



The Medical Neighborhood and IBD: Steps to Improve Care for All Patients

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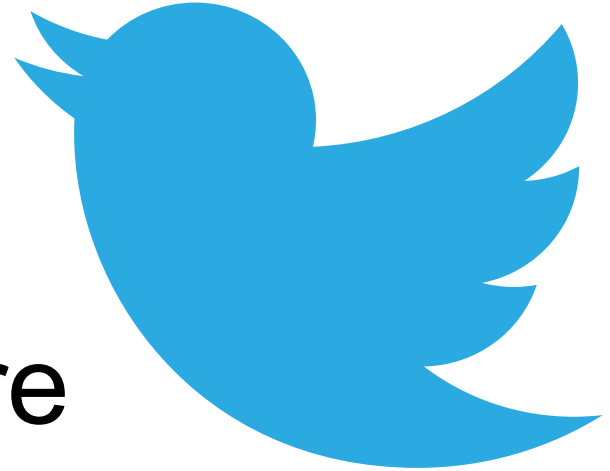
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Learning Objective 1

Integrate a team approach to improve overall outcomes in all patients with inflammatory bowel disease (IBD).

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Learning Objective **2**

Implement strategies to address disparities in care in patients with IBD by establishing trust, providing education, and engaging in shared decision-making (SDM).

Case Study: Antonio

- 40-year-old Hispanic male
- Immigrated to United States from Central America at a young age; never completed high school
- Visited emergency department (ED) three times recently with IBD symptoms; reports significant weight loss
- In ED was referred to gastroenterologist; visit delayed due to his limited English proficiency and confusion about instructions from ED personnel
- He has missed several days of work due to symptoms and recently lost his job; he is at risk of losing his health insurance
- He reports feeling very upset and anxious about losing his job and has started smoking more than usual

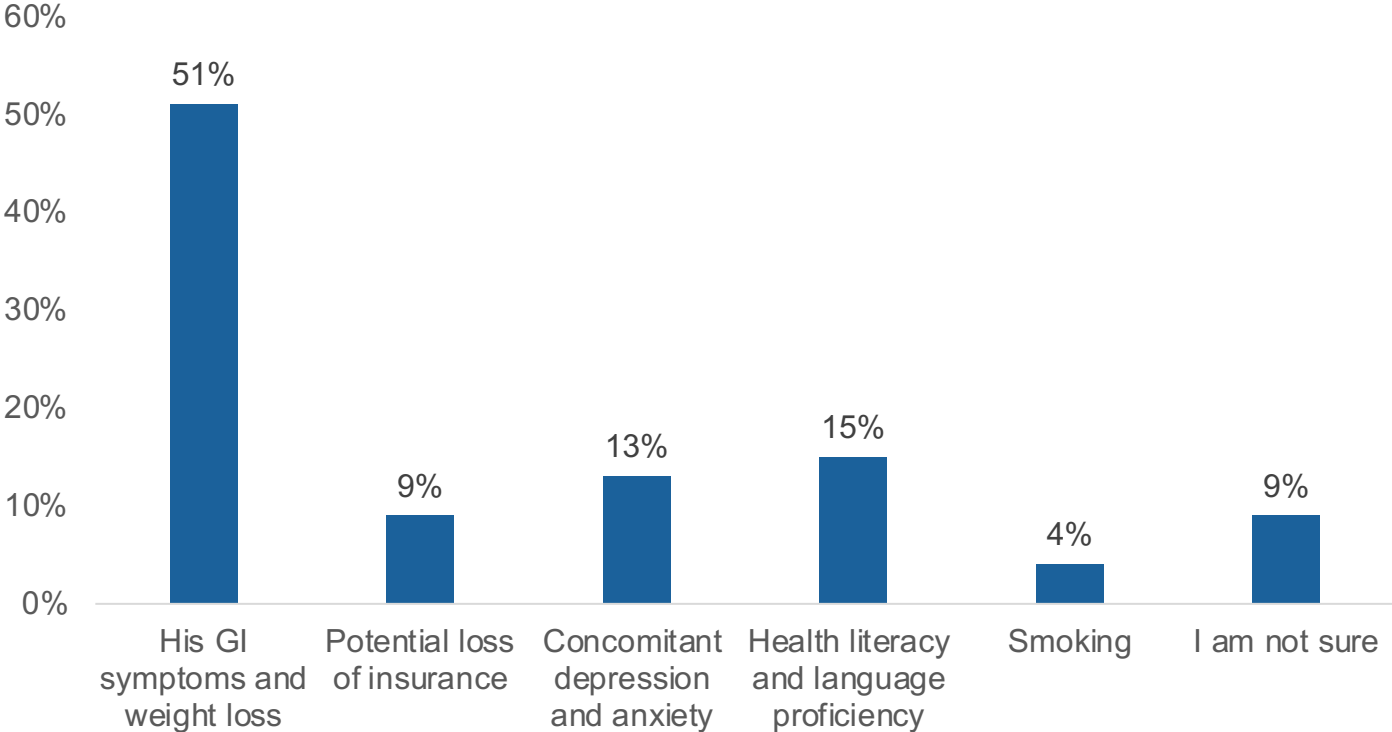


Audience Response

What most concerns you about Antonio?

- A. His gastrointestinal symptoms and weight loss
- B. Potential loss of insurance
- C. Concomitant depression and anxiety
- D. Health literacy and language proficiency
- E. Smoking
- F. I am not sure

What most concerns you about Antonio?



Results recorded on November 16, 2021.



Medical Neighborhood Model

- Places the patient at the center of the care model
- Targeted toward optimizing the quality of patient care
- Coordination of care between primary care physician and specialists
- Reduction in overall costs and duplication of services

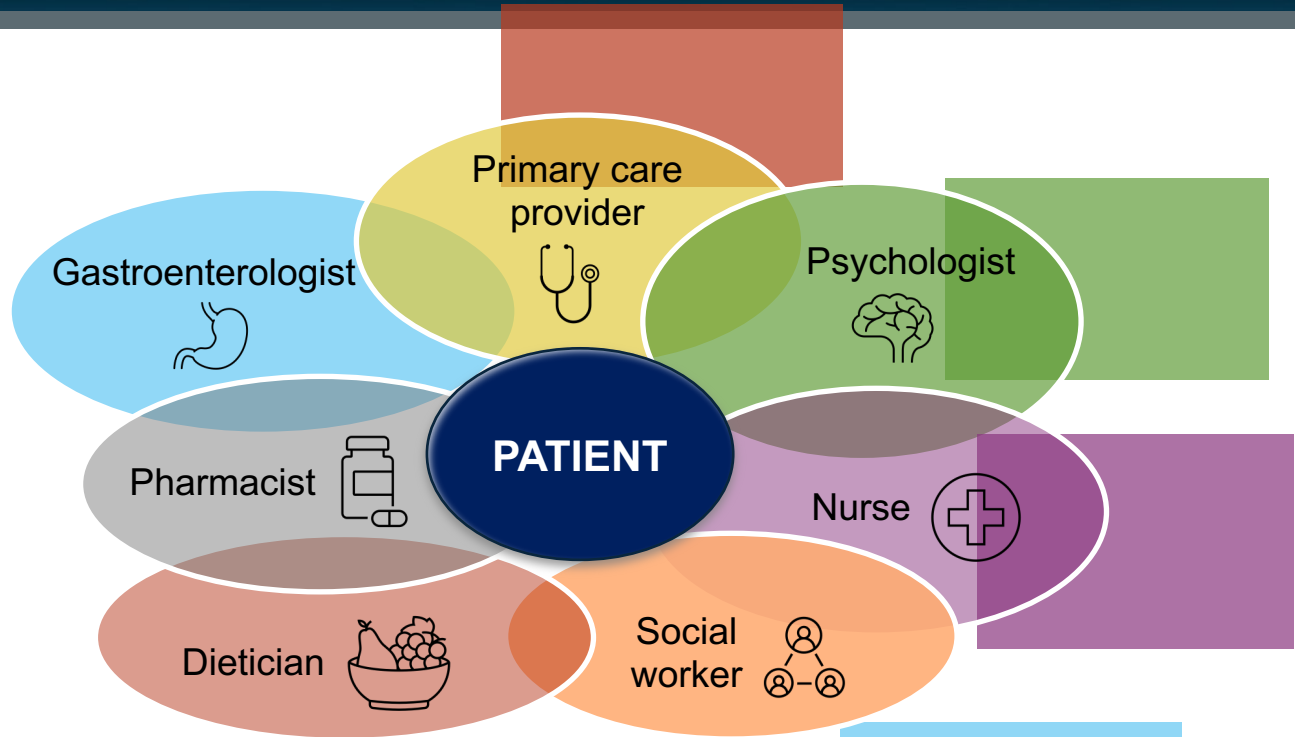
Benefits of a Medical Neighborhood

- Decrease in ED visits and hospitalizations
- Increase in quality of life
- Reduction in disease activity
- No significant increase in IBD-related health care costs

What Do You Need to Create a Medical Neighborhood?

- Payor that will partner in creating a specialty chronic care model
- Specific and substantial patient population
- Physician champion(s)
- Program goals/measures of success
- Multidisciplinary team-based care
- Technology incorporation to monitor, activate, and engage patients

IBD Medical Neighborhood Team



Pediatric Medical Neighborhood

- Similar to adult neighborhood; patient is at the center
- Children have unique needs
 - Increased risk of more severe disease than adults
 - Nutritional deficiencies can cause poor growth and delayed development
 - Distinct need for vaccinations, health maintenance, and psycho-social interventions
 - Eventual transition to adult care

Creating a Medical Neighborhood in Your Practice

- Regional care
- Refer patient for partial care with telehealth capabilities
- Refer patient for total care

Disability and IBD

- IBD impacts patients throughout their lives
- Affects physical, psychological, familial, and social dimensions of life
- Employment issues: absenteeism, reduced performance, loss of employment
- Symptoms can reduce health-related quality of life (e.g., fatigue, pain, anxiety, depression)

Utilizing SDM

- Patient and clinician share equally in the decision-making process
- Patient's values, goals, and concerns are considered
- Helps patients learn more about their condition and treatment options

Patient Education in IBD

- Providing information to patients is a crucial part of optimizing care
- IBD education can improve quality of life
- Patients' education preferences are diverse:

Sources

Specialists
Patients
Groups
Internet/apps

Topics

Medication
What to expect
Dietary information
IBD symptoms

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- He has missed several days of work due to symptoms and recently lost his job; he is at risk of losing his health insurance
- He reports feeling very upset and anxious about losing his job and has started smoking more than usual
- States he is overwhelmed
- Visits arranged with team in the medical neighborhood

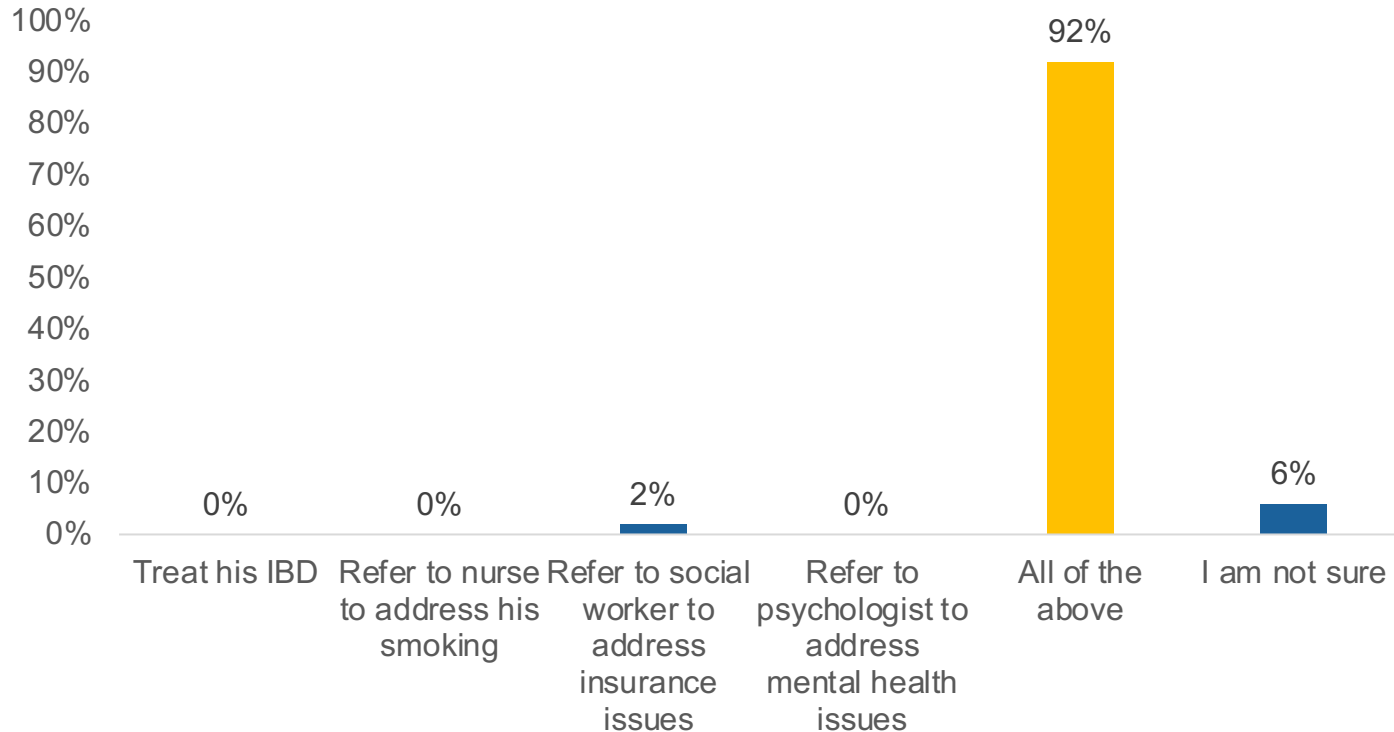


Audience Response

How would you address Antonio's issues in the medical neighborhood?

- A. Treat his IBD
- B. Refer to nurse to address his smoking
- C. Refer to social worker to address insurance issues
- D. Refer to psychologist to address mental health issues
- E. All of the above
- F. I am not sure

How would you address Antonio's issues in the medical neighborhood?



Reducing Health Disparities for Under-Represented Patients

- Use a team approach to assess:
 - Health literacy
 - Need for language concordant care
 - Health insurance barriers
 - Work constraints
 - Financial constraints

SMART Goals

Specific, Measurable, Attainable, Relevant, Timely

- Recognize the need for a team approach to care for patients with IBD
- Utilize a medical neighborhood to provide optimal care for patients with IBD
- Engage in SDM with patients and their family
- Integrate strategies to address care for under-represented patients in your practice
- Regularly communicate with members of the care team to improve patient care and outcomes

To Ask a Question

Please click on the *Ask Question* tab and type your question. Please include the faculty member's name if the question is specifically for them.

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AFTER
THE SHOW

Questions & Answers

Recorded on November 16, 2021





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Gastroenterology Hub

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health care providers and patients on IBD

<https://www.cmeoutfitters.com/gastrohub/>

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