

# Urban Service Track:

**A Model for Developing a Pipeline of  
Health Care Providers Trained and  
Committed to Providing Care to the  
Urban Underserved**



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# Urban Service Track



Identify and Train  
Tomorrow's Health Care Professionals  
to Serve in  
Connecticut's Urban Communities

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## UST GOAL

To develop a cadre of well qualified health care professionals committed to serving Connecticut's urban core.



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Urban Service Track  
a component of the  
Urban Health Partnership

## What is the Urban Service Track?



- A program to identify, train, and support health care students interested and committed to providing care to urban, underserved patient populations.
- Modeled on several highly successful rural physician training programs.
- A collaboration between the University of Connecticut's Schools of Dental Medicine, Medicine, Pharmacy, and Nursing.

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## Urban Health Scholars



- Are exposed to a set of inter-professional experiences designed to heighten awareness of the intriguing challenges and unique opportunities in urban communities.
- Will develop competencies in 11 key areas.
- Participate in clinical training in federally qualified health centers and other primary care facilities in urban underserved communities.

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## Urban Health Scholars



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- Are supported by a strong mentorship component.
- Participate in community research and educational outreach programs.
- Participate in professional development opportunities that include state, regional and national conferences and meetings.



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## UST Timeline



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- July 2005
  - Planning grant received from Universal Health Care Foundation of Connecticut
- November 2005
  - First Steering Committee meeting
- March 2006
  - UST Coordinator hired
- October 2006
  - School of Nursing admits first cohort of Urban Health Scholars
- August 2007
  - Schools of Dental Medicine, Medicine, and Pharmacy admit first cohort of Urban Health Scholars, SON admits second cohort.



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## Composition of UST Steering and Advisory Committees



- **Representatives from the 4 health professions schools**
  - Schools of Dental Medicine, Medicine, Pharmacy, and Nursing
- **Deans from SOM, SON, SOP and Associate Deans from all 4 schools**
- **Community Health Centers**
  - Medical, Executive, and Clinical Directors
- **Community agencies**
- **City of Hartford Health and Human Services**
- **CT Primary Care Association**

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## UST Funding



- **Combination of institutional and external funding**
- **Center for Public Health and Health Policy provides financial support for UST Coordinator position**
- **\$90,000 received to date from external funders to support programmatic elements.**

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# UST Program Elements

- ✓ Infrastructure
- ✓ Accomplishments to date
- ✓ Plans underway



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## Infrastructure

- Commitment to *do*, not solely chat
- Steering committee
  - Subcommittee of whole
- Web site for each school
- Admission applications by school
- Placements by school
- Evaluation throughout



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## Activities to Date

- Interprofessional survey (baseline)
- Spanish course
- National Primary Care Week
- Health literacy
- Effective cross cultural communication
- Curriculum development
- Competency assessment

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## Competencies

- Cultural and Linguistic Differences
- Health Policy
- Population Health
- Advocacy
- Health Care Financing and Management
- Multiple constituencies
- Resource Constraints
- Inter-professional Teamwork and Leadership
- Professional and Ethical conduct
- Community Resources
- Quality Improvement

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## Plans Underway

- Articulation agreement
- Application process standardization or similarity
- National Primary Care Week 2007
- Student-run clinics
- Curriculum development
- Enhanced funding
- Mentor pairings

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## Challenges

- Fiscal resources
- Differences in structure of health profession programs
  - Scheduling
  - Distance
  - Curriculum
  - Students

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# Challenges



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- Outcomes
- Human and physical resources
  - Practice site and role-model practitioner availability
  - Mentor identification
  - Stability



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# Capitalizing and Expanding Partnerships



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Community  
Partners

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