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4-10-2013

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Recommended Citation

Ramos, Luciano; Williams, Sherrod; Wald, Adrienne; and Marino, Mark, "Mobilizing Undergraduates to Address the Social Determinants of Health in the Community: Year 1 of Health Leads at UMass Boston" (2013). *Office of Community Partnerships Posters*. 130.
https://scholarworks.umb.edu/ocp_posters/130

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Mobilizing Undergraduates to Address the Social Determinants of Health in the Community: Year 1 of Health Leads at UMass Boston

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Summary/Abstract

Health Leads, a national non-profit organization, currently operates in six cities. Following successful partnerships with Harvard University and Boston University, Health Leads Boston initiated a partnership with UMass Boston in the Fall of 2012 to mobilize undergraduate students in addressing the social determinants of health for patients at Codman Square Health Center (CSHC).

16 undergraduates at UMass Boston were selected into the Health Leads program at CSHC, joining 17 students from Harvard and 4 students from BU. In 6 months, Health Leads at CSHC served 337 families, with students reporting positive experiences. Further expansion of Health Leads at UMB is planned with efforts focused on integrating the program on campus.

Goals and Objectives

Health Leads has two overall goals:

1. Expand clinics' capacity to meet their patients' basic resource needs, enabling a new approach to health care delivery in which the full universe of factors impacting health can be routinely and systematically addressed as a standard component of patient care.

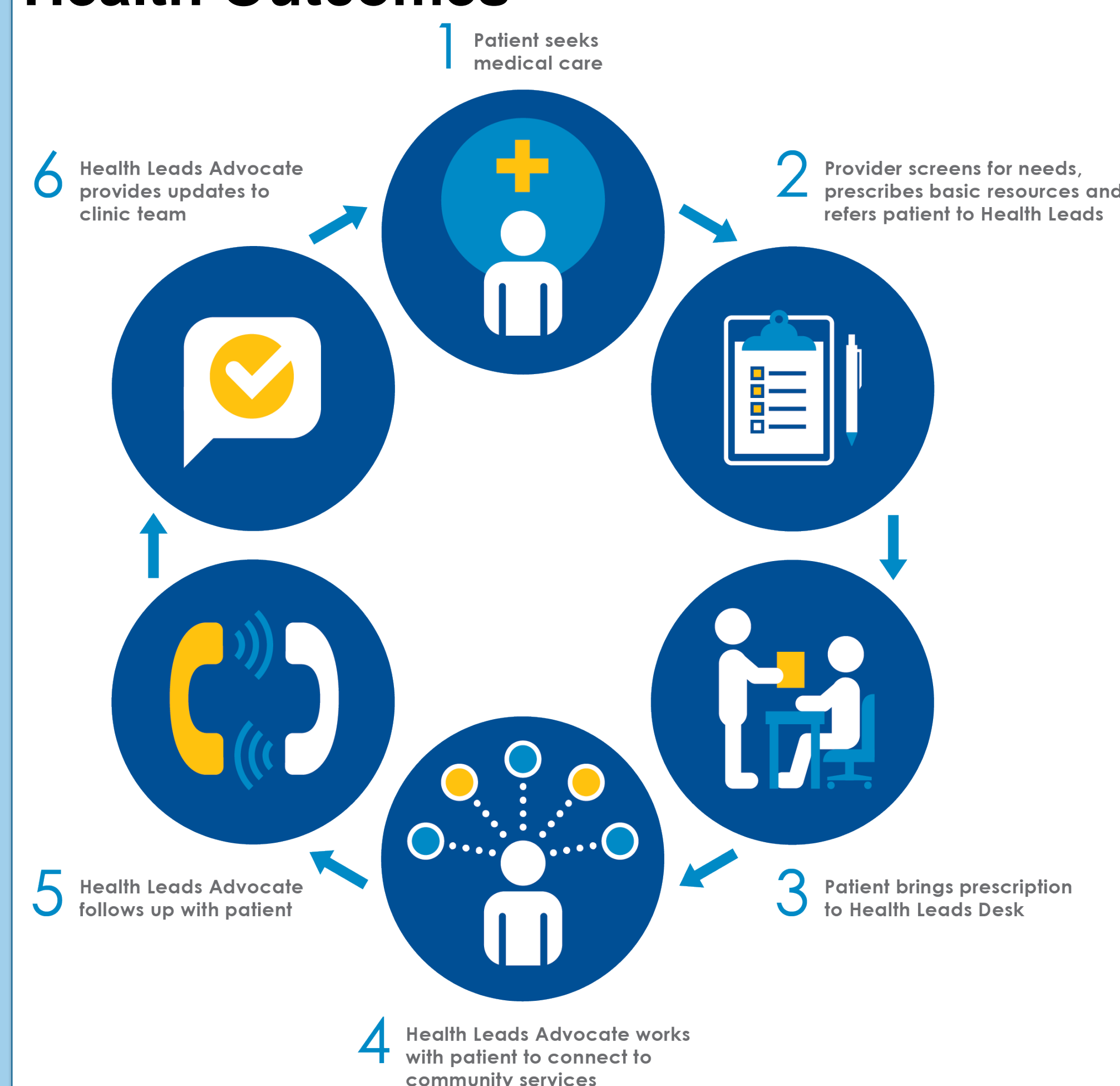
2. Develop a pipeline of new leaders for the health care sector who will catalyze the fundamental changes required to improve health outcomes for all Americans, especially those who are low-income.

Objectives for the UMass Boston program using Health Leads model:

- Identify and recruit Health Leads student volunteers at UMass Boston (target 20 for 1st cohort)
- Train selected volunteers for service at CSHS
- Evaluate program impact on patients and students

Approaches and Methods

Expanding CSHC's Capacity to Improve Clinical Efficiency and Patient Health Outcomes



Developing Future Healthcare Leaders at UMB with Proven Health Leads Model:

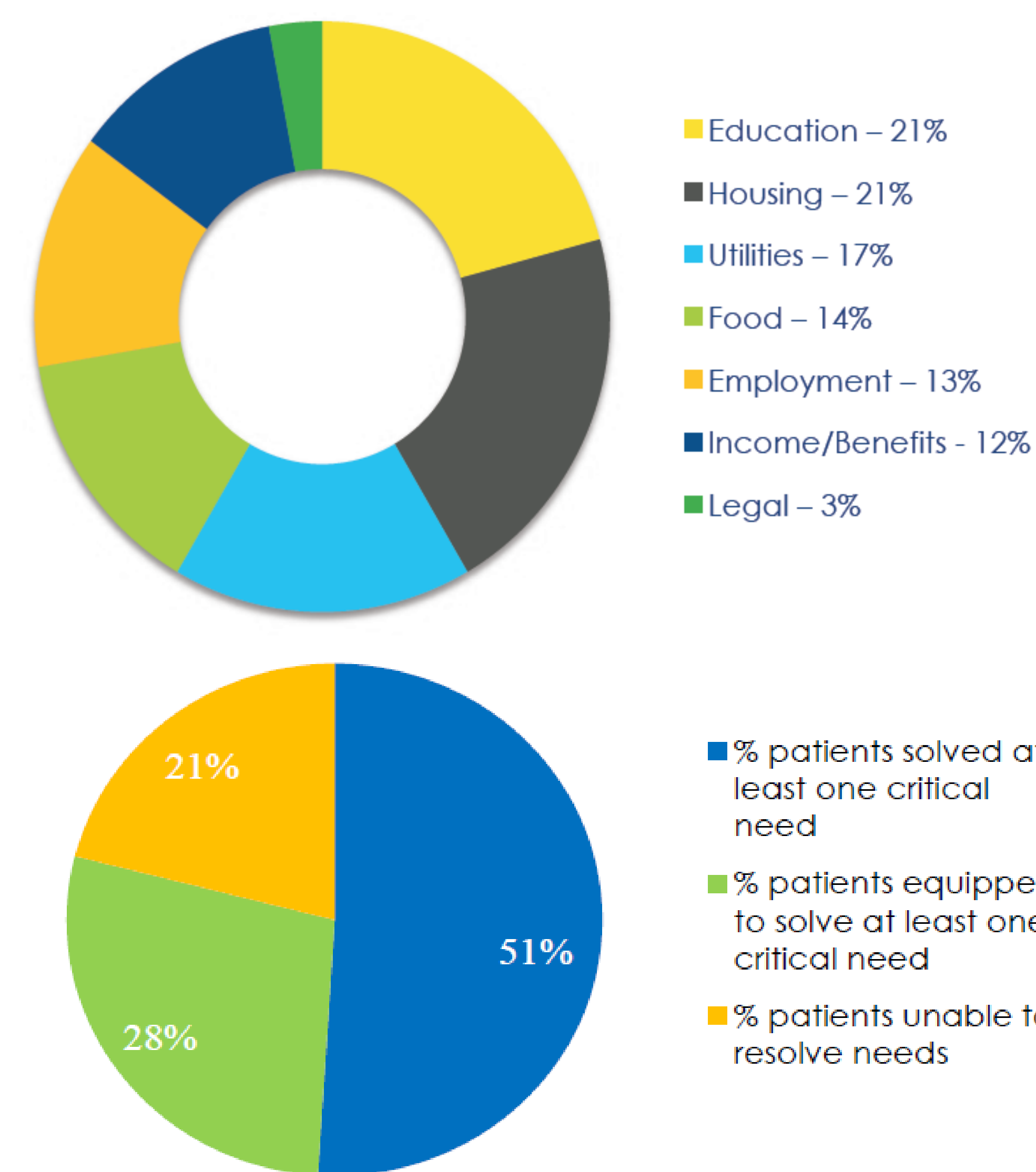
- ❑ Rigorous and selective recruitment and selection process in partnership with UMB faculty and staff
- ❑ Intensive sixteen (16) hours of pre-service training and on-going supervision in clinic by trained professionals
- ❑ Weekly competency-based trainings and biannual refresher trainings
- ❑ Individualized, mid-semester, performance evaluations of work with clients
- ❑ Alumni networking, support, and engagement

Results/Impact

Clinic/Client Impact (Oct. 2012 – March 2013)

Families Served – 337

Children and Adult Patients – 1,078



UMB Health Leads Volunteer Data

Applied	Selected	Gender	Year of Grad	UMB College	Language Fluency
60	16	Female: 12	2013: 1	CPCS: 1	ESP: 12%
		Male: 4	2014: 6	Lib Arts: 1	VIE: 8%
			2015: 6	M & S: 7	CHN: 5%
			2016: 3	Nursing: 6	HAI: 3%
				Mgmt: 1	FRA: 2%

Results/Impact (Continued)



Impact of UMB Student Volunteers

- 1,204 total volunteers hours (6hrs/week)
- 83% of volunteers report feeling adequately trained
- 92% of volunteers report satisfaction with the program (Fall Semester only)
- 81% volunteer retention rate

Conclusion/Next Steps

Health Leads at UMass Boston offers a promising model that provides a valuable service to the health center, needed resources to patients, and a rewarding experience for students.

To expand the reach and impact of this model, Health Leads aims to explore ways to also integrate this experience within the academic curriculum of the college by offering course credit, service-learning, internships and other opportunities for both students and faculty, in addition to continuing volunteer opportunities.

Additional Information

For more information on Health Leads, please go to www.healthleadsusa.org.

Funding for Health Leads operations at CSHC is provided by CSHC and [The Robert Wood Johnson Foundation](http://www.rwjf.org).