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Implementing a Case Management Program at a Free Student-Run Clinic

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Implementing a Case Management Program at a Free Student-Run Clinic

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Background

- The Rowan Community Health Center (RCHC) located in Lindenwold New Jersey, reopened in September of 2019
- Patients come to RCHC for physicals/wellness checks or medical ailments
- Many patients are from underserved communities and may not have a primary care physician or insurance
- Trend in lack of follow up amongst patients
 - Leads to discontinuity of care
 - Unaware if patients are obtaining their prescribed medications, following up with recommended specialists, or if chief complaints/primary diagnosis are improving
- RCHC's Special Projects Department decided to implement a Case Management program to improve patient follow-up and adherence to care

Materials and Methods



Program began in January of 2021

Survey created on RedCap

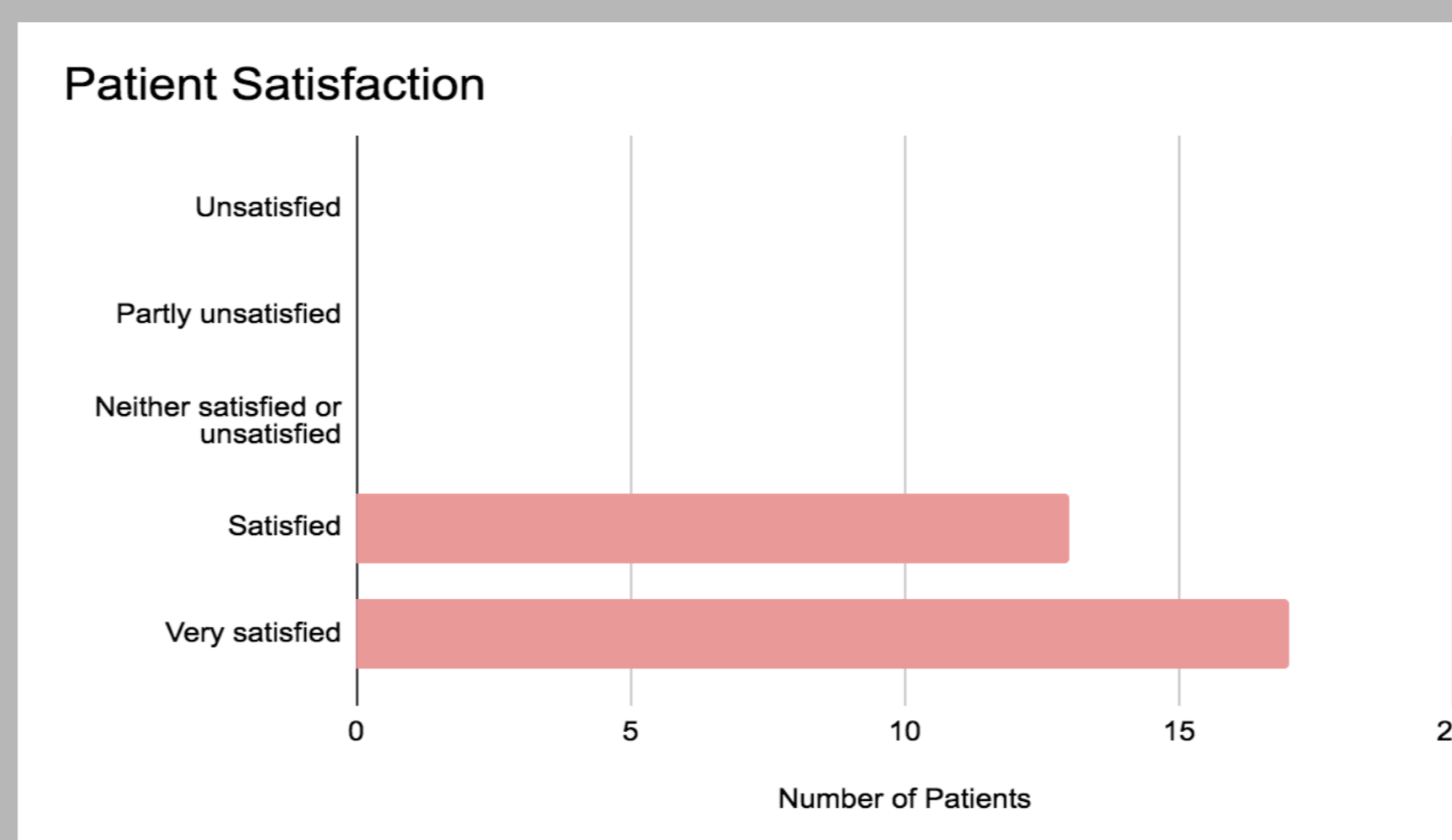
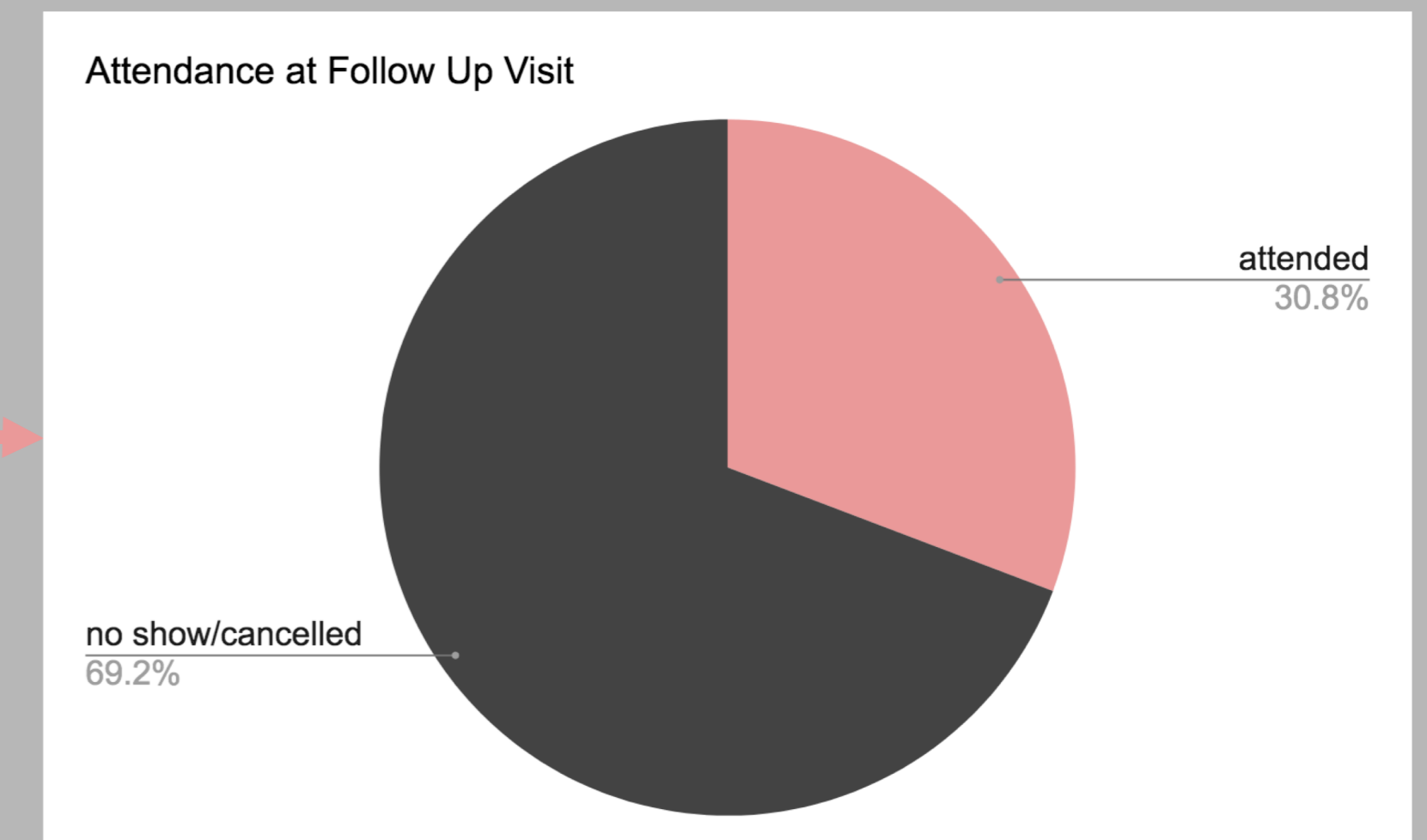
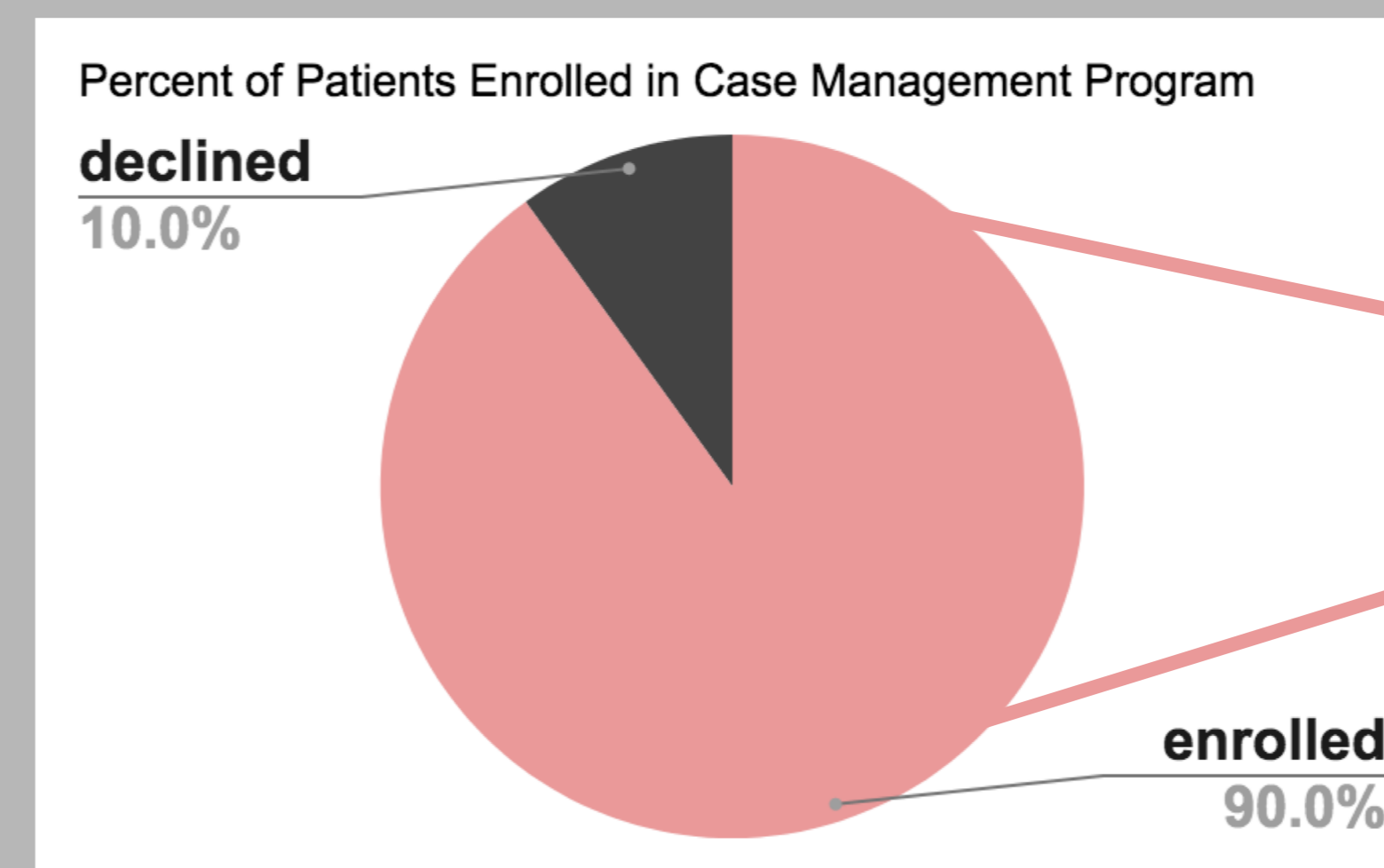


Information shared about needed resources or specialist referrals

Actively improve the relationship between RCHC patients, attendings, & RCHC members



Results



Prompt	Median
I felt rushed today.	5
My doctor paid attention to me and why I came in today.	1
My doctor was easy to understand.	1
I understand what my doctor told me to do once I leave the office today.	1
I had enough time to explain my health issues to the doctor.	1
I waited a long time to be put in a room	5
All of my questions were answered today	1

1- Strongly Agree, 2- Somewhat Agree, 3- Neither Agree or Disagree, 4- Somewhat Disagree, 5-Strongly Disagree

Conclusion

- The Case Management Program has proven useful in terms of logistically quantifying the clinic's ability to retain patients and properly following up with patients if indicated based on their ailments
- Limitations:
 - Not all of the patients needed a follow-up appointment, ultimately based on the attending physician's plan of care
 - Some patients did not provide a secondary form of contact, which made it difficult to follow up with patients who did not respond to their primary form of contact
- Ultimately, there is a need for accessible and affordable primary care in the South Jersey area, which RCHC is hoping to meet and improve