



Linkage to Community Services

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Linkage to Community Services

Overview: The goal of the initiative is to help patients connect with community resources by implementing processes that coordinate care between the health system, community service agencies, family, caregivers, and the patient.

These Blue Cross Blue Shield of Michigan criteria pertain to the linkage to community services initiative:

Criteria

Met 

- 10.1 Physician organization (PO) has conducted comprehensive review of community resources for the geographic population that they serve, in conjunction with practice units
- 10.2 PO maintains a community resource database based on input from practice units that serves as a central repository of information for all practice units.
- 10.3 PO in conjunction with practice units has established collaborative relationship with appropriate community-based agencies and organizations
- 10.4 All members of practice unit care team involved in establishing care treatment plans have received training on community resources so that they identify and refer patients appropriately
- 10.5 Systematic approach is in place for educating all patients about community resources and assessing / discussing need for referral
- 10.6 Systematic approach is in place for referring patients to community resources
- 10.7 Systematic approach is in place for tracking referrals of high-risk patients to community resources made by the care team and make every effort to ensure that patients complete the referral activity
- 10.8 Systematic approach is in place for conducting follow-up with high-risk patients regarding any indicated next steps as an outcome of their referral to a community-based program or agency

10.0 Linkage to Community Services

10.1

PO has conducted a comprehensive review of community resources for the geographic population that they serve, in conjunction with Practice Units

Guidelines:

- The review may take place within the context of a multi-PO effort
- Review should include health care, social, pharmaceutical, mental health, and rare disease support associations
 - o If comprehensive community resource database has already been developed (e.g., by hospital, United Way) then further review by PO is not necessary
 - o Review may include survey of practice units to assist in identifying local community resources

10.2

PO maintains a community resource database based on input from Practice Units that serves as a central repository of information for all Practice Units.

Guidelines:

- The database may include resources such as the United Way's 2-1-1 hotline, and links to online resources.
- At least one staff person in the PO is responsible for conducting a semiannual update of the database and verifying local resource listings (PO may coordinate with Practice Unit staff to ensure resource reliability)
 - o It is acceptable for staff to not verify aggregate listings (such as 2-1-1) if they are able to document how often the listings are updated by the resource administrator
- Resource databases are shared with other POs, particularly in overlapping geographic regions
- Portion of database includes self-management training programs available in the community

10.3

PO in conjunction with Practice Units has established collaborative relationships with appropriate community-based agencies and organizations

Guidelines:

- PO is able to provide a list of organizations in which collaborative relationships are directly established
- Collaborative relationships must be established with selected agencies with relevance to patients' needs
- Collaborative relationships need to be established directly with the individual agencies (not via 2-1-1) and involve ongoing substantive dialogue

10.4

All members of practice unit care team involved in establishing care treatment plans have received training on community resources so that they can identify and refer patients appropriately

Guidelines:

- Training may occur in collaboration with community agencies that serve as subject-matter experts on local resources
- PO or Practice Unit administrator assesses the competency of Practice Unit staff involved in the resource referral process at least annually. This may occur in conjunction with community agencies.
 - o For example, practice unit staff are able to explain process for identifying and referring patients to relevant community resources
 - o Practice Unit is able to demonstrate that training occurs as part of new staff orientation

10.5

Systematic approach is in place for educating all patients about community resources and assessing/discussing need for referral

Guidelines:

- Systematic process is in place for educating new patients and all patients during annual exam (or other visits, as appropriate) about community resources and assessing/discussing need for referral
 - o For example, Practice Units may develop an algorithm (or series of algorithms) to guide the referral process
 - o Information about available community resources may be disseminated via language added to patient-provider partnership documents, PO or Practice Unit website, brochures or county booklets at check-out desk

10.6

Systematic approach is in place for referring patients to community resources

Guidelines:

- Practice Unit must be able to verbally describe or provide written evidence of systematic process for referring patients to community resources.
 - o For example, systematic process may consist of standardized patient referral materials such as a “prescription form”, computer-generated printout that details appropriate sources of community-based care, or other documented process or tools.
 - o Patients should have access to resources that are appropriate for their ethnicity, gender orientation, ability status, age, and religious preference, including resources that are available in other languages such as Spanish, Arabic, and American Sign Language, and resources available both locally and nationally.
 - o For example, if Practice Units within a PO have a great deal of diversity within their patient population, the PO may amass specific information about services for those diverse patient groups. Practice Units may also share information about resources for diverse groups.

10.7

Systematic approach is in place for tracking referrals of high-risk patients to community resources made by the care team, and making every effort to ensure that patients complete the referral activity

Guidelines:

- Practice units have the responsibility to identify those patients who are at high risk of complications/decompensation for whom referral to a particular agency is critical to reaching established health and treatment goals.
- Referrals to community resources should be tracked for high-risk patients. Practice Units are encouraged to create a hierarchy to ensure that vital services (such as referrals to mental health providers) are being tracked appropriately.
- The purpose of tracking the referrals is to ensure that these high-risk patients receive the services they need.

10.8

Systematic approach is in place for conducting follow-up with high-risk patients regarding any indicated next steps as an outcome of their referral to a community-based program or agency.

Guidelines:

- Patients may be held partially responsible for the tracking process. For example, Practice Units may use technology such as Interactive Voice Response (IVR) for patients to report initial contact and completion, develop a “passport” that patients can have stamped when they complete trainings or attend a support group, or use existing disease registries such as WellCentive to track community-based referral activities.
- Process includes mechanism to track patients who decline care and obtain information about reasons care was not sought.



Michigan 2-1-1: Fact Sheet

- 2-1-1 is the health and human service equivalent of 9-1-1 to give or get help spearheaded by United Way
- 2-1-1 is currently active in Allegan, Berrien, Calhoun, Cass, Clare, Clinton, Eaton, Gladwin, Gratiot, Hillsdale, Ingham, Isabella, Kalamazoo, Kent, Jackson, Lenawee, Livingston, Macomb, Mason, Midland, Monroe, Muskegon, Oakland, Oceana, Ottawa, St. Joseph, Van Buren, Washtenaw, and Wayne Counties and across the Upper Peninsula
- 2-1-1 is soon to be active in: Branch and Manistee Counties.
- 80% of Michigan's population and 80% of the nation's total population currently has 2-1-1 service
- 2-1-1 can be reached via landline, wireless, or VOIP
- A statewide 2-1-1 Business Plan is complete showing how all Michiganders could have sustainable 2-1-1 service with public funds matching the existing local non-profit funding commitment
- 2-1-1 Call Centers are required to become nationally accredited; staff is extensively trained and nationally certified
- The FCC approved 2-1-1 for health and human service information & referral; 2-1-1 is legislated in the Michigan Telecommunications Act.
- Calls are free to the user, answered 24/7/365 by professional Information and Referral specialists, translation service is available for non-English speaking callers
- The 2-1-1 database is comprehensive and up-to-date; for example, current Michigan 2-1-1 data bases maintain information on over 8,000 agencies with more than 50,000 public, non-profit and faith based health and human service programs
- A national cost benefit analysis conducted by the University of Texas estimates a net value to society of a national 2-1-1 system approaching \$130 million in the first year alone and a conservative estimate of \$1.1 billion over ten years
- University of Nebraska study sites cost savings for Nebraska between \$7.6 - 16.5 M annually resulting from such factors as, one call for multiple referrals, reduced overlapping information & referral costs and improved community planning through call data
- A report to Michigan's Legislature identified more than 700 toll-free telephone lines maintained by state agencies for public access to governmental services
- National Governors' Association cites "2-1-1: Key Strategy for State's Community Preparedness and Response Plans"



Michigan 2-1-1 Call Centers

Callers dialing from these areas should simply dial 2-1-1; when calling from outside the area served, use the toll-free number

County	Name of Organization Providing 2-1-1	Toll-free number	Searchable Database
Upper Peninsula	UPCAP 2-1-1	800-338-1119	
Allegan	Gryphon Place 2-1-1	800-310-5454	http://www.refersoftware.com/uwswmi
Berrien	Gryphon Place 2-1-1	800-310-5454	http://www.refersoftware.com/uwswmi
Branch	Hands On Battle Creek	800-250-5628	http://www.refersoftware.com/vcbc
Cass	Gryphon Place 2-1-1	800-310-5454	http://www.refersoftware.com/uwswmi
Calhoun	Hands On Battle Creek	800-250-5628	http://www.refersoftware.com/vcbc
Clare	United Way 2-1-1 – Midland Call Center	888-636-4211	http://www.refersoftware.com/uwmc/
Clinton	Central Michigan 2-1-1	866-561-2500	http://refersoftware.com/cmi211
Eaton	Central Michigan 2-1-1	866-561-2500	http://refersoftware.com/cmi211
Gladwin	United Way 2-1-1 – Midland Call Center	888-636-4211	http://www.refersoftware.com/uwmc/
Gratiot	United Way 2-1-1 – Midland Call Center	888-636-4211	http://www.refersoftware.com/uwmc/
Hillsdale	Central Michigan 2-1-1	866-561-2500	http://refersoftware.com/cmi211
Ingham	Central Michigan 2-1-1	866-561-2500	http://refersoftware.com/cmi211
Isabella	United Way 2-1-1 – Midland Call Center	888-636-4211	http://www.refersoftware.com/uwmc/
Jackson	Central Michigan 2-1-1	866-561-2500	http://refersoftware.com/cmi211
Kalamazoo	Gryphon Place 2-1-1	800-563-5432	http://www.refersoftware.com/gryphonplace
Kent	United Way's 2-1-1	800-887-1107	http://www.refersoftware.com/hwmi/
Lenawee	Central Michigan 2-1-1	866-561-2500	http://refersoftware.com/cmi211
Livingston	Central Michigan 2-1-1	866-561-2500	http://refersoftware.com/cmi211
Macomb	United Way for Southeastern Michigan	800-552-1183	
Manistee	C.A.L.L. 2-1-1	877-211-5253	http://www.rtmdesigns.net/seniorresources/



Michigan 2-1-1 Call Centers

Callers dialing from these areas should simply dial 2-1-1; when calling from outside the area served, use the toll-free number

Mason	C.A.L.L. 2-1-1	877-211-5253	http://www.rtmdesigns.net/seniorresources/
Midland	United Way 2-1-1 – Midland Call Center	888-636-4211	http://www.refersoftware.com/uwmc/
Monroe	United Way 2-1-1	866-953-4357	http://www.rtmdesigns.net/hva
Muskegon	C.A.L.L. 2-1-1	877-211-5253	http://www.rtmdesigns.net/seniorresources/
Oakland	United Way for Southeastern Michigan	800-552-1183	
Oceana	C.A.L.L. 2-1-1	877-211-5253	http://www.rtmdesigns.net/seniorresources/
Ottawa	C.A.L.L. 2-1-1	877-211-5253	http://www.rtmdesigns.net/seniorresources/
St. Joseph	Hands On Battle Creek	800-250-5628	http://www.refersoftware.com/vcbc
Van Buren	Gryphon Place 2-1-1	800-310-5454	http://www.refersoftware.com/uwswmi
Washtenaw	United Way 2-1-1	866-953-4357	http://www.rtmdesigns.net/hva
Wayne	United Way for Southeastern Michigan	800-552-1183	

"Help with Health Care" Brochures

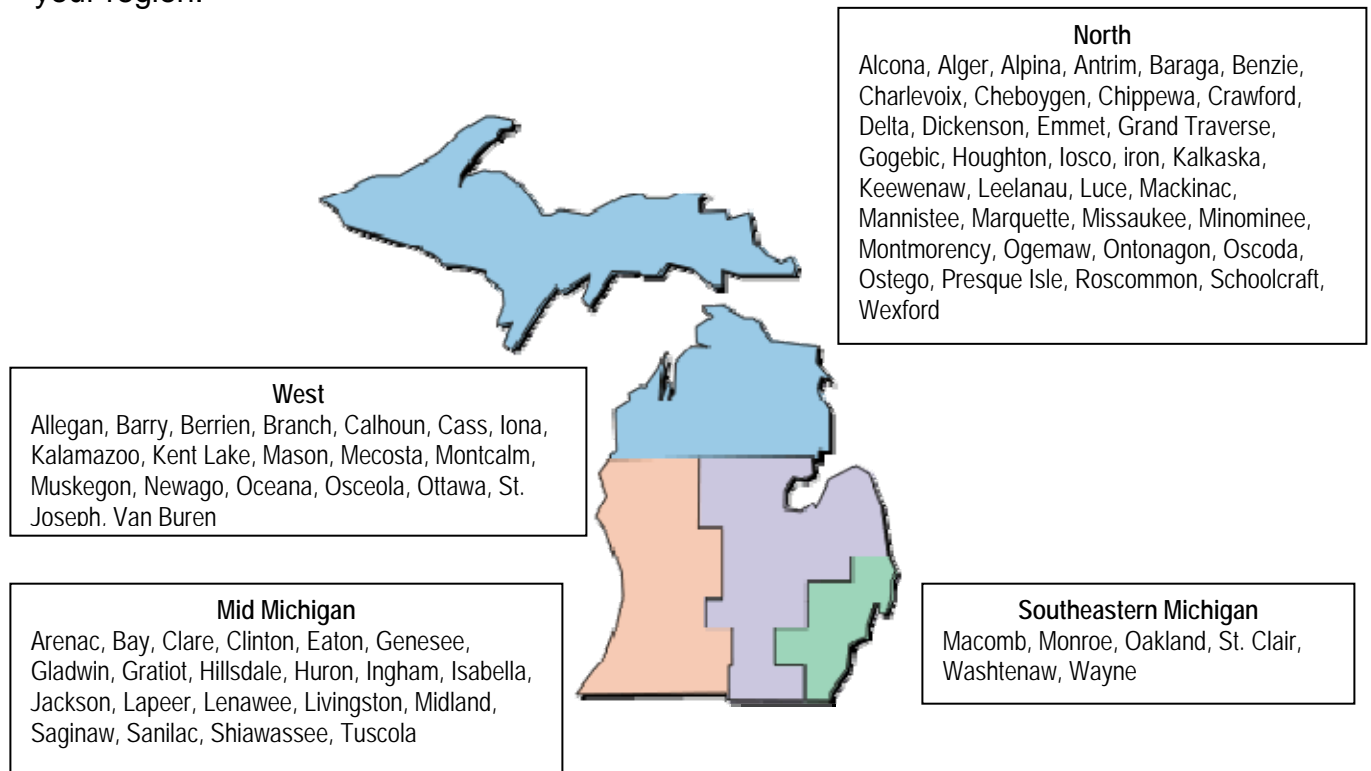
www.bcbsm.com/home/commitment/help_with_health_care_brochures.shtml

Helping Michigan residents obtain access to health care is an important part of the Blues' social mission.

Our "Help with Health Care" brochures list resources for the uninsured in Michigan, including:

- County health plans
- Dental and vision services
- Free and low-cost clinics
- Government programs such as MIChild and Healthy Kids
- Mental health services
- Prescription assistance programs

Use the map below to view and print the "Help with Health Care" brochure for your region.



To order free copies of these brochures, please call 800-658-6715 or fax your request to 248-448-8055. Please be sure to include your name, address and how many of each version you would like in your request. Requests that do not contain all required information will not be filled. Brochures may also be requested on line by clicking on the correct region below and filling out the form.

Smoking & Asthma



There are 11 local asthma coalitions in Michigan. An asthma coalition is an organized group of people from a community or area that want to work together to fight asthma. These people, or stakeholders, who have an interest in improving the lives of people with asthma in their community, can come from many walks of life. All of the coalitions welcome new members. If you would like to learn more about asthma coalitions, click here. Click on each coalition's name to find out more about it.

Coalition Home Pages

- [Detroit Alliance for Asthma Awareness](http://www.getastmahelp.org/UserCoalitionViewHomePage.asp?coaID=4) <http://www.getastmahelp.org/UserCoalitionViewHomePage.asp?coaID=4>
- [Washtenaw Asthma Coalition](http://www.getastmahelp.org/UserCoalitionViewHomePage.asp?coaID=5) <http://www.getastmahelp.org/UserCoalitionViewHomePage.asp?coaID=5>
- [Mid-Michigan Asthma Coalition](http://www.getastmahelp.org/UserCoalitionViewHomePage.asp?coaID=6) <http://www.getastmahelp.org/UserCoalitionViewHomePage.asp?coaID=6>
- [Asthma Coalition for Northeast Michigan](http://www.getastmahelp.org/UserCoalitionViewHomePage.asp?coaID=7) <http://www.getastmahelp.org/UserCoalitionViewHomePage.asp?coaID=7>
- [Asthma Network of West Michigan](http://www.asthmanetworkwm.org/?coaID=8) <http://www.asthmanetworkwm.org/?coaID=8>
- [Tri-County Asthma Coalition](http://www.getastmahelp.org/UserCoalitionViewHomePage.asp?coaID=9) <http://www.getastmahelp.org/UserCoalitionViewHomePage.asp?coaID=9>
- [Asthma Coalition of Northwest Michigan](http://www.getastmahelp.org/UserCoalitionViewHomePage.asp?coaID=10) <http://www.getastmahelp.org/UserCoalitionViewHomePage.asp?coaID=10>
- [Genesee County Asthma Network](http://www.getastmahelp.org/UserCoalitionViewHomePage.asp?coaID=11) <http://www.getastmahelp.org/UserCoalitionViewHomePage.asp?coaID=11>
- [Jackson Asthma Coalition](http://www.getastmahelp.org/UserCoalitionViewHomePage.asp?coaID=13) <http://www.getastmahelp.org/UserCoalitionViewHomePage.asp?coaID=13>
- [Kalamazoo Area Asthma Coalition](http://www.getastmahelp.org/UserCoalitionViewHomePage.asp?coaID=14) <http://www.getastmahelp.org/UserCoalitionViewHomePage.asp?coaID=14>
- [Southwest Michigan Asthma Coalition](http://www.getastmahelp.org/UserCoalitionViewHomePage.asp?coaID=17) <http://www.getastmahelp.org/UserCoalitionViewHomePage.asp?coaID=17>



The National Kidney Foundation of Michigan, in cooperation with other state and community organizations, is offering the evidence-based Stanford Chronic Disease Self Management (entitled Program Personal Action Toward Health or PATH in Michigan) workshop in locations throughout Southeast Michigan. PATH is a six-week community workshop that meets two and one-half hours, one day per week. It is designed to benefit adults with long-term health problems including arthritis, heart disease, diabetes, chronic kidney disease, emphysema, asthma, bronchitis and depression. Family members, friends and caregivers are also encouraged to attend the workshop. During the six weeks, participants learn self-management skills that may ease the symptoms of their health problem. The program's unique features include:

- Facilitation by trained lay leaders or master trainers who themselves may be living with an ongoing health problem.
- Class composition of people with many different chronic conditions who come together to talk about what it is like to live with a health problem and learn how to manage their conditions better and take more control of their lives.
- Emphasis on creating personal action plans and setting practical, achievable goals.
- Topics covering:
 1. Techniques to deal with problems such as:
 - Frustration
 - Fatigue
 - Pain
 - Isolation
 2. Managing symptoms
 3. Understanding medications
 4. Working with a health care team
 5. Setting weekly goals
 6. Problem-solving
 7. Communicating better with family and friends
 8. Relaxing
 9. Handling difficult emotions
 10. Eating well
 11. Exercising safely and easily

Participants develop an action plan each week and report to the group the next week on their level of success. They learn how to build their own self-management program and gain the confidence and tools to carry it out.

Studies showed statistically significant improvements in all areas, including a cost-benefit.

If you are interested in finding out more about the PATH program, please contact:

Jodi Burke

National Kidney Foundation of Michigan

jburke@nkfm.org

800.482.1455 or 734.222.9800

Description and Benefits of PATH

What is self-management?

- Using tools such as physical activity, medication management, managing fatigue, planning, better breathing, problem solving, managing pain, communication skills, healthy eating, and understanding emotions to take care of our health problem, carry out our normal activities, and manage emotional changes.
- No matter what we do, we are always managing our chronic conditions. We can be an active manager or a passive one. Both are management styles.

Why PATH?

- There is an increased prevalence of chronic disease.
- PATH helps participants maintain a focus on wellness, not disease factors.
- It is evidence based, or proven to work
- Not disease specific so has a broad appeal
- Helps prevent disease complications

Benefits

- Improvements in health outcomes after six months were seen in self rated health, disability, social and role activities limitations, energy/fatigue, and distress with health state. Participants averaged .8 fewer days in the hospital, and showed a trend toward fewer outpatient and ER visits.
- Statistically significant improvements after one year in fatigue, shortness of breath, social activity limitation, depression, health distress, communicating with providers, exercise and pain.
- Despite disease worsening in physical disability, the participants maintained or improved all other aspects of their health status and reduced outpatient utilization.
- In 2002, a study by the Agency for Healthcare Research and Quality found that the Chronic Disease Self Management Program (PATH) saved from \$390 to \$520 per patient over a 2-year study period because participants used fewer health care services
- Kaiser-Permanente of California stated a \$400,000 savings in health care costs for 489 participants over a one year period.

National Kidney Foundation of Michigan

Personal Action Toward Health

The National Kidney Foundation of Michigan is offering Personal Action Toward Health (PATH) in locations throughout SE Michigan. PATH is a **FREE** six-week community workshop that meets two and one-half hours, one day per week. It is designed to benefit adults with long-term health problems including arthritis, heart disease, diabetes, chronic kidney disease, emphysema, asthma, bronchitis and depression. Family members, friends and caregivers are also encouraged to attend the workshop. During the six weeks, participants learn the skills and tools needed to improve their health and manage their symptoms. There is an emphasis on creating personal action plans and setting practical, achievable goals.

A Spanish version, Tomando Control de su Salud is also offered.
Call Laurie Gustafson (800)482-1455 for more information.

EnhanceFitness

EnhanceFitness (EF) is a **FREE** program geared toward improving the overall functional fitness and well-being of primarily older adults (all adults welcome). A certified fitness instructor leads classes three times a week, providing social stimulation as well as physical benefits. Classes focus on cardiovascular conditioning, strength training, flexibility and balance training.

Increased Strength-Boost in Activity Level-Improved Mood-FUN!!!!
Call Kristie Lewis (800)482-1455 for locations.

Diabetes Self-Management Training Program

These classes are offered at area hospitals. People with diabetes are provided with tools to manage their health. They learn about the diabetes disease process and treatment options. Appropriate nutrition and physical activity recommendations are provided. People with diabetes identify specific diabetes preventive or self-management goals and have opportunity to evaluate the outcomes of their goal achievement. Physician prescription is required.

- Receive up to 10 hours of instruction from a certified diabetes educator
- Learn to effectively manage the plan of care given by their doctor
- Assistance setting up a nutrition and activity plan
- Individual or group instruction on how to set goals and manage life with diabetes

Contact a certified program in your area for more information:

St. John Hospital-Garden City Hospital-Sinai Grace Hospital-Beaumont Grosse Pointe-Henry Ford Health System-St. Mary Mercy Hospital



**National Kidney
Foundation**
of MICHIGAN

1169 Oak Valley Drive
Ann Arbor, MI 48108
Phone: 734-222-9800
Fax: 734-222-9801

PATH (Personal Action Toward Health): Frequently Asked Questions

1. What is PATH

PATH is a chronic disease self-management (CDSMP) program that was designed at Stanford University and is called PATH or Personal Action Toward Health, in Michigan. It is a six-week workshop that meets for two to two and ½ hours, one day per week for six weeks. It is designed to benefit adults with long-term health problems including arthritis, high blood pressure, overweight, heart disease, diabetes, chronic kidney disease, emphysema, asthma, bronchitis and depression. Family members, friends and caregivers are also encouraged to attend the workshop. During the six weeks, participants learn self-management skills that may ease the symptoms of their health problem.

2. Do I have to Share Personal Health Information or Talk about My Health Conditions?

Not necessarily. During the first session of PATH, we ask participants share what their health conditions are and what the 2 biggest problems are that they experience as a result of these problems (or that they experience as a caregiver for someone with a health problem). If you are not comfortable sharing your health conditions, that is OK. We simply asks that participants share what the 2 biggest problems are that they experience as a result of having a long-term health problems (or as being a caregiver for someone with a long-term health problem).

3. Can I take PATH if I am a Caregiver or Do Not have a Long-Term Health Problem?

Yes, PATH is designed to benefit not only the individual with the long-term health problem but also those who are support people for these individuals. This includes spouses, children, friends, and caregivers.

4. Is there Homework?

Each week, participants create *Action Plans* where they choose an activity that they WANT to do and set goals around how they will achieve that activity over the next week.

There are a couple of weeks where participants are asked to complete *homework*, beyond their weekly Action Plans. Participants are encouraged to complete these tasks, but are not penalized for not completing them. These assignments are designed to increase participant's awareness of their current behaviors.

5. What will I get out of taking PATH?

Studies of participants who took the PATH workshop have shown significant improvements in all areas including:

- ❑ Improvements in exercise, cognitive symptom management, communication with physicians, and self-efficacy
- ❑ Reductions in fatigue, shortness of breath, pain, depression, and health distress
- ❑ Fewer visits to the Emergency Department and visits to the physicians

- 2-year savings: \$590 per participant [Agency for Healthcare Research and Quality Study, 2002]

6. Do I have to Talk/Share?

We prefer that participants feel comfortable with some level of openness and sharing because PATH relies heavily on group participation. There are several opportunities for individuals to share information with the larger group as well as individually during one-on-one activities. Someone who is uncomfortable talking or sharing may still benefit from the workshop by listening to the ideas and discussion from their peers. However, we do expect that all participants attempt to share with one another because the process of sharing is a key to what makes the workshop successful.

7. Example Testimonials

“I have increased my stamina. I learned to breath more deeply...I am more sensitive to other’s feelings” PATH Participant, Northfield HFHS Employee

“The workshop should continue because it would benefit more employees if they would attend” PATH participant, Northfield HFHS Employee

“I feel more motivated to stay with my set goals regarding weight and the stress of daily living. I feel that the tool I got most was to write things down. That really helped me” PATH participant, Northfield HFHS Employee

“Thank you for educating me on ways of coping with chronic illness [in PATH]. Use of the action plan has helped me minimize the effects of the symptoms of my health condition. Exercising and healthy eating are now a part of my daily routine. I no longer feel like a prisoner to my illness. I owe my new found outlook...to your program. Keep up the good work. ” PATH participant, Detroit, MI

“I have learned that basically, we all have the same health concerns as far as maintaining and keeping our health. I also feel that taking this class has refreshed in my mind the different practices I must perform to stay healthy. Things we all know but fail to do.” PATH participant, Inkster, MI

8. Data Results

- 97% of participants who complete the workshop would recommend it to someone else
- More than 1/3 of participants have diabetes, almost ½ have hypertension, nearly ½ have arthritis, over 10% have depression.

Success Stories

“The changes from the workshop were simple but made a difference in my life.” ■ *Gina A.*

“By coming together you know you’re not the only person who has problems.” ■ *Ruth B.*



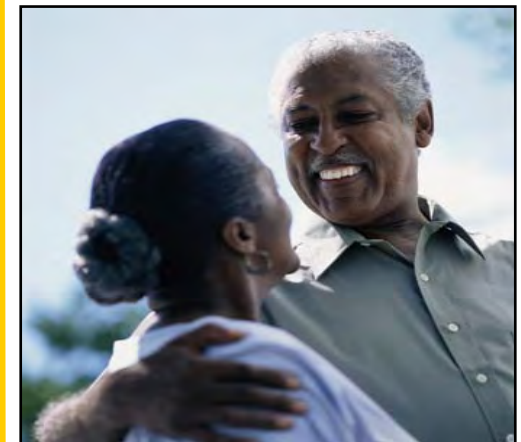
Take the PATH...



Michigan Partners on the PATH

Take the **PATH** to Better Health

People with long term health concerns are learning to manage their health and live life to it's fullest because...
they took the PATH!



Who Can Benefit From PATH?

- Anyone with a long term health condition such as high blood pressure, diabetes, arthritis, heart disease, or overweight.
- Family, caregivers, or support people who want to learn more about supporting those with a long term health condition.



What's in it for You?

Learn how to:

- Deal with the challenges of not feeling well
- Talk to healthcare workers and family members
- Overcome stress and relax
- Increase your energy
- Handle everyday activities more easily
- Stay Independent

What is PATH?

- PATH is a workshop that helps participants improve their health and feel better.
- Two trained leaders conduct the workshop. One or both may have a lifelong health condition.
- Sessions are fun and interactive. Participants share their successes and build a common source for support.



Michigan Partners on the
PATH

How Can You Get on the PATH?

Call or e-mail!

Laurie Gustafson
National Kidney Foundation of
Michigan
1169 Oak Valley Drive
Ann Arbor, MI 48108
(800) 482-1455
lgustafson@nkfm.org

Workshops will be held at
several locations throughout the
State.

Workshops are Free



PATH Workshop Content

PATH is a six-week community workshop that meets two and one-half hours, one day per week. It is designed to benefit adults with chronic health conditions including arthritis, heart disease, diabetes, emphysema, asthma, bronchitis and depression. Family members, friends, and caregivers are also encouraged to attend the workshop. During the six weeks, participants learn self-management skills that may ease the symptoms of their chronic condition. The program's unique features include:

- Facilitation by trained lay leaders or master trainers who themselves have a chronic condition.
- Class composition of people with many different chronic conditions who come together to talk about what it is like to live with a chronic condition, learn how to manage their conditions better and take more control of their lives.
- Emphasis on creating personal action plans and setting practical, achievable goals.
- Topics covering:
 - Techniques to deal with problems such as:
 - Frustration
 - Fatigue
 - Pain
 - Isolation
 - Managing symptoms
 - Understanding medications
 - Working with a health care team
 - Setting weekly goals
 - Problem-solving
 - Communicating better with family and friends
 - Relaxing
 - Handling difficult emotions
 - Eating well
 - Exercising safely and easily

Participants develop an action plan each week and report to the group the next week on their level of success. They learn how to build their own self-management program and gain the confidence and tools to carry it out.

PATH Workshop Topics

Six Session Course	
Session 1	Session 4
Identifying common problems	Future plans for health care
Acute vs. Chronic disease	Health eating
Using your mind to manage symptoms	Communication skills
Action Plans	Problem solving
Session 2	Session 5
Problem solving	Medication usage
Dealing with difficult emotions	Making informed treatment decisions
Physical activity and exercise	Depression management
Session 3	Positive thinking
Better Breathing	Guided imagery
Muscle Relaxation	Session 6
Pain and Fatigue Management	Working with your health care professional
Endurance activities	Planning for future

WHAT IS ENHANCE FITNESS® **?????**



EnhanceFitness Class Format

- Warm-up (5-8 minutes)
- Cardiovascular workout (20 minutes)
 - Instructor determines intensity of workout based on participant ability
- Cool-down (3-5 minutes)
- Resistance strength training (20 minutes)
- Flexibility (8-10 minutes)
- Balance training included in warm-up and cool-down
- Music typically provided by instructor

EnhanceFitness Attributes

- Accommodates all levels of fitness
 - Level I – standing version
 - Level II – modified exercises for more frail adults at risk for falls
- Multiple forms of exercise
 - Cardiovascular conditioning
 - Resistance and strength training
 - Flexibility and balance training
- Participant and program level outcome data collected, analyzed, distributed

EnhanceFitness Data Analysis

- Participant Data Collected
- Baseline and follow-up performance measures
- Demographic data
- Satisfaction survey
- Attendance
- Data analyzed yearly by site and comparing among all sites



HEALTHY COMMUNITIES START WITH YOU
PRESCRIPTION

Name _____ Date _____

Your physician has recommended your participation in the following program:

- PATH** (Personal Action Towards Health)
 - Helping those with ongoing health problems take control of their life.
 - For caretakers of those with a chronic condition
- Tomando Control de su Salud**
 - PATH classes in Spanish without translation.
- EnhanceFitness**
 - Fitness program lead by a certified fitness instructor designed to improve the overall functional fitness and well-being of adults.

Physician's Signature _____

For more information - contact Jodi Burke at the National Kidney Foundation of Michigan at 800-482-1455 or jburke@nkfm.org .



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Physician's Signature _____

For more information - contact Jodi Burke at the National Kidney Foundation of Michigan at 800-482-1455 or jburke@nkfm.org .



State-Wide Listing March 2011



The Arthritis Foundation Aquatic Program is a fun and invigorating warm-water recreational exercise program.

The program is taught by an instructor who has been specially trained by the Arthritis Foundation. Anyone who is limited by impaired joint motion and/or strength can benefit from its range of motion and muscle strengthening exercises.

The focus of the program is as follows:

- ✓ Improve joint flexibility
- ✓ Improve endurance and strength
- ✓ Improve mobility
- ✓ Improve balance and coordination
- ✓ Encourage personal growth
- ✓ Encourage a feeling of well being
- ✓ Decrease pain and stiffness
- ✓ And much, much more . . .

Please call individual sites for information on class schedules, costs and pre-registration. If you don't see your community listed, please call us for more information.

New classes are forming now!

ARTHRITIS FOUNDATION CLASSES ARE LISTED BY COUNTY:

ARENAC COUNTY

STANDISH

Standish-Sterling Schools
2401 Grove Rd.
(989) 846-3664

GENESEE COUNTY

FLINT

Hurley Health & Fitness Center
4500 S. Saginaw Street
(810) 262-2200

INGHAM COUNTY

LANSING

Delta-Waverly Activities Center
3131 West Michigan Ave.
(517) 484-5600

MASON

Heartwood School
625 Hagadorn Road
(517) 483-1227
*(Pre-registration with Lansing
Community College required)*

KALAMAZOO COUNTY

KALAMAZOO

YMCA of Greater Kalamazoo
1001 W. Maple St
(269) 345-9622

KENT COUNTY

EAST GRAND RAPIDS

East Grand Rapids Parks and Rec.
Wealthy Pool
750 Lakeside Drive SE
(616) 949-1750

- Over please -

KENT COUNTY

GRAND RAPIDS

Covenant Village of the Great Lakes
2510 Lake Michigan Drive
RESIDENTS ONLY, PLEASE

Martindill Wellness Center
Porter Hills
3600 Fulton St.
(616) 974-1990

KENTWOOD

East Kentwood Aquatics Center
6230 Kalamazoo Avenue SE
(616) 698-6700

MACOMB COUNTY

MOUNT CLEMENS

Macomb Family YMCA
10 North River Road
(586) 468-1411

WARREN

Warren Community Center
Parks & Recreation
5460 Arden
(586) 268-8400

Windemere Pk Independent
& Assisted Living
31800 VanDyke
(586) 264-9701

MIDLAND COUNTY

MIDLAND

Midland Community Center
2205 Jefferson Ave
(989) 832-7937

MENOMINEE

MENOMINEE

Greater Marinette-Menominee YMCA
1600 West Drive
(906) 863-9983

NEWAYGO COUNTY

FREMONT

Tamarac Wellness Facility
1401 W. Main
(231) 924-3195

OAKLAND COUNTY

AUBURN HILLS

North Oakland Family YMCA
3378 E. Walton Blvd.
(248) 370-9622

BIRMINGHAM

Birmingham Family YMCA
400 E. Lincoln St.
(248) 644-9036

FARMINGTON

Farmington Family YMCA
28100 Farmington Road
(248) 553-4020

WEST BLOOMFIELD

West Bloomfield Family Aquatics
6200 Farmington Road
(248) 451-1900

OCEANA COUNTY

HART

Lakeside Comprehensive Rehab
601 E. Main St.
(231) 873-3577

Oceana County Medical Care
701 E. Main Street
(231) 873-6026

OTTAWA COUNTY

JENISON

Sunset Manor
725 Baldwin
(616) 457-2770 X1460
AGES 55+ PLEASE

SHIAWASSEE COUNTY

OWOSSO

Shiawassee Family YMCA
515 W. Main St.
(989) 725-8136

WASHTENAW COUNTY

ANN ARBOR

Health & Fitness Center at
Washtenaw Community College
4833 E. Huron River Dr.
(734) 975-9950

One on One Athletic Club
2875 Boardwalk
(734) 761-4440

WAYNE COUNTY

CANTON

Summit on the Park
46000 Summit Parkway
(734) 394-5460

DETROIT

Boll Family YMCA
1401 Broadway
(313) 309-9622

FLAT ROCK

Flat Rock Community Center
1 McGuire Street
(734) 379-1450

LIVONIA

Livonia Family YMCA
14255 Stark Road
(734) 261-2161

ROMULUS

Romulus Athletic Center
35765 Northline Rd.
(734) 942-2223

WAYNE COUNTY

SOUTHGATE

Downriver Family YMCA
16777 Northline Road
(734) 282-9622

WESTLAND

Dyer Pool
36745 Marquette
(734) 419-2426

WEXFORD

CADILLAC

Cadillac Area YMCA
Dillon Community Center
9845 Campus Drive
(231) 775-3369

State-Wide Listing March 2011



The Arthritis Foundation Exercise Program is a fun and invigorating recreational exercise program, led by specially-certified instructors, for anyone who is limited by impaired joint motion and/or strength can benefit from its range of motion and muscle strengthening exercises.

The goal of the program is to:

- ✓ Increase joint flexibility
- ✓ Increase strength and endurance
- ✓ Decrease pain and stiffness
- ✓ Improve posture
- ✓ Improve performance in daily activities
- ✓ Enhance personal growth
- ✓ Promote a feeling of fun and well being
- ✓ Decrease pain and stiffness
- ✓ And much, much more . . .

Pre-registration is required. Please call individual sites for information on class schedules and costs. If you don't see your community listed, please call us for more information.

New classes are forming now!

ARTHRITIS FOUNDATION CLASSES ARE BEING HELD IN THESE COUNTIES:

ALLEGAN COUNTY

BYRON CENTER

Byron Center Manor
2115 84th Street SW
(616) 878-3300

ALPENA COUNTY

ALPENA

Alpena Senior Center
501 River Street
(989) 356-3585

CALHOUN COUNTY

BATTLE CREEK

Laurels of Bedford
270 North Bedford Rd.
(269) 968-2296

MARSHALL

Marshall House Apartments
200 E. Spruce St.
(269) 781-2391

Oaklawn Life Improvement Center
13697 15 Mile Rd.
(269) 781-7585

CHARLEVOIX COUNTY

BEAVER ISLAND

Beaver Island Senior Center
26215 Main Street
(231) 237-0103

EATON COUNTY

EATON RAPIDS

Eaton Rapids Medical Center
1500 S. Main St.
(517) 663-9530

-Over Please-

EMMET COUNTY

BRUTUS

Huber Senior Center
6436 Brutus Rd.
(231) 347-3211

EMMET COUNTY

HARBOR SPRINGS

Perry Farm Village
4241 Village Circle
(231) 526-1500

PELLSTON

Pellston Friendship Center
6274 West Edgar St.
(231) 539-8201

PETOSKEY

Friendship Centers
1322 Anderson Road
(231) 347-3211
60+ PREFERRED, PLEASE

GENESEE COUNTY

BURTON

Burton Senior Center
G3410 S. Grand Traverse
(810) 744-0960
50+ ONLY, PLEASE

HURON COUNTY

BAD AXE

Meadow Lane Assisted Living
150 Meadow Lane
(989) 269-8890

INGHAM COUNTY

E. LANSING

The Marquette
Holiday Community
5968 Park Lake Rd.
(517) 339-1532

HOLT

Holt Public Schools/
Hope Middle School
2020 Park Ln
(517) 694-3411

LANSING

Delta-Waverly
4538 Elizabeth
(517) 484-5600

Riverview Fitness
1106 N. Cedar St., Ste. 300
(517) 485-3638

MASON

First United Methodist
Church of Mason
201 East Ash Street
(517) 694-1984

WILLIAMSTON

Williamston Free Methodist Church
4400 N. Williamston Road
(517) 243-2204

IONIA COUNTY

IONIA

Ionia County Commission on Aging
115 Hudson
(616) 527-5365

Saranac Housing Commission
320 Summit Street
(616) 642-9832

JACKSON COUNTY

Jackson County Dept. on Aging
Crouch Senior Center
1715 Lansing Ave.
(517) 768-2149
RESIDENTS 60+ PLEASE

KALAMAZOO COUNTY

KALAMAZOO

Senior Services, Inc.
918 Jasper Street
(269) 382-0515

KENT COUNTY

GRAND RAPIDS

Plainfield Senior Center
5252 Grand River Dr.
(616) 365-6150

Senior Neighbors Downtown Center
333 S Division, Ste 100
(616) 233-0283

KENT COUNTY

GRAND RAPIDS

Salvation Army Senior Center
1235 E. Fulton
(616) 454-1459

Senior Neighbors
United Methodist Community House
904 Sheldon Ave.
(616) 233-0283

ROCKFORD

Senior Neighbors of Rockford
Rockford Reformed Church
4890 11 Mile Rd
(616) 233-0283

SPARTA

Sparta Senior Neighbors Center
100 Ida Red
(616) 233-0283

WYOMING

Aurora Pond Retirement Community
2380 Aurora Pond Drive
(616) 530-2511

LEELANAW

GLEN ARBOR

Glen Arbor Athletic Club
6363 Western Ave.
(231) 334-7007

MACOMB COUNTY

CLINTON TOWNSHIP

Macomb County Adult
Day Service North
21885 Dunham Road Ste #6
MEMBERS ONLY, PLEASE

ST. CLAIR SHORES

Macomb County Adult
Day Service South
25401 Harper Street
MEMBERS ONLY, PLEASE

STERLING HEIGHTS

Pine Ridge Retirement Community
43707 Hayes Rd
RESIDENTS ONLY, PLEASE

Pine Ridge Retirement Community
8350 Plumbrook
(586) 274-2500

WARREN

Warren Community Center
5460 Arden
(586) 268-8400
SPECIAL NEEDS CLASSES, AS WELL

Windemere Park Independent
& Assisted Living
31800 Van Dyke
RESIDENTS ONLY, PLEASE

MUSKEGON COUNTY

MUSKEGON

AgeWell Services
Tanglewood Park
560 Seminole Rd
(231) 733-8643

OAKLAND COUNTY

FARMINGTON HILLS

Botsford Commons
21300 Archwood Circle
RESIDENTS ONLY, PLEASE

NOVI

Fox Run Village
41100 Fox Run Rd
(248) 668-8680
RESIDENTS ONLY

WEST BLOOMFIELD

American House West Bloomfield
5859 W. Maple
(248) 538-5283

OSCODA COUNTY

MIO

Oscoda County Council on Aging
429 North Mount Tom Road
(989) 826-3025

OTTAWA COUNTY

HOLLAND

Evergreen Commons
480 State St
(616) 355-5108

ROSCOMMON COUNTY

HOUGHTON LAKE

Houghton Lake Senior Center
2625 S. Town Line Road
(989) 366-9168

SAINT CLAIR COUNTY

FORT GRATIOT

Sanctuary at Mercy Village
4170 24th Ave
(810) 989-7446

SHIAWASSEE COUNTY

OWOSSO

Memorial Healthcare Center
Woodard Station
317 S. Elm St.
(989) 725-8136

WASHTENAW COUNTY

ANN ARBOR

One on One Athletic Club
2875 Boardwalk
(734) 761-4440

WAYNE COUNTY

CANTON

Summit on the Park
46000 Summit Parkway
(734) 394-5460

DEARBORN

Henry Ford Village
15101 Ford Road
(313) 584-1000
RESIDENTS ONLY, PLEASE

DETROIT

St. Paul AME Zion Church
11359 Dexter Ave.
(313) 933-1823

GARDEN CITY

Maplewood Community Center
31735 Maplewood
(734) 793-1852

LIVONIA

American House Livonia II
11525 Farmington Rd
(734) 425-3050

Livonia Civic Park Senior Center
15218 Farmington Road
(734) 466-2555

VAN BUREN TOWNSHIP

September Days Senior Center
46425 Tyler Road
(734) 699-8918

WESTLAND

American House Joy
39201 Joy Rd
RESIDENTS ONLY, PLEASE

State Wide Listing March 2011



Learn the keys to self-managing your arthritis and meet others who share the same challenges with the Arthritis Foundation Self-Help Program, an education series designed to:

- identify and teach you the latest pain management techniques
- help you develop your own individualized exercise program
- help you learn to manage fatigue and stress more effectively
- discuss the purposes and effective use of medications
- help you find solutions to daily challenges caused by your arthritis
- identify ways to deal with anger, fear, frustration and depression
- discuss the role of nutrition in arthritis management
- help you learn new ways to communicate with family and friends
- and teach you how to form a partnership with your health-care team.

The Arthritis Foundation Self Help Program is a six-week course, which meets once each week for two hours. The course is led by Arthritis Foundation trained instructors who share these following keys to successful arthritis self-management . . . and more!

Class size is limited; therefore, PRE-REGISTRATION IS REQUIRED. ~~Unless otherwise noted, classes are free!~~ The course utilizes the popular text entitled *The Arthritis Helpbook* and participants receive numerous helpful handouts. If you don't see your community listed, please call us for more information. New classes are forming now!

~~ARTHRITIS FOUNDATION CLASSES ARE BEING HELD IN THE FOLLOWING LOCATIONS:~~

~~CHEBOYGAN COUNTY~~

~~CHEBOYGAN~~

~~Cheboygan Physical Therapy &
Sports Medicine
11153 North Straits Hwy
Dates: TBD
(231) 627-7201~~

~~EATON COUNTY~~

~~EATON RAPIDS~~

~~Eaton Rapids Medical Center
1500 S. Main Street
Dates: TBD
(517) 628-2157~~

~~EMMET COUNTY~~

~~PETOSKEY~~

~~Northern Michigan Hospital
Community Education Center
416 Connable
(800) 248-6777~~

~~-Over Please-~~

***Indicates classes are for Stanford PATH Chronic Disease Self-Management**

GENNESEE COUNTY

FLINT

McLaren Physical Therapy
4466 W Bristol Rd
Dates: TBD
(810) 342-5560

GRAND TRAVERSE COUNTY

TRAVERSE CITY

Traverse City Senior Center
801 E. Front Street
(231) 922-4911

HURON COUNTY

BAD AXE

Huron County Health Department
1142 S Van Dyke
Dates TBD
(989) 269-9721 ext 148

INGHAM COUNTY

EAST LANSING

E. Lansing PrimeTime Seniors'
819 Abbott Road
Dates TBD
To register, please call
(517) 337-1113

LANSING

Trinity United Methodist Church
7533 W. St. Joseph Hwy.
Wednesdays, 8/26—9/30/09
12:30 pm to 2:30 pm
Stacey West (517) 628-2157

Delta Enrichment Center

4538 Elizabeth
Thursdays: 9/17-10/22/09
To register, please call
(517) 484-5600

MASON

Mason First United
Methodist Church
201 East Ash St.
Dates TBD
(517) 676-9449

KENT COUNTY

GRAND RAPIDS

Crystal Springs
1171 68th Street
Residents Only, Please

Kent Community Hospital
Spectrum Health
West Pavilion
6105 Wilson SW
Dates: TBD
(616) 391-2718

WYOMING

Aurora Pond
2380 Aurora Pond Drive
Dates TBD
(616) 530-2511

MACOMB COUNTY

CLINTON TOWNSHIP

Gardens at Clinton Senior Apt.
24500 Metropolitan Pkwy
Mondays 6/1-7/6/09
3:30 pm to 5:30 pm
Lori Francisco (586) 790-1100

ST CLAIR SHORES

Wm Beaumont Hospital
22300 Bon Brae Center
Dates: TBD
To register, please call
Rita (586) 779-7900

STERLING HEIGHTS

American House Sterling I
11255 15 Mile Road
To register, please call
(586) 978-1060

Huntington Management
Birchcrest Manor
41255 Pond View Dr
Dates: TBD
Kelli (586) 726-0603

Town Village
4500 Dobry
(586) 803-0900

Windemere Park
31800 Van Dyke Ave.
Dates TBD
(586) 264-9701

MANISTEE COUNTY

MANISTEE

West Shore Medical Center
1465 East Parkdale Avenue
Dates TBD
(231) 398-1520

MISSAUKEE COUNTY

MC BAIN

Country View Apartments
255 S. Pine Street
(231) 832-8231

NEWAYGO COUNTY

FREMONT

Newaygo County Comm. Serv.
6308 S. Warner
Fremont, MI 49412
Dates TBD
(231) 689-2100

Tamarac

Gerber Memorial Health Care
6907 W. 48th Street
Dates: TBD
(231) 924-3195

***Indicates classes are for Stanford PATH Chronic Disease Self-Management**

OAKLAND COUNTY

COMMERCE TOWNSHIP

Krieger Geriatric Center
1 William Carls Dr.
Dates: TBD
(248) 937-3314

OAKLAND COUNTY

COMMERCE TOWNSHIP

Richardson Center
1485 E. Oakley Park Road
Dates: TBD
(248) 926-0063

NOVI

Novi Senior Center
25075 Meadowbrook
Tuesdays, 6/2-7/7/09
9:30 am to 11:30 am
(248) 347-0421

SOUTHFIELD

Brookdale, The Heritage
25800 W Eleven Mile Rd
(248) 727-2016

Hope United Methodist
26275 Northwestern Highway
Southfield, MI 48076
(313) 396-1717

The Park at Trowbridge
24111 Civic Center Dr
(248) 352-0208

TROY

Faith Lutheran Church
37635 Dequindre Rd
(248) 689-4713 ext 217

Think Trim
755 W Big Beaver
Dates: TBD
(248) 515-4170

WATERFORD

Lockwood Apartments of Waterford
1407 Skipper Dr
(248) 618-0777

WHITE LAKE

Dublin Community Senior Center
685 Union Lake Rd
(248) 698-2394

OCEANA COUNTY

HART

Oceana County Medical Care
Facility
701 E Main St
(231) 873-6026

OGEMAW COUNTY

WEST BRANCH

Maplewood Manor
200 S. Valley St
Dates: TBD
(989) 945-0260

OTTAWA COUNTY

HOLLAND

Freedom Village
145 Columbia Ave
Dates: TBD
(616) 820-7466

Holland Community Hospital
602 Michigan Avenue
(616) 394-3344
*to be offered soon

SAGINAW COUNTY

SAGINAW

St. Mary's of Michigan HEC
Room 2
800 S. Washington
Dates TBD
(989) 907-7680

VAN BUREN COUNTY

LAWTON

White Oaks
300 White Oak Rd
Dates: TBD
(269) 624-4811

WAYNE COUNTY

DETROIT

Mayflower Congregational
United Church
7301 Curtis
Dates TBD
(313) 861-6450

WAYNE COUNTY

DETROIT

St. Patrick's
Senior Center
58 Parsons
Dates TBD
(313) 833-7080

University Family Physicians
Wayne State University
15400 W. McNichols
Dates TBD
(313) 590-6401

Van Dyke Senior Apartments
8100 Gratiot
Dates: TBD
To register, please call
Bridgett at (313) 571-2916

***Indicates classes are for Stanford PATH Chronic Disease Self-Management**

WAYNE COUNTY

DETROIT

Hannan House
4750 Woodward Ave
Dates: TBD
(313) 833-1300

Love Your Body Fitness Center
Emanuel Conference Center
13856 Schoolcraft
Dates: TBD
(313) 399-5007

Friendship Meadows
3930 Rivard
Dates: TBD
(313) 832-9908

LIVONIA

American House Livonia
11525 Farmington Rd
S. of Plymouth Rd
Dates: TBD
(734) 425-3050

Civic Park Senior Center
15218 Farmington Road
Dates: TBD
To register, please call
Karl (734) 466-2555

RIVERVIEW

American House Riverview
20300 Fort St
Between Sibley & King
Dates: TBD
(734) 479-1010

WESTLAND

American House Westland I
1660 Venoy Rd
Dates: TBD
(734) 326-777

***Indicates classes are for Stanford PATH Chronic Disease Self-Management**



Arthritis Foundation Tai Chi® Program State-Wide Listing March 2011



Arthritis Foundation Tai Chi Program is a fun, joint friendly, recreational program led by specially-certified instructors designed to make a positive impact on your daily life. Participants learn a series of graceful, flowing movements adapted from the ancient Chinese discipline of Sun-style Tai Chi, plus special warm-up, cool-down and breathing exercises. Tai Chi may improve:

- Relaxation
- Balance and coordination
- Range of motion and flexibility
- Muscle strength and stamina
- Concentration and memory
- Feelings of well being
- Ability to manage pain
- And much, much more . . .

Anyone can benefit from the program, including those interested in maintaining healthy joints as well as those living with mild to moderate arthritis.

Class size is limited; therefore, PRE-REGISTRATION IS REQUIRED. Please call individual sites for information about class schedules and costs. All listed sites are members of the Arthritis Foundation Exercise Alliance. If you don't see your community listed, please call the Arthritis Foundation for more information. New classes are forming now!

ARTHRITIS FOUNDATION CLASSES ARE BEING OFFERED IN THE FOLLOWING COUNTIES:

DELTA COUNTY

ESCANABA

Escanaba Civic Center
225 North 21st Street
(906) 280-1083

GENESEE COUNTY

FLINT

McLaren Physical Therapy
4466 #G W. Bristol Rd
(810) 342-5558

Woodhaven Senior Community
G-5201 Woodhaven Ct.
(810) 230-1070

INGHAM COUNTY

LANSING

Riverview Fitness
1106 N. Cedar St., Ste. 300
(517) 485-3638

INGHAM COUNTY

MASON

First United Methodist
Church of Mason
201 E Ash St
(517) 694-1984

IONIA COUNTY

IONIA

Ionia County Commission on Aging
115 Hudson
(616) 527-5365

JACKSON COUNTY

JACKSON

Jackson Dept on Aging
Crouch Senior Center
1715 Lansing Avenue
(517) 768-2149
RESIDENTS 60+ PLEASE

- Over please -

KALAMAZOO

KALAMAZOO

Auro Physical Therapy
7900 Owen Drive
(269) 903-2273

Kalamazoo Family YMCA
1001 W. Maple St.
(269) 345-9622

KENT COUNTY

GRAND RAPIDS

Covenant Village of Great Lakes
2510 Lake Michigan Drive NW
RESIDENTS ONLY, PLEASE

Salvation Army Senior Center
1235 E. Fulton
(616) 454-1459 x1504

MACOMB COUNTY

CLINTON TOWNSHIP

The Gardens of Clinton
24500 Metropolitan Parkway
(586) 790-1100

WARREN

Macomb Community College
Center – Main Campus
(586) 498-4000

MONTCALM COUNTY

STANTON

Montcalm County Commission
on Aging
613 N State Street
(989) 831-7476

MUSKEGON COUNTY

MUSKEGON

AgeWell Services
Tanglewood Park
560 Seminole Rd
(231) 733-8643

NEWAYGO COUNTY

FREMONT

Tamarac Wellness Facility
1401 W. Main
(231) 924-3195

OAKLAND COUNTY

ROCHESTER

Crittenton Hospital Medical Center
1101 W. University Drive
(248) 652-5269

Barclay Physical Therapy
555 Barclay Circle, Ste. 110
(248) 853-5853

SOUTHFIELD

Alzheimer's Association
Greater Michigan Metro Detroit
20300 Civic Center Drive, Ste. 100
*INDIVIDUALS W/MEMORY
DISORDER ONLY, PLEASE*

The Park at Trowbridge
24111 Civic Center Drive
(248) 352-0208 x203

TROY

Wynwood of Troy
4850 Northfield Pkwy.
RESIDENTS ONLY

WEST BLOOMFIELD

W. Bloomfield Parks & Recreation
4640 Walnut Lake Rd.
(248) 451-1900
RESIDENCY NOT REQUIRED

OCEANA COUNTY

HART

Lakeside Comprehensive Rehab
601 E. Main St.
(231) 873-3577

OTTAWA COUNTY

ZEELAND

Zeeland Community Hospital
8333 Felch Street
(616) 748-2834

ROSCOMMON COUNTY

ROSCOMMON

The Craf Center
606 Lake Street
(989) 821-4419

WAYNE COUNTY

BELLEVILLE

September Days
Vanburen Senior Center
46425 Tyler Road
(734) 699-8918

CANTON

Summit on the Park
46000 Summit Parkway
(734) 394-5460
RESIDENCY NOT REQUIRED

DETROIT

Alzheimer's Association
Comstock Adult Day Program
66 Lothrop
*INDIVIDUALS W/MEMORY
DISORDER ONLY, PLEASE*

Hannan House
4750 Woodward Ave.
(313) 833-1300

GARDEN CITY

Maplewood Community Center
31735 Maplewood
(734) 793-1856

LIVONIA

American House Livonia
11525 Farmington Rd
(734) 425-3050

REDFORD

Redford Senior Center
12121 Hemingway
(313) 387-2788

WAYNE

The Manor of Wayne
Continuing Care Center
4427 Venoy Rd
(734) 478-3709
RESIDENTS ONLY

WYANDOTTE

Henry Ford Hospital Rehabilitation
3200 Biddle Ave.
(734) 284-4499

***CLASSES ARE FORMING NOW IN
ADDITIONAL COMMUNITIES ACROSS
THE STATE. CALL US TO SUGGEST A
CLASS SITE AND TIME IN YOUR
NEIGHBORHOOD!***



Smoking & Asthma

Prescription for Community Resources

Name _____

Date _____

Your physician recommends your participation in this program:

Physician's Signature _____

Asthma

Prescription for Community Resources

Name _____

Date _____

Your physician recommends your participation in this program:

Physician's Signature _____

Prescription for Community Resources

Name _____

Date _____

Your physician recommends your participation in this program:

Physician's Signature _____

Asthma

Prescription for Community Resources

Name _____

Date _____

Your physician recommends your participation in this program:

Physician's Signature _____

Online Resources

Arthritis

Arthritis self-help program

<http://www.arthritis.org/self-help-program.php>

Arthritis leadership training, class schedules:

<http://www.arthritis.org/offering-programs.php>

Chapter Office 1050 Wilshire Drive, Suite 302 Troy, MI 48084-1564 Phone: (248) 649-2891 Email: info.mi@arthritis.org Fax: (248) 649-2895 Toll Free Phone: (800) 968-3030 Office Hours: 8:30-4:30 Mon-Fri Eastern	West Michigan Region Office 3226 28th Street, SE, Ste. 1 Grand Rapids, MI 49512-1643 Phone: (616)949-9938 Email: info.mi@arthritis.org Fax: (616) 954-7653 Toll Free Phone: (800) 968-3030 Office Hours: 9:00-5:00 Mon-Fri Eastern
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Asthma

University of Michigan asthma patient information in English and Spanish

<http://www.med.umich.edu/1libr/guides/asthma.htm>

Diabetes

Order National Diabetes Education Program materials

<http://ndep.nih.gov/publications/PublicationDetail.aspx?PubId=4>

Patient handouts for diabetes from University of Michigan

http://www.med.umich.edu/mdrtc/profs/pt_handouts.html

Resource for Diabetes self-management training

<http://www.med.umich.edu/mdrtc/profs/index.htm>

Many links for diabetes

<http://www.medicare.gov/Health/Diabetes.asp>

Merck: Journey for Control – comprehensive control of diabetes

http://www.journeyforcontrol.com/journey_for_control/journeyforcontrol/

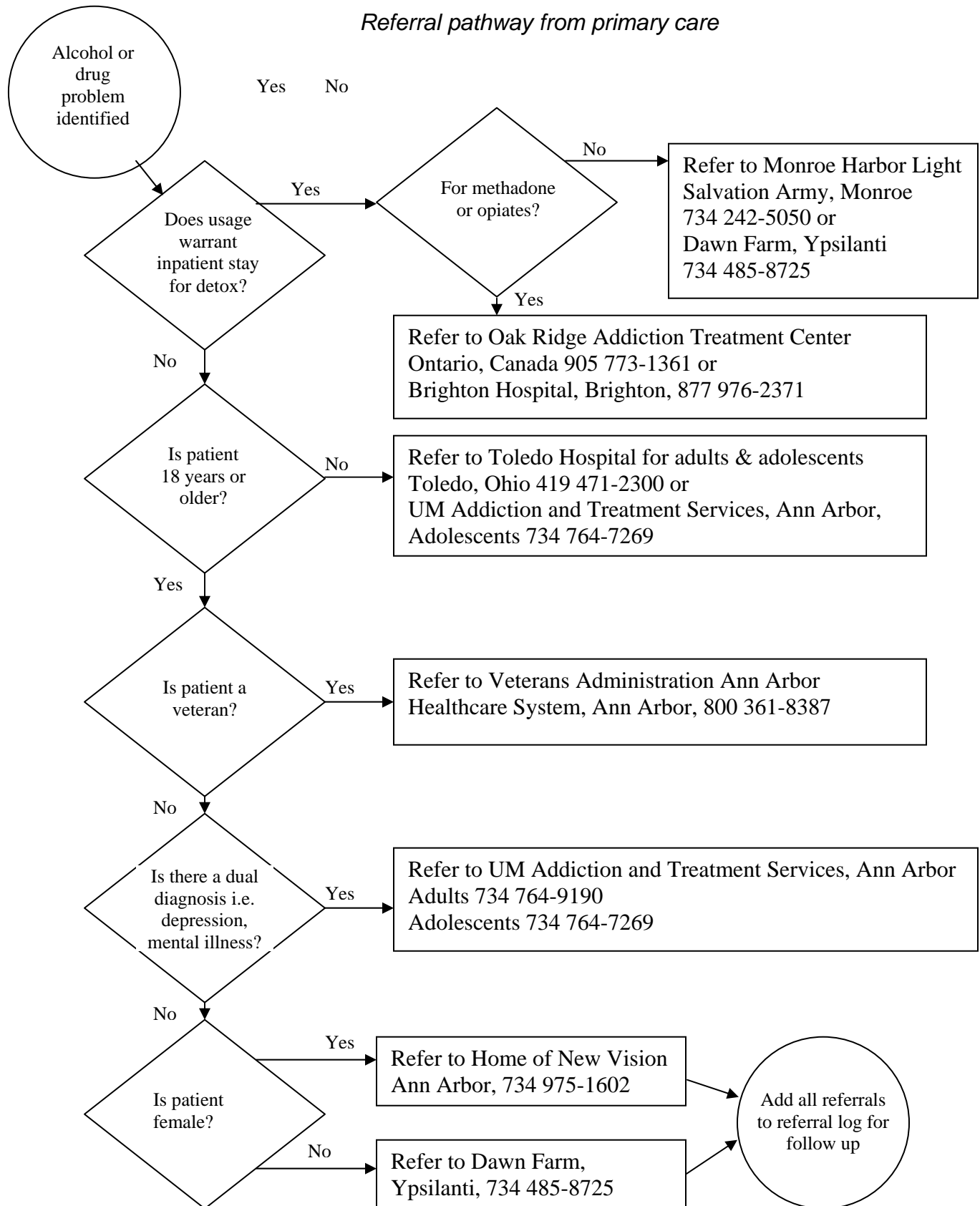
County information

Washtenaw County's online information resource: The Huron Valley Community Network:

<http://www.hvcn.org/>

Alcohol and substance abuse referral algorithm

Referral pathway from primary care



Sample Referral Policy and Procedure

I. Maintenance/ updating of specialist/resources database

- A. The database is maintained by the MA (medical assistant).
- B. The database of completed specialist/ancillary/community resource referrals is segregated by year. At the end of the year a new tab is started.
- C. The MA sorts the data for the old year and obtains the following audit and evaluation information:

Audit

- Wait time until specialist visit

Evaluation

- Wait time until specialist visit – by specialist
- Timeliness in progress notes, follow up – by specialist

II. Maintenance/ updating of disease-specific referral guidelines

- A. The Clinical Guidelines Administrator maintains disease-specific referral guidelines, based on national data (resource <http://www.guidelines.gov>) and in collaboration with specialists.
- B. Nurses suggest new guideline development.
- C. Guidelines are reviewed every 3 years (see sample, Tool 14-3.1).

III. Maintenance/ updating of specialist agreements

- A. MAs review specialist referral agreements annually. The agreements define which patients are appropriate for referral, how quickly the patient will be seen, method and timeliness of feedback to our office.
- B. Physicians redraft agreements as needed (see sample, Tool 14-3.2).

IV. Referral process

- A. Physician determines a referral will be made including referrals to community or educational services.
- B. Nurse or medical assistant performs chart review and identifies services and lab tests that need to occur as noted in the referral guidelines.
- C. Nurse or MA inspect tests and patient work-up results, if complete, they arrange the referral.
 - Referrals to specialists within our physician organization are scheduled by the MA
 - Referrals to other specialists are coordinated with the patient
- D. Nurse sends work-up, lab and medication information to specialist at least 48 hours prior to appointment.
- E. MA adds information to the referral log.

V. Referral follow up

- A. MA reviews log weekly.
- B. MA notifies physician and nurse for late priority referrals, noted in red on the log.
- C. MA notifies nurse for progress reports, test results that are after the follow-up date.

VI. Audit of referral process

- A. Every 12 months the MA pulls together the following statistics:
 - Percentage of referral forms faxed back
 - Waiting time for appointment to referred specialist
 - Percentage of referrals that occurred with patient work-up and tests
 - Number of requests from specialists for additional information
- B. Nurse conducts an audit of these measures and suggests any needed changes.
- C. Goal of the audit process is to reduce wait time for referrals.

VII. Evaluate patient satisfaction with specialists/referrals

- A. Annually the MA pulls together the following statistics:
 - Review log for timeliness of scheduled visits with the specialist
 - Rate of timeliness of progress letters and follow up on lab and test results
 - Review charts for patient progress, inpatient admissions etc.
 - Review for social-cultural issues that impact patient satisfaction
- B. Nurse reviews the statistics and makes recommendations.
- C. Goal of the evaluation is to improve patient satisfaction.

