

CLINICAL PROBLEM

- ◆ Short Term Medical Missions (STMM) provide nursing and medical services to populations that often would otherwise go without medical care
- ◆ The lack of critically reviewed evidence based outcomes has been identified as a gap in the literature.
- ◆ Despite millions of dollars and many medical volunteer hours devoted to providing healthcare in the developing world, there is lack of evidenced-based assessment of quality of care being provided
- ◆ The Health Impact Assessment survey was used on a 5 day medical mission to Jamaica W.I.

THE CLINICS



PATIENT RESPONSES

Patient Responses (N-112)

- ◆ 74% - arrived to the clinic on foot
- ◆ 51% - first time visit to a medical mission
- ◆ 49% - had been to a mission clinic prior
- ◆ Overall experience = 92% - excellent, 7% - average, 1 person thought their experience was poor
- ◆ 92% reported having teaching done during their encounter and 99% stated they would follow the advise of the provider

Patient suggestions for improvement

- ◆ 43% - keep coming back
- ◆ 8% - need more screening

MEDICAL DIRECTOR RESPONSES

Medical Director Responses:

- ◆ Overall, the communication among team members and the community partners was excellent.
- ◆ Deficits included a lack of educational handouts for patients and the absence of training for local providers.
- ◆ The accuracy of practitioner diagnosis would be improved with access to laboratory and other diagnostic testing methods.
- ◆ The biggest impediment identified was the lack of certain medications or limited supplies and access to appropriate follow-up facilities.
- ◆ The Medical Director believed that the standards of primary care for the mission should be measured.

OUTCOMES

Mission Director

All answers were positive

Mission Administrator

Answers were informational

Personnel Surveys

- ◆ Overall, very positive responses
- ◆ The main themes for improvement:
 - ◆ More appropriate space to examine patients
 - ◆ More supplies
 - ◆ Better referral system
 - ◆ Follow-up with sub-specialties such as ophthalmology and dentistry

FUTURE QI PROJECT

Quality improvement (QI) consists of systematic and continuous actions that lead to measurable improvement in health care services and the health status of targeted patient groups (IOM, 2008)

Future Directions for Quality Improvement on STMMs

- ◆ Every patient has a BP documented
- ◆ Every patient with a positive medical history or overweight has a BS documented
- ◆ Alcohol, drug, and tobacco screening are provided and documented
- ◆ Pain assessment is conducted.
- ◆ Physical activity assessment is documented (AHRQ, 2013)