



Ten Years of Community Partnerships at a Student-Led Free Clinic: Lessons Learned

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Disclosures

- No conflicts of interest to declare.



Introduction: MedZou Clinic Origins 2007

- A group of highly engaged, relentlessly enthusiastic medical students approach faculty about opening a free clinic
- Attendance at STFM Pre-Conference
- Needs assessment performed at local ERs

Clinic Origins 2007

- Letters of support from SOM, SON, School of Social Work and MPH program
- Commitment from Fam Med faculty and residents to volunteer
- Submitted application for AAMC “Caring for Communities” Grant

Introduction: MedZou Clinic Origins 2008

- Grant application accepted
- Student leadership teams formed
- Opening set for October 2008

Now what?

Identifying Community Partners

How do we fit in? Identifying Gaps in Care/Potential Partners

Connected with local agencies to clarify existing gaps in health care provision

- FQHC
- City/County Health Department
- Local Agencies

Local FQHC

- Initially 6 month waiting list
- SRFC initially intended to be transitional coverage until patients able to establish care at FQHC
- We continue to collaborate with FQHC to address changing needs and resources
- SRFC now provides continuity care for individuals unable to afford the minimal FQHC copay.

Local FQHC

- Coordination with FQHC Social Worker so that patients receive care in most appropriate setting.
- Meds received for MedZou from pharmaceutical companies through patient assistance programs are received at FQHC and stored safely until MedZou Clinic.

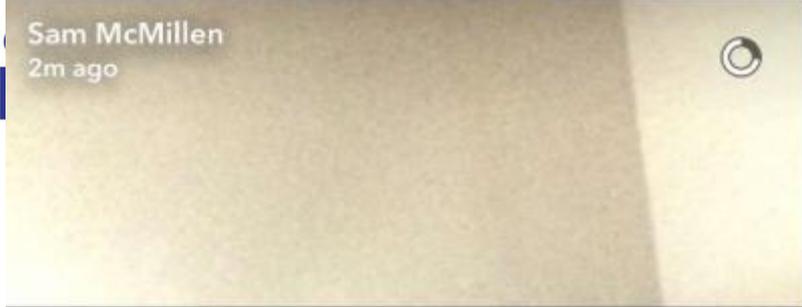
Local FQHC

- Self pay FQHC patients can utilize SRFC specialty clinics (Dermatology, Neurology, Ophthalmology, Women's Health follow up)
- Donated colposcope to SRFC Women's Health Clinic
- Streamlined referral process for patients with Hepatitis C

Health Department

- Donated equipment- exam tables, otoscopes, autoclave.
- Provides:
 - flu shots
 - HIV testing kits
 - Epipens
- Annually trains students in administering vaccines and performing HIV testing.

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Jk me and fridge are besties now



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Health Department

- Has provided back up emergency refrigeration when SRFC refrigerators stop working (yet again!!)
- Multiple HD protocols modified for MedZou use.

Facilitating medical collaboration

- Standard release of records form allowing sharing of information and records with FQHC, Health Department and our University Health System.

Finding Clinic Space

- Explored multiple possibilities:
 - FQHC
 - Health Department
 - MU Health Care
 - Local Churches
- Eventually partnered with a local service agency, Central Missouri Community Action, who provided clinic space free of charge.

Clinic Space

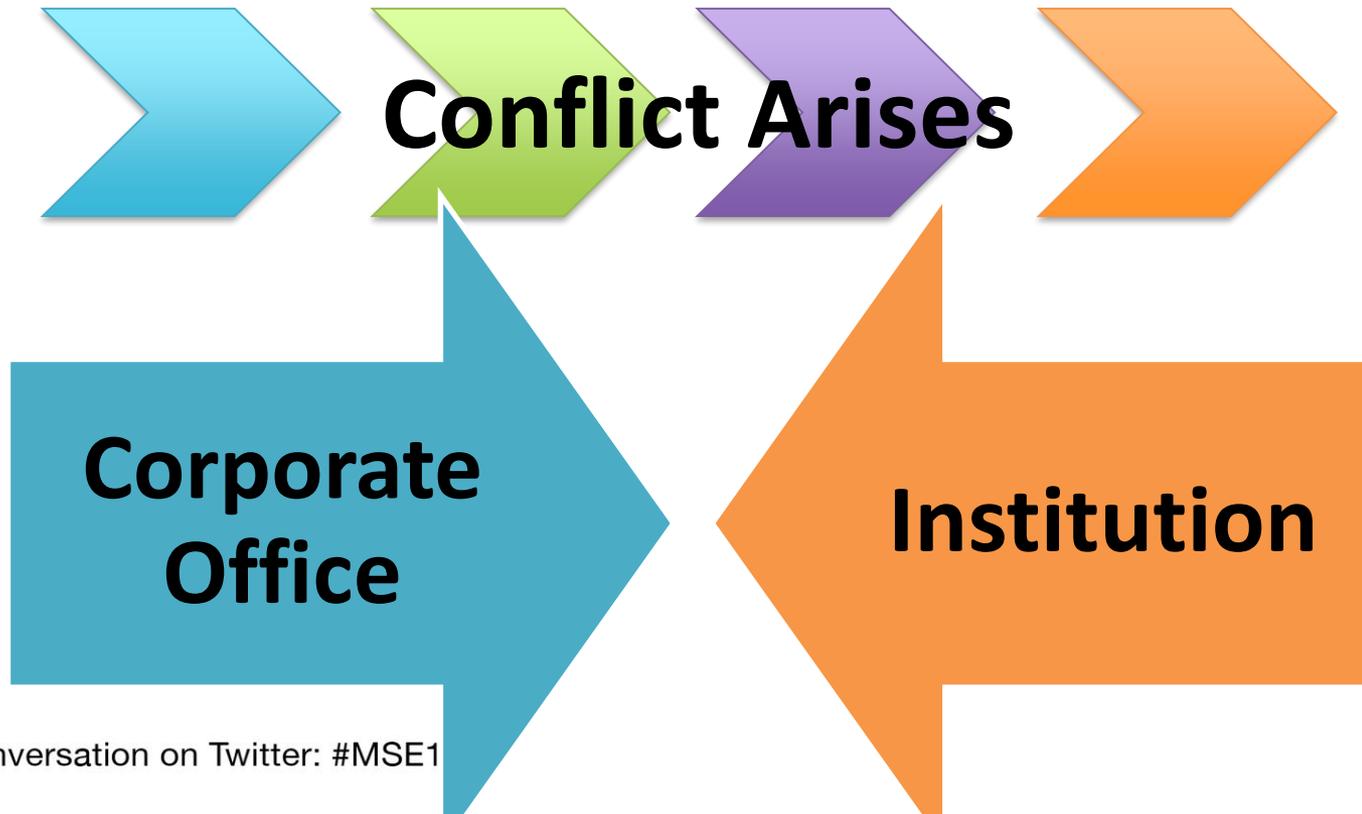
- After 6 years, agency needed space for other programming. New search.
- Now partnering with Family Impact Center in a building providing many community services. Low rent (\$500/month)
- Share clinic space with Tiger Peds, local pediatric clinic doing outreach in area

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Pharmacy

- Initially a community pharmacy partnered with the clinic in providing \$4 medications to SRFC patients, billing the clinic directly



Pharmacy

- Now partnering University Pharmacy
- Severing ties
- Growing pains
- Creation of MOU

Memorandum of Understanding

- Nonbinding agreement between two or more parties outlining the terms and details of an **understanding**, including each parties' requirements and responsibilities.

**Pharmacy Services Memorandum of Understanding
Between MedZou Community Health Clinic and
University of Missouri Health Care**

This Memorandum of Understanding is made and entered into by and between University of Missouri Health Care (“Hospital”) and MedZou Community Health Clinic (“MedZou”). Effective as of the date of the last signature on this Agreement, Hospital will provide MedZou with pharmaceuticals according to the terms of this agreement.

1. Hospital agrees to provide the pharmaceuticals which are listed herein in Exhibit A at Hospital’s acquisition cost for the pharmaceutical plus a \$4.00 dispensing fee per prescription.
2. Hospital will bill MedZou on a monthly basis for pharmaceuticals used by providing a report of all prescription transactions. The report will show the retail price of the pharmaceutical and the acquisition price. The total cost of the medication plus a \$4.00 dispensing fee per prescription will be requested via journal entry. MedZou agrees to pay charges within 30 days of receipt of report.
3. This agreement is specific only to Mizzou Pharmacy – University Hospital located at One Hospital Drive, Columbia, MO 65212. Prescriptions filled by MedZou clients at other University pharmacies will not be subject to the special pricing arrangement.
4. This agreement may be terminated by either party at any time by giving thirty (30) days advance written notice.

This letter of agreement replaces any and all previous agreements and constitutes the entire understanding between the parties.

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Current MOUs

- Collaborating Pharmacy
- Clinic Space (Family Impact Center)
- MU Health (negotiated cost of women's health procedures)
- Community Laboratory Services
- Food Bank

Community Laboratory

- Matched low cost prices provided to local FQHC

Corporate Buy-Out

- Re-negotiating services

Importance of MOUs-Lessons learned

- Needed to clarify roles and responsibilities of your organization and community organizations
 - Sets expectations
 - Can be adjusted based on changing needs

Other Community Partnerships

- Local homeless advocacy organizations
 - St Francis House
 - Interfaith day center Harbor House
 - Room at the Inn
- Center Project (LGBTQ Community Center)
- True North (IPV services/shelter)
- Kilgore's Respiratory Center
- Advanced Radiology

ESSENTIAL COMMUNITY PARTNERS



Family Impact
— CENTER —
Promoting Lifelong Education



Lesson learned

- Importance of regular communication with collaborating partners:
 - Quarterly meetings with key agency leaders
 - Monthly reports of purchases such as meds and lab
 - Annual review of MOUs
 - Receiving and giving feedback

Story of the Mammogram Van

Story of the Mammogram Van

- Grant Opportunity- Informal one paragraph application due tomorrow!
- Requested \$13,000, received \$18,000

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Alumni Magazine sent to
all MU alumni:

“MedZou to provide
Free Mammogram
Services”

“MU women’s group gives
\$18,000 to MedZou”

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THE MAGAZINE OF THE MIZZOU ALUMNI ASSOCIATION

MIZZOU

News Research Academics Alumni Sports History Community Archives

Gift to Support Women’s Health

MU women’s group gives \$18,000 to MedZou.

Story by Eric Pergande
Published Oct. 28, 2013



Fourth-year medical student Mira Patel, BS, BS BA '10, explains the treatment plan to a MedZou patient. With the help of the Mizzou Women Give donation, MedZou is now able to offer women's services. Photo courtesy of MedZou.

Mizzou Women Give, the women's giving circle project at MU, voted to give more than \$18,000 to MedZou. MedZou is a free, student-operated health clinic that provides care for Central Missouri residents. MedZou will use the funds to offer women's health services.

"We are really excited about the possibility of providing women's health services and already have a number of physicians willing to support this project," says Ashley Kimberling, a master's student in the health administration program and director of business administration for MedZou.

New to campus, Mizzou Women Give selected MedZou as the recipient of its first gift after evaluating proposals from 11 campus organizations. The other finalists were Tiger Pantry and the Truliano College of Business. MedZou was chosen because of the project's immediate and lasting impact on women's health, the element of community outreach, and the student learning experience.

Story of the Mammogram Van

- Mammograms and annual examinations not an unmet need
- Purchasing and running a mobile mammography unit not feasible.
- Many other unmet women's health needs
 - Colposcopy follow up for abnormal paps
 - Certain screening test not available to women of certain age groups

Story of the Mammogram Van

- Philanthropic group: funding had to be used as requested.
- Banquet already scheduled to honor MedZou
- Data quickly collected from multiple agencies on unmet women's health needs and grant application rewritten

Mammogram Van: Lessons Learned

- Enthusiasm must be balanced with oversight.
- Faculty involvement in program development/ and grant proposals provides an opportunity for students to learn that
 - needs assessments are critical
 - feasibility of implementation needs to be considered

Women's Health Program

- Collaborated with the FQHC, Health Department and Planned Parenthood in identifying unmet needs
- Started as a case management program connecting women with needed services

Planned Parenthood Fiasco

- PP provided lowest cost for colposcopy

And then....

THE KANSAS CITY STAR.

SEPTEMBER 25, 2015

University of Missouri shamefully caves in to political bullying

Kurt Schaefer, the power-hungry Missouri senator who wields outsized control of the state's appropriations process, promised the University of Missouri there would be "consequences" for licensing a doctor.

And there are.

For women.

And for the ideal of an independent university system.

MU announced Thursday it was revoking low-level hospital privileges for a doctor who performs non-surgical abortions at Planned Parenthood's Columbia clinic.

So...

We developed an MOU with the University negotiating discounted prices for procedural services not covered by State Women's Health Programs

Women's Health

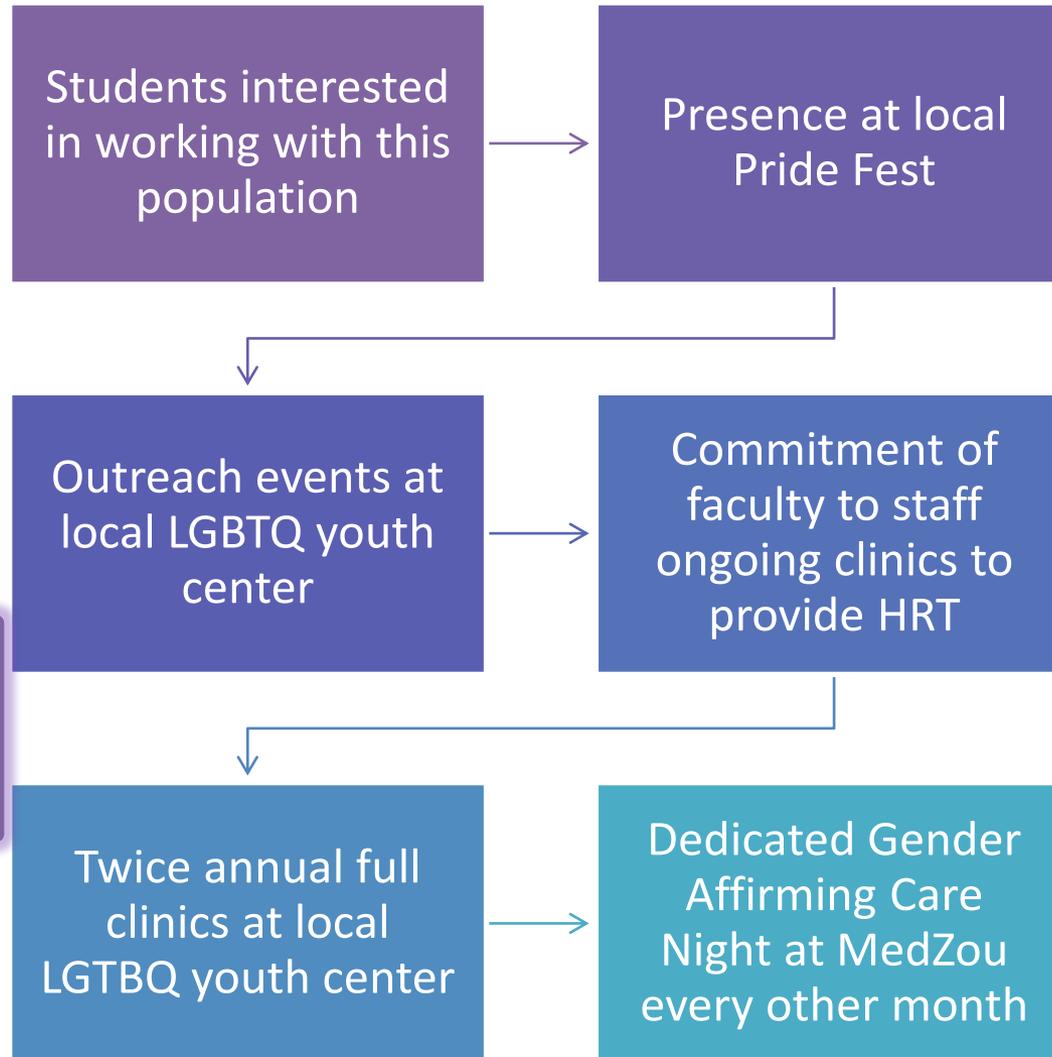
- This past year began directly providing services such as colposcopy and cervical biopsies.
- Colposcope donated, other equipment used on loan. New grant just received which will allow for additional purchase of equipment.

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Transgender Care



Trans Expansive
Health Care
Provider Summit

STITCH:
Summit To
Improve
Transgender
Collaborative
Healthcare

Lessons Learned

- Financial considerations
 - Fluctuating drug prices – unable to provide gender affirming medications free of cost
- Ongoing student education – dedicated educational event on hormone replacement therapy

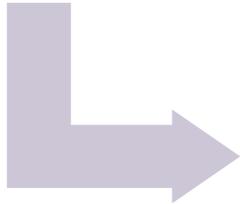
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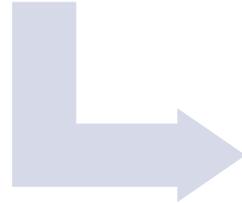
Developing IPV Advocacy Program

First contact –
monthly
outreach events

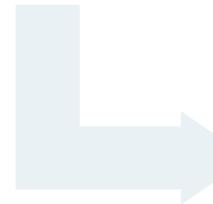


Collaboration with
leadership on how
to best expand
services

Student Interest Group
Formed – DIVAA-SIG



Creation of advocacy
team available for all
SRFC clinics



Dedicated 48 hour
advocate training for
health professional
students



True North Survey

Standard questions:

- Do you have health insurance?
- Do you have a PCP?
- Medication list

Additional questions:

- What health services, if offered, would you use?
 - Blood pressure/blood sugar screening
 - Mental health
 - Pap Smears
 - Breast/Pelvic exam
 - Contraception
 - STI Testing
 - Acute Primary Care Services
 - Emergency Medication Supplies
 - Smoking Cessation
 - Other

- If these services were provided in shelter, how willing would you be to go?
- If you were referred to MedZou, a community clinic 0.2 miles away, to receive these services and any follow up, how willing would you be to go?

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PreP for our patients

- Student interest in providing Pre-Exposure HIV Prophylaxis for MedZou patients.
- Conducted pt survey documenting interest
- Found way to obtain medication without cost. Worked with Health Department on protocol.
- Cost of lab for monitoring \$338/yr –With 13 pts, over 50% of total annual lab budget

PreP: Lessons Learned

- Not all good ideas can be immediately be implemented.
- Need was identified
- Resources explored
- Barrier to implementation clarified
- Future implementation feasible if barrier can be eliminated.

Developing Hispanic Night Clinic

- Student champion
- Connected with local agency “Centro Latino” regarding referrals and implementation
- No one to take over project leadership when student champion graduated.

Hispanic Night: Lesson Learned

- Sustainable leadership is critical.
- We now require consideration of a sustainability plan with development of any new set of services.

Showing Appreciation to Community Partners

- Annual Banquet
 - Recognizing volunteers and partners
- Thank you cards
- Certificates / Plaques

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Take Home Points

New Programs Involving Community Partners
Should:

- Address an unmet need
- Provide benefit to patients and community
- Be financially feasible
- Sustainable

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