San Antonio Refugee Health Clinic Quality Improvement Project
Kathleen Vuong, BS
University of Texas Health Science Center San Antonio
Ruth Gonzales, Monica Torres, M. Danet Lapiz-Bluhm

Problem: The San Antonio Refugee Clinic (SARC) is a newly founded joint project among UTHSCSA students and faculty, aimed at providing a trustworthy location for refugee care. As a new clinic, there is a system disorder creating process disorganization and staff dissatisfaction. This lack of order and standard operating procedures (SOP) may risk the quality of patient care. QI project aims to streamline the SARC processes to improve workflow, resource utilization, and staff satisfaction.

Evidence: Organization facilitates efficient use of resources. Implementing QI programs may enhance the quality of care (Arar et al, 2011). At the SARC, there are no inventories of supplies, medical records are disorganized, and the clinic lay-out is also ambiguous. All of the above contributed to a negative morale amongst the staff.

Strategy: The QI project aims to improve the organization at SARC including medical records, supplies and medication accounting, and clinic lay-out.

Practice Change: For the medical records, the filing system was updated to use color tabs to coincide with the type of insurance. Each patient record was de-identified according to HIPPA laws. For the supplies accounting, new forms and electronic files were created. Medication accountability records were used to track the prescribed medications. SOPs were created to facilitate work flow and inform staff. Reference and emergency binders were also created to meet guidelines.

Evaluation: Focus groups and surveys were conducted during and after the QI process.

Results: There was overall satisfaction of the improvements implemented. Work flow was deemed more efficient thus improving the speed of the clinic’s processes and communication. Challenges identified included leadership and support, resources and time.

Recommendations: Due to the positive feedback, QI plans will continue. Further development will be implemented to improve SARC.

Lessons learned: Improvement of an interprofessional voluntary endeavor is possible through creative use of resources, communication, administrative support, time and effort investment of all key players.

Bibliography: