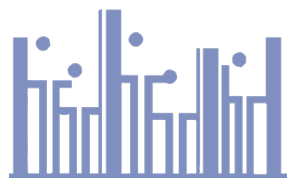


Einstein Community Health Outreach

ECHO Free Clinic
Annual Report 2013



Albert Einstein College of Medicine
OF YESHIVA UNIVERSITY



THE INSTITUTE
FOR
FAMILY HEALTH

**Einstein Community Health Outreach
1894 Walton Avenue
Bronx, NY 10463**

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<http://www.einstein.yu.edu/students/clubs/echo>

Donations to help support the ECHO Free Clinic can be mailed to the address above.

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Overview and Mission

The Einstein Community Health Outreach (ECHO) Free Clinic is a collaboration between the Institute for Family Health and the Albert Einstein College of Medicine. The clinic provides free, high-quality, comprehensive health care to the uninsured population of the Bronx of New York City. The ECHO Free Clinic embraces the spirit of volunteerism and service embodied in our health care professionals and student volunteers.

In 1999, a handful of students at the Albert Einstein College of Medicine concerned about the health care crisis for uninsured Americans decided to launch a free clinic to provide care to uninsured residents of the Bronx. The Institute for Family Health, operating a network of federally-qualified community health centers throughout New York State, collaborated with them to launch the Einstein Community Health Outreach (ECHO) Free Clinic, the first clinic of its kind in New York City. Staffed by physician and medical student volunteers, the ECHO Free Clinic nowadays provides high quality primary health services to uninsured adults. Each year, more than 300 Einstein students volunteer alongside licensed physicians to receive more than 800 medical care, health education, and social service visits from uninsured New Yorkers. We have also helped students at other medical schools launch free clinics of their own.

The ECHO Free Clinic accomplishes all that it does owing to generous grants from our donors, free and discounted services provided by local hospitals and medical establishments, the ongoing support of the Institute for Family Health and the Albert Einstein College of Medicine, and most importantly, our student and physician volunteers.

... since its founding in 1999 by medical students at the Albert Einstein College of Medicine, in collaboration with the Institute for Family Health, ECHO has sought to provide quality medical care, health education, and social services to as many uninsured patients as possible.

-Kim Ashayeri, ECHO Project Director

It is truly inspiring to work with so many enthusiastic students and dedicated faculty both at the clinic and while planning events to support ECHO.

- Carly Hirschberg, Class of 2017

Letter from

Kimberly Ashayeri

ECHO Project Director, 2013-2014

The year 2014 marks the 15th Anniversary of the Einstein Community Health Outreach (ECHO) Free Clinic and it is only fitting that it comes at a transformative period in our history. Since it's founding in 1999 by medical students at the *Albert Einstein College of Medicine* along with the *Institute for Family Health*, ECHO volunteers alongside dedicated licensed physicians has been providing medical care, health education, and social services to over 1000 uninsured patients per year. In doing so, we provide care to those in the South Bronx and beyond, some of



Kimberly Ashayeri

the most underserved populations. In the past year, ECHO made significant accomplishments both in and out of clinic that have improved its ability to provide quality patient care and expanded ECHO's footprint.

To begin, we started off the year by moving into a newly renovated space at Walton Clinic. In addition to the many accomplishments of our coordinator teams, we also worked with the Clinical Board, to expand our patient capacity and decrease wait times by instituting a new appointment system using our electronic medical record system. Additionally we trained first year student volunteers to take vital signs and elicit a chief complaint in order to help triage patients before the clinical teams see them. All of these improvements within the clinic greatly enhanced our ability to provide standardized and quality patient care.

Outside of the clinic, ECHO accomplished three other major goals this year: reviving the annual New England Regional Society for Student Run Free Clinic Conference, strengthening our internal development, and creating community partnerships. Working alongside the leaders of other New York City clinics, ECHO hosted the New England Regional SSRFC Conference, which brought together 149 students from 12 different clinics to share ideas and open up lines of communications between student run free clinics.

We also focused on improving our internal development. To start the year, we ran a successful recruitment culminating in a record involvement of 149 members of the 183 person Class of 2017. We expanded the scope of our annual fundraisers and planned the First Annual Evening with ECHO Gala Fundraiser to raise money to cover the costs of specialty care for our patients. Additionally, we created an ECHO alumni database and expanded our social media presence via Facebook, Twitter, and LinkedIn. Three new board positions will oversee the continued growth of internal development.

ECHO also coordinated partnerships with other community organizations to collaborate on efforts aimed at bettering health care for our patients. First, we partnered with the Colon Cancer Challenge Foundation to plan a colonoscopy awareness event with educational material for our patients and members of the Bronx community. We also worked with the Columbia University Postbaccalaureate Premedical Program Social Justice in Medicine Group and the Einstein Chapter of Physicians for a National Health Plan in order to educate our volunteers and community about uninsured and underserved populations in today's shifting healthcare environment. Additionally, we paired with Columbia Masters of Public Administration students to create an educational package for our volunteers and patients about the impact of the ACA.

All in all, this year has been a milestone for ECHO. With the help of our seasoned advisors, Dr. Cortijo and Dr. Nosal of the IFH and Dr. Strelnick and Dr. Jordan of Einstein, we saw record numbers of volunteers, improved volunteer training and patient care, created many fruitful partnerships, hosted a Conference and improved relationships with surrounding clinics, and revamped our internal development division. With all of this change and development, we are excited to present the 2013-2014 Annual Report.

2013-2014 Clinical Board

Executive Clinic Chair

As the coordinator of clinical activities of the ECHO Free Clinic, the Executive Clinic Chair (ECC) is a representative of the organization to Einstein, the Institute for Family Health (IFH), and the community at large. The ECC is responsible for considering “big picture,” system-wide issues that affect clinical care, as well as for spearheading new projects. (S)he works in tandem with the Project Director on these initiatives, as well as on ensuring synergy between Pre-Clinical and Clinical activities. The ECC runs the ECHO Elective for fourth year medical students and works with the other clinic chairs to ensure that patient care at ECHO is both of a high quality and expeditious.

Session Coordinator Directors

There is a Session Coordinator (SC) Director for each of the SC positions: Fast Track, Back of House and Front Flow. Each director is an expert in his/her SC position and in addition to assisting the CCSC's in training volunteers and running refresher sessions for that position, will be responsible for working to improve that position through quality assurance initiatives.

Session Coordinator Board Members

This is a group of highly committed, expertly trained Session Coordinators who volunteer regularly at clinic acting as the point person for any issues that arise. They also have some involvement in the administrative and quality improvement aspects of ECHO.



*Sophia Ryan (right), Executive Clinic Chair
Clinical Chairs (right to left): Marika Osterbur, Carlos Diaz-Balzac, Nicholas Swerdlow, Hetty Wong,
Nivia Acosta. Not pictured: Christopher Beaudoin.*

2013-2014 Preclinical Board



Kimberly Ashayeri

Project Director

The Project Director supervises the other Coordinators and serves as a liaison with the Clinic Chairs, Medical Director, outside organizations, and the Einstein administration. The Project Director forms community partnerships and works closely with other clinics in the New York City area. Often this affords the opportunity to plan events that are educational to patients and/or volunteers. The Project Director also runs orientation, pre-clinical volunteer recruitment, holds board meetings, sends out biweekly reports, and recruits the new board. The PD also works closely with the Weekly

Coordinators to ensure that clinic provides the best care possible to our patients, and prepares quarterly AHEC reports for IUFH and gather completed AHEC forms from clinic. Additionally, the PD works closely with the Weekly Coordinators and the Quality Improvement Coordinator on the Annual Report. The major role of PD is to facilitate the members of the board in achieving their goals. Other responsibilities include promoting ECHO to the Einstein and Bronx communities, establishing additional sources of funding for clinic projects, improving pre-clinical infrastructure/organization, and encouraging medical student involvement in clinic activities.



Nicole Ng

Development Coordinator

The Development Coordinator is responsible for all clinic development projects. Working with the ECHO board as well as with other student-run clinics, the Development Coordinator helps identify patient needs and long-term clinic goals, then assesses how the development team can meet those needs.

This year, the Development Coordinator helped organize fundraisers including, but not limited to: ECHO 5K Run, Halloween Party, Trivia Night, Letter Writing Drives, T-shirt sales, and book sales. They also participated in grant writing.



Ram Reddy

Financial Officer

As a part of the development team, the Financial Officer is responsible for all of the operations of the Development Officer. Additionally, the Financial Officer creates and maintains a working budget for both development and the .



Lauren Tannenbaum & Jordan Elman

Weekly Coordinators

The Weekly Coordinators prepare for each Saturday to ensure that the ECHO Free Clinic operates with enthusiastic volunteers and exceptional patient care. They maintain a key link between the preclinical and clinical aspects of ECHO. The Weekly Coordinators prepare for each returning patient's visit prior to the actual encounter by ensuring that all outside lab-work, referrals, and other results are available for the clinical team to discuss with the patient. They call patients to remind them of upcoming appointments and anticipate the needs of any patients who require special attention. The Weekly

Coordinators also oversee each position to ensure that patients are receiving the highest quality of care with respect to each aspect of their visit.

The Weekly Coordinators train all of the preclinical coordinators to ensure that each clinic day runs smoothly and efficiently. They inquire feedback from volunteers each week to help make positive improvements in the clinic. They facilitate the implementation of new ideas and work with each coordinator to better serve the patients of the clinic.

The Weekly Coordinators work closely with the Project Director in planning future goals and practices of the clinic. This year, they assisted in the organization of the Northeast Regional Society of Student-Run Free Clinics Conference, which was held for the first time at the Albert Einstein College of Medicine on December 8, 2013. During the conference, they lead a workshop with the referrals team on preventative screening initiatives.

In 2013, the Weekly Coordinators strived to improve the number of patients receiving preventative cancer screenings. They implemented a Chart Review Protocol designed by the previous ECHO board to be completed for each patient who comes to the clinic. In one year, the percentage of patients recommended for mammography and colonoscopy screenings that received referrals tripled, and the percentage of patients recommended for pap smears that received them in clinic doubled. The Weekly Coordinators were invited to present their protocol and results at the Society of Student-Run Free Clinics National Conference on February 1, 2014.

One of the goals of the Weekly Coordinators in 2013 was to improve communication with alumni and to facilitate fundraising efforts to provide free referrals for specialty appointments for ECHO's patients. The weekly coordinators organized the First Annual Evening with ECHO Gala to celebrate ECHO's fifteenth anniversary. In the future, the Evening with ECHO Gala will become an annual event lead by the development team. The Weekly Coordinators were also responsible for maintaining the ECHO website, Facebook page, and communications with the Albert Einstein College of Medicine website.

In the future, the Weekly Coordinators will continue to facilitate quality improvement at the clinic and to maintain excellent and efficient patient care. In 2014, they will add a designated Communications Officer to continue to improve alumni communications and social media networking.

2013-2014 Preclinical Board



Dorothy Shi

Front Desk Coordinators

The front desk team is the first, and the last point of contact for patients during the day. The team's volunteers oversee all aspects of the clinic's scheduling, patient registration, and data entry into charts. They also help troubleshoot patient problems and work with the clinical teams to better serve patients. Starting this year, the front desk team also triages patients by taking vitals and filling out a chart review checklist based on previous visits. The chart review assists the clinical teams in screening patients for recommended tests. At the end of a patients' visit, the front desk team schedules follow up appointments or transfers the patients care to the Walton Clinic on a sliding scale.



Joshua Cho

One of our main goals this year was to decrease patient waiting time. To accomplish this, we implemented appointment times into our patient scheduling, so as to shorten problematic wait times. We always seek to improve the quality of our patient service while keeping the clinic running as efficiently as possible.



Brian Hagan

Interpreter Coordinator

The Interpreter Coordinator is responsible for recruiting, managing, and training interpreters. Each week, the coordinator ensures that the clinic is staffed with interpreters. On an ongoing basis, the coordinator and interpreter team translate any materials needed for the clinic and work with other volunteers to obtain health care-related materials in Spanish or other languages. Given the preponderance of Spanish-speaking patients seen in clinic, the presence of interpreters is extremely important for efficient operation of the clinic.



Arjun Seth

HIV Counseling Coordinator

In an effort to address the burden of HIV disease in the Bronx, the ECHO clinic offers free rapid-HIV testing to each patient during his or her visit. The HIV Counseling team provides pre-test counseling to patients. The team educates patients about various aspects of HIV and the testing procedure, encourages questions, clarifies misconceptions about the virus and AIDS, and promotes safe-sex habits so that patients can protect themselves. The team follows up with each patient to provide results as well. The volunteers are trained to counsel patients, and provide an open, safe and respectful environment for discussion with the patient.



Sarah Palsen &
Jeff Glicksman

Referrals

Referrals at ECHO had a busy year both strengthening ties with past specialty referral sites as well as forming relationships with new sites to provide as many affordable options for specialty care to our patients as we can. This access to continued care for a specific medical issue is an essential part of the process at ECHO to provide complete healthcare to our patients regardless of their insurance status.

This year we were happy to add three new sites to our continuously growing list. One of our biggest advances was increasing the number

of cancer screening sites. Cancer can be a scary thought for anyone, but in particular if you do not have insurance to pay for appropriate screenings and access to treatment. We established partnerships with Carnegie Hill Endoscopy and Lincoln Cancer Services that, in addition to our previous site ¡Viva Mujer!, provide our patients with access to free screenings for colon, breast, and cervical cancer. Screenings are essential to detection of the disease in the early stages before symptoms appear but when it is also the most treatable. The sites not only provide general screening and diagnostic evaluation, but also can provide access to treatment and emergency insurance if needed. This year we also established a relationship with LensCrafters through the OneSight program to get patients faster access to much needed eye exams. As well as the exam being at no cost to the patient, the program also offers free eyeglasses if needed so we can provide our patients with the gift of clear sight.

In addition to establishing new access to services, we were happy to continue to build our previous partnerships as well. We strengthened our relationship with the New York City Free Clinic's Women's Health Clinic to ensure our female population has access to contraceptives and family planning free of charge. We continued to work with Doshi Diagnostics to provide free expedited imaging to our patients, and Lincoln Hospital and Metropolitan Hospital to offer a broad range of specialty services at a discount.

Future plans for ECHO referrals include: further integrating volunteers into patient care through the opportunity to make appointment reminder phone calls in clinic, establishing a financial infrastructure to make more specialty appointments available for free to our patients, and expanding our referral sites to include Albert Einstein College of Medicine affiliated hospitals.

2013-2014 Preclinical Board



*Diana Nguyen,
Evan Tamura,
& Roshni Patel*

Patient Advocate Coordinators

The Patient Advocate position (previously known as the Health Educator and Patient Advocate position) blossomed this academic year with more than 40 volunteers, making it the largest volunteer position at the ECHO Free Clinic. This year the Women's Health volunteer position was advertised as a specialized Patient Advocate position, and both "PA" and "WH" volunteers were trained together in an effort to integrate women's health awareness

into general patient advocacy, and to encourage first year volunteers to use their peer WH volunteers as resources. Each PA came into clinic 3-4 times either in the fall or the spring. At the beginning of each semester the PAs receive basic training on how to educate and advocate for the patient throughout the course of the visit. They were instructed on where to find more educational materials (in Spanish or English) using the EPIC EMR system. Additionally, PAs had two lunch meetings each semester to discuss their experiences, concerns, and suggestions and to attend brief lectures on common health concerns for patients in the Bronx. This year these lectures focused on nutrition, cultural awareness, and motivational interviewing and were given by Ms. Christina McGeough from the Institute of Family Health.

In an effort to enhance the focus on general patient well-being on a daily basis at clinic, we created and implemented a "**Patient Advocate Checklist**" in collaboration with the Women's Health Coordinator. The checklist was designed to help ensure that a broad range of general health and wellness concerns are addressed for every patient that comes through clinic. In addition to including basic elements of the medical interview, the checklist also includes reminders about regular cancer screenings, safe sex practices, contraception, and lifestyle. The checklist is completed by the Patient Advocate assigned to each patient, and the volunteer is responsible for ensuring that all items on the checklist are discussed with the patient by either themselves, the residing attending, or the 3rd year medical student responsible for the case. In addition to ensuring comprehensive care for each and every patient, the checklist has also served as an excellent resource for the Patient Advocates during the time they spend educating their patients. Additionally, a pilot program called **Continuity of Care** was started this year. The basis of the program was to link a PA with a chronic patient for their 4 visits at ECHO. The goal was to establish strong patient rapport and successfully transfer these patients to Walton Family Clinic.

Women's Health Coordinator

Women's Health at ECHO has been expanding dramatically as we endeavor to improve the access that our patients have to quality care. We have continued the tradition of having an annual Women's Health day at clinic during the spring semester to increase awareness of women's health issues in our patient population. This year for Women's Health Day, all WH volunteers came to clinic to serve as patient advocates and to help with handing out goodie bags and doing waiting room presentations.

Following our efforts to increase regular cancer screening through the Patient Advocate Checklist and the Patient Chart Review, we noted that although patients were being asked about their Pap smear status, not all patients were getting a Pap smear done while they were at clinic. The Women's Health team is still working toward developing better ways of ensuring that patients are able to receive Paps at clinic in a timely fashion. In a similar vein, we have initiated the process of developing a "Pap Tracker" similar to the one used by the NYC Free Clinic. The Women's Health Coordinator at ECHO will use the Pap Tracker to ensure that patients who have expressed interest in getting a Pap smear at ECHO are in fact able to get their Pap smear done and receive any subsequent results and follow up instructions.

This year we also implemented a new "IUD initiative" to help increase patient awareness of intrauterine devices (IUDs) as a safe and easy form of contraception and to initiate the expansion of IUD access at ECHO. Beginning in January of 2014 all Patient Advocates, HIV counselors, and Referrals volunteers received IUD Basics training to ensure that they felt comfortable discussing IUDs with their patients. The Patient Advocate Checklist was revamped to include several questions about each patient's prior knowledge and interest in IUDs, and we are hoping to use the checklists to collect data for improving the quality of care at clinic. ECHO continues to work closely with the NYC Free Clinic to refer patients for IUD placements and first trimester abortions. In the future, ECHO hopes to be able to invite residents from the Walton Family Health Center to come place IUDs on Saturdays so that our ECHO patients can benefit from the RHEDI (Reproductive Health Education In Family Medicine) grant which would cover the cost of the devices.



Ian Downs

Quality Improvement Coordinator

The quality improvement team brings a systematic, hypothesis driven approach to improving the patient experience at the clinic. To accomplish this, the team tracks data regarding the clinic's operation, volunteer experience, and patient care throughout the year and works with coordinators to set goals for improvement over the year and beyond. This year the QI team started the waiting room presentation program before handing it off to the Community Outreach team, worked with the

women's health team to improve access to pap smears and troubleshooted with the patient advocacy team as they implemented the Continuity of Care program. In addition, the QI team produces the clinic's annual report.

2013-2014 Preclinical Board

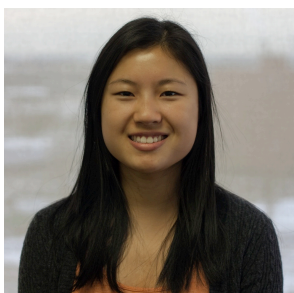


Nerissa
Velasco &
Andrew
Joelson

Labs Coordinators

This year the labs coordinators were able to accomplish a lot that should enable future coordinators and volunteers to work more efficiently with a greater understanding of their position. The first, most important, objective was to modify the in-clinic protocol. We replaced outdated details with clearer and more efficient protocols. Similarly, we made a new training PowerPoint to help educate new labs volunteers to make them feel more comfortable in clinic and to allow for better clinic flow. We also

created a “cheat sheet” as a quick reference guide for lab volunteers. One of the most important things we did was clarify the protocol for GC Chlamydia tests and PAP smears. Both of these tests were causing significant problems at Montefiore based on the way they were handled, and by emphasizing the importance of proper processing of these samples, we significantly increased the number of the labs that came back. We also organized lab supplies (PAP culture bottles, CGC specimen tubes, etc) into plastic boxes clearly labeled with expiration dates and instructions and created a spreadsheet with said expiration dates for easy tracking. Other smaller advances included updating clinic labs forms and updating the labs binder to include all appropriate forms in addition to the ones we created this past year. Finally, we began holding weekly “refreshers” on Fridays for volunteers to ensure that they are prepared for their Saturday at the clinic.



Kimmie Chiu

Pre-Health Coordinator

Each year, the ECHO clinic offers a summer internship for pre-health students to gain clinical experience. Pre-health students have the opportunity to rotate through several of the positions filled by medical student volunteers during the year, including the front desk, clinical shadow, health educator, and interpreter. During the 2013 summer, ECHO recruited 22 students from various backgrounds and experiences, many of whom came from schools that do not provide any clinical opportunities to its pre-health students. Through ECHO, the students gained valuable insight and skills to assist them on their paths towards careers in healthcare.



Nick Wilcox

Scheduling Coordinator

The Scheduling Coordinator is responsible for maintaining the clinic schedule and ensuring that all volunteers and preceptors remember their volunteer dates. The coordinator also sends out post-session surveys to pre-clinical volunteers. The position is essential for maintaining organized and orderly clinic operations.



Jenny Wang & Nina Massad

Community Outreach Coordinator

Three years ago, ECHO volunteers decided to expand beyond the walls of the clinic and bring health education and disease prevention into the community. Since then, Albert Einstein medical student volunteers have been teaching elementary students at P.S. 64 about health related topics, including the importance of physical activity, healthy eating, and how to care for minor injuries and burns. The monthly after school sessions also include topics such as the

harmful effects of tobacco, the passage into puberty, and how organ systems, like the heart and digestive system, work. The program is a collaboration with the Montefiore School Health Program, which runs a health clinic at P.S.64, and New Settlement Apartments, which runs the after school program at P.S. 64. Through this local public school health education initiative, ECHO is able to reach out to young people in the community who are not directly served by the clinic.

Starting this year, the Community Outreach team has brought their enthusiasm back into the clinic to help utilize patient waiting time. Every Saturday morning, ECHO volunteers give interactive waiting room presentations and demonstrations to patients on important topics focusing on the needs of our Bronx patient population. Topics include effects of smoking on the lungs, what to expect in a colonoscopy, the advantages of drinking water over more sugary beverages, and how to interpret nutritional labels. Patients have given positive feedback in our interactive method to utilize this traditionally “wasted” time in the waiting room.



2013-2014 ECHO Preclinical Board

ECHO 15th Anniversary Gala

On March 6, 2014, Einstein Community Health Outreach (ECHO) hosted its First Annual Evening with ECHO Gala. This year marks ECHO's fifteenth anniversary, and over 110 people joined in celebration of the rich history of ECHO. Faculty, alumni, current volunteers, friends, and family all converged at the Salon de Lafayette in New York City to celebrate the past fifteen years of community outreach and patient care.

Lauren Tannenbaum, one of the ECHO Weekly Coordinators, was the host for the evening. Kimberly Ashayeri, the Project Director, and Sophia Ryan, the Executive Clinic Chair, both gave brief speeches about their experiences with ECHO. Dr. Martha Grayson, Senior Associate Dean of Medical Education at the Albert Einstein College of Medicine, spoke about her experience as a student at Einstein and the impact of free clinics on both the community and the student volunteers. Dr. Neil Calman, the President and Chief Executive Officer of the Institute for Family Health, reminisced on the beginnings of the ECHO free clinic and invited our advisors Dr. Amarilys Cortijo and Dr. Sarah Nosal to join him on the stage.



Dr. Sarah Nosal, Dr. Neil Calman, Dr. Amarilys Cortijo

It was a lovely evening with passed hor d'oeuvres, an open bar, and music by the Einstein Jazz Ensemble. There was a silent auction featuring an evening for two at the TIME hotel, tickets to a Knicks game, beauty and spa packages, jewelry, and many more items. Throughout the

night, the silent auction raised \$2,490.



*Annemieke Wilcox: 2014-2015 Project Director
Kimberly Ashayeri: 2013-2014 Project Director
Sophia Ryan: 2014-2015 Executive Clinic Chair*



From left to right: Dr. Sarah Nosal, Lauren Tannenbaum, Dr. Amarilys Cortijo, Kimberly Ashayeri

The entire event including fundraising for our fifteenth anniversary raised over \$14,000. These proceeds will enable us to begin paying for our patients' referrals for specialty care. The evening was a huge success for

ECHO and we plan to make the Evening with ECHO Gala an annual tradition for all of our volunteers, alumni, friends, and family.



Roshni Patel, Ram Reddy, Nerissa Velasco, Jeff Glicksman, Nina Kim, Evan Tamura

Regional Conference: Society of Student-Run Free Clinics

ECHO Free Clinic, along with six other New York area student-run free clinics, hosted the Society of Student-Run Free Clinics (SSFC) New England Regional Conference on December 8, 2013. The event drew nearly 150 attendees representing 11 clinics in New York, New Jersey and Connecticut. It was the first time that the event has been held at Einstein.

Keynote speaker Dr. Daniel Ehlke, assistant professor at SUNY-Downstate School of Public Health and an expert on the politics of healthcare reform, opened the conference with an address on a topic that has been looming since President Obama signed the Affordable Care Act (ACA) into law in 2010: the potential impact of the ACA on student-run free clinics, which serve the uninsured.

Students from Columbia, Mount Sinai, NYU, Stony Brook, SUNY-Downstate and Weill Cornell medical schools worked with Einstein's ECHO volunteers to develop the conference program and joined them in serving as workshop leaders.

A workshop on the Affordable Care Act attracted the biggest crowd. Workshop participants discussed anticipated changes, such as the role that student-run free clinics will play in helping patients make the transition to the ACA, or "Obamacare."

Other workshops and panels focused on topics including emergency response and preparedness, women's health free clinics, engaging community partners, targeted patient education and fundraising.



ECHO's student leadership hosting the 2013 Society for Student-Run Free Clinics NE Regional conference

Society for Student-Run Free Clinics

Abstracts and Posters Presented at the 2013 Conference

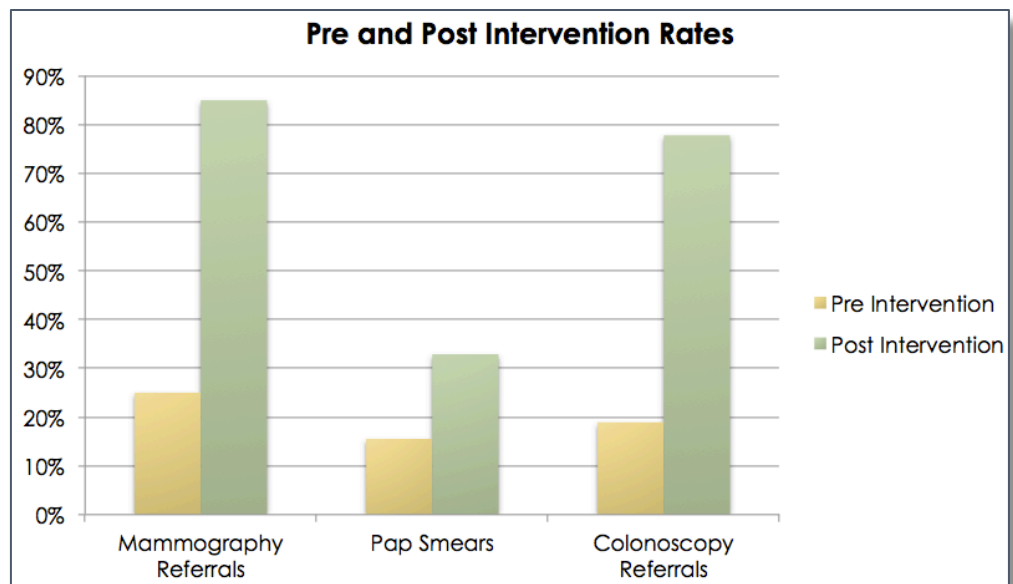
A group of ECHO volunteers attended the National Society for Student Run Free Clinics (SSRFC) Conference in Nashville Tennessee. Three groups presented abstracts or posters of research on quality improvement initiatives in the clinic. Additionally, three ECHO volunteers were elected to the SSRFC Steering Committee and will be representing ECHO on a national level in 2014.

A quality improvement assessment of a chart review protocol implemented to increase cancer-screening referrals at a student-run free clinic

Lauren Tannenbaum and Jordan Elman

A Chart Review Form was created to remind clinical teams to make referrals for cancer screenings or perform them in-house. The screening guidelines were based on US Preventive Services Task Force (USPSTF) recommendations for colonoscopies and mammograms, and the American Congress of

Obstetrics and Gynecologists (ACOG) guidelines for pap smears. In the ten weeks following the implementation of the chart review protocol, there was a significant increase in the number of cancer screening referrals compared to the prior year.



The ECHO Health Education Program at PS64 in the Bronx

Iman Hassan, Jenny Wang, and Nina Massad



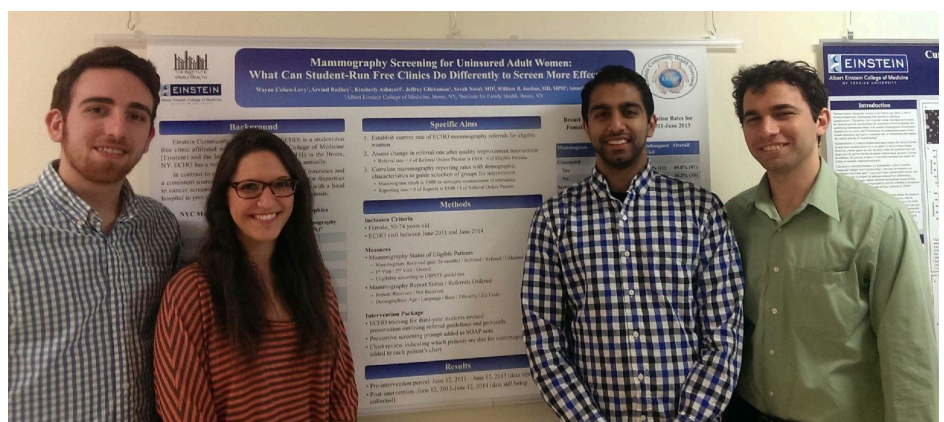
Each month, medical student volunteers teach a health curriculum to fourth and fifth graders at the New Settlement after-school program. Topics include an introduction to anatomy, exercise, healthy eating, peer pressure, stress management, basic first aid, puberty, and the harmful effects of tobacco. This year, students will conduct a study to evaluate the effectiveness of the ECHO program in improving fourth and fifth graders' knowledge, attitudes and behaviors in the specific health topics

covered in the curriculum. There will be a pretest administered at the beginning of the year and a posttest administered at the end of the year. The study will also evaluate changes in medical student volunteers' perceived level of comfort regarding various teaching skills. Finally, the study will qualitatively evaluate fourth and fifth graders' likes and dislikes regarding individual lesson activities through verbal class feedback sessions at the end of each lesson.

Cancer Screening for Uninsured Adult Women: What can student-run free clinics do differently to screen more effectively?

Wayne Cohen-Levy, Arvind Badhey, Kimberly Ashayeri, Jeffrey Glicksman, Sarah C. Nosal, Amarilys Cortijo

This study identified patients seen at ECHO between May 2009 and May 2012 who met the criteria for a Grade B recommendation for biennial screening mammography, based on the 2009 recommendations of the United States Preventative Services Task Force (USPSTF). For patients who met the criteria, it was determined if a referral had been ordered and if so, whether the appointment was attended. Outcomes of the mammograms and follow-up tests were also noted. The primary question being answered is how consistent ECHO has been in adhering to the guidelines followed by IFH. Additionally, the efficacy of cancer screenings in this patient population was assessed by recording the attendance rates for initial and follow-up appointments. Ultimately, the goal of this quality control project is to identify aspects of ECHO's screening protocol that can be improved, implement changes and measure the effect of these changes in one year's time.

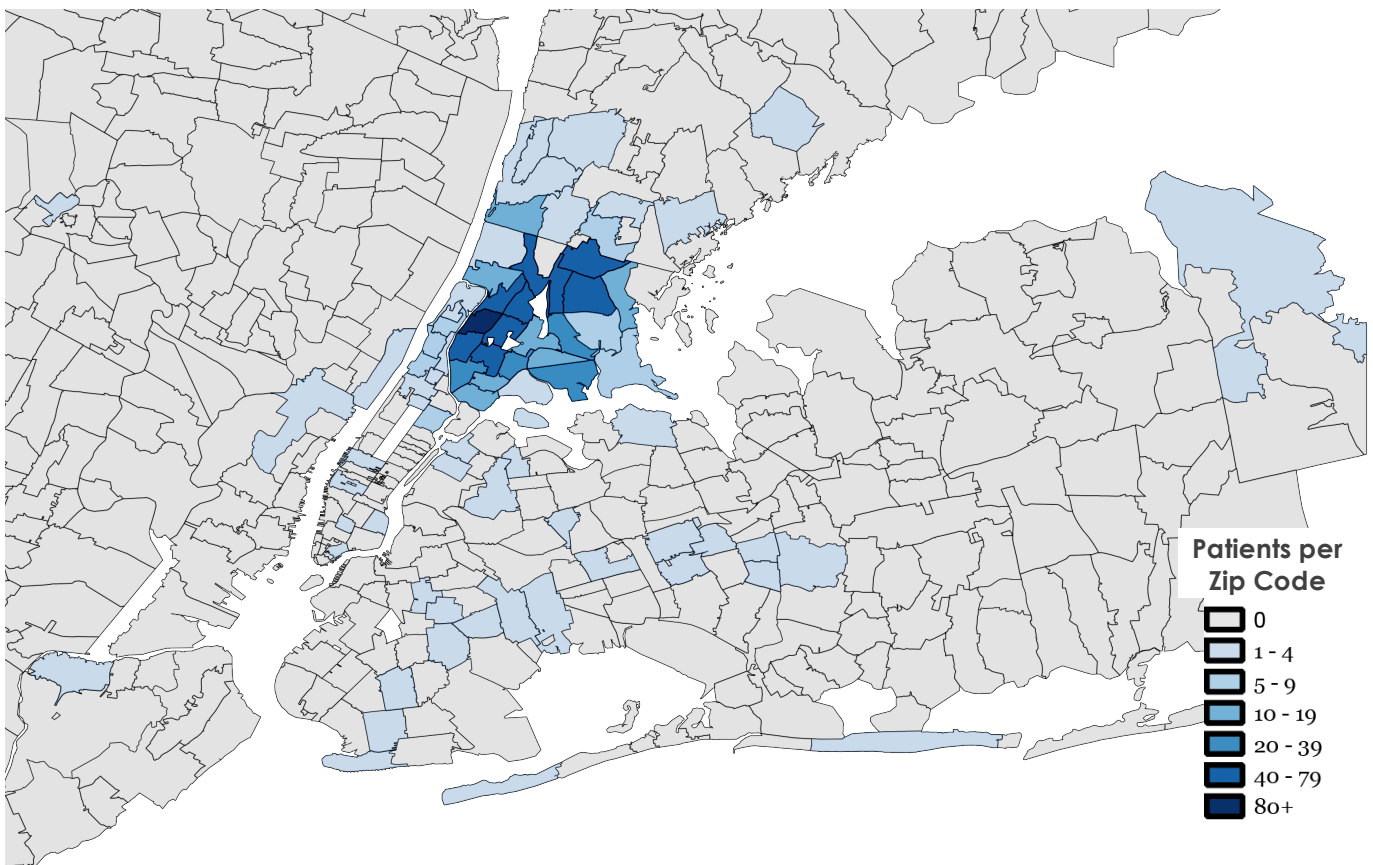


Patient Population

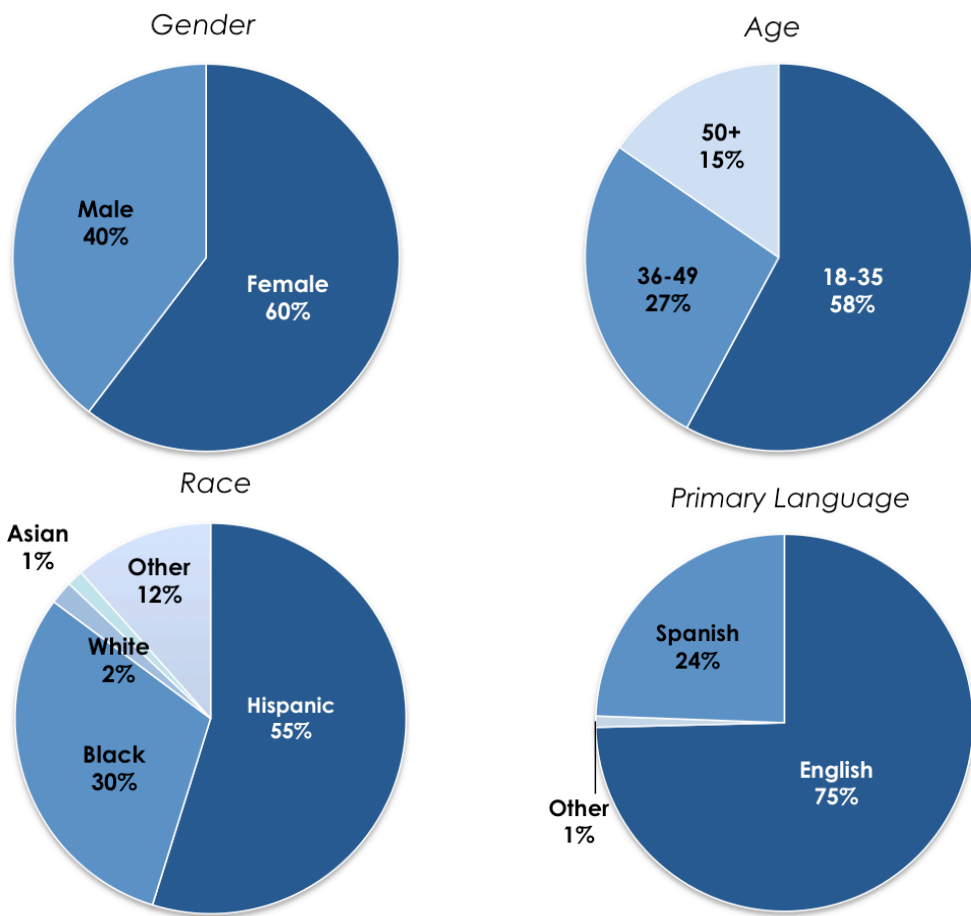
In 2013, ECHO treated **657 patients** during **931 patient visits**.

Home Zip Codes of ECHO Patients

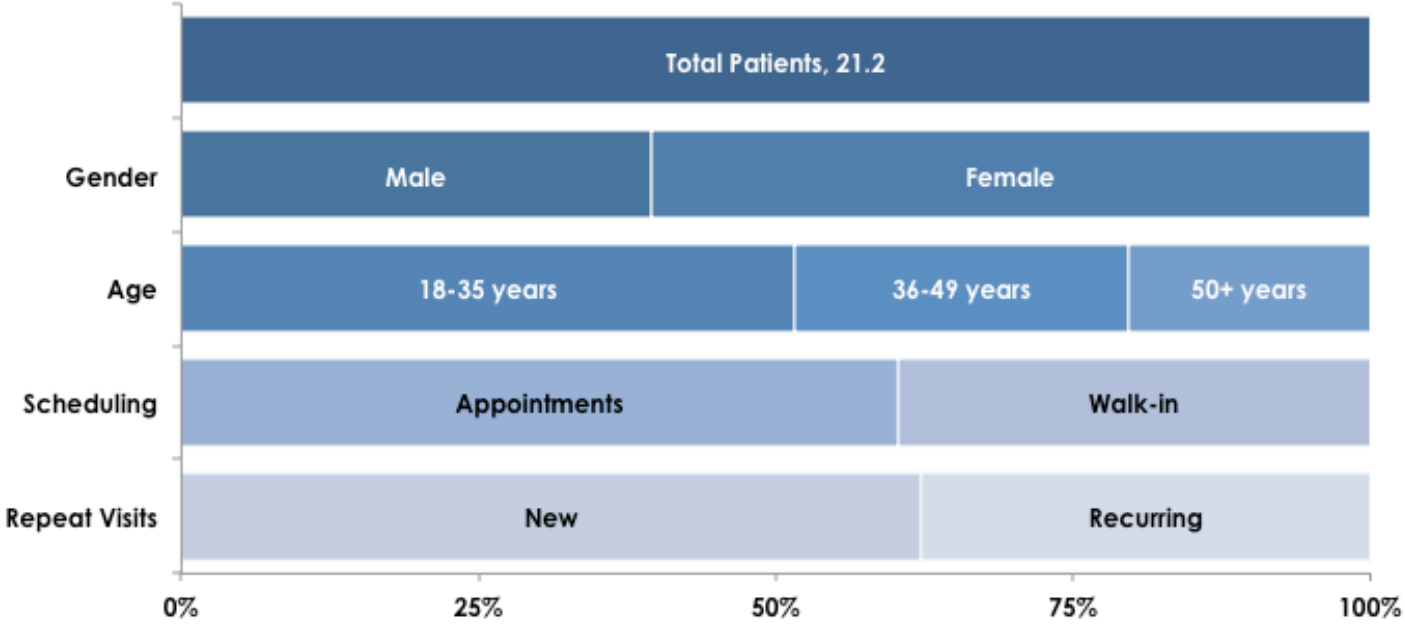
The majority of patients are from the Bronx, but patients from all over the tri-state area were seen at ECHO in 2013.



Patient Demographics



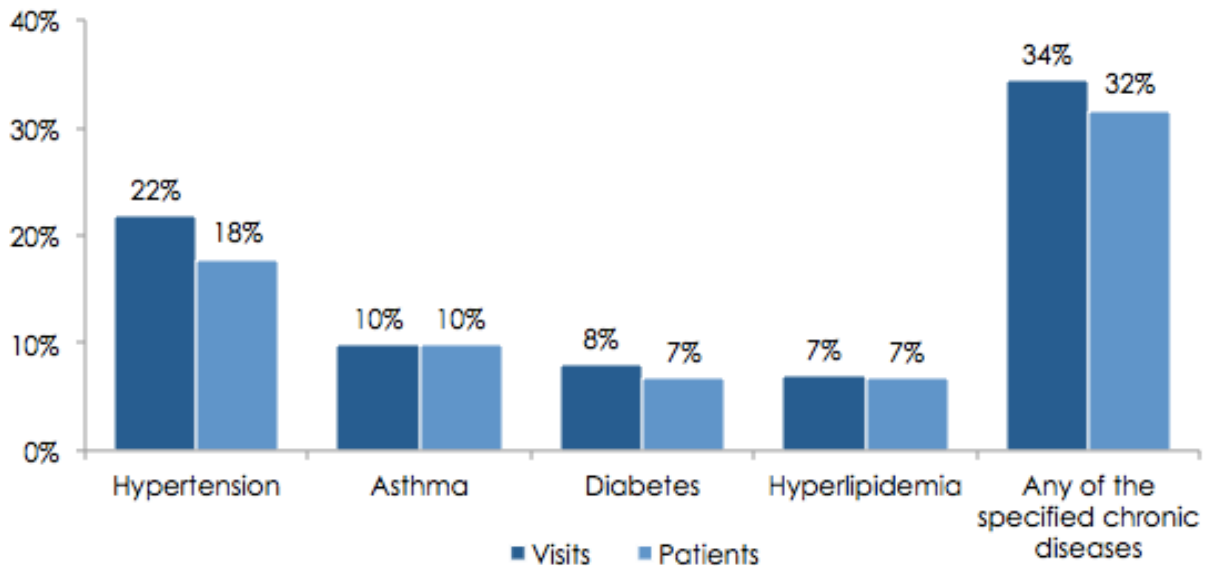
Weekly Average Patient Mix



Health Status of Patients

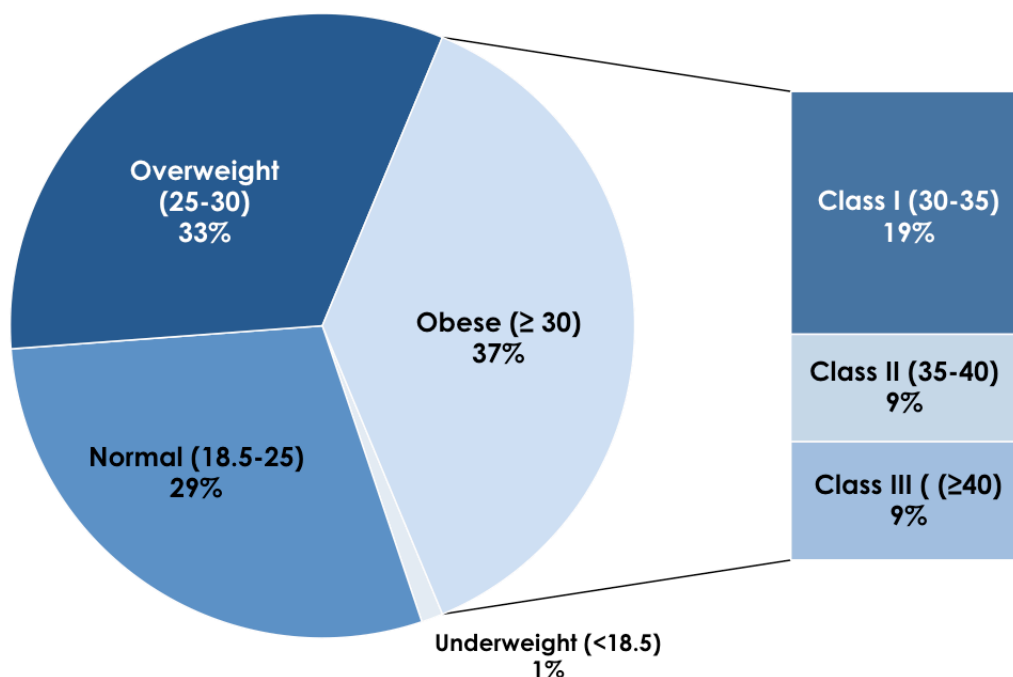
Chronic Disease Prevalence Among ECHO Patients

Almost 30% of patients seen at ECHO in 2013 had hypertension, asthma, diabetes, or hyperlipidemia. Patients with chronic diseases tend to have more visits at the clinic than those without.



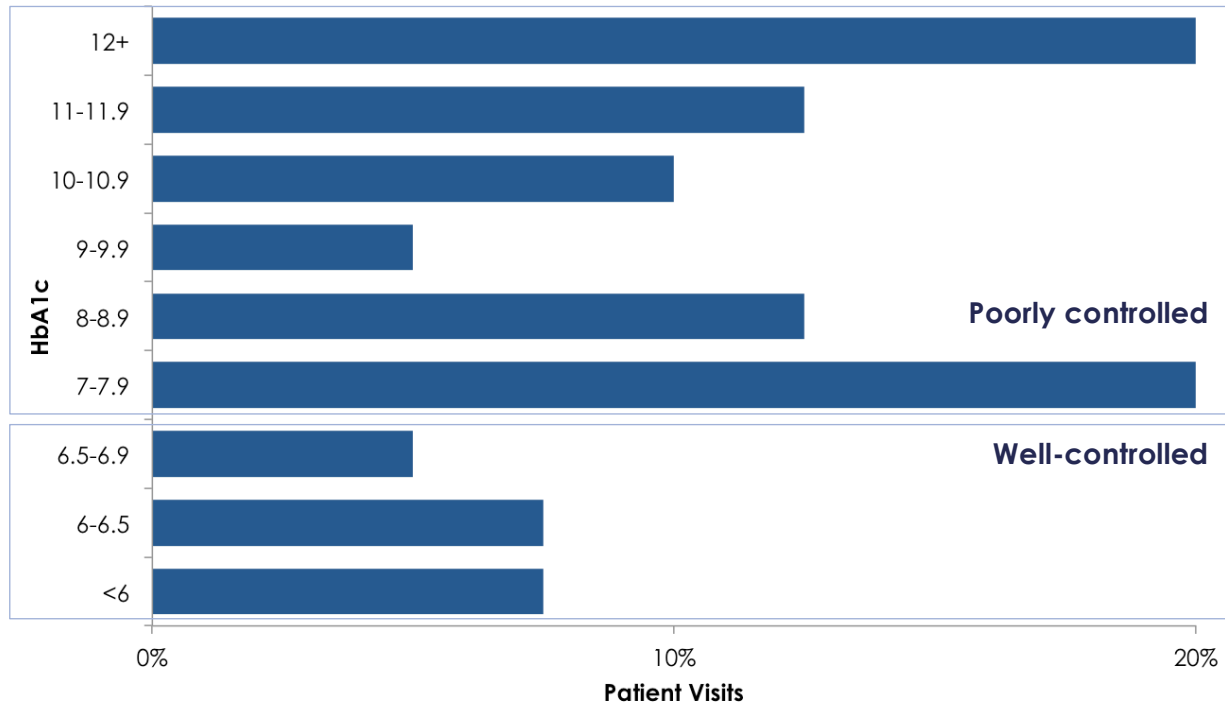
BMI at ECHO Visits

Over 1/3 of clinic visits were with obese patients, who are at increased risk of diabetes, hypertension, and other negative health outcomes.



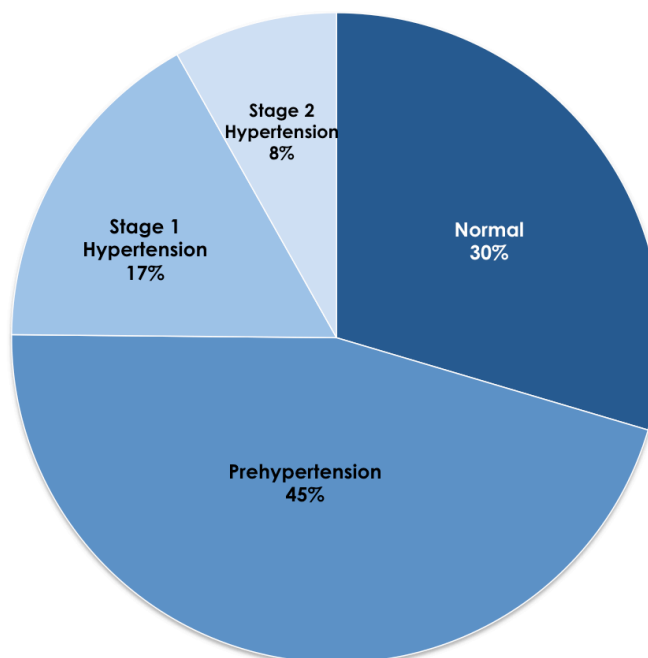
HbA1c Values

80% of patients who came to ECHO with a diagnosis of diabetes did not have well-controlled disease.



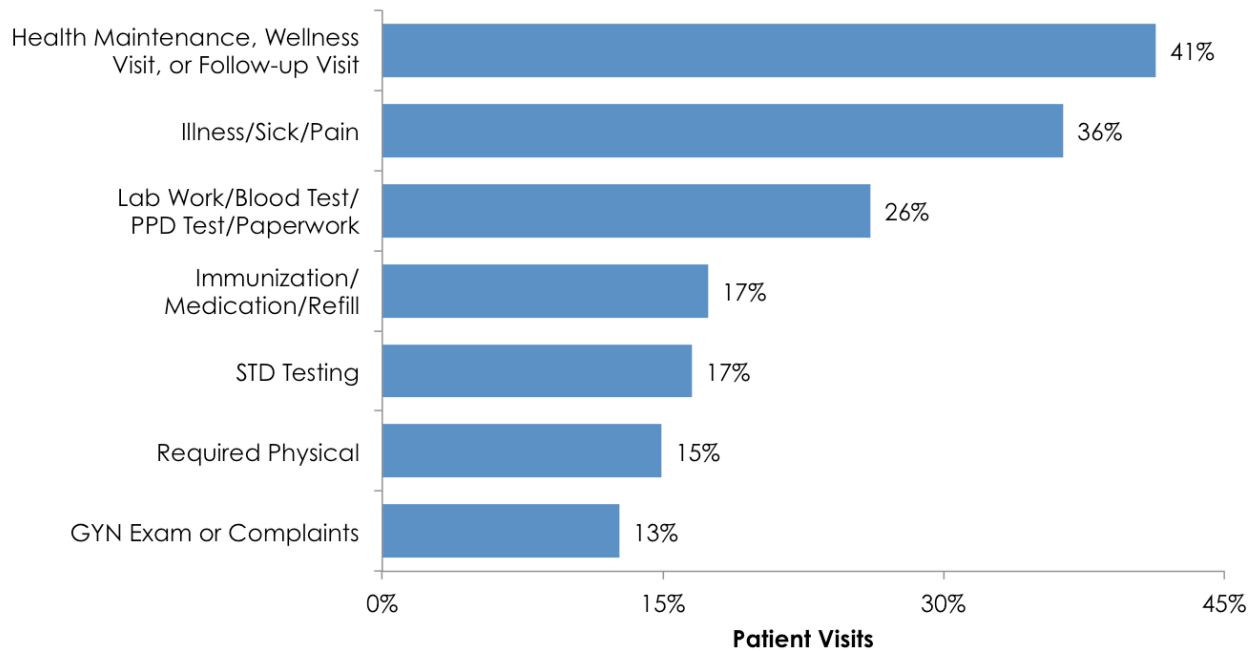
Hypertension at ECHO Visits

70% of visits were with patients who have hypertension or prehypertension.



Services at ECHO

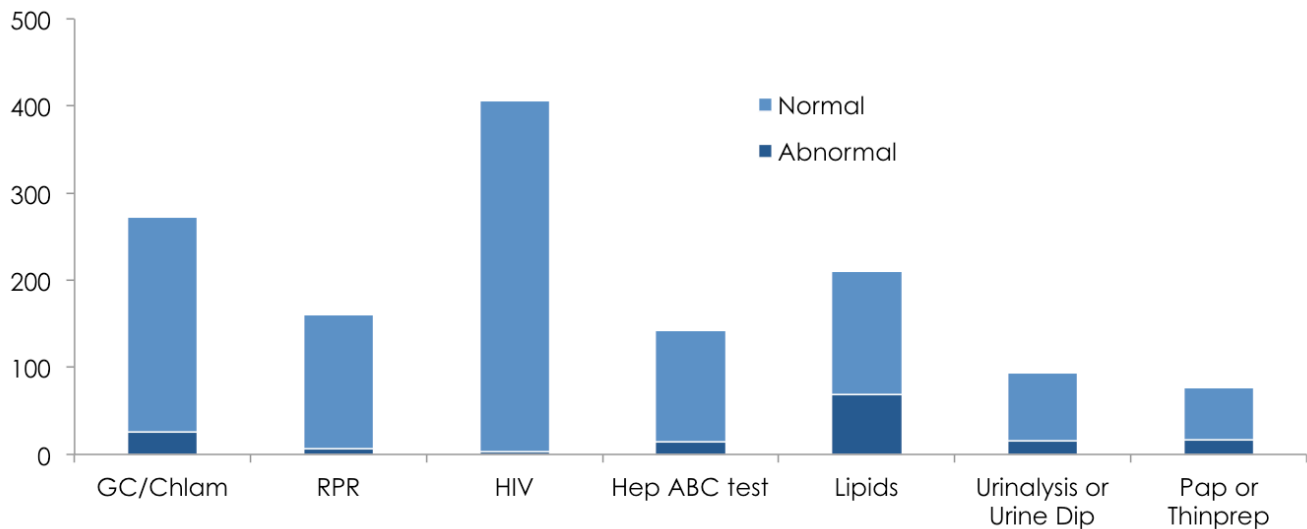
Reasons for Visits



In 2013, the ECHO clinic administered flu shots to **115** patients, and other vaccinations to **212** patients.

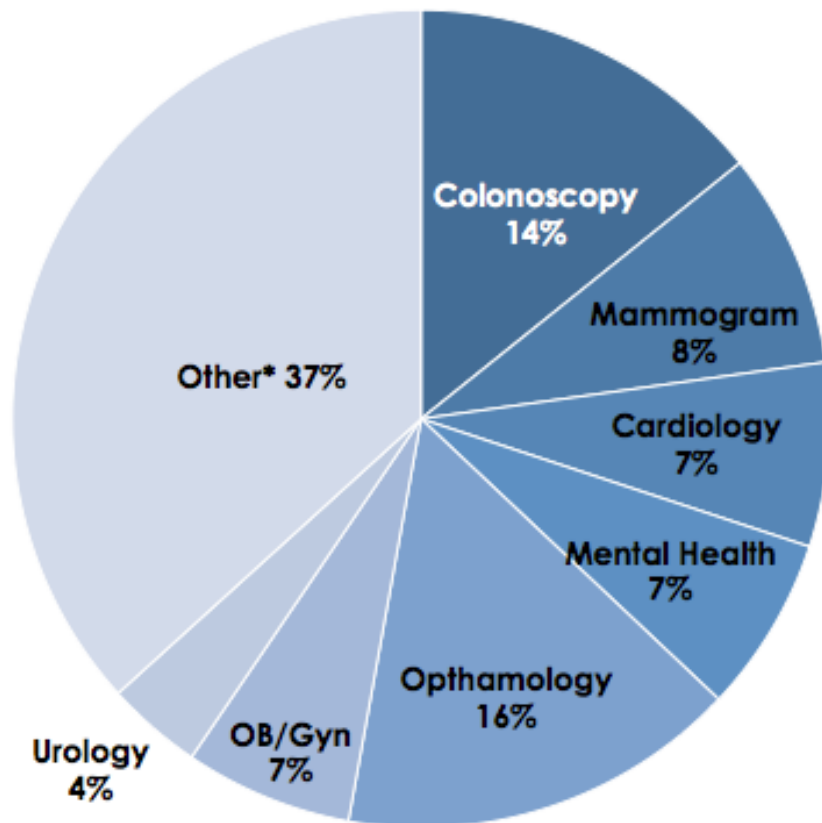
Lab Tests

One or more of the specified lab tests was performed at 65% of patient visits.



Referrals to Specialists

At 27% of visits to ECHO, patients were given referrals to one or more specialists or screening exams.



Starting in 2014, ECHO plans to pay the specialist visits, removing one of the barriers to patients attending their scheduled appointments. This is possible due to generous donations and successful fundraisers spearheaded by the 2013-2014 Board.

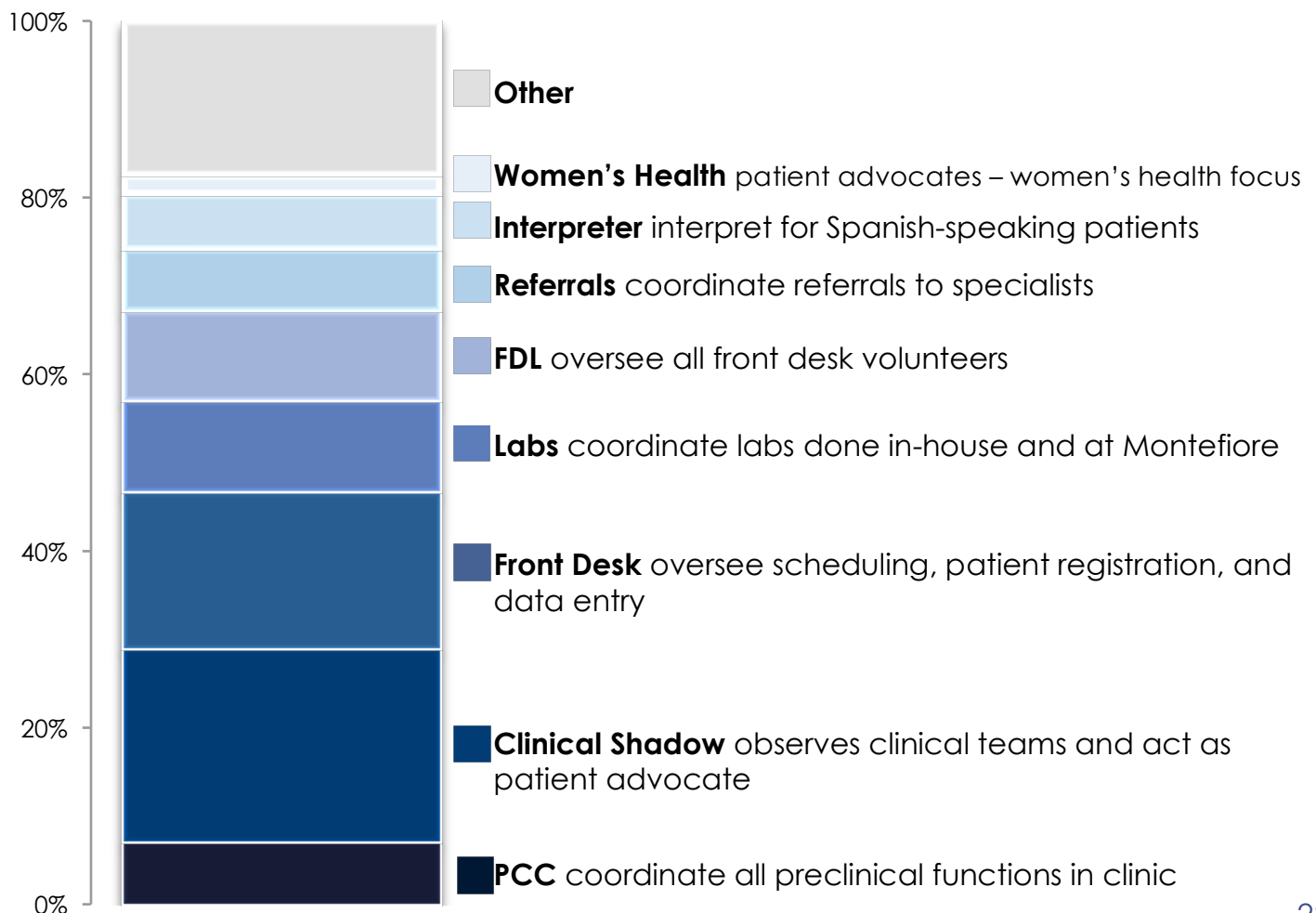
Student Volunteers

In 2012-2013, **179** MD, MD/PhD, and premedical students volunteered, including **53%** of the first-year MD students.

Third-year Einstein students rotate through the ECHO clinic as part of their Family Medicine Clerkship.

Student Volunteer Positions

Percentage of student volunteers working in each position



ECHO Preceptors and Staff

Alba Pumarol
Amarylis Cortijo
Andrew Gabler
Jenny Walker
Joe Lurio
Kwame Kitson
Margaret Walsh
Margaux Lazarin
Sarah Nosal
Yvonne Eisner
Indrani Persaud
Eric Gayle
Nancy Tenney
Hal Strelnik
Pablo Joo
Paul Gross

Donors to ECHO

Benefactor of ECHO (up to \$1000)

Madeleine Berley

Patrons of ECHO (up to \$500)

Aaron Fox
Beth Hirschberg
Carolyn Delucia
Cindy Borassi
Edith Roth

Evan Schreiber
Holly Saltzman
Mara Silverstein
Paul Brandley
Richard Joelson

Ryan Ashayeri
Sarah Nosal
Sherry Downie
Todd Cohen

Friends of ECHO (up to \$200)

Alessandra Scalmati
Chitao Yuan
Diane Ashayeri
Elias Reichel
Joseph Lurio
Julianne Praiss

Leslie Dannin Rosenthal
Martha Grayson
Miriam Schechter
Norman Spiro
Patrick Herron
Peter Faiz

Robert Fisher
Rosemary Roser
Sam Moghtaderi
Stephen Moffitt

Supporters of ECHO (up to \$125)

Arthur Elman
Arthur Hirschberg
David Siegel
Edward Burns
Elizabeth Blank
Ellen Gelbard
Ellie Shoenbaum

Joseph Hervey
Mark Hoffman
Michelle Cheng
Pablo Joo
Paul Marantz
Sohita Torgalkar
Staci Pollack

Stephen Baum
Stephen Chapin
Sumita Sinha
Susan Tannenbaum
Terence Ma

Contributors to ECHO (\$75)

Amy Downs
Allen Spiegel
Arnold Siegel
Will Roth
Cindy Liebman

Daniel Pack
Jennifer Prussin
Joanne Rispoli
Lily Pepper
Max Dworin

Steven Cohen
Tiffany Yeh
Caroline Clayton-Stamm
William B. Jordan
Zsuzsanna Sidlo