

URBAN HEALTH SCHOLARS

WINTER TRIP 2013

New York City, NY



GEISEL
— SCHOOL OF —
MEDICINE
A T D A R T M O U T H

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I. INTRODUCTION

The Urban Health Scholars of the Geisel School of Medicine at Dartmouth are a group of students dedicated to becoming competent practitioners, researchers, and public advocates for medically underserved urban populations. The purpose of UHS is to foster an increased understanding across the Geisel community of the needs of diverse urban populations, while providing the Scholars with the tools they need to positively impact the health of these communities in their future careers.

In accordance with this mission, the Scholars organize educational and service trips during the year to large urban centers around the country in order to gain a better understanding of the challenges faced by these populations. Most recently, during January 10-12 of the 2012/2013 Geisel academic year, four MS2 Geisel School of Medicine Scholars (Swapna Sharma, Emily Carson, Katherine Zeitler and Joseph Graterol) and five MS1 Geisel School of Medicine Scholars (Asha Clarke, Bianca Williams, Inyang Jr Udo-Inyang, Asha McClurg, and Evelyn Bae) visited the city of New York, a city which boasts an incredibly diverse racial, ethnic, and socioeconomic population. A number of the city's hospitals and other healthcare organizations are still recovering from the recent flooding and damage brought on by Hurricane Sandy. The Scholars were thus presented with the unique opportunity to learn about the city's immediate and long-term response to this natural disaster, as well as the ways in which New York's more vulnerable populations were affected by the emergency evacuation and could be better protected in the future.

The established objectives of the trip were as follows:

- Learn about the challenges inherent in the delivery of healthcare in New York, an urban and richly diverse setting.
- Visit and explore a wide range of healthcare models in order to learn more about how different organizations are working to address the needs of their target communities.
- Meet and network with Geisel School of Medicine alumni in the area to learn about different career paths, job environments, and perceptions of the field of medicine.
- Serve the community by participating in local volunteer efforts.
- Share newfound experiences and knowledge about urban medicine with colleagues at the Geisel School of Medicine.

II. TRIP SCHEDULE

Depart Thursday 1/10: Meet at Dewey Parking Lot → leave at **12:30pm**

Thursday 1/10

Time	Place	Event	Contact Person
6:45-8:00pm	Ryan Center: 110 W. 97th Street, at the corner of Columbus Avenue and 97th Street, close to the 2, 3, and C subway stops	Tour of Center	Dr. Daniel Baxter Daniel.Baxter@ryancenter.org (212) 749-1820

Friday 1/11

Time	Place	Event	Contact Person
9:00-10:30am	NYU School of Medicine/Bellevue Hospital Center	Tour/talk with Dr. Gulati, (associate chief of service)	Anna Gomez Admin. Assistant to: Christopher McStay, MD, Chief of Service 509-279-8869 anna.gomez@nyumc.org
11:00-12:00pm	NY Dept. of Health Offices; across from Bellevue on 27th street and First Avenue	Dr. Silas Smith Chair of Disaster Committee/ EM Attending -talk about post-Sandy efforts and emergency preparedness	Paul A. Testa, MD JD MPH Assistant Professor, Dept. of Emergency Medicine NYU School of Medicine ptesta@gmail.com
12:00-1:00pm	Lunch	Lunch	Lunch

1:00-3:00pm	High School for Enterprise, Business & Technology (EBT)	Teaching high school students (~80)	Mitch Schragger mrmschragger@gmail.com 718-387-2800 x4163
1:00-3:00pm	Bronx-Lebanon Hospital	Meeting/Tour with Dr. Larry Ham (Director of Gynecology at Bronx-Lebanon)	Dr. Larry Ham HAMBELLS@aol.com
Time TBD	TBD	Meeting with Dr. Manheimer (wrote "Twelve Patients")	Dr. Eric Manheimer eric.manheimer@gmail.com
6:00-8:00pm	Alumni Dinner	Dr. Irvin Sanchez Dr. Paul Testa Alan Rossi ('08) Laurie Wen Dr. Jeff Schragger (?)	irvsanchez@gmail.com ptesta@gmail.com lauriepwen@gmail.com geofredo@gmail.com

Saturday, 1/12

Time	Place	Event	Contact Person
9:00-11:30am	Walton Family Health Center; Institute for Family Health 1894 Walton Avenue Bronx, NY 10453	Free Clinic Tour/Shadowing Possible patient education (i.e. diabetes management)	Maxine Gloub 212-633-0800 ext 1286 mgolub@institute2000.org
9:00-11:30am	Sidney Hillman/Phillips Family Practice 16 East 16 Street (212)206-5200	Free Clinic Tour/Shadowing	Maxine Gloub 212-633-0800 ext 1286 mgolub@institute2000.org

12:00-1:00pm	Lunch	Lunch	Lunch
1:00-3:00pm	Charles B. Wang Community Health Center 125 Walker St., 2 nd Fl	1. Tour/talk 2. Neighborhood Tour	Dr. Loretta Au lau@cbwchc.org Dr. Perry Pong ppong@cbwchc.org (212) 226-8866
4:00-5:00pm	Le Pain Quotidian on Columbus and 84th	Meet/Greet with Dr. Heidi Rowen ('95)	hdrowen@gmail.com (212) 864-1437

Red = Group A (5 students)

Blue = Group B (4 students)

III. CLINICAL EXPERIENCES

a. The William F. Ryan Community Health Center



For the first stop of the New York immersion trip, the Urban Health Scholars visited the William F. Ryan Community Health Center on the Upper West Side. This location serves as one of four Manhattan sites for the Ryan Health Network, one of the oldest health organizations in the country. The group was fortunate enough to have the opportunity to meet

with Dr. Daniel Baxter, the Ryan Network’s Chief Medical Officer. As an internist and administrator, Dr. Baxter was able to share his insight on the history, function, and future of community health centers in Manhattan and in the nation as a whole.

The Ryan Community Health Center began as a demonstration project in 1967; within the next ten years, the center was housed in its own health care facility, and the network began expanding to additional sites in New York in the 1980’s. The Scholars toured the 35,000 square foot facility with Dr. Baxter, who pointed out the Adult Medicine Clinic, Specialty Services, Radiology Services, and Women’s and Children’s Center. In addition, Dr. Baxter discussed the role of the residency training program that operates through the Ryan Center as part of the St. Luke’s-Roosevelt Hospital Center’s Medical Residency Program.

Dr. Baxter was able to share some of the hardships that face a community health center, including difficulties in staying financially stable amidst the competition that exists for various health providers in Manhattan. He also shared optimism for the future of health care, stating that he believes health care to be a right (and not a privilege) that should be extended to all Americans. Finally, he

was able to reflect with the group on his experiences working as a practitioner for several years in Africa, before deciding to return to New York and rejoin the Ryan Center as Chief Medical Officer.

All in all, the opportunity for the Urban Health Scholars to see one of the largest health organizations in New York City was amazing. After learning more about Federally Qualified Health Centers from a veteran in the field like Dr. Baxter, the group felt prepared to absorb as much information and experience as possible from the remaining sites of this immersion trip.

b. Bellevue Hospital Center/NY Dept. of Health

Bellevue Hospital is the largest safety net hospital located within New York City, and is the oldest public hospital in the United States. A part of the NYU School of Medicine, Bellevue stands out in its commitment to serving vulnerable populations in New York, serving a



diverse and needy patient population. The Urban Health Scholars toured the ER and walk-in services area of the hospital, getting a feel for how Bellevue serves its complex patient population. The hospital has recently completed a push towards ensuring patients and providers can effectively communicate, installing translation phones in every patient and ER exam room. The staff at Bellevue emphasized the importance of patient education and has taken strong measure to ensure patients receive medical education and instructions in their native language. The Scholars were lead on a tour of the ED by Dr. Raj Gulati, who described how Bellevue's ER works to meet the needs of all patients including the homeless, immigrants, and inmates. Dr. Gulati highlighted how the ER responded to Hurricane Sandy and continued to serve patients after losing power. The hospital coordinated among physicians, residents, nurses and medical students to evacuate hundreds of patients. This tour provided the Scholars with the opportunity to get a real taste of the fast paced life of an ER physician in a large urban setting. The Scholars also had the opportunity to meet Dr. Paul Testa, a Geisel Alum and current EM attending at Bellevue who described his path to New York from Hanover.



Next, the Scholars traveled across the street to the NY Department of Health where they spoke with Dr. Silas Smith, Chair of the Disaster Committee and Emergency Medicine Physician to learn more about emergency preparedness and how Sandy impacted the city of New York. Dr. Smith

gave the Scholars an in-depth presentation on how the disaster committee made the ultimate decision to evacuate Bellevue and other hospitals during Hurricane Sandy. The Scholars learned how NY hospitals were able to find placements for patients across New York State, no small task! He also described the populations that are at greatest risk during an evacuation including the elderly, young children, homeless, and those who are dependent on medical care. Dr. Smith led a discussion exploring the challenges of evacuating an urban population such as difficulty notifying populations without access to phone, radio or TV, language barriers, and limited access to transportation. This incredible presentation allowed the Scholars to better appreciate the complex factors that go into an evacuation order, and the interconnected components that create an effective emergency preparedness plan.

c. Bronx-Lebanon Hospital Center



Half of the Scholars traveled to the Bronx on Friday afternoon for a visit to the Bronx-Lebanon Hospital. Bronx-Lebanon is the largest voluntary, not-for-profit health care

system serving the South and Central Bronx (www.bronx-leb.org). The group met for about an hour with Dr. Larry Ham, Director of Gynecology at Bronx-Lebanon. Dr. Ham was able to offer a great deal of insight into some of the major barriers to the delivery of care in a patient population that comes largely from a lower socioeconomic class and boasts a large degree of racial and ethnic diversity. The conversation with Dr. Ham covered a broad range of topics including the use of translator services at the hospital, some of the cultural beliefs and practices commonly encountered in his patients, and strategies for minimizing patient wait times and improving the patient's overall hospital experience. Dr. Ham also spoke at length about the critical role he plays as an educator in each patient encounter. He devotes a great deal of his time and energy into helping his patients make well-informed decisions when it comes to their health and general wellbeing.

It was abundantly clear to the visiting Scholars that Dr. Ham's passion for serving in his community has only grown stronger over the years, and that while the patient population he works with certainly has its challenges, he continues to find his work incredibly rewarding. He described the joy in helping a woman through her first pregnancy, and later having the opportunity to take care of the very baby he delivered. In his line of work, Dr. Ham sees himself as treating families and not just individual patients. The Scholars learned a great deal about serving in a diverse and socioeconomically disadvantaged inner-city patient population, and found a new role model in Dr. Ham.

d. Institute for Family Health

i. Walton Family Health Center (Bronx)

On Saturday morning, the five 1st year Urban Health Scholars traveled to the Walton Family Health Center, a federally qualified health center (FQHC), and participated in a healthy eating and diabetes seminar lead by Mariam Wood. The center is an expansion of the Institute for Family Health, located in the Bronx. The center focuses on informing and caring for this community through primary care, behavioral health, dental, and diabetes care. Mariam Wood also led a discussion on healthy eating education for diabetic patients. Through role-playing activities, the Scholars studied how difficult it may be to talk with a parent about their child's obesity, or with an elderly patient on the dangers of diabetes. They also talked about the effectiveness of bringing educational programs into churches, barber shops, and nail salons to better cater to the needs of the communities. The Scholars were informed that the old "food pyramid" guidelines have been replaced by "food plate" guidelines. These come in the form of bright, colorful pamphlets which provide different cultural examples of healthy food plates.

The Walton Family Health Center facilitates this low-income minority community with insurance enrollment and social services. Free clinics are also available for the uninsured every Saturday. This free clinic is operated entirely by the medical students of Albert Einstein College of Medicine, with the help of two attendings, under their Einstein Community Health Outreach Program. The clinic sees about 30 patients over the course of the day and offers a sliding-scale fee payment plan for patients that qualify. During their visit, the Urban Health Scholars were able to shadow third year medical students and attending physicians who were volunteering at the clinic that day. The Scholars were able to experience first hand the economic, medical, and technological strategies that enable a successful clinic to operate smoothly.

ii. Sidney Hillman and Phillips Family Practice (Manhattan)

The four 2nd year Urban Health Scholars visited the Phillip and Sidney Hillman Family Practice, a primary care branch of the Institute for Family Health located in lower Manhattan. The primary contact at this site was Cristina McGeough, the site's Diabetes Coordinator, who gave the group a presentation on the Institute's various health care centers, patient populations and model of care. She also held a brief info session on the nutritional management of at-risk patients from different cultural backgrounds. She emphasized the need for providing culturally specific and sensitive dietary recommendations to our patients as a way of potentially increasing patient compliance. The Scholars then participated in role-playing specific scenarios in order to practice utilizing some of the highly practical educational resources in use at the clinic. Finally, Ms. McGeough spoke about the Institute's use of the Centering group care model in the management of chronic conditions such as diabetes as an effective way of educating and supporting patients with these life-long illnesses.



Following Ms. McGeough's session, the Scholars proceeded to the clinic floor which on Saturdays functions as the NYC Free Clinic, a collaboration of the NYU Langone Medical Center and the Institute for Family Health. At this Free Clinic, run mainly by NYU medical students (in a similar fashion to the Mascoma Clinic locally), patients from diverse backgrounds receive basic primary care services irrespective of socioeconomic status, health, or legal status. The Scholars met with the 4th year clinical coordinators (the administrative backbone of the clinic) and the visiting attending physicians. After giving the group a quick overview of the clinic itself, the Scholars were placed on clinical teams to observe patient visits with the NYU medical students who were volunteering that day. It was a highly educational experience, as it allowed the Scholars to observe the outpatient management of conditions which are common to underserved urban populations such as asthma and HIV.

e. Charles Wang Community Health Center (Chinatown Clinic)



On the last day of the trip, the Scholars had the pleasure of visiting the Charles B. Wang Community Health Center located in Chinatown. This Center has proven to be a true standout amongst the myriad of recent Federally Qualified Health Centers (FQHCs) due to its strong commitment to the vulnerable populations housed in the community it

serves as well as its history and deep roots in community activism.

The Charles B. Wang story had a rather remarkable beginning, in that it was initiated by members of the community who saw an unmet need and sought to address it. What initially began as a volunteer-run free clinic has now blossomed into a large (and growing) Federally Qualified Health Center.

As the Scholars chatted with Dr. Pong, they learned about some of the ongoing challenges that the health center has faced over the years. The difficulties involved in trying to meet the needs of a diverse and rapidly revolving population of immigrants pouring in from all different parts of China are many, and include language barriers as well as the need for continuous dissemination of important health information to the community by the health center. The health problems commonly faced by this community of immigrants mirror many of the chronic diseases faced by their western counterparts (diabetes, heart disease, hypercholesterolemia). Finding ways to combat these diseases utilizing culturally sensitive strategies is something this center prides itself on.

It was extremely informative to learn about the evolution of the Charles B Wang Community Health Center and the ways in which it has worked to rise above each new challenge that has come its way. Dr. Pong left the Scholars with the following take-home message: even in the face of constant adversity,

the center's commitment to their cause will remain strong and is at the heart of all of their day-to-day operations.

IV. EDUCATIONAL EXPERIENCES

a. Enterprise, Business, and Technology High School

On Friday afternoon, five Urban Health Scholars visited the EBT Public High School in Brooklyn. Asha C. and Emily had designed a curriculum combining hands-on learning experiences with conversations about careers in medicine and issues of urban health. The day was a tremendous success, with almost 90 students participating in the three planned activities. In one



room, a lesson on the spine was presented and students utilized the lumbar puncture simulation dummy to practice performing a lumbar puncture. Another group of students completed worksheets using the iPad technology and a realistic skull model, while talking about concussions and sports safety. These hands-on activities gave students the opportunity to ask questions about different learning modalities in medical school and to experience a fun and exciting science learning activity.



In a third room, two Urban Health Scholars spoke about their paths to medical school and the lessons they learned along the way. Additionally, students were engaged in a conversation about careers in medicine. Students were encouraged to brainstorm different careers in medicine and were then given average salary information for some of

these careers, along with salary information for college graduates, high school graduates, and those without a high school diploma. This gave students new insight into the importance of continuing their education, and the activity was

very favorably received. Finally, the students from EBT learned about some of the inequalities present in urban health outcomes and statistics. Many students were shocked to learn about the significantly higher rates of SIDS in the African-American population, but they were motivated to learn more about this and other issues, including asthma hospitalizations, obesity, and diabetes. Students were able to identify the ways in which all of these health outcomes can be tied together, and they began to consider some ways of addressing these urban health needs.



This visit was a wonderful opportunity for the Urban Health Scholars to share their passion for urban health with students, some of whom may be the next generation of physicians. It was gratifying to hear so many thought-provoking questions from young people, and even better to have one student ask at what point to start preparing for his MCATs. The

Scholars very much hope to make this an annual event and to maintain the relationships they built with EBT High School.

V. ALUMNI IN NYC

a. Dr. Jeff Schrager ('90) and Dr. Irvin Sanchez ('08)

On Friday evening, the Scholars met two Geisel alumni, Dr. Jeff Schrager ('90) and Dr. Irvin Sanchez ('08), for dinner to hear about their careers and experiences as practicing physicians in New York. Dr. Schrager, who works as a pathologist at LabCorp, spoke to the Scholars about his work in lifestyle medicine, which utilizes lifestyle interventions including exercise and behavioral, medical, and motivational principles, as a key component of treatment and management of health. Dr. Schrager's work in lifestyle medicine initially grew out of his passion for public health and preventative medicine, and eventually inspired him to become coordinator of wellness efforts for his fellow employees at LabCorp. It was encouraging to see how very possible it is to integrate other interests and pursuits into one's career, even as a busy physician in NYC.

Dr. Sanchez, a current fellow in Anesthesia at Columbia University Medical Center, spoke to the Scholars about the challenges of practicing medicine in an urban setting like New York. At the hospital where he currently works in Washington Heights, he works with a heavily Dominican immigrant patient population. Dr. Sanchez has found that being able to speak Spanish is critical in his communication and his understanding of patients. He also experienced this realization during his time of residency training in Dallas. As he plans his next career move, Dr. Sanchez shed light on the process of finding a job after completing years training, and the decision-making process involved as young practicing physicians with considerations of spouse, family, mortgages, and loans.

b. Dr. Heidi Rowen ('95)

Before heading back to Hanover, the Scholars had coffee with Dr. Heidi Rowen, a practicing OB-GYN and former colleague of Dr. Larry Ham at the Women's Health Clinic of Bronx-Lebanon Hospital. Drs. Lam and Rowen worked together for about ten years, providing much-needed obstetric services to the large underserved and ethnically diverse population of the Bronx. Dr. Rowen, who spoke French, was able to find a niche in catering to the West African immigrant population in the Bronx. She told the Scholars how word quickly spread through

the community that there was a French-speaking physician at the clinic. As a scholar of the National Health Service Corps, which places primary care providers in areas with limited access to care and provides scholarship to students while in medical school, Dr. Rowen knew that the Bronx was where she wanted to serve her 3 year commitment after completing residency training in New York City at Cornell. Throughout her years of training and various placements, Dr. Rowen saw just how different and important cultural beliefs can be when treating patients, especially in communities as diverse as in the Bronx. She also spoke about the challenges of serving in an underserved area, particularly in obstetrics, including the legal challenges, the language barriers, the sheer volume of patients, and the work-life balance.

VI. CONCLUSION

In closing, the Urban Health Scholars would like to thank all of the individuals who helped to make this trip possible. We have been able to share many of the things we learned and experienced on this trip with classmates and faculty on campus. We look forward to future opportunities to explore and better understand the challenges and joys that come with serving the urban underserved. This was an incredibly meaningful learning experience for all of us, and our hope is to return to New York next winter so that we can continue to strengthen the relationships we have begun to form with Geisel's colleagues and alumni in this city.

The Urban Health Scholars Program at the Geisel School of Medicine

Daniel Baxter, MD
Paul Testa, MD, MPH
Raj Gulati, MD
Anna Gomez
Christopher McStay, MD
Silas Smith, MD
Larry Ham, MD
Christine McGeough, MPH
Maxine Golub, MPH

Perry Pong, MD
Loretta Au, MD
Mitch Schragger
Dr. Irvin Sanchez, MD
Jeffrey A. Schragger, MD
Heidi Dupre Rowen, MD
Shawn O'Leary
Joe O'Donnell, MD