University of Cincinnati IHI Open School Chapter
Community Clinic Improves Patient Health and Enhances Interprofessional Learning

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Our Mission and Values

- Collaboration
- Community
- Education
- Service
- Empowerment

The University of Cincinnati Open School chapter promotes ongoing improvement and innovation in health care and cultivates the clinical and leadership skills of our interprofessional community. We achieve this through compassionate partnership with community-based clients and student-driven learning opportunities founded in IHI coursework.

Leadership Structure

- **Faculty**
  - 17 faculty representing all member colleges

- **Service Committee**
  - Data management
  - Quality Improvement
  - Special projects
  - Financial manager

- **Steering Committee**
  - Chapter coordination
  - Chapter meeting facilitation

- **Outreach Committee**
  - Volunteer recruitment and communication
  - Monthly Lunch and Learns
  - All schools represented

University of Cincinnati Open School Clinic

UCOS Clinic Flow Chart

- **SVdP Waiting Room**
  - Concierge:
    - Advertise services
    - Recruit patients
    - Maintain waiting list
    - Escort patients to interview room

- **Interprofessional Interview Room**
  - Comprehensive history
  - BMI screening
  - Blood pressure screening
  - Blood glucose screening
  - Oral cancer screening
  - Pneumococcal eligibility
  - Nutritional information
  - Motivational interviewing

- **Vaccination Room**
  - Influenza and/or Pneumococcal

- **Institute for Healthcare Improvement (IHI)**
  - UC Open School Clinic
  - UC Open School Chapter
  - IHI Coursework
  - Quality Improvement Projects
  - Lunch and Learns
  - ACCEP Training

Clinic Services: Interprofessional Experiences

- **Partnered with** The UCOS Clinic operates out of the St. Vincent de Paul (SVdP) base location in the West End of Downtown Cincinnati. We have created a Community-Academic Partnership (CAP) which guides our program development and provides access to many support services for our patients, as well as to the professional development of our faculty and students.

- **HIV Screenings**: Once a month, a partnering program comes to the UCOS Clinic to provide HIV testing and counseling to identify people at risk or who have HIV in order to guide them to appropriate resources to manage their disease. UCOS students screen patients to identify those who would benefit from the HIV services and shadow the team members providing the testing and counseling.

- **SVdP Services**: Our close partnership with SVdP allows for easy communication with their Charitable Pharmacy and social services, including the food pantry. In addition to recruiting volunteers for the UCOS Clinic, we arrange opportunities for students to work with clients at the food pantry.

- **Oral Cancer Screenings**: Twice a month the UC Dental Hygiene faculty accompany their students to provide oral cancer screenings to patients. This experience is invaluable to students because in many programs there is little exposure to dental hygiene.

**Recent Successes and Challenges**

- **Successes**:
  - **IHI Coursework**: In the summer of 2015, Open School Student Leaders completed the IHI coursework on Quality Improvement and led discussion of the courses at the monthly chapter meetings.
  - **Volunteer Trainings**: At four trainings over three months, Open School Student Leaders trained over 180 new volunteers to participate in the UCOS Clinic.
  - **Clinic Efficiency**: Student leaders this year have focused PDSA cycles on clinic efficiency, testing and implementing changes including the “two concierge system”, a clinic checklist and patient-centered sign-out.

- **Challenges**:
  - **Summer Clinic**: With many health professional programs engaged in clinical rotations, research, and other activities during the summer, our volunteer numbers declined markedly, making it harder to run clinic effectively.
  - **Inconsistency of Patient Demand**: It has been difficult to predict clinic traffic on any given week, which has occasionally led to noticeable overstaffing or understaffing of volunteers relative to the number of patients seeking our services.

**Interprofessional Teamwork**

We are continually focused on encouraging students from all affiliated colleges to volunteer in the clinic. Many students do not get the opportunity to work interprofessionally within their program. The experience gained working in an interprofessional team is routinely reported as the most valuable part of students’ time in the clinic.

**Quality Improvement**

The UCOS Clinic provides free health services and self-management support to residents of an urban, underserved community every Saturday morning. We incorporate PDSA cycles weekly to improve clinic function and learn QI. This year, many of our PDSA cycles have led to more efficient clinic processes. The experience in clinic gives both leaders and volunteers an excellent opportunity to put into practice many of the aspects of quality improvement that come from the IHI coursework.

Upcoming Activities

- **New Volunteers at Clinic**: With over 180 new volunteers recently trained, the UCOS Clinic will be full of new faces over the coming months. In addition to integrating volunteers into existing processes, we will be conducting training in motivational interviewing and exploring delivery of outreach services as recommended by the CAP.
- **Partnership ICHC**: To support our outreach efforts, we are partnering with the Interprofessional Community Health Collaborative, a community-based program focused on obesity prevention. This partnership will expand opportunities for our volunteers to provide outreach services in local underserved communities.
- **New Leaders**: Next year’s leaders will be selected in the first quarter of 2015. A strong emphasis will be placed on a good transition to not lose any momentum.

Contact Us

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