

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

**Mind, Body, Spirit: Integrating Behavioral and Physical
Health Community Dialogue, April 6, 2015**

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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

A story.....



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

The story continued.....



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?

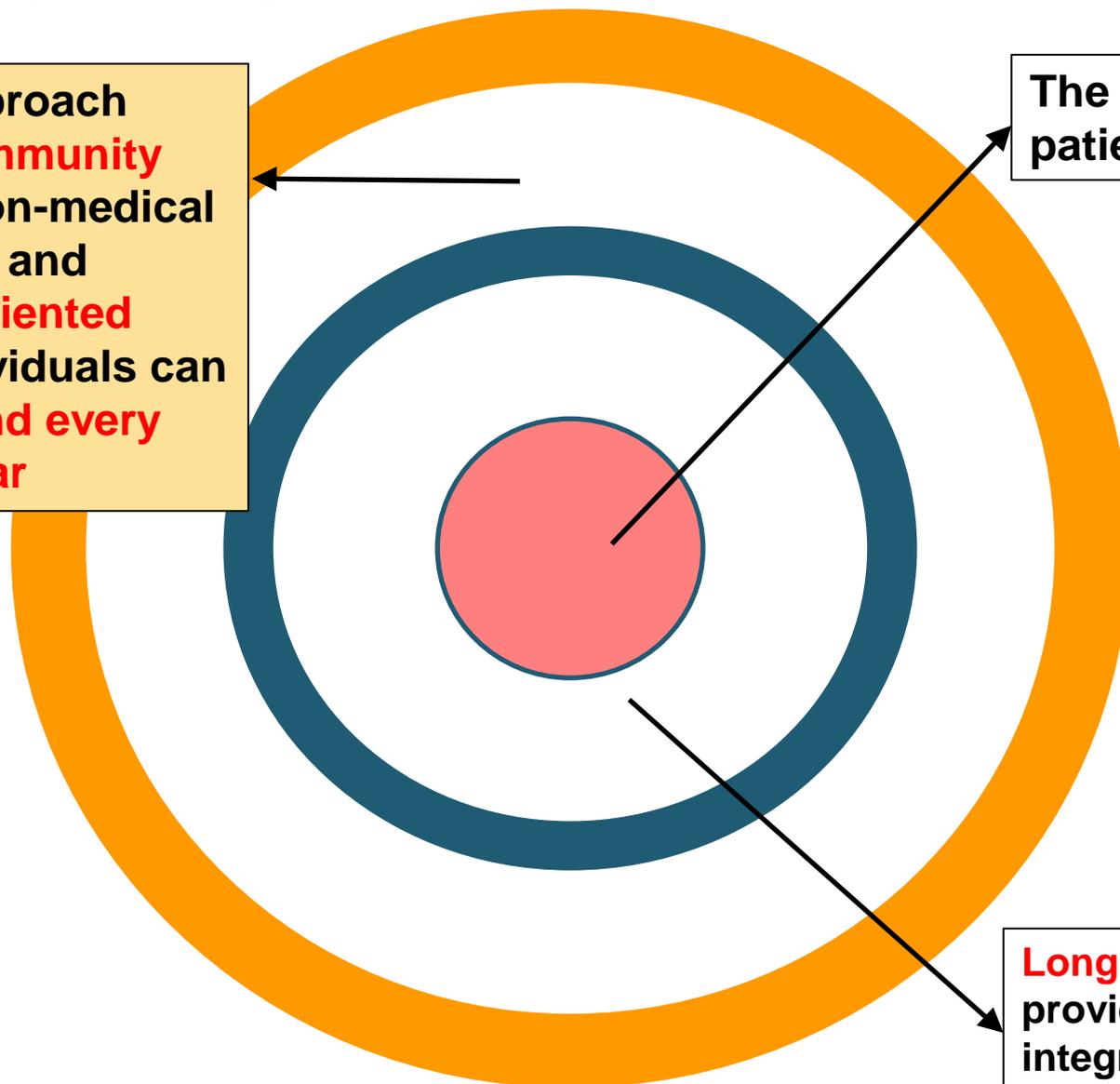
A new paradigm for comprehensive care



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**





**The
Wellness
Center**
AT THE HISTORIC GENERAL HOSPITAL

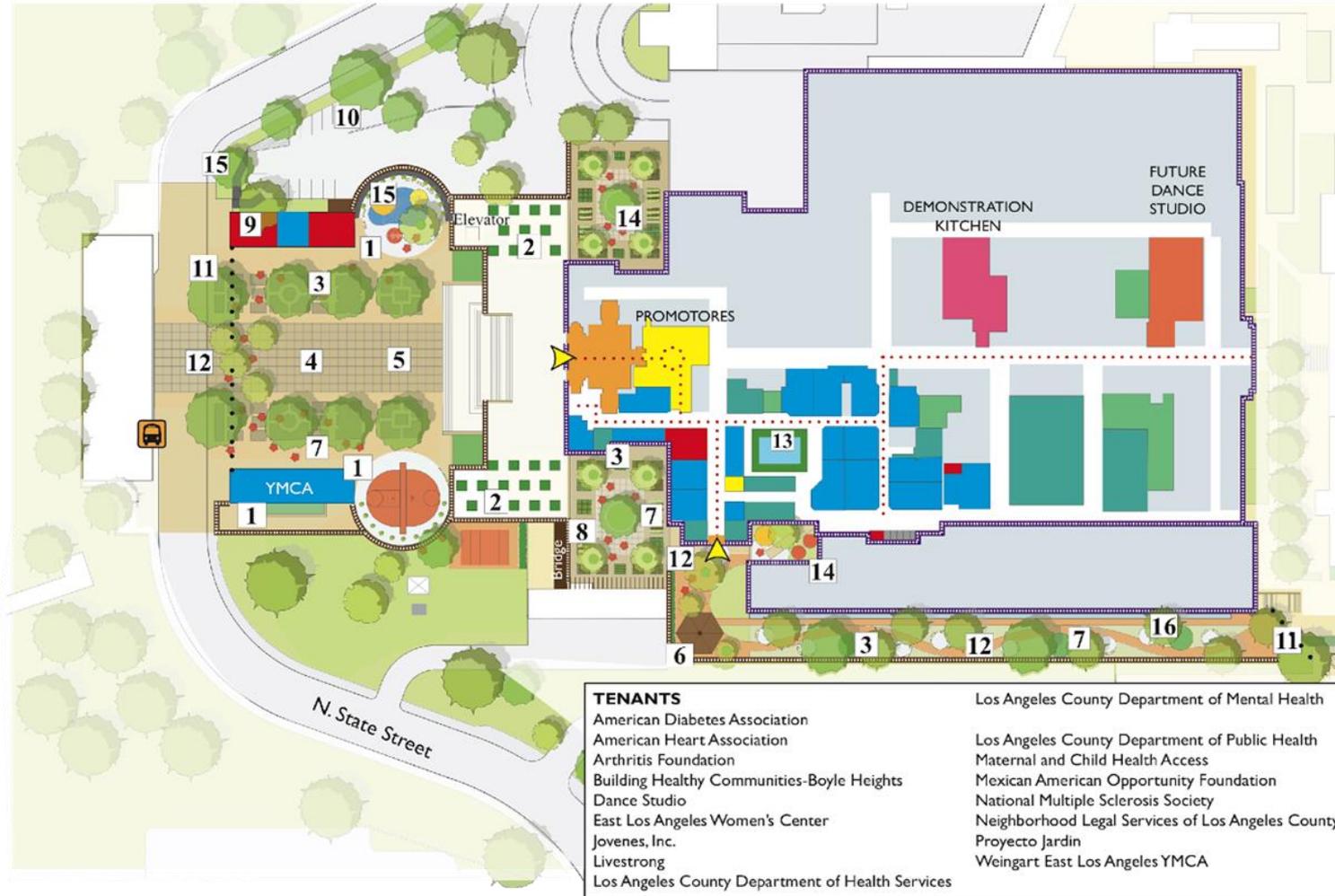


What is the wellness center?



- 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

The Wellness Center Floor Plan



LEGEND

MAJOR EXTERIOR AMENITIES

1. Playground/Sports
2. Healthy Demonstration Garden
3. Seating/Picnic Area
4. Splash Pad
5. Performance Space
6. Gazebo
7. Fitness Trail
8. Healing Garden
9. Restroom/Program Office
10. Parking
11. Bike Racks
12. Native Plant Habitat Garden
13. Meditation Pool Area
14. Tot Area
15. ADA Ramp
16. Mayan & Aztec Elements

AMENITIES FEATURED THROUGHOUT THE PARK

Sustainable/Culturally Relevant Features

- Native Plant Landscaping
- Bioswale and Low Impact Development
- LED Lighting/Solar
- Pervious Surfaces
- Interpretive Elements
- Public Art

Other Features

- Wifi
- Drinking Fountains

WELLNESS CENTER

- • • Corridor
- ▲ Entrance
- Promotores Greeting & Orientation
- Office Spaces for non-profits
- Multi-utility shared spaces
- Demonstration Kitchen
- Dance Studio
- Restrooms
- Existing courtyard
- Building Footprint
- Retaining Wall
- • • Fence

TENANTS	Los Angeles County Department of Mental Health
American Diabetes Association	Los Angeles County Department of Public Health
American Heart Association	Maternal and Child Health Access
Arthritis Foundation	Mexican American Opportunity Foundation
Building Healthy Communities-Boyle Heights	National Multiple Sclerosis Society
Dance Studio	Neighborhood Legal Services of Los Angeles County
East Los Angeles Women's Center	Projecto Jardin
Jovenes, Inc.	Weingart East Los Angeles YMCA
Livestrong	
Los Angeles County Department of Health Services	



CONCEPT LEVEL SITE PLAN
WELLNESS CENTER WITH OUTDOOR PARK AND FITNESS AREA



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

Another example client story...



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

Acknowledgements



The Wellness Center is a project of The LAC+USC Medical Center Foundation, an independent 501(c)(3) non-profit organization.

The Wellness Center is a private/public partnership. Funding and in-kind support for Phase One has been generously provided by:

- First District Supervisor Gloria Molina, Los Angeles County
- First 5 LA
- LA Care
- The California Endowment
- Los Angeles County Department of Health Services
- Los Angeles County Department of Mental Health Services
- Los Angeles County Department of Public Health
- The California Wellness Foundation

**Come visit us
soon!**



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