

BODACIOUS GOAL SUBMISSION

ORGANIZATION'S NAME

PharmSC Clinic

BOOTCAMP PARTICIPANTS

Name and Position: Michelle Hii (President)

Name and Position: Britney Pham (President-Elect)

ADVISOR(S)

Name and Position: Dr. Rory Kim, Dr. Edith Mirzaian

BODACIOUS GOAL NAME:

Let's Speak at the Clinic!

DESCRIPTION – IN A PARAGRAPH, HOW WOULD YOU DESCRIBE THE PROJECT TO SOMEONE?

PharmSC Clinic is a student-run clinic located in Boyle Heights, CA. Our mission as an organization is to foster collaboration with pharmacists and student pharmacists to provide clinical services to the surrounding population, as well as provide health education to the general public.

While PharmSC Clinic has a strong foundation in health education workshops hosted for USC Mann School of Pharmacy students, the number of clinic participants have decreased over the past 2 years, notably after the COVID-19 pandemic. These past two years, we have tried many methods to incentivize participants to visit our clinic and have greater patient autonomy in their health management. Such methods include our clinic stamp card program, implemented in the 2024-2025 academic year, to incentivize participants to get their values checked regularly.

Another area we are aiming to improve is patient comfort. One large barrier for this aspect is the fact that the majority of PharmSC clinic supervisors are not native Spanish speakers. Therefore, native Spanish speakers may not feel comfortable coming to clinic to discuss their health status or goals. This year, we have begun a new partnership with LAP-NHPA, an affinity group at USC Mann, to supply translators during our clinic shifts. To supplement this, we will implement flyering and communication with nearby free clinics to promote our clinic to the general public. By doing so, we hope to re-focus our organization on our clinic services and volunteer opportunities.

WHAT ARE THE FOUR COMPONENTS OF THE PROJECT?

Structural:

- Implement requirement of 1 translator shift per semester for LAP-NHPA members.
- Schedule a monthly formal email to LAP-NHPA board members to coordinate sign-ups.
- Allows translators to track their volunteer hours throughout the year.

Human resources:

- Foster working relationships with LAP-NHPA board members.
- Present at a LAP-NHPA board meeting to ensure board members have a thorough understanding of the impact of this partnership.
- Advertise LAP-NHPA events to PharmSC members to strengthen our support for LAP-NHPA and expand our student body knowledge of the Latinx population.
- Collaborate with LAP-NHPA for our Spanish Counseling Workshop in Spring Semester to continue our annual collaboration.
- Possibly, collaborate with LAP-NHPA for next year's cultural workshop.
- Host a social with both organizations.

Political:

- Open and frequent communication will be required between both organizations. LAP-NHPA board members must be accountable for upholding this requirement amongst their own executive board.
 - Although we provide a way to complete technical competencies, LAP-NHPA members will not be able to complete screenings if there is a dedicated volunteer scheduled during their translator shift. Therefore, they would have to sign up for a separate shift to complete both competency and LAP-NHPA board member requirements.
- Advertise our events along with LAP-NHPA to make our support for each other's organizations visible to the student body.

Symbolic:

- We want to position our clinic to be a symbol of comforting and accessible care to the surrounding community.
- We want to align our values with that of the community, through language and cultural awareness.

HOW WILL YOU MEASURE SUCCESS?

- Increase in the number of clinic participant visits per shift and per semester.
- Increase the number of clinic participants utilizing our clinic stamp card program and returning for subsequent visits.
- Potentially, ask about participant level of comfort in clinic through a scholarly project or research project (requiring a survey).

- Continuing the LAP-NHPA and PharmSC Clinic partnership in future years by fostering a supportive relationship between both organizations.

TIMELINE: OCTOBER TO MARCH

September 30th - return this form along with the communications plan you developed with your advisor(s)

September – October – personal meeting with Dr. Chase

December 1st – updated proposal submitted to Dr. Chase

February 28th - interim report due (use this form)

April 15th - submission of Bodacious Goal Final Report (on this form) along with Elevator pitches from both responsibility partners

May - celebrate and receive certificate! Congratulations.

FOR INTERIM REPORT

WHAT HAVE YOU LEARNED ABOUT BEING A LEADER?

FOR FINAL REPORT

REFLECTION – WHAT DID THE FOUR FRAMES TEACH YOU ABOUT LOOKING AT A PROBLEM THROUGH DIFFERENT PERSPECTIVES/FRAMES?

KNOWING WHAT YOU KNOW NOW, WHAT WOULD YOUR BODACIOUS GOAL BE IF YOU COULD START AGAIN?

COMMUNICATION PLAN

Between PharmSC Clinic and LAP-NHPA, monthly check-ins and updates will be provided between both organizations through verbal communication with LAP-NHPA's Vice President and board-wide emails. These communications will be conducted to ensure LAP-NHPA executive members are able to fulfill their board requirement and are receiving timely communication from the PharmSC Clinic Team. Additionally, we may collaborate further to learn important Spanish medical terminology to aid the PharmSC Clinic supervisors when translators are unavailable.

We will need to revamp our communications with our faculty advisors, Dr. Rory Kim and Dr. Edith Mirzaian. In the past, we only communicated once or twice per semester regarding large events

including our health fairs, annual Ambulatory Care Panel, and P1 Board Presentations. However, I would like to provide them with more updates to allow them to be more involved in our organizational events such as Information Session and our Meet and Greet at the beginning of each academic year. One thing I have noticed is that other organizations have greater advisor involvement in their events and recruitment process, which is something I would like to implement in future years. Starting this semester, I would like to initiate at least 2 communications per semester with formal invites and information about our upcoming events, similar to those we provide to our emailing list.

Additionally, with our faculty advisors' ambulatory care background, we would like to gain further insight into any recommendations they may provide in improving our clinic numbers and recording patient outcomes so we can better aid participants in the long run. While we are finishing up the RSO advisor requirements and clinical services requirements for RSO recognition, we will communicate with both advisors regarding these thoughts and attempt to brainstorm further.