



## COMMUNITY-ENGAGED LEARNING HOPES FREE CLINIC

PATHWAY: HEALTH EQUITY

### Project Description

- Provide long-term primary and specialty care to uninsured Norfolk or Portsmouth residents
- Under the supervision of a faculty medical director, students manage the practice and clinical operations including administrative and quality improvement functions
- Co-create person-centered goals for symptom management in patients at end of life

### Annual Student Activities

- HOPES is the only free clinic in the City of Norfolk and the first student run free clinic in the Commonwealth of Virginia
- HOPES offers primary care along with specialty clinics for dermatology, ophthalmology, ENT, women's health, mental health, and orthopedics
- Approximately 600 patients seen annually
- Approximately 45% of HOPES patients speak Spanish primarily
- Approximately 200 patients return & rely on HOPES for primary care yearly
- To date, the clinic has served more than 2300 patients

### Community Outcomes/Results

- ↑ Access to affordable health care for the uninsured and underserved population of Norfolk, VA
- ↑ Student awareness of medical challenges of underserved
- ↑ Volunteer leadership experience through promotion of tiered level staffing at HOPES

### FACILITATOR

Amanda R. Gibson, MD

### PARTNERS

- Norfolk Department of Public Health
- Virginia Department of Health
- Department of Forensic Science
- EVMS Risk Management
- Volunteer Physicians from Hampton Roads

### THE NEED

- Norfolk has an uninsured rate of 14.6%
- National uninsured rate is 8.8%
- Those who are underinsured and/or underserved are more likely to experience negative health outcomes including later stage diagnosis and death

### ROOT CAUSE

Local population without health insurance or access to basic care