The Wellness Center at LAC+USC Medical Center: a new model for bringing wellness to the community and clinical care


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I have no conflicts of interest to report
Goals of this presentation

To introduce The Wellness Center (TWC) at LAC+USC and describe our innovative model for providing services to the community and supplementing clinical care.
Objectives of this presentation

By the end of this presentation, you will be able to….

1. Name two community-based organizations providing services for individuals at TWC
2. Describe one example of a personal story in which the integration of services at TWC has improved an individual’s wellbeing
NH appeared in my clinic office for follow up on her diabetes. Her diabetes has resulted in kidney failure; she is on dialysis. She also has permanent injury to her right foot: she is in pain and it is hard to walk. She has been to the emergency room about once a month in the last year and admitted to the hospital at least 3 times. Her blood pressure is high; her sugar as well
I prepare myself to start discussion of NH’s blood sugar, blood pressure, water retention from her kidney failure but my first impression is that she looks completely down-trodden

*What next?*
A new paradigm for comprehensive care

A holistic approach including community resources, non-medical partnerships, and prevention-oriented services individuals can use all day and every day of the year

The doctor-patient encounter

Longitudinal care provided by an integrated multi-disciplinary team
What is the wellness center?

- 40,000 square-feet of indoor space on the campus of LAC+USC medical center
- Classrooms, meeting rooms, indoor and outdoor event spaces
- A fully-equipped YMCA fitness center
- Outdoor fitness area, fitness walk, and playground for children
A dance/exercise studio
A demonstration kitchen
The true stars of TWC….

• 16 community-based organizations with offices within TWC
• Selected through a competitive process
• National, regional, and local organizations
• Address wellness through prevention, management of chronic disease, and the social determinants of health
The Wellness Center— Who We Are

Alma Family Services
American Diabetes Association
American Heart Association
Arthritis Foundation
Building Healthy Communities – Boyle Heights
East Los Angeles Women’s Center
Jovenes, Inc.
LA Care Health Plan Family Resource Center
LAC Department of Health Services
LAC Department of Public Health
Mexican American Opportunity Foundation
Maternal and Child Health Access
National Multiple Sclerosis Society
Neighborhood Legal Services of Los Angeles County
Proyecto Jardín
Weingart East Los Angeles YMCA
Worker Education & Resource Center
CA was referred to TWC by her primary care doctor for diabetes, also with obesity and lupus arthritis. She received one-on-one teaching by the ADA and was referred to LA Care’s many exercise classes. She was reluctant to try the classes, though, because of pain from her arthritis. She received one-on-one coaching from the arthritis foundation and eventually transitioned to the exercise classes.
She lost more than 10lbs, stopped her diabetes medication, and met a community of friends through the exercise classes. She now attends classes 4 days a week and has started the process of training to be a volunteer for the Arthritis Foundation.
The Wellness Center today…

• We just celebrated our 1st birthday at TWC (March 14, 2015)
• We have seen more than 2700 clients, with an average of 220 new clients per month
• 60% of our clients are referred by their health care provider
• Our clients come from >250 zipcodes in LA County and beyond, the largest group from our surrounding neighborhoods
The Wellness Center today…

According to our data from the last quarter of 2014, we offer

- More than 20 one-on-one sessions per day
- 3-4 classes per day (including Saturday)
- More than 20 programs (each a series of classes) with more than 300 participants
TWC Outcomes: Quarter 4, 2014

• 189 individuals got health insurance
• 135 individuals got calfresh
• 73 met therapeutic goals of mental health counseling
• 24 completed the Community Health Worker training through WERC, and 19 were hired as CHWs for DHS
• Of the 11 individuals enrolled in the YMCA Diabetes Prevention Program, 9 have lost weight with an average weight loss of 4lbs at 16 weeks
• Of those surveyed with arthritis:
  • 72% had less pain
  • 56% had improved mobility
  • 91% were doing more exercise
  • 61% reported improved quality of life
Next steps

• More programming
• More targeted, coordinated, integrated programming
• Expanded hours
• Outreach to different members of the community
• Expanded advocacy efforts, community development
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- The California Wellness Foundation
Come visit us soon!

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