

Motivations Influencing Clinician Volunteerism at an Interprofessional Student Led Free Clinic

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The ICC is supported by the MolinaCares Foundation and other generous donors.

Introduction

- The Interprofessional Community Clinic (ICC) is a unique pro bono clinic operated by students that delivers interprofessional care.
- Students benefit through exposure to interprofessional learning environments, administrative and operational experiences, and the mimicking of hospital group dynamics.¹
- Clinician volunteers are essential for operations and student mentorship.²
- The lack of attached hospital and post-pandemic clinician burnout have created unique challenges for recruiting volunteers to the ICC.³

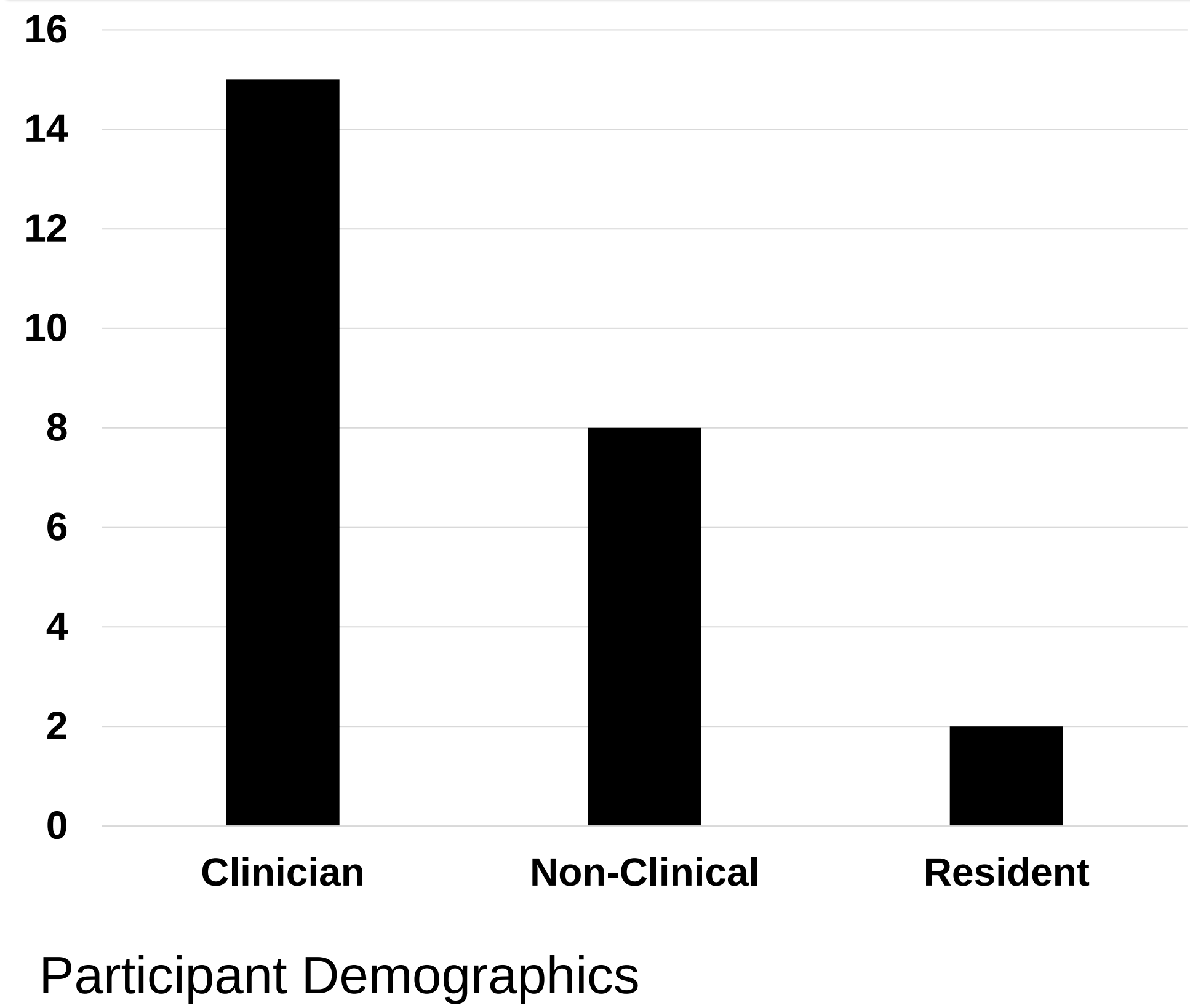
Question

What motivates the current staff, resident, and non-clinician volunteers at the ICC to dedicate their time towards volunteering?

Methods

- Survey questions (Google Form) were a combination of multiple choice, short answer, and free response aimed to understand motivations behind volunteerism and collect ideas on increasing it.
- Form was sent out to all resident, clinical, and non-clinical faculty that volunteered at the ICC from 1/1/2023-7/01/2023.
- The form was sent out 3x and left open for 1 month—25/59 faculty responded (42.4%)

Results



Themes

Themes identified in the participant responses with suggestions from the literature or respondents.

Theme 1: Incentives (N=6)

- Provide staff with dinner after clinic⁴
- Combined community/student/faculty outreach and social engagement events

Theme 2: Time (N=5)

- Operate on additional clinic days
- Increase patient appointment slots per clinic

“Sometimes I sense that my colleagues think being involved in the ICC is a huge time commitment, and means you have to be at clinic every week. Maybe just making sure people know you could volunteer just a few hours a month (even just via telehealth!) and still be appreciated.”

Theme 3: Mandates (N=4)

- Add volunteerism as requirement for tenure with ICC volunteerism weighted more heavily
- Develop brief workshop on applying ICC hours for CME credit

“University [needs] to enforce volunteerism among faculty clinicians”

Theme 4: Logistics (N=3)

- Give older students more responsibility
- Streamline clinic operations

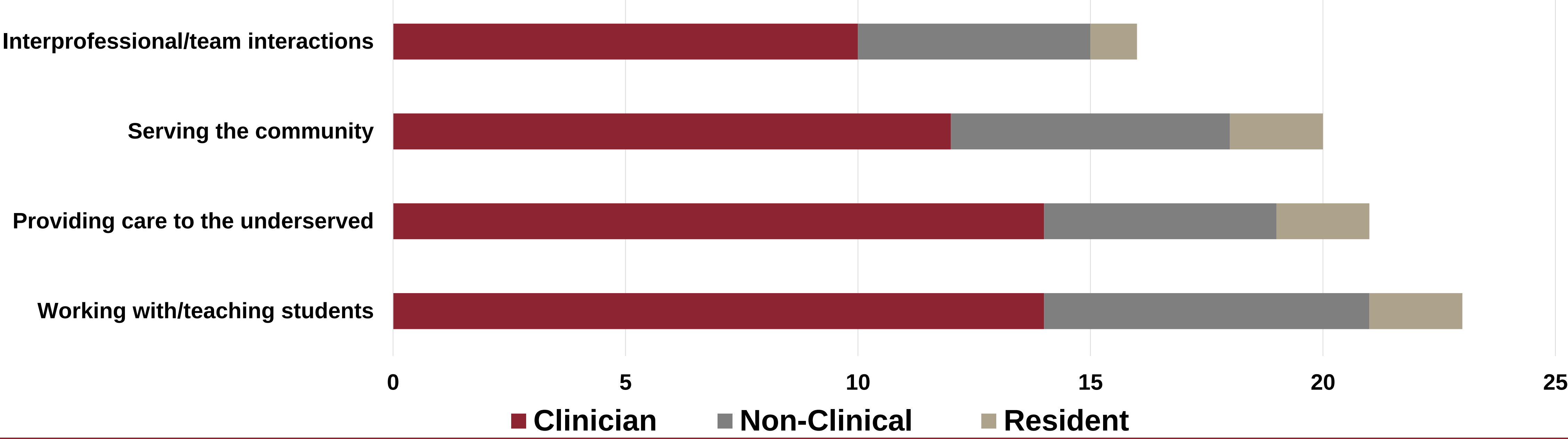
“Clinicians like me are probably extremely busy already. So, try to decrease the tail end work such as lab follow ups. The senior students should take charge and collaborate with clinicians.”

Theme 5: Outreach (N=3)

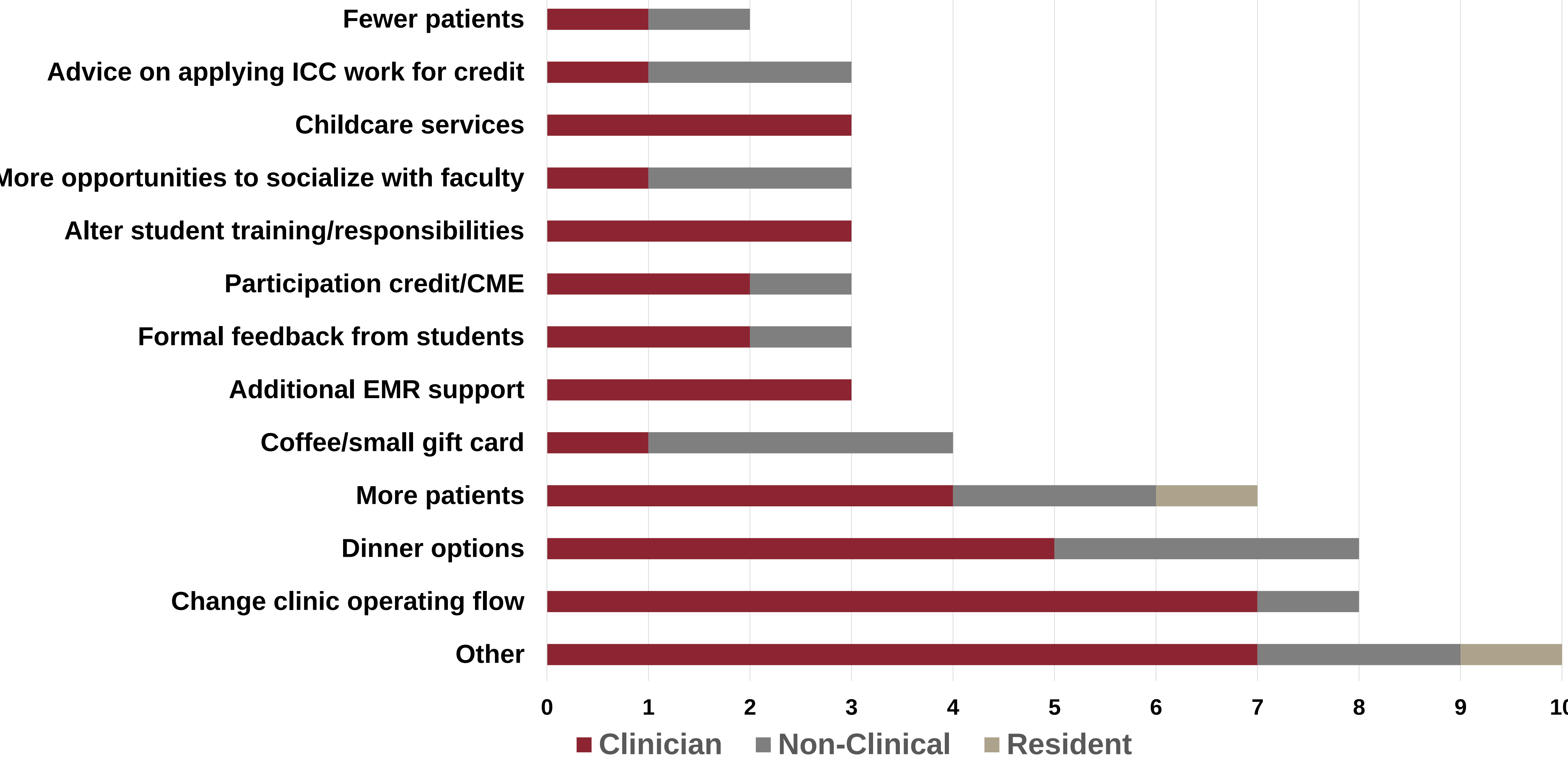
- Incorporate novel outreach strategies emphasizing benefits of Volunteering (ie: CME, time with students, etc)

“I knew about it [the ICC] but had no clue I could be of use.”

“What do you enjoy about serving at the ICC?”



“How could the ICC improve your experience?”



Moving Forward and Next Steps

The ICC is currently implementing some recommendations:

1. New “Lead Scribe” position to decrease faculty EMR time and increase efficiency
2. New faculty-focused Executive Officer position to streamline onboarding process and coordinate scheduling
3. Dinners now provided @ICC, some expanded clinic times, and many changes to clinic flow and after-visit follow-up

Additional planned operational changes are limited by insufficient clinician staffing.

Citations

