**COMMUNITY ADVOCACY (FPM 272)**

Introduction

Welcome to the Community Advocacy elective! During the next quarter you will learn about many of the joys and challenges of community medicine and healthcare with the underserved by becoming an active participant in the Student-Run Free Clinic Project. You will be working closely with your classmates, clinical students in their second through fourth year and faculty and students from medicine, pharmacy and dentistry, as well as from the Pacific College of Oriental Medicine, Cal Western School of Law, San Diego State School of Social Work, and Cal State San Marcos School of Nursing. You will also work with and learn from our community partners and health promoters. You will learn about various roles during the quarter, including that of health care provider, community advocate, health educator and clinic administrator.

History

The first site of the UCSD Student-Run Free Clinic Project opened in January 1997 at the Pacific Beach United Methodist Church, in partnership with Harvest for the Hungry, a non-profit organization that worked with the homeless. Organized and operated by medical students under the supervision of volunteer faculty physicians, the Free Clinic Project was established to provide high quality, outpatient medical care and social service referrals to those without access to health care in San Diego County while offering a unique educational setting where students can learn about community medicine with the underserved.

**Our Mission**

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| **In partnership with the community, our mission is to provide respectful, empowering, high quality health care with the underserved while inspiring the next generation of health professionals.**  The UCSD Student-Run Free Clinic Project, in partnership with the community, provides accessible, quality healthcare for the underserved in a respectful environment in which students, health professionals, patients, and community members learn from one another.  We seek to sustain health through…   * free medical and preventive care * health education * access to social services   Our core values are…   * Respect * Trust * Learning * Excellence * Respect for Diversity * Communication * Empowerment * Integration * Community | Mission diagram |

The Pacific Beach clinic site operates in conjunction with the weekly Wednesday night meal provided by the United Methodist Church. The PB clinic also offers social and mental health services, dental services, run by pre-dental student volunteers, our dental fellows, and volunteer dentists, as well as acupuncture through the free clinic run by students and faculty of the Pacific College of Oriental Medicine.

The second clinic site at the First Lutheran Church in downtown San Diego opened its doors in fall 1997 in collaboration with the Third Avenue Charitable Organization (TACO). The clinic coincides with a meal program for homeless people at the church on Monday nights. Social and mental health services, as well as acupuncture, dental and legal clinics also are offered at the downtown clinic site. A follow-up clinic occurs on Friday morning.

The third clinic site opened in fall 1998 at Baker Elementary, an inner-city public school in Southeast San Diego. The Baker clinic mostly serves Latino and African American families from the surrounding community. Baker clinic has a strong women’s health program and a community outreach and health empowerment program co-led by a health promoter from the community. The empowerment group met on Tuesday mornings. The Clinic services including acupuncture, social resources and mental health were offered on Tuesday afternoon and Thursday mornings. Dental and orthodontic services were also offered at this site. (*September 2016 Update: In June, 2016, this site, after 18 years, closed and we are currently exploring new sites. In the interim, it has been very important to provide continuity to our patients. We have increased hours at Pacific Beach on Tuesday afternoons and also are partnering San Ysidro Health Services at one of their sites located at 286 Euclid on Monday and Tuesday afternoons. We are grateful to all our community partners for their help with this. We are also excited to be exploring a new long term partnership in National City.)*

A smaller satellite clinic site at Golden Avenue Elementary in Lemon Grove started in 2011. At this site, we provide primary care, medications, social services, and a dental clinic. Our partner, California Western School of Law, offers a legal clinic at this site. At the elementary school, we partner with the school to offer a Comprehensive Wellness Program, which addresses needs of the children, families, staff and the environment. This school has expanded to include a middle school and is now called Lemon Grove Academy for Sciences and Humanities. At the middle school, we co-created and are offering an elective for the middle school students in health promotion and health professions. The medical clinic is now located at the Lemon Grove middle school site.

Since we opened in 1997, the Free Clinic has grown into a large project, thanks to the efforts of students, volunteers and community partners. Students serve in many roles, including participating in the day-to-day operation of the clinics, help with fund-raising, and are involved in decisions related to programs and policies of the clinic project. Most students have found that participating in the clinic’s management activities has been a great learning experience, has deepened their understanding of the clinic overall, and has given them valuable practical and leadership skills for their clinical training years and beyond. We welcome your ongoing participation.

Philosophy

* Empowerment
* A Humanistic Approach
* A Transdisciplinary Model
* The Community As Teacher

We will be discussing and teaching you what each of these mean and how to apply them throughout your work with the free clinic project. They are also defined on the free clinic website <http://meded.ucsd.edu/freeclinic>

Confidentiality and Safety

Confidentially and safety are important aspects/requirements of the Free Clinic Project. Due to limited space at the Free Clinic Project, we often must see patients without the benefit of private exam rooms. It is everyone’s responsibility to help ensure that the patients feel their information is being kept confidential. This may mean lowering voices so that nearby people cannot hear what is being said or moving to a more private area of the church courtyard or school playground. If you do decide to move slightly away from the general clinic area for this reason, please keep your safety in mind. If you ever feel unsafe with a patient, excuse yourself from the situation and return to the clinic area and ask for help from an attending. If you are seeing a patient with mental illness, please keep the door open and it is better for you to sit closer to the door than where the patient is sitting. These safety principles will be reviewed during class sessions.

It is important to maintain a “safety perimeter” around the area of the clinic where labs and phlebotomy are performed. A “safety perimeter” ensures that someone walking by could not accidentally bump into the lab location and cause a needle stick injury or other unsafe situation.

For the evening clinics, please always walk to your car accompanied by another student or free clinic volunteer.

Course Components

1) **Classes**

Students will attend teaching sessions on Thursday afternoons (see schedule for times and locations). The class is intended to provide information on the clinic, acquaint you with the specific health and social needs of the people we serve, introduce you to some of our community partners, and train you in the various activities of the clinic project. Each class session will include time for a reflection session “check-in” where students can reflect on their experiences at the clinics and discuss strategies for dealing with challenging situations. The structure of each session will vary according to topic, e.g. lectures, case presentations, hands-on workshops.

2) **Clinic**

During this quarter, each student will attend a total of **four** clinic sessions. Under direct clinical supervision, you will participate in clinical duties (seeing patients) at **three** of these sessions and at **one** session you will work with our social work team. All four of these sessions will occur at the free clinic project sites.

3) **Scheduling**

At the first session, we will go over how you will schedule your clinic sessions. If you have a conflict with your assigned schedule, please make arrangements to switch dates with another student in FPM 272 to ensure that your clinic responsibilities are covered.

On the days you see patients generally you will be paired with a 2nd or 4th year student to conduct patient interviews and basic physical exams. You will do as much of the initial history as you can with the clinical student acting as a student coach. Unless you are a fluent Spanish speaker, you will be assigned an interpreter as part of your team. Please always have an interpreter with you unless you are completely fluent in Spanish. You and your coach will then present to your attending, who will come to see your patient with you and go over all aspects of their care. To reinforce this point, the attending physician must see all patients in detail, supervise their care, and sign their charts. You will also have the opportunity to learn about social determinants of health and social service referrals from the social work team.

A current list of the Free Clinics is provided below but please note that FPM 272 students are not scheduled at all clinics so be sure to carefully review the clinic schedules when they are provided to ensure which location you have been assigned. Clinic sessions that usually involve 272 students are marked with an asterisk.\*

Current Free Clinic Schedule:

Downtown Clinic Monday Evening **5:30 - 10:00 pm\***

San Ysidro Clinic Monday Afternoon **1:00 - 5:00 pm**

Pacific Beach Clinic Tuesday Afternoon **1:00 - 6:00 pm\***

San Ysidro Clinic Tuesday Afternoon **1:00 - 5:00 pm**

Pacific Beach Clinic Wednesday Evening **5:00 - 10:00 pm\***

Downtown Clinic Friday Morning **9:00 am - 1:00 pm**

Golden Avenue Alternate Friday Afternoons **1:30 – 5:00 pm\***

**Note:** If you have a class that runs until 6 PM, or a class that runs late on Tuesdays morning, please **do not leave class early**in order to arrive at clinic on time! Please **stay** until the end of your class session, and when you arrive at clinic, inform the clinic manager of the reason for your lateness.

4) **Journal & Summary Paper**

Reflection on our experiences and our responses to them is an important part of participation in the Free Clinic and our development as physicians. In addition to the weekly “check-in” discussions, please record your experiences and compile them into a short paper (3-5 pages) at the end of the course. The paper should include descriptions of 1-2 patient encounters, with an emphasis on how you felt about those encounters or what you learned and how the patients were your teachers. We would like you, with this paper, to reflect on the journey of your learning from the beginning of your work with the free clinic project to the end of the quarter. Papers are due by the end of the quarter and may either be emailed or handed in paper form to Lisa Deferville in the Laurel Building, Room, 134, [ldeferville@ucsd.edu](mailto:%20ldeferville@ucsd.edu). **When you save your paper for emailing, please put your name on your paper and in the title of the document: Example: John Smith FPM 272 Fall 2016 Reflection Paper.**

5) **Attendance Record**

Students keep an attendance record during the quarter documenting the days you participate in the clinic and your social resources session. During one session, we would like you to initiate a motivational intervention conversation with at least one patient and record it on this form. (There will be an MI training session on October 6th). Please sign and hand in this form to Lisa Deferville by the end of the quarter. If you fill this out or save it electronically please name it accordingly – Example: **John Smith FPM 272 Fall 2016 Attendance Record**

6) **Dress (Per the UCSD School of Medicine Student Dress Code)**

*Students represent not only themselves but also the medical profession to those with whom they have contact. Appropriate and professional attire should be worn, especially when students are in the patient care settings or when contact with patients is anticipated. Students should be aware that personal appearance may serve to inspire or hinder the establishment of the trust and confidence that are essential in the doctor-patient relationship. Jeans, sandals, and shorts (and other casual attire) are not considered professional dress.* *Scrubs are worn in the operating room, in the Anatomy lab or in other clinical circumstances to protect the operator's clothing from soilage. Scrubs, in general, should not be worn outside of the lab or hospital, and scrubs worn in the operating room should not be worn outside of the operating room.*

**A message from Dr. Beck:**

It has been very satisfying for me to observe the enthusiasm and involvement of the students as you fulfill the dream of creating a student-run free clinic. By taking this elective, you will become part of the ongoing life of the clinic.

The clinic's future depends on committed, involved students who will share responsibility for the running of the clinic. These roles range from the fascinating to the mundane, but all are needed to keep the clinic going. Students find they are learning things they never expected, including how to be a clinic coordinator, how to set up referrals for social programs, how to manage patients with very limited technological support, how to set up a lab and keep samples appropriately, how to get free medications for poor patients, and how to help someone by simply listening and showing them respect when you feel helpless in the face of their problems. The bottom line in this clinic is respect and trust. By showing respect to our patients and each other, we build trust and a sense of community. Also, please be prudent regarding issues of confidentiality as well as issues of safety.

If you would like to be involved in the clinic’s leadership and administration after your elective time is over, we welcome your participation. We need the help. We also invite you to be involved clinically in 3rd and 4th year. For now, I wish you an enjoyable and productive quarter. I think you will find that you will learn much from your patients, that they too will become your teachers, and that this experience will reaffirm your choice of a career in medicine.

Ellen Beck, MD

Director, UCSD Student-Run Free Clinic Project