

Patient Satisfaction with Interprofessional Team Based Care in a Student Run Free Clinic

Sophonsri A¹, Kang S¹, Garapati H³, Felix K², Slater M², Hao M³, Cho G⁴, Forest CP²

¹USC School of Pharmacy, ³USC Keck School Of Medicine, ²USC Keck School of Medicine Division of PA Studies, ⁴USC Mrs. T.H. Chan Division of Occupational Science and Occupational Therapy



INTRODUCTION

- There are at least 208 student-run clinics (SRCs) in the United States. Of these, the number of interprofessional SRCs is unknown.¹
- Interprofessional (IP) team-based care has been proposed as part of the solution to meet the increased demands for access to health care.
- Data suggest many patients do not view primary care teams as coherent, nor an asset to their care.² This leads to increased errors and health costs.
- SRCs are designed to address a need for collaborative team-based care.
- The purposes of this study are to increase patient satisfaction, educate student volunteers in IP education, and provide the health community with team-based solutions to fill the gap in healthcare.

STUDY OBJECTIVES

1. To assess patient perceptions of IP team-based medical care
2. To measure patient satisfaction with care received from this SRC model

CLINICAL SETTING

Setting:

- 2 Federally Qualified Health Centers in urban Los Angeles serving an underserved population near downtown Skid Row

SRC Team Design and Protocol:

- In order to participate, volunteers must be students in good standing and have completed training on profession-specific expectations.
- Each team consists of pre-clinical students from four professions: medicine, pharmacy, physician assistant, and occupational therapy
- The team sees the patient sequentially as per protocol
- Students then huddle to discuss the case and proposed treatment plan
- The team presents their assessment and plan to the attending who subsequently re-examines the patient to confirm the appropriateness of the diagnosis and treatment plan

STUDY DESIGN

Inclusion Criteria:

- ≥18 years of age
- Moderately complex patients pre-selected by the attending as good teaching cases, likely to benefit from IP team-based care

Survey:

- IRB-approved 13-question patient satisfaction survey
- Patients rated their satisfaction with the medical care received and perception of interdisciplinary care
- Administered to consented patients immediately following their visit

Data Collection:

- Informed consent obtained
- Patient completed the survey privately in the exam room
- Data was collected, recorded, and analyzed by student coordinators
- The data collection phase is still in progress

PATIENT DEMOGRAPHICS

Characteristic (n=67)	No. (%)
Age	
< 20	2 (3.0)
20-39	19 (28.4)
40-59	32 (47.8)
60+	13 (19.4)
Gender	
Male	47 (70.0)
Female	20 (30.0)
Race	
Black	32 (47.8)
White	6 (9.0)
Hispanic	2 (3.4)
Other	2 (6.0)

Characteristic (n=67)	No. (%)
Insurance	
Medicare and/or Medicaid	51 (76.1)
Private Insurance	4 (6.0)
Other/No Insurance	12 (17.9)
Education	
Less than High School Diploma	24 (35.8)
High School Diploma or Above	42 (62.7)
Income	
0-10,000	36 (53.7)
10,000-20,000	6 (9.0)
20,000 +	8 (11.9)
Previously seen at SRC	42 (62.7)
Previously seen in team setting	22 (32.84)

Table 1. Baseline characteristics. Demographic data on subjects who completed the survey.

RESULTS AND ANALYSIS

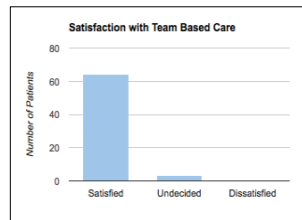


Figure 1. Overall satisfaction with physician guided student care. Of 67 patients that were surveyed, over 95% of patients were either very satisfied or satisfied with the care received.

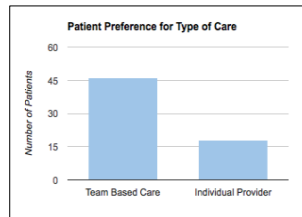


Figure 2. Patient preference for type of care determined at the end of their visit at the student run clinic. Of the 64 patients that responded with a care preference, 72% preferred team based care while 28% expressed a preference to be seen by an individual provider at their next visit.

Gender (N=64)	Single Provider	Team Care
Male	9	36
Female	9	10

Table 2. Correlation between care preference and gender. Female patients are more likely to express a preference to see individual providers (Chi-square 4.95; p-value = 0.026).

Educational Degree (N=64)	Single Provider	Team Care
Post High School	6	1
High School	12	45

Table 3. Correlation between care preference and education. Six of 7 college-educated subjects expressed a preference to see an individual provider over a team. (Chi-square 12.9; p-value = 0.00033).

STUDENT INVOLVEMENT

Professions (n=746)	Volunteers No. (%)
Medical	296 (39.6)
Pharmacy	181 (24.3)
Physician Assistant	165 (22.1)
Occupational Therapy	104 (13.9)

Table 4. Volunteer involvement categorized by profession. Since its inception, 746 individual students from USC have volunteered at the SRC. The percentage of each profession's involvement roughly parallels the size of the respective professional schools.

DISCUSSION

In 2011 the SRC implemented a 13-question patient satisfaction survey to explore patient opinions of team-based care in comparison to their customary experience with individual providers. The SRC collected patient feedback in order to understand barriers to IP care and to guide them in expanding IP team-based care in other outpatient settings.

Findings from the 67 completed surveys demonstrate a 95% patient satisfaction rate with the care received. 72% of subjects expressed a preference to be seen by the care team over an individual provider.

One of the limitations of this survey is that it did not provide the subjects with an opportunity to express the reasons for their preference. The SRC plans to include narrative responses in future surveys to better understand patients' rationale for their preferences. The SRC expects that these responses will help guide adjustments in the protocol to further increase patient satisfaction.

With a new managed care clinic opening in Spring 2017, we hope to collect survey data from a new patient population and identify differences between the two clinic populations that will further guide adjustments to the SRC protocol and deepen understanding of patient preferences

CONCLUSION

- IP healthcare teams deliver team-based care with a high level of patient satisfaction
- Although the numbers are small, there appears to be a trend for female patients and patients with a college education to be more likely to prefer care by an individual provider over team-based care.
- This SRC model can help prepare students to address future health care needs by teaching them collaborative IP team-based care.
- Due to limited data, continued research on patient satisfaction and attitudes toward team-based interprofessional care is warranted.

ACKNOWLEDGEMENTS

The USC Student-Run Clinic would like to thank the Eisner Pediatric and Family Medical Center and the John Wesley Community Health Institute Center for Community Health for their ongoing support.

REFERENCES

1. Smith S, et al. Presence and characteristics of student-run free clinics in medical schools. *JAMA*. 2014;312(22):2407-10.
2. Safran DG. Defining the future of primary care: what can we learn from patients? *Ann Intern Med*. 2003;138:248-255.

Contact: uscstudentrunclinic@gmail.com