

Promise Clinic Annual Report

2012



Who Are We?

Mission Statement

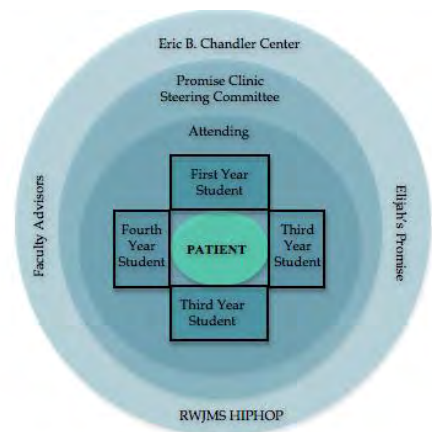
Promise Clinic is a community of medical students, volunteer physicians, and community partners dedicated to providing patient-centered, quality primary care services; as well educating and empowering the clients of Elijah's Promise Soup Kitchen and the uninsured citizens of New Brunswick, NJ to live 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 a per week, providing acute primary care as well as health maintenance, medication assistance, and laboratory work to the uninsured of New Brunswick.

Our Model

Student doctors make a four-year commitment at our clinic. It is the responsibility of the teams to be the primary care physicians of 2-3 assigned patients. The team is responsible for all aspects of their patient's care, including laboratory work, patient navigation, and specialty care referrals.



Our Community Partners...



- Elijah's Promise
- Robert Wood Johnson Family Medicine Residency Program
- Robert Wood Johnson Psychiatric Residency Program
- Robert Wood Johnson University Hospital Lab
- Ultracare Pharmacy

Services We Provide Our Patients

- Chronic care management
- Screening and preventative services
- Patient navigation
- Basic laboratory work
- Prescription assistance
- Specialty care referral
- And other primary care services

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 the 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 the own prescription pads for Promise Clinic— volunteer faculty no longer need to use their private prescription pads.
- Reestablished lab services— we got agreement with RWJUH, starts 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, assist preceptors and student teams with Prescription Assistance Program application for medications not listed on \$4 medication list.
- Developed a Standard Patient Visit Protocol, outlining the maximum allotted time per step of the appointment process based on quality improvement data.
- Continued expanding the list of subspecialties services. We will continue exploring the availability of colonoscopy.
- 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!



PROMISE CLINIC LEADERSHIP

STUDENT DIRECTORS

Pheobe Askie
Eddie Iglesias
Margaret Rush
Prapti Shingala

OPERATIONS

Veronica Demtchouk
Nitesh Patel
Paawan Punjabi
Stephanie Oh
Usha Rao
Rachit Vakil

EDUCATION

Laura Parente
Eloise Salmon
Bryan Botti
Afua Takyi

FINANCE

Jeff Williams
James Yoon
Sana Ahmad
Andrew Orr

SPECIALTY CARE

Stephanie Peters
Katherine Chen
Wajdi Kanj
Aman Shah

Rachel Rosenblum

LABORATORY

Chris Caravanos
Bekah Gensure
Nazia Khan
Mariana Vigiola
Angel Lee
Derek Rudge
Jenna Presto

PATIENT

RECRUITMENT

Sophia Sequeira
Michael Serzan
Andrew Chiromeras
Chris Jakubowski
Luming Li
Elizabeth Shteyn
Caroline Na

PHARMACY

Mark Huang
Sanaa Somalya
Robert Carroll
Vanessa Mewani
Bahareh Shanehsaz
Katherine Fu

PHONE COORDINATOR

Hannah Janoowalla

Pallabi Guha
Sana Ahmad

PUBLIC HEALTH

Helaina Klein
David Silbergeld
Lisa Gabor
Tina Goodwin
Andrea Poon
Suzanne Elshafey

QUALITY

IMPROVEMENT

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

FIRST YEAR

REPRESENTATIVES

Sakina Attaar
Kristin Bonello
Gloria Gerber
Ramya Krishnan

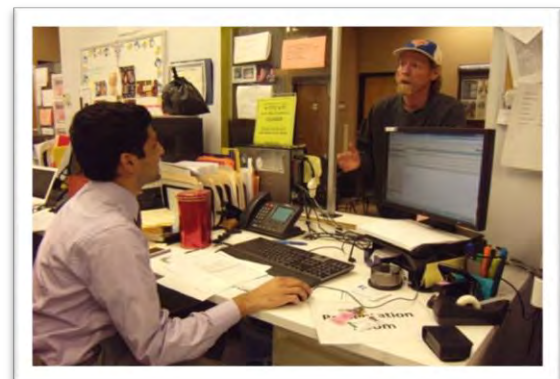
INTERPRETER

German Bayas



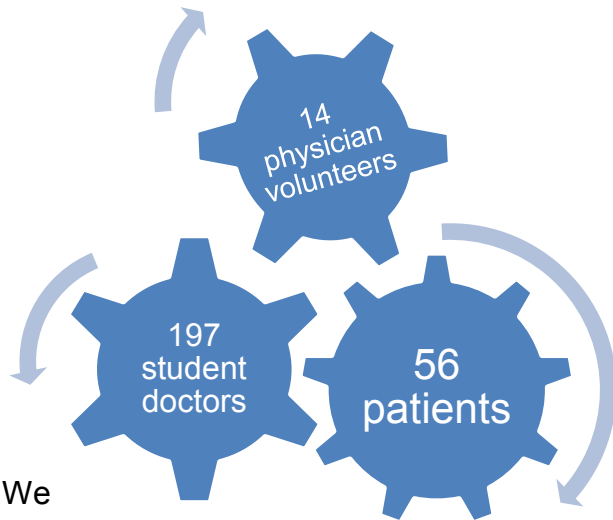
**ROBERT WOOD JOHNSON
MEDICAL SCHOOL**

University of Medicine & Dentistry of New Jersey



OUR PHYSICIANS

Although the mission of the Promise Clinic is straightforward in its goal to serve the New Brunswick population, there is much work that goes into making this goal achievable.



We are thankful to our physician volunteers who volunteer their time at clinic to serve those in their community.

Dr. Amay Parikh
Dr. Barbara Jo McGarry
Dr. David Swee
Dr. Eric Jahn
Dr. Euton Laing
Dr. Frances Wu
Dr. Iris Udasin
Dr. Joyce Afran
Dr. Karen Lin
Dr. Lisa Primiani
Dr. Serena Wong
Dr. Steven Levin
Dr. Sujani Surakanti

If you would like to volunteer your time as a physician with Promise Clinic, please contact Kristin Bonello (operations) at bonellkr@umdnj.edu

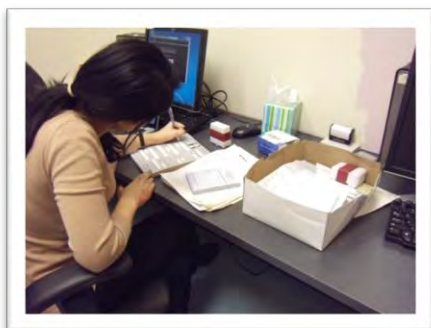
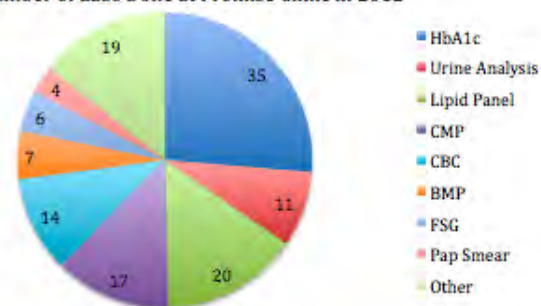


PROMISE CLINIC COMMITTEES

Lab

The Promise Clinic Laboratory committee oversees weekly clinical laboratory care for our patient population including point-of-care (in-house) testing, cancer screening, and specimen collection for blood testing through our affiliation with RWJ University Hospital Laboratory Outreach Services.

Number of Labs Done at Promise Clinic in 2012



Pharmacy

The Promise Clinic Pharmacy serves as a liaison between Promise Clinic student teams and UltraCare Pharmacy in New Brunswick, NJ. The pharmacy committee processes medication vouchers for patients and assists teams with application to patient assistance programs in cases, where a voucher cannot be supplied because of the expense of the medication.

Specialty Care

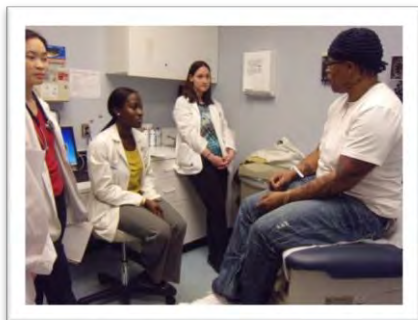
The purpose of the Specialty Care Committee is to assist teams in obtaining specialist appointments for their patients, help patients to procure charity care coverage, and coordinate in house psychiatric consultations.

Number of Specialty Care Referrals in 2012



Finance

The primary responsibility of the Promise Finance Committee is to track and manage the Promise Clinic expenses. The committee also researches and applies for grants to obtain additional Promise Clinic funding.



Patient Recruitment

The Patient Recruitment committee has been working on the front lines at biweekly blood pressure screenings for clients at Elijah's Promise soup kitchen. Through these screenings, the committee offers clients the opportunity to become Promise Clinic patients. This year the committee has integrated first year student doctors into these screenings to provide better outreach to potential patients as well as contextualize the care model of Promise Clinic.

Phone Coordinator Committee

Phone coordinators are responsible for contacting patients every week about their appointments and coordinating care outside of clinic. They are at clinic every week with the Promise Clinic phone so that teams can contact their patients.

Education

The Education Committee is in charge of maintaining Promise Clinic electives and Patient Centered Medicine course attendance records. 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

Through both patient and student doctor education, the Public Health Committee aims to optimize the wellness of the Promise Clinic patient population, promote the practice of preventive medicine by student doctors, and ensure that the clinic has a positive health impact on the community.

Quality Improvement

In order to adequately address the needs of the clinic patient population, the Quality Improvement team aims to optimize patient management and standardize procedures. The committee works to identify and target areas where patient safety is at the greatest risk and improve the efficiency and productivity of Promise Clinic.

COMMITTEE PROJECT SPOTLIGHT

Addressing Hypertension

This year, the public health committee started a Hypertension Action Plan at the

clinic with the help of the Quality Improvement team. This innovative helps student doctors create a patient-centered plan at each visit using motivational interviewing techniques. The

"Hypertension" Action Plan

Guide to Staying Healthy with High Blood Pressure



goal is to increase medication compliance, support lifestyle modifications, lower blood pressures, and improve the health of patients with hypertension or other chronic diseases.

Improving Patient Experience

After analyzing the length of visits for the past two years, the Quality Improvement Committee has developed "The ABC's of the Standard Patient Visit." This streamlined process seeks to enable every student doctor and patient to leave in a timely manner while allocating ample time for teaching and attending to non-standard/new patients.

Standard Patient Visit (ABC's)

- A**ssess the Patient
- 10 minutes to find a room/ vital introduction - M1 conduct/ M2 supervise
 - 15 minutes HPI/ ROS (+5 minutes for new complaints) - M2 conduct/ M3 supervise
 - 10 minutes Physical Exam with pertinent teaching - M1 & M2 conduct/ M3 & M4 supervise (intervene by the last 2 minutes to ensure timely wrap-up)
 - Total Time: 35 minutes**
- B**ring to Presentation
- Immediately sign up on the presentation board in the front following PE. While waiting, write the note and continue teaching. Present to the Attending whether or not the note is finished. Go back to the Attending for signature once the note is finished.
 - 5 minutes to present to the Attending
 - 5-10 minutes for the Attending to check-in with the patient
 - Total Time: 10-15 minutes with attending.**
- C**lose the Visit
- 10 minutes to finish paperwork - M3 & M4 write note and script/ M1 & M2 review checklist, counsel, and all other sheets
 - 5 minutes to counsel the patient
 - 5 minutes to review note with M2/ find the Attending for signature
 - 5 minute post-teaching/ wrap-up with team
 - Total Time: 25 minutes**

Patient Clinic Time (A+C): 60 minutes + wait for Attending

Maximum Team Time (A+B+C): 75 minutes + wait for Attending

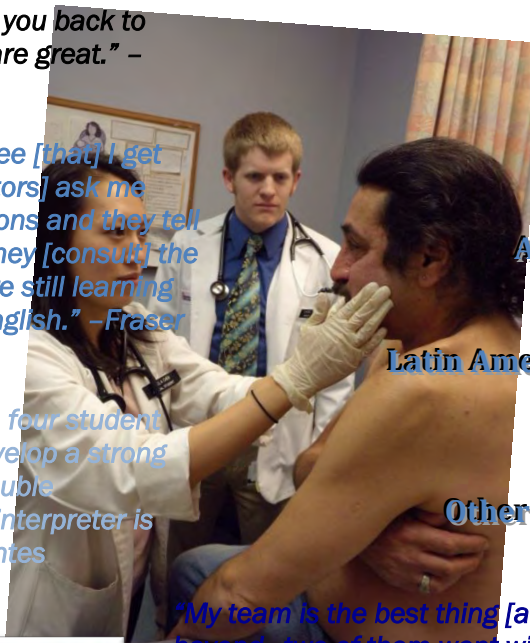
VOICES FROM OUR ORGANIZATION

Our Patients

"They help you out, they get you back to health. All the doctors here are great." - Lawrence Hall

"I like that it is free, I really see [that] I get good care. [The student doctors] ask me questions, I ask them questions and they tell me when they don't know. They [consult] the attending with things they are still learning and they tell me in simple English." - Fraser Van Schaach

"I like the attention I get with four student doctors treating me....we develop a strong connection. I do not have trouble understanding because the interpreter is always helping." -Luz Cervantes



Who Are Our Patients?

Male: 65%

Female: 35%

Average age: 47

White: 32.5%

African American: 35.5%

Asian: 3.2%

Other: 29%

Latin American/ Hispanic: 38.7%

Employed: 60%

Homeowners: 7%

Renting: 59%

Other Housing Situation: 34%

"My team is the best thing [about Promise Clinic]. They go beyond—two of them went with me to get Charity Care. They have so much patience with me, find out things to help me get better and are very professional. When they graduate, I miss them a lot. I hope they come back to clinic again!"

-Marisol Garcia



Our Student Doctors

Promise Clinic is also thankful to our student doctors, who make our patient care possible. We hope to provide them with a learning experience that will help them in their future careers as physicians. In **2012**, we had **197** student doctor volunteer on **45** teams.

"[Promise Clinic] provides a scenario where the quality of patient care comes from the quality of dialogue fostered among the team members and the patient."

- Rajiv Arapurakal, MSIV

"Promise Clinic serves as a link to the healthcare system for people who not only do not have insurance, but also may not understand the system and how they can access care. The fact that we see patients continuously, can set up specialty care if we need, and can accompany our patients to appointments is an invaluable service to the community" - Tina Goodwin, MSIII

OUR STUDENT DOCTORS

Class of 2016

Shreya Amin
Akanksha Arya
Sakina Attaar
Joshua Belfer
Kristin Bonello
Louis Chai
Karan Chhabra
Maressa Criscito
Suzanne Elshafey
Katherine Fu
Tatiana Gentile
Gloria Gerber
Thomas Golden
Aisha Hasan
Tomo Hongo
Tara Iyer
Adam Khan
Hyon Kim
Kimberly Koury
David Macknet
Somair Malik
Katherine Manuelli
JoAnn Matthew
Steven Mennona
Sharanya Mohanty
Caroline Na
Michael Nalepa
Christine Nieves
Carolyn Ochoa
Rupal Parikh
Edith Reshef
Timothy Satty
Leya Schwartz
Kelli Ann Seaman
Soha Shah
Daniel Sharp
Eleni Stavrou
Elliot Sultanik
Julie Szymaniak
Shriya Venkatesh
Sally Vitez
Melissa Villars
Lindsay Volk
Daniel Wong

Class of 2015

Sana Ahmad
Okey Anochie
Adjoa Boateng
Nick Brownstone
Angela Chen
Lessley Chiriboga
Justin Cirone
Kelly Crowley
Uma Damle
Alveena Dawood
Joanne Dekis
Guensley Delva
Henry Feng
Myroslav Figura
Lisa Gabor
Daniela Gomez
Joesph Ho
Karen Jeng
Sarah Komline
Magda Kowalczykowski
Julianne Kowlaski
Jessica LaRosa
Mark Linsenmeyer
Stephanie Oh
Andrew Orr
Stephanie Peters
Andrea Poon
Vidya Puthenpura
Breton Roussel
Sophia Sequeira
Michael Serzan
Eugene Shippey
Elizabeth Shteyn
Ashley Silakowski
Saurabh Sinha
Jeremy Tang
Nick Tarangelo
Sandeep Tummala
Rachit Vakil
Danielle Velez
Elizabeth Wei
Katie Weindler
John Wilgucki
Hannah Xu
Shoshana Zitter

Class of 2014

Alina Bayer
Ruth Burley
Daniel Chung
Michael Connolly
Timothy Dempsey
Veronica Demtchouk
Anushree Doshi
Lindsay Elbaum
Robin Friedman
Tina Goodwin
Elizabeth Grand
Priyanka Gumaste
Mark Huang
Hannah Janoowalla
Nate Jones
Walter Joseph
Sana Kathawala
Helaina Klein
Jason Lee
Luming Li
Danielle Martinez
Heather McGowan
Newton Mei
Kumaol Mengesha
Jennifer Murphy
Praveen Murthy
Marissa Nadeau
Laura Parente
Anand Patel
Nitesh Patel
Lesley Portugal
Paawan Punjabi
Ken Rapp
Jennifer Reese
Mansi Shah
Aman Shah
Rory Shallis
Pavel Shapiro
Harmandeep Singh
Ian Solsky
Sanaa Somalya
Syedda Sumra Ahmed
Tarika Thareja
Brian Wexler
Michelle Yeung

Class of 2013

Rajiv Arapurakal
Pheobe Askie
Danielle Blake
Rob Carroll
Alisa Chen
Katherine Chen
Andrew Chiromeras
Michelle Cornacchia
Aileen Deng
Kristen Donohue
Gabriel Estremera
Danielle Greenman
Hilary Grosso
Anmol Gupta
Erin Hanft
Jane Hur
Nazia Khan
Dennis Kumral
Marisa Lau
Boning Li
Matt Linger
Valerie Louissaint
Diane Lupovici
Katie Madurski
Adriana Martin
Chris Massa
Rohan Mathur
Patrick McGovern
Ria Nair
Jacob Nettleton
Emily Newport
Douglas Nowacki
Tara O'Donohue
Deborah Park
Brittany Parlow
Ankit Patel
Kristina Quiroigico
Christiaan DeVries
Hussein Rahim
Saad Rasheed
Jenna Rossoff
Margaret Rush
Eloise Salmon
Steven Sanfilippo
Safa Shaikh
Evan Shepphard
Prapti Shingala
David Silbergeld
Mazell Tetrushvily
Shuwei Wang

“Promise Clinic pays an important role for those individuals who are uninsured and fall through the cracks of the federally qualified health centers like Chandler. We may not be able to take care of the most complicated patients, but we fill a void for basic primary care to those needing it.” - MSIV

PROMISE CLINIC EXPENDITURES

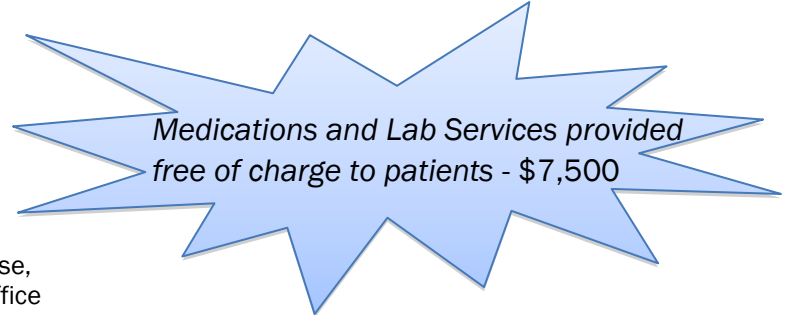
Clinic Operations*	\$15,800
Medications and Health Supplies	\$6,000
Translation/Interpreters Services	\$6,000
Educational Services**	\$2,000
Office/Medical Equipment	\$1,500
Office Supplies	\$1,000
Food	\$1,000
Lab Supplies	\$1,500
Total	\$34,800

*Clinic Operations includes cost of having a nurse to supervise, security, cell phone, and wireless card. The RWJMS Dean's Office provides for most of the clinic's operating expenses as well as additional funding when requested.

**Educational Services covers student recruitment, interest meeting, orientation, health workshops and lectures, informational and promotional material.

PROMISE CLINIC FUNDS

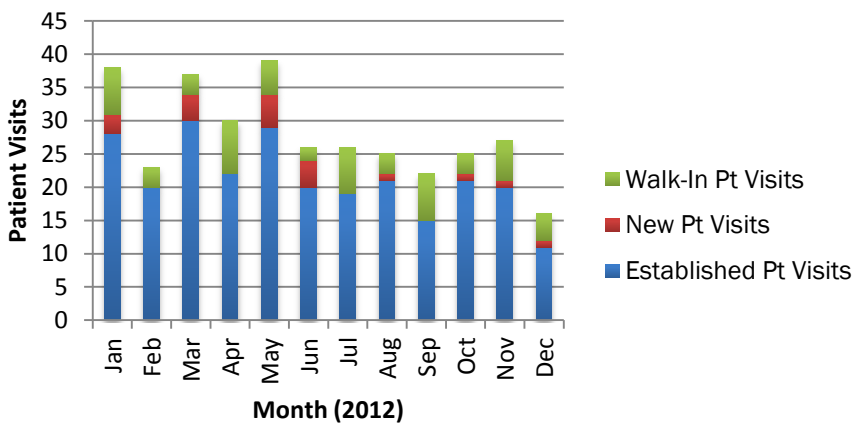
Funds Raised in HIPHOP 5k Run	\$3,000
New Discretionary Account	\$710
Old Discretionary Account	\$240



To donate, please contact
susan.giordano@umdnj.edu

CLINIC OPERATIONS

Promise Clinic Patient Encounters Jan-Dec 2012

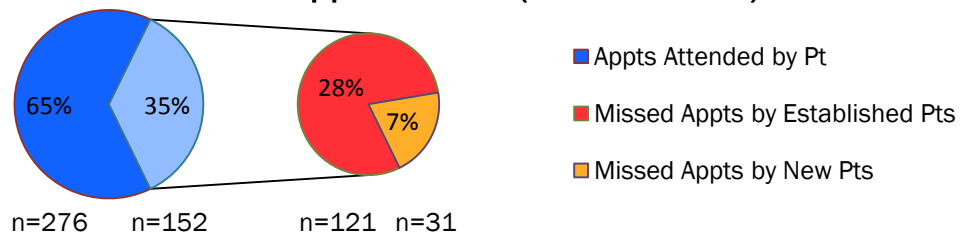


334 Total Patient Appointments

20 New Patient Appointments

58 Patients Seen at Walk-In Appointments

Breakdown Patient Appointments (Jan-Dec 2012)



PROMISE CLINIC BY THE NUMBERS

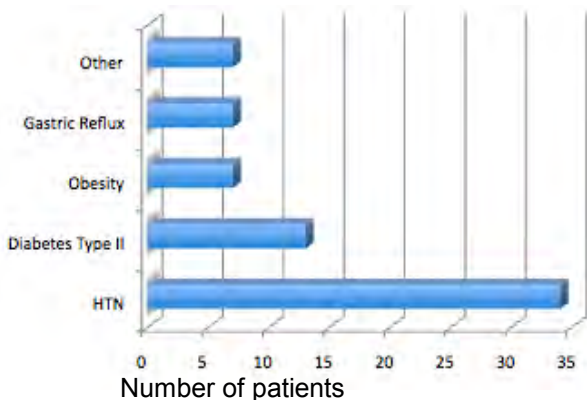
In 2012, we had **56** active patients.

In 2012, we also had **428** scheduled visits.

Of these visits, **11%** were with new patients

15% of these visits required the presence of a Spanish translator

In our patient population, a majority of our patients experience several chronic disease conditions.



A majority of our patients experience several chronic conditions, such as hypertension and diabetes. To the left is the breakdown of the number of patients that present with these chronic conditions.

Our **lab** has serviced **90 patient encounters**

from January – May 2012

We spend on average **\$240.55** on labs per month

The cost per visit for medications is **\$6.31**

And our physician volunteers have written **343** prescriptions

from July – December 2012

Our **specialty care committee** has serviced **32 patients** in 2012