

Promise Clinic
Annual Report
2013-2014



Who Are We?

Mission Statement

Promise Clinic is a community of medical students, volunteer physicians, and community partners dedicated to providing patient-centered, quality primary care services; as well educating and empowering the clients of Elijah's Promise Soup Kitchen and the uninsured citizens of New Brunswick, NJ to live healthier lives. Promise Clinic also serves as an environment where medical students and other health professionals can engage in the New Brunswick community through service-learning aimed at teaching the importance of continuity of care, teamwork, advocacy, innovation, and leadership.

Background/History

In January 2005, a group of enthusiastic medical students at RWJMS launched the Promise Clinic. The student run volunteer clinic focuses on serving the clients of Elijah's Promise Soup Kitchen. The Promise Clinic, hosted at Eric B. Chandler Health Center in New Brunswick, NJ, is open one evening per week, and provides acute primary care as well as health maintenance, medication assistance, and laboratory work to the uninsured residents of New Brunswick.

Our Model



Student doctors make a four-year commitment at our clinic. Each student doctor team is made up of one student from each year, reinforcing the continuity of care model. Each student mentors and is mentored by the other team members; first years take vital signs and basic histories, second years assist with the physical exam, and third and four years are in charge of running the visit and teaching the younger members. The student doctor team is assigned a patient and teams are responsible for being the primary care physicians to their patients. The team is also responsible for all aspects of their patient's care, including laboratory follow-up and specialty care referrals. On clinic nights, the team members develop an assessment, and plan and present their findings to a volunteer family medicine or internal medicine physician.

The psychiatric care for non-emergent cases is courtesy of volunteer Robert Wood Johnson Medical School Psychiatry resident physicians. Doctor teams also assist patients in applying for Charity Care so that they may meet Special Care needs such as Optometry, Podiatry, Endocrinology, Cardiology etc. RWJ Psychiatry:
http://rwjms.rutgers.edu/departments_institutes/psychiatry/community/index.html

In addition to the Continuity of Care model, Promise Clinic also has an Urgent Care team who sees walk in patients that night.

Our Community

Our patients are chosen from the group of individuals who eat at Elijah's Promise Soup Kitchen. Elijah's Promise is a dynamic organization that helps low income individuals by providing nutritious meals, a broad range of social services, culinary arts training, and health screenings. Elijah's Promise has been a wonderful partner and advocate for the community. Students staff a booth at the soup kitchen twice a week to provide blood pressure screenings. Our student doctors also provide health education for the members of the community through teaching sessions. Our partnership with Elijah's Promise enables community members to engage in health maintenance activities and to monitor their health weekly. With the Affordable Health Care Act gaining traction, it will be interesting to see how our partnership with Elijah's Promise evolves. Nevertheless, we are extremely grateful for our relationship with them!

Our Physicians

Dr. Joyce Afran	Dr. Brian Meltzer
Dr. Euton Liang	Dr. Emil Vakar
Dr. Barbara Jo McGarry	Dr. Renu Chiruvolu
Dr. Iris Udasin	Dr. Sara Abdelsayed
Dr. Frances Wu	Dr. Eric Jahn
Dr. David Swee,	Dr. Steven Levin
Dr. Marisa Jimenez	Dr. Beatrix Roemheld-Hamm
Dr. Amay Parikh	Dr. Jason Womack

Services We Provide

- *Chronic Care Management*
- *Screening & Preventative Services*
- *Patient Navigation*
- *Basic Laboratory Work*
- *Prescription Assistance*
- *Specialty Care Referral*
- *Acute Care Management*



Message from Our Physicians: Dr. Karen Lin

Each one of us connects to Robert Wood Johnson Medical School in our own way. Promise Clinic is an amazing small cross-section of the passion that contributes to the missions of the school - clinical care, outreach to community, research and education. Promise Clinic is truly one of a kind.

I have the privilege to be the faculty advisor of Promise Clinic since July 2012. With the guidance from Drs. Jahn and Levin, the assistance from Susan Giordano, three student directors and three operation managers, and all subcommittees, we have worked towards the common goal of improving the quality and sustainability of the clinic. In my time at clinic we have:



- Established our own prescription pads for Promise Clinic, so volunteer faculty no longer need to use their private pads.
- Reestablished lab services--- we made an agreement with RWJUH to provide specimen collection at our new site.
- Increased the number of volunteer preceptors – several new faculty and Family Medicine residents were recruited to precept, a psychology resident as mental health counselor.
- Transformed our Pharmacy system--- we adopted a new pharmacy in town who accepts vouchers from Promise Clinic, assists preceptors and student teams with Prescription Assistance Program applications for medications not listed on the \$4 list.
- Developed a Standard Patient Visit Protocol, outlining the maximum allotted time per step of the appointment process based on quality improvement data.
- Developed an Electronic Medical Record system.
- Continued to recruit patients from Elijah’s soup kitchen and assist patients in obtaining care from EBCHC as the Affordable Care Act enables them to get insurance.

Several independent projects are on the way including patient engagement project, and a hypertension action plan.

Together, we make a difference!

Karin Lin, MD

Our HIPHOP Program Coordinator: Mrs. Susan Giordano



Since HIPHOP-Promise Clinic's inception in August/2005; I have had the fortunate opportunity to assist HIPHOP-Promise Clinic dedicated student doctors in providing full service primary care to their patients. I admire the devotion and dedication of past and present Promise Clinic student doctors, faculty and staff and our medical school. Moreover, student doctors continuously research and advocate for additional patient services in an effort to meet the ongoing needs of their patient population. HIPHOP-Promise Clinic is meeting the needs of an underserved population while training and instilling humanism in medicine in our future practicing physicians. So proud!!

Susan Giordano



Promise Clinic Committees

Promise Clinic operates with the help and coordination of several student-run committees. They oversee many different projects and aspects of clinic operations to make the patient, student doctor, volunteer physician, and steering committee experience the easiest it can be.

Quality Improvement

The Quality Improvement (QI) committee of Promise Clinic aims to deliver a better standard of care for our patients as well as a better experience for our student doctors by optimizing management and standardizing procedures. The Quality Improvement Committee developed “The ABC’s of the Standard Patient Visit,” a streamlined process that seeks to optimize the timing of each visit while allocating ample time for teaching and attending. Quantitative analysis of student doctor teams following the checklist showed that there was a significant decrease in the duration of the patient visit while still maintaining quality of care and a valuable educational experience. Between the inception of the checks in August of 2010 and July 2013, the completion rates of important patient data have improved greatly.

	August 2010	June 2012	July 2013	% change in 3 years
Patient's name	10%	90%	-	80
Date of visit	93%	97%	-	4
Note signed by attending	60%	86%	100%	40
Updated Problem List	27%	41%	50%	23
Allergies and Adverse Reactions Listed	47%	53%	50%	3
Vital signs (including temp)	50%	59%	80%	40
Weight documented (in last 6 months)	30%	69%	80%	50

Lab



The Promise Clinic Laboratory Committee is responsible for several aspects of clinical laboratory care for our patient population including point-of-care testing, cervical and colon cancer screening, referrals for STD & HIV testing and follow up, and specimen collection for blood testing through our affiliation with RWJUH Laboratory Outreach Services. We facilitate communication regarding clinical lab operations for our patients with both the laboratory staff at Eric B. Chandler Health

Center and RWJUH Lab Outreach Services. We oversee weekly lab operations at clinic and assist student doctor teams with processing and tracking of specimens as well as timely follow-up on all laboratory results.

Pharmacy

The Promise Clinic Pharmacy serves as a liaison between Promise Clinic student teams and UltraCare Pharmacy in New Brunswick, NJ. The PC Pharmacy is specifically in charge of providing vouchers to Promise Clinic patients, who bring these vouchers to UltraCare Pharmacy and receive their appropriate medications. The Pharmacy also assists teams with getting patients into a Patient Assistance Program if we cannot supply vouchers for medication that is too expensive.

Number of prescription vouchers written: 441 from 1/3/13 to 10/31/13 [of these, 374 vouchers were filled]

Our total cost: \$3,027.09 [up until 10/24]

Number of patients who had scripts written: 50

Average number of vouchers per patient: 9



Transition Committee



The goals of the 2014 Transition Committee include creating the best way to utilize the health services available, helping patients navigate the Affordable Care Act (ACA), and updating our clinic to reflect that continuing changes in health care. So far, we have revamped the patient referral system and expanded the patient population to reflect a new clinic model. We have physically moved into a new clinic space to help triage and organize patient flow. Additionally, we have created health workshops for patients as well as ACA workshops to help educate our community members about the changes. In addition, we have helped our student doctors understand the changes in healthcare so that they may help our patients navigate the system by creating a transition packet.

Phone Coordinators

The phone coordinators are responsible for reminding patients of their appointments and confirming their attendance in clinic each week. We also reach out the patients who do not attend their appointments. We are at clinic every week so that patients and student doctor teams can communicate with one another. All of our coordinators are fluent in Spanish, so we are easily accessible to the Latino community.

Patient Recruitment

The Patient Recruitment committee has been working on the front lines at biweekly blood pressure screenings for clients of Elijah's Promise soup kitchen over the past year. In addition to referring patients, the committee has integrated Promise Clinic student doctors into these screenings to provide better outreach to potential patients as well as contextualize their clinical care. Patient recruitment looks forward to collaborating with Elijah's Promise staff and Promise Clinic subcommittees to improve their outreach and better serve the clients of Elijah's Promise in the coming year.

Specialty Care



The purpose of the Specialty Care Committee is to assist teams in obtaining specialized medical care for patients. Additionally, it coordinates appointments for Psychiatric consultations at The Promise Clinic. It is also responsible for providing guidance and resources for procuring Charity Care coverage for uninsured patients. The Specialty Care Committee is dedicated to expanding specialties and services offered to better serve our patient population.

Finance

The primary responsibility of the Promise Clinic Finance team is to keep track of all Promise Clinic expenses and to provide the Promise Clinic program coordinator a monthly invoice and PO for future funds. The Committee is in charge of maintaining a file of all financial information in the HIPHOP office including documentation of all expenditures. Promise Clinic Finance is also responsible for seeking out and applying for grants for additional Promise Clinic funding.

Education

The Education Committee maintains the attendance records for student doctor attendance at patient appointments and student-run teaching sessions. The Committee ensures that student doctors are in good standing and have completed requirements for PCM (I through IV) and for the Promise Clinic Electives. Additionally, the Committee organizes two teaching sessions led by 3rd and 4th year students every Thursday for the 1st and 2nd year students.



Public Health

The purpose of the Public Health Committee is to optimize the wellness of the Promise Clinic patient population, to promote the practice of preventive medicine by student doctors to ensure high quality care, and evaluate the clinic's impact and its services to the community. Every month, we send information to student doctors about a health topic with tips to improve their practice. We ensure an adequate supply of health education materials, pamphlets, and handouts are always available for clinic patients. We also hold workshops for patients and community members.

Patients at Promise Clinic enjoy working with their team of student doctors and recognize that the experience is mutually beneficial. Not only do patients recognize the high quality of medical care they have received, but they also recognize that Promise Clinic is a learning environment where medical students can apply their knowledge and gain immense practical experience. Patients display an openness, which allows students to gain a deeper understanding of the patient's needs. Often, teams of student doctors and patients form a special bond that lasts throughout the years. Some patients say their student doctor team not only treats them with care, but also with love.

- Serviced 90 patients in Lab from January – May 2012
- Average Spending on Labs: \$240.55/month
- Cost Per Visit: \$6.31
- 343 prescriptions written from July – December 2012
- 32 patients serviced by

Patient Survey 2013

In recognition of the Clinic's mission of providing patient-centered quality primary care services, a patient feedback survey was conducted in the fall of 2013 to better understand the Promise Clinic experience from the patient's perspective. Patients were asked what the most enjoyable aspect of their experience at Promise Clinic was. The majority of the results indicate that it was the interaction with their assigned student doctor team, with which they have built up a relationship

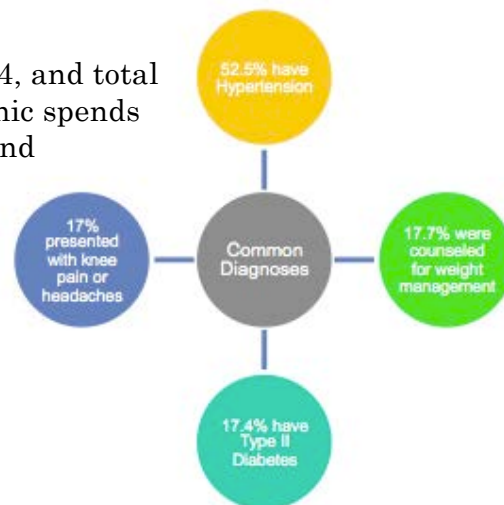
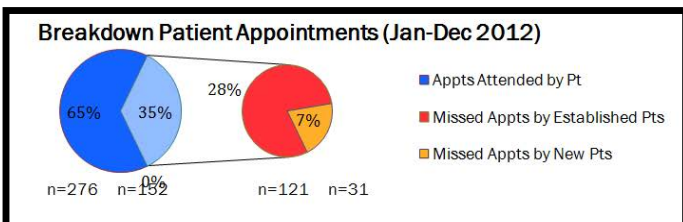
over the years. Of the patients that were surveyed, all had said that they would recommend Promise Clinic to their friends and family because it has been such a positive experience.

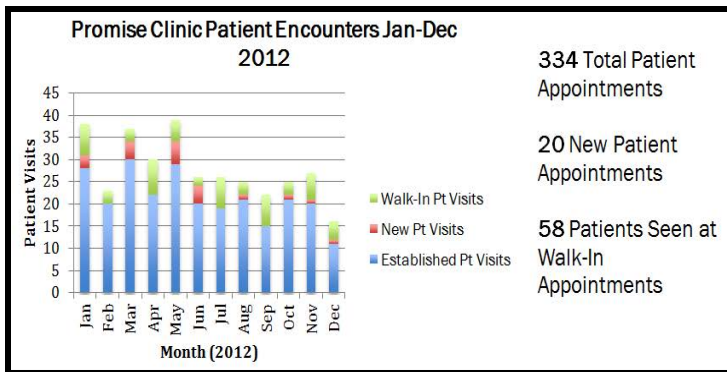


Promise Clinic by the Numbers

Finances

- Total expenditure for 2013 is \$4,415.34.
- The total laboratory expenditure is \$1,527.24, and total pharmacy expenditure is \$2,888.10. The clinic spends \$127.27 per month on laboratory expenses and \$240.68 per month on pharmacy expenses.





Goals

The survey also asked patients what they liked least about Promise Clinic. Results overwhelmingly indicated that the primary issue of concern is the length of the turnaround time that they spend at each clinic visit. Patients felt that once their student doctor team evaluated them, there was too long of

a wait time until they were able to actually leave the clinic with their prescriptions. Patients became frustrated. Patient wait time is an ongoing concern for staff at Promise Clinic. The Clinic's Quality Improvement team has developed a set of streamlined procedures entitled, *"The ABC's of the Standard Patient Visit"* in an effort to improve wait times. However, allocation of additional resources and/or further evaluation of the clinic operating procedures may be warranted to improve efficiencies for the overall clinical visit time and to improve the patient experience.

In following our mission to empower patients to live healthier lives:

- Shorten patient visit turnaround times by improving upon *"The ABC's of the Standard Patient Visit"*
- Provide greater patient counseling in the areas of: diet, exercise, and medication management

Voices from our Clinic



"Patients are not just getting access to care, but care from people who really care about their health." – Dr. Sara Abdelsayed, volunteer physician

"At Promise Clinic I like best the care and attention from the medical team." – Julio Portillo, patient

"It is impressive how consistently and creatively the coordinators and administration adapt to new community needs as they arise." –Alina MS IV

"The structured, yet flexible role that each of the M1-M4 students have. Each student within a team has a integral role in the team, but there's enough flexibility to allow each individual to take on responsibilities based on availability and willingness. It's a great model for training... From the patient experiences that I have thus had at PC, it's apparent that these patients have very limited means to healthcare otherwise. PC fills a need within its community for social justice, which is one of the most empowering and fulfilling aspects of medicine." – Joseph Choi MS I

Promise Clinic Steering Committee

The Promise Clinic operates with the assistance of the steering committee, which is made up of various subcommittees.



Student Directors

Paawan Punjabi
Veronica Demtchouk
Nitesh Patel
Pheobe Askie

Managers

Rachit Vakil
Stephanie Oh
Usha Rao

Education

Bryan Botti
Laura Parente
Afua Takyi
Hannah Simon

Finance

Sana Ahmad
Andrew Orr
Jeff Williams
James Yoon

Specialty Care

Stephanie Peters
Aman Shah
Rachel Rosenblum
Helen Mac
Alyssa Schochet

Laboratory

Angel Lee
Derek Rudge
Bekah Gensure
Jenna Presto
Laura Pierce

Patient Recruitment

Michael Serzan
Sophia Sequeira
Luming Li
Chris Jakubowski
Elizabeth Shteyn
Carolyn Na
Sakina Attar
Carolyn Junior

Pharmacy

Bahareh Shanehsaz
Mark Huang
Sanaa Somalya
Katherine Fu
Angela Rugino
Azad Hirpara

Public Health

Lisa Gabor
Tina Goodwin
David Silvergeld
Andrea Poon
Suzanne Elshafey
Anousheh Shafa

Quality Improvement

Vidya Puthenpura
Hannah Xu
Timothy Dempsey
Jennifer Reese
Alina Bayer
Lesley Portugal
Chase Hulderman
Stephanie Michelle

Transition Committee

Phoebe Askie
Bekah Gensure
Sophia Sequeira
Lindsay Volk
Timothy Dempsey
Stephanie Oh
Sana Ahmad
Chase Hulderman
Kristin Bonello

Phone Coordinator

Hannah Janoowalla
Pallabi Guha
Thomas Golden
Kerly Guerrero

Schedulers

Kristin Bonello
Ramya Krishnan
Gloria Gerber

M1 Representatives

Sanjay Jumani
Kiersten Frenchu
Christine Tolia
Jimmy Lin

Interpreter

German Bayas

Student Doctors

Class of 2014

Tina Goodwin
Pheobe Askie
Anand Patel
Alina Bayer
Elizabeth Grand
Nate Jones
Anushree Doshi
Emily Newport
Syedda Sumra Ahmed
Jason Lee
Laura Parente
Mansi Shah
Robin Friedman
Jessifer Reese
Sanaa Somalya
Walter Joseph
Harmandeep Singh
Luming Li
Veronica Demtchouk
Paawan Punjabi
Rory Shallis
Brian Wexler
Ruth Burley
Daniel Chung
Newton Mei
Shuwei Wang
Sana Kathawala
Ian Solsky
Praveen Murthy
Timothy Dempsey
Michael Connolly
Jacob Nettleton
Marissa Nadeau
Ken Rapp
Chris Caravanos
Nitesh V Patel
Tarika Thareja
Hannah Janoowalla
Jennifer Murphy
Michelle Yeung
Evan Sheppard
Nikita Ganatra
Jeffrey Williams
Lindsay Elbaum
Pavel Shapiro
Valerie Louissaint
Kumaol Mengesha
Diane Lupovici
Aman Shah

Class of 2015

Angela Condo
Bekah Gensure
Hannah Xu
Karen jeng
John Wilgucki
Christiaan de Vries
Lessley Chiriboga
Ashley Silakosi
Danielle Velez
Sandeep Tummala
Katie Weindler
Lisa Gabor
Jessica LaRosa
Shoshana Zitter
Guensley Delva
Danielle Velez
Mark Linsenmeyer
Adjoa Boateng
Myroslav Figura
Andrew Orr
Angela Chen
Breton Roussel
Sophia Sequeira
Henry Feng
Saurabh Sinha
Alex Shippey
Joanne Dekis
Anthony Wong
Uma Damle
Stephanie Peters
Kelly Crowley
Elizabeth Wei
Justin Cirone
Andrea Poon
Elizabeth Shteyn
Daniela Gomez
Joesph Ho
Julianne Kowlaski
Michael Serzan
Sarah Komline
Vidya Puthenpura
Alveena Dawood
Magda Kowalczykowski
Rachit Vakil
Nick Brownstone
Lesley Portugal
Nicholas Brownstone

Class of 2016

Okechukwu Anouchie
Kristin Bonello
Caroline Na
Timothy Satty
Tomo Hongo
Ramya Krishnan
Sally Vitez
Adam Khan
Louis Chai
Elliot Sultanik
Tara Iyer
Soha Shah
Joshua Heifer
JoAnn Mathew
Lidsay Volk
Kimberly Koury
Aisha Hasan
Carolyn Ochoa
Daniel Sharp
Julie Szymaniak
Karan Chhabra
Edith Reshef
Melissa Villars
Titiana Gentile
Shriya Venkatesh
Leya Schwartz
Sakina Attaar
Suzanne Elshafey
Steven Mennona
Tom Golden
Christine Nieves
Eleni Stavrou
Katherine Fu
Rupal Parikh
Mike Nalepa
Somair Malik
Katherine Manuelli
Gloria Gerber
Maressa Criscito
Hyon Kim
Daniel Wong
Kelli Seaman
Sharanya Mohanty
Shreya Amin

Class of 2017

Kerly Guerrero
Ashley Ulker
Andrew Butler
Joseph Choi
Hannah Simon
Azad Hirpara
Sanjay Juman
Thomas O'Brein
Monica Agarwai
Arjun Patel
Johnathan Stoll
Aixa Navia
Peter Dellatore
Liya Stolyar
Chris Koprowski
Jaclyn Portelli
Keya Thakkar
Angela Rugino
Andrew Tieniber
Gabriela Magdaleno
Kimberly Lynch
Neilen Benvegnu
Aliya Jafri
Jaya Kanduri
Alexandra Tabakin
Jessica Ace
Tara Henn
Samuel Mootoo
Alex Pronko
Helen Mac
Christine Tolia
Ronald Luraschi
Sinthu Ranjan
Matt Cichocki
Michael Weintraub
Lauren Battaglia
Anousheh Shafa
Stephanie Chung
Priya Jaisinghani
Zeynep Uzumcu

MD/PhD

Christiaan de Vries
Steph Oh
Sana Ahmad
Christopher Massa
Adriana Martin
David Silbergeld
Jeremy Tang
Heather McGowan