



ARBOR QUARTERLY

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Needs Assessment Project to Provide Vital Patient Information, Improve Clinic Operation

By Candace Pau, Stanford Undergraduate

In May of this year, a pilot survey for the Arbor Needs Assessment Project was initiated in an effort to better understand the needs of the population served by Arbor Free Clinic. The overall goals of the project include assessing Arbor's effectiveness in fulfilling its dual mission of service and teaching, assessing the health care needs of Arbor's target population, and gathering demographic information on Arbor's patient population. Eventually, the data collected from the project will be used for strategic planning by Arbor's management team, steering committee, and faculty advisory board.

The needs assessment consists of a two-part survey. Patients complete the first section of the survey, which consists of demographic and health needs questions while in the waiting room. The information collected in this section, including data on ethnicity, primary language, current housing status, and educational background, will help Arbor better understand its patient population and better anticipate its patients' needs. Patients complete the second portion of the survey, consisting of an evaluation of care and patient education received following the visit. Results from the survey will be used to better allocate clinic resources, stream-

line patient education materials and determine the usefulness of Arbor services, such as specialty care, social workers, and referrals.



Photo by Shan Pai

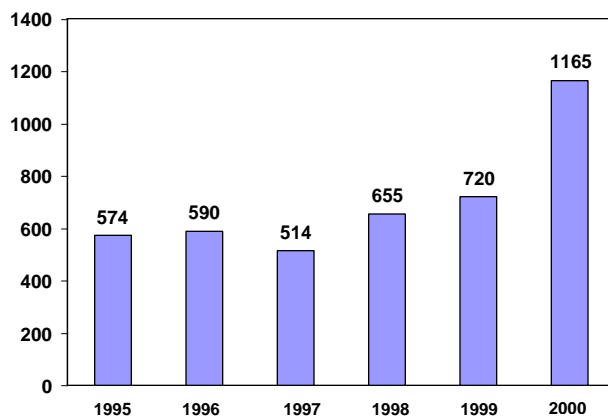
Dr. Mason discusses preventive health measures with an Arbor patient while a preclinical student observes.

The pilot phase of the project concluded in June of this year. A final survey will be administered during the summer, and data analysis will be undertaken in the fall. According to Arbor Needs Assessment Coordinator, Marie Soller, once information has been collected from at least 100 patients, data will be analyzed and used to direct resource allocation and service style. "We are very excited about the needs assessment survey. We expect to obtain useful information regarding our patient population, their needs, and their perceptions of the care that the project is also becoming an excellent opportunity for all of the clinic volunteers to pool their efforts

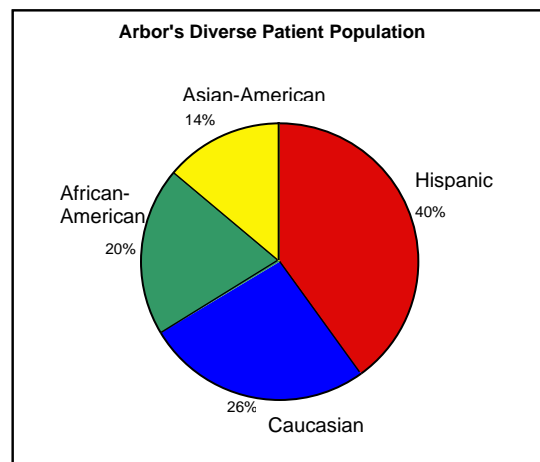
and work toward an important goal: making Arbor an even better clinic," says Soller. The project will culminate in a report to be distributed to Arbor's funders, Stanford School of Medicine, and the surrounding community.

Arbor Free Clinic Demographic Statistics

Patients Served At Arbor



Arbor's Diverse Patient Population



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Gabriel Garcia, MD
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Edward Nomoto**

Summer Health Fair

Tonya Nichols

Undergraduate Coordinators

**Farzad Alemi, Candace Pau, Madeleine Saran,
Marie Wang**

Undergraduate Liaison

Phil Hsu

Website Coordinator

Mike Ho

**MISSION STATEMENT**

The mission of the Arbor Free Clinic is two-fold: To provide quality free medical care to people in need, and to provide an interactive, clinical learning environment for Stanford students.

The Arbor Free Clinic is open every Sunday from 11 a.m. until 2 p.m. Arbor is located at the Menlo Park VA Hospital, 795 Willow Road, Menlo Park, CA 94025.

All services are provided free of charge.

Contact Us!**Mailing address:**

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AAMC Conference Presentation

On April 22, 2001 Arbor students, Leena Shankar, Isabel Lee and Anna Battat, presented a poster about the Arbor Free Clinic at the AAMC Western Regional Conference in Monterey, CA. Arbor's representatives discussed the challenges facing the clinic with representatives from other student-run free clinics in the western states.



2001 Summer Health Fair

To address the need for back-to-school and athletic physicals for uninsured children, Arbor will once again be organizing a health fair at the Willow Clinic site in Menlo Park. The event will be spread over two days at the end of this summer, Saturdays August 4 and 25. In addition to physicals, the health fair will offer vaccinations, health screenings for adults, urinalyses, anemia checks and a variety of other health services. Benefits analysts will also be on site to screen families for eligibility to enter public assistance programs.

Free on August 4th or 25th? Arbor needs volunteers to help staff this wonderful event! Please contact Natalie Pageler, nat.pageler@stanford.edu if interested in helping.

Arbor Introduces New Service

Dr. Hayes Gladstone Provides Dermatology Care to Arbor Patients

By Leena Shankar, Medical Student

Dr. Hayes Gladstone, director of dermatologic surgery at Stanford, has become Arbor's newest addition this past April. He will provide his dermatologic expertise to patients at Arbor on the first Sunday of every month.

"It has been a great experience so far and I'm looking forward to continuing," Dr. Gladstone said. "I think as we get more publicity for these dermatology services, more people will come."

Dr. Gladstone emphasized the homeless and uninsured population's particular need for skin care and treatment: "Dermatology is very important to this population because their skin is exposed to the environment on a daily basis so they are more prone to dermatologic problems."

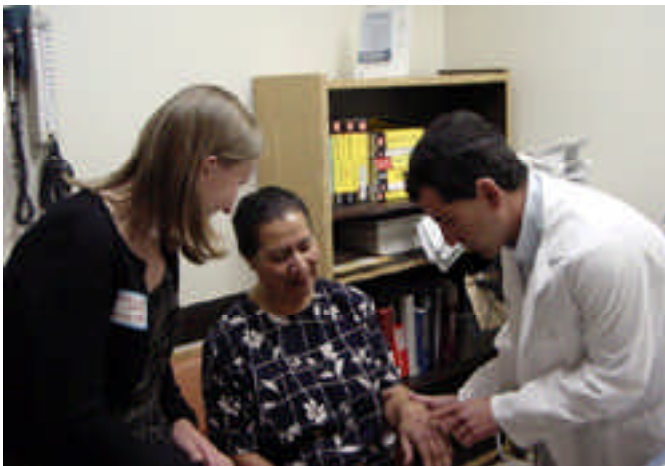


Photo by Jonathan Newman

Dr. Gladstone cares for Arbor's dermatology patients the first Sunday of each month.

Volunteering at a free clinic is not a new experience for Dr. Gladstone. He actually founded a similar clinic when he was a medical student at the University of Rochester.

"It's so easy for this population to fall through the cracks," he said. "This is why it's so important for them to have these health care services."

Dr. Gladstone is specially trained to do surgery and treat skin cancers. He also provides aesthetic and cosmetic surgeries.

"Cosmetic surgery seems elitist but I would eventually like to make it more affordable for everyone, with charges on a sliding scale."

Arbor welcomes Dr. Gladstone and looks forward to the new partnership.

Arbor Screen Team Educates Adults at Cesar Chavez Fair

By Candace Pau, Stanford Undergraduate

The Arbor Free Clinic Screen Team was started in 1998 as a means of promoting health awareness in the nearby community. One Saturday a month, a five-member Screen Team conducts blood glucose, blood pressure, and cholesterol screenings at Free At Last in East Palo Alto. The Screen Team provides an opportunity for students to serve the community in a personal setting, emphasizing person-to-person interaction and patient education. The team provides advice and information on common diseases such as diabetes, hypertension, and a variety of other health topics. Additionally, patients may be referred for more specific care if their screening results warrant further tests.

In April the team participated in the Cesar Chavez Festival in East Palo Alto, providing screenings and educational materials to over 25 adults. According to Arbor Screen Team Coordinator Anna Martinez, many of the adults were Latinas, and a high proportion of them had not seen a physician in years. "It was extremely fun and rewarding to take our screening services to a different location in East Palo Alto. We came back feeling a great sense of accomplishment and joy as we had served yet another part of the population who really needs these services," said Martinez.

The Screen Team will be at the Second Annual Polynesian Arts Festival in East Palo Alto on July 14th and at Arbor's Children's Health Fairs on August 4th and 25th.



Photo by Anna Battat

Medical students Dhara MacDermed and Anna Martinez screen patients for glucose levels and blood pressure at the Cesar Chavez Festival in East Palo Alto.

Arbor Improves Eye Care for its Patients through Collaboration with Local Optician

As of May 2001, Arbor has a new eyeglass and eye exam policy. Through a collaboration with For Eyes Optical in Palo Alto's Town and Country Village Shopping Center, eligible patients will be able to receive a general eye exam with dilation and eyeglasses in one visit to one location. Dr. Lisa Berkowitz, an optometrist with For Eyes Vision Plan, has agreed to see one patient each week, and Bill Felices of For Eyes Optical has agreed to provide a selection of eyeglasses to Arbor patients at reduced cost to the clinic.

The new contract allows Arbor to provide uninsured patients in need of vision care with convenient and timely services. The policy change came as students at the clinic perceived the need to reduce wait times and improve convenience for patients. Wait times for optometry referrals at local county clinics were often months long, and patients then had to travel to a separate location to obtain the prescription glasses. For many Arbor patients, transportation can be a barrier to receiving needed care. Because Town and Country Village Shopping Center, on the corner of Embarcadero Road and El Camino Avenue, is located near to the Palo Alto Caltrain station and is serviced by bus lines, patients without private transportation options will be able to access the service.

Arbor Free Clinic is pleased to announce new grants from the following organizations:

- * The Health Trust
- * Morris Stulsaft Foundation
- * California Wellness Foundation
- * Kaiser Permanente
- * John S. and James L. Knight Foundation

We are grateful for their generous support.

Arbor Provides Insurance Screening for Waiting Patients

By Leena Shankar, Medical Student

Patients who come to Arbor Free Clinic now have an additional resource available to them. Since March of 2001, a benefits analyst has been on site at the clinic. The analyst screens patients based on need or desire for various county programs such as cash aid (which is available to single adults as well as families with children), food stamps, and Medi-Cal.

Maria Ramirez, one of the county benefits analysts, provided her services at Arbor last month.

"This has been a pretty positive experience so far," she said. "I signed up someone who is possibly eligible for Medi-Cal today."

Every week, patients are screened and signed up for county programs; once they enter these programs they have access to regular health care and financial resources to help them turn their lives around.

"We perform a screening and assessment by asking questions and identifying needs," Ramirez said. "We can also help with forms or refer clients to community agencies for that purpose."

Ramirez noted that patients do seem to benefit from this new service offered at Arbor.

"We are getting good feedback," she said. "The [San Mateo Social Services Agency] is trained to get out into the community through WIC sites, outreach and clinics such as Arbor. It's also a matter of word of mouth."

Stanford undergrads play an integral role at the clinic

By Anna Battat, Medical Student

More than 50 Stanford University undergraduate students volunteer at Arbor each year. These students are responsible for many essential parts of a patient's visit to Arbor. Undergraduate volunteers handle patient intake, manage the children's literacy project in the waiting room, and provide much needed Spanish language interpretation services. Many of the undergraduate volunteers are interested in pursuing a career in medicine and are able to shadow medical students and clinicians. "Working at Arbor is a great opportunity for undergraduates to interact with medical students and doctors," says Madeleine Saran, one of the undergraduate coordinators.



An Arbor Clinic Success Story

A 37 year-old man came to Arbor after having several months of epigastric burning pain. He was seen in two different local urgent care clinics and given Zantac and antacids, but these treatments only provided minimal relief. He had also lost about 20 pounds but had no fevers, chills or bloody stool.

Upon arriving at Arbor Free Clinic, a Stanford medical student conducted an extensive interview with the patient. The student became concerned because the patient had been losing weight and feeling full after eating just small amounts of food. Although the precepting physician noted a normal physical examination, the team of practitioners seeing the patient at Arbor that day arranged for him to receive an upper endoscopy. The endoscopy revealed that the patient had gastric cancer. The patient was subsequently referred to the local county hospital, where he has received treatment and is currently being monitored.



Photo by Shan Pai

Undergraduate volunteers staff the registration table at Arbor.

"It has been one of my best experiences in college, and I think this sentiment is shared by many volunteers. The level of enthusiasm among the volunteers is absolutely amazing and this will be an exciting year as many of the undergraduates get more involved in projects like patient education and outreach." Through a new mentoring program this year, undergraduate students will be paired with medical student members of the steering committee in an effort to deepen each student's involvement in the clinic.

Get Involved with Arbor!

Arbor is looking for volunteer clinicians! In addition to caring for patients in need, clinicians also teach and mentor Stanford medical and undergraduate students.

Stanford-affiliated clinicians automatically have insurance coverage for practice in the clinic. Unaffiliated clinicians may obtain Volunteer Clinical Faculty status by working at Arbor and receive insurance coverage under this program. Volunteers are encouraged to come to Arbor as frequently as they wish; there is no minimum commitment.

If you are interested in joining the Arbor team, please contact Physician Coordinators Sharon Kwan (skwan@stanford.edu) or Bryan Warne (bryan.warne@stanford.edu) or call the clinic office at (650) 724-1332.

We look forward to hearing from you!

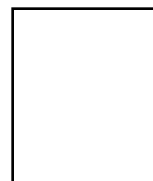


Arbor's Services

- ❖ Acute medical care for adults and children
- ❖ Physical exams
- ❖ Screenings for tuberculosis, diabetes, cholesterol, and hypertension
- ❖ Sexual health services including pap smears and STD and pregnancy testing
- ❖ Free medications
- ❖ Free lab tests
- ❖ Dermatology clinic on the first Sunday of each month
- ❖ Free eyeglasses and referrals for eyecare
- ❖ Referrals for free or low-cost emergency dental care
- ❖ Onsite county Benefits Analyst
- ❖ Education and counseling in a friendly and supportive environment
- ❖ Literacy program for children

Arbor Free Clinic

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