

Capstone for Impact Submission | GY2020

Project Title: Wolverine Street Medicine: Making Street Medicine Sustainable at UMMS

(note title change from original submission over the summer)

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Branch: Diagnostics and Therapeutics

Path of Excellence: Global Health and Disparities

If this project can be continued by another UMMS student, please include your contact information or any other details you would like to share here:

Project goals will be continued by key members of WSM leadership.

Summary:

Wolverine Street Medicine (WSM) is a relatively new medical student organization with a mission to improve the health of the homeless community in Southeast Michigan and to educate medical students in issues surrounding the care of this unique patient population. Our main patient care and student learning activities center on street runs – weekly opportunities for 3-4 students (clinical and preclinical) to provide street-based acute and primary care to homeless patients under the guidance of a Michigan Medicine attending physician and nurse in Ann Arbor or Detroit. At the time leadership transitioned to my class in early 2019, WSM had established a rhythm of regular street runs through the work of a small but dedicated volunteer base and had made significant progress by bringing on an attending physician with 0.1 FTE to support our mission.

To continue this momentum, a small group of GY2020 WSM student leaders outlined several broad categories of goals for 2019 which focused on improving our organizational sustainability. These included developing our organizational structure, providing high quality patient care, launching our clinical elective, and setting up a strong framework of financial and logistical support. Activities related to each of these goals varied throughout the year and are highlighted below.

Methodology – actions during project year

- Organizational Structure
 - Leadership
 - Met with leadership of the UM Student Run Free Clinic, as well as local street medicine groups (Detroit Street Care of MSU and Street Medicine Detroit of WSU), to generate ideas for an optimal student leadership structure that would ideally incorporate students from multiple classes
 - Sought mentorship from UM faculty from various departments and backgrounds
 - Organizational Identity
 - Completed necessary paperwork to become an official University of Michigan voluntary student organization (VSO), which was a critical step in achieving de facto non-profit status through affiliation with the University

- Became an official sponsored student organization (SSO), through the Department of Internal Medicine, which further served to integrate our organization into the medical school and health system
 - Recruited two M1 leadership team members with a background in marketing and web design to develop our organizational brand
 - Volunteer Recruitment and Training
 - Actively recruited incoming M1s (beginning in April during second-look weekend and again in early August) to increase our volunteer base
 - Mentored M1 student leaders in the process of standardizing volunteer training and scheduling process flow
- Patient Care
 - Sought out closer clinical partnership with nearby established student street medicine organizations with whom we share patients – Detroit Street Care (MSU) and Street Medicine Detroit (SMD) – for purposes of patient care, mentorship, and better establishing our presence in the metro-Detroit area, where there is a substantially higher clinical need. This was accomplished by attending chart review meetings, scheduling joint street runs, attending socials, etc.
 - Identified certain key community partners (e.g. Neighborhood Service Organization and the Delonis Shelter) where we could commit more clinical time and strengthen our relationship
 - Critically examined our current EMR and considered various in-budget alternatives
- Funding and Resources
 - Developed a working relationship with the Michigan Medicine Office of Development, who have connected us with grant opportunities, as well as fundraising and networking events
 - Utilized partner organizations to develop a more systematized inventory tracking process and identify free or discounted sources of medications and other medical supplies
- Education – Anita Vasudevan (M4) lead a group of M1 and M2 student leaders in creating content for a 4-week clinical elective available to Branches students, which was approved. While I did not participate directly in this project, a robust clinical elective is a key component to WSM's mission and is critical to achieving a greater impact and long-term sustainability within the medical school.

Results – outcomes during project year

- Organizational Structure
 - Leadership
 - Established a two-pronged clinical and preclinical leadership structure, divided into several distinct roles. This setup is designed to maximize continuity of patient care and ongoing projects. In September 2019, we recruited the first ever group of 14 M1 student leaders for WSM, who have thus far transitioned well into their roles with guidance from current M4 leadership.
 - Obtained a faculty advisor (Dr. Brent Williams) and faculty advisory board to guide us as we continue to develop our organization
 - Organizational Identity
 - Achieved VSO and SSO status, as above
 - Created an official WSM website (www.wolverinestreetmedicine.org), logo, and other marketing materials to allow us to more effectively engage with the community
 - Volunteer Recruitment and Training
 - Tripled our student volunteer base through aggressive, early recruiting measures
 - Standardized preclinical volunteer training materials and in-person training program
 - Streamlined volunteer scheduling process
- Patient Care
 - Improved continuity of patient care by establishing a closer partnership with local street medicine organizations DSC and SMD as above; now regularly attending monthly patient chart review meetings to contribute to updates on all Detroit patients

- Established pop-up clinics at Neighborhood Service Organization, where we are able to see a higher volume of patients
- Began transitioning a new EMR – Practice Fusion – which will allow for better tracking of patient data and access to shared patient information across partner organizations, as well as facilitate planned QI projects
- Funding and Resources
 - Obtained a \$10,000 grant from the Blue Cross Blue Shield of Michigan Foundation to fund a feasibility study examining how WSM treats certain chronic illnesses longitudinally in our patients; funding will also be used to purchase certain critical supplies
 - Successfully fundraised over \$2,000 through the University of Michigan Giving Bluesday event (primarily coordinated by the M1 student leaders)
 - Currently working closely with our contacts at the Office of Development applying for several long-term sources of funding; deadlines in early winter
 - Presented at the annual Alumni Board Meeting and other networking events
 - Improved inventory tracking and identified sources of free or discounted supplies (as above)
- Education – elective successfully launched with first student registered in January 2020; planned quality improvement through faculty and student feedback are in process

Conclusion

Throughout 2019, we were able to make many important steps toward achieving organizational sustainability in the areas of organizational structure, patient care, education, and funding/resources. While there are still many open projects and additional goals moving forward, we are confident that our upcoming leadership transition will allow our organization to continue in a similar trajectory.

Reflection/Impact Statement

We aimed for this capstone project to make a lasting impact by ensuring that Wolverine Street Medicine becomes a sustainable organization that will continue to function effectively after we graduate. As described above, WSM has the potential to make a lasting clinical impact by providing street-based medical care to patients experiencing homelessness, who often struggle to access medical services in traditional healthcare settings. Additionally, through volunteering with WSM, medical students have the opportunity to learn about the optimal care of these patients in an atypical clinical environment under the direct supervision of an attending physician, as well as work alongside a nurse and community partners in an interdisciplinary, team-based atmosphere. Practical engagement with this patient population provides students with insight that they will carry with them into their careers.

While we have taken significant steps toward sustainability in the past year, there are still several areas of development that will be handed off to existing M1 leadership and incoming M3s. Examples of such projects include furthering our efforts to fully and formally integrate WSM into the framework of UMMS and Michigan Medicine, developing a collaborative relationship with the School of Nursing to foster interprofessional education, recruiting an additional faculty provider, executing our planned research project, and seeking further medium- and long-term grant funding.

Supporting Documents

- Standard informative/networking presentation
- Blue Cross Blue Shield Grant Proposal
- Blue Cross Blue Shield Grant Acceptance Letter