Interprofessional Approaches to Patient-Centered Care

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PRESIDENTIAL SCHOLAR

COMMUNITY PROJECT

Health Care Delivery Resource Guide

INTRODUCTION

Purpose of Project
This Presidential Scholars project created a health and wellness resource guide to be used in free clinics and outreach programs in the greater Charleston, SC area. The resource guide will help facilitate the location and coordination of health and other services required by patients.

Community Partner
The Harvest Free Medical Clinic, operated by Dr. Freeman is located near the Navy Shipyard and renders services to patients who are uninsured. Upon meeting with Dr. Freeman, he revealed a great need for a resource guide to use as a reference for referrals when he came across patients who needed services his clinic did not offer. Ultimately, we were able to provide a Health Resource Guide that included topics addressing the needs of patients served by free clinics.

Population
Patients of Charleston Area Free Clinics

Literature Review
While Charleston County does have a useful resource guide for various services available to low-income populations, our resource guide covers many topics non-related to health care. Many cities and counties have created resource guides that specifically provide only health care resources. These guides have proven to be very useful by medical professionals, particularly those professionals serving low-income populations who are incapable of meeting all of the health care needs of their patients.

Clinics and other health care providers serving needy populations of the Lowcountry were in need of a similar resource guide geared specifically to health care services that they could keep on-hand to increase efficiency of the provision of various medical services to such populations. Having a concise and user-friendly resource guide facilitates a more effective inter-professional approach to care centered around each patient's particular needs.

METHODS

Summary of Project
After listening to the needs of our community partner, we compiled a comprehensive resource guide of local free and reduced cost services. A variety of services were included in the guide : financial , health, legal, health insurance, pharmaceutical, and trauma and abuse support. The goal of this resource guide was to provide access to preventative care to the underserved as well as a resource for those that need help from a harmful situation in the Charleston area.
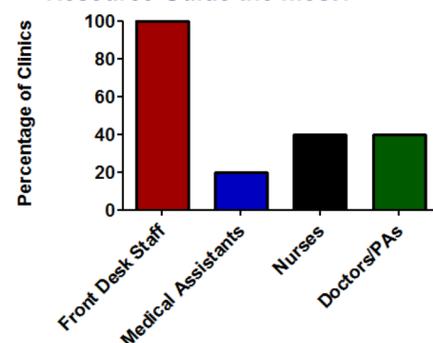
Data Collection
The effectiveness of the resource guide was determined by an online survey conducted through the website surveymonkey.com. The survey was distributed to free clinics in the Charleston area that received a copy of the resource guide. Questions included: who would use the guide the most, preferred format, if the notion of a Spanish version would be beneficial.
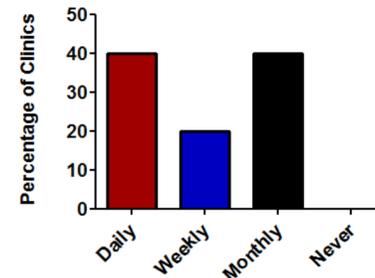
RESULTS

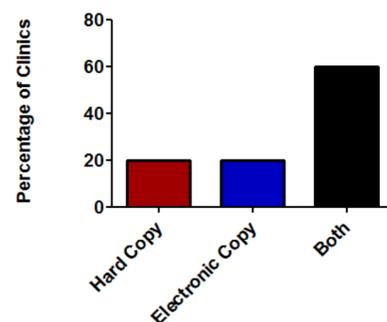Data based upon results from a survey conducted via surveymonkey.com. N=5 Clinics

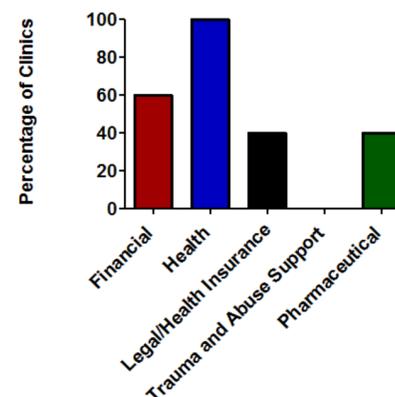1. **Who do you foresee using this Resource Guide the most?**

Percentage of Clinics — Front Desk Staff, Medical Assistants, Nurses, Doctors/PAs

2. **How often will you use this Resource Guide?**

Percentage of Clinics — Daily, Weekly, Monthly, Never

3. **What format of the Resource Guide do you prefer?**


Percentage of Clinics — Hard Copy, Electronic Copy, Both

4. **Which services in this Resource Guide do you anticipate most often using to gather information for referrals?**

Percentage of Clinics — Financial, Health, Legal/Health Insurance, Trauma and Abuse Support, Pharmaceutical

5. **On a scale from 1 to 10, with 10 being extremely useful, how would you rank this Resource Guide?**

Percentage of Clinics — 0 1 2 3 4 5 6 7 8 9 10
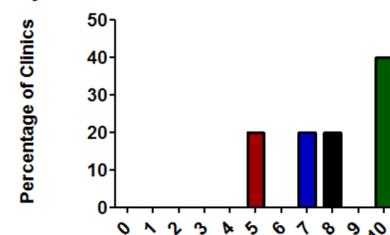
6. **Would a Spanish version of this Resource Guide be useful?**

Percentage of Clinics — Yes, No
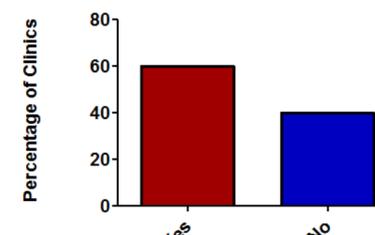
7. **What information, if any, should be added to this Resource Guide?**
"A list of free medical clinics in the Tri County area. Include Shia Clinic and include Rx Outreach in Pharmacy section."

8. **Do you have any further suggestions for improvements?**
"None, an absolute blessing essential for our free clinics to better serve the poor. The Presidential Scholars should be applauded."

Barriers to Addressing Project
One barrier to addressing this project was compiling a complete list of Charleston area resources in an organized, easy to read format. Our team worked to find resources and created a guide that will benefit patients at free clinics in the Charleston area.

DISCUSSION

Recommendations for Change
- Establish contact with clinics earlier in order to ensure their needs are addressed in the resource guide
- Tailor the project more to the theme of group (Interprofessional Approaches to Patient-Centered Care)
- Establish connections with persons specialized in information technology, public relations, and foreign languages to allow for easier formatting, publishing, and organizing of the resource guide

Interprofessional Collaboration
Our team created a community resource guide with information and resources spanning a broad range of health care services and professions including pharmacy, dentistry, medical, physical and occupational therapy, legal services, transportation, housing, and government assistance programs. Because of this, it was vital to the project that we had a team with experience in each of these health care service areas that had knowledge of where uninsured or underserved patients could go to receive free or discounted care. An interprofessional approach allowed us to work together as a healthcare team with different educational backgrounds and knowledge to help understand and create collaborative ideas for how to meet the community's needs. Our topic, Interprofessional Approaches to Patient-Centered Care, also enabled us to focus on each individual team member's profession and contributions, as well as the entire groups' contribution, to create a patient-centered resource guide that would achieve the common goal of improving the health and welfare of the Charleston community.

Lessons Learned
- Focus the project on what the community's needs are, not what the group believes are the needs of the community.
- Interprofessional approaches to healthcare services are beneficial to the patient and/or the organization.
- Raising awareness of available resources to the community is important.

Recommendations for Future Study
- Development of a Spanish version of the resource guide.
- Assess the need for additional information in the guide and add accordingly.
- Addition of a provider map to help patients and providers find local services better.
- For Pharmaceutical Services, organize drug lists by drug name rather than pharmacy

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ACKNOWLEDGEMENTS