



# Person Centered Care

Applying Disease Management Techniques  
and a Comprehensive,  
Preventive Healthcare Model  
to Community Service Delivery

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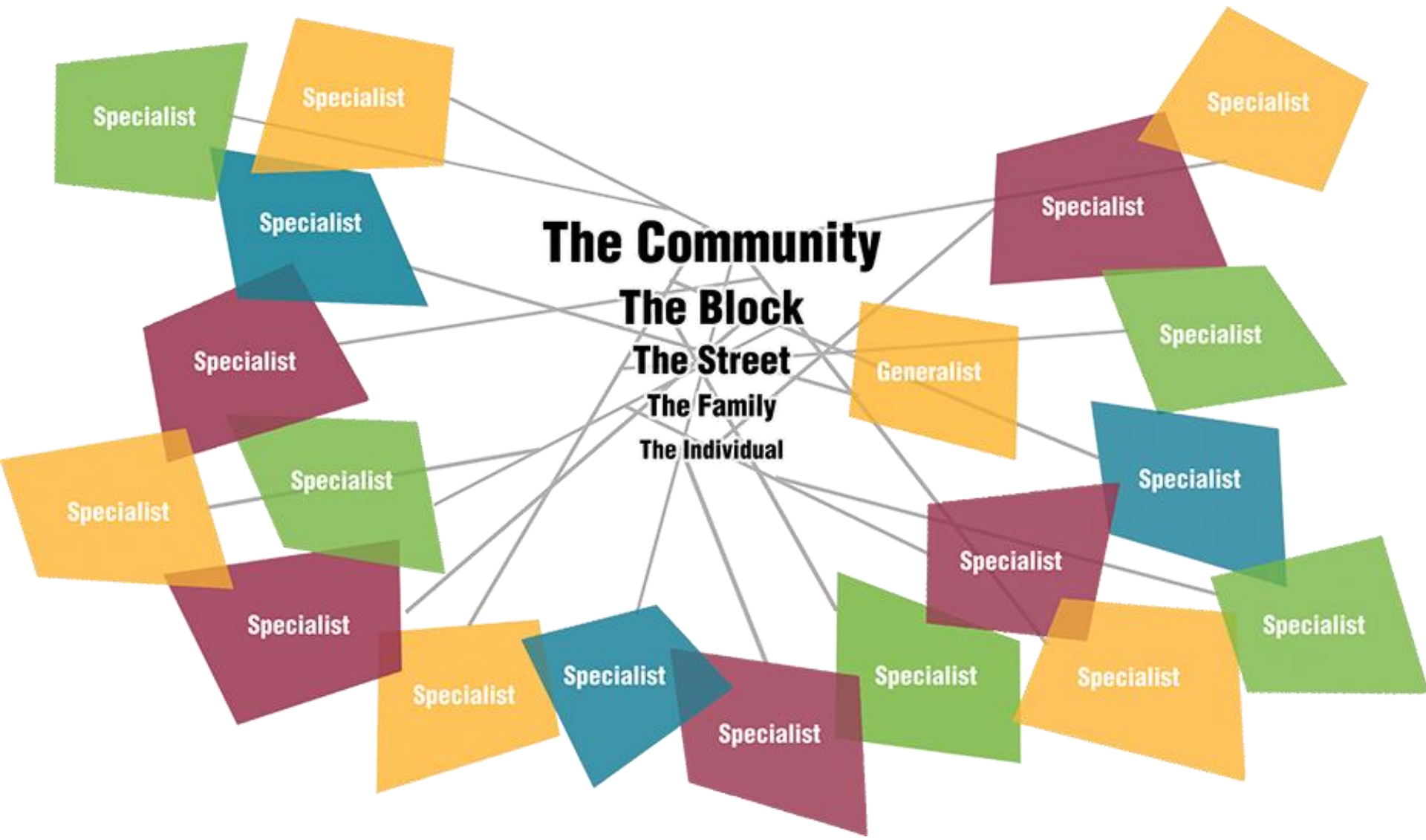




Disease management is defined as "a system of coordinated healthcare interventions and communications for populations with conditions in which patient self-care efforts are significant." [1][2][3]

For people who can access health care practitioners or peer support it is the process whereby persons with long-term conditions (and often family/friend/carer) share knowledge, responsibility and care plans with healthcare practitioners and/or peers. To be effective it requires whole system implementation with community social support networks, a range of satisfying occupations and activities relevant to the context, clinical professionals willing to act as partners or coaches and on-line resources which are verified and relevant to the country and context.

Knowledge sharing, knowledge building and a learning community are integral to the concept of disease management. It is a population health strategy as well as an approach to personal health. It may reduce healthcare costs and/or improve quality of life for individuals by preventing or minimizing the effects of disease, usually a chronic condition, through knowledge, skills, enabling a sense of control over life (despite symptoms of disease) and integrative care.



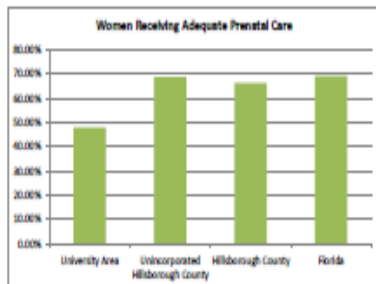
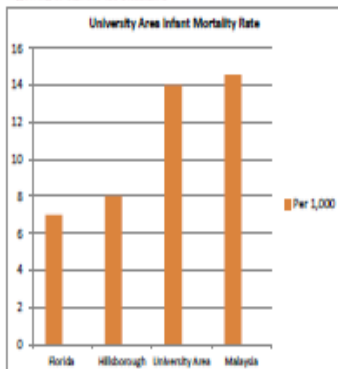






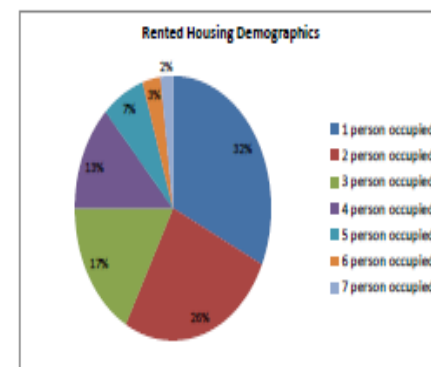
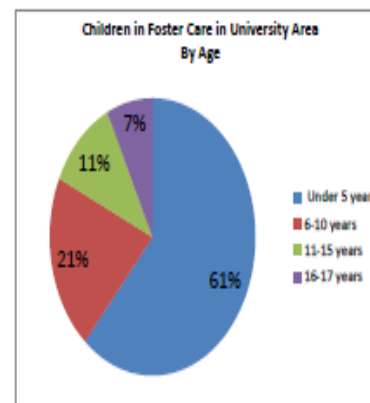
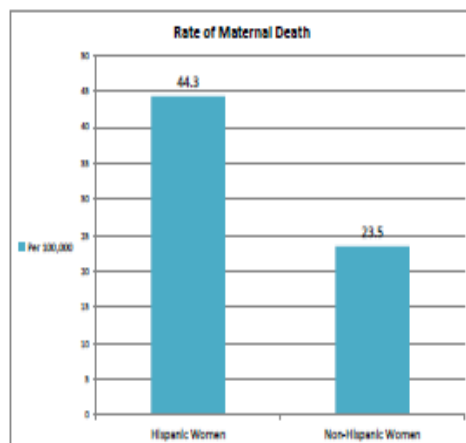
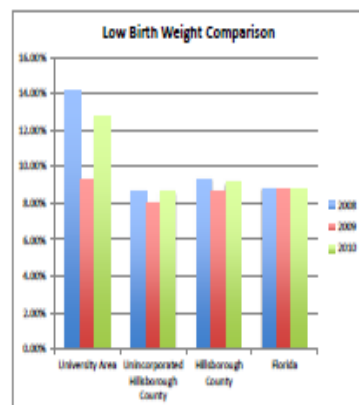
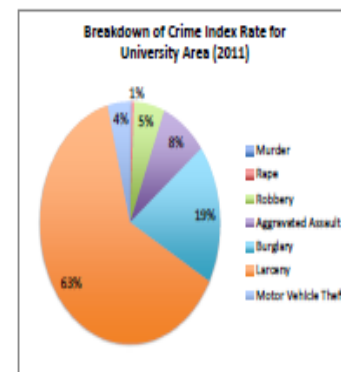
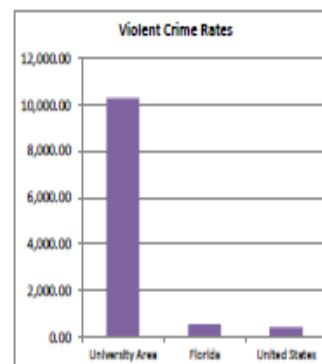
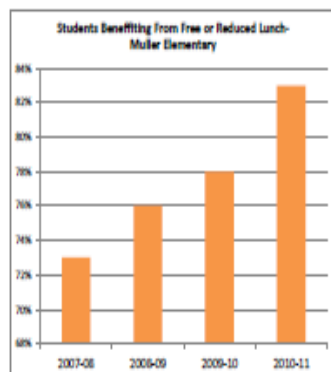
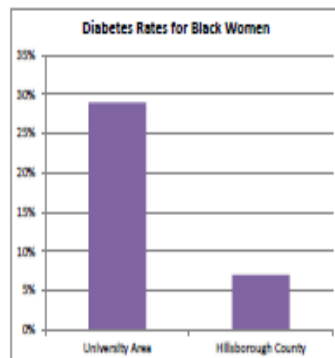
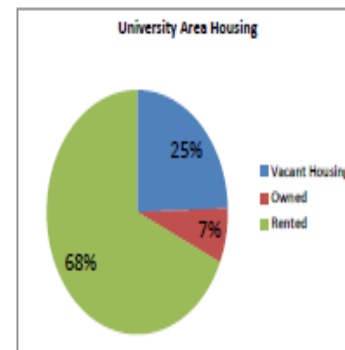
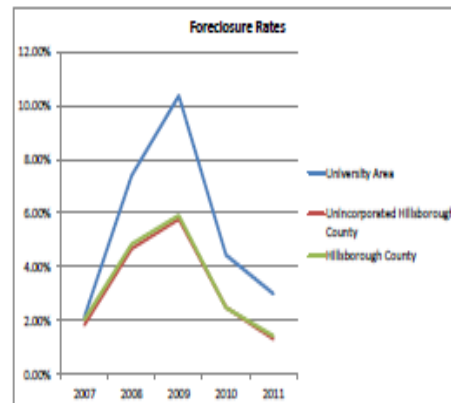


# UNIVERSITY AREA COMMUNITY CRITICAL AREA STATUS REPORT 2012-2013

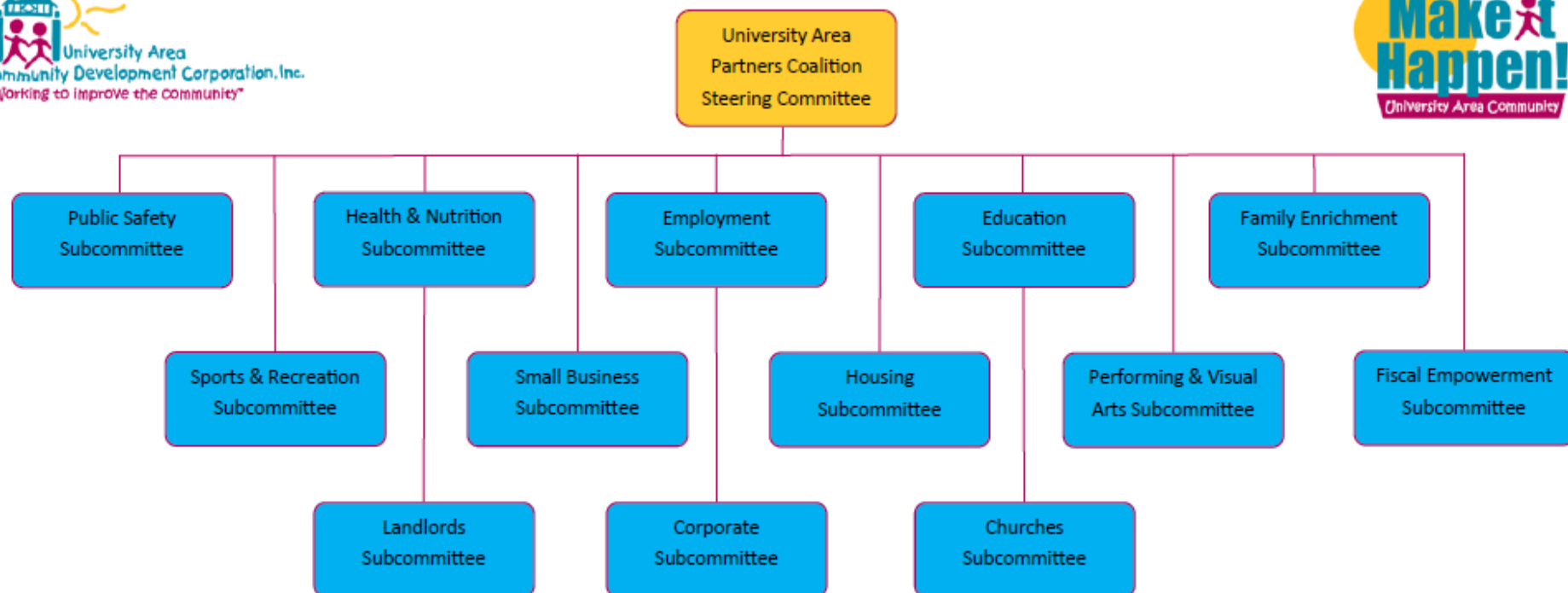


**A Better Perspective: University Area and Florida**  
2007-2011 American Community Survey

	University Area	Florida
<b>Educational Attainment</b>		
Less than H.S. Graduation	31%	14.50%
High School Diploma	33%	30%
Some College	26%	21%
Bachelor's Degree or Higher	10%	9%
<b>Population Not Speaking English Proficiently</b>	21%	11.96%
<b>Unemployed workers in Labor Force</b>	26%	6.20%
<b>Families Using Food Stamps</b>	35%	9.80%
<b>Per Capita Income</b>	\$12,437	\$26,733
<b>Mean Income</b>	\$27,522	\$77,990









## Stand with Us



### STEPS for Success!

Helping People Overcome the Cycle of Poverty One Family at a Time

**There is no single, magic pill to take a person out of the cycle of poverty.** There is no service or organization that provides everything a person would need to achieve prosperity and stability. Like anything worth achieving in life, escaping from poverty takes vision, a plan, a lot of hard work and a comprehensive gathering of needed supports.

For those living in poverty, many of those crucial elements are missing. Many times all that's left in their place are negative voices and forces that can drive a person or a family deeper into poverty. That's why UACDC created the STEPS for Success program and its core elements:

- Sustainability
- Training
- Education
- Planning
- Support

Impoverished individuals and families referred by social workers, case managers and members of our Partners Coalition of over 70 organizations are able to apply to take part in the program. Those vetted through the application process and deemed viable participants are invited to take part in an intensive interview process with an Assessment Team made up of local health, human and social service providers. Only then is a person entered into STEPS for Success.

**STEPS for Success consists of three key planning tools:**

- ◆ **Prescription for Prosperity** – Based on each participant's application and interview responses, the Assessment Team creates the initial "Prescription for Prosperity." **The Prescription could include a pathway to a new career, to college or to entrepreneurship.** It will identify barriers and gaps as well as include suggestions for continuing adult education, life improvements and network needs. The Prescription is a starting point, and should always be seen as a living document, not something carved in stone. Its purpose is to be a baseline for the Individualized Goal Plan.
- ◆ **Individualized Goal Plan (IGP)** – The IGP is a document that grows out of the Prescription for Prosperity. **It includes specific goals for life improvements with deadlines as well as strategies for addressing barriers and gaps identified in the Prescription.** The IGP is managed and updated monthly by the individual as well as their network in the Network of Support meetings.

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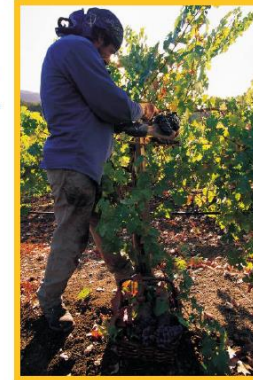
# Stand with Us



## Community Garden Cooperative

In a modern American community that has overall health outcomes equal to those of El Salvador, one thing is clear: it is essential that UACDC and its partners help the people who live in our community take control of their health and wellness. This is especially important when you consider the health disparities experienced in our community, as evidenced by the Florida Department of Health statistics (specific to our service area) below.

- Blacks suffer stroke at twice the rate of Non Hispanic Whites
- Blacks experience stroke-related death 50% more often
- Diabetes rate among black women is 29% versus 7% for Hillsborough County
- Diabetes-related hospitalization rates continue to worsen and exceed the rate for the state of Florida
- Blacks experience diabetes-related mortality at twice the rate of Non Hispanic Whites



All of that is to say nothing of what poor nutrition is doing to our community's children. The combination of food insecurity and the ravages of childhood obesity are inhibiting our children's ability to learn and thrive. Their lives are being shortened by something that is entirely preventable.

That is why UACDC is creating a Community Garden Cooperative in the heart of the neighborhood with the help of partners like Whole Foods: Carrollwood. Community members will be able to invest time and sweat



equity to enhance their families' nutrition. Each "gardener" working a parcel on the 2 acre property we've secured will be able to keep a percentage of what they grow to bring home to their families. The remaining food will be either distributed to other at-risk families through partners like Feeding America or sold at markets and local restaurants to ensure the sustainability and growth of the community garden.

While only one component of improving the health outcomes of the University Area Community, good nutrition is a key component to keeping our residents healthy and strong.



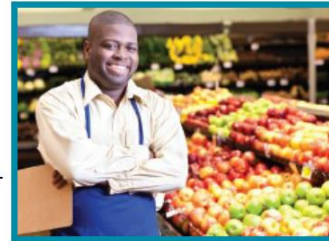
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## University Area Community Market



UACDC is partnering with Hillsborough County, Whole Foods: Carrollwood and other Tampa Bay open air markets to bring a new, open air market to the University Area Community. Targeted for 22nd Street, the University Area Community Market is a key component of UACDC's community transformation strategy given its impacts in multiple focus areas.

- **Health & Nutrition**—The market will bring fresh produce to the community at affordable prices. **Given the many nutrition-related health disparities in our community, this is a critical need.** This can be the birthplace of a "Buy Fresh. Buy Local." campaign for our community.
- **Workforce Development**—The market will act as a business incubator, allowing local entrepreneurs a venue from which to sell their wares. **Community members with artistic and culinary skills will be able to start micro-businesses with the potential to grow into larger business ventures.** Working with our local banking and small business partners, UACDC can connect these future entrepreneurs with micro-loans, mentorship and training.
- **Public Safety**—The market will create community activity among residents as well as among people from other neighborhoods. UACDC and its partners will coordinate other community events like art festivals and community concerts with market days to increase positive activity even more. **Residents in a transient neighborhood will have more opportunities to connect and build a sense of true community.** All of this will decrease the area's attractiveness to those who are up to no good.

The University Area Community Market is a prime example of the kind of common-sense, sustainable projects at the heart of our community transformation strategy. As we place the keys to the community's transformation in the hands of its residents, we are also opening the door to the greater community to stand with us, and "Make it Happen!"



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## Prometheus Project Introduction

The following summary includes a concise, but complete, description of the Cure Violence method and its results. The Prometheus Project will be UACDC's official Cure Violence satellite program in the University Area Community.

### Treating Violence as Infectious Disease

Through reversing the spread of violence by using the methods and strategies associated with disease control. These are:

- Detection and interruption
- Identifying individuals involved in transmission
- Changing social norms of the communities where it occurs

### The Cure Violence Method

It begins with an epidemiological analysis of the clusters involved with transmission dynamics by using disease control workers, including violence interrupters, outreach behavior change agents, and community coordinators, to interrupt transmission to stop the spread of and to change norms around the use of violence.

Workers are trained as disease control workers, similar to tuberculosis workers working to find cases and ensure that persons are sufficiently rendered non-infectious. Cure Violence control workers also receive training in modern methods of persuasion, behavior change and changing norms.

### Proven Results

Results show reductions in shootings and killings of 16% to 34% that are directly attributed to the strategy, and reductions from 41% to 73% of violence overall. The initial implementation has been replicated in 11 communities including Chicago, New York, Philadelphia and Baltimore with large reductions in violence found by studies commissioned by the U.S Department of Justice, the Center for Disease Control, and Johns Hopkins.



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## The Homefront Project

21st Century Homes for Returning Veterans and At-risk Families



The University Area Community has been a transient community for decades, thus the name “Suitcase City.” At Mort Elementary School anywhere from 30 to 50 percent of the students transfer in or out of the school in any given year. 89% of the housing stock is apartments, and most of the 11% that is single family homes is substandard and in disrepair.

That is why UACDC is partnering with Sunstone Homes and other private and non-profit partners to build sustainable, green single-family homes in the University Area Community. The Sunstone home designs (pictured above) will have several key features depending on design:

- Leed Certified
- Net Zero Energy Efficient
- Photovoltaic Solar Panels
- 100% Accessible (for wounded vets and those with disabilities)
- Affordable!

Working with multiple homeownership programs, UACDC will create incentives for the University Area Community’s most successful residents to stay in the community and become a part of its transformation instead of losing them to other communities. **Together, we will help families put down roots, and put their suitcases away!**



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# Questions



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