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JeffHOPE News-Summer 2014

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JeffHOPE

Health Opportunities, Prevention, and Education

Summer 2014

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From the Directors

Dear volunteers, alumni, and donors,

JeffHOPE, Jefferson's student-run free clinic, has had yet another extraordinary year caring for Philadelphia's underserved. JeffHOPE operates six sites throughout the city, with medical students collaborating with pharmacy and physical therapy students to offer medical care, patient education, and advocacy services. Students are supervised by Jefferson physicians and pharmacists, creating a collective volunteer force of over one thousand individuals. It is with great excitement that we share with you our latest initiatives and events through this newsletter, featuring stories from our medical students. Below, we've provided an overview of our six clinics.

Thank you for your interest in JeffHOPE! Our clinic depends on your support. Please keep in touch by visiting our website at jefferson.edu/jeffhope or writing to us at jeffhope@jefferson.edu!

The '15 Directors: Lauren Galinat, Priya Joshi, Brian Lee, Anita Modi, Shana Rakowsky, Stephanie Rand, Evan Smith, Jessica Torres, Pete van Hoff

Clinic Site	Patient Population
Eliza Shirley House	Intake Shelter for Women & Children
Sunday Breakfast Rescue Mission	Men's Shelter
Mercy Hospice, Acts Christian Transitional Service	Recovery Houses for Women and Their Children
Our Brothers' Place	Men's Shelter
Prevention Point Philadelphia	Street side Needle Exchange Program

Another Day at Clinic: Student and physician volunteers spend a Saturday morning at Prevention Point Philadelphia, JeffHOPE's streetside clinic. Top to Bottom: Danielle Levine '17, Procedures Committee; Clinic Director Priya Joshi '15 discusses patient care with premedical student volunteer Leangelo Hall; Students beside a patient. *Photos by Brian Lee '15*



Question of the Day

Danielle Levine '17, Procedures Committee,
Our Brothers' Place

I find that I make the greatest impact on my patients not when I'm drawing blood or administering vaccines, but rather when I ask my "Question of the Day" to each of the men waiting to be seen for medical care. Each week, I devise a different question for our patients, from "What color best describes your personality, and why?" ("Dark purple because I'm so mysterious") to "What do you enjoy most about being outdoors?" I try to ask questions that are both relatable and thought-provoking to each patient, allowing everyone to share something about himself. The sheepish smiles and hoots of laughter accompanying both the questions and their answers inspire me to keep asking, and to keep listening.

From the Clinic to the Delivery Room

Caitlin Callaghan '17, Advocacy Committee,
Eliza Shirley House

One of the first women I met as a new advocate at the Eliza Shirley House was a 21-year-old mother of two, who had recently discovered that she was pregnant again. At our first meeting, we discussed pregnancy options and prenatal care. She initially refused my advice to stop smoking and start seeing an obstetrician, so I was shocked to find her waiting to talk to me at clinic the next week. And the following week. We've since spent hours discussing everything from smoking cessation to employment. Over time we began to develop a trusting friendship, and the bond we formed was pivotal in her ultimate decision to seek prenatal care, despite the barriers involved. If all goes as planned, I will have the privilege of being in the delivery room as she welcomes her third child into the world this September.

Creating an Education Program at Mercy

Brooke Scheidemantle '17,
Education Committee, Mercy Hospice

Jessica and I could not hold back our excitement to begin our new roles as patient educators at Mercy Hospice; we both envisioned hour-long lesson plans even before learning we'd been selected for the positions. However, we quickly ran into our first obstacle: we had no one to guide us in creating a structured program for our clinic's population. Anxiously, but with enthusiastic conviction, we decided to start from scratch and take insights from the patients themselves. Rather than assuming what the women wanted to learn, we dedicated our first session to learning about the women and their individual interests: screenings, heart disease, nutrition, and smoking cessation.

Our first lesson, *Myths about Menopause*, was nerve-wrecking. Though we had come prepared with ice-breakers and responses to common misconceptions, my head buzzed with questions of doubt, "What if they don't like us? What if no one shows up to our class?" Jessica and I waited in the lounge as five women filed into the chairs we'd organized into a circle. To our relief, the women graciously endured and even seemed to enjoy our lesson! The group grew from five to ten women and eventually, Mercy Hospice made our program mandatory. By the tenth week of our program, we could enter the lounge and receive warm greetings from a handful of women who had already organizing the chairs into a circle and began conversing about the week's lesson topic. While we were proud of the tight-knit community we'd built as first-year medical students, we were more pleased by the knowledge that our lessons empowered our patients to make their own health decisions every day.

The Impact of a Simple Intervention Alexandra Strauss '17, Research Committee

As in any other healthcare setting, treating patients at JeffHOPE involves identifying individual barriers and implementing appropriate interventions. P.M. is a 75-year-old man and a regular patient at the JeffHOPE clinic at Our Brothers' Place (OBP). When he first began coming to clinic, his diabetes and high blood pressure were poorly controlled. Volunteers soon realized that the patient struggled to manage his ~~prescribed medications, and committed to~~ **organize his pill box every three weeks.** Since then, his systolic blood pressures dropped from 140-160s to 110-120s and his blood sugars dropped from the 300s to rest consistently below 150. Even after moving out of OBP, P.M. routinely comes to clinic for volunteers to refill and reorganize his pill box, valuing the impact of this simple intervention on his health.

Reevaluating Our Population's Needs Samuel Spiegel '17, Research Committee

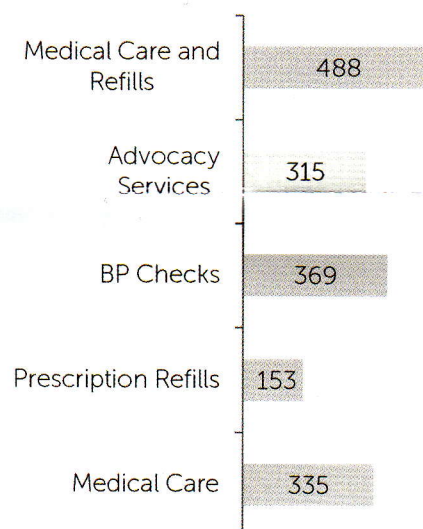
JeffHOPE's Research Committee developed a formal needs assessment designed to solicit feedback from the site staff at each of the organization's six clinic locations. Supervisors, resident assistants, and cooks alike evaluated JeffHOPE's strengths and weaknesses in caring for their populations. A staff member at ACTS commented that the residents appreciated volunteers' care and supplies, as well as ~~their ability to make referrals for services~~ **that could not be provided at clinic.** Suggestions included incorporating mental health services, which we hope to address with volunteer recruitment from Jefferson's Couples and Family Therapy program. We are currently developing a separate survey to solicit patient feedback and plan to implement further improvements based on their suggestions.

JeffHOPE Goes Electronic: EMR at Clinic

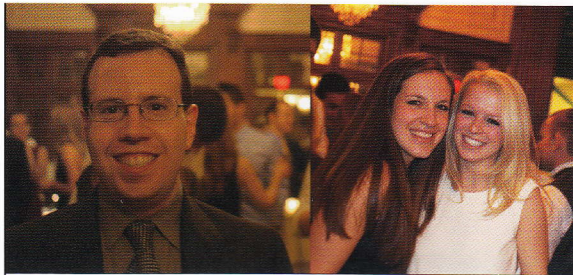
Rogan Magee '17, Research Committee

Over the past two years, JeffHOPE's six sites have incorporated the Practice Fusion Electronic Medical Record (EMR) to improve clinic efficiency, data collection, and patient care. EMR allows volunteers to quickly review a patient's chart prior to the encounter for past concerns, maximizing **the care provided at every visit.** In addition to relaying information from prior visits to guide individual patient care, EMR enables us to analyze cumulative patient data. An understanding of the demographics and needs of our population as a whole will facilitate systemic changes, improving the care we offer all patients. Please refer to the right for insights we've already gained about our population, including the volume we receive at our sites each year, and the issues patients hope to address at clinic. Thank you to all of our volunteers for the smooth transition to EMR!

Concerns Addressed at OBP in 2013



Rogan Magee '17, Megan Savage '14



Left to Right: Dave Manoff, M.D., 2014 JeffHOPE Physician of the Year; Jenna Cohn '14 and former JeffHOPE Director; Shana Rakowsky '15, current JeffHOPE Finance Director.

Photos by Brian Lee '15

JeffHOPE Ball and Silent Auction Save the Date: February 20th, 2015

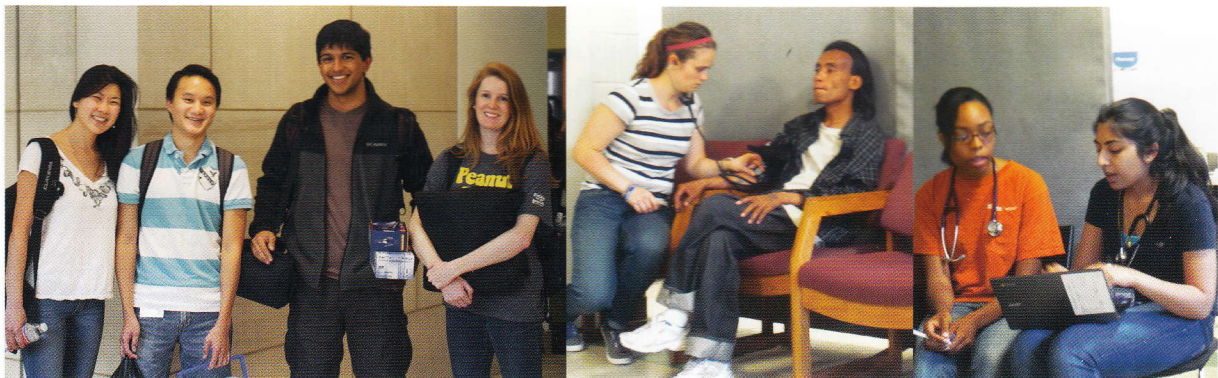
Enjoy an evening of dinner and dancing at the JeffHOPE Ball. Over 700 students, physicians, and friends come together to celebrate the contributions of our many volunteers. The evening features a silent auction and raffle, filled with prizes donated by parents, faculty, and local businesses.

Donations are tax-deductible, and sponsors are featured in the program. Contact jeffhope@jefferson.edu to make a gift!



JeffHOPE
1015 Walnut Street, Suite 401
Philadelphia, PA 19107
jeffhope@jefferson.edu
jefferson.edu/jeffhope

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Left to right: Melissa Choy '17, Tuc To '17, Karthik Thangappan '17 and Katherine Savage '17 carry medical supplies to clinic. A student takes a blood pressure measurement. Salini Hota '16 reviews a patient's chart on the EMR.

We welcome your support and contributions!
Make an online gift at jefferson.edu/jeffhope