Assessing & Tracking Care at Student-Run Free Clinics

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Introduction

Students at Tulane School of Medicine operate 22 clinics serving underserved populations throughout the greater New Orleans community. Despite the wide-reaching and constantly growing nature of these efforts, there’s currently no method of tracking and assessing these clinics’ patients and services. This study’s purpose define the needs of the community served and inform the tailoring of clinical services and resource allocation to better address health disparities. This knowledge will assist in adapting the Tulane student-run clinics and other New Orleans based community health efforts to better service these patients’ needs.

Hypothesis

Surveys will be completed by the care team following each patient’s appointment as part of the standard of care. The survey’s questions can be broken into three content areas.

1. Demographics and comorbidities to build a model of the patient population the clinics serve.

2. Chief complaint and clinic services to describe the medical problems patients face and the in-house services utilized.

3. Assessment and plan to assess the information, prescriptions, and referrals that patients are provided for use once they leave clinic.

The Clinics

• Tulane University School of Medicine runs ___ number of clinics in the city of New Orleans. Different clinics serve different purposes: TB vaccines, flu shots, blood pressure. The clinics are usually active once or twice a week for a period of approximately four hours.

• The structure of a preceptoried clinic involves a first or second year student, a third or fourth year student, and a physician. A first or second year student will be the first to take a patient’s history. This student will then present to a third or

• That some clinics offer only TB or only HIV

• Referrals are often given from our student-run clinics to free clinics ___ in the city, including Healthcare for the Homeless, _____.

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Patient Population

The patient population served by the TUSOM clinics is predominantly homeless or underserved. This presents many obstacles to providing a proper standard of care. Patients often do not have a primary care provider.

The Survey (an excerpt)

We expect results to provide a quantitative models of the patient populations, clinic services and treatment plans at each clinic. Data analyses will include the types of services requested, the number of referrals needed, and rate at which patients attend their scheduled follow ups.

Future Goals

The student-run clinics are always looking for ways to improve their offerings to the community. This analysis, in addition to improving the effectiveness of current resources, may be useful for obtaining future grants with the goal of addition resources and facilities to the existing infrastructure.

- Point of care testing (e.g HBA1c, CMP)
- HER Hardware or Software
- Onsite Pharmacies
- Patient Navigators
- Patient Transportation
- Improved physician recruitment

These goals

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