

NEW CENTER MAKES AN IMPACT

BY JOHN SHAW

It was about an hour before Jack Snowden was scheduled to see his next client, and the second-year speech-language pathology student was thinking about solutions to the client's writing difficulties which had recently cropped up. Walking down the main corridor of the MGH Institute's new IMPACT Practice Center, he bumped into Dr. Mary Hillenbrand, an associate professor of occupational therapy. Was there an available OTD student, he asked her, who could sit in on his session for a consult?

"I knew my client was experiencing something that I needed an occupational therapist to help with, and it made it a lot easier because we were all in the same clinical space," says Snowden. "It worked out great."

This impromptu collaboration between students in two different programs was exactly what academic leaders envisioned when they first conceived of the IPC, as the new facility is commonly called. Located on the first floor of 2 Constitution Center, beneath the classrooms and student lounge the Institute has used since 2012, it is the latest move in the school's strategy to solidify its role as a leader in interprofessional education.

"The center gives the Institute a space where students can learn from and with each other and faculty experts while providing more comprehensive care to our clients," says Alex Johnson, the provost and vice president for academic affairs. "It represents yet one more significant step forward in preparing students for the future of health care, where most care delivery will be carried out by teams of professionals."



THE FRONT LOBBY IS A SPACIOUS AND WELCOMING AREA FOR CLIENTS AND STUDENTS.

The IPC is unlike any other facility on campus. The bank of high-definition flat screens in the check-in area, the wall of glass along much of the main corridor, a spacious common area where students can collaborate, and the brightly colored walls and furniture are among the aesthetics that give it a certain "wow" factor. Yet it is the formal and informal interactions between students and faculty in all programs that have created a real buzz.

"We wanted to create an area that was inviting and comfortable for clients while providing opportunities where students and faculty from different disciplines could interact organically," says Denis Stratford, the chief information and facilities officer who oversaw the construction. "It's only been operating a few months, but you can see those collaborations happening more and more."

"We are developing learning activities that are specific to the Institute's core competencies of interprofessional

education," adds Leslie Portney, dean of the School of Health and Rehabilitation Sciences. "It gives students a chance to experience what team-based patient care really looks like."

The 15,000-square-foot center more than triples the Institute's available space for clinical practice. The center is now home to the Aphasia Center, the Physical Therapy Center for Clinical Education and Health Promotion, and the Speech, Language and Literacy Center, which together had a total of 4,000 square feet in the Catherine Filene Shouse Building. Combined with the Center for Learning, Participation, and Rehabilitation, which the occupational therapy department has operated on the second floor for the past three years, and the new Nursing Center for Clinical Education and Wellness, the IPC is an integrated facility that promises to significantly increase the 10,000 hours of free care—valued at more than \$1 million—that students

under faculty supervision provide to Charlestown and Boston-area residents.

It includes dedicated rehabilitation spaces for adults and children, a children's sensory room, 25 client treatment rooms, student and faculty collaborative work areas, mock exam rooms, and a 70-seat community health education classroom where academic courses, community education classes, and caregiver workshops will be offered.

The IPC also provides ideal spaces for student practice and assessment activities that are essential to their learning. "Our students have an outstanding opportunity to work with standardized patients [actors who present having an illness] that prepare them for patient care in a variety of health care settings," says Lisa Walker, the program director for the Master of Physician Assistant Studies program.

In the light-drenched adult rehabilitation gym, physical therapy students work with clients with physical

disabilities. Located away from the IPC's main area, the gym can accommodate up to eight clients at any given time. It boasts several treadmills and incumbent bikes, parallel bars with an accompanying wall-to-wall mirror, a patient-carry lift, and five rehabilitation exam tables.

For many clients, their therapy includes using the 90-meter-long gait-analysis carpeted hallway outside the gym. Marked every three meters, the space provides clients an unencumbered area to work on walking and balancing issues without interruption—an improvement from its former third-floor location in Shouse, where clients often had to dodge groups of students entering and leaving classrooms.

For speech-language pathology students who see clients in the speech and aphasia centers, gone are the previous cramped quarters with tiny rooms, replaced with multi-purpose rooms of various sizes and configurations that can be used

for one-on-one sessions as well as larger groups of up to 12 people.

Throughout the IPC, students are observed working with clients in real time by faculty via high-definition cameras in each of the rooms. This major technology upgrade also allows caregivers to follow a family member's sessions on supplied iPads while waiting in one of two comfortable lounges.

Other services include expanded rehabilitation therapy for adults with neurological impairments, new pediatric rehabilitation therapy for children with language and sensory issues, and educational programming on topics such as opioid addiction, diabetes care, weight management, mental health, and domestic violence.

For the first time, nursing students will be able to treat clients on campus with the opening of the nursing center that will offer screening, referral, education, and support to promote living with chronic conditions, as well as addressing general health improvement and wellness. "Not only will the nursing center provide local residents with a new place to receive care," says Inez Tuck, dean of the School of Nursing, "but it offers critical new clinical placements in the community setting environment that health care increasingly is moving towards."

Already, the IPC is working as planned. During the 2017 fall semester, students from all five academic programs participated in three new interprofessional learning initiatives with clients. The S-IHP's CAP program, where SLP and OT students assist people with aphasia in conjunction with Spaulding Rehabilitation Hospital, used the space daily for several weeks. The



THE ADULT REHABILITATION GYM SERVES CLIENTS WITH A RANGE OF CHRONIC CONDITIONS.

Office of Continuing Professional Development held one of its first courses in the new community room. During the spring semester, Harvard Medical School students will join IHP students in simulations and standardized patient experiences at the center.

Barbara Brandt, director of the National Center for Interprofessional Practice and Education at the University of Minnesota, had an early look at the IPC in June when she visited the campus. An international expert on interprofessional education, she has long been an advocate of team-based patient care, which has been identified as a solution to many errors in care delivery, as well as to improve outcomes.

“Most [health profession] schools can teach interprofessional education in the classroom, but very few can do it well on the practice side because it’s very hard to implement,” says Dr. Brandt. “The Institute is really doing it the right way with this approach.” ■



THE GROUND-LEVEL ENTRANCE MAKES IT MUCH EASIER FOR CLIENTS TO ACCESS THE IPC.

HELPING TO LAUNCH THE IMPACT PRACTICE CENTER



ONE OF THE TWO DOZEN TREATMENT ROOMS IS NOW NAMED FOR JOSEPHINE MANGIO KEAVENEY BY (L-R) MADELINE; HER GRANDDAUGHTERS, PAIGE AND LAUREN MURPHY; AND HER DAUGHTER, ELIZABETH MURPHY.

THE CHINS (RIGHT PHOTO) MADE A DONATION TO NAME THE ADULT PHYSICAL THERAPY GYM.

May Chin has had an exemplary nursing career since graduating in 1958 from the former Massachusetts General Hospital School of Nursing, but it was the Adult Physical Therapy Gym in the new IMPACT Practice Center that really caught her attention.

“We have benefited from the care given to us by the Institute’s Doctor of Physical Therapy graduates in recent years,” says May Chin, who with her husband, Charlestown native Tom, made a donation to name the space, “and we were excited that the center would have a multi-disciplinary approach to providing services in the neighborhood.”

Madeline Keaveney has honored her mother, a 1940s graduate of the MGH School of Nursing, by supporting the annual Josephine Mangio Keaveney

Memorial Nursing Prize for the past decade. But when Madeline Keaveney saw the drawings for the center, she was inspired to make a new gift.

“My mother enjoyed teaching as well as caring for patients, so being able to support a center that combines both was a really cool connection to make,” says the California resident.

Others who have made naming gifts include Peggy and Dan Blitz, Charles River Realty National Development, Bill and Kristin Geary, Mark and Trish Joyce, Pete and Irene Kershaw, Massachusetts General Hospital, Putnam Investments, Dr. Charles and Mrs. Ann Sanders, Spaulding Rehabilitation Hospital, and George and Barbara Thibault.

Naming opportunities remain available at the IPC. Please contact Betsy Rigby at 617-724-6399 or brigby@mghihp.edu.