



# HIPHOP PROMISE CLINIC

Annual Report  
2018 – 2019



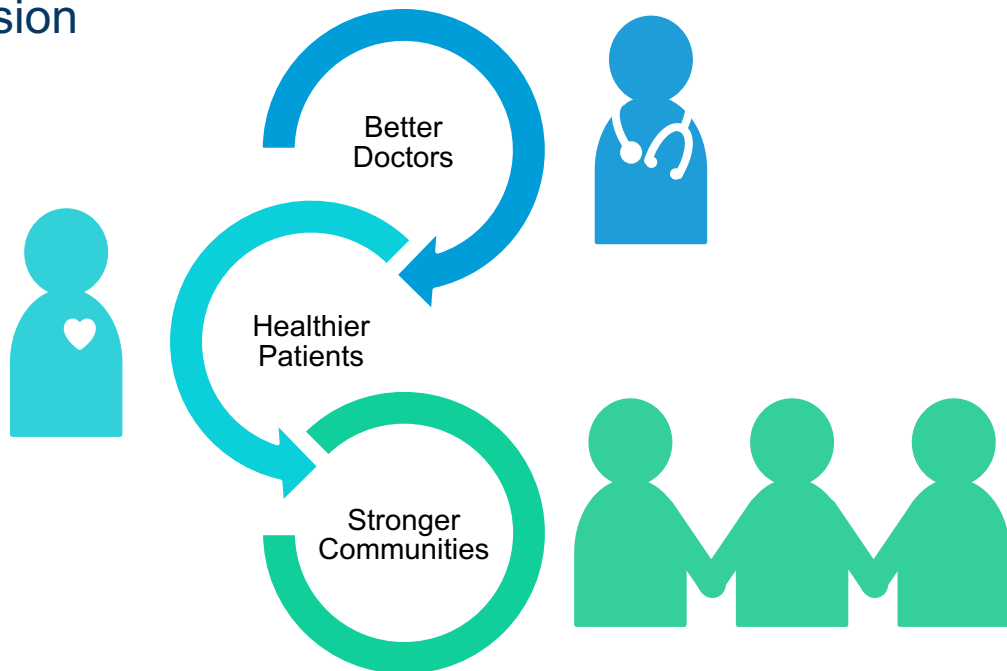
**RUTGERS**

Robert Wood Johnson  
Medical School

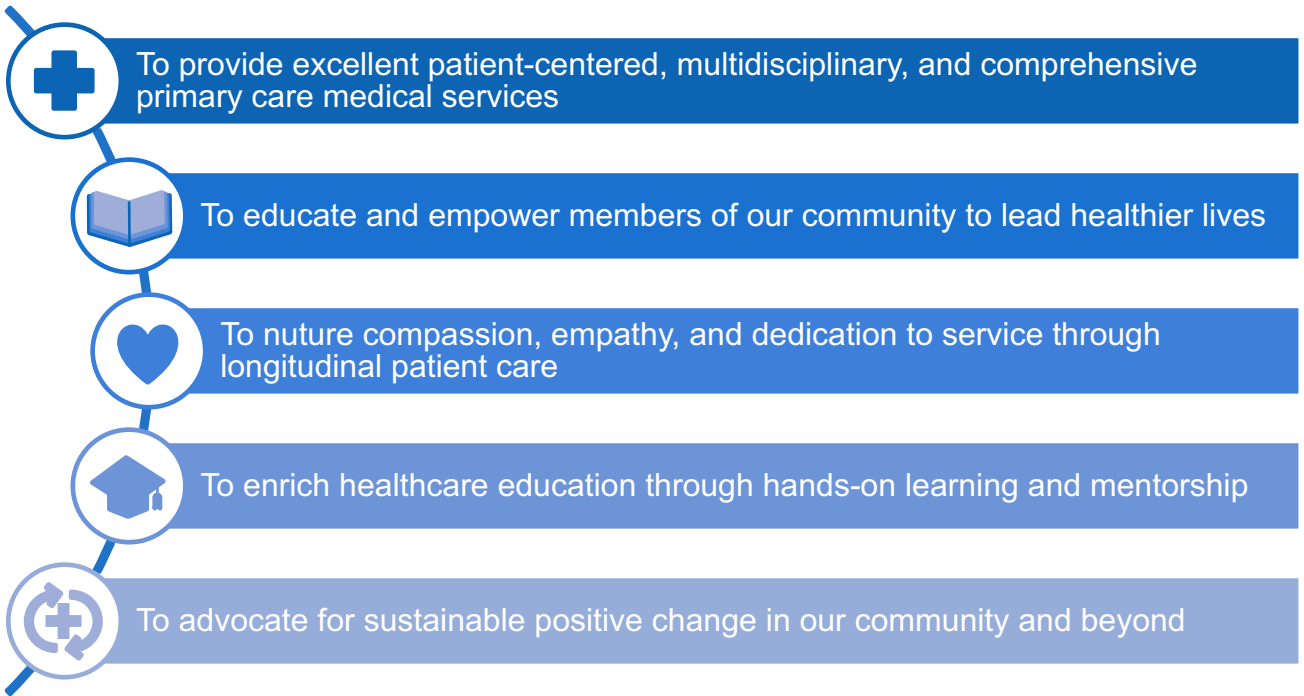
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## Our Vision



## Our Mission



## Our Strategic Priorities



## Who Are We?

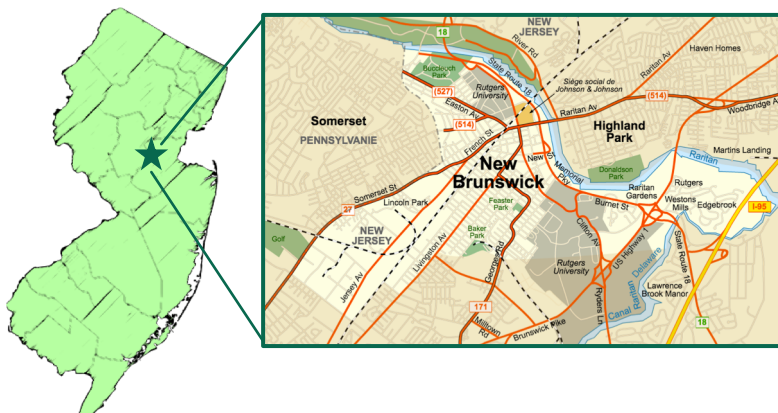
### Our Role in the Community:

- Community of medical students, volunteer physicians, and community partners dedicated to providing patient-centered, quality primary care services
- Education and empowerment clients of Elijah's Promise Community Kitchen to lead healthier lives
- Community engagement through service-learning aimed at teaching the importance of continuity of care, teamwork, advocacy, innovation, and leadership
- We hope to continue serving as a free source of health care for our patients and as a place for our student-doctors to learn and give back to the local community

The Promise Clinic is an entirely student-run clinic that aims to provide free primary care to the clients of Elijah's Promise Community Kitchen in New Brunswick, NJ. Our patients are uninsured and many are afflicted with common chronic conditions such as hypertension and diabetes.

The Promise Clinic is built upon a continuity of care model. Each new patient is paired with a team of medical students from all levels of training. The assigned student-doctor team is responsible for the patient's care throughout their time in medical school and/or the patient's stay with the clinic, ensuring continuity. Under the direct supervision of Robert Wood Johnson Medical School clinical faculty who volunteer their time, medical students are committed to providing an encompassing range of care for our patients.

Through the Promise Clinic, the uninsured and under-served communities of New Brunswick, NJ, have access to primary health care that they could not otherwise receive. The clinic also serves as an opportunity for early clinical exposure for medical students in their pre-clinical years. The clinic allows for both patient and peer education, as students in their clinical years teach pre-clinical students the basics of the physical exam and disease management.



### New Brunswick Community

- ❑ Home to over 56,000 people
- ❑ Almost 50% Spanish-speakers
- ❑ About \$42,000 median household income
- ❑ 7.6% unemployment rate
- ❑ 34% foreign-born residents
- ❑ 20.7% of residents under 65 without health insurance

"U.S. Census Bureau QuickFacts: New Brunswick city, New Jersey." 2019. <https://www.census.gov/quickfacts/newbrunswickcitynewjersey>



## Our Physician Preceptors

### Family Medicine

- Dr. Joyce Afran
- Dr. Euton Laing
- Dr. Karen W. Lin
- Dr. Barbara Jo McGarry
- Dr. Marissa Stabile
- Dr. Frances Wu
- Dr. Fran Yu

### Emergency Medicine

- Dr. Meigra Chin



### Internal Medicine

- Dr. Catherine Chen
- Dr. Edith Sitrin
- Dr. Iris Udasin

### Residents

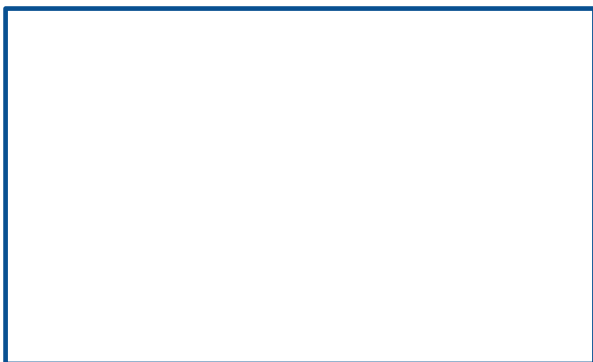
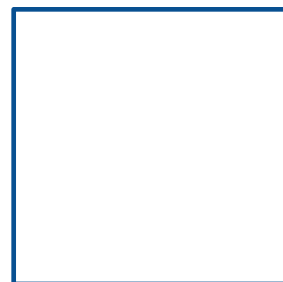
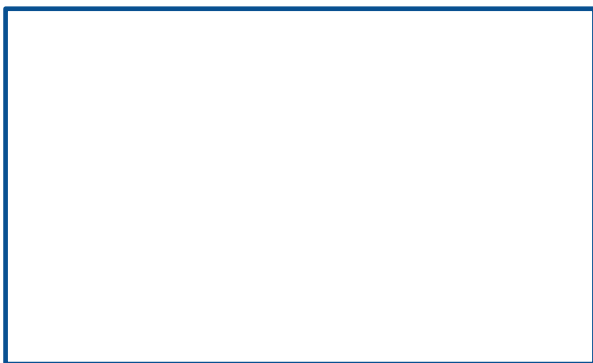
- Dr. Cresandra Corbin
- Dr. Patrick Ouzts
- Dr. Carolina Braga
- Dr. Ellexis Khan
- Dr. Joy Park
- Dr. Mitchell Kim
- Dr. Lindsay Volk

### Faculty & Staff Advisors:

Dr. Eric Jahn, Senior Associate Dean for Community Health

Dr. Karen Lin, Assistant Dean for Global Health

Susan Giordano, Program Coordinator for Community Health



## Services We Provide:

- Acute Care Management
- Screening & Preventative Services
- Basic Laboratory Work
- Chronic Care Management
- Specialty Care Referral
- Prescription Assistance
- Patient Navigation
- Women's Health
- Mental Health
- Social Work

## A Message on Behalf of Our Physicians

HIPHOP- Promise Clinic is a student run free clinic led by devoted student directors, committed operation managers, creative subcommittees and compassionate student - doctors. We strive to increase the quality care for our patients and contribute to the mission of Rutgers Robert Wood Johnson Medical School - clinical care, outreach to community, education, and research.

We have achieved the following goals for 2017-18:

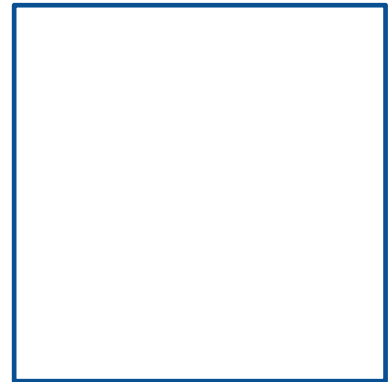
- **Efficiency** – set goal appointment time for 90 minutes on Thursday evenings to ensure continuity primary care for patients, and maximize learning opportunity for students.
- **Teamwork** – TeamSTEPPS initiative to improve quality and patient safety in medical education. Initiated at Promise Clinic and gained national reputation in medical education of American Medical Association and American Hospital Association.
- **Specialty Care Service** – expand services, more streamlining in charity care application
- **Data collection** – evaluate needs of community.
- **Quality of care** – improve the quality care of patients by continuing the HIPHOP-Promise Clinic Student Interpreter Elective; offers a mental health support group in Spanish in collaboration with the Depression and Bipolar Support Alliance of Middlesex County; provided flu vaccine clinics in partnership with Middlesex County Public Health Department & the Specialty Care committee.
- **Fundraising – long term sustainability**, established HIPHOP-Promise Clinic Endowment at Rutgers University Foundation, in addition to annual HIPHOP 5-K run, medical school wide campaign with Quarters 4 Meds (Q4M) Foundation
- **Social Determinants of Health**—students actively learned through quality scholarly projects, for example, VeggieRx and Health Passport, the details will be detailed in the report later. We established a new “Social Needs” Sub-committee to do a comprehensive assessment of social needs, connect patients to community resources for food, shelter, insurance and employment via collaboration with social work students.

We are planning the following for 2018 – 2019:

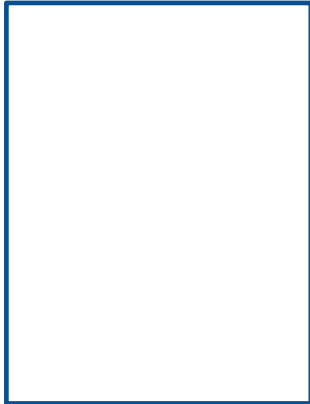
- “Planting the Seeds” 13th anniversary gala in Nov. 2018.
- Inaugural regional conference for three NJ Student -run free clinics in August 2018.
- Submission of abstracts for presentations at regional and national conferences of Society of Student Run free clinics in Jan and March, 2019.

We appreciate volunteer attending preceptors, family medicine and psychiatry residents, students of medicine, PharmD and Master of Social Work, a true interdisciplinary health care team.

Karen Wei-Ru Lin, MD, MS, FAFP  
Faculty Advisor, HIPHOP -Promise Clinic  
Professor, Family Medicine and Community Health  
Assistant Dean, Office of Global Health



## A Message from Our HIPHOP Coordinator



It is going on 14 years that a free, all-inclusive primary care clinic began to serve an in- need population in our greater New Brunswick area. Rutgers Robert Wood Johnson Medical School Homeless & Indigent Population Health Outreach Project-Promise Clinic medical students and faculty continue to provide a comprehensive, student-run clinic that provides high quality primary care to the medically underserved clients of Elijah's Promise Community Kitchen. The partnership of the medical school community, Elijah's Promise, and our students under the direction of medical school faculty has built and maintained an environment patients can rely on for all their medical needs. Whether patients require well visits, management of chronic disease, or social-emotional consultation and/or peer support groups, our students are committed to meeting the needs of their patients.

In providing these services, our students incorporate a humanistic element in their training and their experiences at HIPHOP-Promise Clinic may impact their practice as future physicians. I am proud to assist our students, other committed health professional students, faculty, staff and community partners invested in carrying HIPHOP-Promise Clinic's mission. We collaboratively will continue our dedication and compassion to and for our communities!

- Susan Giordano, BA



## Elijah's Promise Community Kitchen

Recipients of Elijah's Promise Community Kitchen Services are eligible, and actively recruited, for care at the Promise Clinic. Elijah's Promise is a dynamic organization that helps low-income individuals by providing nutritious meals, a broad range of social services, culinary arts training, and health screenings. Elijah's Promise has been a wonderful partner and advocate for the community. Students staff a booth at the community kitchen twice a week to provide blood pressure screenings. Our student doctors also provide health education for the members of the community through teaching sessions. Our partnership with Elijah's Promise enables community members to engage in health maintenance activities and to monitor their health weekly.



# PROMISE CLINIC BY THE NUMBERS



- 171 Student-Doctors
- 75 Steering Committee Members
- 11 Physician Preceptors
- 6 PharmD Students
- 1 Unified Mission

168

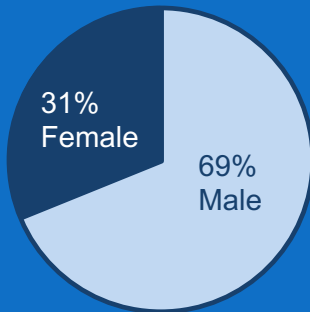
patients cared for since 2015

14

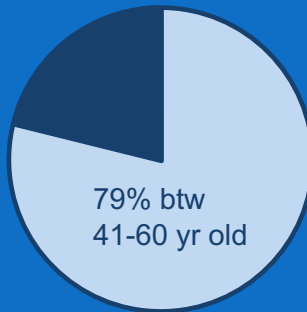
Years that Promise Clinic has been active



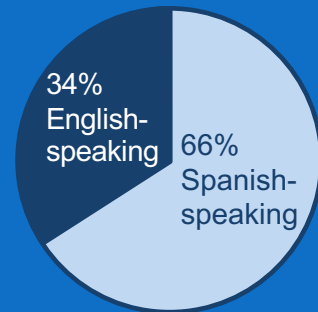
## Patient Demographics



Patient Sex



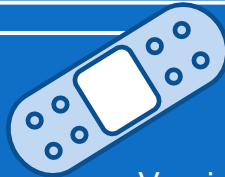
Patient Age Distribution



Patient Language Preference

3

PAPs (Patient Assistant Programs) filled

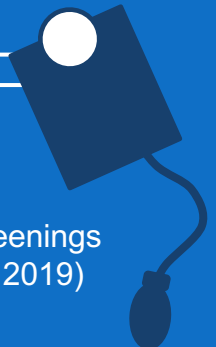


2

Vaccination clinics (July 2018 – June 2019)

84

Blood pressure screenings (July 2018 – June 2019)



PAPs are used to provide free or discounted medications to patients who cannot afford them.

51

Walk-ins (July 2018 – June 2019)

*¡Hola!*

17

Student Interpreters (July 2018 – June 2019)

59

Patients cared for (July 2018 – June 2019)



277

appointments (July 2018 – June 2019)

33

New patients recruited that attended an appointment (July 2018 – June 2019)



# PROMISE CLINIC BY THE NUMBERS



## Most Common In-House Labs:

1. HbA1c
2. Fingerstick Blood Glucose
3. Urinalysis

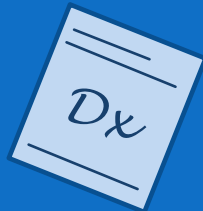
## Most Common Medications:

1. Lisinopril
2. Metformin
3. Hydrochlorothiazide (HCTZ)
4. Amlodipine
5. Simvastatin



## Most Common Send-Out Labs:

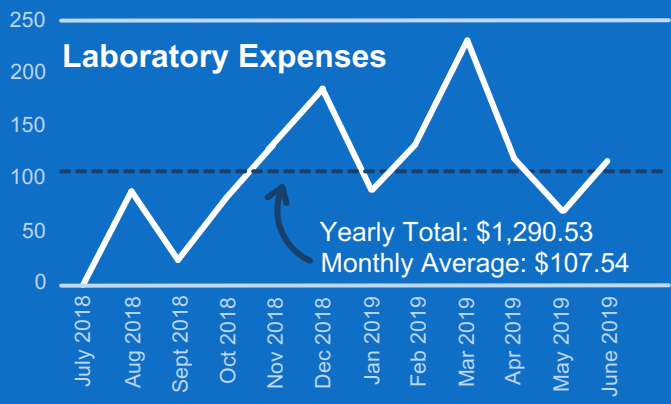
1. Lipid Panel
2. Complete Blood Count
3. Comprehensive Metabolic Panel



## Most Frequent Diagnoses:

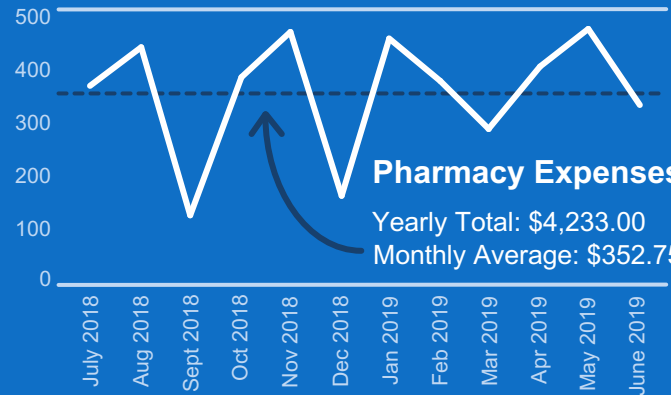
1. Hypertension
2. Hyperlipidemia
3. Joint/MSK Complaints
4. Type II Diabetes mellitus

- ● ● ● ● ● ● ● 8 Charity Care Applications
- ● ● ● ● ● 6 Successes
- ● ● ● 4 patients who applied for Medicaid and were able to transition out of Promise Clinic



- ### Sources of Funding:
1. Donations
  2. Community-based fundraisers
  3. Dean's Office
  4. Student Affairs

Promise Clinic covers the cost of pharmacy expenditures for uninsured clinic patients, so that patients may access medications at no cost to them.



**\$100**  
Average cost of medication per patient (July 2018 – June 2019)

## Highlights and Milestones

### 2018 Keeping the Promise Gala Planting Seeds for our Future

The **2018 Keeping the Promise Gala: Planting Seeds for our Future** took place on November 16, 2018 in New Brunswick, NJ. The event was organized by Rutgers RWJMS HIPHOP Promise Clinic in partnership with the Rutgers University Foundation. Over 200 guests, representing RWJMS students and faculty, Rutgers Ernest Mario School of Pharmacy, and family and friends were treated to desserts catered by Elijah's Promise and a schedule that included an awards ceremony for student-run initiatives and a keynote speech by a former Promise Clinic patient. The proceeds went toward the HIPHOP Promise Clinic Endowment.



Pictured: Guests and speakers enjoying the company and celebration at the gala.



### Patient Satisfaction Survey

A patient satisfaction survey was given to 18 patients between March 2019 – May 2019 by M2 Emily Jarnagin.

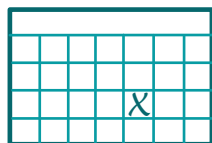
**100%**  
of Promise Clinic  
patients surveyed  
agree that:



The front desk  
staff are friendly  
and informative



The amount of  
time spent at  
Promise Clinic is  
acceptable



Promise Clinic does a  
good job reminding  
patients of their  
appointments

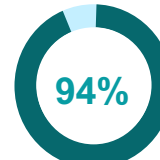
**100%** of patients feel that:



- ✓ Their team is a good fit
- ✓ They trust each team member
- ✓ They are treated with respect
- ✓ Their team educates them on their health conditions and available resources



of patients understand  
the purpose of every  
medication, and when  
and how to take it

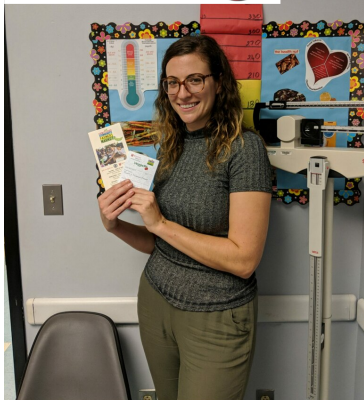


of patients trust  
Promise Clinic to  
deliver medications  
quickly and at low cost



## Highlights and Milestones

### VeggieRx



Anna Levitt (M2) with Veggie Rx materials. This year, Community Outreach recruited 24 patients to Veggie Rx.

### Student Initiatives



Becca Berger (M2) and MSW Denise Hernandez from Social Needs. Social Needs organized a training session on the Social Needs Assessment tool for student-doctors, and provided a 1<sup>st</sup> year Masters of Social Work internship.



Stephanie Oh (M3) teaching teammate Vanessa Ortiz (M1) physical exam skills. Education also created educational video tutorials to better prepare student-doctors for clinic practice.



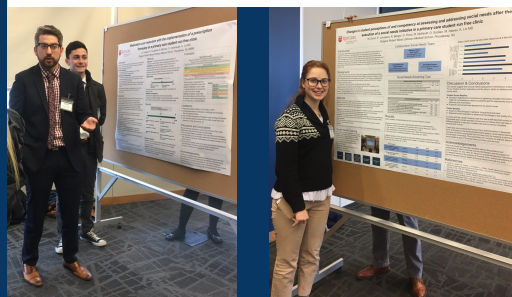
Runners at the Annual HIPHOP 5K Run in April 2019. The run supported HIPHOP programs and Promise Clinic.

#### Other Highlights:

- ✓ Community Outreach recruited 21 patients to the Health Passports Program.
- ✓ Lab initiated biannual EKG teaching sessions and presented a poster on STI testing at the New York Student Run Free Clinic (1/27/18).
- ✓ NJ Statewide Network for Cultural Competence (12/4/18)

## CONFERENCE CORNER

### Kansas City Society of Student Run Free Clinics Conference (8/25/18)

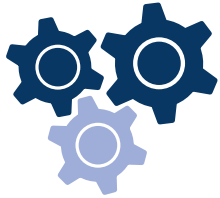


The 1<sup>st</sup> New Jersey Student-Run Free Clinic Conference (3/2/19 – 3/3/19)

## Our Team

### Operations:

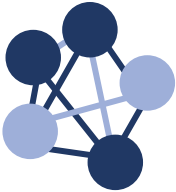
- Oversee all Promise Clinic activities as clinic directors, managers, schedulers, and first-year representatives
- Act as liasons between steering committees, student-doctors, preceptors, faculty advisors, and clinic staff
- Manage the flow of clinic weekly and collaborate to realize long-term goals for Promise Clinic



### New Steering Committee!

### Social Needs:

- Collaborate with the Rutgers School of Social Work and student-doctors to identify patients' social needs, including housing insecurity, food insecurity, and unmet educational needs
- Work with community partners to connect patients with local resources to alleviate these pressures with the goal of improving overall health and wellness



### Community Outreach:

- Collaborate with Elijah's Promise Community Kitchen, other community-based partners, and other steering committees to facilitate patient recruitment and ensure patient follow-up
- Coordinate bi-weekly screening efforts at Elijah's Promise Community Kitchen and work to improve the health of the population by developing public health education materials and programs
- Organize clinic-wide interventions to target prevalent diseases by administering and analyzing the annual Patient Demographic Survey and encourage student-doctors to practice preventative medicine



### Communications:

- Manage contact with all Promise Clinic patients, including Spanish-speaking patients
- Keep in touch with patients regarding appointments and outpatient care, and work closely with clinic schedulers to arrange new patient appointments and follow-up appointments
- Serve as interpreters for Spanish-speaking patients and recruit others to serve as interpreters through a Student Interpreter Program



Social Needs committee member Danielle Flood (M2) distributing hand-packed patient meals in clinic. Social Needs provided hot meals for every patient in clinic in partnership with Elijah's Promise Soup Kitchen.

## Our Team



### Specialty Care:

- Work to increase the breadth of specialized medical resources available to Promise Clinic patients and to streamline the process of obtaining care
- Provide student-doctor teams with specialists' contact information and assist with the Charity Care program onsite



### Lab:

- Manage all lab testing during clinic hours, including blood draws, urine samples, finger stick glucose, and other lab procedures
- Collaborate with the Middlesex County Department of Health to provide mammography, pap smear, and colon cancer screening for patients through the CEED (Cancer Education and Early Detection) Program



### Pharmacy:

- Provide patients with prescriptions and vouchers to obtain medication from a local pharmacy at no cost to the patient
- Provide onsite assistance to student-doctor teams in reviewing patient medications for potential drug interactions and side effects
- Guide teams in getting their patients into appropriate Patient Assistance Programs (PAPs)



Don Langan (M3) with Pharmacy PAP materials. Pharmacy introduced a new PAP tracking system for dispensation to patients this year.



### Quality Improvement:

- Identify and target areas where patient safety at the greatest risk, which includes overall clinic administration and specific team practices
- Improve the efficiency and production of Promise Clinic by using data from student-doctor visits to implement Best Practices
- Serve as a central source of information for many Promise Clinic projects



### Education:

- Make the Promise Clinic a model learning experience for student-doctors
- Maintain student attendance records for patient appointments and teaching sessions
- Act as a liason between the steering committees and medical school staff regarding student completion of requirements



### Finance & Fundraising:

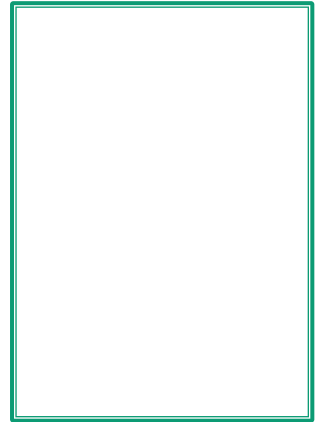
- Manage the clinic budget and monitor fundraising income and expenses
- Coordinate fundraising efforts within the community with the goal to reach financial sustainability and continue providing patients with free healthcare

## Reflections from a Student-Doctor

### 1. Can you tell me about the interpreter program?

Absolutely! The interpreter program began in 2014, the Spring of my first year as a medical student. The Communication team members are the true all-stars as they have been integral in expanding the program to allow us to meet patient demand. We are fortunate to work in an environment which is receptive to new ideas and committed to providing patients with the best care possible.

The program allows Spanish-speaking RWJMS medical students the opportunity to serve as Spanish to English interpreters in the clinic setting for student-doctor teams during a patient encounter. Interested students must attend a training session (organized by Hank Dallman and the Communications Steering Committee) and pass both a written and practical examination.



### 2. What are the main goals of this program?

Our program goal aligns with the overarching mission of the Promise Clinic which includes providing “*patient-centered, quality, primary care services*” to our local community members. The majority of the population Promise Clinic serves is predominately Spanish speaking. Existing studies support that interpreters improve care not only by decreasing communication errors and increasing patient comprehension but also by equalizing health care utilization, improving clinical outcomes, and increasing patient satisfaction.

At Promise Clinic, interpreters assist in breaking down language barriers to optimize information exchange in the clinic setting for student doctor teams. Additionally, interpreters are trained to recognize nuanced cultural differences and respond appropriately.

## Future Directions

- Expand patient outreach**
- Address social determinants of health**
- Develop sustainable funding strategies**
- Improve patient care**
- Improve patient care**

## Promise Clinic Steering Committee Members

### OPERATIONS

Stephanie Oh	MD/PhD	Director	
Ila Nimgaonkar	MD/PhD	Director	
Tom Kuriakose	M4	Director	
Caroline Kwon	M4	Director	
Deesha Sarma	M4	Director	
Michael Enich	M3	Manager	
Nupur Gulati	M3	Manager	
Paul Lavadera	M3	Manager	
Megan Hawes	M2	Scheduler (Datafile) Co-Chair	
Delaney Scollan	M2	Scheduler (Patient Recruitment) Co-Chair	
Ruby Zucker	M2	Scheduler (Attendings/ Residents/SocMed/ Psych) Co-Chair	
Josh Rowe	M1	First Year Rep	
Vaishnavi Warriar	M1	First Year Rep	
Cameron Schmidt	M1	First Year Rep	

### PHARMACY

Sana Ahmad	MD/PhD		
Christina Han	M4		
Pooja Pendri	M4		
Don Langan	M3		
Kirk Benack	M2	Co-Chair	
Chloe Cavanaugh	MD/PhD	Co-Chair	
Svetlana Bagdasarov	M1		
Roshni Shibad	PharmD4		
Hannah Lee	PharmD4		
Ileana Arce	PharmD3		

### LAB

Melissa Homsher	M4		
Jane Zhu	M4		
Miriam Campeas	M3		
Stephanie Chisom Amaefuna	M2	Co-Chair	
Michael Rallo	MD/PhD	Co-Chair	
Vanessa Cedarbaum	M1		
Kaitlyn Dickson	M1		

### SPECIALTY CARE

Rosaline Ma	M4		
Anoushka Dua	M3		
Kathy Zhang	M2	Co-Chair	
Julia Zheng	M2	Co-Chair	
Eileen McAuley	M1		
Catherine Morris	M1		

### COMMUNITY OUTREACH

Jacob Jaslove	MD/PhD	
Joshua Gilens	M4	
Aisha Van Pratt Levin	M4	
Rachel Voight	M3	
Motunrayo Adu	M2	Co-Chair
Anna Levitt	M2	Co-Chair
John Hayes	M1	
Keshav Patel	M1	

### COMMUNICATIONS

Tito Mantilla	M4	
Benjamin Van Pratt Levin	M4	
Zachary Berlant	M3	
Monica Castle	M3	
Scheherazade Elkeshk	M2	Co-Chair
Nathalia Arias-Alzate	M2	Co-Chair
Olivia Dahl	M2	Co-Chair
Daniel Reyes	M2	
Alejandra Bolanos	M1	
Neha Wadhavkar	M1	

### SOCIAL NEEDS

Denise Hernandez	MSW	
Becca Berger	M2	Co-Chair
Danielle Flood	M2	Co-Chair
Mariah McKeivitt	M2	Co-Chair
Catherine Morris	M1	

### QUALITY IMPROVEMENT

Carly Borinsky	M4	
Nikhil Yegya-Raman	M4	
Julia Tartaglia	M3	
Emily Jarnagin	M2	Chair
Eshan Kaul	M1	

### FINANCE & FUNDRAISING

Caesar Imperio	M4	
Daniel Marino	M4	
Chris Amro	M3	
Michael Jones	M3	
Daniel Kats	M2	Chair
Joyce Lu	M1	

### EDUCATION

Jeff Desilets	M4	
Jennifer Lee	M4	
Adiba Anam	M3	
Nanaama O'Hene	M2	Chair
Bethany Mancuso	M1	

## Promise Clinic Student-Doctors

<i>Team 1</i>	Jiazhen Li M1 Justin Elkhechen M2 Danielle Levin M4	<i>Team 18</i>	Ranjitha Vasa M1 Nisha Naik M2 Jordan Kugler M3 Jennifer Lee M4	<i>Team 32</i>	Zev Leopold M1 Pankhuri Mohan M2 Daniel Levin M3 <u>Michelle Linke M4</u>
<i>Team 3</i>	Mark Mikhail M1 Alexander Zhang M2 Ben Lichtbroun M3 Sabrina Zeller M3 Catherine Duazo M4	<i>Team 19</i>	Yasmine Elfarrar M1 Jeremy Tchack M2 Nadege Assassi M3 Fernando Arias M4	<i>Team 33</i>	Josh Rowe M1 Leelabati Biswas M2 Tara Ferrante M2 Morgan Dunn M3 Augustus Chang M4
<i>Team 4</i>	Opeposi Adetunji M1 David Sadegh M2 Gregg Khodorov M3 Joanna Kinney M4	<i>Team 20</i>	Wilfrido Castillo M1 Andrea Barreto M2 Andrew Glavin M3 Joan Chen M4	<i>Team 34</i>	Lauren McNaughton M1 Chloe Cavanaugh M2* Laura Di Taranti M3 Abhinav Gabbeta M3
<i>Team 5</i>	Michael DiGaetano M1 Daniel Reyes M2 Emily Livingston M3 Deesha Sarma M4	<i>Team 21</i>	Nyasia Jones M1 Mariah McKeivitt M2 Danielle Glassman M3 Daniel Sharp M4	<i>Team 35</i>	Bryan Le M1 Rebecca Berger M2 Pierre Saad M3 Arianna D'Angelo M4
<i>Team 6</i>	Gabriela Alvim De Paula M1 Michael Rallo M2* Chris Amro M3 Veda Pejaver M4	<i>Team 22</i>	Kristin Blackledge M1 Stephanie Latham M2 Nirav Haribhakti M3 Carly Borinsky M4 Alyssa Magan PharmD3	<i>Team 36</i>	Emmeline Jia M1 Jaclyn Yang M2 Julia Tartaglia M3 Richard Lang M4
<i>Team 7</i>	Keshav Patel M1 Kathy Zhang M2 Peter Trinh M3 Mary VanderVeen M4	<i>Team 23</i>	Cynthia Zheng M1 Robert Rosen M2* Aaron Lulla M3 Caroline Kwon M4	<i>Team 37</i>	Fernando Camacho Garcia M1 Joel Glotfelty M2 Katia Sherman M3 Pooja Pendri M4
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