Student-Run Pro Bono Clinics: Fostering Leadership Skills and Social Responsibility

Combined Sections Meeting 2014

Speaker(s): Jill Black, PT, EdD, DPT
Lynn English, PT
Mary Kessler, PT
Kathryn Oriel, PT
Kerstin Palombo, PT, PhD, CAPS

Session Type: Educational Sessions
Session Level: Basic

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www.aptahpa.org
Section on Health Policy & Administration of the American Physical Therapy Association
Physical Therapy Student Pro bono Clinic
Mary Kessler, PT MHS  Faculty Advisor, Ace CARE
Katie Poisel, SPT, ATC Previous Clinic Coordinator

Ace CARE
Community Action through Rehabilitation and Education

Mission

Connect the health care needs of the Tri-State community with the educational experience of DPT students by providing direct patient care.

Through service Ace CARE will integrate the core values of the profession and help to improve the quality of life in our community.

Vision

Ace CARE will exert a sustained impact on the health and wellness of members of the community. Using the reduction of disability and prevention of chronic disease as primary measures of the clinic’s success, Ace CARE will be a leader in publishing research to improve the quality of patient care and will provide leadership opportunities for our students.

History

• ECHO Community Health Organization
  – Jan 2011 to Oct 2012
• Closed Oct 2012 to Sept 2013
  – Planning/collaboration phase with UE
• Opened on University of Evansville campus
  – Fall 2013

Patient Demographics

• Adults (18-61)
• Underinsured, uninsured, and homeless
• 350 patients served (Jan 2010-Sept 2012)
• Patient diagnoses
  – Low back pain
  – Gait training/balance training
  – Neck pain/OA
  – Shoulder impingement, BPPV, pelvic pain
Current Clinic Status

- On campus using a PT Department lab
- Referrals from ECHO
- Scheduling own patients
- Clinical experience is not part of the DPT curriculum (promotes social responsibility)

Ace CARE Outcomes

- Total patients served: 35 on-campus
- Volunteer hours reported
  - PT students: 150+ hours Sept-Nov
  - Community volunteers: 30 hours Sept-Nov
- Increased referrals

Challenges

- Student board transitions
- Maintaining student interest and enthusiasm
- Cost for malpractice insurance- students and volunteers
- Clinical health requirements
- Budget: sustainability, on-going support
- Community volunteer recruitment

Challenges

- Transition following hiatus
  - Working with campus administration and ECHO to move clinic to UE
  - Patient scheduling
  - Accessibility/Parking for patients
  - Development of comprehensive Policies and Procedures including HIPAA and risk management
  - Documentation and record keeping
  - Continuity of care

Positive Community Outcomes

- Meeting needs in the community
- Community outreach
- 50 billable units between Sept and Nov
- Community recognition for the clinic

Positive Student Outcomes

- Developing commitment to Core Values
- Collaboration with other pro bono student PT clinics
- Athletic training coverage of intramurals
- Qualitative student outcomes
  - Increased confidence during first clinical experience
  - Improved cultural competence
Student perspectives

- Increased opportunities for mentorship and teaching
- Networking with local professionals
- Student leadership development
  - Practice management
  - Interdisciplinary relationships
  - Conflict resolution

Student Perspectives

- "Appreciation for serving individuals with differing backgrounds"
- "Confidence in my ability to treat a variety of patients"
- "Greater appreciation for our profession and the various ways we can become involved in the community"
- "Increased cultural competence and understanding of the Evansville community"
- "As a board member, it has helped me to identify common barriers associated with the management of clinics and then how to overcome them."

Research Activities

- Patient-perceived treatment from student physical therapists
  - Questionnaire developed
  - Administered on patient follow-up appointment
- Quantifying student preparedness for clinical experiences

Expanding Operations and Opportunities

- Expand operations to a second day each week
- Self-contained location
- University of Evansville/Indiana University Medical School collaborative health career center

Questions?

Ace CARE
COMMUNITY ACTION THROUGH REHABILITATION AND EDUCATION
C.U.R.E  
“Compassionate Undenied Rehabilitation Experience”

Stan Dacko, PT, PhD  
Brittany Jenke, SPT  
Megan MacDonald, SPT  
Kathryn N. Oriel, PT, EdD

Purpose

• Patient Benefits:  
  — Free PT services for the underinsured population who otherwise might not receive treatment

• Student Benefits:  
  — Hands on learning experience prior to clinicals  
  — Reinforcement of material learned in coursework  
  — Real patient cases ranging from simple to complex  
  — Communication and teamwork  
  — Community service hours

Mission

— Our Mission Statement:  
  • C.U.R.E. “will provide pro bono physical therapy services to the uninsured population in the local communities, to promote overall health while providing physical therapy students the opportunity to develop clinical skills using an experiential learning model”

Overview

• Hours of operation  
  — Mondays  
  — Thursdays  
  • 5:30-8:30pm

• Time Commitment  
  — Dependent on student interest  
  • ↑ # of volunteers, ↓ # of nights worked  
  • Average 2-3 nights in the fall  
  • Average 3-4 nights in the spring

Current Student Involvement

• 4th year students  
  — 84%

• 5th year students  
  — 86%

• 6th year students  
  — 72%
Our Approach

- **Team Approach**
  - **FALL**
    - 4th year
      - Vitals, subjective history taking, documentation
    - 5th year
      - Examination, special tests & measures, pt. education, interventions
    - 6th year
      - CI role, team leader
    - Supervising PT
      - Available for questions, concerns

- **Team Approach**
  - **Spring**
    - 4th year
      - Vitals, subjective history taking, documentation
    - 5th year
      - Examination, special tests & measures, pt. education, interventions
    - 6th Year
      - One floating 6th year per night, CI role
    - Supervising PT
      - Available for questions, concerns

Our Approach

- **2 Teams per night**
  - groups of 2-3
- **Case Load**
  - 1-4 patients per night
    - 2 patients at 6:00pm
    - 2 patients at 7:00pm
- **Process**
  - 5:30-6:00pm – arrive to review charts, develop treatment plan
  - 6:00-8:00pm – evaluate and treat patients
  - 8-8:30pm – finish up documentation, clean clinic

Student Requirements

- **Additional requirements**
  - HIPAA Quiz
    - Available on Blackboard
  - OSHA Quiz
    - Available on Blackboard
  - Confidentiality Pledge

Leadership Opportunity

- **Board of Director Positions (7)**
  - Outcomes Director
  - Operations Director
  - Student Director
  - Alumni Director
  - Free Clinic Director
  - Funds Director
  - Health Promotions/ Marketing director

Outcomes Director

- **Position Role:**
  - Track hours of students
  - Patient satisfaction outcomes
  - Student satisfaction outcomes
  - Tracking amount of codes billed for
Student Director

- Position Role:
  - Recruit student interests
  - Schedule students accordingly
  - Schedule Spanish translators
  - Making sure students have proper training to work at the clinic

Operations Director

- Position Role:
  - Schedule patients as referral come in
  - Coordinate with Spanish translators to schedule Spanish speaking patients
  - Important role: keeps clinic running!
    - Trac-phone provided

Alumni Director

- Position Role:
  - Scheduling available alumni, volunteers
  - Sending reminder e-mails
  - Recruit more helpers

Free Clinic Director

- Pick up referrals
- Communicate with Free clinics
- Copy and compile patient charts

Funds Director

- Position Role:
  - Work with administration regarding allotted budget
  - Future funding
  - Track budget
  - Purchase needed items

Health Promotions Director

- Public relations
- Marketing for clinic (websites, pamphlets, etc.)
- Organize Health and wellness fairs
  - Brainstorming ideas
**The Waiting Room**

- Lebanon Valley College

**Documentation Station**

- Lebanon Valley College

**Treatment Areas**

- 3 Plinths
- 2 Matt Tables
- Treadmill

- Lebanon Valley College

**Additional Student Initiatives**

- Community health fair participation
- Aquatics night

- Lebanon Valley College

**Faculty Advisor Initiatives**

1) LVC Student Outcomes
2) Transition from clinic to community

- Lebanon Valley College

**LVC Student Outcomes**

- Survey administered to students after each semester of participation
- The student learning outcomes survey of community based research (Lichtenstein et al., 2011)

- Lebanon Valley College
Student Learning Outcomes Survey

- My Participation in this Experience:
  - Strengthened my analytical skills
  - Improved my academic writing skills
  - Improved my research skills
  - Enhanced my understanding of academic content
  - Enhanced my understanding of local issues
  - Enhanced my understanding of social issues
  - Deepened my understanding of others who are not like me
  - Helped me empathize with those who have different racial or religious backgrounds
  - Enhanced the likelihood that I will participate in civic activities
  - Enhanced the likelihood that I will vote
  - Helped clarify my values
  - Increased my interactions with faculty
  - Increased my interest in my major
  - Improved my interest in college
  - Clarified my career path
  - Improved my skills with conflict resolution
  - Improved my ability to run meetings
  - Improved my ability to delegate
  - Improved my ability to listen to others
  - Improved my ability to work as part of a team
  - Helped improve my personal qualities
  - Improved my ability to consider others' perspectives
  - Deepened my understanding of myself

- Responses: 1) Not at All  2) Minimally  3) Moderately  4) Extensively

Major Constructs Impacted

- Civic Engagement
- Educational Experience
- Professional Skills
- Personal Growth
- Major Constructs Impacted

Additional Survey Question

- Students were also the following open-ended question:
  - Please share any other thoughts about your experience and how it has impacted you.

- Themes identified among open-ended responses:
  - Real world application of course content
  - Community engagement
  - Awareness of individual strengths/weaknesses
  - Learning from Peers

Transition from Clinic

- How can we better promote the health and wellness of our patients following discharge?

- LVC gym membership
- YMCA membership
- Community recommendations
A STUDENT-RUN PRO BONO CLINIC: Outcomes, Development, Challenges and Student Perspectives

The University of Kentucky Physical Therapy program
Lynn English, PT, MSEd, DPT
Bryan James, PT Student

Mission and Vision

- To assume a leadership role in improving the health and well-being of the underserved population in Lexington, KY by providing physical therapy services and a setting for student community service and early clinical exposure.

- To be a model student-run clinic recognized nationally for excellence in patient care, community service, and teaching.

The Model - shared clinic space

- UK Healthcare Samaritan Physical Therapy Clinic

- Within the university health care system- and very collegial in sharing space.

- Individuals served: Uninsured or underinsured; lack of access to PT

Legal Agreement

- Negotiated between College of Health Sciences and UK Hospital

- No rent charge, no money changes hands

Clinic Details

- Two evenings a week: 5:30-9:00 (Daytime clinic closes at 5:00).
- EACH EVENING:
  - One student coordinator, three students examining and treating
  - Two licensed PTs
**Operations Details**

- Scheduler is an on-campus staff support associate in the PT Division
- Patients scheduled each hour, appointments confirmed by phone one day prior.
- 6-8 clients seen each evening. Little wait time.
- Pool of Spanish interpreters now including UK students and community volunteers.

**Samaritan’s Touch PT Faculty Involvement**

- Two therapists, 4 students each evening to ensure time for teaching
- 17-20 physical therapist volunteers serve one evening every 6-7 weeks, ~3 times a semester.

**Liability of Supervising Therapists**

- If not a UK employee, must have additional malpractice insurance
- Some private practices pay for PT employees: ~$170/year as incentive to volunteer.

**Samaritan’s Touch Referral Sources**

- Health Department
- Pro bono medical clinics, shelters
- UK Medical Center
- Word of mouth-self refer

**Documentation System**

- Electronic examination/progress notes
- “Paperless” system- laptop computers for each student
- ICF model and Guide to PT practice integrated
- Home exercise programs, intake forms scanned and uploaded by coordinators after completed.

**Samaritan’s Touch Student Curricular Requirement**

- Elective class required, 1-2 credits.
- Seminar style
- 9 classes, 2 hours each
- Selected portions of Unnatural Causes movie series integrated with discussion of determinants of health
- Social Services Agency project/presentation
### Samaritan’s Touch Current Student Involvement

- 48 students currently involved (*24 from each of two cohorts*):
  - **Student time commitment per semester**
    - Three evenings for students examining and treating (12 hours)
    - Six evenings for coordinators (18-32 hours)

### Student Leadership Roles

- Coordinators (one primary)
- Equipment/supplies
- Interprofessional communication
- Faculty Recruitment/Promotion
- Web site
- Volunteer coordinator
- Discharge planning

### Previous Research

1. **2004** Community survey of social service agencies and PT clinics—awareness of our pro bono services?
2. **2006** Patient satisfaction survey
3. **2008** PT Clinic Population Description—retrospective chart review

### Clinic Operations Statistics Recorded

Yearly:
- new patients
- returning patients
- total patient visits
- no show rate
- cancel and reschedule rate
- average number of visits per patient.

### Samaritan’s Touch Challenges, Developments and Changes

2011-2013

### Challenges

- A no-show rate of 19%
- Lack of secure transmission of PT records to referral sources
- Continuity of care
- Development of skill in referring patients to other agencies for additional assistance
- A waiting list that results in delayed treatment
Challenges

• Documentation
  – inconsistencies and mistakes
  – Intake form too long
  – Documentation forms difficult to navigate electronically
  – Delayed discharge due to multiple providers

• Delays in follow-up visits

Ongoing Clinic Improvement

Student Recommendations

• Development of a standard Guide to PT Practice diagnosis list
• Implementation of an official discharge form
• Provide annual orientation for volunteering licensed physical therapists
• Collect student therapist reflection of educational value

Recent and New Research

Client outcome data in a student-run physical therapy clinic: A Pilot Study

Santana R. Francis, DPT Student
Britni-Lee E. Perry, DPT Student
Lynn English, PT, MSEd, DPT

Client Outcome Data

• Purpose
  – Collect client functional outcome data to evaluate the effectiveness of the physical therapy services provided in a student-run clinic.

• Hypothesis
  – Improvement of functional outcomes
  – Client reported improvements

Outcome Measures Implemented

• Neck Disability Index (NDI)
• QuickDASH
• Oswestry Disability Index (ODI)
• Lower Extremity Functional Scale (LEFS)
• Global Rating of Change
Methods

• Subjects: Individuals who are
  – Uninsured
  – Lack access to physical therapy

• Exclusion Criteria
  – Pregnancy
  – Non-English speaking
  – < 18 yrs old

Methods (2)

• Informed Consent
• HIPAA Information
• Patient numerically coded
• Developed data collection spreadsheet
• Tracked and recorded client data

Results

• 67 participants

• 41 without follow up

• 26 participants trended
  – 18 females
  – 8 males
  – Age 47±9.2

Results (2)

<table>
<thead>
<tr>
<th>Outcome Measure</th>
<th>Body Region</th>
<th>Number of Participants</th>
<th>Percentage of Participants</th>
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</thead>
<tbody>
<tr>
<td>ODI</td>
<td>Lumbar Spine</td>
<td>9</td>
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<tr>
<td>NDI</td>
<td>Cervical Spine</td>
<td>5</td>
<td>19.23</td>
</tr>
<tr>
<td>LEFS</td>
<td>Lower Extremity</td>
<td>9</td>
<td>34.63</td>
</tr>
<tr>
<td>QuickDASH</td>
<td>Shoulder girdle</td>
<td>3</td>
<td>11.54</td>
</tr>
</tbody>
</table>

Results (3)

• Officially Discharged: 24%

• Follow up visit: 47%

• Improved: 62%

• No Change: 12%

• Declined: 19%

Results (4)

• Inconclusive
  – Small sample size
  – High attrition rate
Recommendations for Ongoing Study

- Shorten intake forms
- Develop a discharge form
- Reduce documentation mistakes
- Standardize PT diagnosis for ease of classification
- Continue data collection

Student Attitudes Study

Rural and Urban Student - Run PT Clinics

Study Beginning 2013

- A qualitative research study exploring students’ perceptions of creating and /or participating in a student-run free physical therapy clinic on two University of Kentucky campuses- one rural and one urban.

Student Subjects

Distance Campus: The Center of Excellence in Rural Health
- The Little Flower Clinic: Hazard, KY

Lexington Campus:
- Samaritan’s Touch Clinic: Lexington, KY

Some Sample Questions

- Motivation for becoming involved?
- Expectations for learning?
- Advantages and disadvantages of participating?
- Reflection on learning experiences

STUDENT PERSPECTIVES
• “Being in the clinic has really helped me be flexible. It is very important to be open when going in to treat patients and being ready to treat something you didn’t expect to be the primary problem.” RW

• The clinic has provided an opportunity for me to bridge information from the classroom to patient care.

• The volunteer clinicians present at the clinic allow me to evaluate and treat independently, but are present to answer any questions or to guide me in the right direction if I start to go off course.

• I have become confident in evaluating, treating, and writing an assessment note, and I am looking forward to show off my skills in my first clinical internship.

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• Having the opportunity to serve our community through the Samaritan’s touch clinic has truly shaped my education at UK. My favorite aspect of physical therapy is the ability to help others, and to be able to practice this as a student is amazing.”

• “Working at Samaritan’s Touch allows me to take what I have learned in the classroom and apply it in the clinic. It prepares me for my future career as a PT and allows me to see how I can impact the community and make a difference. Since working at the clinic, I get more excited every day to learn as much as I can so I can be the best physical therapist for my future patients.”

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• “Being a part of Samaritan’s Touch has allowed me to develop confidence in my clinical skills, patient interaction skills, and clinical reasoning skills through the guidance of supervising physical therapists. It has opened my eyes to our ability to help those that are without insurance. It has been a great opportunity to grow in terms of professional development while providing a benefit to those in need in our community at the same time.”

• Being a free clinic we serve many people from a lower socio-economic background. We get insight on what these people go through, the hardships of their daily life. Our patients might not have the resources to afford therapy sessions on a daily basis or assistive devices. We must be creative in our treatment to be effective and efficient with their recovery.

• I have learned many things from different therapists during my time in the free clinic. This has helped me in my full time clinicals because I have already been exposed to so many different diagnoses and conditions. I have practiced my manual muscle skills, my goniometer skills, and my evaluation skills many times because of the clinic that I felt more prepared during my full time clinicals.
References

**Mission**

- Improve healthcare access to physical therapy services by providing pro bono physical therapy services to the underserved and underinsured populations in Chester, PA
- Serve as a center for community health and wellness programs
- Educate a new generation of physical therapists in the areas of competency, character, citizenship, and social responsibility

**Overview**

- Student-Run Free Standing Pro Bono Clinic
- Started September 2009
- Open Mondays – Thursdays 4:30 – 7:00 pm

**Statistics**

<table>
<thead>
<tr>
<th></th>
<th># Evaluations</th>
<th># Client Visits</th>
<th>% Student Involvement</th>
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<tbody>
<tr>
<td>Sept 2009-2010</td>
<td>18</td>
<td>297</td>
<td>25%</td>
</tr>
<tr>
<td>Sept 2010-2011</td>
<td>26</td>
<td>422</td>
<td>70%</td>
</tr>
<tr>
<td>Sept 2011-2012</td>
<td>70</td>
<td>845</td>
<td>100%</td>
</tr>
<tr>
<td>Sept 2012-2013</td>
<td>60</td>
<td>871</td>
<td>100%</td>
</tr>
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**Recent Additions to Enhance Clinic Operations**

- Increased to two supervisors / night
- Monthly Chart Reviews
- Pro-Active Discharge Planning
- WebPT Electronic Documentation
- Orientation for Incoming Students
- Mentorship between classes
5K Fundraising Endeavors
- Twice / year
- Net $3000 - $5000 / event
- Increasing sponsor support
- Pursuing community involvement / participation

National Pro Bono Network
- National Pro Bono Networking Event
- March 15, 2014

Pro Bono National Honor Society
- Mission:
  - to recognize physical therapy students who demonstrate commitment to providing underserved clients and communities with quality physical therapy care while maintaining the standards and requirements of their physical therapy curriculums and the physical therapy profession.
- Offering both institutional membership and student membership

Student Run Clinic Webinars

Research
Student Leadership Experiences with Pro Bono Clinic

(Black et al, 2013)

- Qualitative investigation of 18 inaugural student board members of Chester Community Physical Therapy Clinic
- Semi-structured interviews
- Content analysis performed with 3 researchers

Emergent Themes

- Research in progress investigating change in scores on the IAPCC-SV over our curriculum
- Preliminary data indicates that increased Clinic service hours increases culturally competency

Student Board Alumni Research

- Response Rate...
- Preliminary Data Analysis...

Cultural Competency (Black, Palombara, Dole, manuscript in progress)

- Research in progress investigating change in scores on the IAPCC-SV over our curriculum
- Preliminary data indicates that increased Clinic service hours increases culturally competency

Future Research

- Survey of Pro Bono PT Services
- The Client Experience
- The DPT Student Experience
References
