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
“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
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