



www.esahec.org

Eastern Shore Area Health Education Center

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Cambridge, MD 21613

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ANNUAL REPORT 2013—2014

*Connecting Students to Careers, Professionals to Communities
and Communities to Better Health*



Images of the Shore by Joan Smith, LCSW

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Eastern Shore Area Health Education Center

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Maryland Statewide **Medical Education & Training System**

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Director of Maryland State AHEC Program

Nikkita Southall, MD

Course Director, Introduction to Clinical Medicine
University of Maryland School of Medicine



AHEC MISSION STATEMENT

***THROUGH COLLABORATIVE PARTNERSHIPS, AHEC SHALL BECOME THE LEADER IN
PROVIDING EDUCATIONAL SERVICES AND PROGRAMS TO ASSIST EASTERN SHORE
COMMUNITIES IN THE RECRUITMENT AND RETENTION OF HEALTH CARE
PROFESSIONALS***

VISION STATEMENT

***IMPROVED ACCESS FOR ALL COMMUNITIES ON THE EASTERN SHORE TO QUALITY
HEALTH CARE***



Letter from Board President Addie Eckardt and Executive Director Jacob F. Frego

Dear ESAHEC Friends and Supporters,

The Eastern Shore Area Health Education Center has taken a major leadership role as Maryland proceeds with the commitment that all citizens have access to affordable, accessible health care. Workforce development and training are essential in our efforts to engage all citizens.

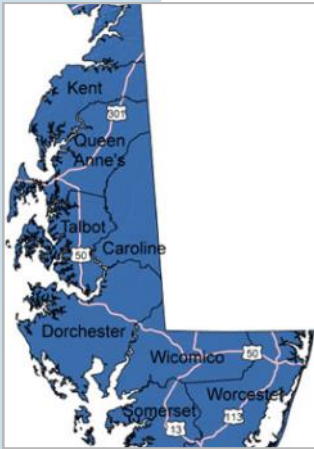
It is often said that new ideas are often simply old ones with a new wrinkle. This adage is true across many professions and certainly that of health care. Many consider the Community Health Worker (CHW) initiative reminiscent of the historical Community Health Nurse. It is envisioned that these indigenous care givers, through their ability to connect and relate to individuals, help to navigate the often complex health care system to elicit behavioral change in their clients that promotes health and well-being. The Eastern Shore AHEC is very proud to assist in continuing this fine tradition through the excellent Community Health Worker Training Program. This year we trained 14 workers and look forward to working with others on the Eastern Shore to train more.

The Center's other programs are continuing the tradition and success of the past years! Clinical Education continues to serve more students and recruits additional preceptors to do so; our Oral Health Program reaches "impossible" young minds to convey the importance of brushing and flossing; Geriatric Program continues to open new doors and experience for students; Health Careers continues to reach high school students but is also focusing on adults; Continuing Education serves a wide audience and the Aging Simulation Sensitivity Training outreach continues to reach and inform on physical and mental conditions associated with the aging process. Two new programs are gaining tradition – Employment Advancement Right Now is a multi-collaborative partnership and the Affordable Care Act continues to reach our citizens who have been without the security of health care insurance.

Just as our activities and success are attributable to past efforts, the Center continues to owe a large debt of appreciation to our program partners and funders who enable our work to continue. To all we say thank you and together will strive to address health care issues within the Eastern Shore.



Who We Are, What We Do



Map of ESAHEC
Service Area

The Eastern Shore AHEC is a private, non-profit, 501(C)(3) organization, which became programmatically operational in 1997. Governed by a 16 person Board of Directors, AHEC serves the nine counties comprising Maryland's Eastern Shore.

To accomplish our mission, AHEC works to recruit and retain health professionals in the medically underserved areas on the Eastern Shore. This includes health care education programs for both health professionals in the service area and students from colleges and universities both in Maryland and surrounding areas. The outcome of the Center is to retain and encourage jobs in health care.

AHEC develops community-based programs covering:

- Clinical Education
- Continuing Education
- Health Careers
- Community Health Worker Training
- Oral Health
- Geriatric Training
- Library Information Services



Eastern Shore Area Health Education Center Staff

Oral Health Outreach

With continued funding from the Office of Oral Health the ESAHEC maintains partnership with Choptank Community Health System in providing education and dental home care supplies to the Mid-shore WIC families. Fluoride Varnish services are provided weekly in Dorchester and Caroline County, and in Talbot County biweekly. Outreach education efforts are made in the Kent and Queen Anne Counties as well as Dorchester, Caroline, and Talbot.

During the past year 168 presentations were given with a total of 6,796 attendees.

Jeanie Holtz, RDH takes part in the New Mom and Baby class offered at the Memorial Hospital bimonthly when available. A radio interview on the Dr. Kay Show spotlighted oral health and the cause of Early Childhood Caries while Jeanie exhibited the sugar display in the studio.

The Oral Health Summit in December provided a Round Table discussion focusing on the work being done at the Chesapeake Multicultural Resource Center.

Maryland Dental Action Coalition awarded a second year grant to the Oral Outreach program to target the Hispanic population in Talbot County.



The Tooth Fairy's Helper visited the Kent Island branch of the Queen Anne's County Library where she taught about brushing, flossing, and eating foods that are essential in maintaining positive Oral Health.



Please contact Ms. Holtz if you would like to learn more about AHEC's Oral Health Program at 410-221-2600 or jholtz@esahec.org.

GERIATRIC PROGRAMS

Geriatric funding for this year was supported by the Geriatrics and Gerontology Education and Research (GGEAR) program at University of Maryland, Baltimore under the direction of Reba Cornman, MSW. Funding for the Johns Hopkins Geriatric Education Center (GEC) Consortium was under the direction of Jane Marks, RN, MS, FNGNA.

Geriatrics and Gerontology Education and Research (GGEAR) Program

This past year funding from the program at University of Maryland, Baltimore supported six (6) Geriatric Assessment Interdisciplinary Team (GAIT) training projects and a Multidisciplinary Clinical Skills Workshop: Assessment Tools of Older Adults.

Multidisciplinary Clinical Skills Workshop: Assessment Tools of Older Adults

The fourth annual half-day workshop was held at Wor-Wic Community College on October 25, 2013. One hundred forty three (143) students attended, including Nursing students from Salisbury University and Wor-Wic Community College. As well as a Physician Assistant, Physical Therapy, Pharmacy and Dietetic students from University of Maryland Eastern Shore.

Additional funding through another grant supported the nursing students from Wor-Wic Community College. The workshop was well received by both faculty and students in attendance. Evaluations reflected 90-99% of participants rated the workshops as Good to Excellent.

Students convened to debrief on an interdisciplinary case study at Wor-Wic Community College.



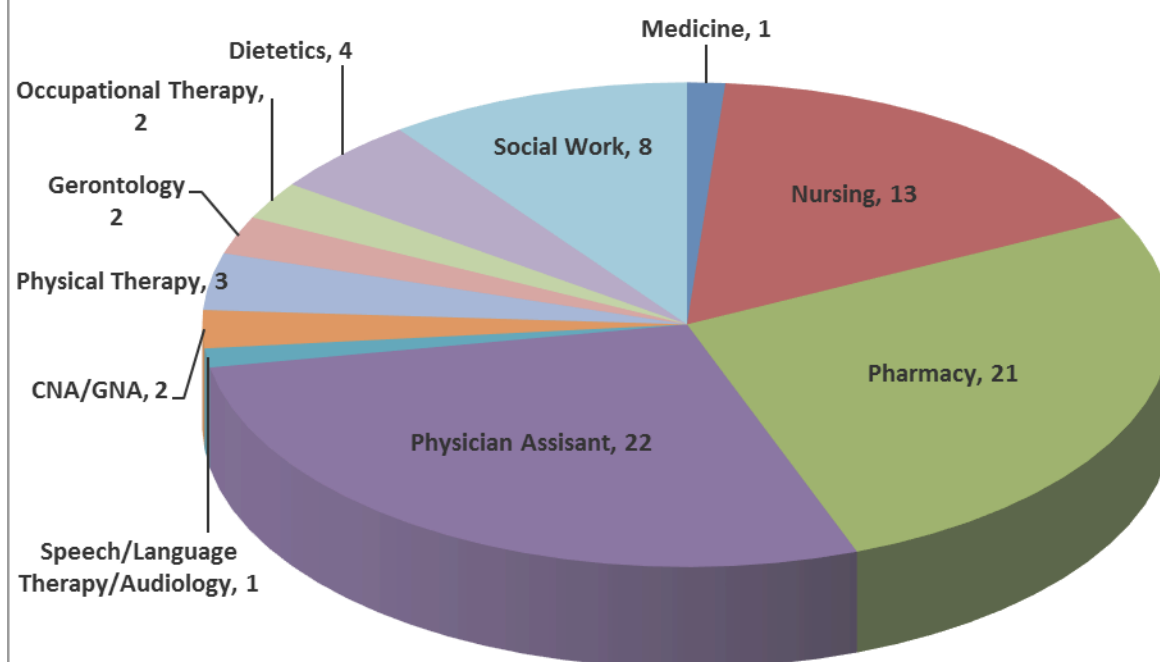
Geriatric Assessment Interdisciplinary Team (GAIT) Training

A total of 79 students attended GAIT training workshops this year with an average of thirteen (13) students per session representing various disciplines including: Physician Assistant (22), Pharmacy (21), Social Work (8), Nursing (13), Medicine (1), Dietetics (4), Speech and Language Therapy (1), Physical Therapy (3), Occupational Therapy (2), Gerontology (2), and Certified Nursing Assistants/Geriatric Nursing Assistants (CNA/GNA). Additional funding through another grant (JHU GECC) supported students from the College of Southern Maryland.

“This experience has definitely increased my interest in working with the geriatric population.”

GAIT Participant

GERIATRIC PROGRAMS (CONT)



GAIT Attendance by Discipline

Johns Hopkins Geriatric Education Center (GEC) Consortium



Jane Marks, RN, MS, FNGNA is presenting to nursing students on *The Physiology of Aging* at the Nursing Colloquium in Easton.

The Johns Hopkins Geriatric Education Center Consortium grant provided for 96 Nursing students from area community colleges to attend three (3) geriatric training programs. Chesapeake College and Wor-Wic Community College nursing students attended a Multidisciplinary Colloquium on Older Adults held in September at the Milestone in Easton. Wor-Wic Community College nursing students attended the Multidisciplinary Clinical Skills Workshop: Assessment Tools of Older Adults at Wor-Wic Community College in October. Certified Nursing Assistant/Geriatric Nursing Assistant students from the College of Southern Maryland attended (1) Geriatric Assessment Interdisciplinary Team (GAIT) workshop.

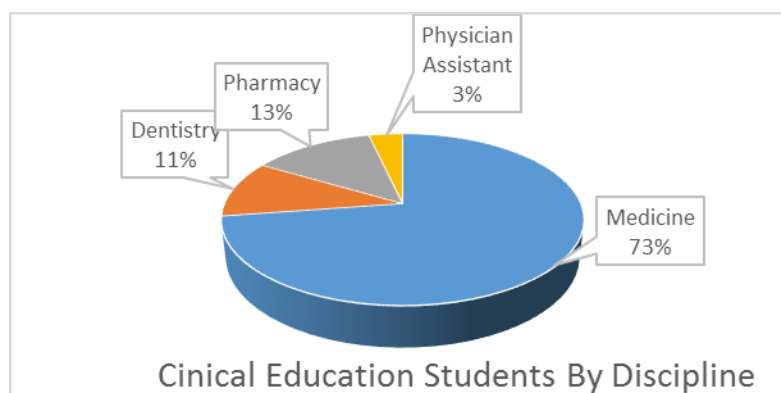
CLINICAL EDUCATION

Eastern Shore AHEC enjoys a robust Clinical Education Program which surveys an extensive array of students principally from the University Of Maryland School Of Medicine. This program is well received throughout the region and enjoys strong support and involvement of physician preceptors. The program offers advanced level health care students the opportunity to experience primary care practices in a rural setting under the guidance of a board certified preceptor in family medicine, internal medicine, or pediatrics. This year **139** students participated in the AHEC program working directly with professionals in the community for over **20,680** contact hours.

The Primary Care Track Program enjoyed a second successful year with 16 students doing their two week shadowing experience on the Eastern Shore. This program provides students with a longitudinal mentorship with a physician in the student's first year. After the summer shadowing experience, ongoing contact with the mentor through online discussions and the possibility of working with the same mentor for a portion of the third year primary care clerkship (and again during the fourth year AHEC rotation) all benefits of this program for both the student and the mentor. This experience exposes students to practice settings that are not often included in traditional medical school training.

Faculty from University of Maryland School of Medicine, (Richard Colgan MD and Mozella Williams MD), Eastern Shore AHEC representatives (Andrea Kelly, Clinical Education Coordinator and Jake Frego, Executive Director), preceptors (Elizabeth Elliott MD, Frances Seymour MD, Timothy Snizek MD, Melinda Butler MD, and Janika Wallace DO) and Board President Addie Eckardt joined current Primary Care Track students for a dinner and discussion about the program. Students displayed a great deal of interest, enthusiasm and dedication to primary care medicine. Those that attended have already requested future rotations with their current preceptors.

Housing for students was again provided on the shore with apartments in North East, Chestertown, Easton, Cambridge, and Salisbury. Dr. Robert Bauer continued to provide housing and placements for students in St. Mary's County in Southern Maryland through a partnership with University of Maryland School of Medicine.



I appreciate having this opportunity to recognize and appreciate the high quality care accessible to patients as a result of Primary Care practitioners.

Brittany Schuh, Primary Care Track Student

2013-2014 PRECEPTORS

MEDICINE

Lanre Akinkumni, MD
 Moshin Ansari, MD
 Glenn Arzadon, MD
 Mirza Baig, MD
 Apar Bains, MD
 Thomas Biondo, MD
 Lisa Breslow, MD
 Stephen Breslow, MD
 Melinda Butler, MD
 Edwin Castaneda, MD
 Landy Cook, MD

Alon Davis, MD
 Esther Elizabeth Elliott, MD
 Andrew Ferguson, MD
 Mitchell Gittelman, DO
 Jamie Harms, MD
 Brent Hofmann, MD
 Mark Langfitt, MD
 Neil Lattin, MD
 Daniel Makas, MD
 Elizabeth Mason, MD
 Jamshid Mian, MD

Rohan Moffatt, MD
 Mary Ann Moore, MD
 Sheri Moore, MD
 Eugene Newmier, DO
 Helen Noble, MD
 Danielle Orr, MD
 Julio Ramirez, MD
 Brookellen Rider, DO
 Frances Seymour, MD
 Patrick Shanahan, MD
 Hi Sim, MD

DENTAL

Sandra Garbely, DMD
 Scott Wolphin, DMD
 David Bradford, DDS
 Celeste Ziara, DDS

PHYSICIAN ASSISTANT

James Burns, DO

PHARMACY

William Boothe, PharmD
 Dennis Killian, PharmD, PhD
 Miranda O'Brian, PharmD
 Lisa Brooks, PharmD
 Kim Couch, PharmD

Thank you to all of our dedicated preceptors for their commitment to primary care medicine and the AHEC clinical education program.



Andrea Kelly, Clinical Education Coordinator and Jake Frego, Executive Director with the ESAHEC joined Primary Care Track students and preceptors for dinner at the Tidewater Inn in Easton to discuss program evaluation. They were also joined by Dr. Richard Colgan and Dr. Mozella Williams from the University of Maryland and Addie Eckardt, Board President

HEALTH CAREERS

"Thank you for coming to speak with our students this spring. We look forward to growing our relationship with you and the Eastern Shore AHEC"

**Total Health
Careers
contacts
made FY14:
4,187**

"I learned a great deal about healthcare professions and the many opportunities that are available"

The Eastern Shore Area Health Education Center's (AHEC) Health Careers Program develops health career opportunities and promotes these opportunities to students in high schools, college and adult learners. The Health Careers Program works in partnership with the area's guidance counselors and school administrators, colleges and universities, and regional health care professionals and personnel at health care institutions.

In FY15, public library contact programs will expand, reaching local citizens needing assistance in pursuing jobs in the healthcare field. Current efforts are ongoing in three counties, and three more counties will be added as soon as possible. The current efforts have been very successful and encouraging. Another initiative which has been successful is the outreach to the veteran job seekers through our partnership with the Maryland Department of Labor, Licensing and Regulation. The current partnership has resulted in group meetings, individual referrals and a strengthening of the understanding of the ESAHEC health careers program by the DLLR representatives. This program will be expanded and strengthened in FY15.



Mini-Med School for Teens class of 2014



AFFORDABLE CARE ACT

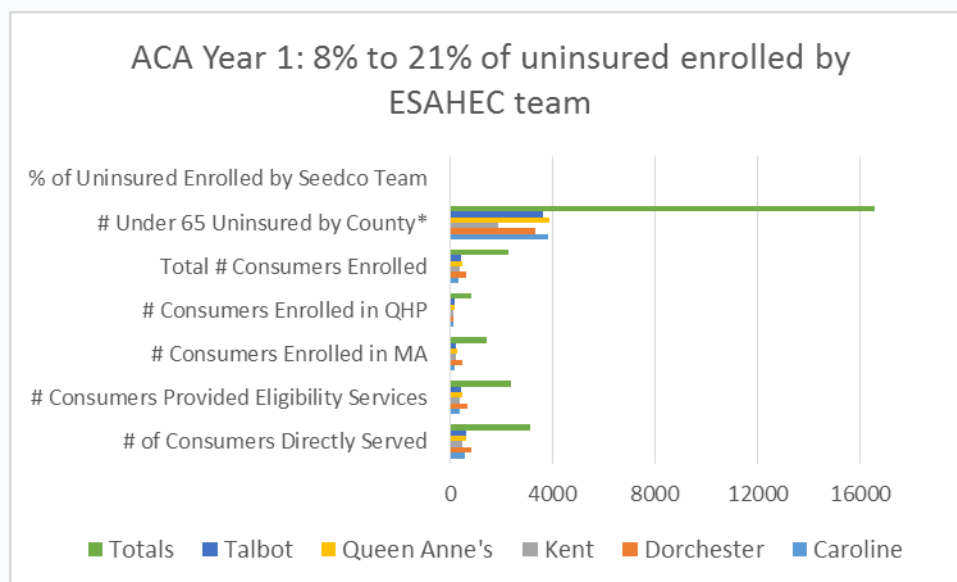
At the start of FY14, ESAHEC contracted with Seedco, Inc. and the Maryland Health Benefits Exchange to implement the Affordable Care on Maryland's Eastern Shore. ESAHEC hired a team of eight to be trained and serve as Navigators in the five counties of Kent, Queen Anne, Talbot, Caroline, and Dorchester, and two Assistors for Kent and Queen Anne, under the able guidance of a Team Lead. We collaborated closely with Choptank Community Health Systems and three Assistors in Caroline, Talbot and Dorchester.

The Navigators were based at the Local Health Departments and Departments of Social Services, whom we thank for their steady support and collaboration in a ever-changing environment. Mobile secure internet access for the team members was not secured in time for them to be mobile and able to travel to rural consumers. Despite technical difficulties and recurring challenges arising due to the program changes, the team functioned diligently and smoothly.

The Open Enrollment period, initially scheduled October 1st 2013 to December 20th, 2013, was extended more than once and into April 2014 to capture partially enrolled consumers whose registration was not completed due to technical glitches. Many were able to obtain Qualified Health Plans, and many more were enrolled in Medical Assistance.

Below is a table showing the effective outreach and enrollment by ESAHEC's team members. Smooth and strong teamwork with Seedco in Elkton has been the foundation and promises an excellent FY15.

Open Enrollment extends from November 15 2014 to February 15 2015.



CONTINUING EDUCATION

The Continuing Education Program is enhanced by collaborative efforts with academic partners at University of Maryland and the Johns Hopkins Geriatric Education Center, Department of Health and Mental Hygiene, as well as regional partners including: the Health Enterprise Zone, Local Health Improvement Coalitions and health departments, direct service agencies, medical hubs and advisory councils, Area Centers on Aging, professional organizations such as the Eastern Shore Pharmaceutical Society and employers.

Working in conjunction with these entities, the Continuing Education Program developed, conducted and supported a total of 43 programs reaching 2,162 participants, including 50 students.

Community Health Worker Training

Priorities this year included the development and delivery of Community Health Worker (CHW) Training. Two cohorts for a total of 14 CHWs are now deployed in the region and are actively engaged with individuals in local communities to assist in reducing health disparities and meeting the goals of the Triple Aim: to optimize the experience of care, improve health outcomes and reduce costs. The curriculum focuses on health literacy, care coordination and engaging individuals in their health care. Core training and continuing updates were provided to the individuals trained. Individual modules on diabetes, asthma, exercise and nutrition were tailored to the meet the needs of the different projects. ESAHEC has become a leader in the delivery of CHW Training for the Eastern Shore.



CHW Training participants received instruction on blood glucose monitoring as they prepare to work with diabetic clients.

Nine Community Health Workers were trained through a partnership with the Mid-Shore Local Health Improvement Coalition.



CONTINUING EDUCATION (con't)

The Affordable Care Act

In keeping with the vision and mission of AHEC to improve access to quality health care, the Continuing Education Program has been involved in educating individuals and organizations on the Affordable Care Act. ESAHEC participated in a national webinar offered by A-TrACC entitled, "Supporting Enrollment through Innovative Practices and Partnerships". ESAHEC presented on how Community Health Workers support enrollment through the marketplaces. ESAHEC enrolled in the A-TrACC Marketplace Project, and received an honorarium for providing 4 training programs to 204 individuals.

Interdisciplinary Education

Interdisciplinary offerings in geriatric education incorporated behavioral health, reaching 634 healthcare professionals such as certified nursing assistants, geriatric nursing assistants, nurses, social workers and other behavioral health professionals and pharmacists. The annual Geriatric Symposium entitled, "Aging Adults: A Behavioral Health Toolkit was well-attended and received by participants.

The Continuing Education Program collaborated with local health departments, social service agencies, direct care providers and behavioral health agencies and organizations to deliver continuing education certificate programs to 627 social work and other behavioral health professionals.

The Continuing Education Program enjoys a strong working relationship with the Eastern Shore Pharmaceutical Society. Working in conjunction with these area professionals, and The Johns Hopkins Geriatric Education Center, 9 programs reaching 329 professionals and students were conducted.

Continuing Education Program Summary

Type of Program/ Discipline	Number of Programs	Number of Professional Participants
Affordable Care Act	4	204
Behavioral Health/ Geriatrics	11	634
Community Health Worker Training	1	9
Health Education	1	70
Health Literacy	3	171
HIV Education	1	118
Pharmacy	9	329
Social Work	13	627
TOTAL	43	2162

EARN: Employment Advancement Right Now

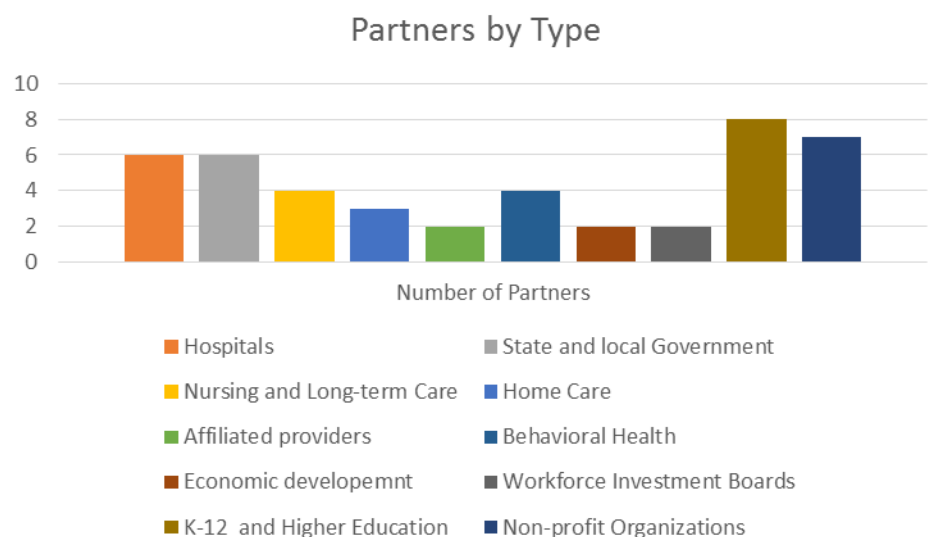
EARN: Employment Advancement Right Now, a new DLLR Initiative, awarded to ESAHEC Strategic Industry Partnership for Ready to Care

In the autumn of 2013, at the suggestion of Dan McDermott of the Upper Shore Workforce Investment Board, ESAHEC convened a wide group of stakeholders who train and employ health care workers. The partnership was led by Jake Frego and Cyndi Slacum of ESAHEC, and Chesapeake College made their grant writer PJ Townsend available: the Strategic Industry Partnership took the name of Ready to Care and submitted an expression of interest in receiving a Planning Grant. This Planning Grant was awarded for January, February and March 2014. Suzi Peel coordinated the process from ESAHEC, and PJ Townsend was the grant writer for part of the planning period. The proposal for implementation was submitted to EARN/DLLR at the end of March, and we learned it was successful when it was awarded May 30th 2014.

There were forty-four partners who truly represented the whole Eastern Shore, from Crisfield in the south to Elkton in the north. Local Health Departments and public hospitals, private clinical care facilities and residential or day care providers of services to the ill and elderly, behavioral health care providers and facilities, advocacy groups and professional associations participated in numerous planning sessions, despite the distances to travel and unusually severe winter weather. The three community colleges, Cecil, Chesapeake and Wor-Wic, hosted focus group sessions facilitated by BEACON, the business economic and community outreach network of Salisbury University.

Priority areas for the first round of employer-directed training of health care workers are enhancing the soft skills of new CNAs and GNAs and providing an opportunity to work at a care setting for a full week prior to embarking on employment. Behavioral health is the second priority area of training. Those completing the trainings will be more attractive to employers for entry-level positions and will allow current employees to advance. The grant implementation period extends from July 1st 2014 to June 30th 2016. Ready to Care aims to conduct all the training (six courses at each college) in 2015, allowing time for rigorous monitoring, evaluation and outcome reporting in 2016.

A state-of-the-art database was designed in anticipation of the complex data collection and reporting requirements of EARN. It will strengthen ESAHEC's tracking of trainees and document our impact on health care on the Eastern Shore.



FINANCIAL SUMMARY

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For the Fiscal Year of July 1, 2013 to June 30, 2014

Maryland Department of Health and Mental Hygiene	\$380,205
SEEDCO	\$378,160
Seminar / Program Revenue (Talbot DSS, Cancer Research, NAO Veterans)	\$95,061
WIC - Oral Health Initiative	\$83,884
Federal Funds Received through University of Maryland Baltimore	\$75,307
Health Enterprise Zones	\$54,042
FDA Focus Group	\$50,000
Geriatric Assessment Interdisciplinary Training (GAIT) Program	\$47,500
GEC Consortium Grant (Johns Hopkins)	\$40,000
Southern Maryland - Dr. Robert Bauer	\$32,940
EARN Grant Partnership	\$20,600
Oral Cancer - Dorchester Tobacco Cessation	\$14,661
Caucus and Conferences	\$11,066
Misc Income (Local/Interest Income, Admin Fees, Restricted Donations)	\$10,292
Mini-Medical WIB / Teens / Winter Jobs	\$9,359
Geriatric Gerontology Education and Research Program	\$8,000
Mid Shore Community Foundation	\$7,625
GGEAR - Certified Nursing Associates Program	\$7,000
ASST - Aging Sensitivity Simulation Training	\$3,194
Maryland Dental Action Coalition	\$3,000
Dorchester County Social Services	\$2,881
MSNAAC	\$1,247
TOTAL FUNDS RECEIVED	<u>\$1,336,024</u>

Center Staff	\$735,958
Center Building	\$17,682
Center Travel	\$8,275
Center Equipment	\$5,075
Preceptor Program	\$1,754
Student Programs	\$85,897
Learning Resource Center	\$161
Center Operations	\$481,222
TOTAL FUNDS EXPENDED AND ENCUMBERED BY ESAHEC	<u>\$1,336,024</u>

Annual audit will be conducted as of June 30, 2014 by PKS CPA Firm, Salisbury, MD. Financial Summary subject to audit.

AGING SIMULATION SENSITIVITY TRAINING (ASST)

The ASST workshop is a one to two hour-long program that utilizes props as well as individual and group activities that simulate every-day situations commonly experienced by the elderly in daily life. The training is designed to teach participants to better recognize barriers to communicating with older people, become aware of behavioral cues that can affect decision making and to experience the effect of sensory losses such as impaired hearing, vision and mobility that are common in the process of aging.

In Fiscal Year 2014 :

19 staff/faculty

234 students

For a total of 253 individuals that attended ASST workshops

The ASST Workshop program is grateful for the generous support provided by the Johns Hopkins GEC Consortium Grant, the Upper Shore Workforce Investment Board, the Host Sites and the Eastern Shore Area Health Education Center for funding the ASST workshops.



Salisbury University Nurse Students find that buttoning shirts is difficult and time consuming when wearing vinyl gloves with fingertips stuffed with cotton to impair their sense of touch during an ASST workshop.

The Eastern Shore Area Health Education Center is appreciative of the many partnerships and initiatives established this year with agencies and organizations both statewide and throughout the region.