



# Phillips Neighborhood Clinic

## Service Model, Community Involvement, and Interdisciplinary Teamwork

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### High Quality Care Through Student Leadership and Community Collaboration

The Phillips Neighborhood Clinic (PNC) is a completely student run clinic that offers free, high quality, comprehensive care to a patient population that otherwise lacks access to such services. The PNC achieves this through three main principles:

(1)interdisciplinary care, (2) student leadership, and (3) community collaboration.

#### Principle 1: Interdisciplinary Care

The PNC model is consistent with the World Health Organization's definition of health: "health is a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity."<sup>1</sup> At the PNC patients benefit from collaboration between the following services:

- Medical
- Pharmacy
- Mental Health
- Nutrition
- Nursing
- Physical Therapy

#### Care Team

Each patient is seen by a comprehensive team of medical, pharmacy and nutrition student clinicians. Additionally, each patient has an advocate who works with her or him to identify health and social service needs, navigate the clinic visit and improve continuity of care between the PNC and the broader health care system.

#### Specialized Services

Patients are screened for mental health concerns, intimate partner violence, dietary issues as well as musculoskeletal problems and are referred to in-clinic mental health, nutrition and physical therapy clinicians as needed.

#### Referral and Follow Up

All patients will work directly with an Advocate to obtain medical referrals such as prenatal care, radiography and dental care as well as social services such as food shelves, homeless shelters and unemployment offices. Community Health Workers work closely with the patient to obtain health insurance and discounted health services. Both positions follow-up with patients after their visit to ensure the patient continues to receive appropriate care.

#### Clinic Coordinator and Support Services

A team of student clinic coordinators lead the nightly operations of the PNC including managing all issues that arise. Additionally, the front desk, patient registration and lab are managed and operated by students volunteers.

#### Professional Mentorship

Dedicated preceptors supervise student services, which allows students to refine clinical skills while being mentored by experienced professionals.

#### Principle 2: Student Leadership - High Impact at a Low Cost

Students lead efforts to keep services flowing seamlessly while improving care. These include, but are not limited to, new volunteer training, community outreach, scheduling, laboratory services and management, pharmacy management and procurement of pharmaceuticals, preceptor recruiting, fundraising, grant-writing, and implementing additional services.

#### Leadership

The PNC leadership is comprised of an administration board and sub-board members, who are from the University of Minnesota Academic Health center. Participating schools include Medical, Nursing, Nutrition, Pharmacy, Public Health, Physical Therapy, and Social Work. These students work collaboratively to provide patient care while taking responsibility for managing day-to-day operations of the clinic and planning for the long-term. They serve in the following ways:

The PNC Administrative Board is composed of least one representative from each of the participating health professional schools who serve a one-year term. The board is the organization's primary decision-making body regarding clinic operations and future of the organization. The group is supervised by Medical Director, Dr. Brain Sick, M.D.

#### Strategic Planning Committee

The strategic planning committee is composed at least one representative from each participating health professional school who serves a two-year term. The committee evaluates the needs of the community and identifies ways to increase the clinic's capacity to meet dynamic neighborhood needs. The committee carries out the following duties:

- Step 1:** Establish vision statement for future of the clinic over the next 5 years
- Step 2:** Conduct external and internal evaluation of the clinic's current community involvement and areas for growth
- Step 3:** Plan a strategy to achieve the vision

#### The 5-year Vision

The Phillips Neighborhood Clinic will be valued as a self-sustaining, student-led organization that effectively and efficiently provides the highest standard of relevant, culturally appropriate care, free of cost for its otherwise underserved patient population, and be recognized as an indispensable community resource and a model of interdisciplinary volunteer experience.

#### Principle 3: Community Collaboration

The PNC views its role in the Phillips Neighborhood as a partnership with its residents, working with each other to provide high quality health care. Efforts are continuously made to strengthen relationships and learn more about community needs.

#### Community Advisory Board (CAB)

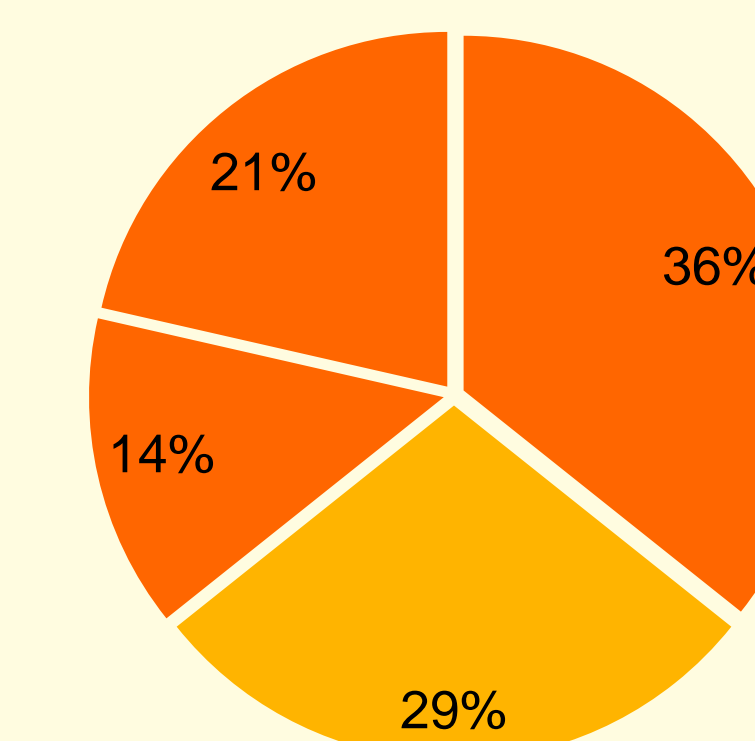
The Community Advisory Board (CAB) is a unique arm of the Phillips Neighborhood Clinic and serves to inform the PNC Administrative Board. The CAB is chaired by two PNC volunteers and is composed of community members, former patients and members of local social service agencies. At each quarterly meeting, CAB members are updated on the PNC and feedback is solicited regarding recent clinic changes and new clinic services and activities. This link between the community and the Administrative Board is important in ensuring that the PNC is providing the best possible care to its patients.

#### Outreach

The PNC has a relationship with several different agencies within the Phillips Neighborhood and surrounding communities. PNC volunteers are expected to complete several outreach activities within these organizations each semester. The goal of these activities is two-fold: (1) to engage with the community so volunteers can begin to learn more about the patient population beyond the clinic, and (2) to promote the PNC as a neighborhood resource. The community partnerships that have been formed as a result of these activities provide an important network for the PNC and enables the organization to better serve patients.

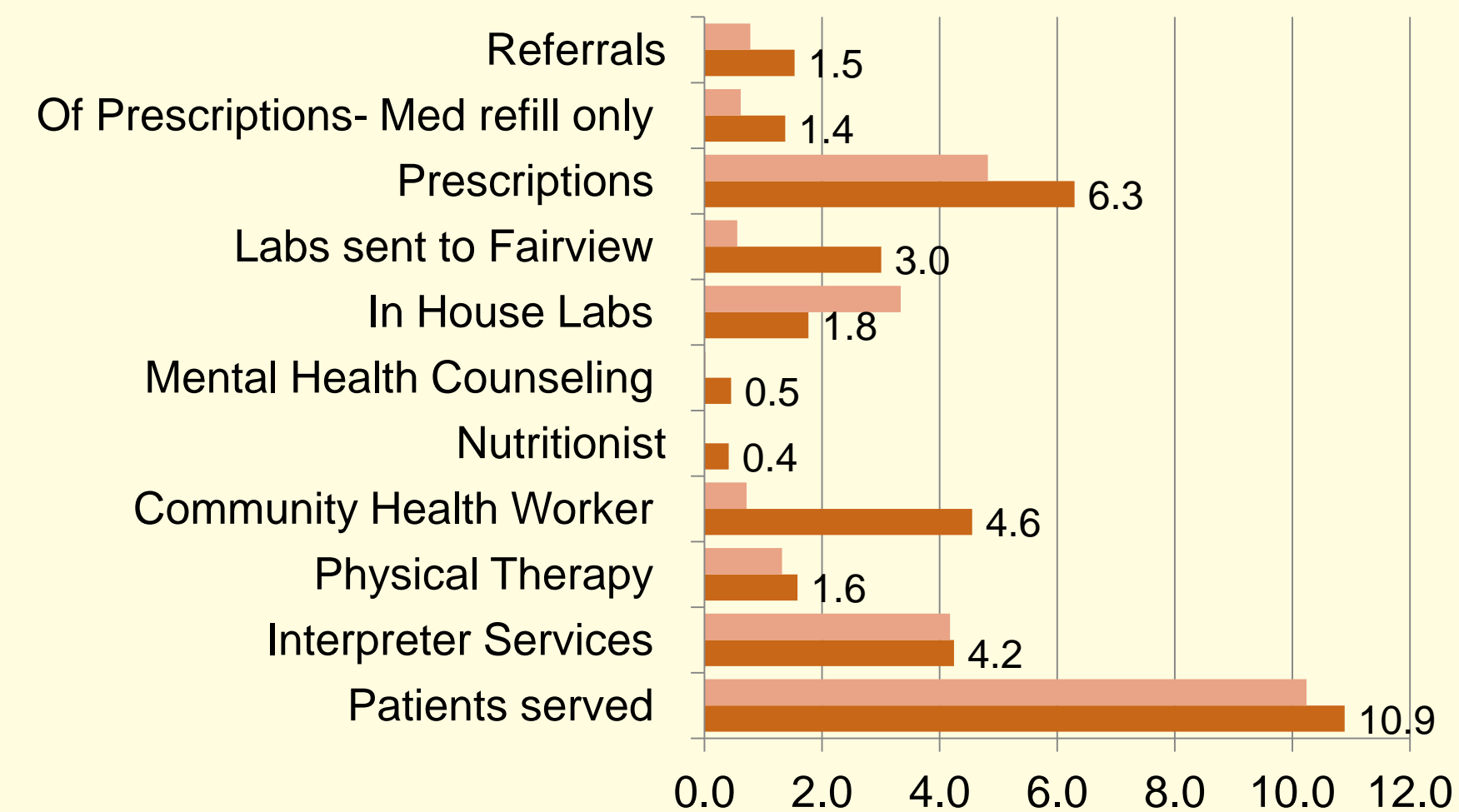
#### Community Outreach Activities

- Health Education
- Tutoring/Literacy
- Direct Community Engagement
- Other



#### Service Utilization Results 2008-09

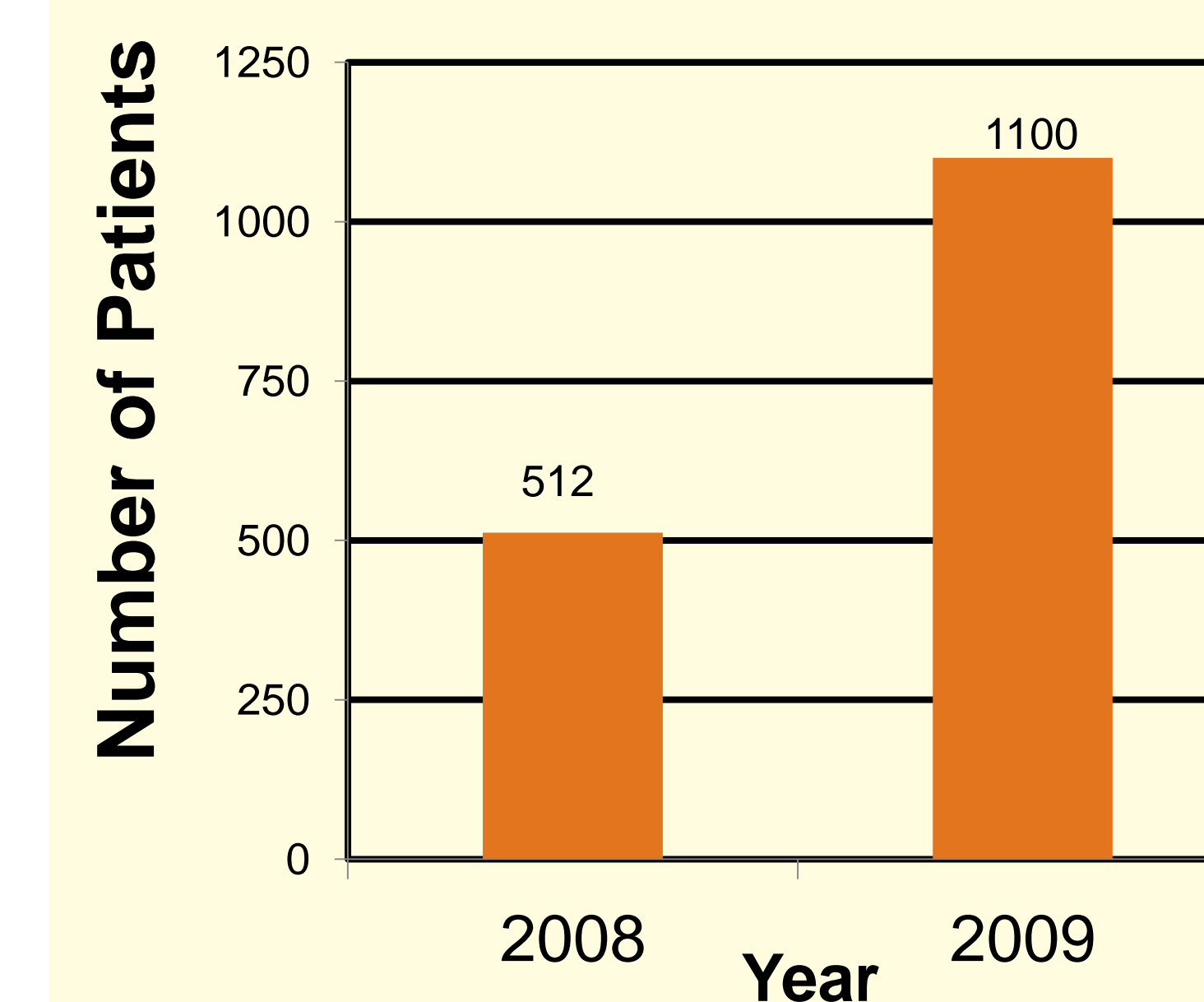
##### Types of Services



■ Nightly averages 2008 ■ Nightly averages 2009

#### Patient Utilization Results 2008-09

##### Number of patients served



<sup>1</sup> World Health Organization (2010). What is the WHO definition of health? <http://www.who.int/suggestions/faq/en/index.html>