

**Title: Investigating Clinical Services Structures for Christine's Hope**

**Principal Investigator:** Amy Lee, MD, MPH, Professor and MPH Program Director

**Location:** NEOMED

**Abstract:** Christine's Hope is a non-profit based in Cuyahoga County. Its mission statement is to "create meaningful engagements and a sense of belonging, dignity, and respect for Citizens who are differently-abled. As a nonprofit, all proceeds are used to create a bright future for adults with cognitive delays." The Consortium of Eastern Ohio Medical University has worked with its founder, Bess Vrettos, on projects to enhance programming. Ms. Vrettos has stated that they would like to offer clinical telehealth services to their clients. This project will take steps to help Ms. Vrettos decide whether it might be possible to achieve FQHC, FQHC look-alike, free clinic, or community health center status is in her organization's best interest. Students will interview key informants and research the structures of these entities and present their findings.

**Significance of the overall research:** In 2016, more than 61 million Americans had a disability. Lagu et al. published a study that suggested that physicians have negative attitudes about people with disabilities and have concerns about resources and accommodations to treat these patients. Some physicians do not accept them into their practice. Because people with disabilities may not have accommodations in clinical practices, organizations such as Christine's Hope help to bridge the gap by understanding the needs of these patients. This project will provide recommendations on how Christine's Hope can improve the clinical experience of people with disabilities.

**Goals and objectives:** This project will be for the summer fellow will be to investigate the best options to provide clinical services through Christine's Hope.

- SMART Objective 1: By August 31, 2024, provide pros and cons of different clinical structure options for providing clinical services to people with disabilities through Christine's Hope.
- SMART Objective 2: By August 31, 2024, provide at least 3 recommendations of the directions that Christine's Hope should take to initiate clinical services.

**Research methods that will be used/learned:** The fellow will do a web search and interview key informants, which will include Christine Hope's board of directors and administrators of FQHC and community health centers.

**Proposed methods of data analysis:** The student will use do a content theme analysis from the key informant interviews using Quirkos and compile the pro and cons of the different structures in a table format.

**How the anticipated findings from the summer research fellow contribute to the success of the overall research being investigated:** The products will be used by administrators of Christine's Hope to consider as their next steps toward providing clinical services.

## Appendix

- *Plan for training/mentoring the summer research fellow—individual, group, lab meetings, journal clubs, seminars, etc.* The student will do the following:
  - Attend regular meetings with the faculty advisor (remote or in person).
  - Demonstrate project management techniques, such as creating agendas and meeting summaries and adhering to a project timeline.
  - Take the Writing for the Sciences course offered by Coursera (free version) to improve their writing skills.
  - Submit an abstract for the NEOMED student research forum in the fall.
  - Visit Christine’s Hope at least once during the experience to tour the facility and learn about the experience of people with disabilities.
  - Interview key informants.
  - Provide stated outcomes.
- *Description of resources available.* The student will have a desk in the Department of Family and Community Medicine. Students will be given guidance by their faculty team and community contacts on who should be contacted and other community sources, as guided by the principal investigator.
- *Site where the research will be conducted.* The research will be conducted remotely and at Christine’s Hope.

## Sources

- Lagu T, et al. I am not the doctor for you: physicians’ attitudes about caring for people with disabilities. Health Affairs. Vol. 41, No. 10: Disability & Health. <https://doi.org/10.1377/hlthaff.2022.00475>
- Health Resources & Services Administration. How to become a health center. <https://bphc.hrsa.gov/about-health-centers/how-become-health-center> Accessed January 11, 2024.
- FQHC Associates. Become an FQHC. <https://www.fqhc.org/become-an-fqhc> Accessed January 11, 2024.
- COPE Health Solutions. FQHC and FQHC look-alike programs: key differences and criteria for designation. <https://copehealthsolutions.com/cblog/fqhc-and-fqhc-look-alike-programs-key-differences-and-criteria-for-designation/> Accessed January 11, 2024.