

# **Implementing the Chronic Care Model for the Management of Noncommunicable diseases (NCDs) in the Primary Care Setting**

## **Lecture: Community Resources**

It is important to discuss community resources in more detail, especially those resources that support the care of chronic diseases. There are many important resources and services for patients that are not part of most medical systems. These resources include peer support groups, exercise programs, and an array of aging service programs. By looking outside of itself, the healthcare system can enhance care for its patients and avoid duplicating efforts. It is important that care teams including physicians educate and encourage their patients to participate in effective community programs. Key actions for accessing community resources and policies. It involves the patient care teams encouraging patients to participate in effective community programs, forming partnerships with community organizations to support and develop interventions that fill gaps in needed services. It also includes advocating for policies to improve patient care and community care facilities, providing a leg care coordinator as well as public and community education and encouraging self management and social support. Types of community resources to meet the needs of patients include information and referral services, which provide patients with card information and links. Types of community resources to meet the needs of patients include information and referral services which provide patients with current information and links them to opportunities and services available within their communities. Volunteer and intergenerational programs can provide services to pairs and intergenerational programs bring together organizations that serve different client populations. Examples of these services available to older adults include HelpAge International, Caribbean Community of Retired Persons, and these are available in Jamaica. Another type of community resource is health program promotion. This includes health education and related interventions that facilitate behavioral and environmental changes to prevent, delay, or minimize the impact of disease while promoting independence and well-being. Examples of health promotion activities include health risk assessments, screenings, programs relating to management of chronic conditions, fitness programs such as Jamaica moves, programs relating to alcohol and substance abuse, smoking cessation and weight loss as well as mental health advocacy networks. It also includes health education and media campaigns, which have played a prominent role in many community-based programs. Although the impact of a media campaign by itself is limited, such campaigns are useful and necessary. Transportation programs are also committed to resource that can assist persons who have chronic diseases. It includes public transportation systems, along with programs provided by nonprofit organizations, human service agencies, caregivers, and communities of faith. One example is the JUTC special assistance for the elderly and disabled. Housing programs are also available to assist persons with low incomes. Continuing care retirement communities assisted living long term care facilities are provided by organizations such as food for the poor. Homecare services and respite services are also available. Home care services provide a continuum of comprehensive care, providing individual services that allow for maximum health, comfort, function and independence in a home setting, and includes home health agencies and hospices. While respite services refers to temporary, short term supervisory personnel and nursing care for

older adults with physical and mental impairments. And case management programs are available where case managers serve as navigators who guide patients in their pursuit of services that will foster their independence.

Examples of effective interventions include home care by outreach nurses programs, volunteer care coordinators, Patient Navigator and peer education for cancer screening and treatment, and lay health worker educational programs. Examples of some of the community services available in Jamaica are shown here. The National Health phone and Jamaica job for the elderly program facilitate persons receiving medication for chronic illnesses at no cost or at a markedly reduced cost. The Jamaica moves program was designed to promote increased activity and healthy lifestyle modification among the population, and the PATH program provides resources for persons with low income. While the better you program partners with fast food organizations to ensure their healthy food options at some fast food outlets. And where these options are available, the better for you logo is displayed.