Title

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The Impact of New Student-Run Clinic on the Russian-Speaking Population of Sacramento

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Abstract

The greater Sacramento area is host to over 30,000 residents who primarily speak Russian, of whom approximately 55% are not fluent in English (Sacramento County LEP, 2014). Many may find it difficult navigating the Western medical system. Lack of access to healthcare also may put Russian-speaking residents who live in lower socioeconomic areas at higher risk of developing preventable chronic diseases (Ainsworth, Dale, 2012). Thus, Nadezhda Clinic has been established to bring the Russian-speaking community of Sacramento culturally sensitive primary healthcare at no cost to the patient. To determine the effectiveness of this project, patients were administered a modified satisfaction questionnaire (PSQ-18) at their first and each subsequent visit. Here, we present a progress report from August 2019 to January 2020 that investigates trends such as **Patient Satisfaction, Patient Adherence to Appointments, Clinic Finances and Adherence to Short-Term Goals**. The long-term goal of this study is to elucidate how Nadezhda Clinic can best target the gaps in healthcare access in the Russian speaking community residing in Sacramento, CA.

Objectives

Effectiveness of Nadezhda Clinic

Outcome 1
Patient Satisfaction

Patient Satisfaction of:
- Physicians
- Care
- Facilities

Outcome 2
Appointments

Patient Adherence to:
- First Appointment
- Follow-Up Appointments

Outcome 3
Finances

- Income
- Expenditure

Outcome 4
Short-Term Goals

- Schedule 3 patients/clinic
- Train at least 6 students
- Establish a lab service
- Secure the storage of paper-based medical records

Methods

Assessments and Measures

The following Outcomes were determined for Nadezhda Clinic from August 2019 to January 2020:

- **Patient Satisfaction**: Modified PSQ-18 Surveys were administered to patients after every visit. Several aspects of patient satisfaction from PSQ-18 were correlated to Overall Patient Satisfaction by Pearson's Correlation. The satisfaction for each of these categories, including Overall Satisfaction, were computed for Nadezhda Clinic patients.
- **Patient Adherence to Appointments**: Data was collected on the rate in which patients adhere to their scheduled appointments, including the number of rescheduled/canceled, and walk-in visits.
- **Finances**: Bank statements were analyzed to determine income vs expenditure.
- **Clinic Adherence to Short-Term Goals:** Progress on the goals were observed and analyzed quantitatively.

Results

Patient Demographics

Table 1: Participants	
Total Patients	21
Male/Female	8/13
Age Range	36-89
Russian as Preferred Language	19/21

Table 1: Summary of the patient population at Nadezhda Clinic over the 6-month period.

Patient Satisfaction

Table 2: Trend Correlation To Overall Satisfaction Table	
Category	Correlation to Overall Satisfaction (%)
Satisfaction with Doctor	93.3 %
Satisfaction with Facility	79.6 %
Satisfaction with Care	97.6 %

Table 2: Correlation of categories pooled from PSQ-18 to Overall Patient Satisfaction.

Average Satisfaction of Patients by Category

- Overall Satisfaction: 70.3/100
- Satisfaction with Doctor: 73.2/100
- Satisfaction with Facility: 69.0/100
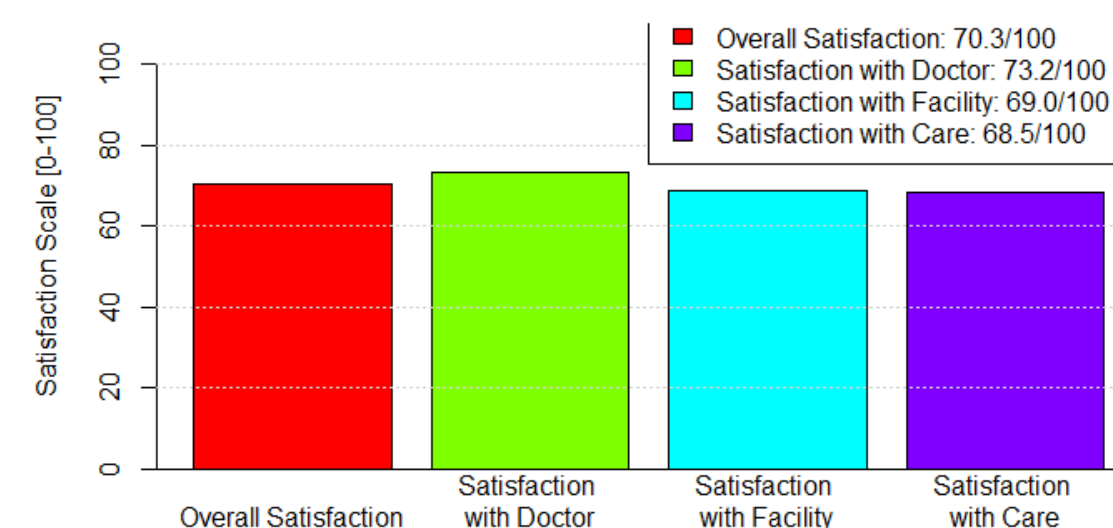- Satisfaction with Care: 68.5/100

Figure 1: Representation of **Overall Patient Satisfaction** and average rating of patient satisfaction for each of the trends at Nadezhda Clinic. The data was plotted on a 0-100 scale, where a higher number equates to a higher self-reported satisfaction score.

Results

Patient Adherence to Appointments

Total Appointments to Nadezhda Clinic by Type
(Total Appointments: 33)
- 66.7% Attended
- 27.3% Walk-in
- 6.1% Rescheduled/Cancelled

Follow Up Appointment Adherence
(Total Appointments: 6)
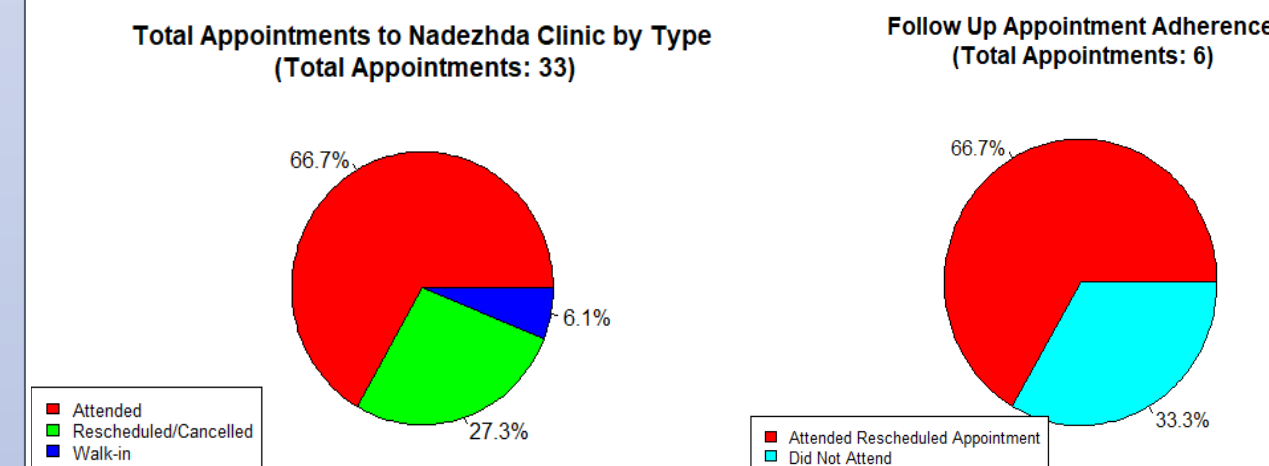- 66.7% Attended Rescheduled Appointment
- 33.3% Did Not Attend

Figure 2: Breakdown of the total number of appointments scheduled, rescheduled/canceled, and walk-in visits.

Figure 3: Representation of rescheduled appointments were attended by the patient.

Finances

Income Breakdown
(Total Income: $2398.16)
- Donations: $519.77
- Fundraisers: $785
- ADA Grant: $435
- Member Dues: $265.32
- Misc: $393.07

Expenditure Breakdown
(Total Expenditure: $1620.73)
- Advertising: $352.82
- Clinic Supplies: $150
- Fundraising Planning: $274.47
- Reception Supplies: $548.98
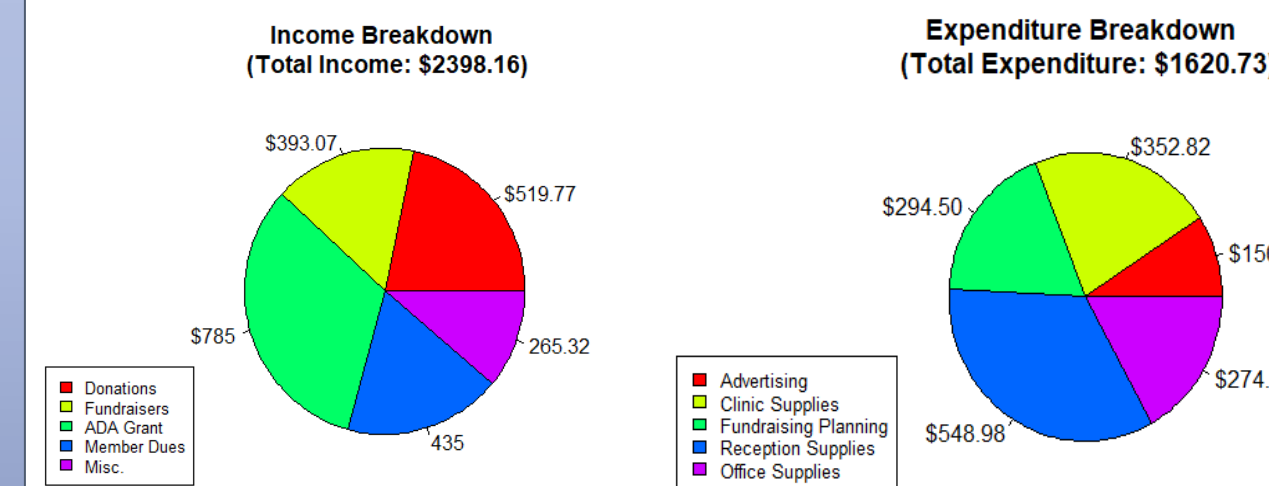- Office Supplies: $294.50

Figure 4: Breakdown of income generated by the clinic through various sources.

Figure 5: Breakdown of expenditure associated with organizing monthly clinic days.

Clinic Adherence to Short-Term Goals

Table 3: Progress on Short-Term Goals				
	Goal	Current		Percent Completed
Patients Per Clinic	3	Average: 5		166%
Students Trained	6	Undergraduates (Years 1-4): 10	Professional Students (MS1-4, PA, NP): 11	166%
Lab Services	Yes	Yes		100%
Secure Storage	Yes	Yes		100%

Table 3: Adherence to short term goals is represented as percent completed, which was computed based on expected vs observed values by January 2020.
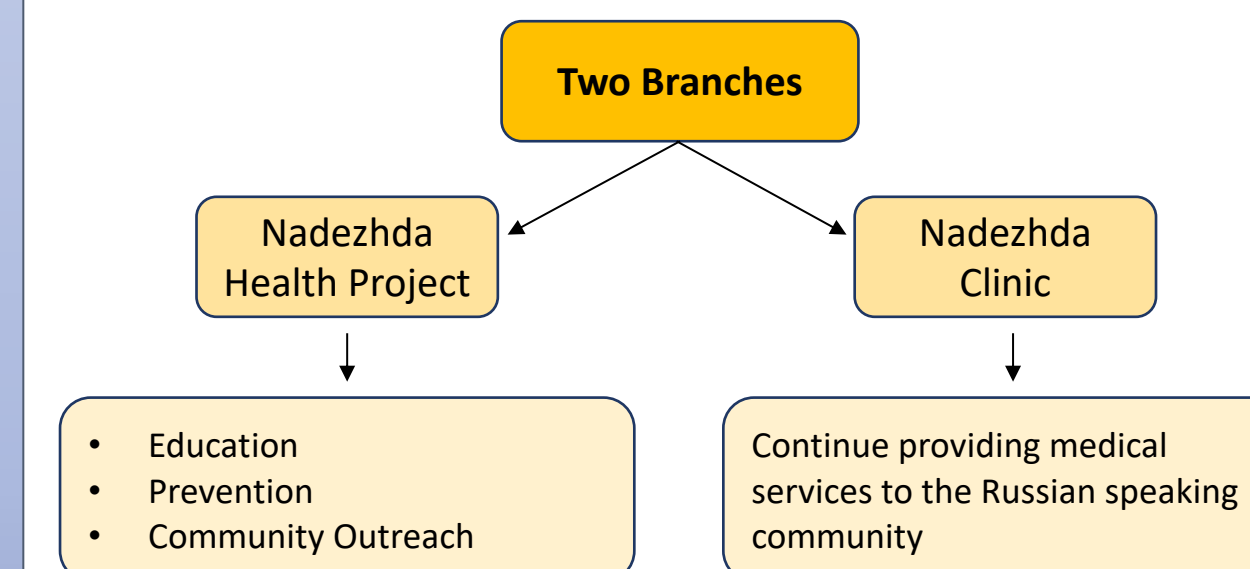
Table 4: Patients Seen Per Clinic					
Clinic Date	Aug. 2019	Sept. 2019	Oct. 2019	Nov. 2019	Dec. 2019	Jan. 2020
Patients Seen	4	4	5	5	3	6

Table 4: Patients seen per clinic day, including follow-up appointments and walk-ins.

Discussion

The long-term goal of this study is to elucidate how Nadezhda Clinic can best target the gaps in healthcare access in the Russian-speaking community residing in Sacramento, CA. Based on the four outcomes discussed, Nadezhda has positively impacted its patients while maintaining effective strategies to sustain itself as an organization. This study's strengths lie in its analysis of Finances and Clinic Adherence to Short-Term Goals. However, incomplete PSQ-18s have reduced the sample size of various statistics performed and reasons for patient appointment cancelation were not always recorded. Hence, this report can only discern the effectiveness of Nadezhda on a small number of patients. Work is underway to improve the data collection methods, as well as integration of the outcomes obtained in this study into clinical setting.

Future Directions

Two Branches

Nadezhda Health Project
- Education
- Prevention
- Community Outreach

Nadezhda Clinic
- Continue providing medical services to the Russian speaking community

Long Term Goals

- Analyzing resource deficits within the community through patient visits
- Reasons for appointment cancellation
- Further establish collaboration with Shifa Clinic for shared facility use
- Utilizing Electronic Medical Records (EMR) for data security
- Improving efficiency of patient visits
- Further training volunteers on cultural sensitivity

References

- Limited English Proficiency (LEP) Plan. 2014, Limited English Proficiency (LEP) Plan, www.sctlink.com/SCTLink%20LEP%20Plan.pdf.
- Ainsworth, Dale, et al. Sacramento County Community Health Needs Assessment. 2012, Sacramento County Community Health Needs Assessment, www.sierrahealth.org/assets/HSC_CHNA_May_2013.pdf.
- Marshall GN, Hays RD. Santa Monica, CA: RAND Corporation; 1994. The Patient Satisfaction Questionnaire Short Form (PSQ-18) p. 7865.

Acknowledgements