

Beyond Flexner:

Interprofessional Education and Health Equity



Case Western Reserve University Student Run Free Clinic

Dilemma

Cleveland is currently ranked the 2nd poorest major city in the United States

Over 1 in every 3 residents of Cleveland are under the poverty line, with a total of over 235,000 in Cuyahoga County

In East Cleveland 42% are below the poverty line

In 2014, 18.9% of East Cleveland was uninsured

In 2011, there was an estimated 22,000 homeless people in Cleveland

Care Alliance & Free Clinic of Greater Cleveland

Limited capacity for new patients



Our History

Started with the collaboration of medical students from the CWRU SOM and nursing students of the CWRU Frances Payne Bolton School of Nursing

After a successful pilot, the CWRU Student Run Free Clinic officially opened its doors 5 years ago

In the Fall of 2013 the clinic expanded to include the social worker students of the Jack, Joseph and Morton Mandel School of Applied and Social Sciences

Our Mission

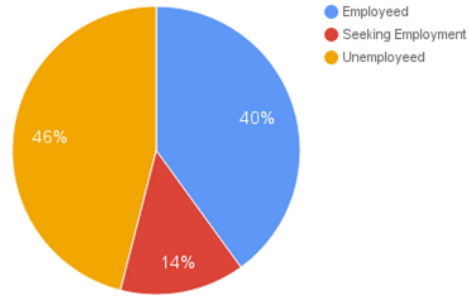
- To provide high quality, compassionate healthcare to underserved populations within Greater Cleveland community
- To provide health-professional students unique clinical practice and mentorship opportunities at the earliest stages of their careers
- To foster and encourage a unique environment for inter-professional collaboration between future healthcare providers

CWRU Student Run Free Clinic

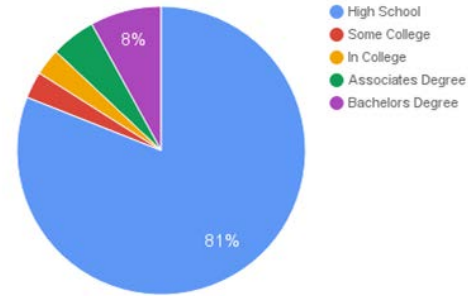
- Located at the Free Clinic of Greater Cleveland
- Operates every other Saturday of the month
- Over 400 patients every year
- Over 100 student volunteers each year at the SRFC and 70 for outreach
- 15 preceptor volunteers
- Annual operating budget is \$35,000
- Medical services: acute care and limited medication
 - General (work physicals), mental health screenings, dermatological, pulmonary, GU, GI and infectious disease
 - We are currently unable to provide chronic care
- Social services
 - Referrals to counseling, resource guidance, certified insurance counselors

Patient Demographics

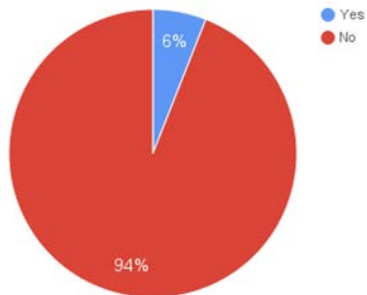
Employment Status



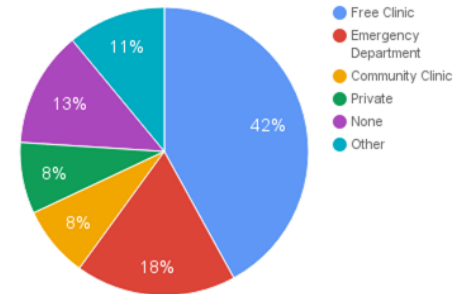
Education level



Do you have a PCP



Where do you usually receive care



“Interprofessionalism
...allows for care to be not
just medically-centered or
nursing-centered but
patient-centered.”

-Kelly Abbatiello, MN 2013



A Mini Health System



Board of 27 interprofessional graduate students

Valuable experience in a healthcare system

Handle all operations of the clinic including donor development and fundraising, quality improvement, and public relations

Clinic Volunteers

Receptionist

Case Manager

Assessment Team

Junior/Senior Clinician

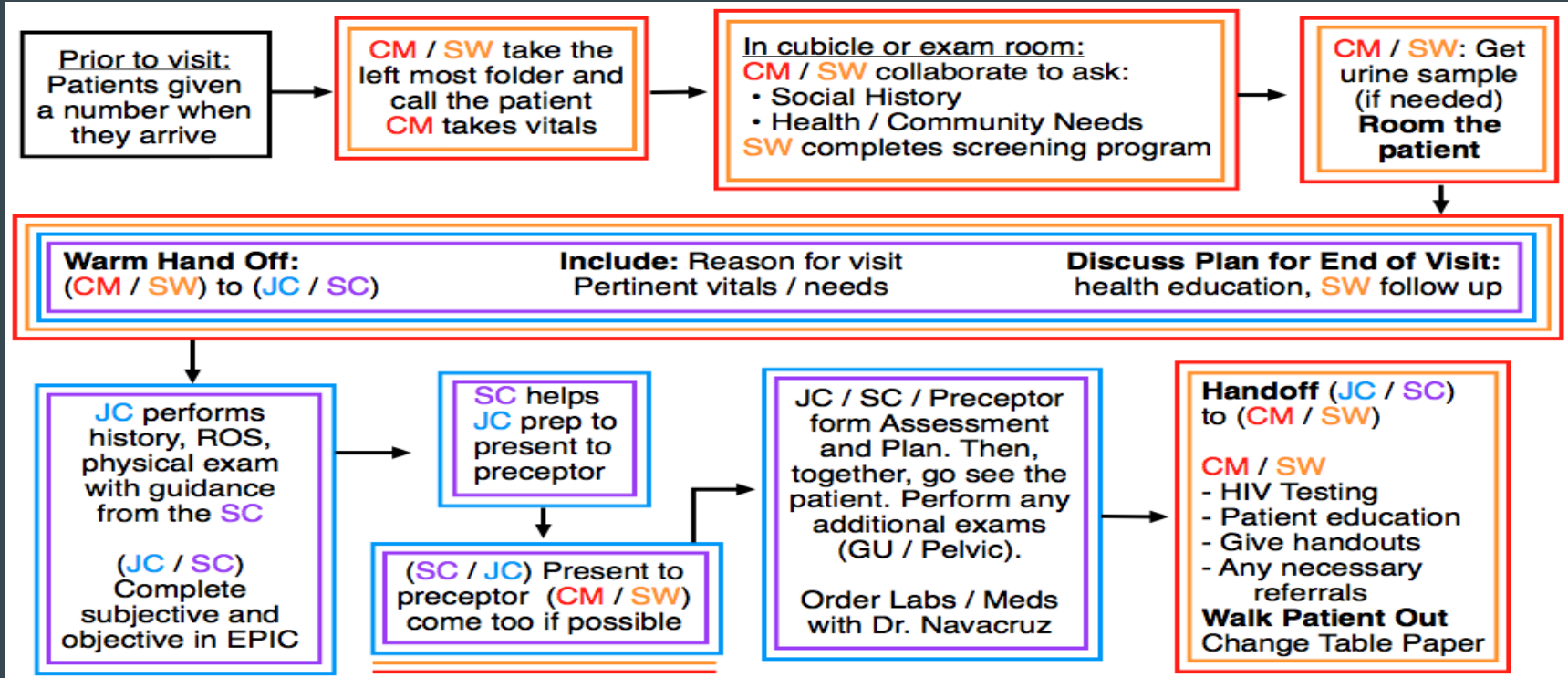
Preceptor

Clinical Coordinator

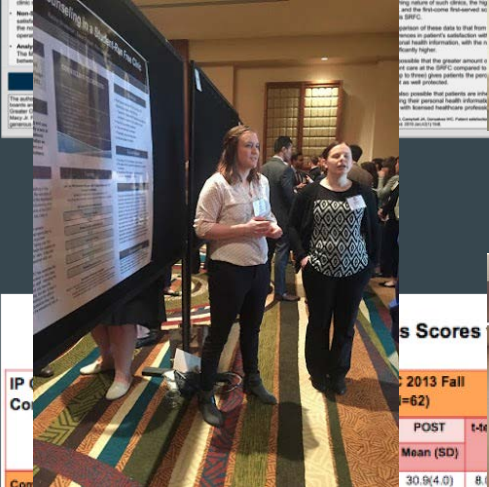
Quality Assurance and Implementation Representative



Patient Visit Workflow



Background	Results
<p>Little is known about patient experiences at student-run free clinics (SRFCs) in the U.S.</p> <p>Objectives:</p> <ul style="list-style-type: none"> Evaluate patient satisfaction at a SRFC. Compare these findings with a comparable free clinic run by students. <p>Setting: SRFC located on and run by medical and nursing students at Case Western Reserve University, a large university with approximately 10,000 students and 100 MBBS students per year.</p> <p>SRFC Mission:</p> <ul style="list-style-type: none"> Provide high-quality, compassionate health care to underserved populations. Provide health-professionals students with unique clinical practice and leadership opportunities at the earliest stages of their careers. Foster a unique environment for interprofessional collaboration between future healthcare providers. 	<p>High level of satisfaction among a mixed population of underserved patients.</p> <p>Primary source of dissatisfaction centered on wait times.</p> <p>Comparison of these data to the best available literature suggests that SRFCs are providing high-quality care.</p> <p>Significant differences in the timing, priority, and feedback to note others receiving higher scores.</p> <p>Patients receive increased clinic open staff presence, as well as professional care.</p>
Methods	Conclusion
<p>SRFC Survey: Anonymous patient satisfaction survey was administered to patient respondents by patients at the end of their clinic visit over a ten-month period. The survey consisted of 32 items including the responsiveness questions and 28 five-point Likert scale items regarding level of satisfaction of particular items.</p> <p>Non-SRFC Survey: Anonymous patient satisfaction survey was administered to patient respondents by patients at the end of their clinic visit over a ten-month period. The survey consisted of 32 items including the responsiveness questions and 28 five-point Likert scale items regarding level of satisfaction of particular items.</p>	<p>High levels of patient satisfaction in a student-run free clinic allow for high clinic accessibility, and patient privacy.</p> <p>High levels of patient satisfaction in a student-run free clinic allow for high clinic accessibility, and patient privacy.</p>
Discussion	<p>The primary area of concern among a patient population that has been underserved is wait times. This study found that wait times may be longer at the SRFC, but may be shorter at the non-SRFC. The wait times may be longer at the SRFC, but may be shorter at the non-SRFC.</p> <p>It is possible that patients are seeking that personal health information with the SRFC, but may be seeking that personal health information with the non-SRFC.</p> <p>It is possible that patients are seeking that personal health information with the SRFC, but may be seeking that personal health information with the non-SRFC.</p>



Measuring Empathy at an Interprofessional Student-Run Free Clinic

Shira Lerner,¹ Elliot Schwartz,¹ Kayla Paul,¹ Tony Vehovec,² Ellen Lusbers³

¹Case Western Reserve University School of Medicine
²Case Western Reserve University School of Applied Professional Sciences
³Case Western Reserve University School of Nursing

IP Co	Collaboration	Roles and Responsibilities	Collaborative Patient/Family	Centered Approach	Conflict Management/Resolution	Team Functioning	Total score
2013 Fall (n=62)	16.6(3.1)	21.8(3.9)	16.2(3.2)	17.3(2.7)	10.6(2.3)	110.6(17.4)	8.4*
POST	18.8(2.0)	24.9(2.7)	18.4(2.3)	19.0(1.9)	12.4(1.5)	124.6(11.2)	9.2*
t-Test	9.1*	9.8*	9.1*	7.2*	9.1*	110.1(15.1)	8.4*
Mean (SD)	16.4(2.4)	21.9(3.9)	16.4(2.5)	17.2(2.7)	10.7(2.0)	111.3(1.6)	8.9*
95% CI	18.7(2.2)	24.6(3.1)	18.7(2.1)	19.0(2.2)	12.5(1.5)	129.8(10.0)	9.3*

Findings to Date

Question	Mean	SD	95% CI
How satisfied are you with the care you received from the SRFC?	8.2	1.1	7.0 - 9.4
How satisfied are you with the care you received from the non-SRFC?	7.1	1.4	5.3 - 8.9

Conclusions and Unanswered Questions

LEARNERS' TAKEAWAYS

- Students/Run Free Clinic provides an experiential learning opportunity for developing the skills required for empathic practice with an underserved population.
- Proficiency data suggests that student self-perception of empathy does not correlate with the standardized student perception of student empathy regardless of the student's profession.

Unanswered Questions

- Will training and exposure at the SRFC protect students from the decline in empathy normally observed during medical school?

Acknowledgements

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Outreach

Provides health-related services and education to the Greater Cleveland community beyond what is offered at the Saturday Clinic

Gives students the opportunity to engage with the Greater Cleveland community

Focuses on the underserved



Current outreach activities

Juvenile detention center reproductive health classes - CCJDC

Knock your socks off - Lakeside Men's Shelter

Health Talks - Free Clinic

Blood Pressure Screening - Cleveland Heights Community Center (Senior Center)

Medwish - repurpose health care supplies for developing nations

Greater Cleveland Food Bank

World Aids Day - STI testing

Health fair

What's next

Key Bank Grant to expand

Set pool of preceptors/staff

Involve more students and schools

Offer more services

Chronic care

Specialty care

Accessibility

And more!



Ideas for the future

Join with an existing mobile clinic to expand their services

Cleveland Clinic Outreach Team

Annual (or more frequent) vaccine outreach clinics around Cleveland

Transportation services for appointments

Health-related education and activities for elementary school students

Fairfax, Roxboro

Ideas for the future

Expand education offered in health talks

Exercise

Cooking demo for healthy eating

Prenatal care and education

AIDS Taskforce mobile HIV screening

New Health Education Campus

Provide another space to reach the community

Collaborate with more health care professionals



CWRU Student Run Free Clinic

