Pop-up Clinic Data Collection Process Analysis

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Abstract: Healing Warriors Program (HWP) is a non-profit organization providing non-narcotic treatment options for veterans suffering from Post-Traumatic Stress Disorder, pain, and traumatic brain injuries. The goal of this project is to develop a data collection tool for pop-up clinics to inform resource management decisions and attain grant approval to expand services to veterans. Part of this process gives HWP the capability to send a survey three weeks after treatment to assess improvements to patient quality of life. Clients are then advised to attend future pop up clinics or an existing permanent clinic for continued treatment if they indicate a positive response to treatments. Increases in clients electing to receive treatment at a permanent clinic and repeat visits at the pop-up clinics serve as metrics for justification for the continued existence of given pop-up clinics or potential establishment of a permanent clinic in needed areas.

Keywords: Data Collection, Multi-mode survey data, choice experiment, hashing

1. Introduction

1.1 Background

The Healing Warriors Program (HWP) is a non-profit organization originating from the Fort Collins and Denver area of Colorado. The Healing Warriors Program specializes in providing non-narcotic treatment options to United States Military veterans and their families, specifically focusing on pain management and Post-Traumatic Stress Disorder relief through the use of acupuncture, healing touch, and craniosacral therapy. The primary clinic offers up to three free treatment sessions, and then offers subsidized treatments for its clients. Seeing success in their main clinic in Fort Collins, HWP decided to branch out of the Denver area and began creating temporary one-day pop-up clinics in the Northern Colorado Area. These pop-up clinics offer entirely free services to all who attend them, and are set up in existing infrastructure; for example, the Veterans of Foreign Wars (VFW) post hosts the Denver pop-up clinics. The modalities are performed by the same practitioners of the Fort Collins clinic. The HWP pop-up clinic operations are now more established due to the ability to provide a small flat rate payment to the practitioners instead of the previous pro bono process.

The pop-up clinics offer the same modalities for a shorter, 30-minute session, as opposed to the 60-minute sessions offered at the Fort Collins clinic. The pop-up clinics are exclusively in Colorado, specifically the Denver, Colorado Springs, and Greeley. These pop-up clinics are set up the second Saturday of the month in the location determined to have the greatest need for treatment.

Veterans Affairs (VA) is also a crucial partner with the HWP because they service numerous patients and can provide the patients better awareness of the treatment options Healing Warrior’s provides. The VA office can refer these veterans and their families to HWP for treatment and is one of the primary methods for advertising the pop-up clinics. Currently, the HWP email list of clients, Facebook page followers, and clients referred through the VA are the client base for the pop-up clinics. As their program grows and testimonial and medical evidence of treatment effectiveness continues, Healing Warriors intends to create new pop-up clinics, continue existing locations, and consider establishing more permanent clinics in high-need areas. Their primary clinic in Fort Collins currently gathers quantitative evidence of the program’s ability to help with management of pain and PTSD symptoms. HWP collects survey data via survey cards filled out before and after treatment over the course of many visits. To assist in the expansion of the HWP services, data needs to be collected at the pop-up clinics to provide justification for the continuation of services and possible establishment of new clinics.