



GE-NMF

Primary Care Leadership Program Assessment & Reflection

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Externship Site: Watts Healthcare Corporation



Overview

- Review of personal objectives
- Discuss Clinical Experience
- Discuss 5 pertinent Administrative Findings from experience
- Discuss Preliminary findings from the Independent Study



Initial Objectives

- To develop a further understanding of how Community Health Clinics are run
- To gain more clinical experience through shadowing and examining patients
- To develop an independent research project that utilized my public health background
- To utilize and fine tune my Spanish speaking skills in a clinical setting



Clinical Experience

“Medicine is not about making a diagnosis, it’s about caring, it’s about trying to heal, through that, you will get your diagnosis, I’ve had patients tell me that their physician never touched them or their child in a visit; that is simply not acceptable, the art of the physical exam and healing is sadly a lost art in medicine; you have to care.”

*–Dr. Walter Brooks, Associate Medical Director &
Chief of Pediatrics*



Clinical Experience Cont'd

- Completed approximately 80 clinical hours
- Conducted Initial Health Assessments, assisted with physical exams
- Conducted physical exams in Spanish



Administrative Experience

- 80 completed hours of the Administrative experience: attended board meetings, committee meetings, senior staff meetings, project meetings and various other leadership discussions as well as meeting with the CEO, CMO and Director of Administrative Operations



Administrative Experience Cont'd

5 pertinent findings:

- *There are numerous policies and procedures that are implemented for various occasions.*
- *CHCs tend to follow specific models, with slight variations based on their need.*
- *Partial Funding for CHCs come from grants, as a result, active grant search is always necessary*
- *Watts is a major provider of managed health care services in the South Central Los Angeles*

area

- *Watts provides primary, specialty and enabling health services.*



Independent Study: Preliminary Findings

- Administered validated Patient Satisfaction Survey
- 101 patients sampled
- 62% African-American 38% Hispanic
- Anecdotal quote: “ *I like it here, I don’t really have any problems except for the waiting room, I sometimes feel like I am waiting forever.*”



Conclusion

- Completed all personal learning objectives
- Accomplished several outside tasks
- Strongly considering joining the National Health Service Corps as a way to commit to working in a CHC.



Thank You!

- GE-NMF
- Watts Healthcare Corporation Staff
- Mrs. Dana Knoll
- Dr. Charles Vega
- Dr. Walter Brooks
- Mr. Hobson
- Dr. Seamster