To conduct a needs’ assessment of a primary care safety net clinic’s capacity to address care of patients with chronic conditions.

Stakeholder
The stakeholders for this project are the clinic director, manager, physician and nurse practitioners of a new primary care clinic as well as the Nurse Navigator from the Internal Medicine Clinic who is the local subject expert.

Definition
Chronic condition: Defined as conditions that last 1 year or more and require ongoing medical attention or limit activities of daily living or both. (Centers for Disease Control and Prevention, 2021)

Ethics
• IRB Number: 21-35
• The Colorado Mesa University Institutional Review Board (IRB) deemed this project to not be research involving human subjects as defined by 45 CFR 46.102(e).

Background & Methods
Data collection:
- Direct observation of patient flow
- Informal one-on-one Interviews
- Chart review for representative sample
- Letter of interest sent to qualifying patients
- Internet search at community and policy level

Process:
- Periodic meetings with stakeholder
- Data recorded in field notebook
- Written summaries posted in online classroom
- Weekly feedback from faculty & peers
- Weekly SMART goals developed

Methods
Social Ecology Model

Policy
Organization
Community
Interpersonal
Individual

Federal & State
Non-Profit Medical Center
State, County, City
Provider & Clinic Staff
Patient

Chronic Care Management Services

The social ecology model as described by Bronfenbrenner and the CDC was used as the framework to organize the data for my needs’ assessment inventory.

- Individual level if focused on the patient living with two or more chronic conditions.
- Interpersonal level is focused on the relationship between the patient and the provider and clinic staff.
- Community level includes the patient’s social unit and where the interpersonal interactions take place on a day-to-day basis. For the purposes of this project, it includes the state, county, and city in which the patient lives.
- Organization level includes the non-profit medical center where the patient receives medical care.
- Policy level includes the federal and state policies that affect the quality and availability of the health care resources available to the patient.

Results

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Policy Level
- Selected populations with barriers to access chronic care services
- Remove barriers to access chronic care services

Summary
Stakeholder’s Identified Need
- Individual -> Chronic care access
- Interpersonal -> Increase provider awareness and utilization of CCM services
- Community -> Increase organization of community-based systems
- Organizational -> Organized process for implementing CCM services
- Policy -> Remove barriers to access chronic care services

Recommendation
- Standardize the process for providing CCM services among providers, staff, patients, and the community.

*Further references available on request.