

Appendix A

TEMPLATE 2a: St. Vincent's Clinics Patients

INTRODUCTION: Hello, My name is _____ and I am a _____ student here at UTMB. We are conducting a survey of patient experiences with St. Vincent's services. The survey will only take about 30 minutes. All your responses will be confidential and anonymous, and will not affect the services you receive at St. Vincent's. If you participate, you will be compensated with a \$20 gift card.

Would you be willing to answer a few questions about your thoughts on the care you receive here? [Yes / No]

Thank you for agreeing to speak with me. We may not be quite done before the doctor comes in; would it be ok with you to continue after you have been seen?

DEMOGRAPHICS:

Age: _____ years [MUST BE 18 OR OLDER]

Gender (circle one): Male / Female / declined

Do you consider yourself to be Hispanic, Latino, or of Spanish origin?
(circle one): [Yes / No]

What race do you consider yourself to be? (circle one or more):

White / Black or African American / Asian

American Indian or Alaska Native / Native Hawaiian or Pacific Islander

Other

What are all the services you come to St. Vincent's for? (free listing)

[Prompts: What things do you come to St. Vincent's for?; Please list all the services you come to St. Vincent's for?]

- Of those you mentioned, which is the most important service(s) you come to STV for?

UNIVERSAL STV QUESTIONS:

- 1) What medical services do you know about at St. Vincent's? (free listing)
[Prompts: If you have any other friends or family that visit St. Vincent's, what type of medical services do they receive here?]

- 2) What services other than medical care do you know about at St. Vincent's?
(free listing)
[Prompts: Please list all the non-medical services you know of at St. Vincent's]

- 3) Considering your current financial situation, how much would you be willing to pay for a medical appointment at St. Vincent's clinics?
- 4) How much would you expect to pay for medical services at St. Vincent's clinics?
- 5) If you had all the money in the world, how much would you be willing to pay for a medical appointment at St. Vincent's clinics?
- 6) If St. Vincent's moved to a new location, would you go to the new location for services? [Yes / No]
 - a) Why or why not? (descriptive)
- 7) How is paying for a doctor's visit different from receiving free medical care?

STV Clinic Patient Questions

- 1) Tell me what you do to prepare to come to a medical appointment at St. Vincent's. ('grand tour')
[Prompts: Think about all the things you need to do to prepare to come to a medical appointment at St. Vincent's, the day or week before your appointment. What kind of things come to mind?]
- 2) What do you think if St. Vincent's clinics were to charge a fee at each appointment? (For NP clinic patients: What do you think about the \$25 fee charged at each appointment?) (descriptive)
- 3) Why do you choose to get your medical care from STV, as opposed to any other clinic? (free listing)
[Prompts: Why do you come to medical appointments at St. Vincent's clinics?]
- 4) St. Vincent's will be using a tool called myChart so you can view your medical records online. What are some barriers you might face trying to access an online system like this? (free listing)
[Prompts: MyChart requires internet access with a computer or smartphone what are some barriers you might face trying to access MyChart?]
- 5) Which of the following medical screenings would you like to see offered at St. Vincent's Clinics? (provide list of USPSTF Grade A or B Recommendations)

- | | | |
|--|--|---|
| <input type="checkbox"/> Diabetes | <input type="checkbox"/> Chlamydia/Gonorrhea | <input type="checkbox"/> Hepatitis C |
| <input type="checkbox"/> HIV | <input type="checkbox"/> Syphilis | <input type="checkbox"/> Depression |
| <input type="checkbox"/> Breast Cancer (mammogram) | | <input type="checkbox"/> Cervical Cancer |
| <input type="checkbox"/> High Blood Pressure | <input type="checkbox"/> Hepatitis B | <input type="checkbox"/> Breast Cancer (labs) |
| <input type="checkbox"/> Aspirin (stroke and heart attack) | | <input type="checkbox"/> Healthy Diet & Physical Activity |
| <input type="checkbox"/> Domestic Abuse | <input type="checkbox"/> Quit Smoking | <input type="checkbox"/> Alcohol Abuse |
| <input type="checkbox"/> Drug Abuse | <input type="checkbox"/> Abdominal Aortic Aneurysm | |
| <input type="checkbox"/> Lung Cancer | <input type="checkbox"/> Osteoporosis | |

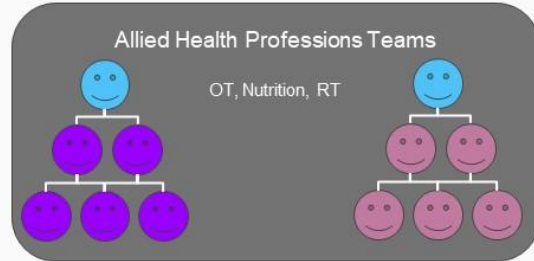
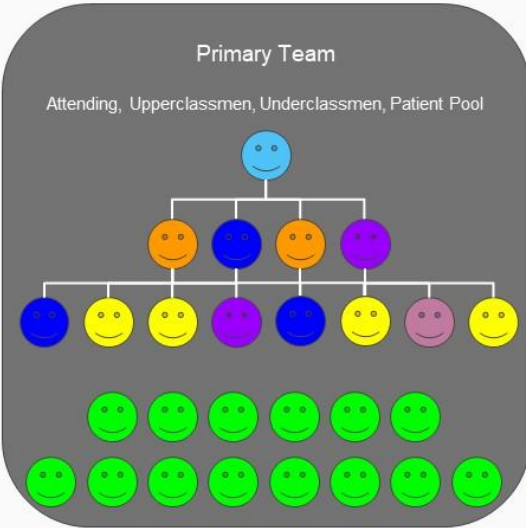
- 6) If we could NOT treat you for a condition we screened for, would you still want to be tested? [Yes / No]
 - a) Why or why not? (descriptive)
- 7) What are some ways St. Vincent's could help you prepare to attend your medical appointment? (free listing)

For Individuals with Heart Failure

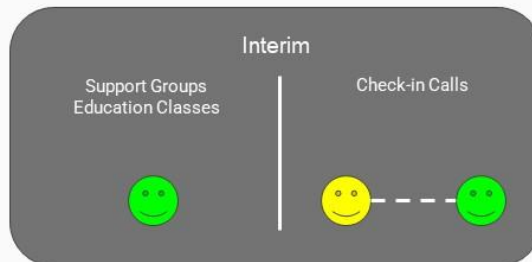
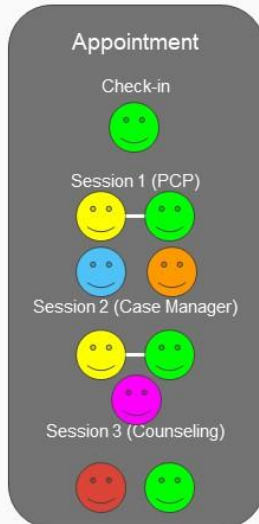
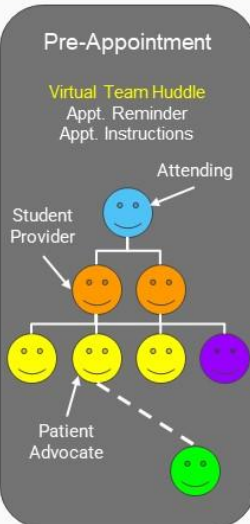
- 8) Would you be willing to attend an appointment twice a week for two months to help you manage heart failure? [Yes / No]
 - a) Why or why not? (descriptive)

Appendix B

Team Structure



Example Patient Experience with Student Roles
















Appendix C

St. Vincent's

How Can We Help You?

(Please check all services you may be interested in)

<input type="checkbox"/>		Nurse Practitioner Day Clinic	<p>Treatment for acute and chronic health needs.</p> <ul style="list-style-type: none"> - Small co-pay \$30 - No ID necessary <p>Monday – Friday 8:00 am - 4:00 pm By Appointment (409) 765-2242</p>
<input type="checkbox"/>		Emergency Services/Direct Assistance Case Management	<p>Emergency Services/Direct Assistance</p> <ul style="list-style-type: none"> - Utility and Rental Assistance for those in crisis - Must complete Emergency Assistance Packet identifying need, monthly income, and monthly expenses - Must provide identification and proof of: emergency situations, income/loss of income, residency, and government assistance <p>Case Management</p> <ul style="list-style-type: none"> - Provides comprehensive case management with an emphasis in mental health and medical support towards a goal of becoming self-sufficient. - Available through referrals and by appointment. <p>For both services, call (409) 765-2210 or (409) 763-8521 to schedule an appointment Monday – Thursday 8:00 am - 5:00 pm, Friday 8:00 am – 4:00 pm</p>
<input type="checkbox"/>		Family Service Center	<p>Mental health counseling for individuals, families and couples</p> <ul style="list-style-type: none"> - No ID necessary <p>Call (409) 765-2217 to schedule an appointment</p>
<input type="checkbox"/>		Financial Literacy Programs	<p>Education regarding money management</p> <ul style="list-style-type: none"> - mandatory for Case Management clients <p>Please call (409) 763-8521 to inquire</p>
<input type="checkbox"/>		Food Pantry	<p>Groceries given up to 2 times a month to individuals/ families</p> <ul style="list-style-type: none"> - Must complete Pantry Intake Form - Must have an ID - <u>MUST</u> bring ID and utility bill or lease to receive pantry items <u>every time</u> <p>Some baby items and hygiene items may be available</p> <ul style="list-style-type: none"> - Can receive diapers once a week <p>Monday - Thursday 8:00 am – 4:30 pm, Friday 8:00 am – 3:30 pm</p>
<input type="checkbox"/>		Know Your Rights	<p>Immigration Law Presentation and Legal Consults</p> <ul style="list-style-type: none"> - No registration, walk-ins welcome <p>2nd Wednesday of every month</p> <ul style="list-style-type: none"> - Registration 11:30-12:00 PM; presentation begins promptly at 12:00 <p>Questions? Call 713-561-3059</p>

<input type="checkbox"/>		Free Student Clinic	<p>UTMB Medical Students – Supervised by Medical Doctor provide medical care for specific needs on a rotating schedule. By Appointment call (409) 765-2209 or www.stvsc.org</p> <ul style="list-style-type: none"> - No ID, proof of residency, income required - Rotating specialties <p>Tuesday/Thursday 4:30 pm - 8:30 pm</p> <ul style="list-style-type: none"> - General medicine, Rheumatology, Dermatology, Psychiatry, Obstetrics & Gynecology <p>Saturday 10:00 am - 2:00 pm</p> <ul style="list-style-type: none"> - Neurology <p>Other Clinics (By appointment, call to schedule (409) 765-2209)</p> <ul style="list-style-type: none"> - Dental Clinic – extractions only based on dentist’s schedule/availability call to schedule - Speech Therapy/Occupational & Physical Therapy
<input type="checkbox"/>		Navigator	<p>Assistance with online applications for state benefits: Medicaid, Medicare Saving Program, CHIP, Children’s Medicaid, Healthy Texas Women, TANF, SNAP.</p> <ul style="list-style-type: none"> - No identification necessary <p>Call 832-370-1942 or email dspriggs@stvhope.org for appointment. Walk-ins also welcome; home or group assistance by appointment Monday - Thursday 8:00 am - 5:00 pm, Friday 8:00 – 4:00 pm</p>
<input type="checkbox"/>		Prevent Blindness	<p>Free vision testing with referrals to local optometrists with financial assistance to secure glasses when needed</p> <ul style="list-style-type: none"> - Need Proof of residency and ID <p>3rd Tuesday of every month 8:00 am - 11:00 am (1st come, 1st serve basis)</p>
<input type="checkbox"/>		Showers and Laundry-Care for Travelers	<p>Showers and laundry services for travelers*</p> <ul style="list-style-type: none"> - No ID necessary - Must register with Front Desk staff <p>Wednesdays 9:00 am - 1:00 pm (1st come 1st serve basis) *homeless individuals</p>
<input type="checkbox"/>		Snack Packs	<p>Snack pack containing a protein, water and carbs for travelers*</p> <ul style="list-style-type: none"> - Can be given once daily M-F - No ID necessary <p>Monday - Thursday 8:00 am -4:30, Friday 8:00 am – 4:00 pm *homeless individuals</p>
<input type="checkbox"/>		The Great Clothes Out	<p>Free clothing and sometimes household items to all in need</p> <ul style="list-style-type: none"> - Open to the public - No proof of ID/residency needed <p>3rd Saturday of Month, 10:00 am – 1:00 pm</p>
<input type="checkbox"/>		Transportation Van	<p>Free rides on Galveston Island to doctor’s appointments, grocery store, and/or other local destinations</p> <ul style="list-style-type: none"> - By appointment, call (409)763-8521 - Call 1 day-1 week ahead - 3 rides per week limit <p>Monday - Thursday 8:00am-5:00pm, Friday 8:00am – 4:00pm</p>