

Helping Hands for Healthy Living: A Community Service Learning Project



COLLEGE OF
MEDICINE
AND PUBLIC
HEALTH

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Objectives



- ★ Participants will learn about:
 - ▲ The development and implementation of an interdisciplinary service learning course in a community health care center serving medically indigent and culturally diverse individuals;
 - ▲ Challenges and strategies utilized for developing the course;
 - ▲ Project outcomes including qualitative and quantitative findings from student evaluations of the course.

Background



- ✦ Partnership formed in February 2005 between the:
 - ✦ Ohio State University (OSU) Masters of Physical Therapy (MPT) and the Masters of Occupational Therapy (MOT) Programs
 - ✦ Physicians Free Clinic (PFC)
- ✦ Institutional grant support to develop an interdisciplinary service learning course provided by:
 - ✦ OSU Office of Outreach and Engagement
 - ✦ OSU College of Medicine Area Health Education Center

Physicians Free Clinic



- ★ Started 13 years ago by the physicians of the Columbus Medical Association
- ★ Funded by the Columbus Medical Association Foundation.
- ★ Located in downtown Columbus.
- ★ The OSU has enjoyed a long-standing history of partnership with the PFC.



★ Vision Statement

“The Physicians Free Clinic is a provider of high quality episodic care to an increasingly diverse population of vulnerable people through highly efficient operations. The Physicians Free Clinic is rooted in and nourished by its relationship with its volunteers, its referral network, other free clinic organizations, health care students, its patients and the community. Its patients maintain and improve their health through relationships with primary care homes.”



- ◆ AY 2005-06
- ◆ 35 second-year MPT and 30 MOT students



1. 6 Hour Class Instruction
 - ◆ Orientation
 - ◆ Introduction to 3 Service Areas
 - ◆ Panel of OSU TBI Rehabilitation Team
 - ◆ 2 Hour Session at OSU Clinical Skills Education and Assessment Center
2. 6 Hours Service at PFC
3. Program Evaluation



- ◆ Students from Divisions of Physical and Occupational Therapy provided direct rehabilitation services
- ◆ Individualized Consultations, Screenings, Examinations, Evaluations, Interventions for Clients with Musculoskeletal, Neuromuscular, Cardiopulmonary problems.



- ★ Students conducted mental health screens as part of the National Depression Screening Day (NDSD) program.
- ★ Identify individuals with mood/anxiety disorders.
- ★ Resources from the Franklin County Mental Health Association.
- ★ Referral recommended as needed to the PFC.

"Share Your Talents"



- ★ Students completed questionnaires with individuals in the PFC waiting room
- ★ Assess strengths and talents based on workshop by Dr. John McKnight
- ★ Connect participants in community agencies, associations, Volunteer Services at the PFC

Challenges: PFC



Challenge	Strategy
Obtain support for project	Persuasive and assertive presentations to Board of Directors and CEO
Limited Space	Students came at staggered times; office space utilized as additional exam room
Episodic Nature of Clinic	Interventions limited to 1-2 visits after which patients given home instructions and/or exercise programs or referrals to PT/OT clinics for on-going care
Lack of physician awareness of PT/OT services	Direct communications with physicians and posted signs within the Clinic

Challenges: Faculty



Challenge	Strategy
Developing a reciprocal and mutual relationship with the PFC	Numerous informal or formal business meetings with PFC staff to select and plan PFC activities for students; Mutual attendance by the OSU faculty and PFC staff at OSU Service Learning Initiative workshops, educational programs for health care professionals held at the PFC, and social functions (e.g., annual PFC Christmas party)
Coordinating an interdisciplinary course between Divisions	Numerous meetings and e-mail communications between OT and PT faculty to compare accreditation standards and develop course syllabi

Challenges: Students



Challenge	Strategy
Lack of understanding of each disciplines' roles	Classroom and online joint discussions; OSU traumatic brain injury team presentation
Difficulty working together as interdisciplinary teams	See above; OSU Clinical Skills Education and Assessment Center

Outcomes: Student Reflections



- 1. *Impact on Self.*** I have had experiences where people willingly abuse the system set up to help them. It was good to see and be reminded that most people want something better for themselves and are willing to work for it.
- 2. *Lessons Learned from Clients.*** The reason he came to the clinic was because of his anxiety. He told us several of his family members had recently died, and because of this, he had become chronically anxious and could barely get through the day.
- 3. *Appreciation of Each Other.*** I gained a new perspective and a new appreciation for not only my profession (occupational therapy), but for physical therapy as well . . . I learned insights which cannot be taught in the classroom.



1. Post-Test Scores:

- 0 The class helped me to see how the subject matter I learned can be used in everyday life (89%)
- 0 The service learning class enhanced my ability to think critically (86%)
- 0 The service learning class enhanced my ability to solve problems (82%)

2. Pre-test and Post-test Scores:

- 0 I know that I can make a positive difference in the lives of others ($p = .000$)
- 0 I have a responsibility to provide community service ($p = .000$)
- 0 It is important for me personally to volunteer my time helping people in need (Pre 29%, Post 62%)

Outcomes: PFC



1. The students and instructors bring:
 - Positive energy to the clinic setting
 - Skill sets that are valued by physicians & patients
 - Fresh ideas to enhance operations and care
2. Students have a unique opportunity to interact with:
 - Other OSU health care students
 - With a diverse population
3. Patients benefited from educational materials in English and Spanish and a therapeutic product called Theraband.
4. Referrals made for PFC volunteers (clinic, volunteer reading program)
5. Referrals made for mental health appointments at PFC.

References

1. Dr. Anne Kloos, Physical Therapist (kloos.4@osu.edu)
2. Dr. Sharon Flinn Occupational Therapist (flinn.39@osu.edu)
3. Dr. John McKnight
(<http://www.northwestern.edu/ipr/people/mcknight.html>)
4. Mental Health Association of Franklin County
(<http://www.mhafc.org/>)
5. NDSO Mental Health Screen
(<http://www.mentalhealthscreening.org/events/ndsd/conduct.aspx>)
6. Ohio Association of Free Clinics (<http://www.ohiofreeclinics.org/>)
7. Physicians Free Clinic
(<http://www.goodhealthcolumbus.org/pfc/index.html>)
8. Service Learning Initiative 2005-2006 Grant Recipients
(<http://service-learning.osu.edu/projects.htm>)
9. The Ohio State University Clinical Skills Education and Assessment Center (<http://centerforems.osu.edu/6062.cfm>)