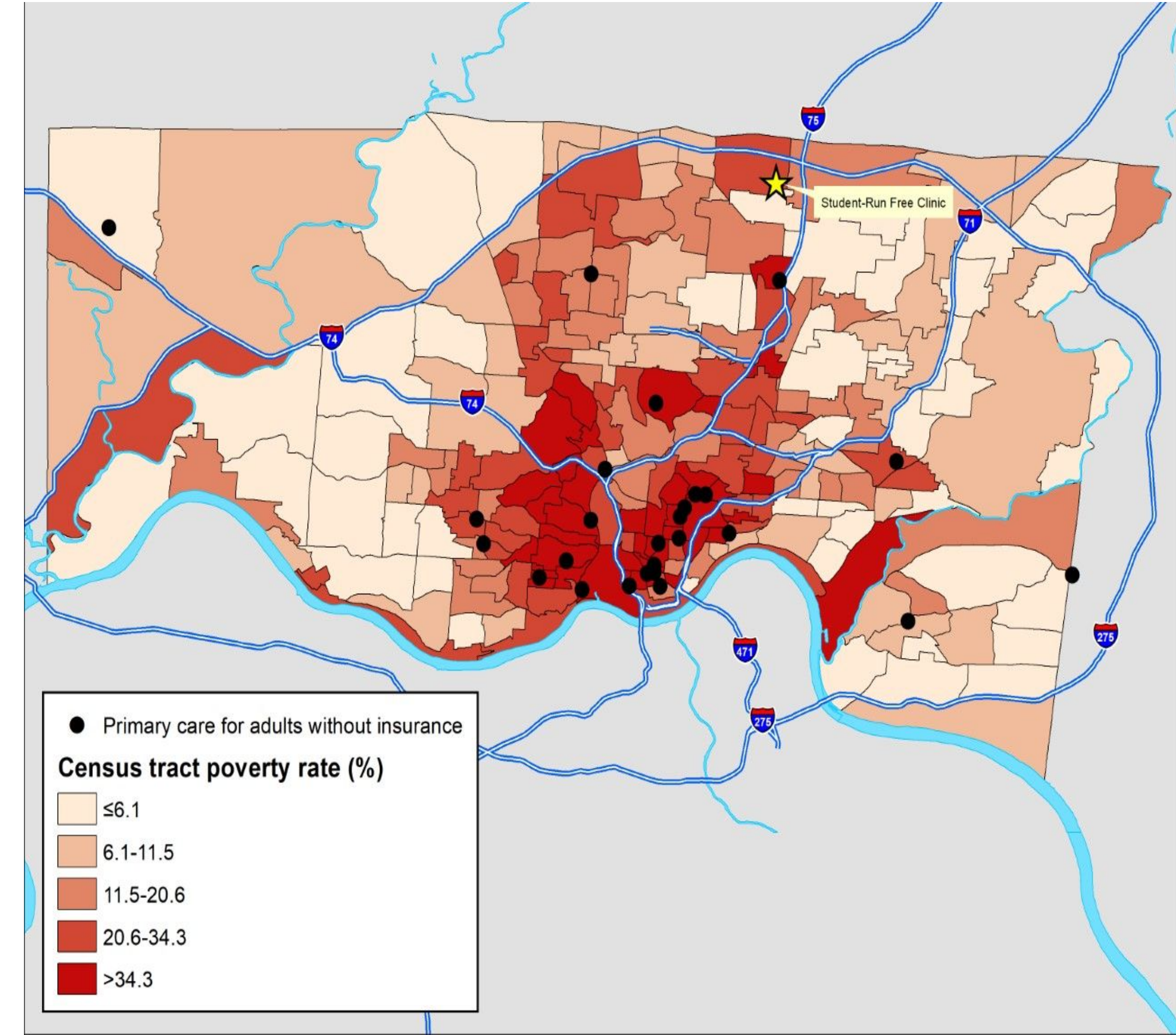


Understanding the 'who' behind our 'why': A characterization of the patient experience at a Cincinnati Student-Run Free Clinic

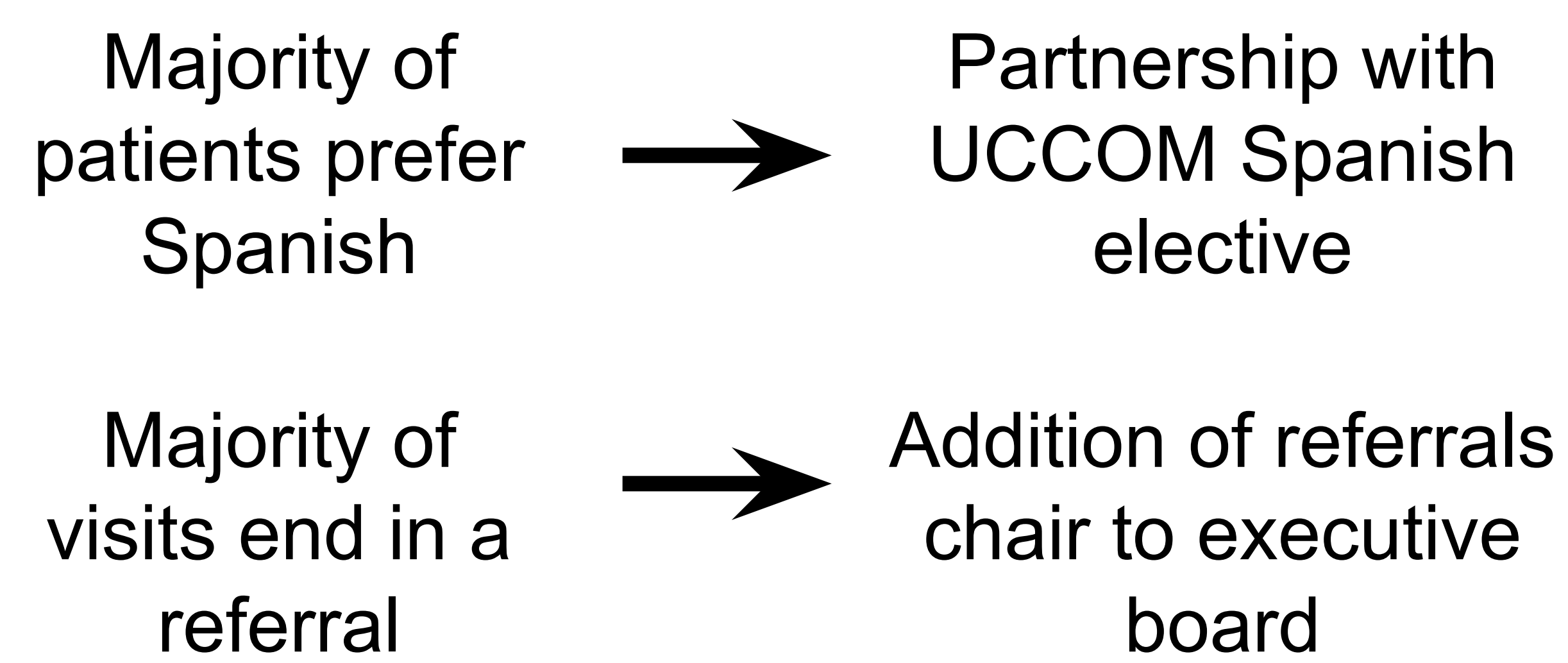
Abigail Groszkiewicz¹, Joseph Walden¹, Samir Siddiqui², Sai Reddy², Thomas O'Neil³, Vanja Tolj³, Megan Rich MD⁴, Joseph Kiesler MD⁴
UC College of Medicine¹, UC Medical Sciences Program², UC Student-Run Free Clinic³, UC Department of Family Medicine⁴

Background



Who is UC-SRFC

- Located in Springdale, OH home to 11,000 residents of which 17% live in poverty and 50% are of racial or ethnic minority
- Community partner is the Healing Center, which offers many resources
- Opened in fall 2019 and closed in spring 2020 for COVID-19
- Have made previous successful adjustments based on data:



Methods

Pre-visit and post-visit surveys were offered to each patient in English or Spanish depending on preferred language

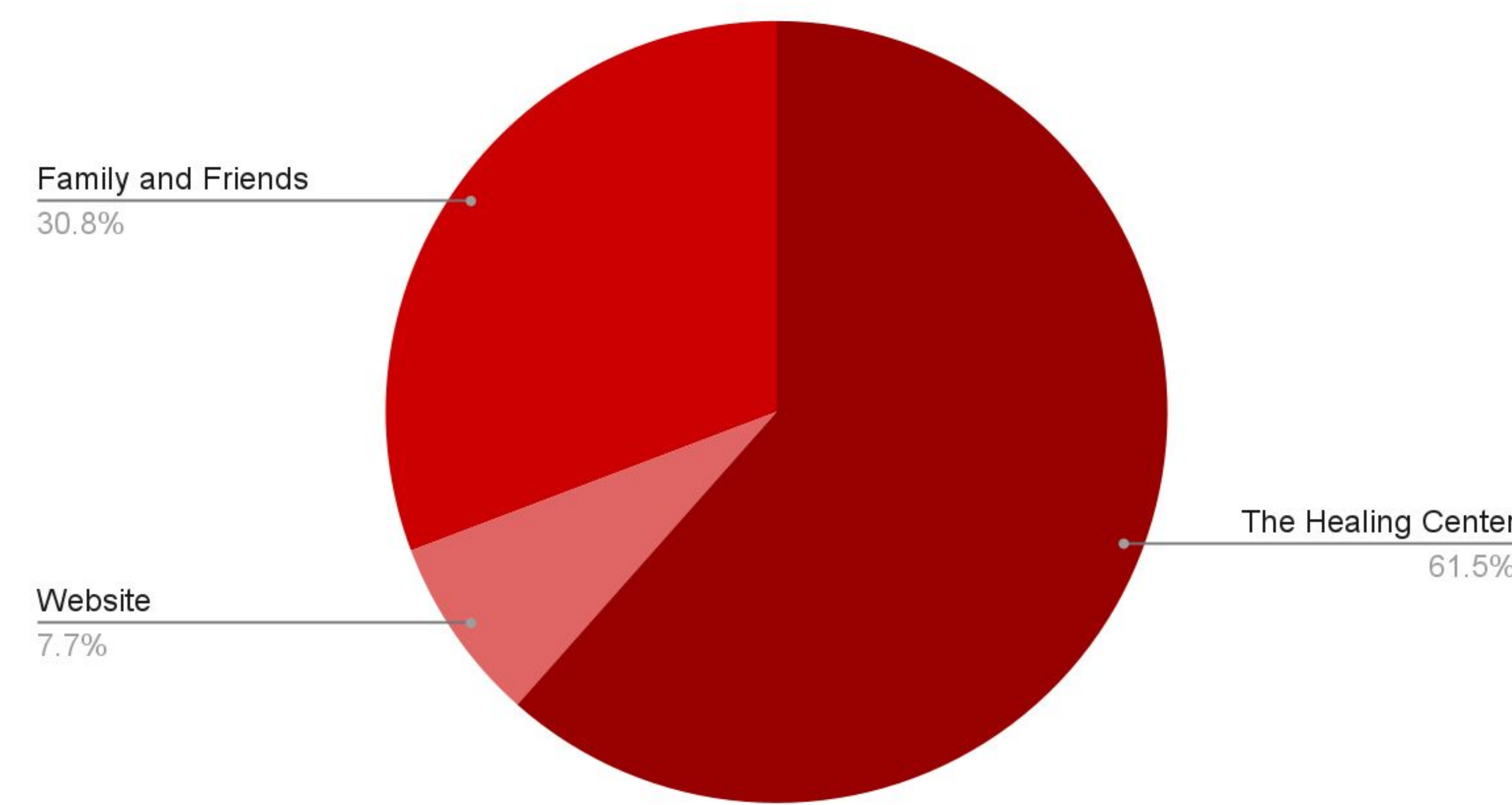
Pre-visit survey focused on themes of Healing Center utilization, other healthcare options, transportation to and from the clinic and basic demographics

Post-visit survey focused on patient experience and understanding of visit

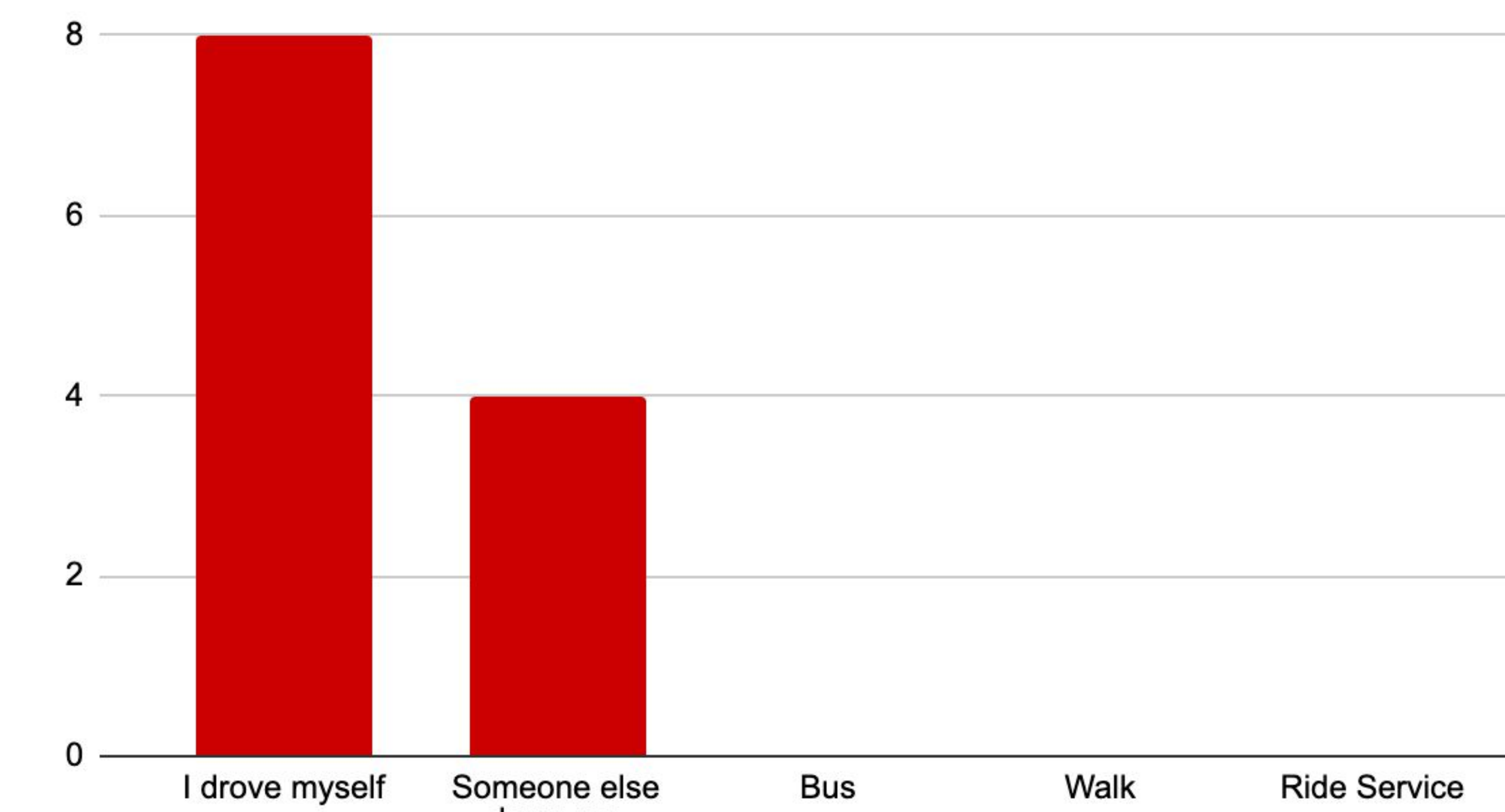
	Strongly Agree	Agree	Disagree	Strongly Disagree
My concerns were addressed during my visit				
I feel the wait time was appropriate				
Please indicate wait time				
I feel the amount of time the medical team spent with me was appropriate				
The medical team that took care of me today was friendly and respectful				
I learned something about my health today				
I understand the diagnoses discussed with me today				
I understand the medications discussed with me today				
I understand the future instructions discussed with me today				
Overall, I would come back to SRFC for care again				

Results

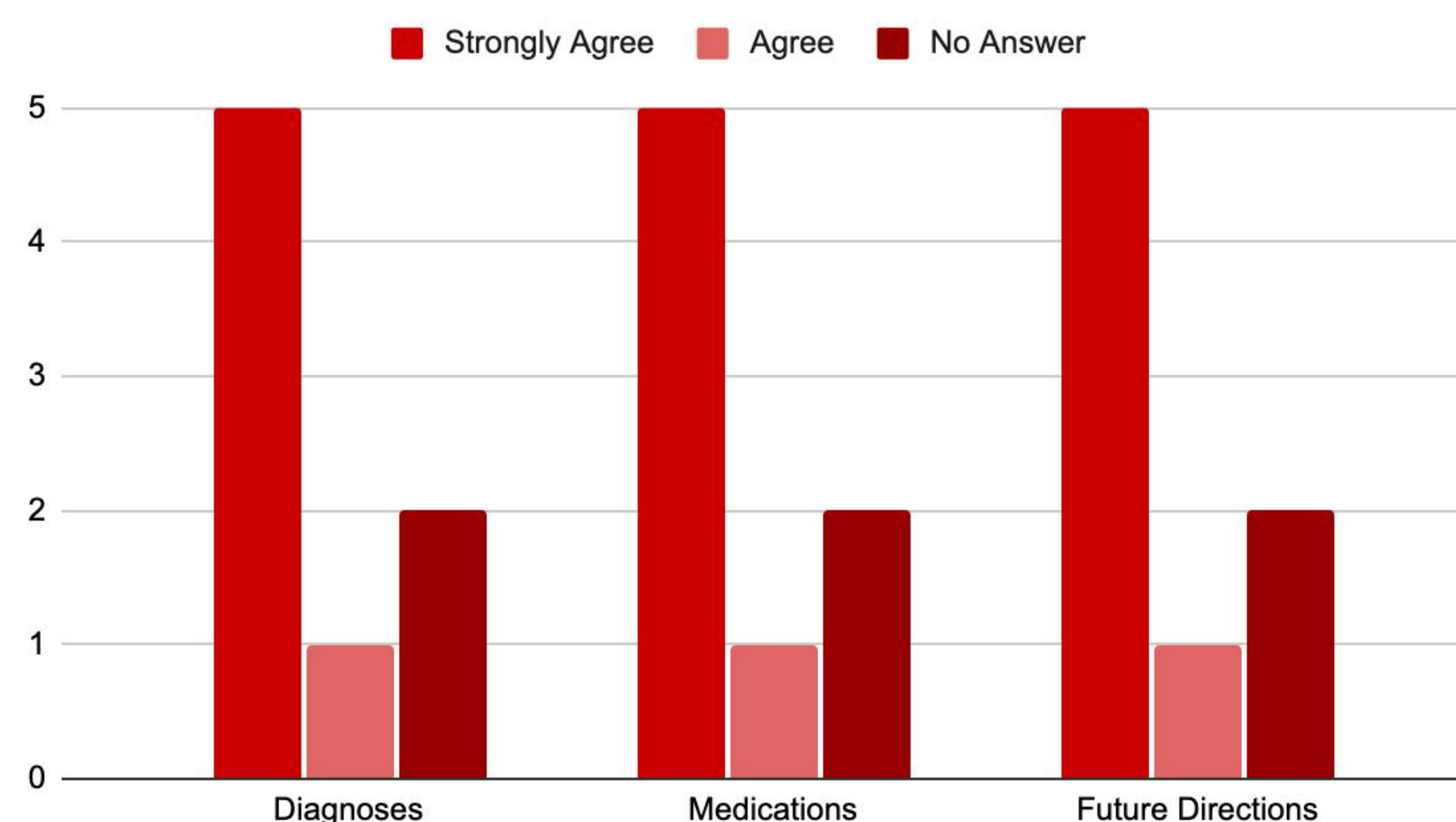
"How did you hear about SRFC?"



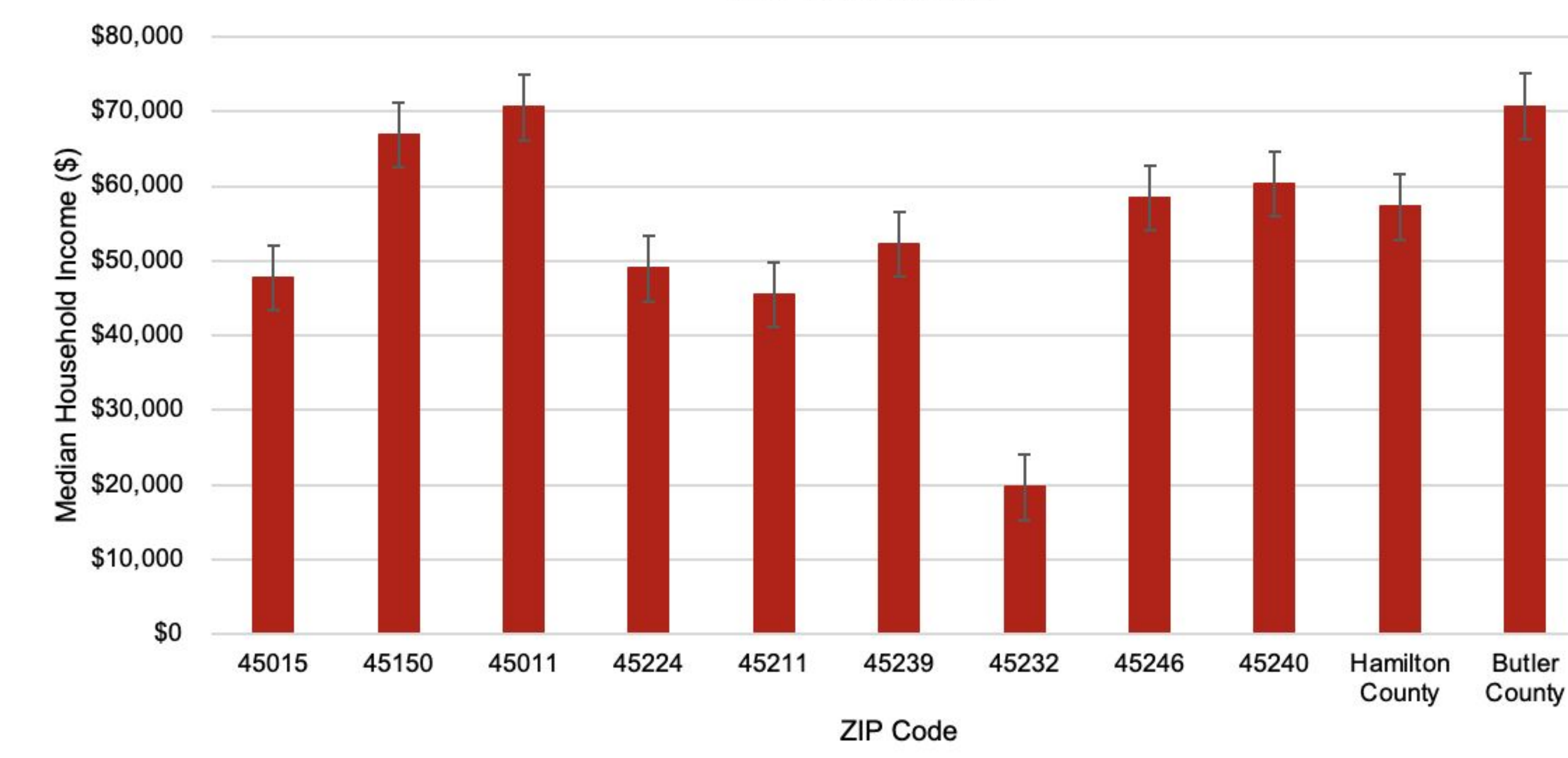
"How did you get to the Healing Center today?"



Understanding of Topics Discussed at Visit



Median Household Incomes of ZIP Codes Represented by SRFC Patients



Conclusions

- Majority of patients are hearing about our services through the Healing Center
- Majority of patients are getting to our site by driving themselves or riding with someone else
- Majority of patients feel they understand the diagnoses, treatments and future steps discussed, but not all patients
- Patients are coming from many zip codes with varying average income levels

Next Steps

- Postpone discussions about trying to offer transportation services
- Increase advertising through other avenues such as social media or flyers at local businesses
- Increase student training on ways to ensure that patients are understanding the topics discussed such as the teach-back method
- Consider implementing an after visit summary sheet for patients to take home

Acknowledgements: Big thank you to our faculty advisors, Dr. Joseph Kiesler and Dr. Megan Rich for their continuous support and wisdom. We would also like to thank our clinic co-directors, Vanja Tolj and Thomas O'Neil, for their outstanding leadership. Finally, we could not do our work without our partner, Adrienne Wiley, and the rest of the Healing Center team.