

Global Health Course Elective: Crossroad Patient Case Transportation Day

Learning objectives:

- Evaluate patient and community-level social determinants of health
- Assess transportation resources and limitations for patients
- Examine community resources assisting patients to improve health

Patient scenario:

- Patient:
 - 40 y.o.
 - PMHX: insulin-requiring diabetes mellitus, asthma, hypertension, mood disorder, obesity, tobacco-use disorder, GERD
 - Meds:
 - Lantus solistar 40 units q. hs
 - Metformin 1000mg bid
 - Lisinopril 20 mg
 - HCTZ 25 mg q d
 - Proventil MDI 2 puffs q6 PRN
 - Seroquel 200 mg q hs
 - Prilosec 20 mg q d
 - Social history: You live at home with your partner and two children, age 9 and 11. Your partner works the 7 AM-3 PM shift. You normally work part-time at a grocery store, but the last few months was working full time to help out. You are now back to part-time.
 - You and your children have covered by Ohio Medicaid through Caresource, but last month you received notice that you and your partner were recently dropped due to income now above 138% of the Federal Poverty Level. You are not sure of this is correct, but have been stretching your meds since last month without Medicaid coverage.
 - Your partner has your only car and is using it to get to work. You usually use the bus.
- You wake-up at 6:30 AM not feeling well - a little nauseated and lightheaded, but then it goes away. You check your finger stick sugar and it is 300. You call your PCP office at Crossroad Health center and they make a same-day appointment for you at the office with them.

- They give you an afternoon appointment with at Crossroad Health Center. The Over The Rhine pharmacy at Crossroads may be able to help, but you have heard that the pharmacy at SVDP helps patients with their medicine.
- You also decide to
- **ARRIVE BY 9 AM: SVDP Pharmacy:**
 - You decide to go SVDP Pharmacy before seeing Dr. O'Dea. You don't want her to know that you have not been taking full doses of your meds.
- **ARRIVE at 10 AM: Job and Family Services**
 - After SVDP Pharmacy, you will stop by Job and Family Services to check on your Medicaid status. You have worked with Medicaid specialist Krishawna Scott before, so you will see if she is in when you.
- **ARRIVE at 11/11:15 AM: Venice on Vine**
 - You decide to stop in at Venice on Vine for lunch. You also heard they were hiring. Your brother needs a job and has had trouble getting hired due to a past felony. You will ask for Mark Shannon.
 - You will have lunch and get a chance to meet with the workers to ask about their work at Venice on Vine and experience with the health system.
 - The course will be paying for your lunch.

You are done after lunch. We will debrief the next day.

Your task:

1. **Meet at The Christ Hospital main lobby at 8 AM (near gift shop area) as a group of students. You will not have a faculty member with you on this trip - you can do it - we have faith!**
2. You need to use public transportation to get to your sites - no Uber.
3. Wear comfortable walking clothes and shoes and be prepared if bad weather - it still goes on.
4. Suggest using the METRO APPS to help assist finding your routes:
 - <http://www.go-metro.com/mapsandschedules/maps-schedules/mobile-app-user-created-resources>
 - Cincy EZ Ride and Transit APP
 - You can use EZ ride to buy a bus ticket
 - I find the Transit APP easier to use for finding the bus, both work.
 - Based on FMC patient zip code data, over 25% of our patients from the 45202 zip code (OTR) are without access to personal transportation. We are not providing specific instructions for how to get to each place. You will definitely want to **bring exact change** (it is \$1.75 for each bus ride, or \$4.50 for a zone 1 bus pass - this can be purchased on the bus but you must tell the driver BEFORE paying your fare).
5. **You need to be at St. Vincent DePaul pharmacy at 8:45/9 AM.**
 - Ask for Lydia Bailey, our clinical pharmacy manager
 - 1125 Bank Street, 45214
 - She will briefly share with you about the services of SVDP and then give you your next site information.
6. **After leaving SVPD, you will head to Hamilton County Job and Family Services to check on your Medicaid Status - be there at 10 AM**
 - 222 East Central Parkway **Cincinnati**, Oh 45202
 - Ask for Krishawna Scott when you arrive.
 - Krishawna will go over the intake process with you.
7. **After leaving JFS, go to Venice on Vine at 11 /11:15 AM.**
 - 1301 Vine Street, 45202
 - Ask for Mark Shannon.
 - You will have lunch and meet with staff.
 - Think about questions related to working with Venice on Vine and barriers to health / health care.
8. Debriefing:
 - We will debrief Wed.

- Over the course of the morning, reflect on the following statements and be prepared to discuss:
 - “If I were this patient, the biggest fear, frustration or support would have been?”
 - “For me as a four year medical student, my aha moment of the day was....”
 - “Now that I have had this experience,”