



NCAPPS

National Center on Advancing  
Person-Centered Practices and Systems

## **Person-Centered Healthcare Delivery: Centering Patient Experience in Accessing Care from Home**

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Summary of a webinar from April 27, 2022

### Introduction

This webinar is on how health care can be more accessible and person-centered. This includes telehealth and house calls. Nicole gives an overview of impacts of the pandemic on healthcare. Sarah talks about the benefits and challenges of house calls and telehealth.

### Panel of Experts

Panelists say that person-centered health care is:

1. Based on the person's health care goals
2. Accessible
3. Based on the person's culture

Tawara says, that people are not an island. We must understand their:

1. Multiple cultural identities,
2. Their families, and
3. Their communities.

Robert tells a story of a patient with a disability who was very afraid when he was in the doctor's waiting room. Robert went to this patient's home instead. The patient was much different at home. He was relaxed.

Panelists say that house calls are cost effective. Clarissa does not have an office. She says her practice is, "Me, my computer, and cell phone." It saves costs in the end.

Tawara says it is important to gather data about what is working.

Clarissa says that family medicine started as a tool for social justice. We are committed to the health of our community.

Vincent says there must be a good balance between telehealth and a physical exam. Sometimes a physical exam is needed to make the right diagnosis.



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The speakers on this webinar were:



**Nicole LeBlanc** has a keen ability and interest in public policy and excels at communicating the needs of people with developmental disabilities to public officials. Nicole is a natural leader chosen by her peers due to her unwavering commitment to speaking the truth to power. She currently works as the Person-Centered Advisory and Leadership Group (PAL) coordinator for NCAPPS. Her motto is “control your own destiny, or someone else will.”



**Sarah Blahovec** is a disability rights advocate and activist. She currently works as the Voting and Civic Engagement Director for the National Council on Independent Living, where she advocates for greater accessibility in elections; educates the disability community on voting rights and works to energize a disability voting bloc; and addresses barriers to running for office for people with disabilities. Sarah is the creator of Elevate: Campaign Training for People with Disabilities, the first national run for office training program for people with disabilities.



**Dr. Clarissa Kripke** is Clinical Professor of Family and Community Medicine at the University of California San Francisco. She directs the Office of Developmental Primary Care whose mission is to build the capacity of the healthcare system to serve transition age youth and adults with developmental disabilities through clinical service, advocacy, research, and training. She is the primary care physician for some of the Bay Area’s most medically fragile and behaviorally complex people with developmental disabilities.



**Dr. Vincent Siasoco** is a Family Physician. He’s an Assistant Professor in the Department of Family Medicine and Pediatrics at the Albert Einstein College of Medicine and Director of Primary Care at the Rose F. Kennedy Children’s Evaluation and Rehabilitation Center at Montefiore Medical Center. He’s the Medical Director at ADAPT Community Network (formally known as United Cerebral Palsy of NYC). He’s a Board member of the American Academy of Developmental Medicine and Dentistry and Clinical Director for Special Olympics.



**Robert A. Baldor, MD** is a Professor and the Founding Chair of the UMass/Chan Medical School-Baystate Department of Family Medicine. Dr. Baldor has served in number of leadership roles, including the Medical Director for the Center for Developmental Disabilities Evaluation and Research at the UMass/Eunice Kennedy Shriver Center. He is the editor for The ABFM Family Medicine Board Review and an assistant editor for the 5-Minute Clinical Consult.



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**Tawara Goode** is an associate professor and Director of the Georgetown University National Center for Cultural Competence and the Georgetown University Center for Excellence in Developmental Disabilities. Both centers are committed to advancing equity and the mission of the NCCC has a specific focus: To increase the capacity of health care and mental health care programs to design, implement, and evaluate culturally and linguistically competent service delivery systems to address growing diversity, persistent disparities, and to promote health and mental health equity.