Chalmers Courts Opportunities Analysis

January 2020
Design Institute for Health +
CommUnity Care

Opportunity Sorting Sessions

01 August 7, 2019

- 3 Participants
- Card sort 01 in matrix of High to Low effort, and Low to High Impact

(see previous deck)

02 August 30, 2019

- 5 Participants
- Card sort 02 in same matrix

(see previous deck)

03 **January 10, 2020**

- Focus of this deck: Opportunities that were sorted by 7+ people as "High Impact" in the previous two sessions are sorted via feasibility and partnerships in this session.

SORTING 03 January 10, 2020

The following pages summarize the work completed in the collaborative meeting between CommUnity Care and the Design Institute for Health on January 10, 2019.

In that meeting, the joint team discussed, categorized, prioritized, and further expanded upon a series of opportunities that emerged in regard to the design of CommUnity Care's new proposed clinic on the site of Chalmers Courts.
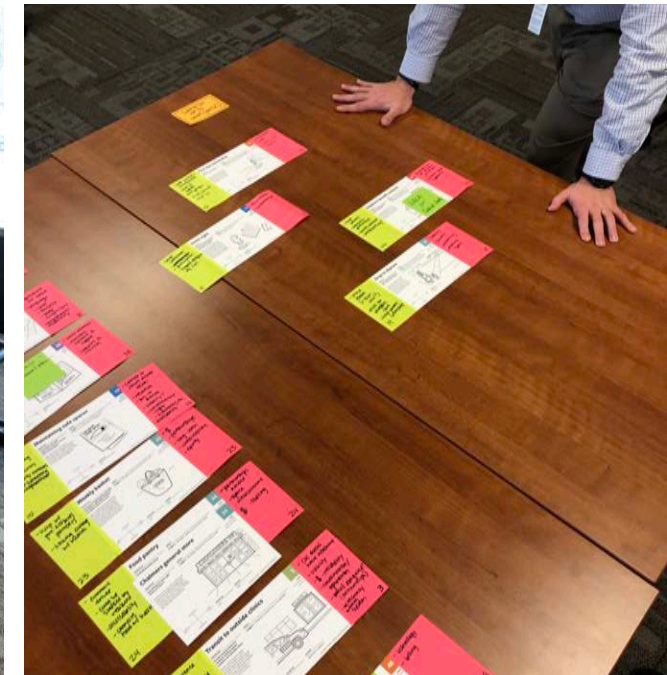
SORTING 03 January 10, 2020

The opportunities in focus were those where **7 out of 8 (or all)** of previous participating CommUnity Care team members viewed the opportunities as having the potential for **high impact.**

They were split into 3 categories:

1. Opportunities that CommUnity Care could implement themselves

2. Opportunities that would require outside partners and support to implement

3. Opportunities requiring outside partners that CommUnity Care would support, but not run themselves

Vertically, they were sorted by ease of implementation. Taped lines created a cutoff as determined by participants of what opportunities might be feasible in the short-term.

CUC

46	Extracurricular care
12	Space amenities for kids
50	Care provider visits between appointments
40	Pharmacy at clinic
41	Telemedicine room
35	After hours clinic

CRESENCIA

42	Focus on brain health
43	Flexible mental health care
31	Alternative clinical visits

CRESENCIA   **MATT**   **ALAN**

39	Care triage

CUC + Partnership

14	Tax assistance + 16, 17, 18
2	Wayfinding
38	*Health (+ wellness) plan* + 53
10	Maintaining safe spaces
23	Weekly basket

ALAN

24	Food pantry
25	Chalmers general store

MATT

3	Transit to outside clinics
48	Tech in home

CUC SUPPORTED, but Not Run

51	First day onboarding
11	Game night

MATT   **ALAN**

44	Chalmers benefits rewards
19	Drop-in daycare

Low complexity

High Complexity

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MATT | **ALAN**

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19	Drop-in daycare

Bars are marking the opportunities above it as potentially short-term feasible

Category 1:

CommUnity Care Implements

- Impacts
- Hurdles

Low complexity

High Complexity

CUC

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CRESENCIA · MATT · ALAN

| 39 | Care triage |

IMPACTS

- Connections between clinic staff and Residents
- Smart and easy (less effort to implement for a high impact)
- Health integrated into the community and is not completely separate from typical activities/events

HURDLES

- Recruiting
- Consistency
- Compensation
- Schedule coordination

1 of 9

Implementation Votes:
Cresencia, Matt, Alan

Space amenities for kids

12

DESCRIPTION

Common space and play areas for children and families
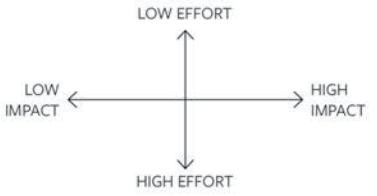
Chalmers spaces welcome and are designed specifically with children in mind for during and after work hours, for play or as day care service. The clinic play area includes a glass wall for kids draw on and outdoor space features long awnings with shaded spaces where people hang out.

INSIGHT

Insight 5 - Enabling connections to family and friends supports healthier personal behaviors. Lack of flexible childcare support means that core, daily functions are unstable

PHASE
Non-Medical Space at Clinic

COMMUNITY CENTER

DAYCARE is NOW OPEN!

LOW EFFORT

LOW IMPACT ← → HIGH IMPACT

HIGH EFFORT

ARCHETYPE

Striver, Struggler

CHALMERS COURTS + DESIGN INSTITUTE FOR HEALTH

2 of 9

Implementation Votes:
Cresencia, Matt, Alan

IMPACTS

- Destigmatizing the health space for residents and kids
- Potential health revenue
- Exposes kids early to health and wellness
- Gives residents space for a much needed service
- Creates sense of community through activities

HURDLES

- Potential issues with joint commission
- Cleaning/disinfection needed
- Security

Care provider visits between appointments — 50

DESCRIPTION

Continuity of care and supporting treatment plans

Residents may opt to receive visits from health workers between their scheduled appointments. These visits focus on what is needed the most by that patient: nutrition, adherence, PT, counseling, etc.

INSIGHT

Insight 6 - Conditions are complex and confusing. Education and personalized support are required for people to adhere to a plan.

PHASE
In-Home

HELLO SAM, THIS IS NICOLE FROM THE CHALMERS CLINIC. I'M CALLING TO SEE HOW YOUR NEW DIET IS GOING! DO YOU HAVE ANY QUESTIONS OR CHALLENGES SO FAR?

Nurse Nicole 1:23

LOW EFFORT / HIGH EFFORT / LOW IMPACT / HIGH IMPACT

ARCHETYPE
Striver, Struggler

CHALMERS COURTS + DESIGN INSTITUTE FOR HEALTH

3 of 9

Implementation Votes:
Cresencia, Matt, Alan

IMPACTS

- Continuity of care
- Address any health needs proactively
- Ongoing relationship and trust building
- Venue and time for follow-up questions or clarifications

HURDLES

- Staffing/scheduling
- Compensation
- Digital check-ins are less personal
- Time taken to go to each residence

Pharmacy in clinic

40

PHASE
Clinical Space

DESCRIPTION

Reduce the amount of legwork for patients to get prescribed medications

The in-house pharmacy at Chalmers clinic supports residents as a one-stop-shop for all their medical needs. Removing an added step in visiting an outside pharmacy reduces stress and additional transportation needs in order to comply with prescribed care plans. The pharmacy is potentially staffed in collaboration with the UT School of Pharmacy students.

INSIGHT

Insight 6 - Contextual, consistent care is non-negotiable

PHARMACY

PICK UP

ARCHETYPE
Striver, Struggler

PARTNER
UT School of Pharmacy

CHALMERS COURTS + DESIGN INSTITUTE FOR HEALTH

LOW EFFORT

LOW IMPACT ← → HIGH IMPACT

HIGH EFFORT

4 of 9

Implementation Votes:
Cresencia, Matt, Alan

IMPACTS

- Easy access
- Dispensary – easy to implement
- Better medicine compliance
- Potential to offer discounts

HURDLES

- Security
- Start-Up Money
- Staffing
- Space maintenence

Telemedicine room

41
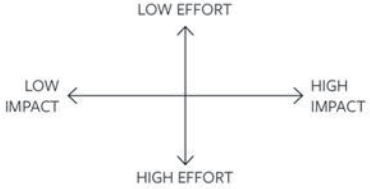
DESCRIPTION

Solve space constraints with telemedicine

The Chalmers clinic telemedicine room staffed by the nursing team provides anytime access to specialists or urgent care on an as needed basis.

INSIGHT

Insight 3 - Barriers – even small ones – can be the difference between progress and stagnation.

PHASE
Clinical Space

LOW EFFORT
LOW IMPACT — HIGH IMPACT
HIGH EFFORT

ARCHETYPE
Struggler

CHALMERS COURTS + DESIGN INSTITUTE FOR HEALTH

5 of 9

Implementation Votes:
Cresencia, Matt, Alan

IMPACTS

- Efficient use of time, space, and resources
- Utilization – space is flexible during off hours
- Access to specialists
- Revenue opportunities
- Significant mental health opportunities

HURDLES

- Tech deployment
- Coordination and scheduling
- Compensation/billing
- Space and privacy

After hours clinic 35

DESCRIPTION

Making health care easy for those who have work commitments

The Chalmers clinic remains open a few days of the week past business hours to allow residents who work during traditional office hours to get the care they need. Patients who are not residents also love this idea.

INSIGHT

Insight 6 - Access to ongoing, high-touch healthcare is non-negotiable for medically fragile, at-risk populations.

PHASE
Clinical Space

CLINIC HOURS

SUNDAY	1PM-4PM
MONDAY	9AM-5PM
TUESDAY	9AM-8PM
WEDNESDAY	9AM-5PM
THURSDAY	7AM-5PM
FRIDAY	7AM-3PM
SATURDAY	12PM-4PM

LOW EFFORT

LOW IMPACT ← → HIGH IMPACT

HIGH EFFORT

ARCHETYPE

All
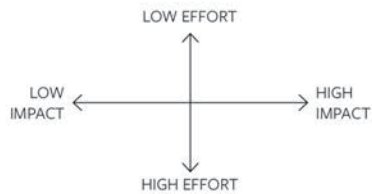
CHALMERS COURTS + DESIGN INSTITUTE FOR HEALTH

IMPACTS

- Accommodate people with normal working hours
- Prework hours for parents with kids
- Accessibility to residents
- Convenience to residents
- Patients accommodated

HURDLES

- Finding the right care team to fit those hours
- Compensation
- Potential additional security needs
- Awareness challenges

6 of 9

Implementation Votes:
Cresencia, Matt, Alan

Flexible mental health care
43

PHASE
Clinical Space

Focus on brain health
42

PHASE
Clinical Space
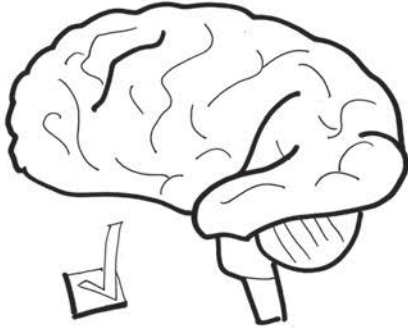
DESCRIPTION

Normalizing mental health as a part of routine health care

One in five Texans experience a mental health condition each year. The clinic at Chalmers is incorporating results from the integrated practice units in place at UT Health Austin and findings from the Brain Health System Redesign at Austin State Hospital to guide the planning for mental health care and support for residents. Onsite mental health care opportunities remove barriers to accessing care and serve to ultimately reduce both the social as well as self stigma surrounding mental health care. Managing mental health and stress is viewed as important as, if not more so than, physical conditions and, in some demonstrated cases, solves the issue at the root cause thus preventing the need for physical medical intervention.

INSIGHT

Insight 7 - Addressing, and then solving for, the root causes of mental illness are as important – if not more so – as managing the physical sicknesses resulting from mental illness.

LOW EFFORT

LOW IMPACT — HIGH IMPACT

HIGH EFFORT

ARCHETYPE

All

PARTNER

Integral Care, UT Health Austin, Austin State Hospital, Dell Medical School

CHALMERS COURTS + DESIGN INSTITUTE FOR HEALTH

7 of 9

Implementation Votes:
Cresencia, Matt, Alan

IMPACTS

- Better access to mental healthcare
- Adding mental health to roster of services
- Could lead to home visits with outside partners
- De-stigmatization when incorporating with typical health services

HURDLES

- Payment models
- Safety and efficiency
- Complexities that come with behavioral health for children/trauma
- Managing stigma

Alternative clinical visits — 31

DESCRIPTION

Group offerings for routine care

The Chalmers clinic offers group or routine family visits, which provides a more comfortable option for people who prefer that type of interaction in addition to increasing the clinic engagement level.

INSIGHT

Insight 6 - Conditions are complex and confusing. Education and personalized support are required for people to adhere to a plan.
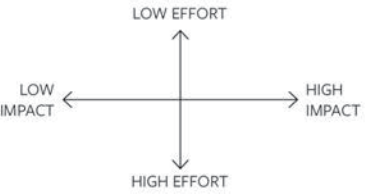
PHASE
Clinical Space

ARCHETYPE
Realist, Striver, Struggler

PARTNER
CommUnity Care

CHALMERS COURTS + DESIGN INSTITUTE FOR HEALTH

LOW EFFORT / HIGH EFFORT / LOW IMPACT / HIGH IMPACT

8 of 9

Implementation Votes:
Cresencia, Matt, Alan

IMPACTS

- Continuity of post-visit care
- Broader help to the whole family
- Efficiency
- Culturally sensitive
- Supports families with disabilities

HURDLES

- Service accommodation/requirements
- Space needed
- Reimbursement, but could possibly bill for individual consultations
- Consider resources and justify them
- Shift to model of care for providers
- Adjustment for patients

Care triage

39

PHASE
Clinical Space

DESCRIPTION

Bring all the care needed to one place
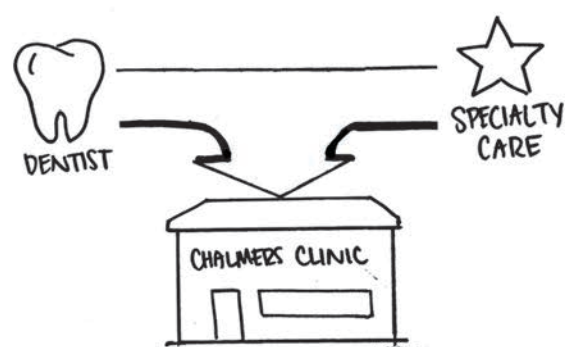
Based on the model of the UT Health Austin Clinic, Chalmers streamlines primary and specialty care offerings into one visit. Similarly, a visiting specialist for common health problems streamlines the existing primary care visit or provides once or twice weekly opportunities to for specialty care in a flexible clinic setting.

INSIGHT

Insight 6 - Access to ongoing, high-touch healthcare is non-negotiable for medically fragile, at-risk populations.

DENTIST — SPECIALTY CARE

CHALMERS CLINIC

LOW EFFORT
LOW IMPACT ← → HIGH IMPACT
HIGH EFFORT

ARCHETYPE

Any

CHALMERS COURTS + DESIGN INSTITUTE FOR HEALTH

9 of 9

No Short-Term Implementation Votes

IMPACTS

- Easy access
- Reduced barriers to care including time/travel
- Could be a monetary advantage
- Efficiency for patients
- Decrease no-shows

HURDLES

- Revenue model still TBD
- Scheduling and coordination
- Initial cost to bring resources to clinic
- Efficiency for providers
- Specialized equipment and technology needed
- New practice model

Category 2:

CommUnity Care + Partnership

- Impacts
- Hurdles

Low complexity

High Complexity

CUC + Partnership

14	Tax assistance	+ 16, 17, 18
2	Wayfinding	
38	*Health* (+ *wellness*) *plan*	+ 53
10	Maintaining safe spaces	
23	Weekly basket	

ALAN

| 24 | Food pantry |
| 25 | Chalmers general store |

MATT

| 3 | Transit to outside clinics |
| 48 | Tech in home |

IMPACTS

- Broader services offered around life and health
- Clinic = a common space, instead of a separate entity
- Educating people that health is more than just traditional healthcare
- Independence/life improvement for residents
- A chance to bring people together = community

HURDLES

- Space
- Finding partners for delivery of services
- Time/coordination
- Payment?
- Measuring health impacts

1 of 8

Implementation Votes:
Matt, Alan

2 of 8

Implementation Votes:
Matt, Alan
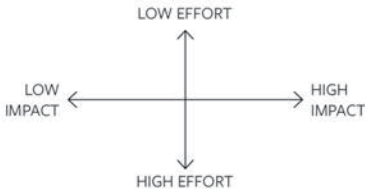
IMPACTS

- Creates a brand and identity, a sense of wholeness
- Ease navigation around the property
- Helps provide a culture of wellness
- Integrates the clinic in with the community

HURDLES

- Agreement with HACA on content
- Language: level, English/Spanish, blind, height/point of view; accessibility issues
- Challenges around comprehension
- Potential to change/want content added

Growth plan 53

PHASE
In-Home
Move In

Health (+ wellness) plan 38

PHASE
Clinical
Space

DESCRIPTION
A plan that meets each resident's individual needs

Clinical staff create personalized medical plans for each resident that include attention to social determinants of health beyond traditional health care.

INSIGHT
Insight 6 - Conditions are complex and confusing. Education and personalized support are required for people to adhere to a plan.

LOW EFFORT

LOW IMPACT — HIGH IMPACT

HIGH EFFORT

ARCHETYPE
Any

CHALMERS COURTS + DESIGN INSTITUTE FOR HEALTH

FOR HEALTH

3 of 8

Implementation Votes:
Matt, Alan

IMPACTS
- Looking beyond traditional healthcare (social determinants of health)
- Improve health on an individual basis
- Patients are heard and seen by the healthcare system
- Equity from individual to individual

HURDLES
- Time/resources to create individualized plan
- Electronic systems to support
- Connections to up-to-date resources
- Deciding on what content is included
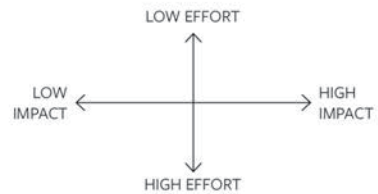
4 of 8

Implementation Votes:
Matt, Alan

IMPACTS

- Expanding social and living space
- Increases interaction between residents
- Increases activity outdoors
- Chalmers as part of the surrounding neighborhood

HURDLES

- Potential contrast to other complexes/spaces around them
- Resources to implement and maintain
- Buy-in is critical
- Liability?
- Infrastructure cost and maintenance (light, sidewalks, etc.)
- Accessibility

Weekly basket — 23

DESCRIPTION

Developed in partnership with HEB, provides an affordable selection of healthy foods every week

Chalmers established a partnership with HEB to create a weekly basket of goods for residents. Foods that are perfectly good but close to the expiration date or overstocked are packaged in three sizes: individual, couple or family, and then they are picked up at the store and distributed to Chalmers subscribers.
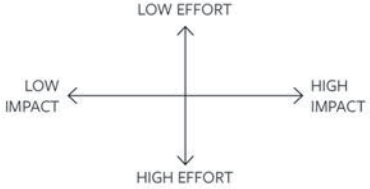
INSIGHT

Insight 2 - Affordable, healthy food drives better health.

PHASE
Non-Medical Space at Clinic

LOW EFFORT / LOW IMPACT / HIGH IMPACT / HIGH EFFORT

ARCHETYPE
Any

PARTNER
HEB

CHALMERS COURTS + DESIGN INSTITUTE FOR HEALTH

5 of 8

Implementation Votes:
Matt

IMPACTS

- Help with pre-diabetes/chronic conditions
- Linking eating with health
- Can write a "prescription" for specific foods
- A sense of being truly taken care of/cared for

HURDLES

- Money to implement and maintain
- Partnerships
- Long-term viability
- Coordination of delivery
- Equity – which residents have access to this?

Chalmers general store 25

PHASE
Medical
at Clinic

Food pantry 24

DESCRIPTION

Facilitating healthy eating

INSIGHT

Insight 2 - Affordable, healthy food drives better health.

PHASE
Non-Medical
Space at Clinic

The Chalmers Food Pantry is stocked by surplus food from local stores. Instead of a trip to the store, residents have a selection of healthy foods available onsite that will encourage them to eat healthy meals.

CANNED PRODUCE

2 per HOUSEHOLD

LOW EFFORT

LOW IMPACT — HIGH IMPACT

HIGH EFFORT

OR HEALTH

ARCHETYPE

Any

PARTNER

HEB

CHALMERS COURTS + DESIGN INSTITUTE FOR HEALTH

6 of 8

Implementation Votes:
Matt

IMPACTS

- Economic driver - could be staffed by a resident
- Accessibility
- Connects food with health
- Transportation barrier eliminated in contrast to existing food banks

HURDLES

- Partnerships needed
- Space
- Infrastructure
- Money
- Staffing
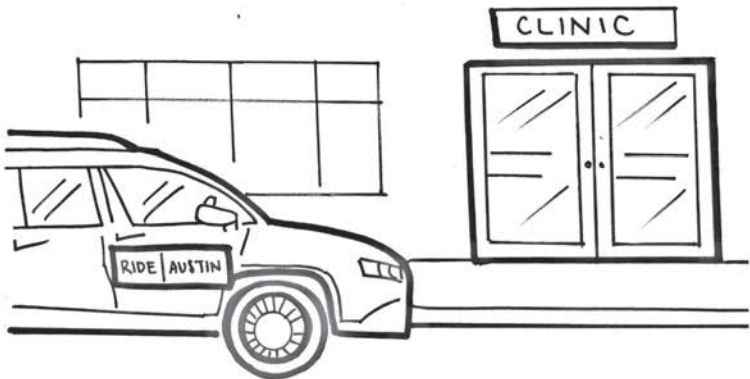
Transit to outside clinics — 3

DESCRIPTION

Provide transportation for residents visiting outside hospitals and specialty clinics
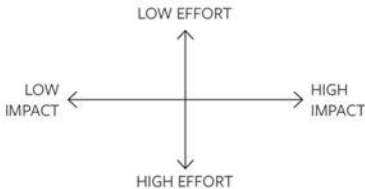
Shuttle, shared ride, tram system, community volunteer or escort facilitates transit to outside hospitals or clinics. This reduces the number of no-shows, since research indicates that lack of transportation is a major factor for no-shows.

INSIGHT

Insight 6 - Contextual, consistent care is non-negotiable

PHASE
Transitional Service

ARCHETYPE
All

PARTNER
RideAustin, CapMetro

CHALMERS COURTS + DESIGN INSTITUTE FOR HEALTH

7 of 8

No Short-Term Implementation Votes

IMPACTS

- Convenience
- Access
- Fewer missed appointments – less cost
- Relationship/build connections
- Adherence of care plans
- Increase quality and efficiency

HURDLES

- CUC doesn't have rideshare program – would need partnerships to make it possible
- Liability
- Money
- Reliability
- Coordination/operation
- Inefficiency within the system
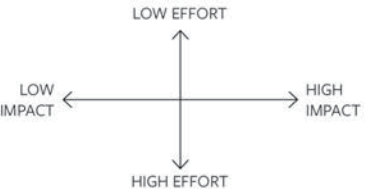
Potentially also conduit to centralized provider resources

8 of 8

No Short-Term Implementation Votes

IMPACTS

- Opens up accessibility
- Flexibility in care delivery
- Utilize RN, reduced cumulative cost over time
- Adherence to medical plan
- Ongoing connection between resident and health care worker

HURDLES

- Technology – cost, maintenance
- Billing?
- Staffing/resources

Category 3:

Partnership + CommUnity Care Supported, but Not Run

- Impacts
- Hurdles

Low complexity

High Complexity

CUC SUPPORTED, but Not Run

| 51 | First day onboarding |
| 11 | Game night |

| MATT | ALAN |

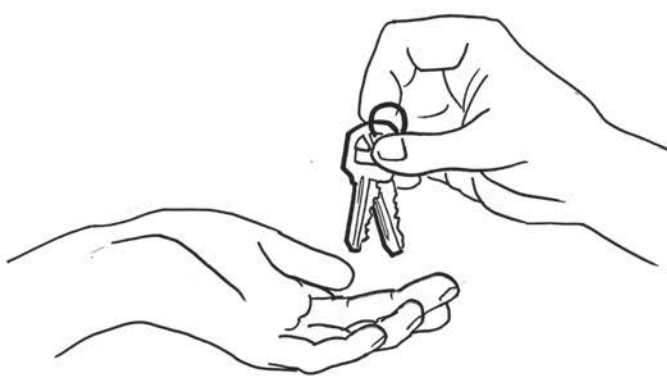| 44 | Chalmers benefits rewards |
| 19 | Drop-in daycare |

First day onboarding

51

DESCRIPTION

Welcome to the community
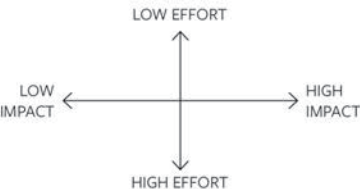
Chalmers residents receive a community onboarding tailored specifically for them. New residents determine personal and health goal plans, they connect with a case manager if needed. Their tactical list includes key pick up and a tour of facilities with the audio tour option.

INSIGHT

Insight 2 - Wellbeing should not be considered a steady, physical state but instead an adaptable, evolving, whole-person condition that enables new growth and self-actualization

PHASE
In-Home
Move In Day

LOW EFFORT

LOW IMPACT — HIGH IMPACT

HIGH EFFORT

ARCHETYPE
Realist, Striver, Struggler

CHALMERS COURTS + DESIGN INSTITUTE FOR HEALTH

1 of 4

Implementation Votes:
Matt, Alan

IMPACTS

- Lower barriers and intimidation of the clinic
- Intro to health, wellness, and the clinic
- Introduction to healthcare staff
- Employment opportunities

HURDLES

- Coordination
- Time
- Costs for materials
- Scripts/content

Game night

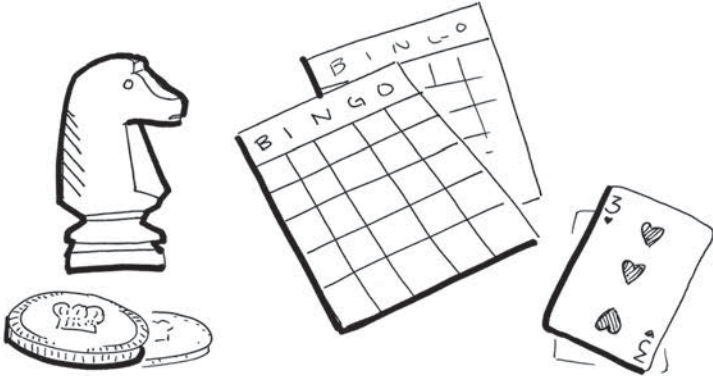**11**

PHASE
Make it Appealing

DESCRIPTION

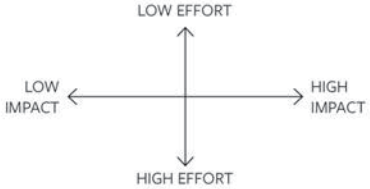**Facilitating simple, structured interactions for residents to get to know one another**

Chalmers hosts moderated game nights where residents can engage with each other and participate in a shared activity. Events are planned by game theme and feature entire group games, like bingo, as well as board and card games for those who prefer one on one interaction with another person instead of a large group. Potential for disruption is managed by a community volunteer trained mediator.

INSIGHT

Insight 1 - A healthy functioning community requires home-grown leadership.

LOW EFFORT

LOW IMPACT ← → HIGH IMPACT

HIGH EFFORT

ARCHETYPE
Influencer

CHALMERS COURTS + DESIGN INSTITUTE FOR HEALTH

2 of 4

Implementation Votes:
Matt, Alan

IMPACTS

- Social connection
- Give a "prescription" to participate – ties in with social determinants of health
- Broader sense of community
- Could be resident-run

HURDLES

- Facilitation
- Coordination
- Safety/liability
- Content/relevance

HACA or Central Health

Chalmers benefit rewards — 44

DESCRIPTION

Incentives built-into Chalmers health insurance cards

A direct compensation opportunity or incentive link for residents who improve their health outcomes at the clinic might be structured as rent discounts, community awards, connection to local education (ACC, cosmetology, etc.), resources for classes.

INSIGHT

Insight 6 - Conditions are complex and confusing. Education and personalized support are required for people to adhere to a plan.

PHASE
Keep Them Coming Back

ARCHETYPE
All

CHALMERS COURTS + DESIGN INSTITUTE FOR HEALTH

LOW EFFORT
LOW IMPACT / HIGH IMPACT
HIGH EFFORT

IMPACTS

- Huge benefits if effectively implemented
- Community partnerships
- Healthy behavior
- Incentive to use the clinic

HURDLES

- Development of reward program
- Evidence-based approach and ROI
- Maintenance/viability
- Cost/what discounts/rewards are included?
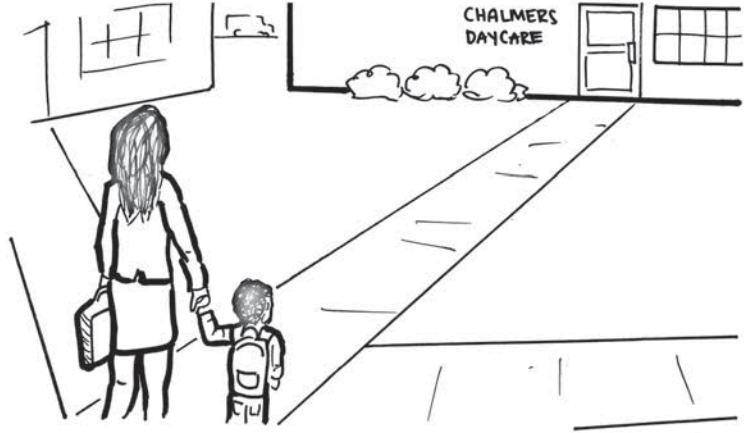
No Short-Term Implementation Votes

3 of 4

4 of 4

No Short-Term Implementation Votes

IMPACTS

- Possibility utilize residents to staff – gives people a sense of contribution back to the community
- Access for pediatric care
- Helps (working) parents
- Afterschool programs potential/boys and girls club
- Cross-generation connections

HURDLES

- Liability
- Security
- Resourcing/Cost
- Allocated space
- Cleanliness