

MED 257ABC: PATIENT ADVOCACY IN COMMUNITY CLINICS

Fall/Winter/Spring 2005-06

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Term: 1 year
Location: MSOBx303
Credits: 2-3 units/quarter
Grading: Letter grade option
Schedule: Fall Quarter Mondays 5 – 7pm
Class meetings once a week for two hours **throughout the academic year**
Regular clinic shifts **throughout the academic year**

Course description

Patient Advocacy in Community Clinics is designed to provide students with concrete skills for working with patients in community health clinics, and to broaden and deepen students' understanding of the context of this work and the populations being served. The social role of physicians will also be a central theme. This is a service-learning course that serves as an early clinical experience for pre-medical and medical students. Students must make a commitment to regular shifts at one of the course-affiliated clinic sites throughout the academic year, and must take responsibility for integrating clinic and classroom experiences. As this is a skills-focused course, full participation in the classroom is required; students must come to class prepared to practice skills through role-plays and other exercises.

Service Requirement

Each student accepted into this program will be required to register for the class **all three quarters** and to fulfill regular shift requirements at one of the partnering clinics **throughout the school year**. When unable to fulfill their regular shift, a student must arrange for another trained Patient Advocate to take their place. The clinics have the right to terminate the placement at any time and for any reason.

Prerequisites

Given the populations served in the partnering clinics, Spanish language skills or concurrent enrollment in Spanish 121M is highly desirable. Class size is limited; students will be admitted into the course by consent of the instructors.

Course Objectives

Over the course of the year, students in this course will gain the knowledge and skills to:

- Differentiate between free and community clinics and the programs that fund them
- Describe the key programs that fund health care for the poor and underserved in the Bay Area
- Describe the patient population in area clinics and the particular health and health care challenges they face
- Articulate the social role of health care providers in community settings
- Describe the ways in which socioeconomic status and health intersect in a clinic setting
- Complete patient histories and Staying Healthy Assessments in a culturally competent manner
- Deliver specific health interventions in a culturally competent manner
- Describe key community resources to clinic patients
- Describe to patients their key rights and responsibilities as clients of the clinic
- Fully comply with HIPAA and OSHA standards (patient confidentiality and safety)
- Explain the informed consent process and state and federal reporting requirements
- Record information accurately in patient charts
- Interpret and/or work effectively with interpreters in a clinical setting

Course requirements

The success of the seminar depends on student commitment to learning critical skills and applying them to meet the needs of area clinics. We look forward to and expect each member of the seminar to share his or her perspectives, both personal and theoretical, on the issues at hand, and to question respectfully those of other members. In this way we hope the seminar becomes a vibrant, stimulating, and comfortable place both to build skills and to grow within and outside of the Patient Advocate role. Therefore, we have the following requirements:

- Consistent seminar attendance for **all three quarters**
- Completion of reading and other assignments
- Active participation in class discussions, reflection, and skill-building sessions
- Regularly-scheduled shifts at a partnering clinic **throughout the school year**. When unable to fulfill the shift requirement, a student must arrange for coverage by another trained patient advocate.
- Completion of weekly reflection papers and/or shift journals
- By the end of the academic year, completion of a final project and paper addressing a health care challenge faced by the partnering clinics. Specific milestones (e.g., identification of topic, literature review, development of recommendations to the clinic, design an implementation of an intervention to address the challenge, and assessment of the work) must be met each quarter. Project guidelines will be provided by the 3rd week of class.

Grading

- 50% Class participation, submission of reflections, and fulfillment of clinic shifts
- 50% Quality and timeliness of quarterly milestones for course project

Required Reading

- Patient Advocate Training Manual and reader
- Fadiman, A. *The Spirit Catches You and You Fall Down* (Fall Quarter)
- Loeb, P. *Soul of a Citizen* (Winter Quarter)