PHOTOVOICE:
A Method To Evaluate An Interprofessional Primary Care Model Of Care

Lisa Burkhart, PhD, RN, ANEF
Fran Vlasses, PhD, RN, NEA-BC, ANEF, FAAN

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Learning Objectives

At the conclusion of this session, the participants will be able to:

• Describe the Loyola University Health System primary care interprofessional model of care.

• Compare patient participants’ perspectives of health/health behaviors, cultural/environment influences on health, and healthcare pre and post primary care interprofessional delivery system redesign.
Interprofessional - Collaborative Redesign and Evaluation for Population Access to Health

Vision:
Create a patient-centered, interprofessional model of care at the Family Medical Clinic and the School Based Health Center \textbf{AND} teach this model of care in the nursing, medical, dietetics, social work, and public health schools/programs.
IPCP Teams

• All team members (providers and staff)
• Interprofessional training (didactic, case study, simulation)
• Identify patient population: Diabetes
• Creating care panels (RN, MD, SW, RD)—3 teams (monthly care meetings)
• Troubleshoot team (weekly→q2weeks→monthly)
• Daily huddles
• EHR integration
Evaluation

• Quantitative Methods
• Qualitative Methods
Participatory Action Research:

2 steps:
• Informing the redesign
• Evaluating effect

PhotoVoice

Design

- Camera for 2 weeks
  - Health and health behaviors
  - Cultural/environment influences on health
  - Health care
- Interview

Sample

- Pre: 5 students from SBHC, 4 patients from FMC
- Post: 4 patients from the FMC

http://www.web-kids.org/photovoice.html
Pre-Intervention Patient Narrative

Personal Definition of Health
• Feeling good
• Having a positive attitude/engaging others

Environment/Culture
• Accessing services
• Marketing
• Negotiating finances
• Work stress
• Feeling Safe
• Navigating conflict/supportive people

Choices of Health Behaviors
• Eating healthy
• Exercising
• Finding mentors
• Finding joy
• Finding inner self
• Praying
• Partying

Health Care Influences

Health Care
• Perceived Need
• Help when sick
• Communication
• Clear Information
Pre- Personal Definition of Health

Having Positive Attitude

• Have a positive attitude; great to relax the, the mind and all... if you’re relaxed, if you’re away from... the city or noise around you, you can be relaxed you can find your inner self;

Feeling good

• Just have the feeling that you know, it’s really healthy for you; not sick... It makes me upset to be sick all the time
• No pain
Post- Personal Definition of Health

Having Positive Attitude

• *It means life, living...It’s just a good feeling that money can’t buy*

Feeling good

• *If I am happy I am gonna eat what I am supposed to eat...I feel much better doing the right things. Eating the right stuff, eating properly, eating at the right intervals, having the exercise. It does make a difference.*
Change in Central Concepts

Patient: Feeling good, Having a positive attitude

Pre:
  – Sick, addressing a problem

Post:
  – Wellness oriented
Pre Health Choices: Eating Healthy

It affects my health because it’s like a part of my diet. And, my culture also. It’s Mexican food, and it’s called araoncero stew. It has potatoes, peas, and meat and I think it’s pretty healthy? It’s kind of rarely that she cooks food. We mostly order out... Like pizza and stuff.

You shouldn’t eat this, you shouldn’t eat that...I’m sixty something years old, I’m gonna eat pretty much...it hasn’t killed me yet.
Post Health Choices: Eating Healthy

- It’s good to have somethings that you know you are going to eat all the time and they’re healthy for you rather than trying to figure out what you are going to have that is healthy, not a junk food it’s is nature.
- So, it makes me feel connected to the earth, life, so it just means health to me... Something else to look forward to. And to be proud of.
**Health Choices: Integrating Exercise**

*Some people just like slack off.*
And like they turn into *potato couch*
and so I would rather have a schedule... so that
way I could stay focused on my work out.

*I like um, to take walks. I think it helps me keep my
legs strong.*

*This will tell you winter...*In my free time, I do
nothing...watch TV and I hate that.*

*I go to the health center*
I walk around the pool go around in one direction and go back around the other way...I know that exercise and weight loss is the best thing for diabetes.

I walk...and I do not walk fast like those regularly walk, and I just try to, you know, keep on moving. So, it helps burn some of those calories and burns some of the sugar out of my blood.
Pre Health Choices: Finding Mentors

It was like my cousin who got me into it... and he was like “hey you know you should come with me to the gym” and I would be like “sure” you know, and basically I just took into his diet and how he does things.

They, they wanna be body builders or something like that. So...that’s why I hang out with him and stuff...kind of motivates me.

It’s one of my inspirational posters that I have in my room
N and C is my mentor stuff like that...I feel too comfortable with them two and stuff like that.

I tried to go up and down the stairs to three times a day...I am trying. And I take opinions from other people on what they feel is good exercise or what you need to do to keep healthy and that one of hers.
Pre Health Choices: Finding Joy

I’m like really good at art...and this also brings me joy, to do art. Like if I’m feeling sad or something?

My little dog...Billy. I love my dog... I feel that he keeps me healthy because we both...we go on walks everyday... so, I roll with my dog
That is my house, my apartment. Here, it relate to your health as the apartment you are living in, you are living in an apartment, and you can make decisions, and do things. Those my grand children’s tricycles and that a big reason on why I wanna be healthy...not have any side effect from any of my diseases that I cannot enjoy them. And that is a big, they’re very life giving to me now.
Pre Health Choices: Finding inner self/Praying

If you’re relaxed, if you’re away from... like the city or noise around you, you can be relaxed you can find your inner self

A respite from the tension of work...when it builds up. And sometimes I pray, sometimes I just sit. And then five minutes later I can do back
Getting rid of stress is one thing but the other thing is, I think about, everything about diabetes all the time. And I think that is good. **Because I am keeping myself healthy.** I believe, I am keeping myself healthy but sometimes I just need a place away from it. And that’s how I get away.

I pray to God...I am part of every body. I sing I prayer for everybody...I feel comfortable for everybody
Health Behaviors: Pre-Post

No Change:
• Exercise is important, time can be a barrier
• Role models are important
• Importance of spiritual practices

Change
• Knowing how diet affects diabetes.
• Integration in life routines
• Finding joy relates more to empowerment/stress reduction
Pre Environmental/Cultural: Accessing services

Community isn’t doing much to give back cause I heard they closed the library...closing something where people not only just go to hang out they go to learn and they go to read books

[Family] took my car keys...literally they took my car keys....: It was like taking my freedom away

unfortunately its not necessarily accessible handicap...people who sit in wheel chairs or who are not able to ambulate

No post-intervention data
Pre Environment/Cultural: Marketing

You have so many different fast food options with one of them being somewhat healthy

When anybody see’s like a fast-food restaurant especially one that advertises food outside...and somebody is hungry and they see it...“oh that looks good...I wanna go here”...

As you can see...look how much grease is in that...45%...of grease, or trans-fat rather...Calories are low....the protein is 42%....so it’s kinda like a good and bad situation...somewhat

No post-intervention data
Pre Environmental/Cultural: Negotiating Finances

If you have $2,000 in income—but when you add up all your bills you could be, above your income. What do you cut out? And looking at this bill for me, most likely I’m just gonna stop the medical treatments cause that’s what’s pushing me over, that’s what didn’t fit

Sixty dollars for the membership” I said, “I thought we can go there for free” They said, “Well that used to be” but now...they make you pay

No post-intervention data
Pre Environmental/Cultural: Work stress

Paraphrases Studs Terkel’’ “Work is about violence in the workplace....And I don’t mean the drill press that smashes 4 fingers on somebodies hands,...I mean the emotional violence that work does to our—our souls.” And I thought, what a profound statement..especially if you don’t like your work

I end up writing ‘To Do’ things ...this is that envelope

This building—strictly for keeping me busy—doing things...it’s like a hobby
Post Environmental/Cultural: Family stress

I have so many other things and people to take care of, I am not eating the way that I know I should eat, and it is more like just grabbing something and going and that’s not good. That I believe has caused me to have some of my health problems or me not to be able to be healthier than I am.
That’s my front door. I took it because... I wish that I could go out more often and do stuff...cause there’s not really a lot of stuff to do...I don’t feel safe walking. It’s just something that I always, grew up with. There was a shooting near here. and a woman got killed... so I don’t feel safe walking, even down my block.

Going down into my basement...And these are the stairs that cause me so much problems

I like slip and fall on ice all the time...it’s dangerous for my mom too because she has bad knees, so if she falls her knee could pop out of place.
I had taken some pretty nasty falls in the past, so I am worried about cracks on the side walk.

That’s a picture of a nursing home. My sister lives there...she got diabetes about the same age that I did and never really took care of herself.
Pre Environmental/Cultural: Navigating conflicting/supportive people

She got her own, I don’t care attitude “She talk down to people. She think she higher than other people. So I took the picture...cause she’s...she just think she higher then everybody

[granddaughter] is just, the apple of my eye, you know, it’s like having another daughter. She’s just the...“Come papa, I’ll show you this, I’ll show you that...”

A real solid relationship with a solid person and motivation to be fit, lose weight, exercise reasonably
Post Environmental/Cultural: Navigating conflicting/supportive people

Sometimes people be mean to me, I do not like that at all. I do not like people be mean on there, on the Pace bus. I will tell my dad and my dad handles it...Bullying. he is a bully, he already picking on me sometimes
Environment/Cultural: Pre-Post

No Change

- Work/Family stress
- Safety
- Navigating conflicting people

Change

- Safety linked to health consequences
Pre Health Care: Perceiving Health Need

My feet are still kind of swollen...I think that’s one of the reasons why they’re having me taking all this medication hopes that I can pee it out and...that hasn’t seemed to be working yet

I just got a CBC profile back and I’m in the middle of the normal range on everything and for a big guy who likes to eat...that’s great news
Post Health Care: Empowerment

It makes me feel good because I more conscious about things that is better about our intake and it will help us mentally and physically.

I feel so bad when I go off-track. It is almost like an alcoholic. You think, Oh my god I am never gonna get back on. You know, I’m never gonna do it right again. Well, if you take it as okay, you did it. We’re starting over again.

I know that I can. I am just in a situation where I am not able to do all the things I want to do in order to eliminate that [medications]. But then on the other hand your kind have to take it to balance out what’s wrong.
Pre Health Care: Available help when sick

Everything is mostly positive about the healthcare I get from here. Counseling from the teach, I would talk to them and when I would get angry or if I feel upset.

This is uhh... room two... and at school based health center. And I'm just happy that this is here because...I don’t think my mom would have been able to take me to the doctor, cause our doctor’s all the way in Cicero. And so, if I get sick or something I can just come here...it’s really convenient.
I have to look at things much differently. Where I used to go to the doctor maybe once a year or something, now I am going 3, 4, 5, 6 times a year for different things. I am going for my eyes, because you have to check for glaucoma, I am going for my regular, regular family practice doctor who takes care of my sugar and my counts and keeps me abreast of what I am supposed to do and then there is a proof of, there is a nurse that keeps track of people...You control it and it can get better.

I comfortable doing exercise. It’s good for me. Because I want to lose five pounds
Pre Health Care: Conflict in Communication

I’m going to seek treatment based on how I’m treated. And when you don’t give me options or any sort of comfort...I don’t wanna come back

I asked [home health nurse], “Is there a reason why you’re [in my fridge]...” She said, “Oh I’m just checking, after everything you went through... that, people like to go back to their old habits.”

That doctor cared about communication with their patients, to the extent of giving his cellphone number out...Verses others, you know I had another one—I’ve been trying to get ahold of him for three weeks
“How are you today”?... **She is just always asking me and with genuine concern.** Did I do what I am supposed to do, and then if I did not, okay I am going stay on the phone and listen to you swallow, and it is actually it is funny, is funny [chuckles] **but it really makes me look forward to her,** you know, being there and knowing that she is going make sure that I take this and do that...It makes **have a personal relationship with them and I feel a lot more comfortable talking to her,** even a hug. Just means so much, you know, that you get a hug from somebody is important. It makes you feel good, you know.

But **it’s the encouragement I guess,** I get from my doctor and her nurses and that helps me and I know when I do my blood sugar in the morning and it’s at the right counts.

**She is really, you know, walk a mile with me and I appreciate her so much.** Because **I had no body else care for me like that.** [crying]
Pre Health Care: Clear information

Doctors don’t always give us a chance to just slow down and “Wait, I didn’t understand that word you just used.” And you go home and you’re re-entering the world but you’re not fully aware of what’s really going on and you’re still a little bit confused.

I went to a—two seminars, to make up my mind on what I wanted to do before...they did what they did

They don’t have accurate information most of the time and it’s not specific to you. And so the information that I got, was very different than what my doctor told me yesterday. And so I’ve been stressing over what the internet told me for a week
Post Health Care: Lifestyle Education

With not being included in the cooking class, there was a question of what is the proper things to eat to be healthy. So this helps us to understand things that will help us more...it's helping us to feel better.

I know when I do my blood sugar in the morning and it’s at the right counts, I know that day is gonna be good and at night I know that this suppose to the insulin, the insulin is supposed to take care of me for the whole rest of the next day. So I feel like I am covered and all aspects of it
Do not leave the doctor office saying, I not gonna do that, they do not know what they’re talking about. They do they are there to help and that’s why you are there to see them. And Luckily I am surrounded with wonderful doctors. Well I know someone will be calling and checking up on me...I always know that when I speak to this person my doctor gonna know. She is gonna relate to that and I know that everybody is all on board with my treatment...it’s like having your own little squad

It just makes you feel good to know that your doctor cares you know, she is really--work with me. She won’t make me feel bad when I do not do what I am supposed to do. She does not put me down, she don’t fuss at me, she just works with me, and I appreciate her.

Having her to just call whenever I want is so helpful.
Health Care: Pre-Post

Perceiving HC Need $\rightarrow$ Empowerment

Available when Sick $\rightarrow$ Focus on Prevention

Conflict in Communication $\rightarrow$ Compassionate Relationship

Clear Information $\rightarrow$ Lifestyle Education

Teamwork
Key Take Aways...

• Photovoice in system design and evaluation
• SW and RD can affect perception of environment
• Empowerment in health behavior change
• System design addressed IPE competencies
  – Values/Beliefs: compassionate relationships
  – Roles: clear and appropriate use of SW, RD, and CC with MD
  – Communication: Clear communication patterns among team members
  – Teamwork: patient and professional integration toward common goal