

Einstein Community Health Outreach

ECHO Free Clinic
Annual Report 2011 / 2012



Albert Einstein College of Medicine
OF YESHIVA UNIVERSITY



Einstein Community Health Outreach
1894 Walton Avenue
Bronx, NY 10463

718.583.3060

<http://echo-clinic.org>

Donations to help support the ECHO Free Clinic can be mailed to the address above, made via telephone or through our website.

Letter from

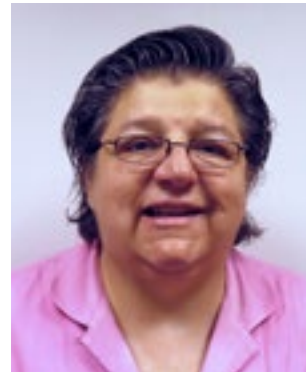
Amarilys Cortijo, M.D. & A.H. Hal Strelnick, M.D.

To our Einstein and Bronx Colleagues,

After a couple of years of false starts and frustration the Einstein Community Health Outreach (ECHO) Free Clinic finally opened its doors at the Walton Family Health Center at 177th Street in the Morrisania neighborhood on September 25, 1999. Then sponsored by the Einstein chapter of the American Medical Student Association (AMSA) and the Institute for Family Health, the ECHO Clinic, as we call it today, started with small seed grants from AMSA and the Einstein Student Council, donations of free laboratory tests from the Weiler Division of Montefiore Medical Center and free radiology services from Millennium Diagnostics, medication samples, and the volunteer efforts of more than 70 Einstein students and a dozen faculty. Then Associate Dean for Graduate Medical Education and Clinical Affairs, Michael Reichgott, found a solution for the malpractice coverage questions that plagued the early student planners.

The Institute's President and CEO Dr. Neil Calman, and Senior Vice President Maxine Golub, saw the long-term educational value and service potential of a student-led and-run free clinic and arranged to host ECHO in the Institute's Walton Avenue facility, where it continues today. In 1999 the ECHO clinic opened for three hours per week; today clinical sessions are officially six hours with students and faculty often staying much later, seeing twice the number of uninsured patients per week with a majority of Einstein students volunteering. Eligible patients are referred for financial and Medicaid screening and on-going primary care with the full-time Walton Family Health Center clinicians. In 2003 the ECHO clinic became a formal experience in the medical curriculum for many students through the third year Family Medicine clerkship.

Since coming to the Bronx in 2001, Dr. Amarilys Cortijo has served as ECHO's Medical Director, and this year was inducted into the Leo M. Davidoff Society which honors teachers who have made significant contributions to the education of students at Einstein. She has been joined by an Einstein graduate, Dr. Sarah



Amarilys Cortijo, M.D.
and
A.H. Hal Strelnick, M.D.

Nosal, who chose to attend medical school here in the Bronx largely so she could volunteer at the ECHO Clinic. ECHO has secured numerous grants, including the Association of American Medical College's Caring for Community Award (on behalf of Pfizer & Company), Elebash Fund, Robin Hood, and the Starr Foundations. It is also aided by on-going contributions of clinic space and health personnel from the Institute, and Spanish medical interpretation training, computers, and supplies from Einstein's Hispanic Center of Excellence. Despite all this essential support, the ECHO Free Clinic remains first and foremost a student-led and -run service, not to mention the first student free clinic in New York City.

This Annual Report represents a coming-of-age milestone for the ECHO Clinic, its student Board of Directors, and highly organized committee structure. We hope that you will find its contents as inspiring, hopeful, and challenging as we do.

Sincerely,

Amarilys Cortijo, M.D.

*Medical Director, Institute for Family Health
Assistant Professor of Family & Social Medicine
Medical Director, ECHO Free Clinic*

A.H. Hal Strelnick, M.D.

*Assistant Dean for Community Engagement
Professor of Clinical Family & Social Medicine*

Letter from

Sarp Aksel

2011-2012 ECHO Project Director

Inspired by a handful of medical students' concern for the lack of access to health care by uninsured New Yorkers, the Einstein Community Health Outreach (ECHO) Free Clinic was launched in 1999 as a joint effort between *Albert Einstein College of Medicine* and the *Institute for Family Health*. The first clinic of its kind in New York City, ECHO operates out of the *Walton Family Health Center* in the South Bronx, and provides care to uninsured residents. Alongside licensed physicians, more than 300 Einstein students provide over 1000 medical care, health education, and social service visits annually.



Sarp Aksel
2011-2012 ECHO
Project Director

The past year has been a time of change and expansion at the ECHO Free Clinic. As we continue to offer high quality care to our patients and a unique educational experience to our students, the Executive Board has been instituting novel projects and innovative initiatives both at clinic and in the community at large. On-going construction efforts at Walton Family Health Center, to be completed in Fall 2012, will provide increased space for both clinical practice as well as programming efforts, allowing us to care for a greater number of patients and increase the services that we are able to offer.

The newly established ECHO Community Outreach Program is one such initiative that expands opportunities for volunteering beyond Saturday clinic sessions, providing students with another chance to impact our community. The program offers monthly educational seminars for 150 low-income fourth and fifth graders as a part of the *New Settlement Apartments* after-school program. Also developed this year is student-facilitated HIV rapid test counseling. In response to the high HIV rates in New York City, ECHO has made it a priority to offer every patient a free rapid HIV test. Our medical student volunteers are trained to educate their patients about HIV and steps to help prevent transmission. The service has proved incredibly valuable and empowering for both our volunteers and our patients.

Ever-mindful of the founding vision behind the ECHO Free Clinic, our efforts today continue to ensure that uninsured adults in the Bronx and surrounding boroughs have access to high quality health care. We look forward to a new year of enhancements to both the services and the programming we are able to provide our patients.

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Clinic Chairs

The ECHO Clinical Board is a group of three clinic chairs who help coordinate the overall function of the student-run clinic and serve as liaisons among the Pre-clinical board, Medical Director, Family Medicine Department, and other branches of Einstein. All Clinic Chairs work together for project advancement endeavors, abnormal lab result follow-up, recruitment of MS-IV volunteers to work with Family Medicine students when necessary, and recruitment of new Session Coordinators for the coming academic year. Previous ECHO Clinic Chairs have gone on to specialize in Family Medicine, Internal Medicine, Pediatrics, Emergency Medicine, Otolaryngology, OB/GYN, and Urology.

Executive Clinic Chair (ECC)

As the coordinator of clinical activities of the ECHO Free Clinic, the Executive Chair is a representative of the organization to Einstein, to the Institute for Family Health, and to the community at large. The Executive Clinic Chair works in tandem with the other clinic chairs to ensure that pa-

tients receive high-quality, expeditious health care. This clinic chair is responsible for addressing system-wide issues that affect clinical care and works in parallel with the Project Director of the clinic so that Pre-Clinical activities work in synergy with Clinical activities.

Clinic Chair for Session Coordinators (CCSC)

The Clinic Chair for Session Coordinators (CCSC) recruits, trains, and schedules Session Coordinators (SCs), and works in concert with the Executive Clinic Chair. The CCSC recruits SCs by actively following up on student interest and potential, and by actively spreading the word about the opportunity. The CCSC develops a training plan for SC shadows/trainees, facilitates the transition to a fully-trained status, and provides SCs with feedback. The CCSC manages the SC and SC-shadow scheduling to ensure coverage year-round. As

a fully-trained SC, the CCSC volunteers regularly at the clinic. This chair helps organize SC-related activities and maintain SC morale. Again, the CCSC will collaborate closely with the Executive Clinic Chair to trouble-shoot clinic problems, and to address short- and long-term clinic goals. The CCSC maintains involvement in preclinical ECHO activities by assisting in activities (i.e. ECHO orientation) and by attending administrative meetings with the ECHO board, Dr. Cortijo (ECHO's Medical Director), and other involved facilitators.

Clinic Chair for Clinical Teams (CCCT)

The Clinical Chair for Clinical Teams is responsible for coordinating the monthly orientation and training of clinical teams on the specifics of the patient encounter. Orientation includes education on ECHO's EMR, the patient encounter, and general expectations as a clinical provider at the ECHO clinic. The CCCT is also responsible for ensuring that all clinical volunteers have appropriate login access to the Epic EMR system. In addition, the CCCT maintains appropriate contact

with the Family Medicine Department regarding orientation schedules, clinical team attendance, and other ECHO clinical team related issues. In addition, the CCCT periodically recruits volunteers to fill clinical team spots when the Family Medicine rotation is not in session. The CCCT is in constant communication with the Executive Clinic Chair in regards to a report of activities and any problems that may arise that require administrative attention.

“What makes ECHO special is the fact that it allows its volunteers to be actively involved.”

— Ampadi Karan

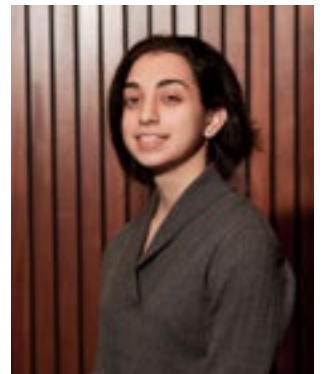
ECHO Pre-Health Volunteer
Summer 2011

Community Service

ECHO launches youth health program and community food demonstration initiative

This year, ECHO volunteers decided to expand beyond the walls of the clinic and bring health education and disease prevention into the community. In October of 2011, Albert Einstein medical student volunteers began 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 will continue in 2012 with such topics as the harmful effects of tobacco, the passage into puberty, and how different 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.

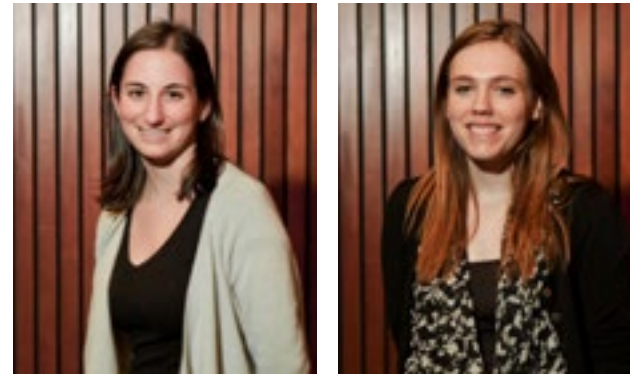
For the first time this year, ECHO volunteers also had the opportunity to promote healthy eating among Bronx residents as part of the NYC Green Cart Initiative. Medical students spent time visiting Montefiore Community Medical Centers to conduct food demonstrations using fresh, seasonal fruits and vegetables and distributing information about where to find Green Carts and Farmer's Markets in the Bronx. This initiative, in collaboration with Montefiore's Department of Family and Social Medicine, is part of a larger effort to combat obesity and related chronic diseases through direct patient education and by linking community residents with available, affordable resources. The program also promotes NYC Green Carts, which bring affordable fresh fruits and vegetables to areas in which the availability of these foods is low.



Nivia Acosta and
Iman Hassan
*Community Service
Coordinators*

Development Committee

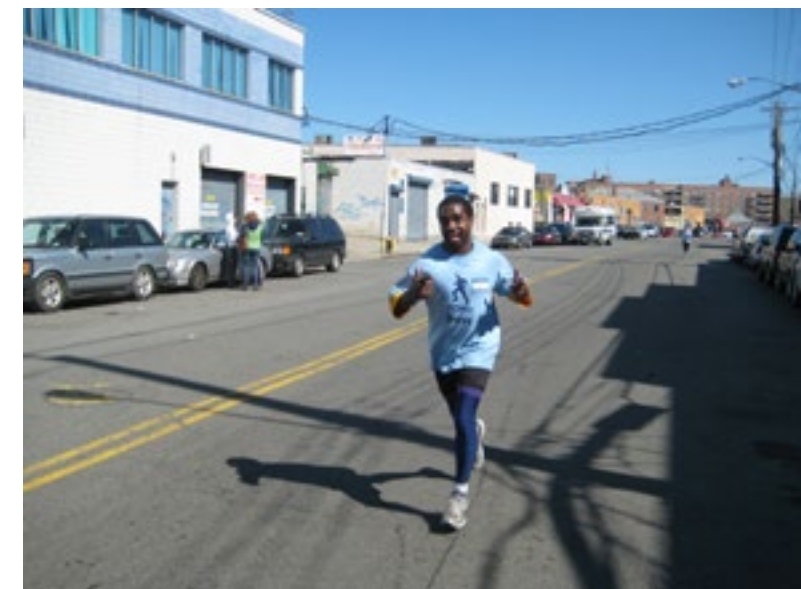
The Development Coordinators plan and coordinate events to raise money for the ECHO free clinic's discretionary fund. These events, which are held throughout the year, include: ECHO's Annual Halloween Party, Trivia Nights, ECHO's Night Out, an annual 5K Run, an ECHO Book Drive, and letter writing campaigns. In 2011-2012, the Development Committee consists of six first and second-year medical students who help make these events possible. They volunteer their time to attend monthly meetings and to work at the events.



Risa Eilbaum and Rebecca Kamil
Development Coordinators

In the 2010-2011 academic year, the committee raised over \$7,000 for ECHO through these events. From the three events that were held in the Fall 2011 semester (ECHO Book Drive, Halloween Party, ECHO Night Out), over \$4,000 was raised. The Book Drive collected over 1,000 books, over 200 people attended the Halloween Party, and 40 people came to ECHO's Night Out.

A major goal for the future is to expand the number of student volunteers on the Development Committee because it is often a limiting factor in coordinating large events that require many volunteers. Also, we are hoping to hold a merchandise sale (for example, sweatshirts or penlights) of items with an ECHO logo to help fundraise in the future.



Health Education and Research

With what began in the 2009-2010 academic year as a new volunteer position at ECHO, Health Education has grown to the largest single position with nearly 60 volunteers in the 2010-2011 academic year. Volunteers are initially trained each semester to obtain accurate, verified health education resources on a variety of topics (in Spanish and English) and to provide patients with those relevant to their medical conditions or concerns. A series of lectures is arranged for volunteers each semester dealing with some of the most common health issues at ECHO. Past lectures have included smoking cessation by Bronx BREATHEs, nutrition and motivational interviewing by Dr. Yasmin Mossavar-Rahmani, and sexually transmitted diseases by Dr. Stanley Yancovitz.



Anthony Bowen,
Sophie Ryan and
Julie Sogani
*Health Education and
Research Coordinators*



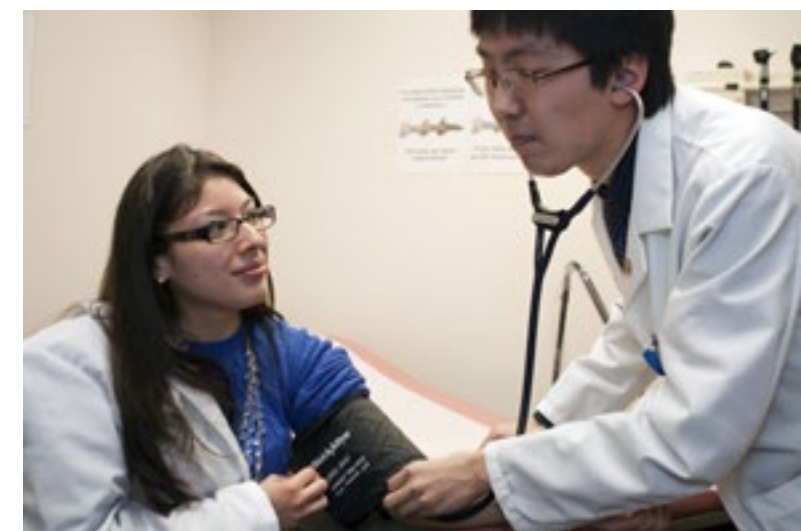
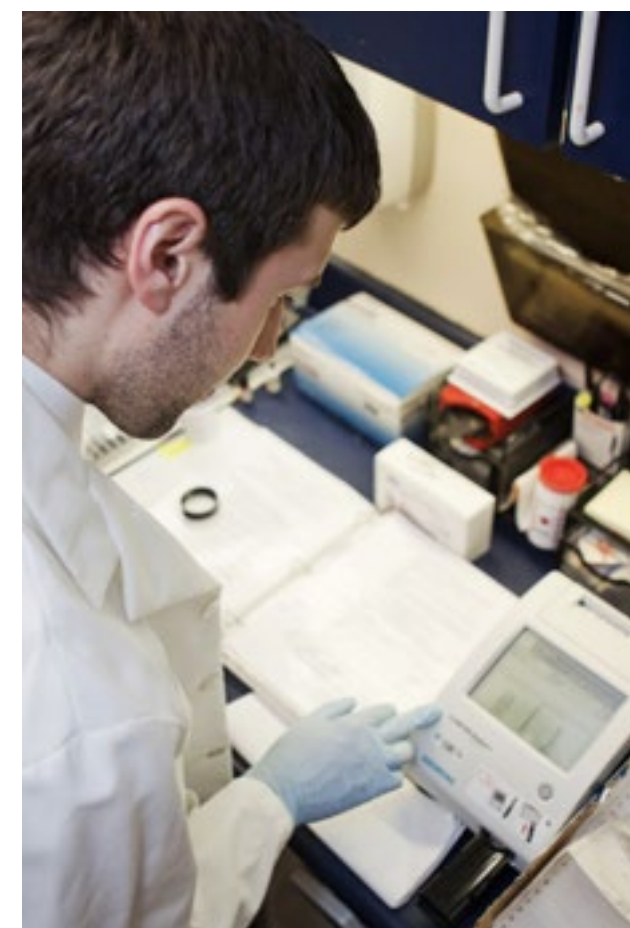
The older preclinical position of clinical shadow was replaced in 2011 with health education to ensure that as many patients as possible receive pertinent, accurate information at ECHO that will empower them to make informed health decisions. Each week, four to six health education volunteers are paired with a clinical team. In addition to taking part in the clinical encounter, the health educator is responsible for determining whether the patient has any concerns that were not addressed by the third-year medical student or the physician preceptor. Health educators then counsel patients on pertinent information and lifestyle modifications based on the patient's concerns and medical conditions.

Numerous additions to the health education position were made in 2011, including:

- A symposium for volunteers to prepare and share with their peers health education materials on topics of interest for future use in health education at ECHO
- Six laptop computers were purchased and health topic presentations were prepared for volunteers to begin using during encounters with patients starting in 2012
- End-of-session evaluation forms were designed to continually monitor feedback from student volunteers throughout the semester

In addition to managing the health education role at ECHO, the health education and research coordinators worked on several research projects in 2011. The coordinators developed and initiated an IRB-approved retrospective chart review study to determine the effectiveness of ECHO's two-visit model in linking patients with various chronic diseases to long-term primary care at the Institute for Family Health. This project was presented at the annual Student-Run Free Clinic Conference in February 2012. Additionally, the coordinators began determining a series of quality improvement projects for each pre-clinical position based on ECHO board member feedback and managed weekly data collection for use in the clinic's first annual report.





Referrals

While primary care is the cornerstone of good health care, linking patients to secondary care through referrals is just as vital. After all, a patient with a murmur or a seizure disorder deserves the right kind of treatment, regardless of their insurance status.

The ECHO clinic provides free, high quality primary care to a large number of patients. And when the needs of patients go beyond the walls of the clinic, the referrals team works hard to connect patients to the specialists that they need. Whether it is for routine screening for cancer through our partners at Ralph Lauren Cancer Center and the Viva Mujer Program, or for more specialized disciplines of cardiology and neurology, referrals by the clinical teams are arranged and tracked by the referrals team.

The majority of ECHO's referrals are to cardiology, gynecology, ophthalmology, and routine cancer screenings, though less common referrals are made for fertility consults and to the vascular surgeon. Almost all specialist referrals are made to Lincoln Hospital and ordered via the Health and Human Corporations Referral Service. This service functions on a sliding scale payment plan. Free colonoscopies are offered through the Ralph Lauren Cancer Center and free mammograms are offered through the ¡Viva Mujer! Program at Lincoln Hospital. Partnerships with the local imaging center Doshi Diagnostics provide our patients with expedited imaging at no cost to the patient.

Though not strictly part of the referrals position at ECHO, social workers at the clinic provide patients with the knowledge and tools they need to obtain insurance when possible and link patients to other avenues of obtaining affordable health care.



Christopher Beaudoin
and Wanda Lam
Referrals Coordinators

"I have learned a lot from volunteering at ECHO and take pride in being part of the team."

— Wayne Cohen-Levy

“The interactions I have had with the patients throughout the semester have taught me a lot about empathy and have been a valuable lesson that I will incorporate into my clinical care.”

— Marika Osterbur

Front Desk

The front desk team is the first, and generally the last, point of contact for patients during the day. Consisting of two staff members and two leads—in addition to those training for and acting as leads—these volunteers oversee all aspects of the clinic’s scheduling, patient registration, and data entry into patient charts. In addition, the front desk starts the triage procedure for those patients who come to the clinic without appointments. At the end of a patient’s visit, the front desk team schedules a follow-up appointment and sends the patient on his or her way. Aside from patient contact, the front desk volunteers also scan documents into the patients’ charts, answer phone calls, and attend to other administrative details.



Matthew Barbary and Shria Kumar
Front Desk Coordinators

Interpreters

Interpreters are an indispensable part of both the pre-clinical and clinical teams at ECHO. This position entails interpreting for Spanish-speaking patients during their visit to ECHO, from the time of arrival, throughout the exam, and while arranging relevant referrals.

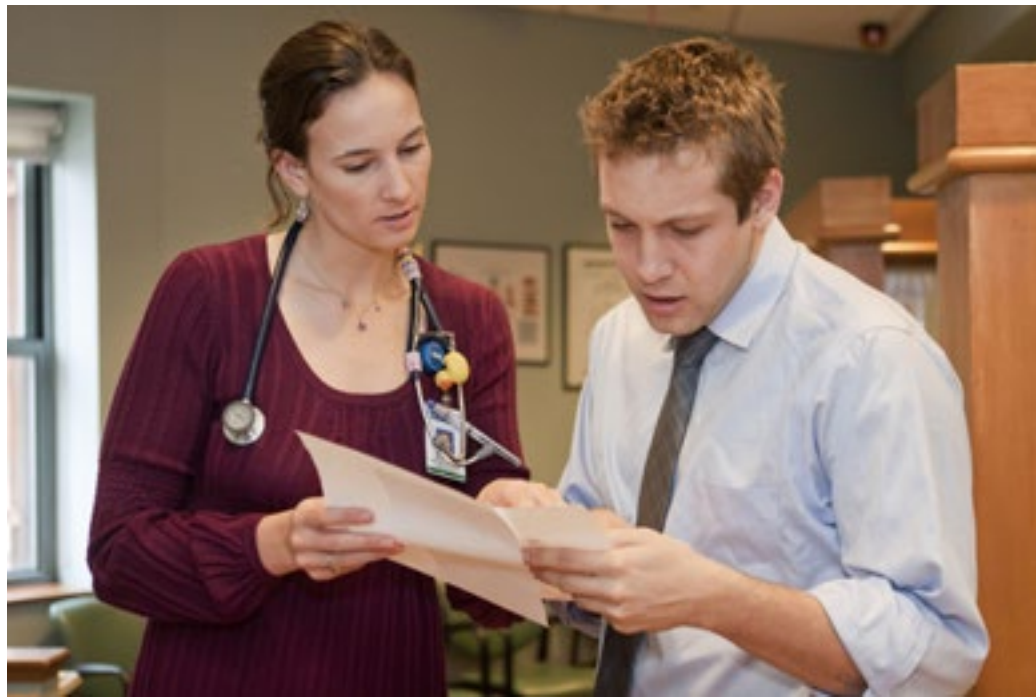
Being an interpreter allows one to participate in all aspects of the clinic and to work with the other volunteers and staff members, including the front desk team, clinical team, health education volunteers, nursing assistant, and social workers. Nevertheless, the most important aspect of this position is interpreting for ECHO's patients. Because approximately 60% of the clinic's patients are Hispanic, having a Spanish-speaker constantly available is very important.

In the 2011-2012 academic year, ECHO benefited from 16 fluent, trained interpreters serving the clinic's patients. Through a partnership with Einstein's Hispanic Center for Excellence, ECHO's interpreters are trained over several sessions. In an effort to improve their expertise, the interpreters participate in a monthly training session led by a professional interpreter, Zoe Schultz, and two standardized Spanish-speaking patients. These sessions provide a low-risk environment for the interpreters to hone their skills and ultimately provide better service to the clinic's patients.



Matthew Kline
Interpreter Coordinator





Labs

The labs position is vital for translating from a new patient seeing one of our clinical teams to making a diagnosis and providing follow-up and referral care for that patient. Labs volunteers are in charge of coordinating the lab tests that are run for each patient. At the nurses' side, and with their supervision, medical student volunteers perform urinalysis, HbA1C testing, glucose testing, qualitative pregnancy testing, and more in-house. Labs volunteers also gather patient blood samples for other needed tests and send them to our partners at Montefiore Medical Center for examination. This position affords student volunteers direct patient contact as an assistant, and thus students are involved in each patient's care. The labs coordinators must also ensure that the flow of patient labs is properly maintained, from the tracking of lab data over time in the electronic medical record system, to ensuring that patients receive their results, to the delivery of outgoing labs and the receipt of lab results in a timely manner so that each patient may get their results promptly. Once results are delivered, the patient can be seen and referred to a specialist if necessary.



Nick Iverson and
Nick Swerdlow
Labs Coordinators

Goals for the future include continuing to provide high quality and expedient laboratory services for ECHO's patients, while ensuring that patients receive their results in a timely fashion. The labs coordinators are constantly looking for new ways to provide accessible in-house testing for everyone.



Women's Health

The women's health position at ECHO gives volunteers a unique opportunity to focus on health care issues that pertain specifically to women. All women's health volunteers choose a topic that they are passionate about and then create a poster and hand-out that can be used as additional resources for health education at the clinic. In addition, each volunteer is given clinic shifts throughout the year to perform health education sessions with patients about these topics and to provide counseling on general nutrition and hypertension.

In December 2011, ECHO was proud to have its second Women's Health Day! During this Saturday, the clinic saw primarily women and focused on providing comprehensive exams (including pap smears) and health education for women about nutrition, contraception, depression, high blood pressure, and a variety of other health issues. Women's Health and the rest of the ECHO team look forward to having at least one more Women's Health Day in spring 2012! Beginning in 2011, ECHO was also proudly able to begin offering contraception and Gardasil vaccines to patients free of charge.

Future goals for ECHO's women's health team include expanding the clinic's capabilities in providing comprehensive health care. Ideally, ECHO will one day be able to provide IUDs as well as other gynecological exams and procedures for patients on a regular basis. With the 2011 expansion of Walton Family Health Center, the community clinic that houses ECHO each Saturday, the women's health team hopes to eventually hold a regular Women's Health Clinic separate from and in addition to the regular Saturday ECHO clinic.



Leah Taffel
*Women's Health
Coordinator*

Preclinical Scheduling

The Preclinical Scheduling Coordinator (PCSC) schedules first and second-year medical students to volunteer each week at the ECHO clinic. Additionally, the PCSC maintains and updates the online ECHO calendar so that volunteers are aware of their scheduled clinic days ahead of time. To improve weekly pre-clinical volunteer attendance at the clinic, the PCSC sends out a weekly reminder email to all of the volunteers (both preclinical and clinical) about their upcoming shift. Finally, the PCSC also maintains the ECHO volunteer database to keep track of the number of medical students working at the clinic.



Samantha Schneider
*Preclinical Scheduling
Coordinator*

Weekly Coordinators

Although they may not have direct contact with ECHO's patients, the weekly coordinators maintain a key link between the preclinical and clinical aspects of ECHO. 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. 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.



Hetty Wong and
Cynthia Okoye (not pictured)
Weekly Coordinators

“ECHO has showed me the relief and joy that can be found in helping someone in need.”

— Yansi Alvarez
ECHO Pre-Health Volunteer
Summer 2011

Physician Recruitment

The physician recruitment coordinator is in charge of recruiting physicians who are willing to volunteer on Saturdays, and is in charge of scheduling attending physicians and nurse practitioners for every Saturday clinic. Furthermore, the physician recruiter must keep an updated schedule of volunteer preceptors on the ECHO website. Most often, willing physicians are referred to the clinic by ECHO alumni or by another means, in which case the physician recruiter is responsible for walking them through the necessary credentialing paperwork. This coordinator also actively recruits new attending physicians from Albert Einstein faculty by advertising at departmental meetings and by other means. Finally, the physician recruiter also manages paperwork and malpractice coverage of current preceptors, checking that it is up-to-date.



Larissa Gabelman
*Physician Recruitment
Coordinator*

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 a sampling of the same positions normally filled by medical student volunteers, including the front desk, clinical shadow, health educator, and interpreter. After completing their summer internship with ECHO, many pre-health volunteers have been inspired to pursue a variety of health-related fields including medical school and physician assistant school.



Katharine Tam
Pre-health Coordinator

HIV Education and Counseling

In 2011, a new position was created at ECHO to continue a much-needed service to patients in response to the loss of an HIV testing/counseling position at the clinic. At ECHO, each patient is offered free rapid-HIV testing during his or her visit. The HIV counseling team works to educate the patient about various aspects of HIV and the testing procedure, encouraging questions and clarifying any misconceptions about the virus that the patients may have. The volunteers provide an open and safe learning environment for discussion with the patient.



Hetty Wong
*HIV Education and
Counseling Coordinator*

Information Technology

The IT coordinator maintains and updates the ECHO website and conducts maintenance and troubleshoots any problems with the ECHO office laptop and other relevant equipment. This coordinator works with the development committee and the Einstein Department of Communications and Public Affairs on advertising ECHO and donation opportunities. Additional collaboration with the development committee includes maintaining and updating the official ECHO Facebook and Twitter pages. In 2012, Michael designed ECHO's first annual report detailing the clinic's activities in 2010 and 2011.



Michael Shamoon
*Information Technology
Coordinator*

Treasurer

ECHO's treasurer generates and balances a budget and coordinates expenses with the Office of Student Activities. The treasurer reimburses any purchases made and maintains records of all expenditures for both clinic sessions and ECHO events. In addition, the treasurer works closely with the development committee in coordinating fundraising events and serves as a liaison between IFH and ECHO.



Jen Wu
Treasurer



Financial Information

ECHO is supported by funding from multiple sources. The Institute for Family Health sponsors the operation of the clinic, which includes expenses in providing staff, lab tests, equipment and logistics on Saturdays, much of which is supported by private grant funds from Robin Hood. The funding involved in sustaining other ECHO activities, including food at orientation events, board meetings, clinic breakfast on Saturdays, registration fees for attending conferences, and office supplies are covered by the Einstein student activities committee. Furthermore, we supplement our budget with fundraisers put on by the development committee. These events include the annual Halloween party, trivia nights, and a 5K race.

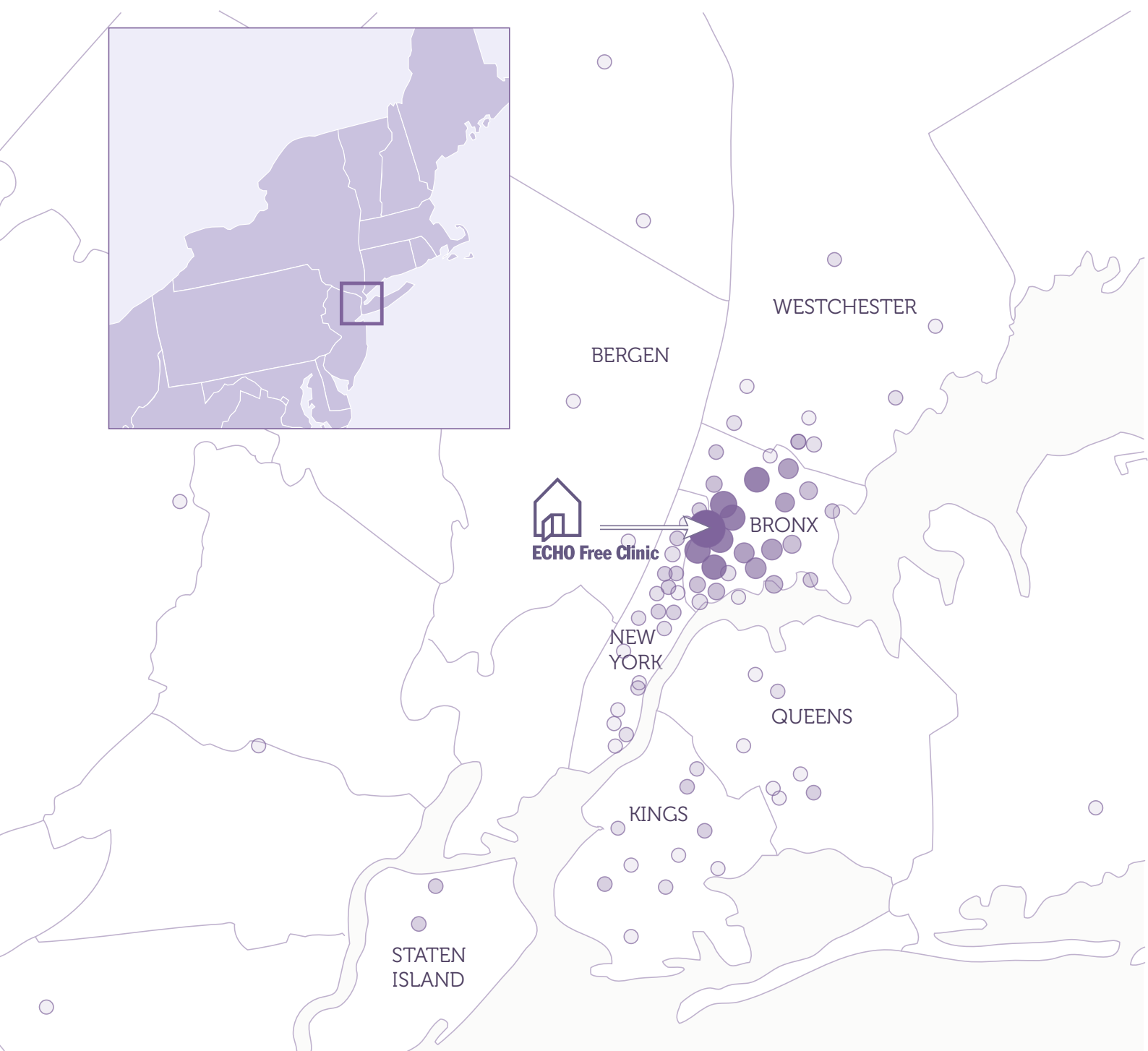
Student Club Budget March 2011 – March 2012

Expenses		Income	
Orientation	\$1,196	\$3,500	Student Activities Budget
Saturday clinic breakfasts	\$2,142		
Premed orientation	\$203		Fundraisers
Office supplies	\$215	\$197	Trivia Nights
Community service	\$487	\$2,667	Halloween Party
Board meeting food	\$354	\$1,381	ECHO 5k
Women's health day	\$96	\$1,450	Book Sale
Board recruitment (projected)	\$500	\$1,111	Letter-writing Campaign
Volunteer training	\$415	\$712	T-shirt Sale
<i>Totals</i>	<i>\$(5,608)</i>	<i>\$11,018</i>	
<i>Net</i>	<i>\$5,410</i>		

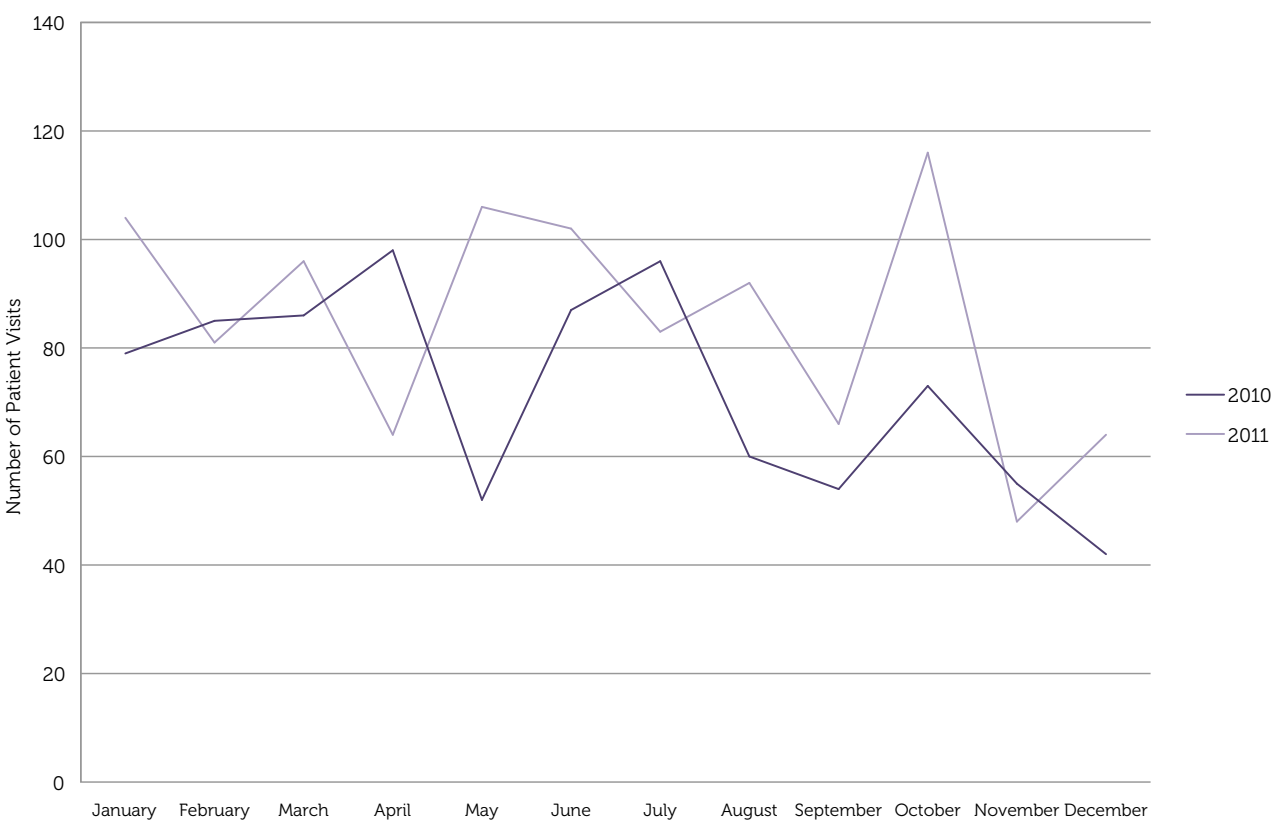


Patient Characteristics

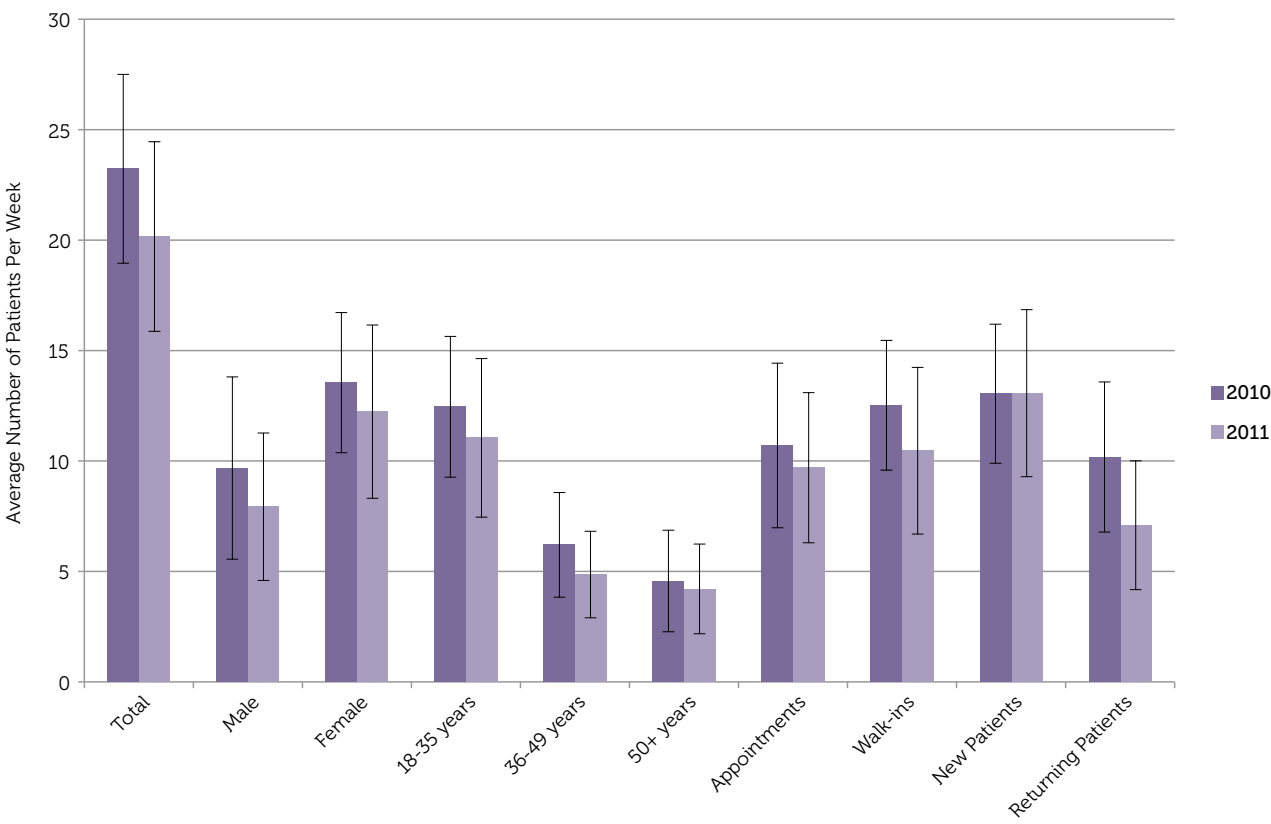
Patient Residence Distribution



Monthly Patient Visits



Weekly Patient Averages



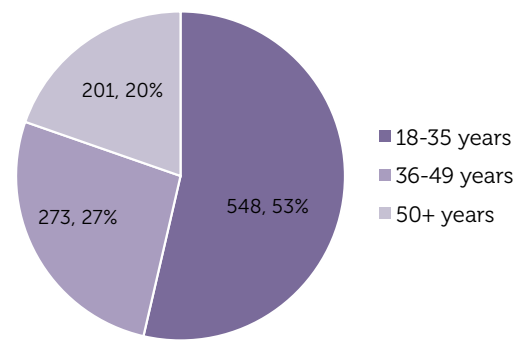
Patient Data from 2010

	N	Percentage	Average Number Per Week	Std. Dev.
Total	1022	100%	23.2	4.3
Male	426	42%	9.7	4.1
Female	596	58%	13.5	3.2
18-35 years	548	54%	12.5	3.2
36-49 years	273	27%	6.2	2.4
50+ years	201	20%	4.6	2.3
Appointments	471	46%	10.7	3.7
Walk-ins	551	54%	12.5	2.9
New Patients	574	56%	13.0	3.1
Returning Patients	448	44%	10.2	3.4

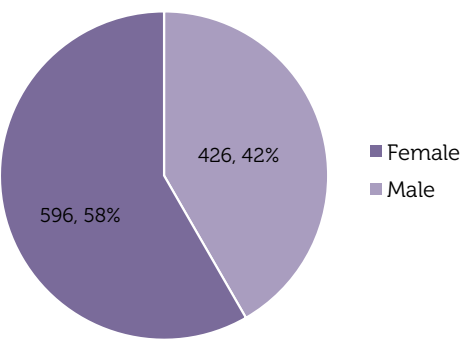
Patient Data from 2011

	N	Percentage	Average Number Per Week	Std. Dev.
Total	867	100%	20.2	4.3
Male	341	39%	7.9	3.3
Female	526	61%	12.2	3.9
18-35 years	475	55%	11.0	3.6
36-49 years	209	24%	4.9	2.0
50+ years	181	21%	4.2	2.0
Appointments	417	48%	9.7	3.4
Walk-ins	450	52%	10.5	3.8
New Patients	562	65%	13.1	3.8
Returning Patients	305	33%	7.1	2.9

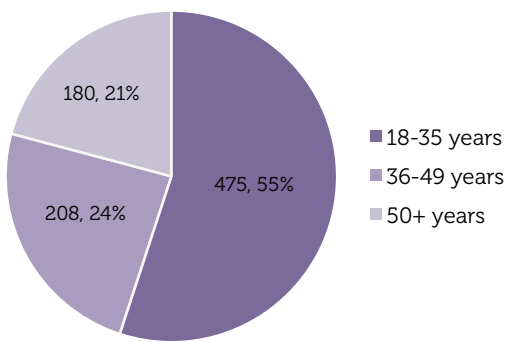
Patient Age Distribution 2010



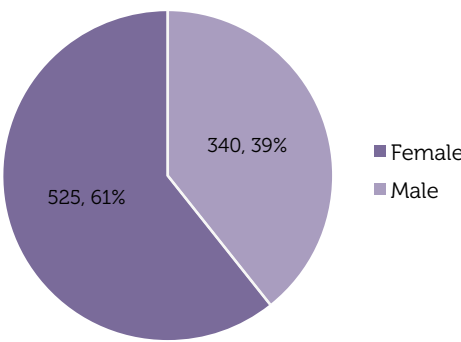
Patient Gender Distribution 2010



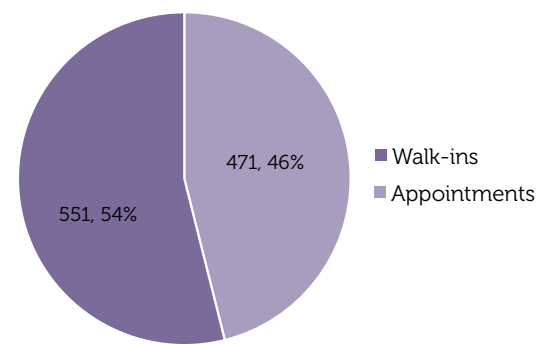
Patient Age Distribution 2011



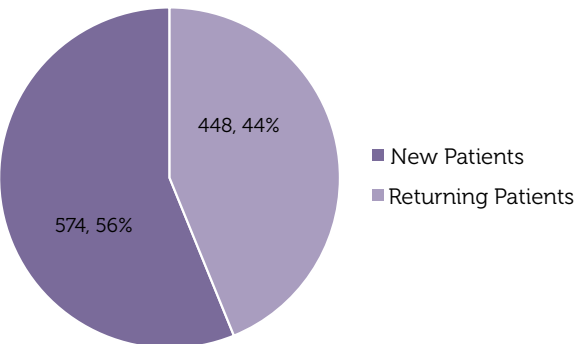
Patient Gender Distribution 2011



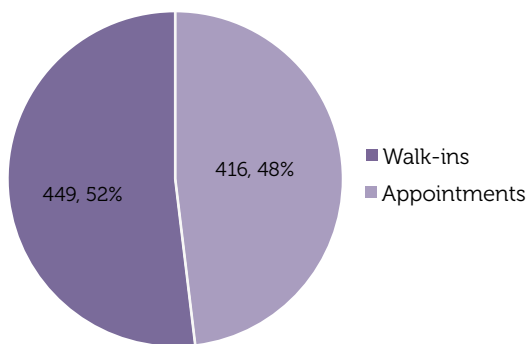
Walk-ins/Appointments 2010



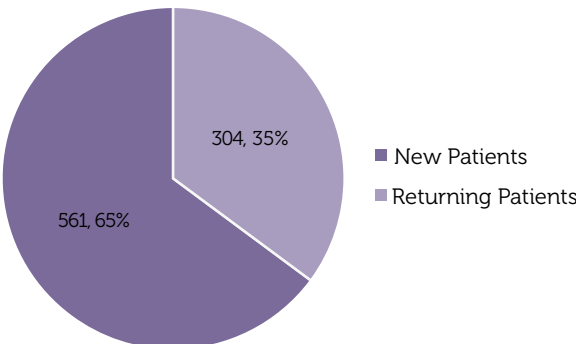
New/Returning Patients 2010



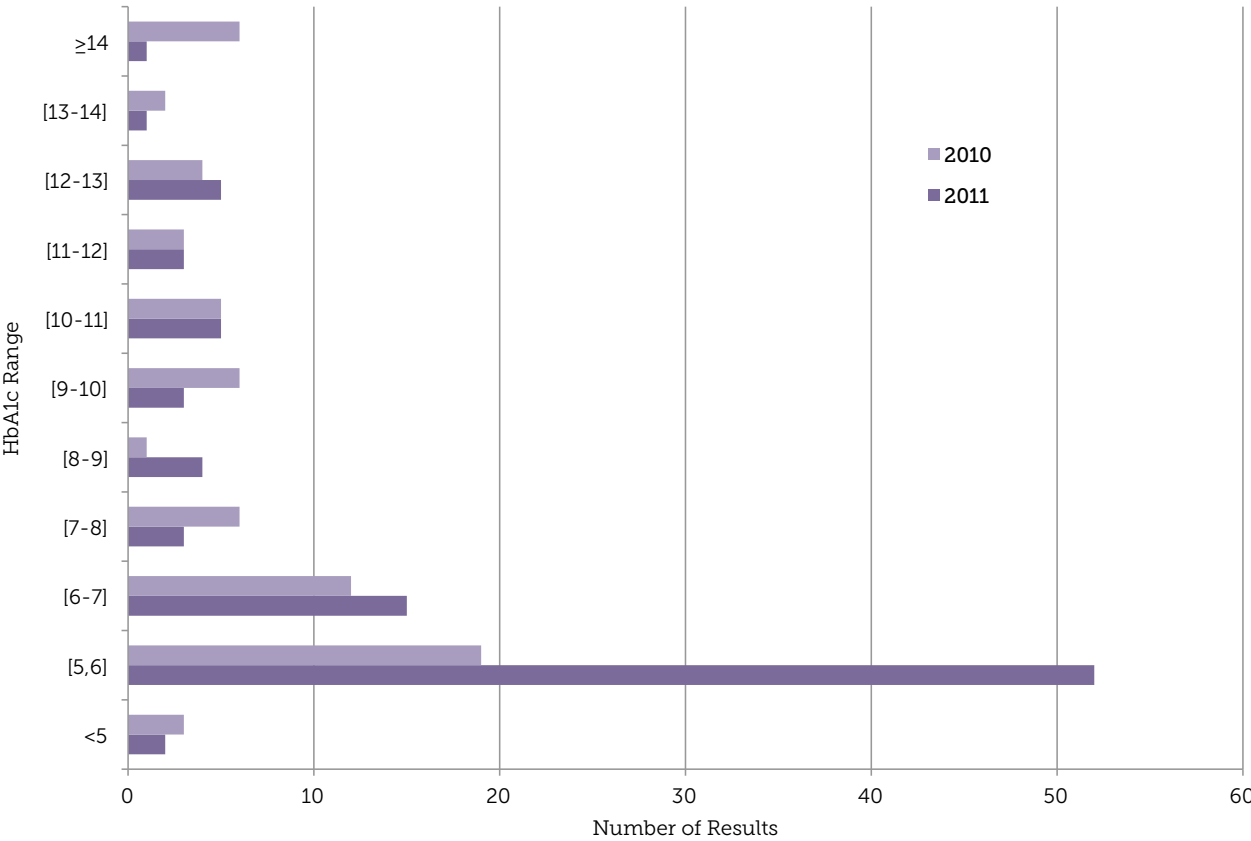
Walk-ins/Appointments 2011



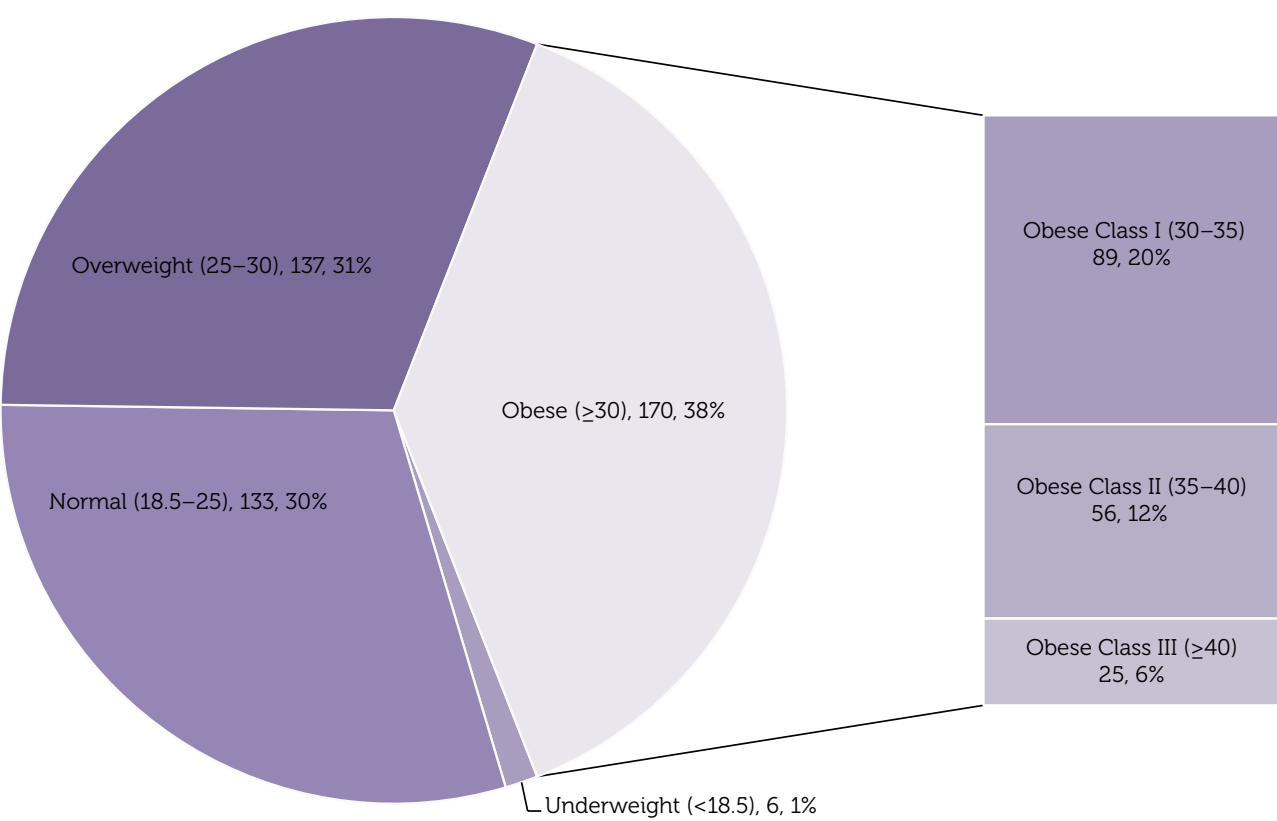
New/Returning Patients 2011



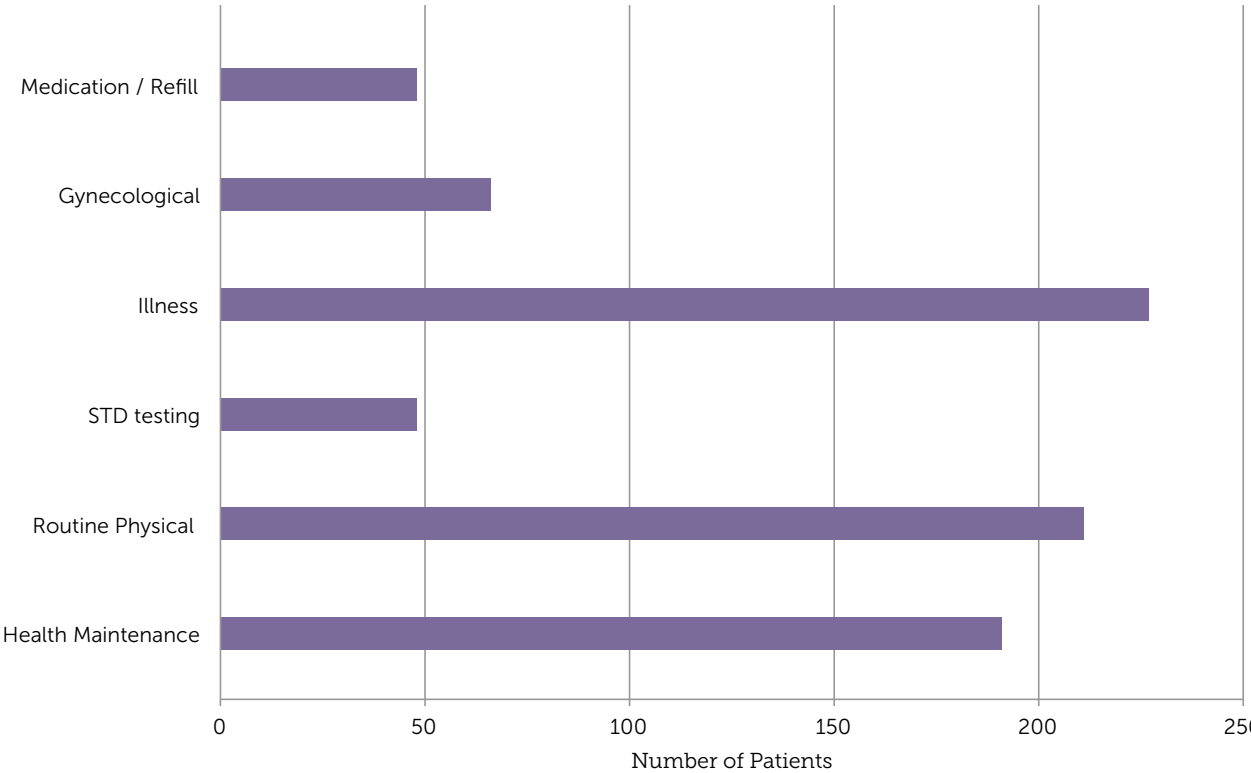
Patient HbA1c Distribution 2010 / 2011



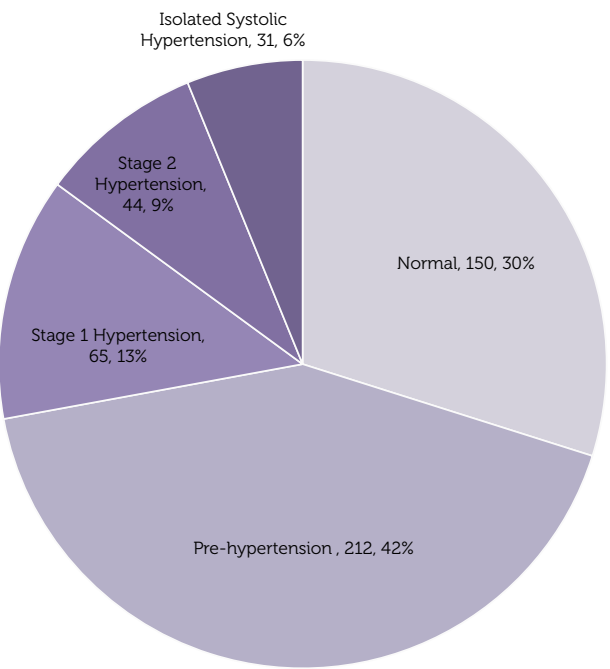
Patient BMI Distribution 2011



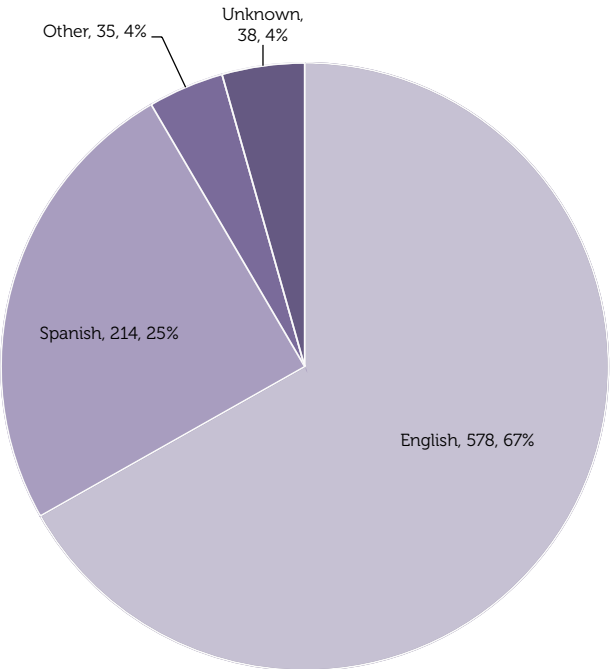
Common Reasons for Visting ECHO in 2011



Patient BP Distribution 2011



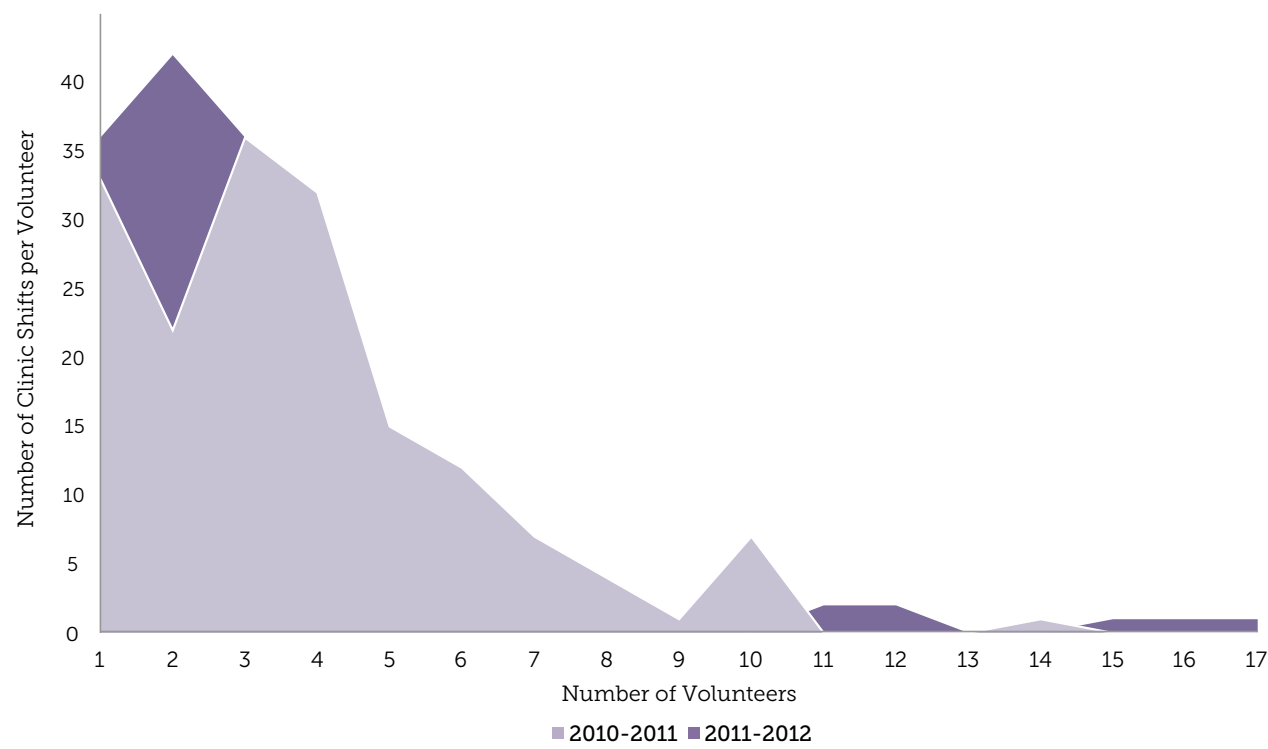
Primary Spoken Language Distribution 2011



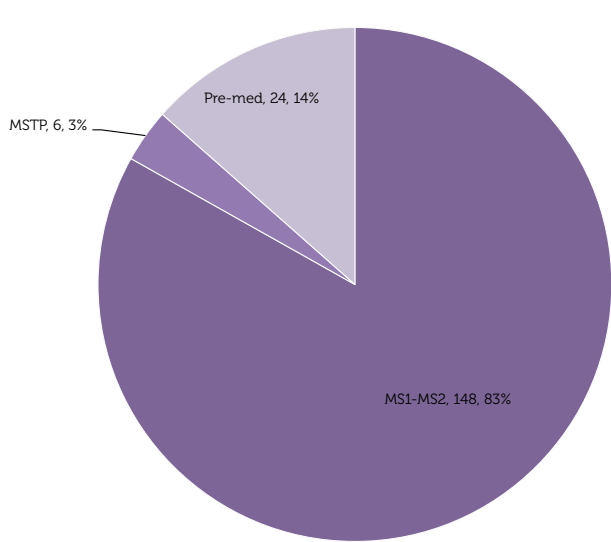
Volunteer Data

Percent of the Class of 2015 Volunteering during their first year: **42%**
Percent of the Class of 2014 Volunteering during their first two years: **60%**

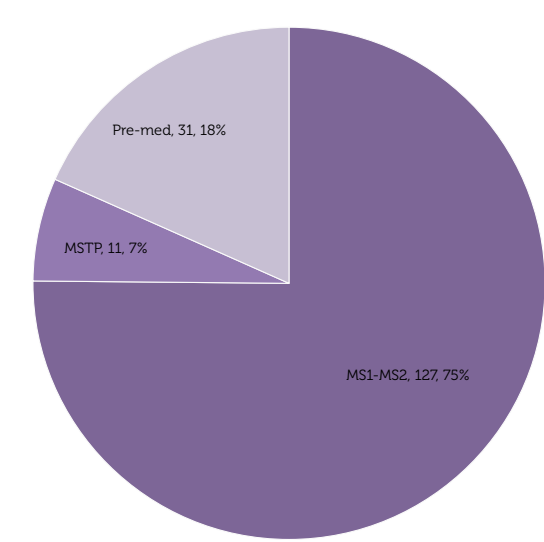
Preclinical Volunteering Frequency



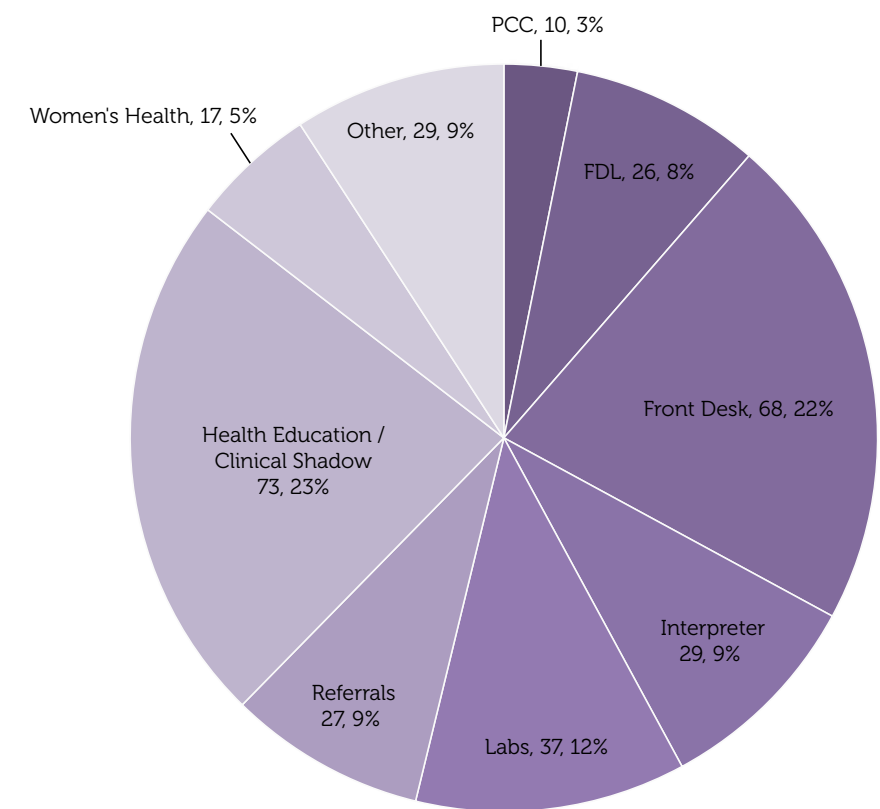
Preclinical Volunteer Breakdown: 2010-2011



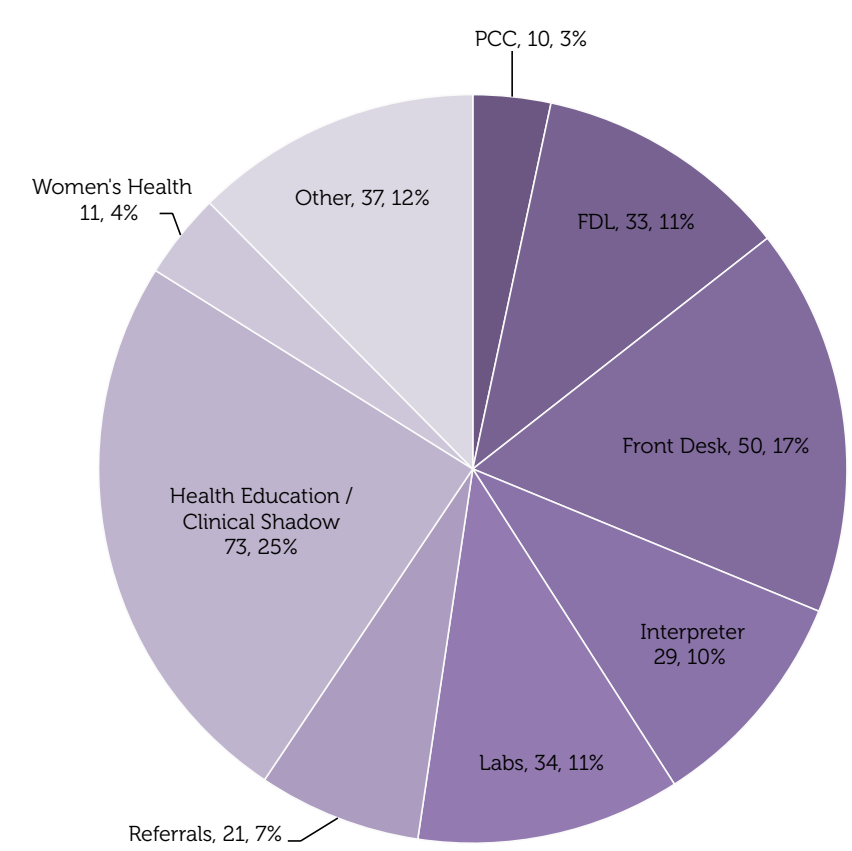
Preclinical Volunteer Breakdown: 2011-2012



Preclinical Volunteer Position Breakdown 2010-2011



Preclinical Volunteer Position Breakdown 2011-2012

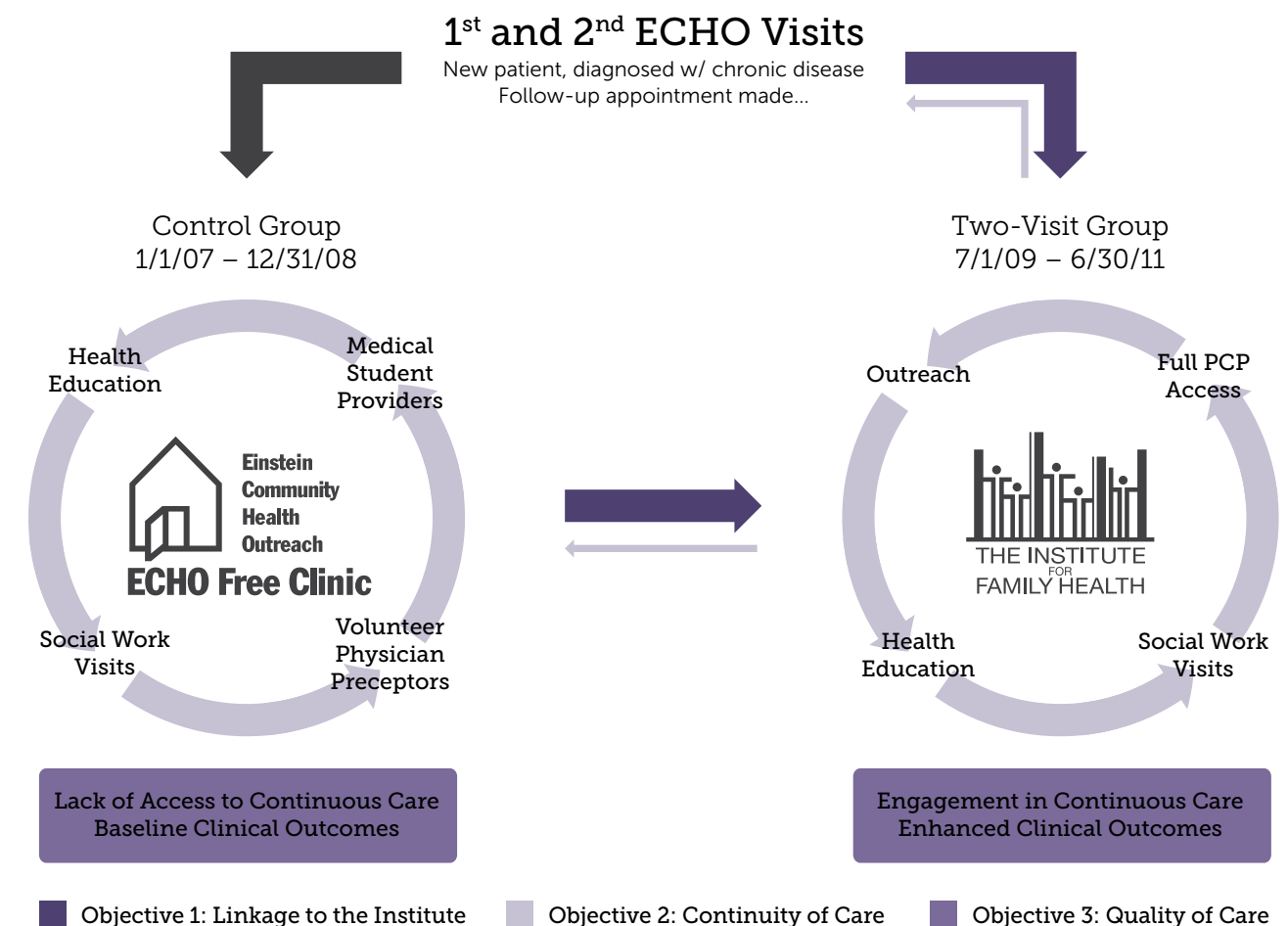


Linkage to Care Research Project

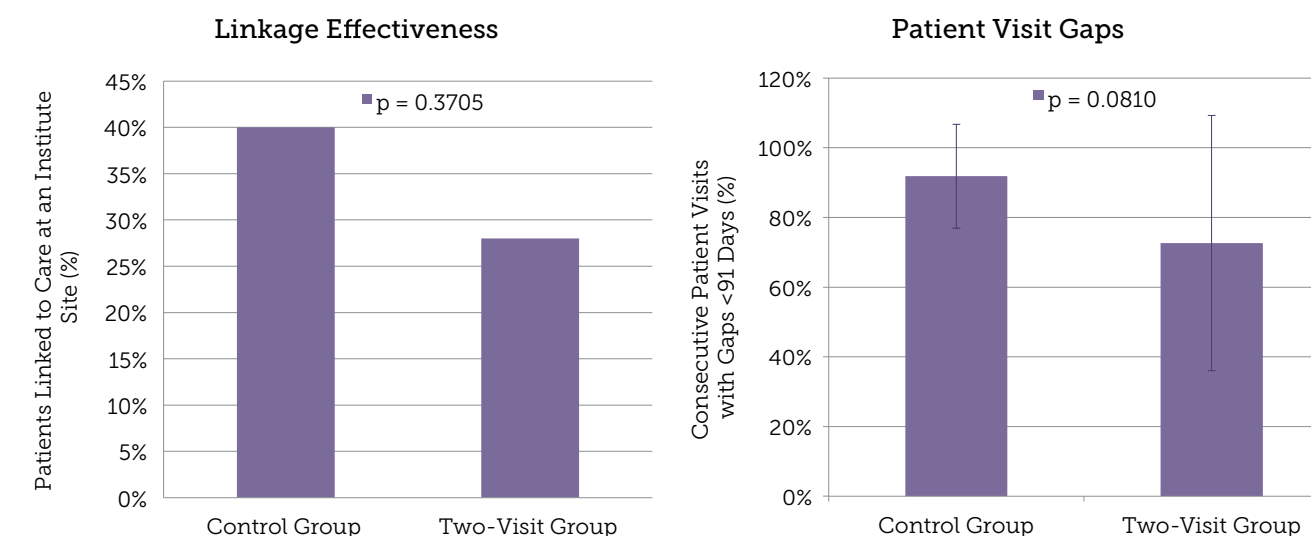
Each year, students involved with ECHO work in conjunction with Einstein faculty and Institute for Family Health staff to develop re-search projects with the potential to improve patient care at the clinic. In 2009, ECHO implemented a two-visit model allowing patients a maximum of two ECHO clinic visits (at no cost) before being transferred to full time primary care providers within the Institute's citywide network of clinics. These Institute clinics see uninsured patients on a sliding scale fee and are intended to be a high-quality, more continuous, and still affordable option for patients with chronic diseases. During 2011, the Health Education and Research Coordinators worked with Dr. Pablo Joo and Dr. Sarah Nosal to begin a retrospective, IRB-approved study examining how the two-visit limit affected ECHO's patient care on three major dimensions:

1. Is ECHO successfully linking patients to primary care within the Institute? Effectiveness is defined based on the proportion of patients who attend a follow-up appointment at an Institute site after visiting ECHO.
2. Do linked patients receive more continuous care at the Institute? Continuity is partly measured based on the proportion of patient visits with interval gaps <91 days, based on guidelines set forth by the *American Diabetes Association*.
3. Do linked patients have enhanced outcomes? Outcome measures are based on several objective health indicators followed over time (HbA1c, BP, BMI) to estimate quality of care.

Linkage, continuity, and quality are compared between a control group of patients seen at ECHO before the two-visit limit and another group of patients seen at ECHO after the two-visit limit. Data from a pilot study examined linkage and continuity among 50 ECHO patients with diabetes (25 in each group). No significant differences were detected with these patients, but the data show a trend toward decreased linkage and continuity with the two-visit model. Before drawing conclusions, however, more data must still be analyzed. Health outcome measures will be assessed as a proxy for quality of care. Additionally, the study will be expanded to include other chronic disease populations.



The study flow chart depicts patient transition between ECHO and the Institute in the control group (before the two-visit limit was instituted) and in a group after the two-visit limit. Dark arrows depict patients being linked to care at the Institute, while light arrows depict the continuity of care patients experience at each site. The project's hypothesis is shown in the boxes, with patients who are successfully linked to continuous care at the Institute receiving enhanced clinical outcomes.



In the pilot, no significant change is evident in linkage effectiveness or continuity of care between the control group and the two-visit group. While provider visits for uninsured patients at the Institute are billed on a sliding scale based on income level, the actual or perceived cost could be prohibitive to some patients. Also, patients with weekday work schedules may find the Saturday ECHO clinic to be a more feasible health care option. Additionally, the two-visit model may not allow sufficient rapport between patients and supervising attending-providers to effect successful linkage to another site.

ECHO Partners

Albert Einstein College of Medicine
Breast Treatment Task Force
Bronx BREATHEs
Doshi Diagnostics
Einstein Department of Communications and Public Affairs
Einstein Hispanic Center for Excellence
Einstein Office of Student Activities
The Institute for Family Health
Lincoln Hospital
Montefiore Medical Center
Montefiore's Department of Family and Social Medicine
The Montefiore School Health Program
New Settlement Apartments
NYC Department of Health
Ralph Lauren Cancer Center
¡Viva Mujer! Program at Lincoln Hospital
Walton Family Health Center

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