

“Healthcare packages,” Virtual Bingo, and Phone-Pal Programs for the MNM Community

LC 6 & Mercy Neighborhood Ministries (MNM)



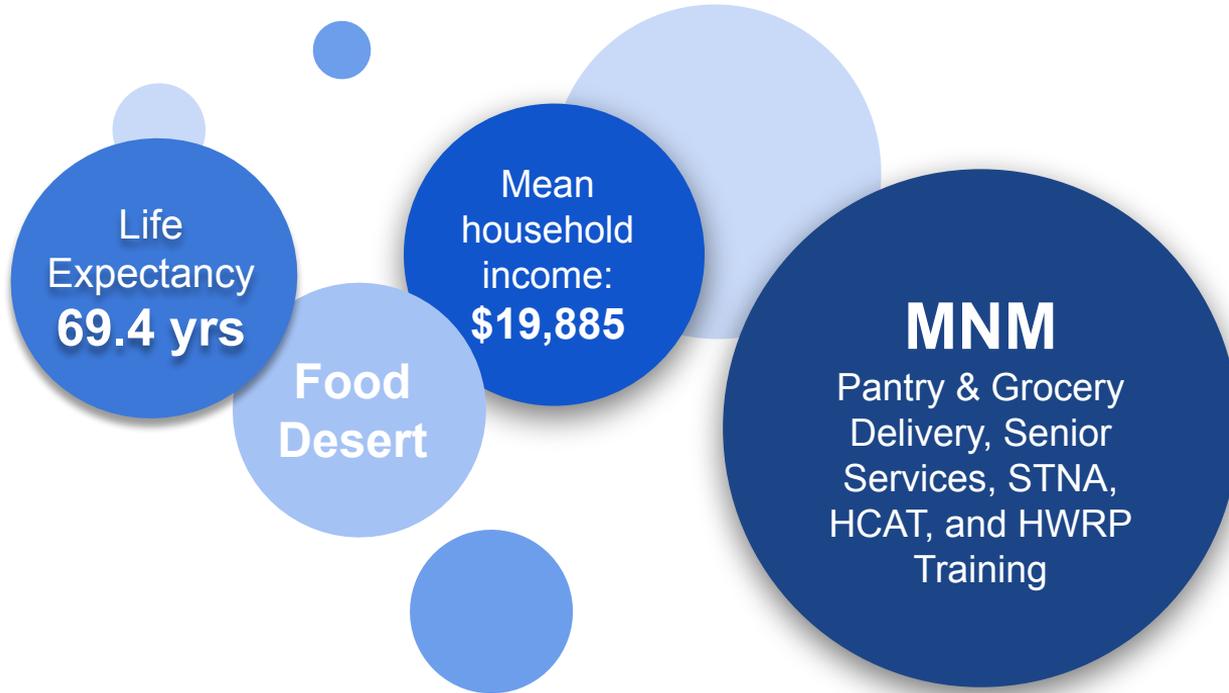
Learning Objectives

1. **To understand** how COVID-19 has contributed to social isolation among the elderly and how Mercy Neighborhood Ministries supports members of Walnut Hills.
2. **To appreciate** how social communication is important for a healthy community.
3. **To find** creative solutions to addressing the social isolation brought on by the COVID-19 pandemic.

Service Objectives

1. To provide **healthcare support** for the seniors of the MNM community via sanitation products.
2. To **alleviate the social burden of COVID-19** by providing virtual entertainment in the form of Phone-Pal/Bingo programs.
3. To **provide companionship and/or connection** to seniors in the form of Phone-Pal/Bingo programs.

Snapshot of Walnut Hills & MNM



Determinant of Health

Social Support Networks

Best Practices

Project Area

MNM:

MNM believed that the most immediate/pressing need that could be addressed in their community was improving socialization, due to increased isolation from COVID-19.

Why?

Greater support from families, friends and communities is linked to better health.

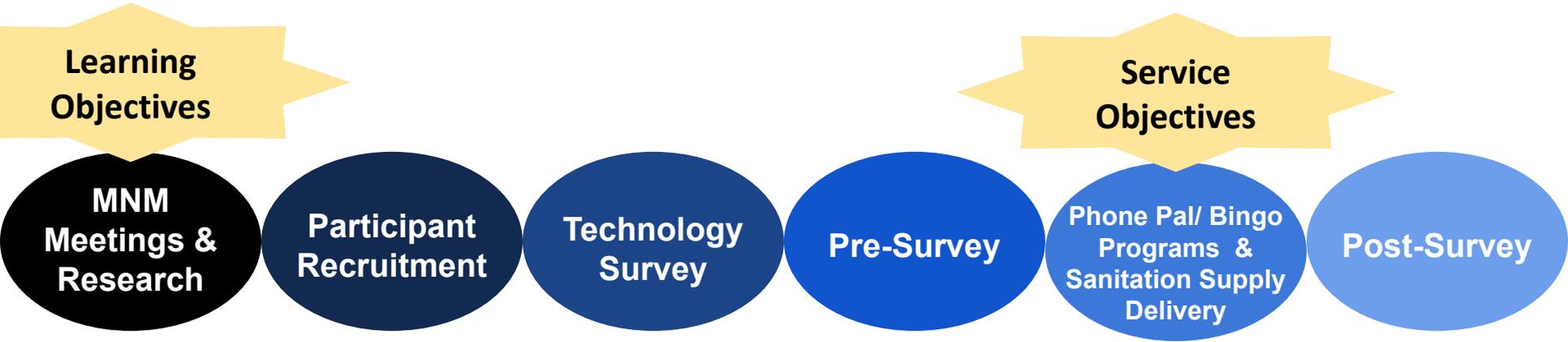
- 1) New technologies are a tool for combating loneliness (1).
- 2) Older adults are at compounded risk for increased loneliness and social isolation (2).
- 3) Call outreach programs have been developed to help individuals stay connected and to promote social, mental, and physical health during 'social distancing' restrictions (3).

Bi-weekly Phone-Pal Conversations

Weekly Virtual Bingo

Bi-weekly prize drop-offs

Project Design



Community Partner

- Initial participant recruitment and releases
- Advisory role
- Planning of grocery deliveries



Surveys

Access to Technology Survey:

Please circle your response below to the following questions.

| | | |
|--|-----|----|
| Do you have a cell phone? | Yes | No |
| Can your phone access the internet? | Yes | No |
| Do you have internet connection (wifi, dial up, cable modem) where you live? | Yes | No |

If you have a phone/your phone can access the internet please answer the following on a scale of 1-5

| | | | | |
|---|-----------------------------|--------|--------|-------|
| On a scale of 1-5 (1= not at all, 2= very little, 3= somewhat, 4= moderately confident, 5= very confident) how confidently can you use your phone to access the internet? | (need help) 1 2 3 4 5 (pro) | | | |
| How often do you use your phone to text? (1=almost never and 10=everyday) | Daily | Weekly | Rarely | Never |
| How often do you use your phone to email? | Daily | Weekly | Rarely | Never |

| Questions regarding Social Isolation | |
|--|--|
| Comparing now to pre-COVID-19 | |
| Which statement would you agree with most regarding how the COVID-19 stay-at-home or social distancing mandates have affected your participation in social activities? | 1 2 3 4 5 1 = "I have had many fewer social activities" 2 = "I have had fewer social activities" 3 = "I have had no change in social activities" 4 = "I have had more social activities" 5 = "I have had many more social activities" |
| Please elaborate on your above selection/Tell me about those changes | Open-ended: |
| What do you do in your free time now vs. before COVID-19? | Open-ended: |
| How often were you able to engage with other people before COVID-19? | Daily Weekly Monthly Other: |
| How often have you been able to engage with other people now during the COVID-19 pandemic? | Daily Weekly Monthly Other: |
| What do you miss the most about your life before the pandemic? | Open-ended: |
| General social isolation questions which we will compare to post-survey | |
| How often do you feel isolated from other people? | 1 2 3 4 5 1 = never 2 = rarely 3 = sometimes 4 = often 5 = all the time |

LC 6 Post Survey

Hi I am ___ from LC 6 at the University of Cincinnati College of Medicine, the group of medical students that are working with Mercy Neighborhood Ministries on the Pen Pal and Bingo program. You are receiving this survey because you participated in either our bingo or pen-pal program. I would like to ask you some questions about your experience with the COVID-19 pandemic & following this, some questions in regards to your participation in our project. Participation in this survey is optional. This project has been approved by the University of Cincinnati Institutional Review Board.

| Questions regarding Social Isolation | |
|--|--|
| Comparing now to pre-COVID-19 | |
| Which statement would you agree with most regarding how the COVID-19 stay-at-home or social distancing mandates have affected your participation in social activities? | 1 2 3 4 5 1 = "I have had many fewer social activities" 2 = "I have had fewer social activities" 3 = "I have had no change in social activities" 4 = "I have had more social activities" 5 = "I have had many more social activities" |
| Please elaborate on your above selection/Tell me about those changes | Open-ended: |
| What do you do in your free time now vs. before COVID-19? | Open-ended: |
| How often were you able to engage with other people before COVID-19? | Daily Weekly Monthly Other: |
| How often have you been able to engage with other people now during the COVID-19 pandemic? | Daily Weekly Monthly Other: |
| What do you miss the most about your life before the pandemic? | Open-ended: |
| General social isolation questions which we will compare to post-survey | |

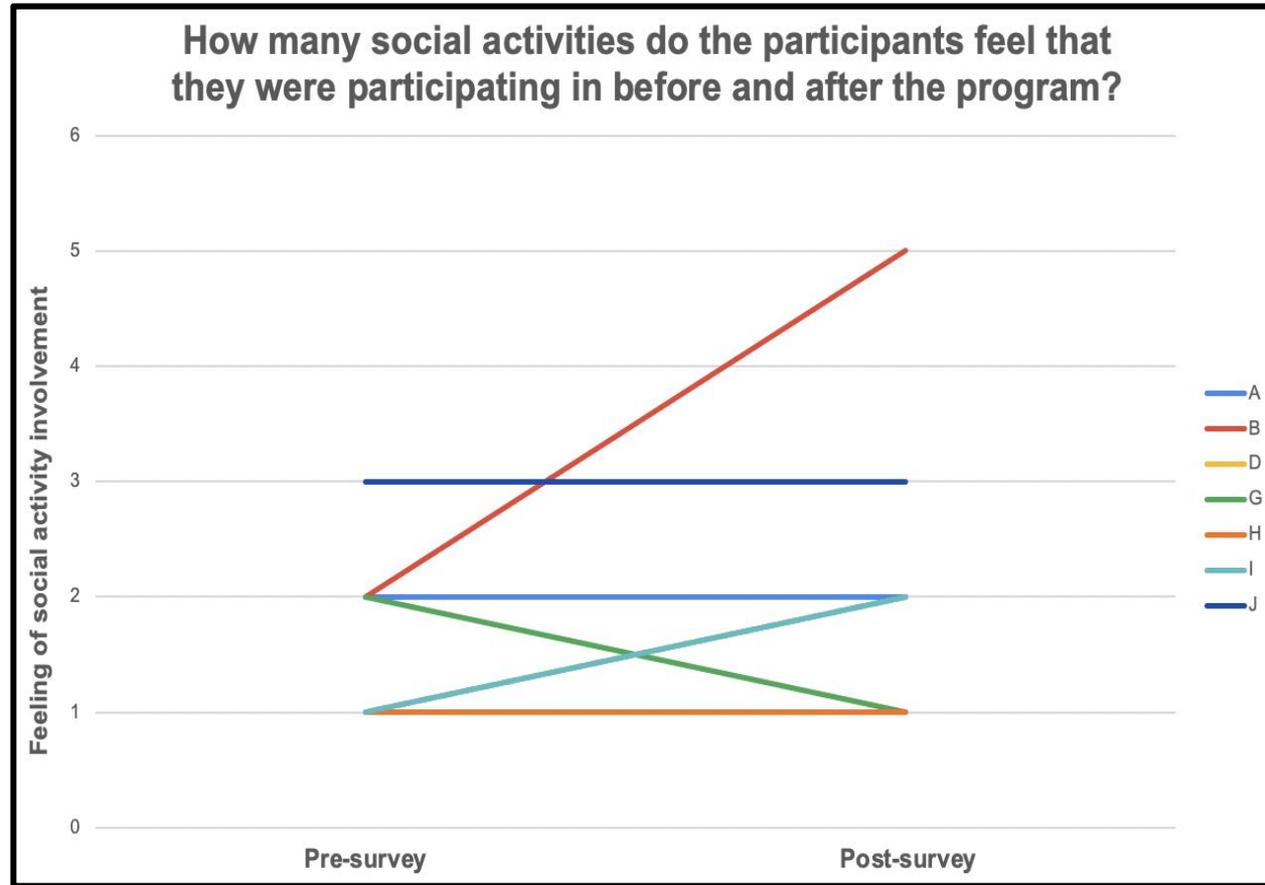
Data

Which statement would you agree with more regarding how the COVID-19 stay-at-home or social distancing mandates have affected your participation in social activities?

- 1 = "I have had many fewer social activities"
- 2 = "I have had fewer social activities"
- 3 = "I have had no change in social activities"
- 4 = "I have had more social activities"
- 5 = "I have had many more social activities"

$t=0.2797$

$p > 0.05$, accept null



Data

How often do you feel isolated from other people?

1 = never

2 = rarely

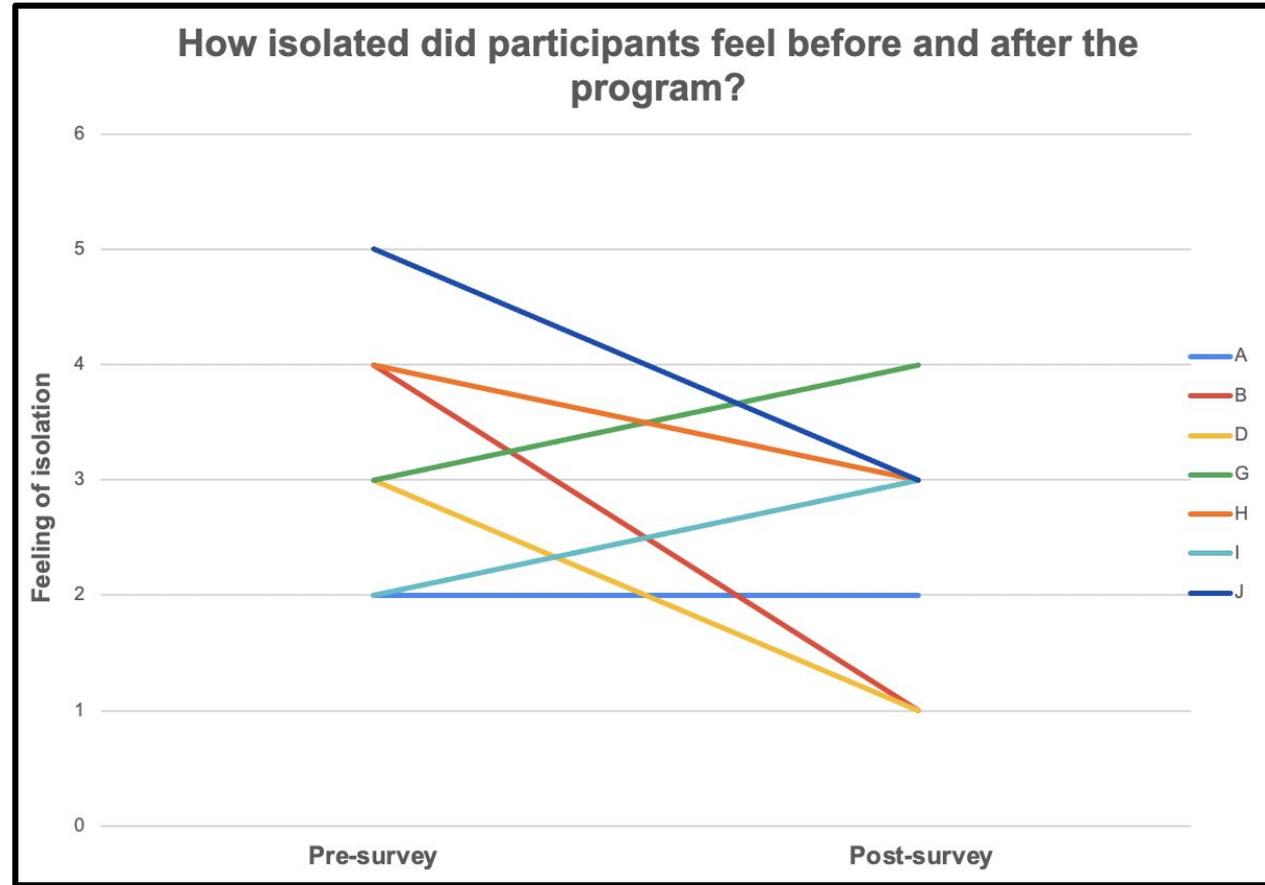
3 = sometimes

4 = often

5 = all the time

t= 0.1996

p > 0.05, accept null



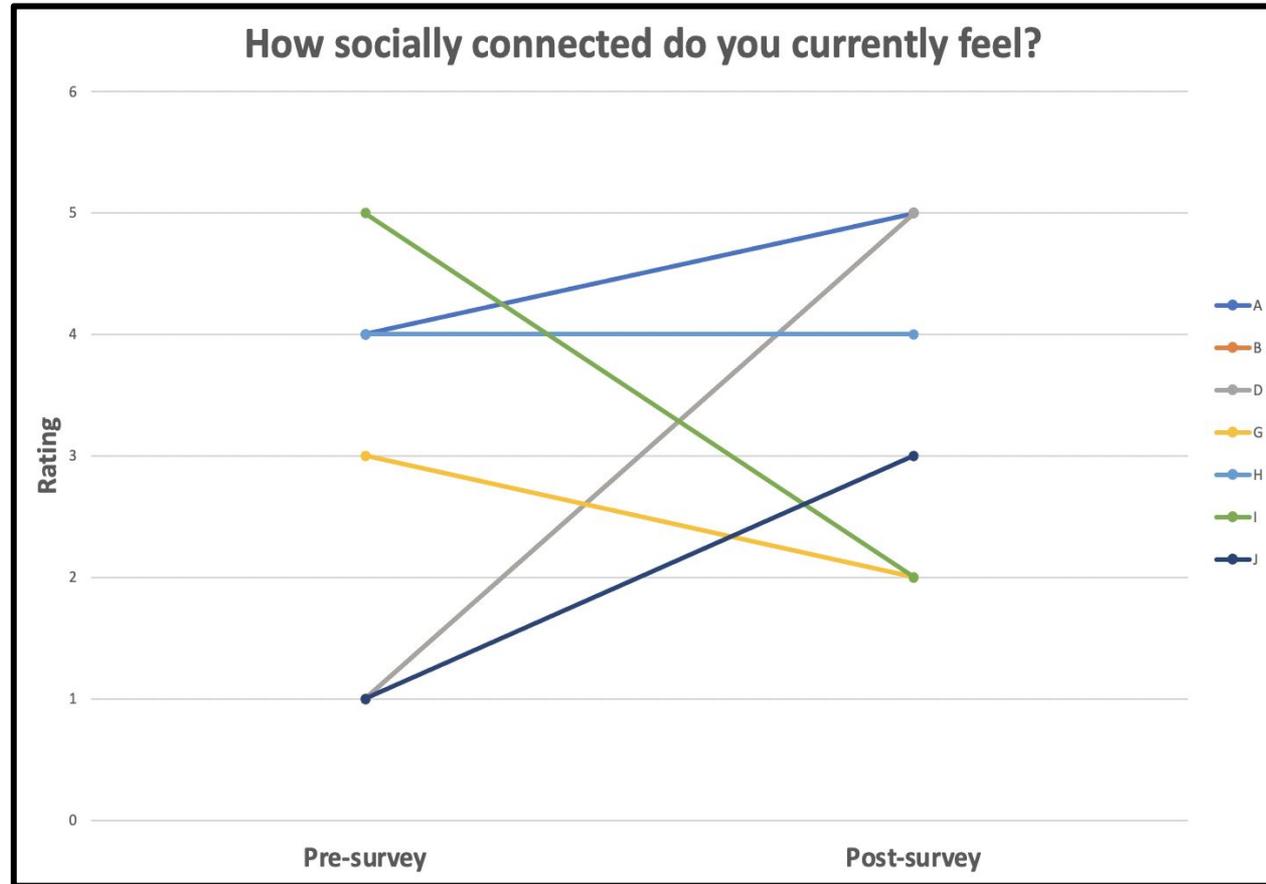
Data

How socially connected do you currently feel?

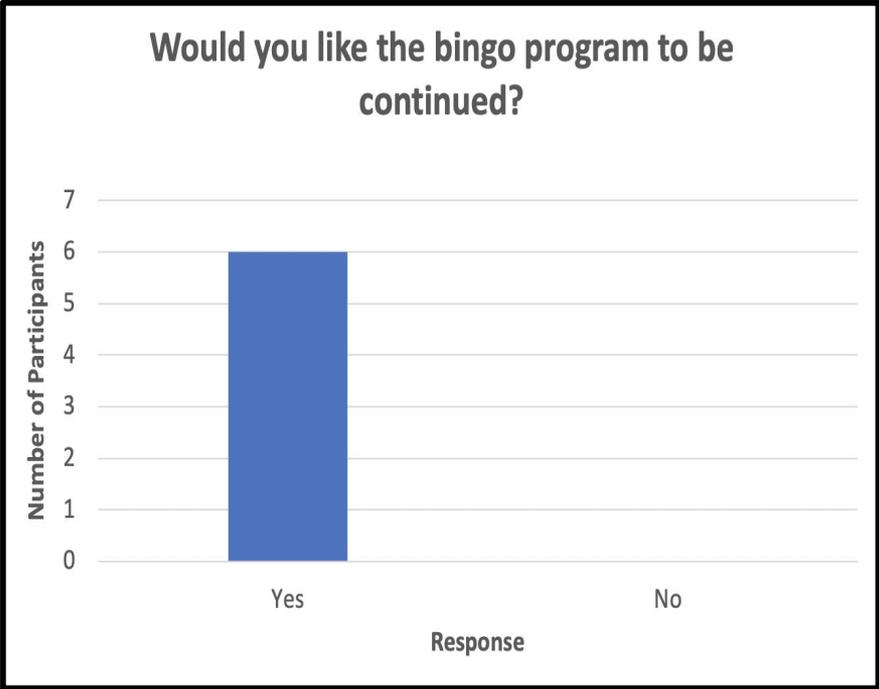
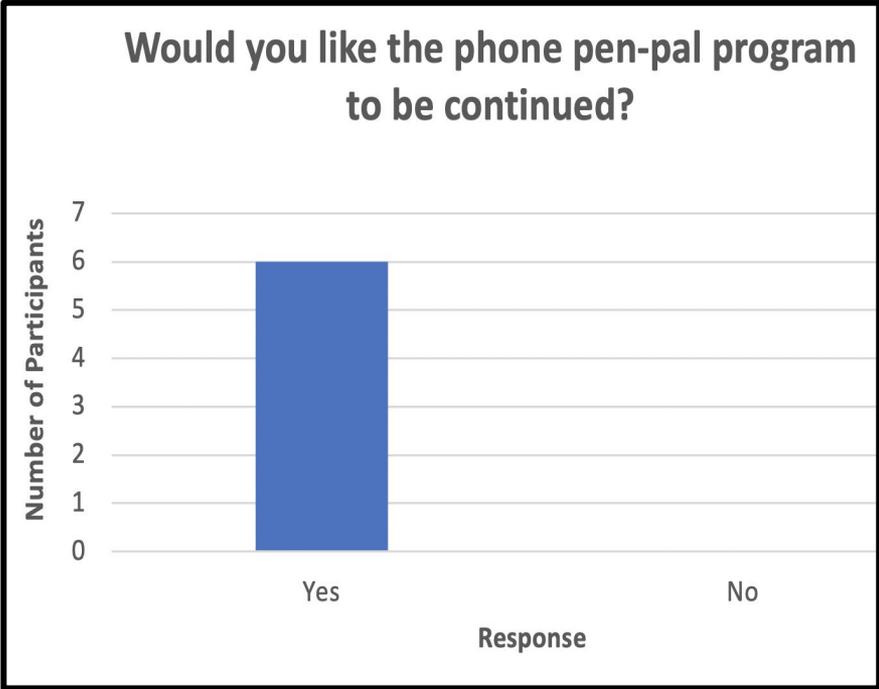
1 = not at all connected
5 = extremely connected

$t=0.35$

$p > 0.05$, accept null



Outcomes



Community Partner's Feedback

“We really appreciated LCG’s participation in food and supply deliveries, during which you directly assisted with meeting nutritional needs, and partnering with other volunteers. You have helped our staff, and our clients (the seniors).”

“The senior population was already a concern before the pandemic since they were starting off more isolated than the rest of the population. I think long-term data will show that some fatalities occurred due to psychiatric or psychological problems related to isolation- it has been a major concern for all people, but especially for seniors. So you did something to directly make an impact on those lives. That’s a big deal.”

“This project opened our eyes to other options that we did not consider previously. For example, we may use a group of volunteers to continue virtual bingo. For those that had the opportunity to participate, they really enjoyed the experience. It gave them a connection they did not have before.”

Impact of the project on LC6

How did this project confirm and/or challenge your view of the community and health?

“This project during the COVID pandemic has emphasized the important role that **social interaction** plays in **health and wellness.**”

“This project was an amazing opportunity to help keep individuals **connected to others in their community and doing activities they love** which can have a positive influence on their mental health and self care. **Social programs** are an important part of the community.”

How did this project confirm and/or challenge your role of a physician?

“We as providers must be **mindful** of the unique environments and challenges facing our patients like the **mental health barrier of isolation** so that we can push for more effective and comprehensive care.”

“As a physician, I’m going to emphasize the importance of having **support network** and making sure my patients have a ‘team’ of individuals that they feel supported by”

Project Barriers



**Limited technology
access**



**No in-person
services**



**Poor
Weather**



**Survey
Limitations**

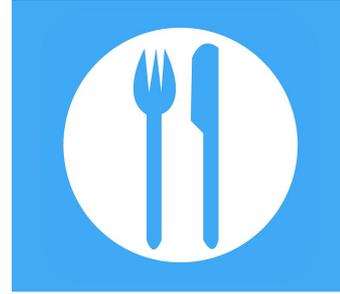
Next Steps



**Outdoor
Bingo &
Prizes**



**Cincinnati + NKY
COVID Match
Program**



**Distribution of
food and
organizing pantry**



**Fundraising
post-COVID**

Bibliography

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