
AACOM Conference 2017

NYIT College of Osteopathic Medicine

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CLINIC MANAGEMENT SKILLS ACQUIRED BY FREE CLINIC PARTICIPANTS

GOALS

- ▶ Establish a free clinic
- ▶ Help an underserved population
- ▶ Create a model that we can use to establish a network of free clinics
- ▶ Create opportunities for students in pre-clinical years to work with patients under the guidance of faculty and upperclassmen
- ▶ Set the stage for incorporation of students from the NYIT College of Health Professions in order to facilitate interdisciplinary collaboration

MISSION STATEMENT

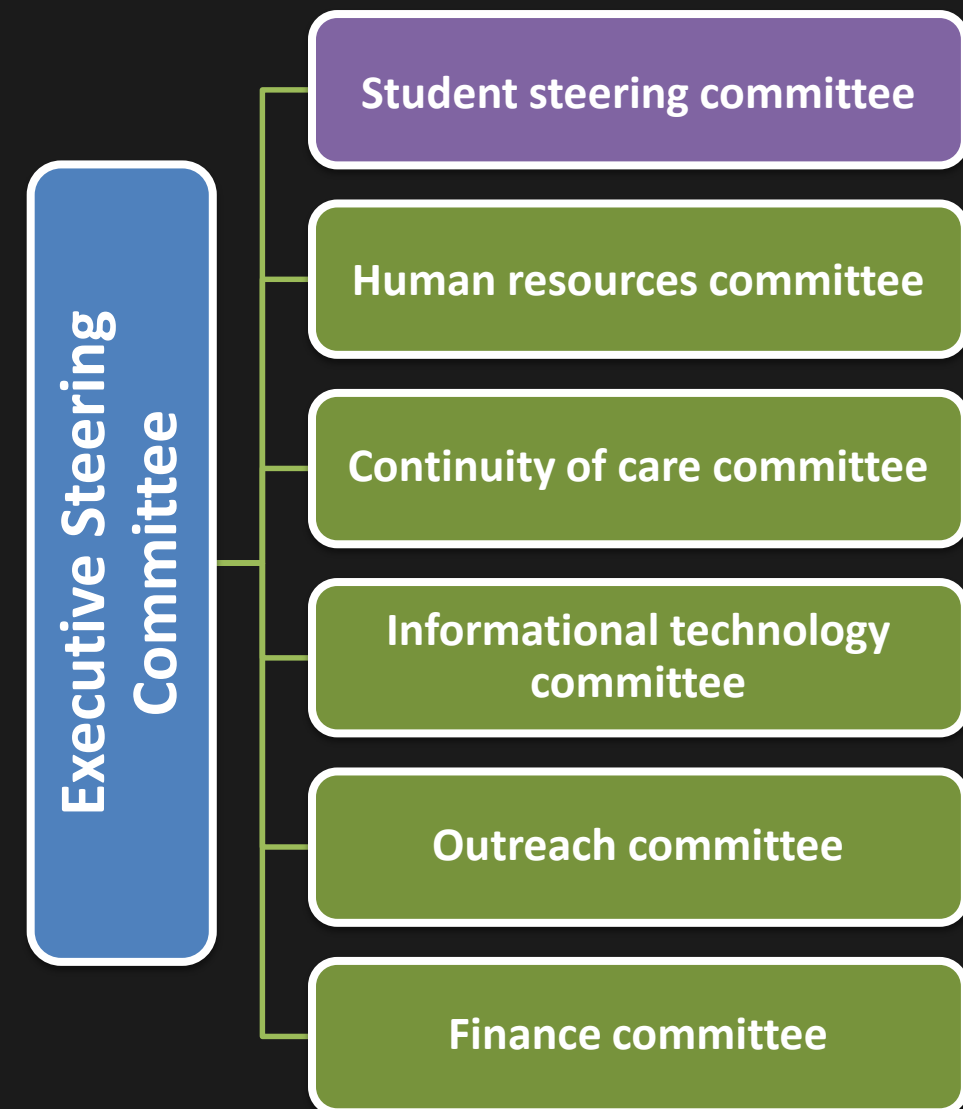
The goals of the NYIT Community Free Clinic are to provide free access to personalized quality medical care for underserved communities, provide education to promote healthier living, and serve as an avenue for training future healthcare providers. By working to achieve these goals, the NYIT Community Free Clinic hopes to build strong relationships between patients and healthcare providers in an effort to minimize the healthcare disparities affecting these diverse populations.

WHAT DOES IT TAKE TO START A FREE CLINIC?

- ▶ Mission Statement
- ▶ Appropriate Site
- ▶ Money
- ▶ Supplies
- ▶ Attendings
- ▶ Volunteers
- ▶ Patients
- ▶ EMR
- ▶ Computers/Tablets
- ▶ Standards of Practice
- ▶ Promotional Materials

ORGANIZATIONAL HIERARCHY

- ▶ Steering committee including faculty and students would become the “Executive Committee”
- ▶ We would need to break up into groups to cover all the important elements of managing the clinic
- ▶ Each student committee would have a faculty advisor
- ▶ Eventually we would need more manpower so we would have to figure out how to recruit people to each committee



FINANCE

- ▶ Where would we get supplies?
- ▶ How would we pay for supplies?
- ▶ EMR costs?
- ▶ Scheduling program costs?
- ▶ Clinic budgeting and expense analysis?

TECHNOLOGY

- ▶ What kind of EMR will we use?
- ▶ What will we use for charting?
- ▶ HIPAA compliance when uploading documents to EMR
- ▶ How will we access translation services for the clinic?

HUMAN RESOURCES

- ▶ How do we select new people to get involved with this process?
- ▶ How will we schedule clinic dates?
- ▶ Who would be allowed to volunteer?
- ▶ How will we recruit clinic volunteers?
- ▶ What kind of training do volunteers need to complete?
- ▶ How will we manage HIPAA and various certification records for clinic members?
- ▶ How will we train new volunteers?
- ▶ How will we make sure we are continuously adapting?

OUTREACH

- ▶ Location
- ▶ How do we reach the community to get patients to come
- ▶ Finding local community events to help get the word out
- ▶ Social Media
- ▶ Health fairs and blood pressure checks
- ▶ Development of relationships with specialty care clinics

CONTINUITY OF CARE

- ▶ How will we follow up with patients after the visit?
- ▶ Will this be walk-in or by appointment clinic? How will we make appointments?
- ▶ Who will answer the phone?
- ▶ What kind of social work services can we provide?
 - ▶ Can we partner with a social work program in the future?
Can insurers come to help get patients insured?

CLINIC INFORMATION

- ▶ Where: Family Health Care Center - Central Islip, NY
- ▶ What: Free primary care services for uninsured patients
- ▶ When: One Sunday -> Two Sundays per month
 - ▶ 1-5 pm
 - ▶ Volume: 6-8 patients/ session
- ▶ Who: Student volunteers from all four classes, Physician Volunteers



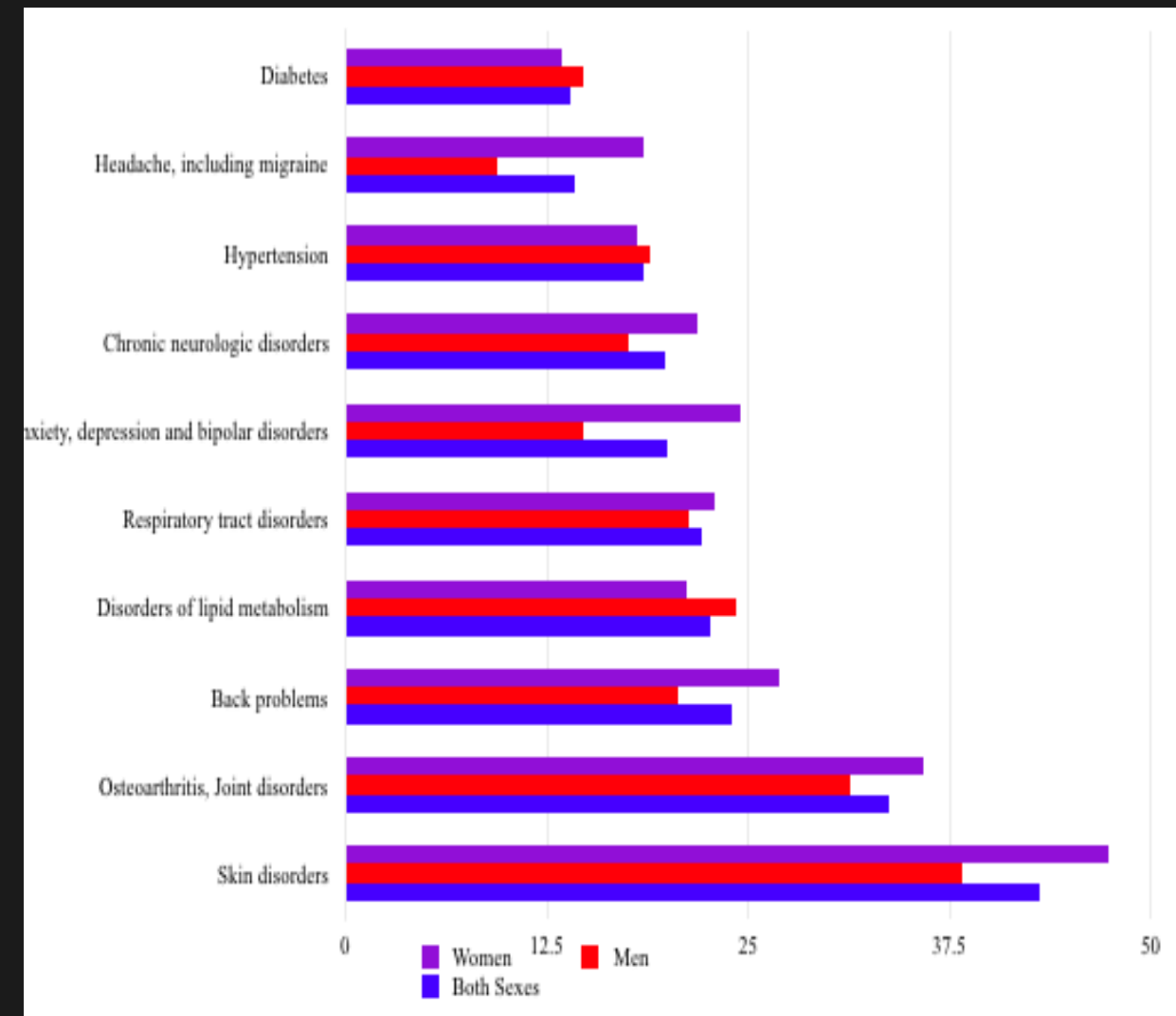
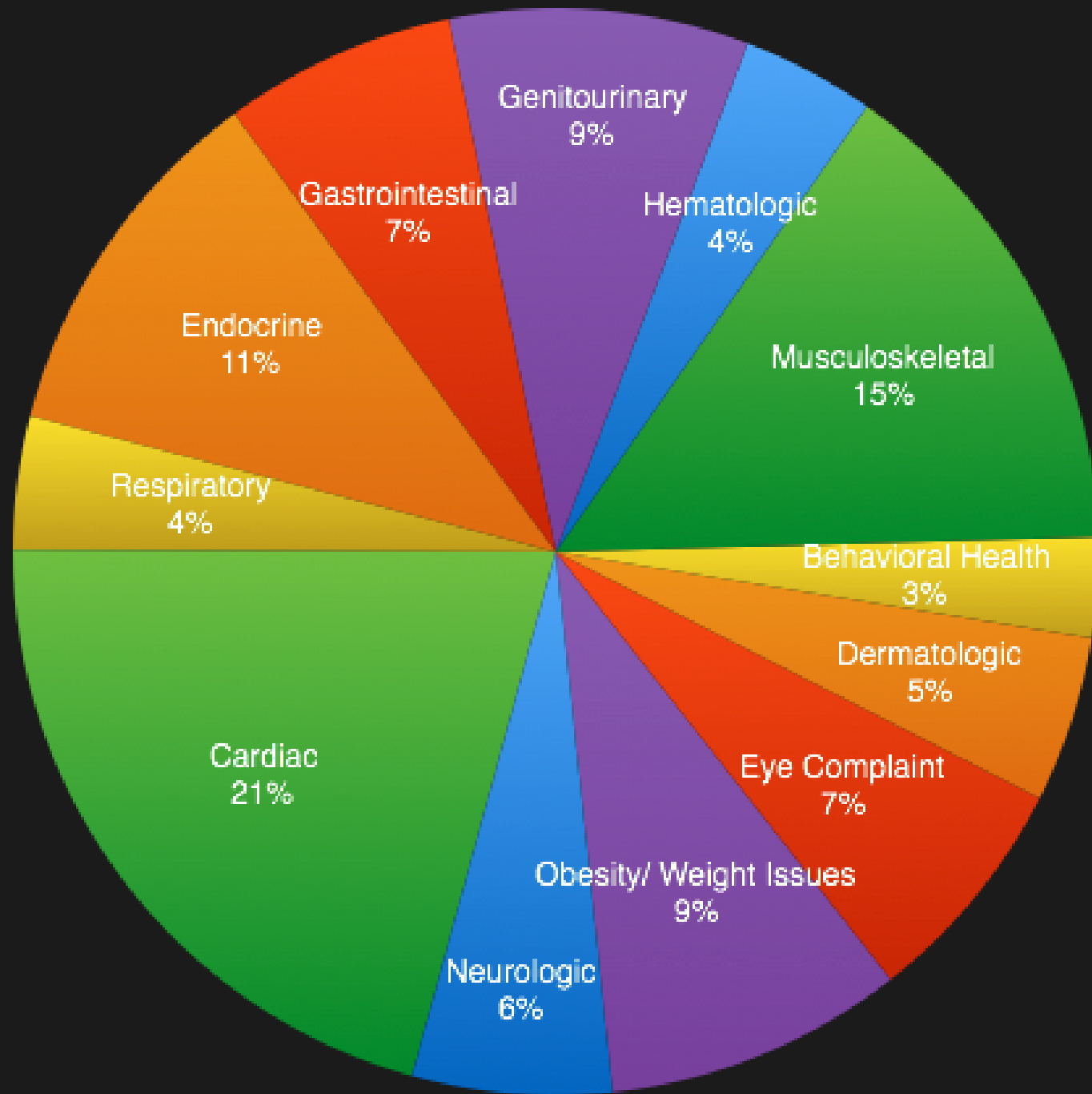
THE “SELFISH” QUESTIONS

- ▶ What do the committee members stand to learn from this?
- ▶ What will volunteers learn?
- ▶ How will this enrich the education of NYIT COM Students?

CLINIC FUNCTIONAL RESPONSIBILITIES

- ▶ 1st & 2nd Year Student-Physicians:
 - ▶ Booking patient appointments / checking patient into clinic
 - ▶ Escorting patients to exam rooms
 - ▶ Taking patient vital signs
 - ▶ Entering patient information into electronic medical records (EMR)
- ▶ 3rd & 4th Year Student-Physicians:
 - ▶ Obtaining patient's medical history
 - ▶ Performing physical examination
 - ▶ Creating differential diagnosis
 - ▶ Present case to faculty physician
 - ▶ Perform diagnostic and laboratory tests
- ▶ Faculty Physicians:
 - ▶ Order diagnostic and laboratory tests
 - ▶ Final authority for patient diagnosis and treatment
 - ▶ Generalized observation of all clinic functionalities

SYSTEM-BASED COMPLAINTS (AS OF APRIL 2017)

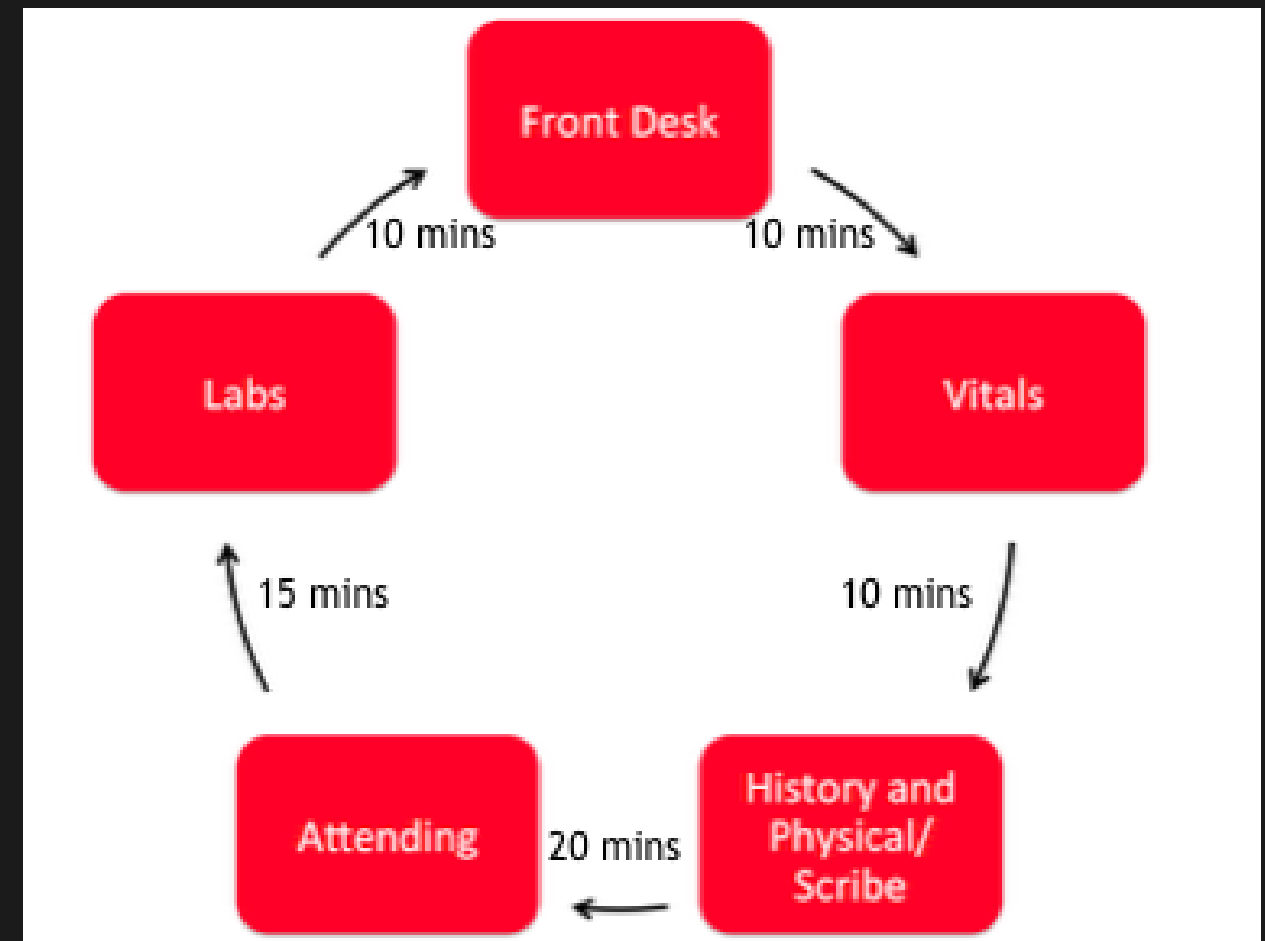


CORE COMPETENCY: SYSTEMS-BASED PRACTICE

1. The candidate must demonstrate understanding of variant health delivery systems and their effect on the practice of a physician and the health care of patients.
2. Demonstrate understanding of how patient care and professional practices affect other health care professionals, health care organizations, and society.
3. Demonstrate knowledge of how different delivery systems influence the utilization of resources and access to care.
4. Identify and utilize effective strategies for assessing patients.
5. Demonstrate knowledge of and the ability to implement safe, effective, timely, patient-centered, equitable systems of care in a team-oriented environment to advance populations' and individual patients' health.

1. Clinic Flow

- A. Registration/Scheduling
- B. Daily patient, student volunteer, and physician work flow
- C. Delegation of student, physician, and inter-disciplinary staff duties.
- D. Daily and weekly follow-up of patient issues and turnover to ensure continuous patient care.
- E. Clinic site organization, maintenance, and assurance of adequate supply stock.



2. Endeavor design, modification, and sustainability
 - A. Development of and adherence to a mission statement.
 - B. Design and implementation of student leadership and annual turnover.
 - C. Resource acquisition (funds, supplies, specialty services, laboratories, personnel, and benefits) and cost-effective allocation to patients (eg, designing drug formularies to restrict patient-related costs).
 - D. Successful incorporation of interdisciplinary personnel



3. Outreach and community presence:
 - A. Creation of and adherence to a mission statement and alignment and realignment of activities to meet the goals of the community.
 - B. Creation and sustainment of community partnerships and outreach efforts
4. Student education:
 - A. Oversight of student clinical teams
 - B. Direction of student educational missions of a clinic.
 - C. Oversight and direction of clinic-based research
5. Quality evaluation and control:
 - A. Understanding, evaluating, and ensuring best practices.
 - B. Understanding clinic population needs and continuously modifying clinic services and structure.



How Well Are Practice Management Curricula Preparing Family Medicine Residents?

Taylor ML, Mainous AG III, Blue AV, Carek PJ

- ▶ Writing a CV
- ▶ Job interviewing
- ▶ Searching for a position after residency
- ▶ Obtaining proper state and federal medical licenses
- ▶ Understanding of continuing medical education requirements
- ▶ Medical coding and billing procedures
- ▶ Applying for hospital privileges
- ▶ Managing office personnel
- ▶ Negotiating a new job contract
- ▶ Obtaining malpractice insurance
- ▶ Applying principles of risk management
- ▶ Understanding legal aspects of a new job contract
- ▶ Business and financial concerns of running a medical practice

FREE CLINIC TIMELINE

- ▶ Fall of 2015 - Steering committee formed
- ▶ December 2015 - first meeting
- ▶ Jan 2016 - site decided
- ▶ Summer 2016 - Dry run, Soft opening (one sunday/month 4h sessions)
- ▶ By end of 2016: # patients seen!
- ▶ Jan 2017 - Increased to two sessions/ month.
- ▶ Spring 2017 - Seeing 6-8 patients per clinic day!

A LOOK TO THE FUTURE

- ▶ Research
- ▶ Finishing Manuals
- ▶ Involvement of SAAO for OMM Clinic Days
- ▶ School of Health Professions Involvement
 - ▶ Nurses
 - ▶ Physician Assistants
 - ▶ Physical Therapists
- ▶ Social Work Services
- ▶ Incorporating Free Clinic Participation into Curriculum

LIMITATIONS

- ▶ Free nature means we are not learning about health insurance, billing, coding or fee-for-service payment structures which is a major portion of systems based practice in healthcare today
 - ▶ On the other hand because we will depend on NYIT and grants or donations for funding it creates opportunities to learn about how to seek out this kind of support
- ▶ Bi-monthly clinic dates with cycling volunteers makes follow up less apparent to volunteers and challenging for attendings

CONSIDERATION

- ▶ Current clinic is in an existing medical office. If we expand and use a non-traditional space we will need to acquire our own supplies, transport them, ensure we have access to internet and address a list of new concerns.

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QUESTIONS ?