The I-CAN Model
Client, Student, & Population Impact
Community Partner Perspectives
Questions and Discussion
The I-CAN Model

Client, Student, & Population Impact

Community Partner Perspectives

Questions and Discussion
I-CAN is a model for healthcare delivery and interprofessional practice and education.
Core Elements of I-CAN

- Disadvantaged and underserved people and populations
- Faculty practice model
- Long-term commitment to community partners
- Neighborhood/community academic-partnerships
- Interprofessional student teams
- Focus on social determinants of health
- Home visitation
- Population health interventions
- Continuous quality improvement
What can an I-CAN client expect?

**Referral**
Community partners identify potential I-CAN clients

**Intake**
Faculty-in-Residence and student teams conduct intake

**Home visits**
Student teams meet regularly with clients, often in their homes

**Care coordination**
Students address social determinants of health using local resources

**Transition**
Clients transition out of I-CAN when client-set goals are met
Community Partnership Networks

Neighborhood/Community Academic-Practice Partnership (NCAPP)

- People in the Neighborhood
- Healthcare Organizations
- Coordinated Care Organizations
- Community Service Agencies
- Health Profession Academics
I-CAN Benefits...

1. Clients
   - individualized care

2. Students
   - interprofessional learning

3. Community partners
   - increased capacity

4. Populations
   - student project dissemination

5. Academic partners
   - rigorous evaluation
I-CAN clients include families, refugees, the elderly, and veterans — who may be socially isolated, experiencing poverty, and facing multiple chronic conditions.
Clients from all over the world:
Afghanistan, Bhutan, Burundi, China, Congo, Cuba, Egypt, El Salvador, England, Eritrea, Ethiopia, Germany, Haiti, Honduras, Iraq, Ireland, Mexico, Micronesia, Myanmar, Nepal, Philippines, Romania, Russia, Somalia, Syria, Tanzania, Ukraine, United States, Vietnam

Speaking 23 languages:
Arabic, Armenian, American Sign Language, Burmese, Cantonese, Mandarin, Chuukese, Dari, English, Farsi, German, Karen, Kinyarwanda, Korean, Nepali, Pashtu, Russian, Somali, Spanish, Swahili, Taishanese, Tigrinya, Vietnamese
I-CAN clients

Over half of I-CAN clients are female

- Female: 232
- Male: 169
- Transgender: 1

Almost half of I-CAN clients are between the ages of 50-69

- 18 - 29: 12
- 30 - 49: 97
- 50 - 69: 149
- 70+: 82
I-CAN clients

1 in 3 live alone

1 in 3 live with children

1 in 3 live with a partner/spouse
I-CAN clients

At intake...

Tobacco: Clients report tobacco use

- 28%

Alcohol: Clients report alcohol and/or marijuana use

- 17%

Substances: Clients report other substance use

- 5%
Social determinants influence 50% of health outcomes

- Financial Stability
- Transportation
- Food Security
- Stable Housing
- Education
- Community and Social Context
- Health and Healthcare

Referral: Partners Identify Clients

Healthcare Utilization
2+ non-acute EMS calls in 6 months
3+ missed healthcare appointments in 6 months
10+ medications

Social Determinants
Lack of primary care home
Lack of healthcare insurance
Lack of stable housing

Family Contributors
5+ unexcused school absences
2+ family members with a disabling chronic illness
Parent(s) experiencing developmental disabilities
Signs of child negligence
Intake: Students Conduct Assessment

Healthcare Utilization in the Past 6 Months
- Primary care
- EMS calls
- ED visits
- Hospitalizations

Stabilizing Factors in the Past 6 Months
- Employment/income
- Food security/nutrition
- Insurance changes
- Housing changes

Demographics, Health Screening, Medication Review
Types of Students & Courses

- **Nursing**
  Chronic Illness, Population Health, & Leadership

- **Medicine**
  Family Medicine & Rural Health

- **Physician Assistant**
  Clinical Projects and Placements

- **Nutrition & Dietetics**
  Community-Based Practice & Internship

- **Pharmacy**
  Transitional Clerkship

- **Dentistry**
  Community Dentistry

Over 2000 students
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Questions and Discussion
Case study: Lucy

SOCIAL
- Has five children
- Referred to I-CAN because she has missed multiple healthcare appointments
- Recently came to Oregon from the Congo
- Speaks only Swahili
- Has no formal education

MEDICAL
- Recently diagnosed with hepatitis B
- Has underlying sickle cell anemia
Case study: Lucy

STEPS

- Consolidated assigned payers and providers
- Read health insurance renewals
- Reinstated lapsed healthcare insurance
- Referred one child for urgent dental care
- Turned off smoke alarm
- Provided medication safety teaching
- Provided follow-up teaching after an ED visit
The I-CAN program has demonstrated success in improving health outcomes.
I-CAN clients were...

After 14 weeks in I-CAN, clients were...

- **1.78** times more likely to be secure with regard to **medication management**
- **2.07** times more likely to be secure with regard to **housing**
- **1.95** times more likely to be secure with regard to **food**.
Clients saw decreases in the number of recent **hospitalizations, ER visits, and EMS callouts** after participating in the I-CAN program.
The I-CAN program has seen consistently high scores in student team-based decision-making, attitudes toward health disparities, and knowledge of health disparities.
I-CAN was an incredibly valuable experience for me as a future nurse. I learned more about myself and how to work as a team member than I ever imagined. I am beyond grateful for this opportunity and will value it as I move forward with my career.
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Questions and Discussion
Our community partners consider I-CAN a **valuable resource** for agencies working with complex clients that **extends the reach** of the agency, **engages clients** with health and social systems, and identifies and **addresses systems barriers** and population level problems.
Healthcare System Transformation

1.0 Acute Care Healthcare System

2.0 Coordinated Seamless Healthcare System

3.0 Community Integrated Healthcare System

Episodic Non-Integrated Care

Outcome Accountable Care

Community Integrated Health Care

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Carl in the Nexus

https://nexusipe.org/engaging/learning-system/carl-nexus
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Thank You

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