

## QUESTIONS & ANSWERS

### **Briefly, why are you applying Joint instead of as Undergraduate or Graduate only?**

The Pacific Free Clinic is a joint venture between Stanford medical, graduate, and undergraduate students. Therefore, a joint application seems most appropriate to represent our volunteer base, which is approximately 50% graduate student (predominantly the medical school, but also including PhD candidates, design school students, business school students, and others) and 50% undergraduate. Our collaborations include working with the Patient Advocacy course for undergraduates, the Design School course "Design for Extreme Affordability"; graduate research initiatives in the biological sciences and health policy, and business school initiatives looking at streamlining our clinic. We train both undergraduates and graduate students, have both groups on our student-run steering committee, and engage both groups in all our activities and enterprises.

### **Have you applied for Special Fees in the past 3 years? If so, please detail the outcome of each attempt.**

No, this will be our first year applying for special fees.

### **How do you plan to publicize your events/programs to the greater Stanford community? Have you registered with Events at Stanford?**

16. We promote our events to the entire Stanford community. We utilize email lists with interested students, such as those of the Haas Center, pre-medical list-serves, emails to all Stanford medical students, and other health list-serves. For example, the Biological Sciences Department, the Undergraduate Advising Programs disseminates emails about the opportunities to participate in the educational and clinical experiences at the Pacific Free Clinic. We also have booths at the undergraduate activities fair, GOALIE (graduate student activities fair), the Haas Center Activities fair, and the medical student activities fair. We poster around campus for our quarterly volunteer recruitment, have t-shirts for volunteers to wear around campus and spread the word, and have quarterly volunteer information sessions to interest applicants. For example, this quarter we received 53 undergraduate applications from this information session.

### **How many members are on your email list?**

PFC has 410 volunteers on our email list.

### **If you are an umbrella group, please list the groups for which you are applying for Special Fees, their ASSU account numbers, and contact information for their financial officers.**

N/A

### **Has your VSO received funding from the ASSU Undergraduate Senate Appropriations Committee in prior years? If so, how much and when?**

Yes our VSO has received funding from the ASSU Undergraduate Senate Appropriations Committee in prior years. The years and amounts are listed below:

1. FY 2004: \$2480
2. FY 2005: \$2935
3. FY 2006: \$3988

### **Have you registered your events/organizations with events.stanford.edu? (note: registration is mandatory) (yes/no)**

No, in the past we have not registered our events with events.stanford.edu, but we hope to utilize this website in the future. Furthermore, our current calendar officer needs to complete the on-line training session before we can begin registering any of our events.

### **How large is your officer core?**

Pacific Free Clinic is led by a group of 4 student managers and a student-run steering committee composed of 35 students, including medical students, undergraduates, graduate students, and community volunteers.

### **If you applied for Special Fees last year, is there an increase in the amount you're seeking this year? If so, why?**

N/A

**List separately your group's plan and budget for reaching each target audience for Graduate Students- 1) On-campus, 2) Off-campus, and Undergraduate Students.**

Our organization has held a number of recruitment events in the past to generate interest and participation in community activism at our free clinic. Specifically, we have promoted our organization's activities at graduate and undergraduate activities fairs, through email lists, flyers, and at organized events like our bimonthly health screening fairs. Besides providing our undergraduate and graduate volunteers the opportunity to serve the underserved, we also provide extensive training to all student volunteers in areas such as language interpretation, patient interviewing, and clinic operations. This educational component of our clinic's mission provides students with first-hand clinical experience within the community and constitutes a major component of our organization's mission. To further promote community health activism, we provide our student volunteers opportunities to interact with our physician volunteers through events such as BBQ cook-outs, physician-volunteer appreciation dinners, and specialty clinic events.

In order to provide these educational and public service opportunities to our graduate and undergraduate student volunteers, we are budgeting \$4,200 this year toward volunteer training, and \$5,550 toward recruitment and community outreach efforts.

**Please describe a few past events organized by our VSO (please limit your response to 50-100 words).**

Some recent PFC events:

- a. Annual Volunteer Appreciation Brunch in April
- b. Student - physician BBQ on 10/28/06
- c. Community screening events, including Most Holy Trinity Health Fair, Celebra la Vida con Salud, ADA Diabetes Health Fair, Chicanos for Health Education Fair, and Soul Stroll
- d. Physician Recruitment Brunch with Dean Pizzo on 9/9/06
- e. Weekly Saturday primary care clinic
- f. Monthly women's clinic
- g. Periodic dental clinic
- h. Weekly ultrasound clinic
- i. Monthly ophthalmology clinic
- j. Training first year Stanford medical students to perform blood draws, finger sticks, BP checks, PPD placement
- k. Training Stanford undergraduates as health educators

**Please provide four contacts for your group (two undergraduate, two graduate).**

**These individuals should be prepared to be called by the Undergraduate Senate or the GSC during the evaluation of the group. Please list their name, title in organization, school/degree program, e-mail, and phone.**

- a. Don Hoang, Fundraising Committee Member, Stanford Undergraduate, Senior, dhoang@stanford.edu, 818 472 1681
- b. Yannis Paulus, Manager of Administration, Stanford School of Medicine Year II, ypaulus@stanford.edu, 650-391-7364
- c. Cindy Hwang, Finance Chair, Stanford School of Medicine Year II, chhwang@stanford.edu, 909-919-4346
- d. Katherine Brooks, Manager of Patient Relations, Stanford Undergraduate Senior, kbrooks@stanford.edu, 214-801-9571

**Please define the services provided by your group with the Special Fee, as per the ASSU Constitution:**

PFC provides many services, including:

1. Training to students in culturally competent medicine
2. Training to students in serving in an underserved, uninsured community
3. Training to undergraduate and graduate students on how to perform a history and physical, medical interpreting, and health education
4. Training for students in managing a community clinic
5. Experience for students in community medicine and culturally competent care
6. Primary care medical treatment for adults
7. Medications
8. On-site cholesterol, glucose, and HemoglobinA1c
9. Laboratory tests
10. On-site interpretation in Vietnamese, Spanish, and Mandarin
11. Health education
12. Women's clinic
13. Dental Clinic
14. Ultrasound Clinic
15. Ophthalmology Clinic
16. Health screenings
17. Referrals to nearby clinics and hospitals

**Please list all: 1) assets, 2) reserves, 3) authorized and unauthorized non-ASSU bank accounts, 4) sources of funding other than Special**

- (1) Assets: None
- (2) Reserves: None
- (3) non-ASSU bank Accounts:  
(Committed Sources)
  - a. Stanford TECU (Tuition Credit) Funds - \$35,000
  - b. Private Donations - \$4,286
  - c. The Health Trust - \$40,000
 (Pending Sources)
  - d. California Medical Association - \$2,000
  - e. California Health Care Foundation - \$11,000
  - f. Kaiser Foundation - \$15,000
  - g. California Wellness Foundation - \$20,000
- (4) Sources of funding other than Special Fees:
  - a. Stanford Fund - \$1,221
  - b. ASSU / SMSA Funds - \$5,678

**What are the three largest line item requests in your budget and why?**

The three largest line item requests in our budget include the following:

**1. Technology and Database Development - \$6,000**

More than 1,450 chronic care patients have come to our free clinic to seek health care services since the organization's conception and establishment in 2003. Of these, 70% continue to come into the clinic for regular, follow-up visits. Because we expect that our patient base will increase in the coming years, we see an emerging need at our clinic for the development of an electronic medical record system as well as a secure database for our volunteers to use. The money requested for this purpose will go towards the cost of server hosting, program/software development, as well as laptops needed to enter patient charts, schedule patient appointments, and carry out routine clinic functions.

**2. General Clinic Operations Overhead Expense - \$4,340**

Since the clinic's founding, ~50% of our budget has gone towards providing patients with free or subsidized chronic-care medications. While we are implementing new measures to decrease our overall costs of medications (i.e. by encouraging patients to buy medications at Walmart for \$4/month or by enrolling them in RxAssist, a patient assistance program that helps patients obtain free or low-cost medications), we still face the challenge of providing our patients, many of whom have chronic illnesses, with much needed medications. Being able to provide this service is key to our clinic's philosophy and model of care.

**3. Public Relations Marketing Copies &&& Print Expenses - \$3,900**

In order to increase visibility of clinic services and events within the community, our clinic has been producing quarterly newsletters and brochures that are distributed widely to students and physicians within the Stanford community as well as to community residents within all of Santa Clara county. In addition to keeping our communities informed of the clinic's activities, the newsletters also serve as a means for us to maintain important community contacts as well as to recruit new volunteers and interested community partners to join our efforts.

**What is the average attendance at your events?**

PFC typically has 35 volunteers each Saturday for our primary care clinic. This includes 1 student manager, 6 student coordinators, 6 medical student patient advocates, 6 undergraduate/community patient advocates, 1 ultrasound student, 2 screening students, 5 health educators, 6 medical interpreters, and 2 physicians. At our screening events, we have on average 10 volunteers seeing approximately 200 members of the community. Our annual volunteer appreciation dinner has approximately 200 people in attendance and our student-physician BBQ had approximately 40 people attend. We had approximately 50 people attend our physician recruitment brunch.

**What is your total membership?**

Pacific Free Clinic has a total membership of 300 volunteers, including 100 Stanford medical students, 100 Stanford undergraduates, 43 Stanford affiliates, 55 community members, and 20 volunteer physicians. Each Saturday at clinic, we have 35 volunteers assist in patient care and clinic operations. We also have special community screening events with additional volunteers.

**What percentage of your total membership is undergraduate? Graduate?**

PFC has 50% of its volunteers as undergraduates and 50% as graduate students, the majority of those being medical students but also including students in the biochemistry, biological sciences, and computer sciences departments.

**What events/programs does your group hold throughout the year for the Stanford Community?**

All of PFC's events are focused on the Stanford community and engaging students interested in health care in underserved communities. We provide training for medical interpreters, patient advocates (undergraduates interested in learning how to perform a medical history), health educators, and ultrasound students throughout the year. We seek to raise awareness on campus of underserved medical communities and the needs of those groups. We are partnering with the California Medical Association to raise awareness on campus and the community about Antibiotic Resistance through the AWARE program, and we are partnering with the Stanford Student Chapter of the American Medical Association to put on a program this April entitled "Faces of the Uninsured" to raise awareness about the uninsured. We seek to connect students interested in medicine with current physicians for informal advising at social BBQs and other events. We also train all first year Stanford medical students on how to perform blood draws, finger sticks, BP checks, PPD placement. We serve as the clinical practicum site for Med 227: Bedside Ultrasound along with a clinical site for the Patient Advocacy course for undergraduates. We also served as one of three sites for the Design School course "Design for Extreme Affordability" and the course "Med 283: Early Clinical Experience at Pacific Free Clinic."

**What is the fundamental goal/purpose of your VSO (please limit your response to 50-100 words)?**

PFC has a three-fold mission:

- To provide free health care services in a culturally appropriate manner for adults in East San Jose with low-income, no insurance, and/or low English proficiency
- To overcome barriers that contribute to health disparities by providing interpretation services in Vietnamese, Spanish, and Mandarin
- To educate Stanford community members on culturally competent care and provide students with an opportunity gain experience in community medicine

**What percentage of your beneficiaries are (explain basis or how this was determined) graduates and undergraduates?**

50% of our beneficiaries are graduate students (predominantly medical students) while the remaining 50% of our beneficiaries are our undergraduate members. This is based primarily on the make-up of our volunteer base which is split fairly evenly between the two groups. Training, clinical education, as well as the opportunity to serve is provided to all volunteers who participate.

**When and why was your VSO established (please limit your response to 50-100 words)?**

A few years ago, some Stanford medical students discovered through a series of surveys that a large percentage of individuals in Santa Clara County lacked regular healthcare because they could not afford it and/or they could not speak English. In May 2003, PFC opened its doors to provide primary healthcare services to this community without discrimination. At the time, PFC focused mainly on increasing access to healthcare within the Asian community by training volunteers to provide culturally competent care particularly for this population. Since then, PFC has expanded its services to the Spanish-speaking communities.

**Why are you requesting Special Fees?**

PFC is requesting the amount listed on our budget in order to continue our three-fold mission of service to the community, focusing on culturally-competent care, and educating students about health care. As a student run organization dealing with the formidable task of providing access to free health care for underserved immigrant population and simultaneously offering students an educational experience in the dissemination of health care, PFC is financially disadvantaged. The ASSU Special Fees appropriations would help make the clinic financially sound to continue its operations of providing Stanford students and community members continued access to community service.

**BUDGET DETAIL**

	Budgeted	Requested	Recommend	Approved	Petitioned	Elected
<b>Community Health Outreach</b>	<b>\$(2,000.00)</b>	<b>\$2,000.00</b>	<b>\$2,000.00</b>	<b>\$2,000.00</b>	<b>\$2,000.00</b>	
Every year, PFC coordinates ~2-3 health screening events per school quarter (6-9 events/year). Since October 2005, for example, PFC has combined efforts with Arbor Free CL						
<b>6560</b> Breakfast and lunch for volunteers (\$60 per event).	\$(360.00)	\$360.00	\$360.00	\$360.00	\$360.00	
Event Food (Joint Special Fees/Annual)						
<b>7220</b> Amount budgeted will cover the cost of advertisement fliers, booth banners, in-take forms (200 people/event, 6 events/yr).	\$(820.00)	\$820.00	\$820.00	\$820.00	\$820.00	
Marketing Copies / Print Expenses (Joint Special Fees/Annual)						
<b>7410</b> Medical supplies (i.e. cholesterol and glucose test strips) for bimonthly Health Fair Screening Events.	\$(820.00)	\$820.00	\$820.00	\$820.00	\$820.00	
Equipment Purchase (Non-Cap) (Joint Special Fees/Annual)						
<b>General Clinic Operations</b>	<b>\$(94,453.00)</b>	<b>\$12,250.00</b>	<b>\$12,250.00</b>	<b>\$12,250.00</b>	<b>\$12,250.00</b>	
PFC focuses on providing primary health care for the medically underserved community in a culturally competent manner. PFC is open on Saturdays and sees on average 32 pa						
<b>6560</b> Covers the cost of lunch provided to all student and physician volunteers at each clinic day every Saturday.	\$(3,750.00)	\$1,875.00	\$1,875.00	\$1,875.00	\$1,875.00	
Event Food (Joint Special Fees/Annual)						
<b>7100</b> Office supplies and clinic furniture (folding chairs, cabinets, storage shelves, file bins, etc.)	\$(23,843.00)	\$3,875.00	\$3,875.00	\$3,875.00	\$3,875.00	
General Office Expenses (Joint Special Fees/Annual)						
<b>7410</b> The amount budgeted covers the cost of medical/laboratory supplies (i.e. glucose monitors, cholesterol readers, blood pressure cuffs, sterile test tubes, specimen cups, medical test strips, needles, vacutainers, etc) needed for clinic operations.	\$(4,160.00)	\$2,160.00	\$2,160.00	\$2,160.00	\$2,160.00	
Equipment Purchase (Non-Cap) (Joint Special Fees/Annual)						
<b>7900</b> The amount budgeted covers the cost of in-house medications, medication vouchers, as well as RxAssist medication application fees and its accompanying co-pays.	\$(62,700.00)	\$4,340.00	\$4,340.00	\$4,340.00	\$4,340.00	
Overhead Expenses (Joint Special Fees/Annual)						
<b>Health Education Program</b>	<b>\$(2,000.00)</b>	<b>\$2,000.00</b>	<b>\$2,000.00</b>	<b>\$2,000.00</b>	<b>\$2,000.00</b>	
As part of our new initiative to increase patient empowerment, PFC has trained undergraduates and grad students on how to serve as health educators to patients. In this capa						
<b>7180</b> The amount budgeted will cover the cost of health education materials (on such topics as hypertension, high cholesterol, obesity, hepatitis B), which are created, updated and provided to both patients as well as local community members who attend our health fairs. Posters, binders, and office supplies will also be used by, as well as to train, health educator volunteers.	\$(2,000.00)	\$2,000.00	\$2,000.00	\$2,000.00	\$2,000.00	
Educational Literature (Joint Special Fees/Annual)						
<b>Public Relations</b>	<b>\$(7,550.00)</b>	<b>\$7,550.00</b>	<b>\$7,550.00</b>	<b>\$7,550.00</b>	<b>\$7,550.00</b>	
In order to sustain its important role in the community, PFC is in contact with many community organizations to let patients know about the clinic, recruit physicians to voluntee						
<b>6560</b> Appreciation dinner to recognize the hard work and dedication of all the physicians, students, and community members who volunteer at PFC. The event will also serve as an opportunity to invite potential donors and to inform them of both the accomplishments made during the past year as well as the future directions and goals of the clinic.	\$(650.00)	\$650.00	\$650.00	\$650.00	\$650.00	
Event Food (Joint Special Fees/Annual)						
<b>7200</b> PFC t-shirts for physicians, steering committee members, as well as student and community volunteers (\$5/shirt x 200 shirts).	\$(1,000.00)	\$1,000.00	\$1,000.00	\$1,000.00	\$1,000.00	
General Marketing Expenses (Joint Special Fees/Annual)						
<b>7220</b> Amount budgeted covers the cost of monthly Cardinal Free Clinics newsletters and Pacific Free Clinic brochures.	\$(3,900.00)	\$3,900.00	\$3,900.00	\$3,900.00	\$3,900.00	
Marketing Copies / Print Expenses (Joint Special Fees/Annual)						
<b>7820</b> Associate membership fee for joining the Community Health Partnership.	\$(2,000.00)	\$2,000.00	\$2,000.00	\$2,000.00	\$2,000.00	
Registration Expense (Joint Special Fees/Annual)						
<b>Specialty Clinic Days</b>	<b>\$(2,000.00)</b>	<b>\$1,000.00</b>	<b>\$1,000.00</b>	<b>\$1,000.00</b>	<b>\$1,000.00</b>	
Pacific Free Clinic currently runs four specialty clinics, which are held weekly (Ultrasound Clinic), monthly (Women's Clinic), and bimonthly (Dental and Eye Clinics). These spe						
<b>7410</b> Amount budgeted covers the cost of equipment, medical supplies, as well as storage facilities for our specialty clinics and includes specific items such as a tonometer for our Ophthalmology Clinic, Specula & Rover Brushes for our Women's Health Clinic, and Dental Instruments for our Dental Clinic.	\$(2,000.00)	\$1,000.00	\$1,000.00	\$1,000.00	\$1,000.00	
Equipment Purchase (Non-Cap) (Joint Special Fees/Annual)						
<b>Technology and Database Development</b>	<b>\$(6,000.00)</b>	<b>\$6,000.00</b>	<b>\$6,000.00</b>	<b>\$6,000.00</b>	<b>\$6,000.00</b>	
As PFC continues to increase its evaluation and research component, access to information in an easy, electronic format has become critical. PFC seeks to transition to Electron						
<b>6320</b> The amount budgeted covers the cost of (1) server hosting for the clinic's new EMR (electronic medical record) system, (2) program & software development, and (3) laptops needed for clinic and administrative operations.	\$(6,000.00)	\$6,000.00	\$6,000.00	\$6,000.00	\$6,000.00	
Technical Services (Joint Special Fees/Annual)						

	Budgeted	Requested	Recommend	Approved	Petitioned	Elected
<b>Volunteer Recruitment and Training</b>	<b>\$(4,200.00)</b>	<b>\$4,200.00</b>	<b>\$4,200.00</b>	<b>\$4,200.00</b>	<b>\$4,200.00</b>	
Since 2003, PFC has trained and recruited more than 620 people interested in helping the underserved community. This has included 144 undergraduates, 188 medical students						
<b>6210</b> Regular Staff (Joint Special Fees/Annual)	\$(1,000.00)	\$1,000.00	\$1,000.00	\$1,000.00	\$1,000.00	
	<i>Training of Spanish, Vietnamese and Mandarin interpreters from the undergraduate, graduate, as well as broader communities to assist physicians and patient advocates at Saturday clinics. Amount budgeted will cover the cost of recruitment materials, training binders, instructional videos, as well as training course enrollment fees (~\$50/person x 10 volunteers).</i>					
<b>6210</b> Regular Staff (Joint Special Fees/Annual)	\$(2,000.00)	\$2,000.00	\$2,000.00	\$2,000.00	\$2,000.00	
	<i>Training of Steering Committee members (consisting of undergraduate and graduate student volunteers), who assist the Clinic Director, Dr. Rex Chiu, and the Student Managers with all aspects of clinic operations and program development. Amount budgeted will cover the cost of recruitment materials, coordinator training binders, and food for biweekly steering committee meetings (~30 people/meeting, 26 meetings/yr x \$3/person).</i>					
<b>6210</b> Regular Staff (Joint Special Fees/Annual)	\$(500.00)	\$500.00	\$500.00	\$500.00	\$500.00	
	<i>Recruitment and training of local physicians and residents. The amount budgeted will cover the cost of recruiting physicians from both Stanford Hospital as well as surrounding institutions through the use of fliers, letters, physician-volunteer meet-and-greets as well as participation at the annual American College of Physicians Conference. Physicians will also be acquainted with clinic operations through training events specifically tailored to their needs and roles at clinic.</i>					
<b>6210</b> Regular Staff (Joint Special Fees/Annual)	\$(700.00)	\$700.00	\$700.00	\$700.00	\$700.00	
	<i>Training of Patient Advocates to conduct culturally sensitive medical interviews with Saturday clinic patients as well as effective case presentations to attending physicians and residents. Amount budgeted will cover the cost of recruitment materials, training binders, and Spanish, Vietnamese, and/or Mandarin pocket dictionaries.</i>					
<b>APPLICATION TOTALS</b>	<b>\$(118,203.00)</b>	<b>\$35,000.00</b>	<b>\$35,000.00</b>	<b>\$35,000.00</b>	<b>\$35,000.00</b>	