



Undergraduate Training Manual

This manual contains information relevant to the roles of undergraduates in APA Health CARE.

Fall 2019

Undergraduate Training Manual

Executive Summary

Mission

APA Health CARE (**A**sian **P**acific **A**merican **H**ealth **C**ollaboration, **A**ccess, **R**esource, & **E**ducation) is a collaborative effort among UCLA undergraduate, public health, nursing, and medical students with physicians. We aim to improve the health status and well-being of underserved Asian and Pacific Islander (API) communities in Los Angeles Service Planning Area 4 (SPA 4) Metro and neighboring areas.^{1,2} We are dedicated to enhancing health awareness and increasing access to health care services/resources by providing health screenings, education, and referral services to health care resources in the community. In addition, APA Health CARE enhances the educational experience for all students involved through practical learning opportunities under the mentorship of supervising physicians.

Community Objectives

1. Have a positive impact on our clients' knowledge, attitude and behavior towards health.
2. Improve access to health care services and resources for our clients.
3. Increase awareness and education of diseases prevalent in our clients' communities.
4. Provide a link to continuous care.

We achieve these objectives by community outreach health fairs for 40-200 members of the API population at a time. Services include:

1. **Screening** for risk factors of metabolic disorder and Hepatitis B.
2. **Health education** regarding screening results, nutrition/lifestyle modifications, and preventive care.
3. **Health referrals** to free/low-cost clinics and hospitals and enrollment into public benefit programs.

Our goal is to ensure that >50% of clients adhere to health recommendations and referrals via follow-up telephone/mail correspondence and student-led navigation.

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Educational Objectives

Students will develop:

1. A commitment to provide healthcare to people in underserved communities.
2. A desire to advocate access to healthcare in underserved communities.
3. A deeper understanding of social, cultural, economic, and political factors that influence health and illness.
4. Knowledge of demographic, health, and community factors in designing activities and programs.
5. An ability to effectively communicate health-related issues to clients in English and other languages.
6. Leadership skills by actively participating in APA Health CARE events.

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Leadership

Undergraduates

Jamie Lin – President

Alyssa Chan – Secretary

Jason Yang – Database & Research
Director

Justin Lai – Referrals Director

Crystal Chung – Logistics & Finance
Director

Kristy Lin – Logistics & Finance Director

Kevin Zhang – Client Relations Director

Joshua Xian – Health Education Director

Angela Chen – Publicity/Activities
Director

Medical Students

Hyejoon Kim

Charltien long

Serina gee

Nursing Students

Connie Lin

Angela Nam

Lawrence Nguyen

Natalie Lee

Jen Yee Lim

Medical Advisory

Robert K. Oye

Nursing Advisory

Emma Cuenca

Glenda Totten

Brenda Yeung

Elizabeth Dixon

Attending Physicians

Joey Tu

Robert Oye



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Activities

- **Health Screening:**

The reported lack of preventive care and increased risk for chronic illnesses among the API populations within SPA 4 has motivated our decision to focus our health screening on **obesity, hypertension, and Hepatitis B**. Undergraduate client navigators will conduct a focused social and medical history and measure the client's weight to determine BMI, body fat percentage, and Waist-to-Hip Ratio. Medical and nursing students will measure blood pressure and do consultation under the supervision of attending physicians and nursing faculty. Hepatitis B screenings will be carried out by the Asian Pacific Liver Center. All clinical activities will be conducted in accordance to national guidelines.

- **Referral to Health and Social Services:**

Trained undergraduate students will conduct intake and obtain social histories from clients. These undergraduates will provide information to connect clients with free/reduced-cost health clinics. The clinics can provide linguistically appropriate and continuous care, including screenings for **diabetes and high cholesterol**, and have agreed to enroll our clients as space permits. The Asian Pacific Liver Center will serve as a follow-up site for clients with positive HBsAg results. Also, we will have referral information for enrolling in health insurance.

- **Health Education:**

Medical and nursing students, as well as trained undergraduates, will provide clients with health education, including recommended screenings and early detection examinations, as identified through medical and social histories. All volunteers will develop linguistically and culturally appropriate health education materials in conjunction with community based organizations. Under the leadership of a medical or nursing student, undergraduate volunteers will hold health seminars during and between health fairs. These seminars will focus on lifestyle modifications that can combat metabolic disease. In addition, we will deliver seminars on breast and cervical cancer, actions to take during emergencies, and mental health.

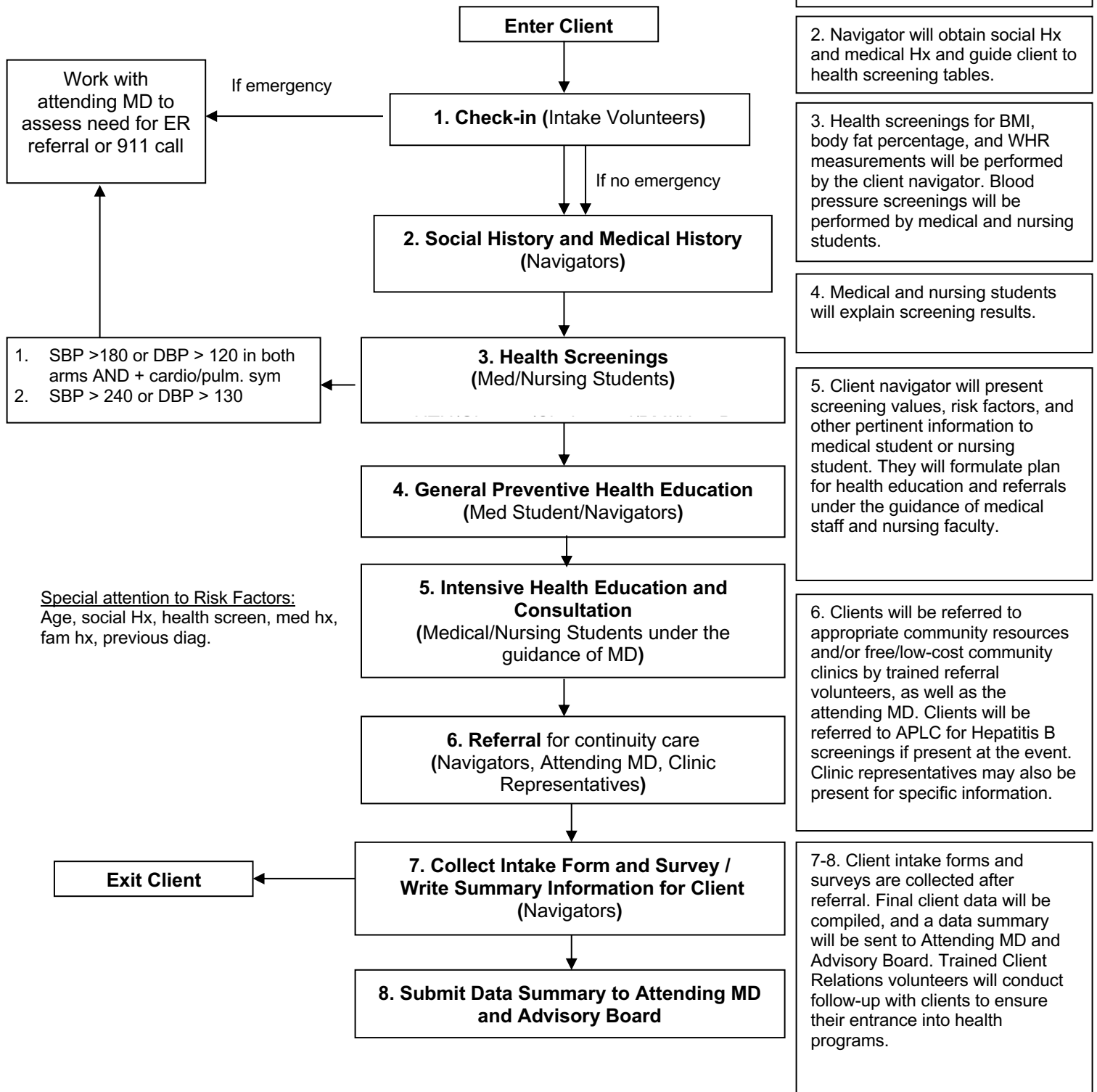
- **Follow-up:**

Client navigators (trained UCLA undergraduate students) will maintain contact with clients. Navigators will contact clients through telephone correspondence to ensure that clients follow-up with recommendations such as, obtaining clinical services, achieving enrollment and participation in any applicable public benefit programs, and linking with health resources. All files will be handled in adherence to HIPAA guidelines, and patient files will be shredded immediately after use.

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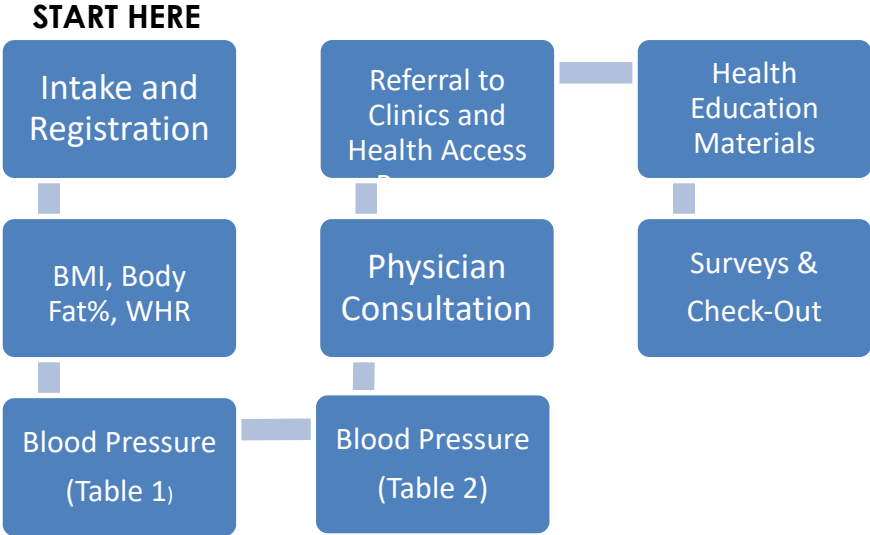
Screening Procedures

The following pathways delineate the protocol for screening events to provide the following services: blood pressure, Hepatitis B, and BMI.



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A Typical Health Fair Flow Set-Up



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Key Players at Health Fairs – What's your Role?

Attending Physician/Resident

- Oversee medical & nursing student volunteers in providing counseling and recommendations
- Provide teaching points after each event

Undergraduate Client Navigators

- Conduct clients' initial intakes and social histories
- Conduct BMI, Body Fat %, and WHR measurements
- Present general health education information from approved handouts
- Accompany client through stations, emphasizing attention to the individual
- Present client information and concerns to medical & nursing students, referral volunteers, and consulting physicians

Medical and Nursing Student Volunteers

- Conduct Blood Pressure screenings
- Counsel clients on lifestyle health modifications
- Shadow attending physicians on treatment counseling and behavioral modifications
- Oversee undergraduate patient navigators
- Work with referrals volunteer to refer patient to clinic

Representative from Referral Site

- Counsel clients with information specific to the clinic
- Make appointments if necessary

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History Intake – Getting to Know Your Clients

First Impressions are Everything!

As patient navigators, you have the most important role in establishing a relationship with the clients! You will be guiding them through the different stations, answering their questions, and encouraging them to make healthy changes. Our clients will be more willing to follow-up and comply with recommendations if trust has been built.

While it is our goal to obtain the most comprehensive history, it is equally important to build rapport with our clients. This will be a challenge, especially during busy health fair when you may be juggling 2 or more clients at a time. Don't be overwhelmed though, most of the information you need to ask is on the intake form. If you forget, just refer back to the intake form.

Please use this general template to guide you in your "flow of conversation." However, feel free to jump around if the conversation leads you to different topics.

Introduction

1. Introduce yourself, explain your role as an undergraduate, explain the flow of the health fair, and let them know there might be some waiting.
2. Transition with general question (I.e: So, how are you feeling today?)
3. Ask about any specific concerns/questions they might have for the medical student or physician.

Past Medical History

1. Have you been diagnosed with _____ before?
[High blood sugar (diabetes), high blood pressure (hypertension), high cholesterol (cholesterolemia, heart disease)]
2. Have you been diagnosed with Hepatitis B in the past?
3. Have you been hospitalized in the past? Any past surgeries?
4. Do you have any allergies?
5. Do you have a regular doctor? When did you last see a doctor? Do you have health insurance?

Note: Some clients may not want to disclose information about health insurance because they think they will get billed. Remind them all services today are free of charge.
6. Do you smoke, or drink alcohol?

Why ask? To get a general idea of the client's health and determine if the client has been previously diagnosed with any medical conditions.

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Family History

1. Do you have any family history of _____?

[High blood sugar (diabetes), high blood pressure (hypertension), high cholesterol (hypercholesterolemia, heart disease)]

Why ask? To determine if our client has any genetic predispositions to any medical conditions.

Social History – Modified “HEAD”

1. **Home/Health:**

How is your general health?

Do you have any health concerns?

2. **Employment/Education:**

Do you work? What do you do for a living?

Please be sensitive as some of our clients may be illegal immigrants and working illegally.

What's your level of education?

Some clients may have professional degrees from their home country, but are working jobs below their level of education since immigrating to the States. Please be sensitive as this may be a stressor.

3. **Activities:**

Do you exercise regularly? (I.e: walking, yoga, tai-chi, gym, etc.)

Explain that even walking 30 minutes a day several times a week is beneficial compared to doing nothing. Also explain difference between cardiovascular exercise and non-cardiovascular exercise.

4. **Diet/Drugs:**

What's your diet like? What did you have yesterday for breakfast, lunch, and dinner? Is this what you normally have daily?

Pay specific attention to fried food, red meat, lack of variety in diet.

Are you currently taking any medications?

Are you currently taking any over-the-counter drugs, vitamins, minerals, and/or herbs?

Do you smoke, drink caffeine, drink alcohol?

Why ask? Social factors have a large impact in the health of our clients. Obtaining a social history will help when counseling clients about lifestyle modifications to improve their health. This will also provide a holistic picture of who the client is, and allow you to make some conversation!

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Mental Health

1. Have you been feeling nervous, anxious, or on edge?
2. Have you been worrying too much about different things?
3. Have you been feeling down, depressed, or helpless?
4. Have you had trouble with falling asleep or sleeping too much?
5. Do you ever think about hurting yourself or sometimes feel like you would be better off dead?
6. Have any of these things been affecting your work, school, relationships, etc?

Why ask? *There is often a huge stigma associated with mental health issues in Asian American communities, causing mental health to be overlooked. Yet, mental health is an important component of an individual's overall well-being. To conduct the most comprehensive health screening for our clients, APA Health CARE asks our clients several key questions to identify individuals who may be at higher risk for prevalent mental health issues. Although we do not treat clients, we will refer them to relevant health resources that enable them to seek proper medical care for their conditions.*