

VISTA Assignment Description (VAD)

Title: VISTA Community Health Worker Open Door Clinic & Chippewa Valley Free Clinic 2022

Sponsoring Organization: WISCONSIN ASSOCIATION OF FREE AND CHARITABLE CLINICS, INC.

Project Name: Wisconsin Association of Free & Charitable Clinics, Inc IV

Project Number: 22VSEWI001

Project Period: 01/02/2022 - 12/31/2022

Site Name: Open Door Free Clinic

Focus Area(s)

Primary: Healthy Futures

Secondary:

VISTA Assignment Objectives and Member Activities

Goal of the Overall VISTA Project: The VISTA Member activities will ensure continuation of needed services to uninsured/underinsured individuals our clinics serves by providing efficiencies and the groundwork of integral components to ensure sustainability of funding, volunteer staffing and the delivery of high-quality healthcare to the most vulnerable populations. Through the VISTAs service patients can be seen at no cost which can keep patients out of poverty by not receiving unaffordable medical bills.

Objective of the Assignment

Enhance Clinic Technology to develop clinic patient data and Electronic Medical Records (EMR) to streamline clinic processes.

Member Activity (01/02/2022 - 12/31/2022): Member Activity: Engage in software programs and data entry to ensure accurate account in data bases. Refine spreadsheets and create documents for monthly, quarterly, and annual reports. Member Activity: Collaborate with Clinic Director and IT consultants to select and transition to an updated, straight forward EMR that best suits CVFC needs. Develop a guide for future VISTA members to follow.

Objective of the Assignment

Participate in Grant Opportunities to gain funds to keep clinic sustainable and to offer patients new healthcare opportunities.

Member Activity (01/02/2022 - 12/31/2022): Member Activity: Research grant opportunities and collaborate with clinic staff to write grant proposals to sustain clinic programs and services. Member Activity: Compile data and write mid-term and annual grant evaluations. Member Activity: Interact with patients to learn their stories and how our clinics impact their physical and mental health. VISTA will develop a continuation plan/guide for future VISTA members to carry out project.

Objective of the Assignment

Engage in Volunteer Management to ensure clinic has enough volunteers to provide services to the underserved.

Member Activity (01/02/2022 - 12/31/2022): Member Activity: Engage with volunteer coordinator and other clinic staff to develop and implement strategies to recruit, retain and recognize clinic volunteers. Survey volunteers to ensure positive experience and to help overcome challenges. Develop a sustainability plan for future VISTA members.

Objective of the Assignment

Engage in clinic promotion and outreach to communicate services offered by clinic to the community.

Member Activity (01/31/2022 - 12/31/2022): Member Activity: Identify clinic's strengths and opportunities in community relationships to promote each clinic through social media avenues (website & Facebook). Update printed material promoting clinic services. Keep current information on website and in social media messages (CVFC). Create and implement a community awareness and promotional plan for the clinic. Develop a sustainability plan for future VISTA members.

Objective of the Assignment

Engage with ODC clinic coordinator and CVFC director of patient services to ensure efficiency and quality of services to patients.

Member Activity (01/02/2022 - 12/31/2022): Member Activity: Update patient survey so it is concise and allows honest patient input. Member Activity: Engage with patients and clinic volunteers during wait times to establish rapport to encourage feedback. And filling out of patient surveys during clinic hours. Coordinate survey and feedback with Hispanic Liaison for Spanish speaking patients at CVFC. Engage with clinic volunteers to elicit feedback on clinic practices to improve patient flow and care. Member Activity: Collect data from patient surveys to report to clinic board of directors in order improve quality of services and improve the overall patient experience. Develop a sustainability plan for future VISTA members to follow.