Evaluation of a Patient Intervention Capture Survey Process in an Interprofessional Student-Run Free Clinic

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BACKGROUND

- Limited literature exists regarding student interventions made at interprofessional, student-run free clinics (SRFCs) that serve homeless individuals.
- The Community Homeless Interprofessional Program is a SRFC where WSU medical, pharmacy, social work, and physical therapy students and faculty provide basic healthcare and education to homeless individuals.
- A patient intervention capture survey (PICS) was developed to determine impact and interventions by students at CHIP.
- PICS evaluates the educational interventions and services provided with the purpose of improving interventions and the efficiency of the clinic.

METHODS

- The initial PICS developed in 2016 captured medical education, medications, physical assessments, referrals to other providers, and other services provided by students during the clinic.
- Patient charts were reviewed retrospectively over an 11-month period.
- Results were evaluated and the survey was modified twice for easier data capture and better alignment with interventions with the intention of capturing prospectively.
- The results of this study are from the original PICS (January 2016-December 2016) and two modified PICS, titled PICS1 (August 2017-February 2019) and PICS2 (April 2019-November 2019).

RESULTS

	Original PICS	PICS1	PICS2
# of patients seen	101	161	92
% of patients that received intervention	58%	95%	95%
% of patients that received medical and pharmacy intervention	58%	93%	94%
# of patients that received medical and pharmacy interventions per month	5.4	8.3	10.6
% of patients that received a prescription	10%	8%	18%
% of patients that received over-the-counter medication	31%	12%	10%
# of patients that received social work intervention per month	3.2	4.5	10.6
# of patients that received social work referral per month	3.8	4.7	7.6
% of patients that received physical therapy education	N/A	N/A	83%

- Special acknowledgements: homeless population of Detroit, fellow students and faculty of CHIP Clinic, and staff of Cathedral of St. Paul's

DISCUSSION

- Modifications made to the PICS survey and clinic assessment has increased the efficacy and documentation of services provided.
- A major increase in social work interventions and referrals was due to increased social work student participation, which was addressed since implementation of PICS1. Since PICS2 was introduced, a fourth discipline, physical therapy, joined the clinic. Additional data regarding interventions will be documented accordingly.
- A shortcoming of PICS2 was the discrepancy between prescription and over-the-counter data. There was a flaw in the data collected some over-the-counter medication were inaccurately entered they did not match the over-the-counter formulary. Improvements can be made by cross-referencing the over-the-counter formulary and making future PICS easier to understand.
- Most importantly, PICS has helped CHIP clinic leadership more effectively identify and address patient need by educating the students. For example, the most common interventions involved blood pressure management and housing.
- Continued follow-up and evaluations of interventions captured during clinic will need to be made given these changes, and student education regarding potential shortcomings will be implemented.

SIGNIFICANCE

- Data and changes made to PICS can be used to assess efficiency of the clinic and to address the need for quality care for the homeless population.
- Due to its ease of implementation, PICS could be replicated at other SRFCs around the country, allowing further improvement in patient care.