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Care with Dignity: A Patient-Centered Focus for Treatment of Vulnerable Populations

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Care with Dignity: A Patient-Centered Focus for Treatment of Vulnerable Populations

Healthy People 2020

Bridging the Gaps Focus Areas
Adapted from HP2010 and HP2020

- Access to Health Care
- HIV
- Mental Health
- Responsible Sexual Behavior
- Substance Abuse.

Student Interns:

Marlee Madora, Thomas Jefferson University, Sidney Kimmel Medical College
Molly Klores, University of Pennsylvania, School of Veterinary Medicine

Community Preceptor:
Terry Trudeau, MEd, Philadelphia FIGHT

Academic Preceptors:

James Plumb, MD, Thomas Jefferson University, Sidney Kimmel Medical College
Brittany Watson, VMD, PhD, University of Pennsylvania, School of Veterinary Medicine



Summary

Philadelphia FIGHT is a comprehensive HIV/AIDS service organization providing primary care, consumer education, advocacy, and research on potential treatments and vaccines. FIGHT was formed as a partnership of individuals living with HIV/AIDS and clinicians, who joined together to improve the lives of people living with the disease. Today, FIGHT serves an even broader patient population and recently received designation as a Federally Qualified Health Center. FIGHT strives to address not only HIV-infected patients, but all at-risk populations through education, outreach, and preventative medicine.

The annual Bridging the Gaps interns are responsible for several projects, including a client satisfaction survey, a “FIGHT Stories” client portrait project, and this year, projects on smoking cessation and Pre-exposure Prophylaxis (PrEP) use.

“Even though I grew up with a family that provided for me, I didn’t learn the values of family and love until I came to Y-HEP.”



“Philadelphia FIGHT has allowed me to grasp the importance of the interplay between patient-centered medicine, education, and public health. FIGHT has gracefully combined exceptional medical and behavioral care with client education, activism and research. FIGHT not only treats its’ patients minds, bodies, and souls, but it also strives towards molding a healthier generation defined by openness and acceptance. I am inspired by FIGHT’s commitment to deeply understanding not only their patients, but also the various larger forces that shape their lives. I hope to encourage others to adopt this holistic view of healthcare and recognize the importance of education and interdisciplinary collaboration.”
Molly Klores, University of Pennsylvania, School of Veterinary Medicine

Satisfaction Survey

Every year, FIGHT relies on the work of BTG interns to complete the annual Client Satisfaction Survey. FIGHT uses client feedback in order to ensure that FIGHT services are truly meeting the needs of the clients. The surveys also provide measurable data to share with supporting foundations. Additionally, the feedback helps FIGHT adapt their programming to the changing needs of their clients.

Client satisfaction with Project TEACH, an intensive 8-week HIV/AIDS educational course.

More likely to take their medications as prescribed after TEACH 4.91 out of 5 (+/-0.41)

More likely to see their doctor after TEACH 4.92 out of 5 (+/-0.34)

Focus Groups

Smoking Cessation

The 2014 Client Satisfaction Survey found that 71% of FIGHT clients smoke cigarettes. The interns were interested in the behavioral motivators behind this populations’ smoking habits and quitting attempts. The interns conducted two focus groups and surveyed ICJ and Lax Center clients interested in smoking cessation. They covered topics such as smoking triggers, withdrawal symptoms, and overcoming obstacles to quitting. Clients were provided with various coping techniques and replacement strategies. The clients were greatly appreciative and inspired to learn more cessation methods. Furthermore, the interns’ handout will be used as a resource throughout FIGHT in the future.

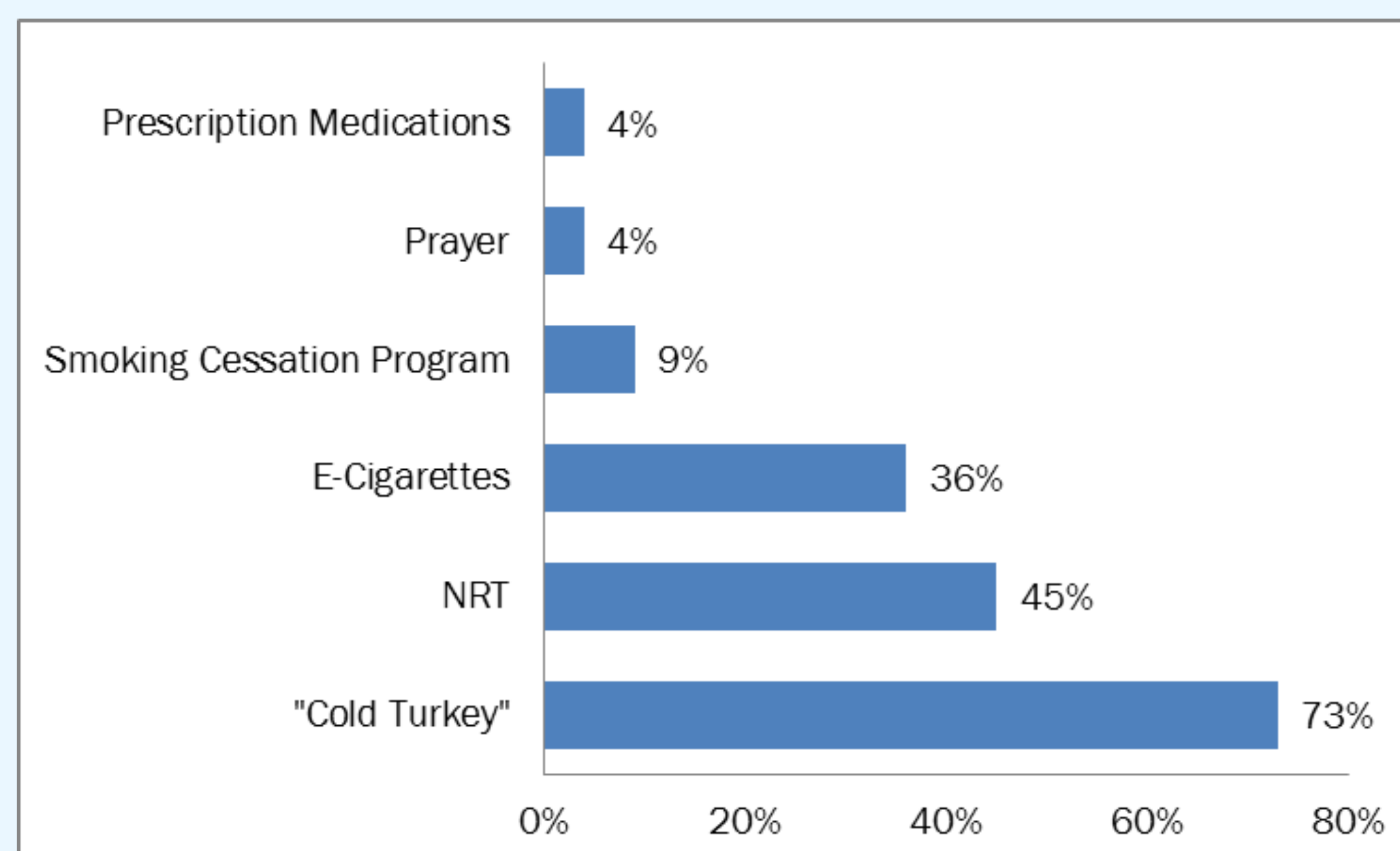


Figure 1: Methods used in past quitting attempts.

Pre-exposure Prophylaxis (PrEP)

The interns developed a focus group at Y-HEP to discuss Truvada for Pre-exposure Prophylaxis (PrEP). The group targeted patients taking PrEP to learn more about the stigma patients feel, the barriers to adherence, and how PrEP influences their sexual and mental health. Analysis of the focus group survey demonstrated that after taking PrEP, users felt more empowered, more aware of their sexual activity, and were eager to recommend PrEP to a friend. Participants reported neutral feelings about side effects and stigma associated with PrEP. These findings support PrEP as an effective strategy for HIV prevention in an at-risk population.



“FIGHT taught me that when you have something like HIV that you can’t get rid of, you need to nurture it. I nurture my HIV and I nurture myself. I take ownership over my health now.”

-Vernetta

FIGHT Stories

Taking a more qualitative approach to understanding the client experience, the interns expanded upon the FIGHT Stories project that began in 2010. For the first time since the project’s creation, Y-HEP and HIV negative clients participated, resulting in the most ambitious project to date. Seventeen clients were interviewed about their experience and what FIGHT offered them throughout their journey. The stories will hang permanently in FIGHT community space.



“At Philadelphia FIGHT, I’ve learned from experts on patient care what it means to be a healer. Each provider at Philadelphia FIGHT confronts the emotional components of living with a chronic disease instead of only the physical ones. The power of patient advocacy and patient education is utilized full-force, and the results are astounding. After this summer, it has become my goal to empower my future patients, no matter how many obstacles are in the way.”
Marlee Madora, Thomas Jefferson University, Sidney Kimmel Medical College