

AmeriCorps VISTA Member of the Year

Neel Karody

Wisconsin Association of Free & Charitable Clinics



Having a passion to serve and get the most out of every opportunity, Neel Karody significantly expanded the capacity of the Community Outreach Health Clinic in Menomonee Falls to serve the needs of its patients while serving as an AmeriCorps VISTA member through the Wisconsin Association of Free & Charitable Clinics.



Neel's grant writing and analysis helped secure over \$80,000 in grants to support several initiatives to assist patients. Neel used electronic health record data to identify high-risk populations for uncontrolled hypertension, diabetes, and cholesterol. He also conducted chart audits to identify gaps in patient care, enabling these patients to be eligible for grant-supported programs. He was instrumental in developing two new programs to enhance tracking and follow-up for patients with these medical conditions. One, the Developing Self-Monitored Blood Pressure program, Neel developed methods for data collection and patient management. Over 72% of those enrolled either successfully completed the program or had their blood pressure under control as of their last monthly average reading. Additionally, he developed the procedures for the Glooko program, including methods for patient follow-up and tracking to help ensure patients are keeping up with their blood sugar readings and logging their exercise and diet through the Glooko app.

Realizing that the clinic had limited ability to identify, manage, and address patients' non-medical needs, Neel put together a list of community organizations and resources and called them to see if patients would be eligible for their services. Wanting a better system to help these patients, he found software that screens patients by survey and can make referrals to community resources based on the responses. After procuring the software, Neel developed the workflow and system so that patients could be screened and referred to community resources and tracked through the clinic's Health Resources Program to help prevent referrals and patient needs from being lost and forgotten.

By developing these procedures and obtaining these resources, Neel's service as an AmeriCorps VISTA member will continue to be invaluable to Community Outreach Health Clinic and its ability to provide more comprehensive care to its patient population.

