

[Replace the following names and titles with those of the actual contributors]

INTRODUCTION

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Healthcare delivery in the United States has historically struggled to meet the demand of health needs in communities across the country. As the number of medical schools, and thus, medical students steadily increases, a unique opportunity exists to leverage student-run clinics to address the excess health burden, particularly in resource-limited regions. Student-run free clinics utilize a dual benefit model, where students are able to provide a direct service to the community served by their institution, while gaining real-time opportunities to hone and refine their clinical skills. To ensure that quality, comprehensive care is provided to patients served by student-run free clinics, it is imperative that these clinics utilize best practice models to parallel their services to traditional free-standing clinics.

The Health Equity for All Lives (H.E.A.L.) Clinic is a full-service, free clinic managed by students at Morehouse School of Medicine. Initially serving patients exclusively at the Good Samaritan Clinic in Atlanta, the H.E.A.L. Clinic has more than doubled its reach since 2011. Services provided by the clinic include preventive/primary care, well-woman screenings, wellness physicals, vaccinations, specialist referrals, STIs testing and health education services. This project was designed to evaluate current operating systems at the clinic and create tools to support recruitment, leadership, patient services, and volunteer development.

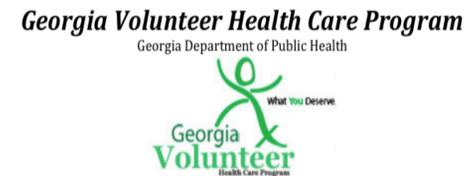
Results

Though still in preliminary implementation, the MSM H.E.A.L. Student-Run clinic utilized the new leadership model for recruitment for the 2017-2018 academic year. The student leadership selected represents every program and class year of students at Morehouse School of Medicine, including Masters, PhD and Medical students. Finally, the leadership team is now supported by a Faculty advisory panel and a comprehensive group of administrative support staff.

The new leadership team has been able to identify specific goals and strategies to accomplish the four priorities identified through the needs assessment. By selecting a larger, more diverse group of student leaders to manage the H.E.A.L. Clinic, each student will be able to focus more deliberately on their designated priority and each identified clinic priority can be addressed without compromising quality of care for patients.

METHODS

- **Needs Assessment**
 - Key Informant Interviews
 - Student Volunteer Survey
 - Physician Volunteer Survey
- **General and Targeted Physician Recruitment/Outreach**
 - MSM School-Wide Town Hall Meeting Presentation
 - Monthly Faculty Meeting – MSM Department of Medicine & Family Medicine
- **Restructured Leadership Model**
- **Restructure Student Leadership Training and Volunteer Orientation**
- **Community Partnership – Georgia Volunteer Health Care Program (GVHCP) through the Georgia Department of Public Health**



Program Overview:

- ❖ Train Eligibility Specialists to screen for patients at or below 200% of the poverty level prior to patient visit, to ensure the clinic is keeping to its mission of serving the underserved and uninsured
- ❖ Registered all volunteer Attending Physicians for Sovereign Immunity Protection
- ❖ Collaborate with other organizations registered through this program to better link patients to resources beyond the clinic

Fig 1. Overview – Georgia Volunteer Health Care Program (GVHCP)

FINDINGS

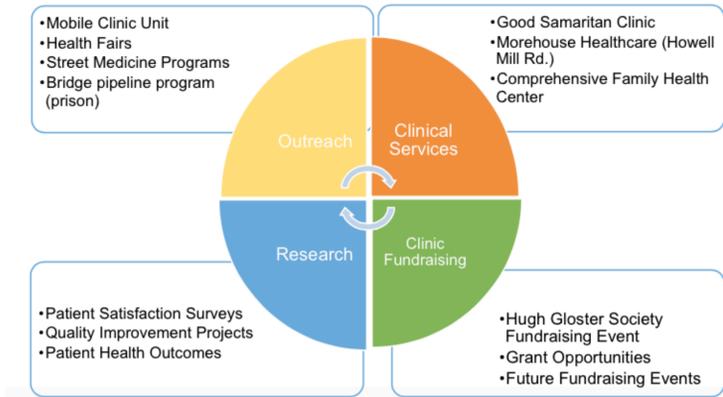


Fig 2. MSM H.E.A.L. Student Run Clinic Programs and Sustainability Priorities

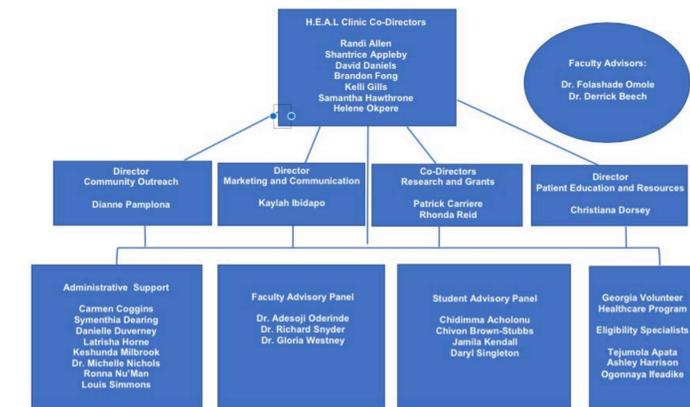


Fig. 3 MSM H.E.A.L. Clinic 2017-2018 Leadership Structure

CONCLUSIONS

- Student-Run Free Clinics have a unique challenge of balancing quality of care and clinic operation with the academic demands and limitations of the students managing the clinic.
- MSM H.E.A.L. Student-Run Clinic is better positioned to deliver quality care to patients, utilizing a multi-disciplinary approach to healthcare delivery. The leadership includes students masters, PhD and medical students at every level of training at the institution and is supported by faculty and staff, and community partners including the Georgia Department of Public Health and the School of Pharmacy and the Philadelphia College of Osteopathic Medicine (Georgia campus).
- Creating an infrastructure to more effectively manage the MSM H.E.A.L. Clinic has provided the foundation to expand the clinic services to a third clinic site in August 2017.
- New sustainability practices will increase student and physician participation with the student-run clinic, by integrating the clinic and its mission into the fabric of the school community.
- Further efforts will still need to be made to align learning objectives and skills training at the clinic with the curriculum of students at Morehouse School of Medicine.