building a Program

• Secure grant(s) if possible
  • NYCT

• Establish a pilot program
  • Research
  • Surveys
  • Presentations
  • EMR

• Develop education and marketing materials
  • Flyers, posters, etc.
  • Branding
  • Health literacy
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<thead>
<tr>
<th>Service</th>
<th>Percentage</th>
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<tr>
<td>Yoga</td>
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Our **free** wellness classes:

**Yoga:**
meditation, stretching, and body movements to make you stronger and more flexible.

**Meditation:**
mind and body therapy to help you relax and give you more energy.

**Qigong:**
gentle and slow body movements that focus on breathing and relaxing.

**Reiki:**
relaxing therapy that works on changing the energy pathways in your body.

**Zumba:**
simple exercises to help you stretch and move better. All movements are with your own body weight.

**Sound healing:**
uses energy and sound vibrations to help relax your body and your mind.

Our **low cost** wellness services:

**Acupuncture:**
uses tiny needles to treat pain and balance the flow of energy in your body.

**Chair massage:**
helps relieve pain and tension in your upper body.

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**Wellness services are coming soon at our other health centers:**

**Catherine M. Abate Health Center**
150 Essex Street
New York, NY 10002

**Caribbean House Health Center**
1167 Nostrand Ave.
Brooklyn, NY 11225

**Community League Health Center**
511 W. 157th St.
New York, NY 10032

**Family Health Center**
90-04 161st St., 5th FL
Jamaica, NY 11432

**Bronx Health Center**
975 Westchester Ave.
Bronx, NY 10459

**Helen B. Atkinson Health Center**
81 W. 115th St.
New York, NY 10026

**Tremont Health Center**
4215 Third Ave., 2nd FL
Bronx, NY 10457

**Dr. Betty Shabazz Health Center**
999 Blake Ave.
Brooklyn, NY 11208

**CABS Health Center**
94-98 Manhattan Ave.
Brooklyn, NY 11206

**Long Island City Health Center**
36-11 21st St.
Long Island City, NY 11106

**Queens Health Center**
97-04 Sutphin Blvd.
Jamaica, NY 11435

www.chnnyc.org
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Expanding Services

• Evaluate processes
  • Feedback forms
  • Wellness Ambassadors
  • Survey patients and staff

• Decrease barriers
  • EMR reminders
  • Referral process

• Further educate and engage staff and patients
  • What’s in it for them?
Wellness Services in 2014

- Averaging 77 visits per month

  Services:
  - Yoga - 3x/wk
  - Reiki - 2x/wk
  - Meditation - 1x/wk

Wellness services offered at 1 health center

Wellness staff
  - CMO
  - Wellness Manager
  - 3 instructors

Educational and marketing materials
  - Monthly calendars
  - Staff Portal Wellness Page
Wellness Services in 2016

- Averaging 221 visits per month
- Services:
  - Yoga - 3x/wk
  - Reiki - 2x/wk
  - Meditation - 1x/wk
- Wellness services offered at 6 health centers
- Wellness Department
  - CMO
  - Director of Nutritional and Wellness Services
  - Wellness Manager
  - Wellness Coordinator
  - Wellness Corps Member
  - 10 instructors

- Educational and marketing materials
  - Wellness tip Wednesday emails
  - Monthly calendars
  - Education materials
  - Wellness Portal
  - Order sets
  - Wellness blog on public website
14 out of 20 patients experienced a perceived improvement in the following after utilizing CAM at CHN for 6 months or more:

- Pain
- Anxiety
- Stress level
- Energy level
- Ease of movement
- Sleep habits
- Overall feeling of health
Please give us your honest feedback of the class you just did.

Thank you!

Class/Workshop: _____________________________________________

Date: _____________________ Time: _____________________

Instructor Name(s): _____________________________________________

How was your experience in this class?

☐ Excellent  ☐ Very Good  ☐ Okay  ☐ Not good  ☐ Very Poor

How was the instructor of this class?

☐ Excellent  ☐ Very Good  ☐ Okay  ☐ Not good  ☐ Very Poor

Would you take this class again?

☐ Yes  ☐ No  ☐ Maybe

Please share some good or bad thoughts about your class:

________________________________________________________________________

________________________________________________________________________
Patient CAM Service Feedback

Overall Experience

Number who Responded
Bridge the gap
Bridging the gap means...

Congruent thought in regards to CAM

- Provide clear communication
- Dispel myths
- Break down barriers
Overcoming Barriers

- Engaging patients using various techniques
- Increasing provider and ancillary staff support
- Sustainability
Questions?

How can you be a wellness champion at your organization?
No conflicts to disclose
Thank you!

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