

***Staff and Patient Wellness***

# **Considerations for Serving Residents of Public Housing During Emergencies and Disasters**

Wednesday, December 09, 2020 2:30 pm ET



# ABOUT US

## National Nurse-Led Care Consortium

- The **National Nurse-Led Care Consortium (NNCC)** is a membership organization that supports nurse-led care and nurses at the front lines of care.
- NNCC provides expertise to support comprehensive, community-based primary care.
  - Policy research and advocacy
  - Technical assistance and support
  - Direct, nurse-led healthcare services

## National Center for Health in Public Housing



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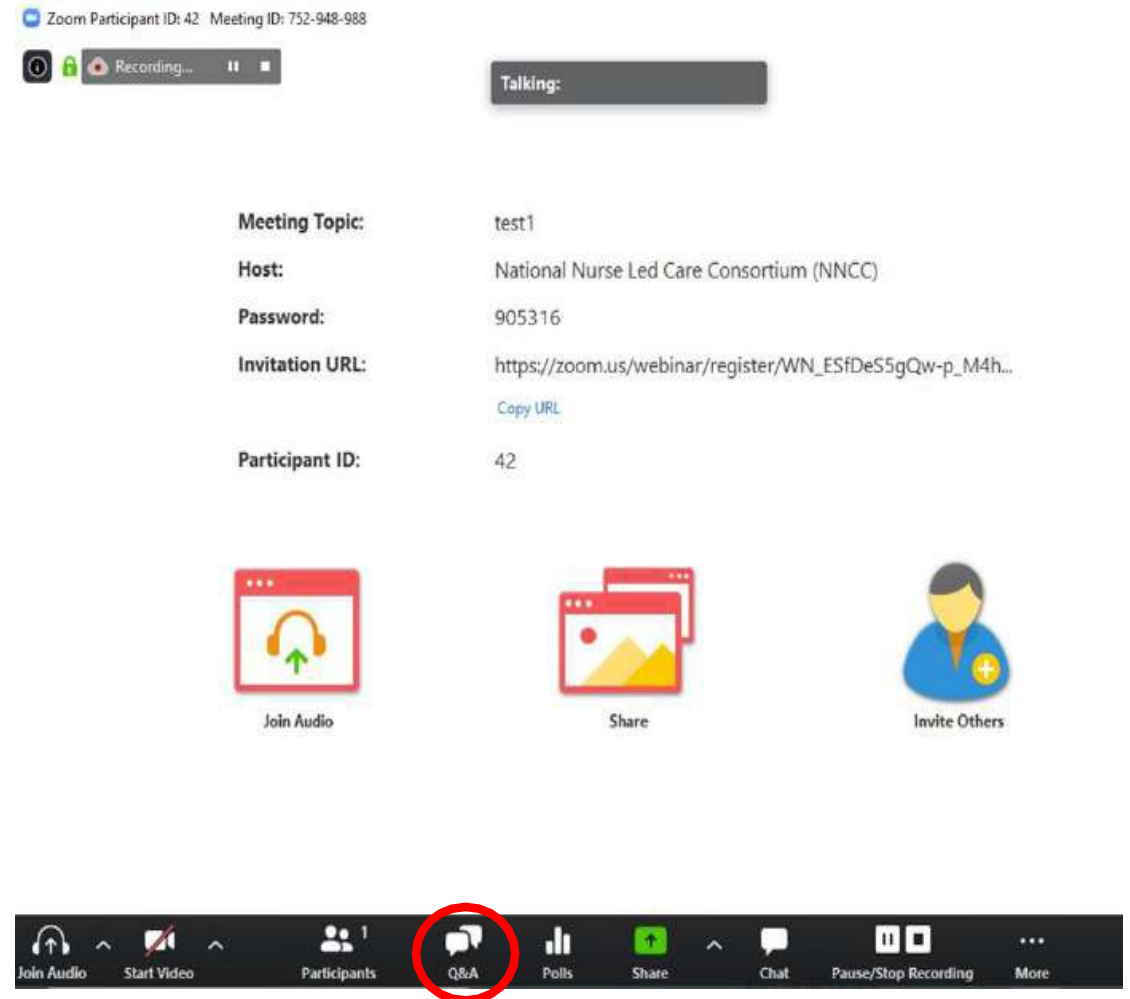
# HOUSEKEEPING

## Question & Answer

- Click Q&A and type your questions into the open field.
- The Moderator will either send a typed response or answer your questions live at the end of the presentation.

## Continuing Education Credits

- Please take the SurveyMonkey evaluation at the end of this webinar to receive CME/CNE
- You must complete survey to receive credit.
- Certificate will arrive within 1 week of completing the survey.



# Agenda



## Setting the Stage



## One Health Center's Story: SWLA Health Center



## What to Do Next



# Poll

How many team members are joining with you?

- Just me
- Myself and one other
- Myself and two others
- Myself and three + others



# U.S. 2020 Billion-Dollar Weather and Climate Disasters



*This map denotes the approximate location for each of the 16 separate billion-dollar weather and climate disasters that impacted the United States from January-September 2020.*

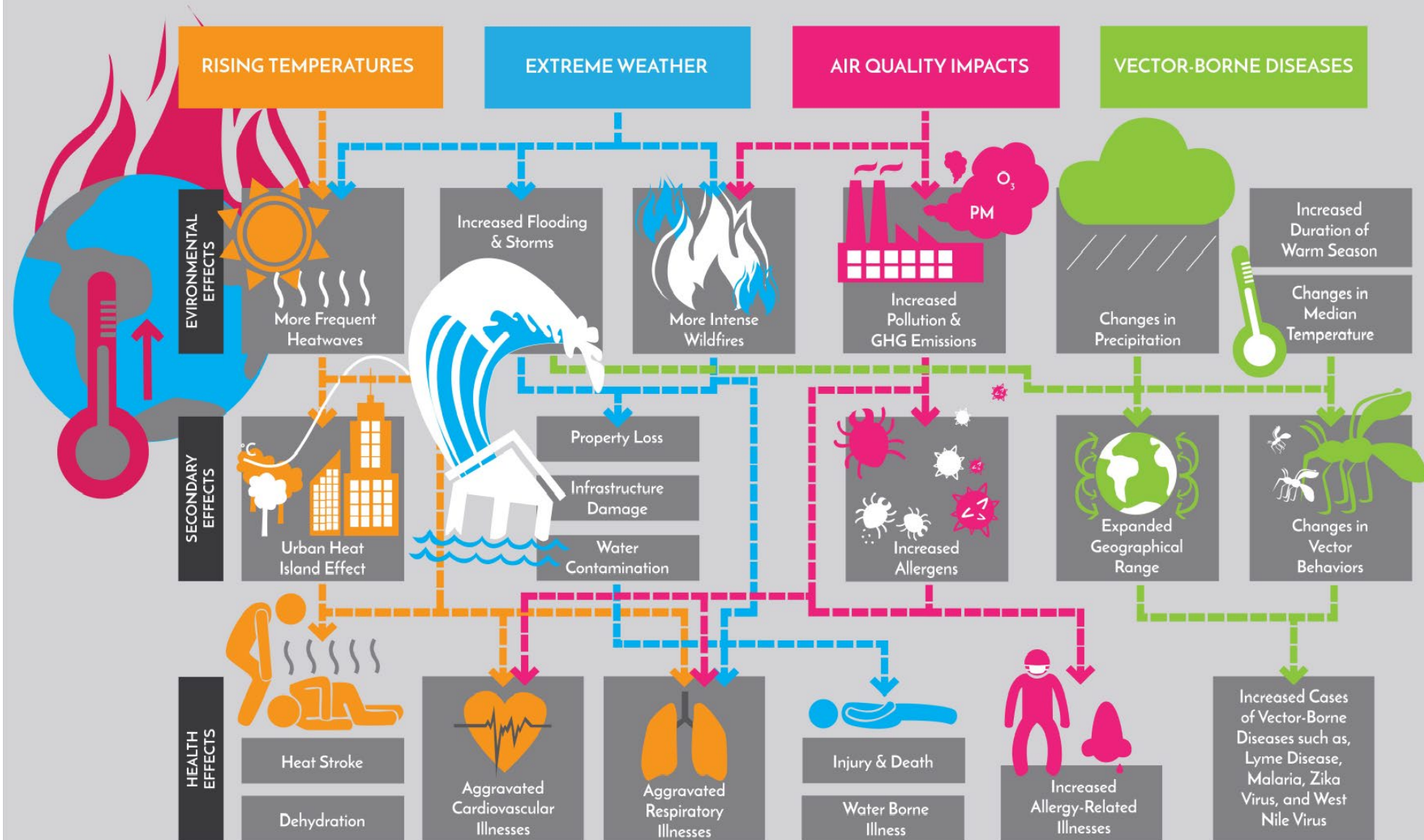


# Poll

Have you experienced a natural disaster in your community this year?

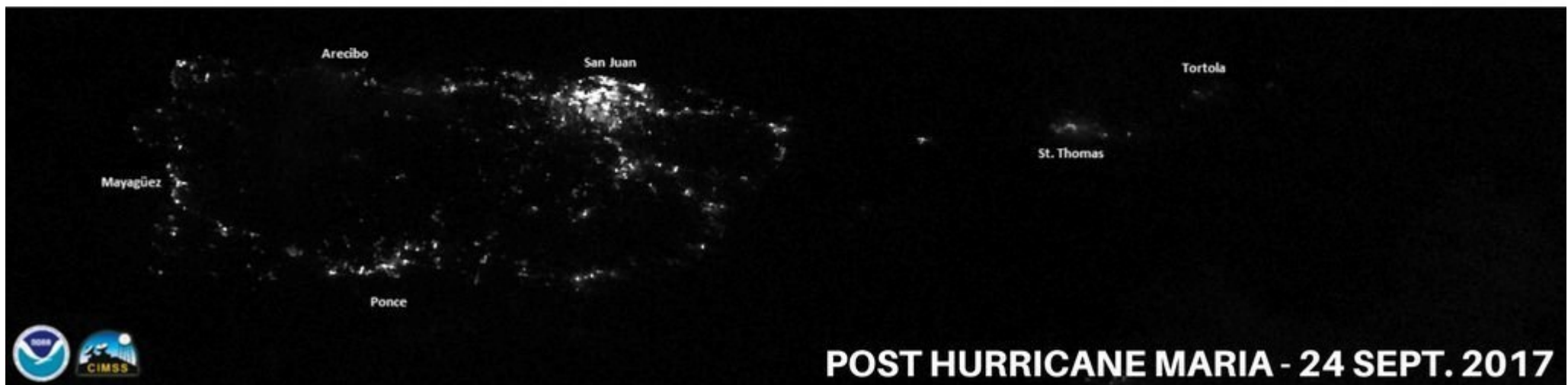
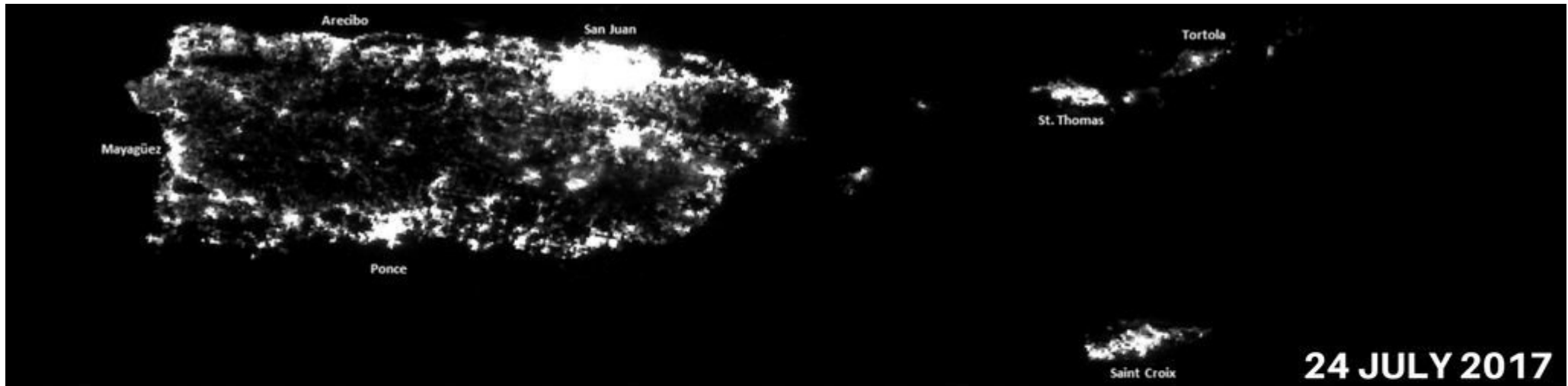
- Yes
- No

# HOW CLIMATE CHANGE AFFECTS YOUR HEALTH

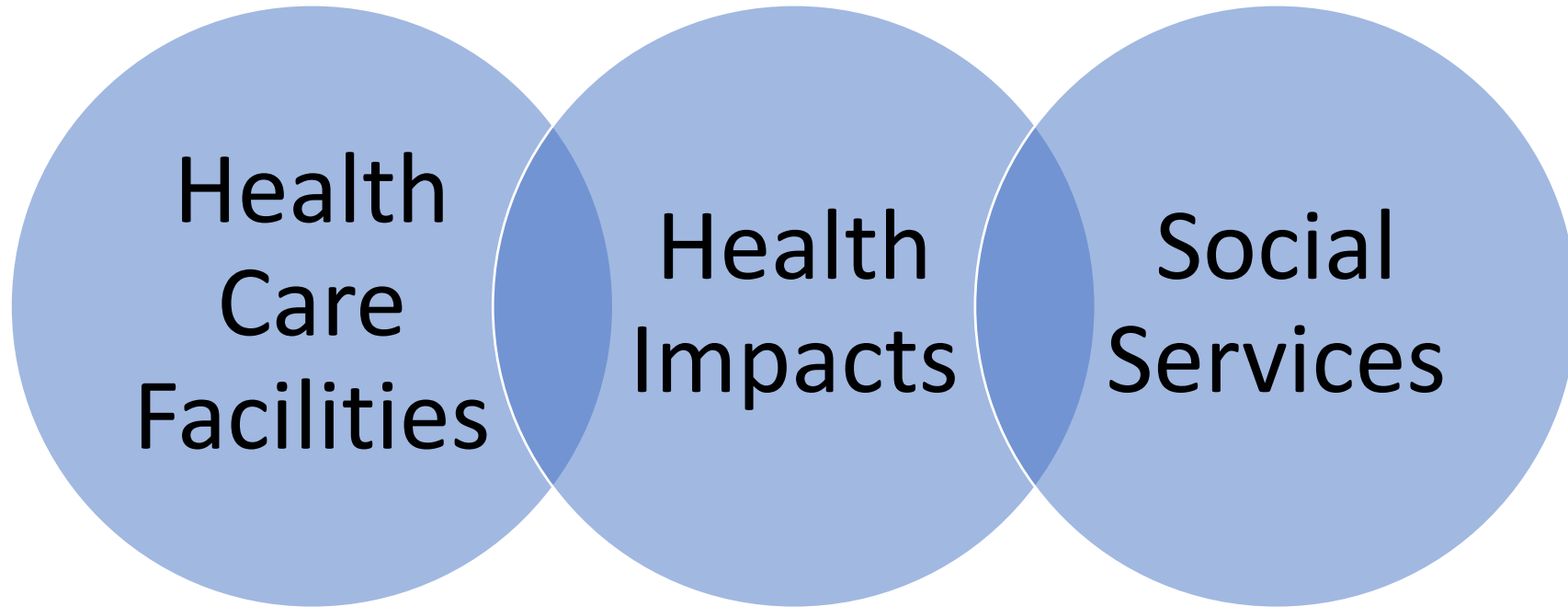




# Puerto Rico



# Impacts of Hurricanes in Puerto Rico



*Source: Health and Social Services in Puerto Rico Before and After Hurricane Maria: Predisaster Conditions, Hurricane Damage, and Themes for Recovery. Homeland Security Operational Analysis Center operated by the RAND Corporation, 2020. [https://www.rand.org/pubs/research\\_reports/RR2603.html](https://www.rand.org/pubs/research_reports/RR2603.html).*

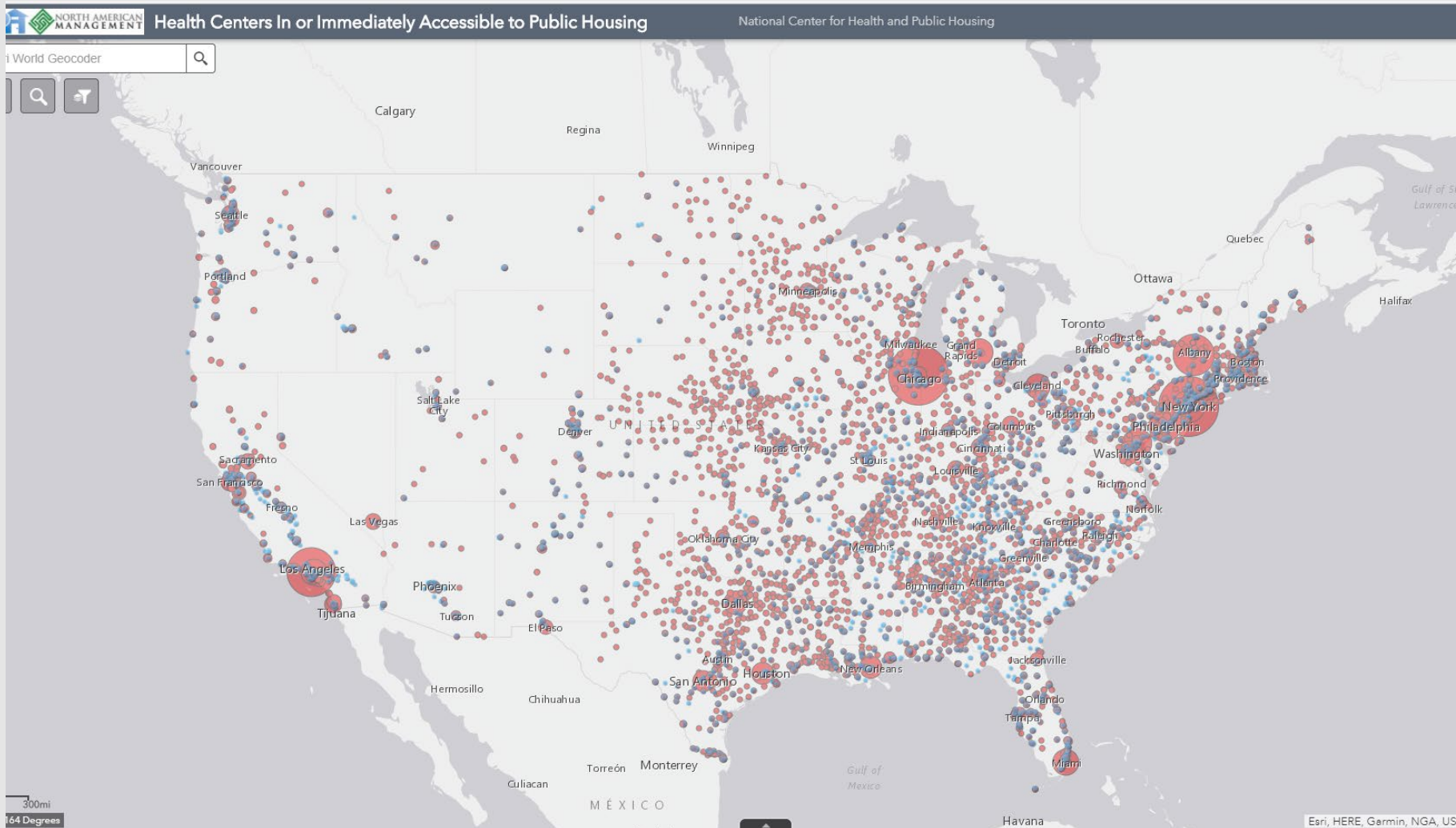


Emergency  
Preparedness

The diagram consists of two blue circles with white outlines. The left circle contains the text 'Emergency Preparedness' and the right circle contains 'Emotional Preparedness'. A light blue arrow points from the left circle to the right circle. The background is a photograph of a cloudy sky at sunset or sunrise, with a dark silhouette of a field or forest at the bottom.



Emotional  
Preparedness



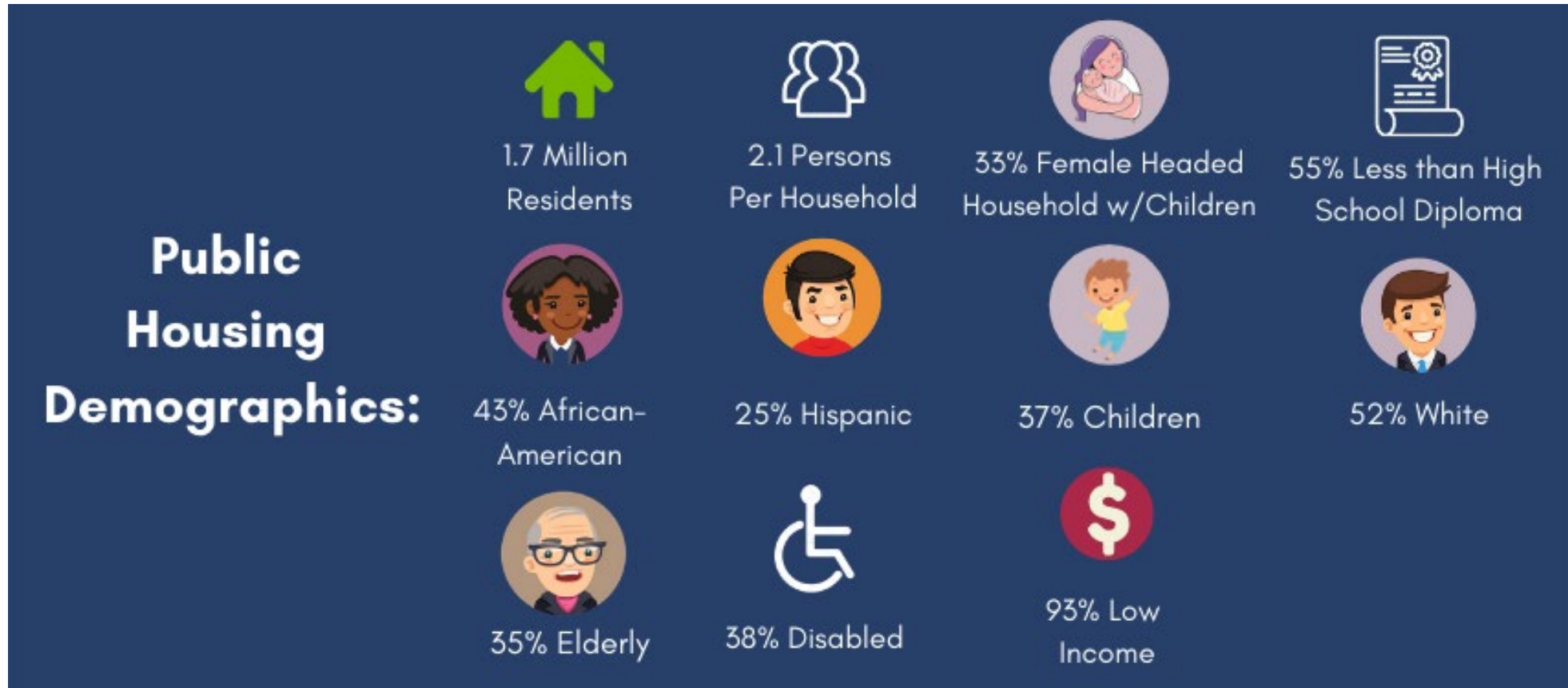
1,400 Federally  
Qualified Health  
Centers  
(FQHC)=30  
million

433 FQHCs near  
Public Housing=  
5.2 million  
patients

108 Public  
Housing Primary  
Care (PHPC) =  
856,191  
patients



In 2020, there were roughly 1.7 million residents of public housing. Approximately 93% were living below poverty, 33% were headed by a single female, 37% of the households had children, and 38% had a member that was disabled. (Source: HUD)

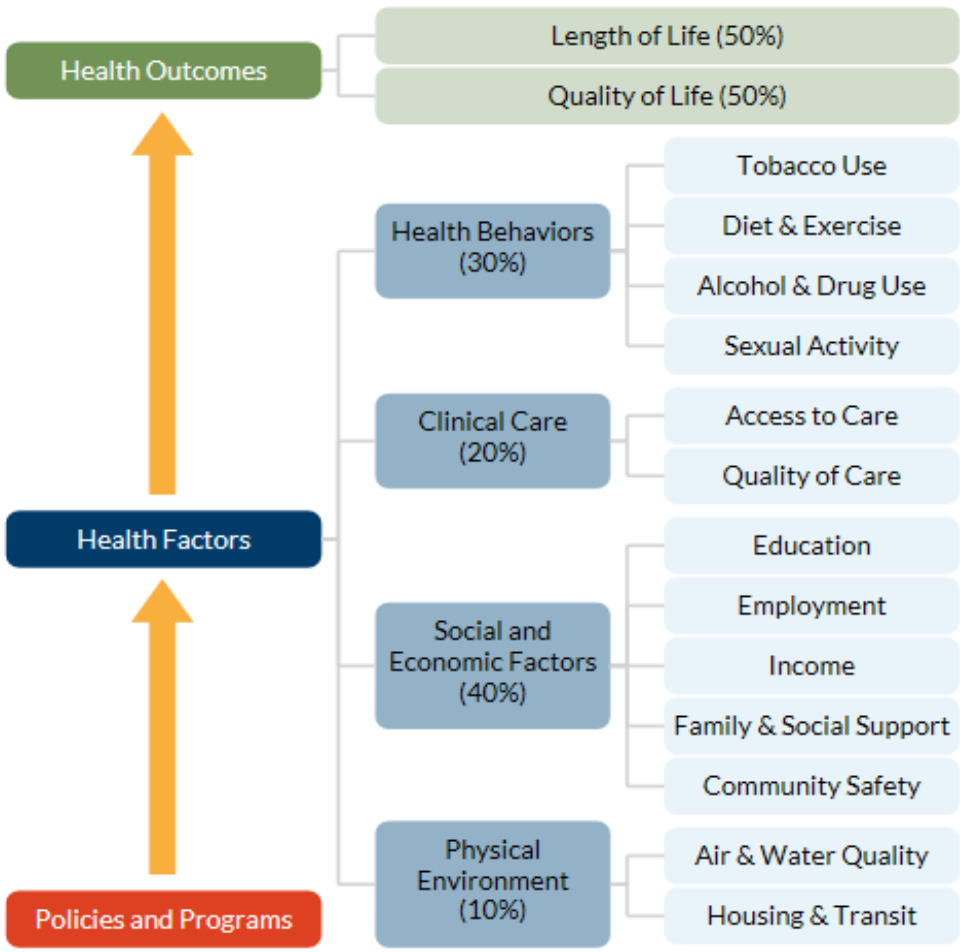


Source: HUD Resident Characteristics 2020





# Impacts of Housing on Health

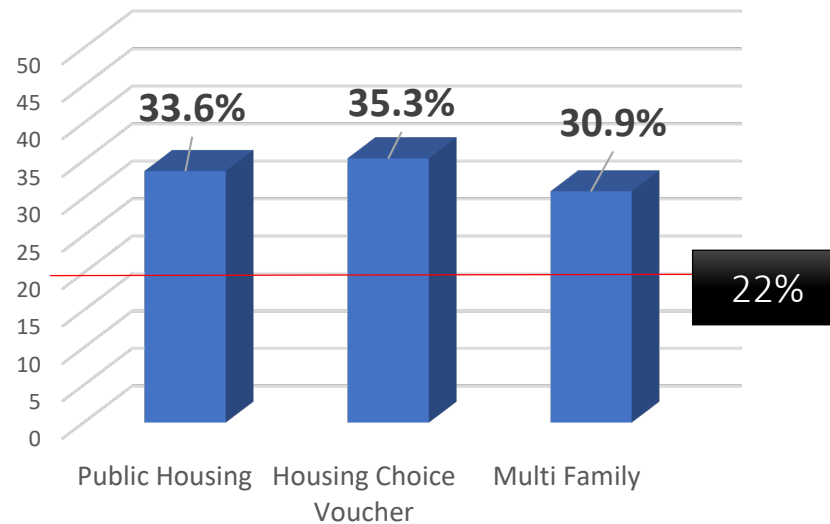


County Health Rankings model © 2014 UWPHI

# 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.

**Adult Smokers with Housing Assistance**

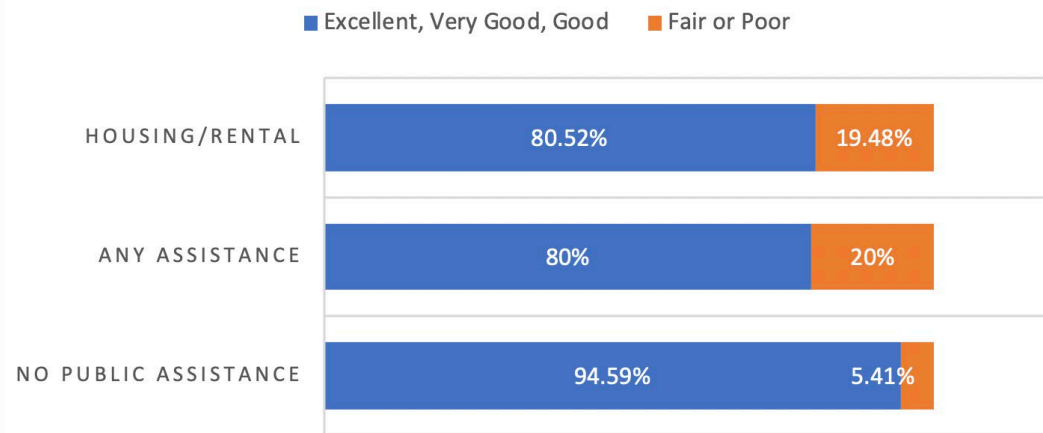


Source: Helms VE, 2017

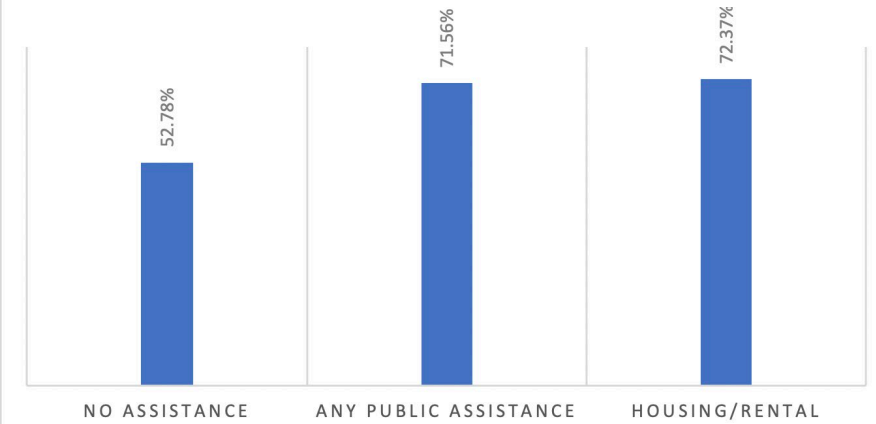
	HUD-Assisted	Low-income renters	All Adults
Fair/Poor Health	35.8%	24%	13.8%
Overweight/Obese	71%	60%	64%
Disability	61%	42.8%	35.4%
Diabetes	17.6%	8.8%	9.5%
COPD	13.6%	8.4%	6.3%
Asthma	16.3%	13.5%	8.7%

# Mental Health Status

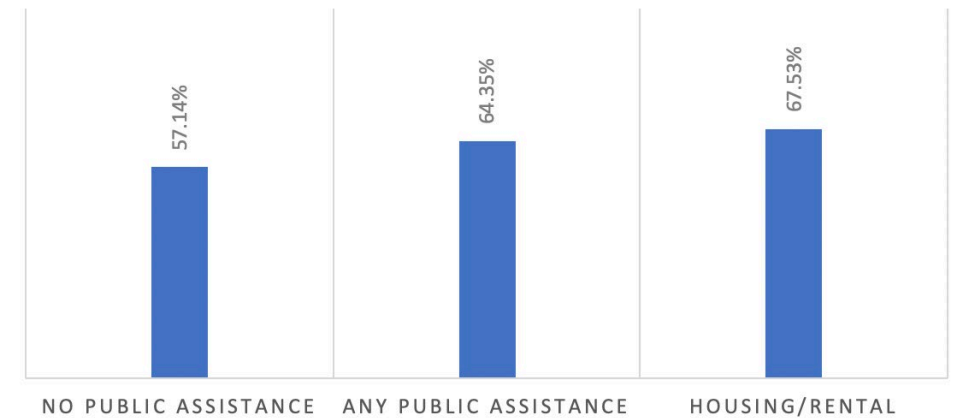
## Self-Reported Mental Health Status



## Self-Reported Depression, Past Year



## Self-Reported Anxiety, Past Year



Source: NCHPH 2020

# Depression or Anxiety with Hardship

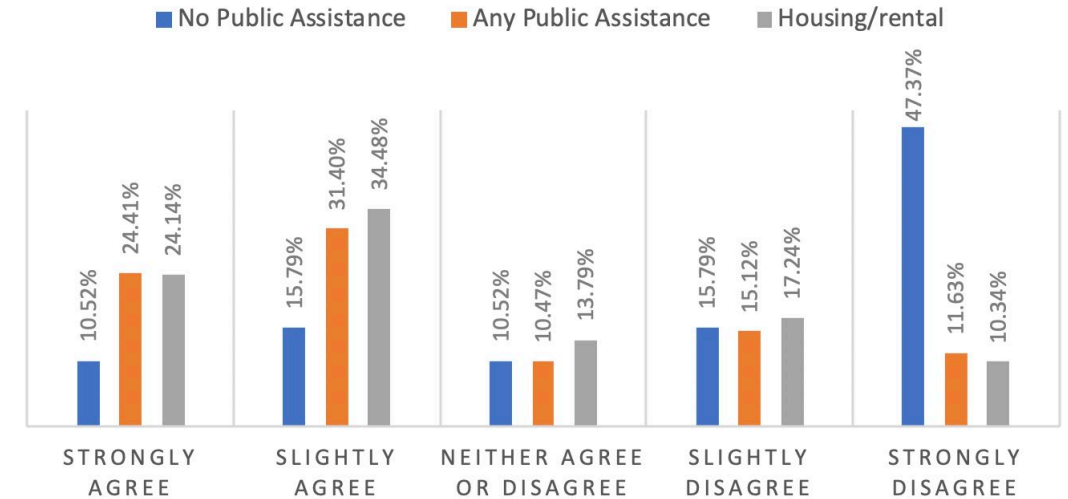
Individuals that receive housing assistance are more likely to report that their anxiety or depression interferes with daily activities compared to the general population.

Anxiety- 59% vs. 26%

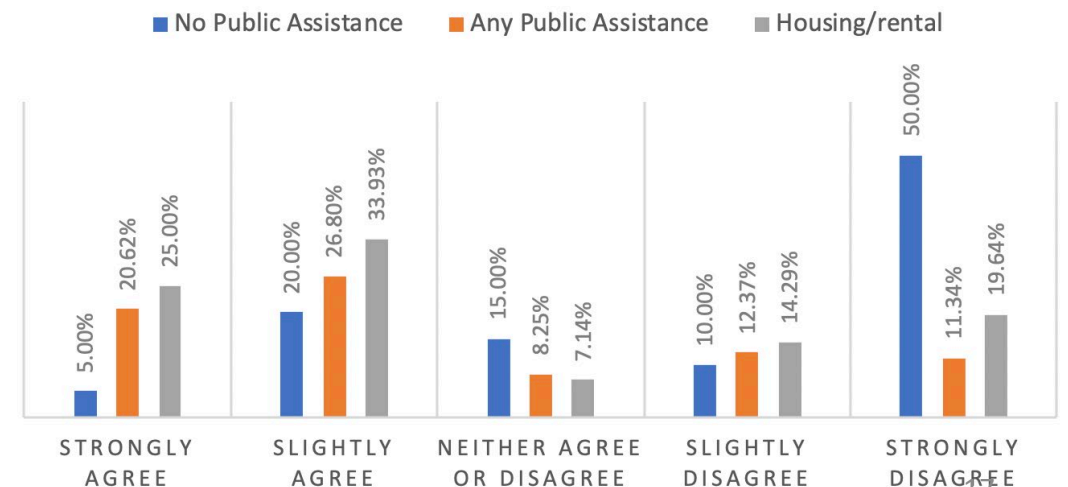
Depression- 59% vs. 25%

Source: NCHPH 2020

## Self-Reported Depression with Hardship



## Self-Reported Anxiety with Hardship







**Community**

**Staff**

**Patients**





# Poll

Have you witnessed an increase in any of the following conditions among **patients** during COVID-19?

- Depression
- Anxiety
- Stress
- Substance Use Disorder
- Other



# Poll

Have you witnessed an increase in any of the following conditions among **staff** during COVID-19?

- Depression
- Anxiety
- Stress
- Substance Use Disorder
- Other

# SWLA Center for Health Services

## Considerations for Public Housing Residents During Emergencies and Disasters



JayVon Muhammad, CEO

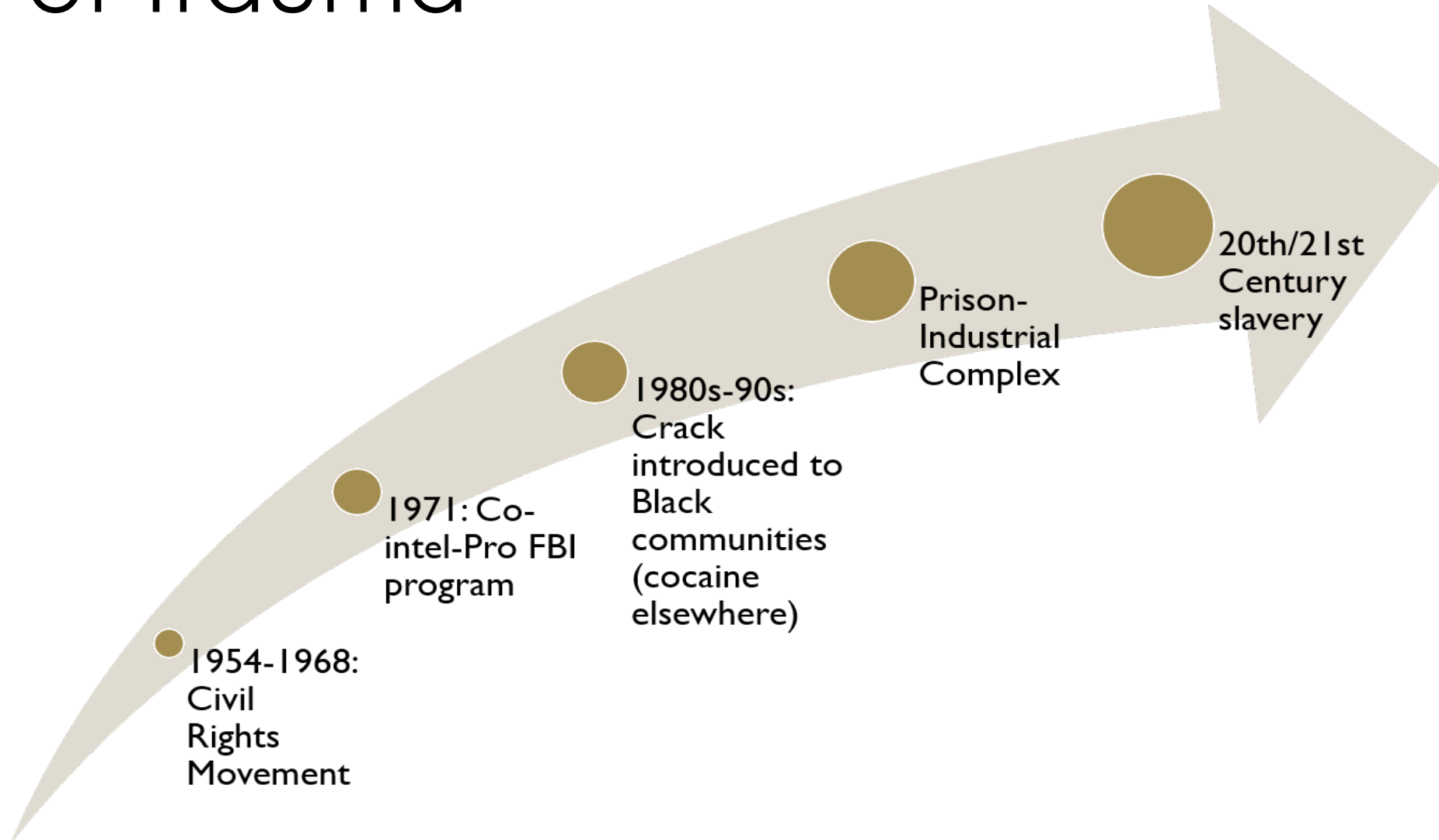
Jessica Jolly, COO

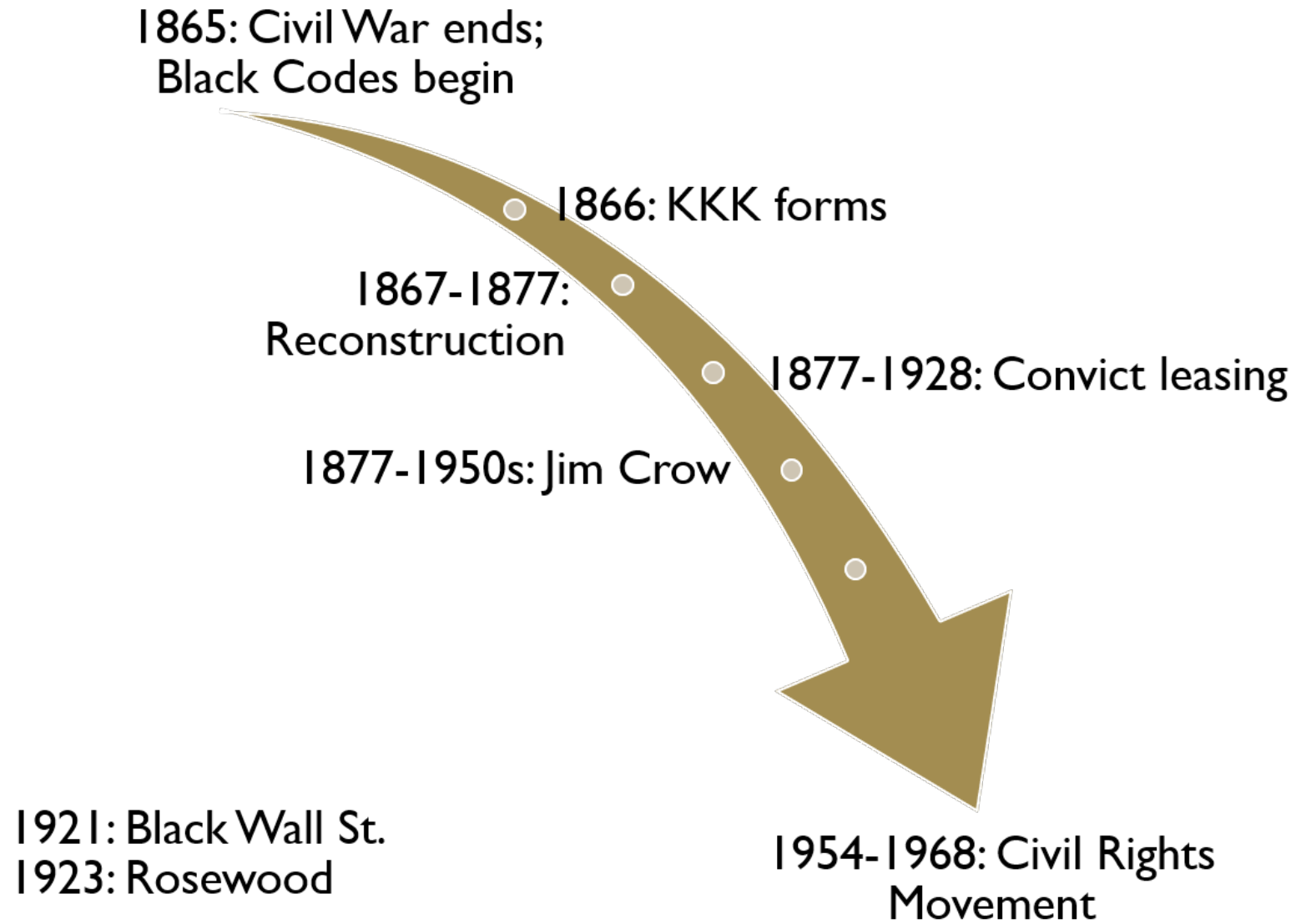
SWLA Center for Health Services

December 9, 2020

# Racism as a Historical Root of Trauma

2







# Did you know that your grandmother carried part of you inside her womb?

But how? Well. A female fetus is born with all the eggs she will ever have in her lifetime.

So when your Grandmother was carrying your Mother in her womb. You were a tiny egg in your Mother's ovaries.

**The three of you have been connected for a very long time.**

**Women are amazing!**

| TheMindsJournal



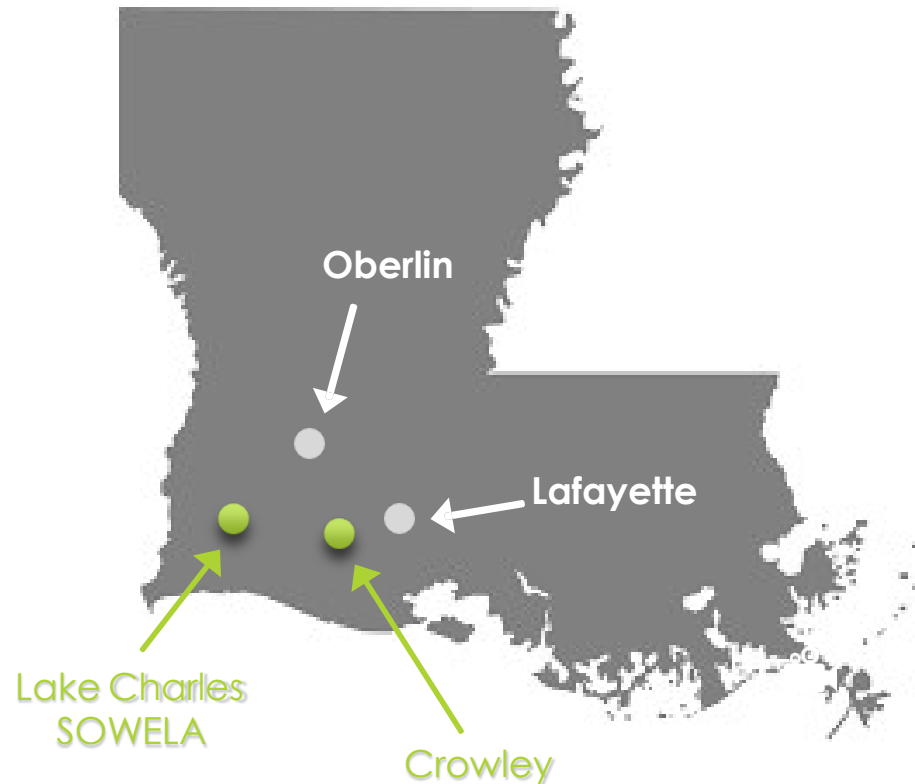
behavioral epigenetics

plasticity sensitivity consequence turn modify suicide human pups replicate measurement behaviour adult rodents expression brain modification nurturing influence neuron determines examining mothering memory parallel glucocorticoid tissue pioneering behavior

contextual epigenetic upbringing responds extent Lat promoter infancy wrapped conditioning affects discovered protein documented animal receive formation closely transcription receptor stress marked affecting synaptic sequence shaping observations regulation abused activity structure methylation linked region

# SWLA CHS Sites

5-Site FQHC serving 25,000 Unique Patients



## Lake Charles SOWELA

Over 100  
employees



## Lafayette

40 employees



## Oberlin

14 employees



## Crowley

10 employees

# SWLA CHS Mission & Vision



## Mission Statement

SWLA Center for Health Services provides **quality, cost-effective and comprehensive primary health care and support services** in an environment that embraces respect and dignity.



## Vision Statement

SWLA Center for Health Services aspires to **eliminate all disparities in access to health care.**



## SWLA Center of Health Services Pillars

### *AQCCIS*

#### Access

- Prioritized care when and where you need it

#### Quality

- Delivering high-quality efficient and effective care

#### Compassion

- Providing compassionate care with a smile

#### Community

- Committed to making our community well

#### Innovation

- The courage to trial-blaze and strive to be better by taking risks, being creative, and continuously expanding our knowlege

#### Service

- Empowering people and building stronger communities through volunteerism



## CARING FOR THE GROWING NEEDS OF OUR COMMUNITY

### PRIMARY CARE

Adult Medicine  
Pediatrics  
Dental (adults & child)

### WOMEN'S HEALTH SERVICES

Obstetrics  
Gynecology  
Pap Smears  
Family Planning  
Pregnancy Testing  
Birth Control  
STDs

### OTHER SERVICES

WIC  
Fitness  
Podiatry  
Behavioral Health  
Pharmacy  
KidMed  
Laboratory Services  
Nutrition  
Medicaid/ACA  
Application Assistance  
Case Management  
Medicare Counseling



**NOT ALL SERVICES ARE  
OFFERED AT ALL SITES.**



If you are uninsured or under insured, SWLA Center for Health Services offers a sliding fee scale based on income and household composition. Please call us at 337-439-9983 for more information.



**WHERE TO GO WHEN  
YOU NEED TO KNOW**

### LAKE CHARLES

2000 Opelousas Street  
Lake Charles, LA 70601  
337.429.9983

### LAFAYETTE

500 Patterson Street  
Lafayette, LA 70501  
337.769.9451

### OBERLIN

112 North 6th Street  
Oberlin, LA 70526  
337.639.2281

### CROWLEY

526 Rayne Crowley Hwy.  
Crowley, LA 70526  
337.783.5519



### DOCTOR TO THE COMMUNITY

SWLA Center for Health Services is a 501(c)(3) community based organization providing preventive and primary health care for the entire family regardless of their ability to pay. We accept all forms of payment including: private insurance, Medicaid and Medicare. A sliding fee scale is available for qualified patients.

**WWW.SWLAHEALTH.ORG**



## CARING FOR OUR COMMUNITY

**Lake Charles | Lafayette | Oberlin | Crowley**



**337.439.9983**  
**www.swlahealth.org**



## THE RIGHT CHOICE FOR YOUR HEALTH CARE NEEDS

We set high standards for the quality care that is delivered to patients. Healthier patient outcomes is the result you obtain when you receive focused, routine care from the entire health care team, and you are part of that team.

For over 4 decades, SWLA Center for Health Services has cared for the needs of the families in our community. We are grateful that you have taken this journey with us.

### AFFORDABLE HEALTHCARE

As a patient of SWLA Center for Health Services you can save money on your healthcare costs. We are an established Federally Qualified Health Center with more than 35 years of service to the underinsured and the uninsured.

### ACCEPTED FORMS OF PAYMENT

Personal checks  
(payable to SWLA Center  
for Health Services)\*

Visa  
MasterCard  
Discover

Cash

Cashier Check  
Money Order

Medicaid  
Medicare  
Commercial  
Insurance



**WE MAKE PEOPLE WELL.**



## CARING FOR THE GROWING NEEDS OF OUR COMMUNITY

Our vision is to eliminate all disparities in access to health care.

Together, we have four locations serving multiple parishes in Louisiana. SWLA Center for Health Services is honored to serve our community (patients) with respect and dignity as we strive to provide the highest quality health care. We use a patient-centered approach and we are accredited by the Joint Commission of Health care Organization since 2006.

### SLIDING SCALE FEE

This program allows patients to pay based on their household income and family size.

### MEDICARE

Medicare patients' annual deductible is waived and co-payment/coinsurance can also be waived.

### PRESCRIPTION ASSISTANCE

Patients without prescription drug coverage can receive free or reduced costs at our pharmacy.

### FEDERALLY QUALIFIED

As a Federally Qualified Health Center, SWLA Center for Health Services accepts all Medicare and Medicaid insurance plans, and most major insurances.



### M.A.T. PROGRAM

Medication Assisted Treatment (MAT) includes the use of pharmacologic interventions (buprenorphine) along with counseling and other supports. MAT allows the patient to regain a normal state of mind, while focusing on necessary lifestyle changes.



### DIABETES EDUCATION

Diabetes educators will help newly diagnosed patients learn to take in stride all the things in your day-to-day life that can help control the disease -- like exercise, nutrition, medications, and checking your blood sugar. They understand your needs and can provide consistent support.



### BREAST & CERVICAL

Our mission is to prevent unnecessary disease, disability, and premature death by providing quality breast and cervical cancer screenings at no cost to uninsured and underinsured, lower income women in Louisiana.



### GYM MEMBERSHIPS

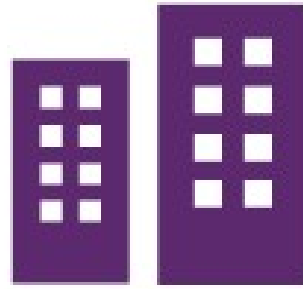
SWLA offers the highest quality of fitness services to encourage an active and healthy lifestyle. The fitness center was designed with the community in mind. The staff is trained to accommodate members of different ages, medical conditions, and level of experience.

# Social Determinants of Health

\*\*\*\*\*  
The social determinants of health are the conditions in which we are born, we grow and age, and in which we live and work. The factors below impact on our health and wellbeing.



Childhood experiences



Housing



Education



Social support



Family income



Employment



Our communities



Access to health services

# Responding to Hurricane Laura

12



# We SERVED in the Time of Need

Nearly 6,000 COVID-19 tests performed

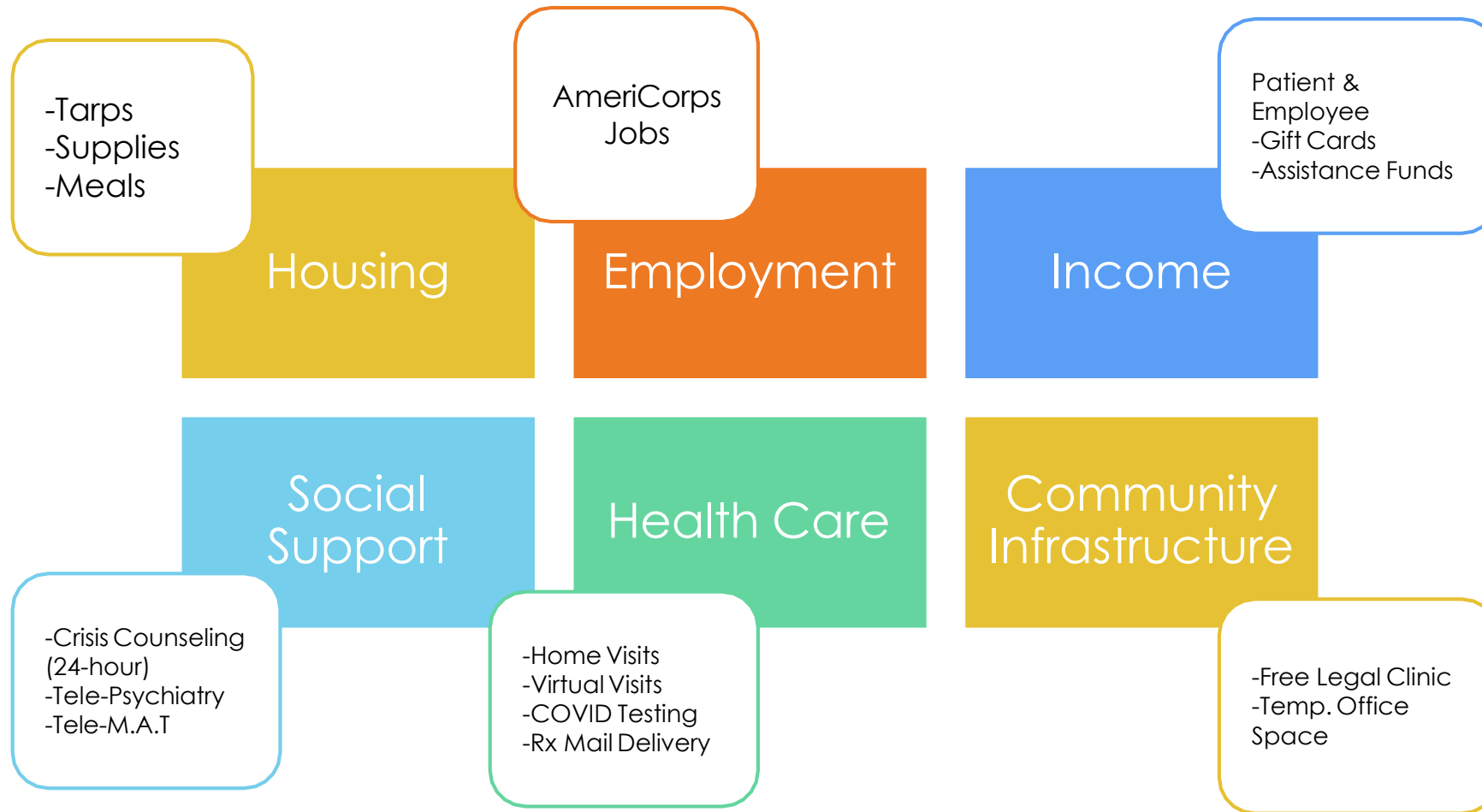
Over 16K hot meals served

## SWLA's Hurricane Laura Story

Over 40K people received food and critical supplies

# See the Need, Be the Need!

We met our communities' needs.





# Our Response to Laura

Americares: Honoring #Heroes4Health with the Humanitarian Spirit Award ft. CNN Dr. Sanjay Gupta



**JayVon Muhammad**

CEO, SWLA Center for Health Services, Lake Charles, Louisiana

▶ ⏸ 🔊 3:41 / 5:01

Scroll for details  
▼



Thank you!



# SPEAKER PANEL



1. How did you adjust or adapt Health center roles in response to Laura?
2. Is health equity written into your emergency preparedness/management plans?
3. How have you established a commitment to antiracism at SWLA?
4. What kind of advocacy are you engaged in to help support staff/patients/community in advance of the next climate event?
5. How have you operationalized your behavioral health integration?

# THANK YOU!

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