**Introduction & Background**

Since their beginning, student-run clinics at Tulane University School of Medicine (TUSOM) have operated with the goal to provide basic health care services to some of the most underserved communities in New Orleans. One service with a large, consistent demand is affordable screening for Mycobacterium tuberculosis (TB) infection by the PPD skin test, which has been mandated by the CDC and the New Orleans Health Department as a best practice operation for all residents of homeless shelters and live-in substance abuse rehabilitation centers. Salvation Army and New Orleans Mission (NOM) are standalone, outpatient TB clinics where tests are placed and read by TUSOM student volunteers. Salvation Army began operation in January of 2018 with an in-place reminder card program, aimed to increase patient return for PPD readings. NOM has operated without a reminder card program in place until a recent decision to implement one in October 2018. Patients often express how they do not want to forget about their reading appointment, and the reminder cards aim to solve that.

**Aim**

Improve patient follow-up rates at TUSOM Student Run Tuberculosis Testing Clinics as well as increase follow-up rates at New Orleans Mission Clinic with implementation of reminder card program.

**Methods**

**Clinic Period**

Patient Data collection from January 2018 to October 2018 at both Salvation Army and NOM TB clinics.

**REDCap Collections**

Study data were collected and managed using REDCap electronic data capture tools hosted at TUSOM. REDCap (Research Electronic Data Capture) is a secure, web-based application designed to support data capture for research studies, providing 1) an intuitive interface for validated data entry; 2) audit trails for tracking data manipulation and export procedures; 3) automated export procedures for seamless data downloads to common statistical packages; and 4) procedures for importing data from external sources.

**Data Collection**

Medical student investigators analyzed the data for follow-up rates at all TUSOM Tuberculosis Testing Clinics.

**Review**

Medical student investigators reviewed the data, formed preliminary conclusions, and plan to follow up in six months post NOM reminder card implementation.

**Multidisciplinary Team**

- Attending Physicians
- Medical Students
- Patients
- Salvation Army Workers
- New Orleans Mission Staff
- Salvation Army Volunteers
- Medical Students
- Attending Physicians

**Results**

From January 1, 2018 to October 1, 2018 the follow-up rates for PPD reading at Salvation Army and New Orleans Mission were 72.16% and 76.40% respectively. The average follow-up rate for all TUSOM Tuberculosis Testing Clinics is 83.66%. However, majority of these clinics require patients to live at the shelter for six months, which overestimates the average follow-up rate.

**Lesson Learned and Moving Forward**

- Salvation Army and NOM Clinics have similar follow-up rates even though NOM has yet to implement the program.
- We will review the follow-up rates at NOM during the first six months of the reminder card program, anticipating rates will increase.
- We recommend that all TUSOM Tuberculosis Testing Clinics implement the reminder card program if they do not have a live in requirement.
- We recommend fellow clinic leaders to be more accurate while using the REDCap system to ensure consistency in data collection.
- Clinic Leaders look forward to using REDCap in the future to improve the quality of care at Tulane Student Run Clinics.

**References**