

# Relationship Between Lab Order Completion Rate, MediCal Status, and Patient Demographics at the UCSD Student-Run Free Clinic Project

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## Introduction

- The University of California, San Diego's Student-Run Free Clinic Project (UCSD SRFCP) is one of the largest student-run free clinics in the nation
- Patients have the option to have their labs collected at clinic sites during their appointments
- This contrasts with a traditional model where patients' lab samples are collected at offsite Quest Diagnostics (Quest) locations
- Many patients elect to have their lab samples collected during their appointments while some prefer to do so at a Quest location
- Onsite and offsite options give patients flexibility, however it has been noted that the patients who elect to have their labs done offsite sometimes do not complete their labs prior to their next follow-up appointment, delaying their care
- In 2022 patients over 50, regardless of immigration status, became eligible for Medi-Cal coverage under the Older Adult Expansion initiative, significantly changing the population served by the UCSD SRFCP has changed significantly
- This work aims to understand the dynamics of incomplete lab orders for patients at the UCSD SRFCP
- Further understanding would help improve onsite lab collection infrastructure and processes for a rapidly changing patient population.

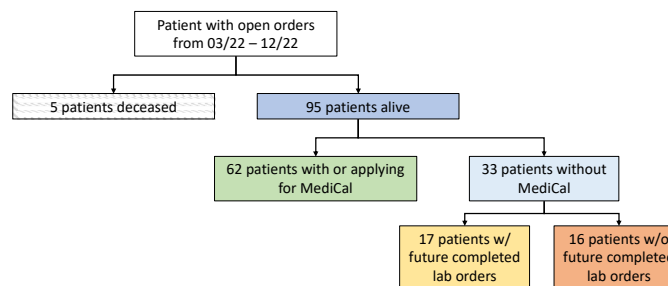
## Methods

- Lab order completion was assessed using the Quest lab order portal during the 2022 calendar year.
  - Open lab orders were categorized as those that had yet to be drawn and were not duplicates or superseded by another lab order.
- Chart review was conducted on available open orders from March – December 2022 to assess MediCal status and the presence of future lab orders.
- A patient satisfaction survey was administered to all patients who received care at UCSD SRFCP locations between June 28th and September 4th, 2022.
  - The survey included a subset of 5-point Likert scale ranked and open-ended laboratory service-related questions.

## Results

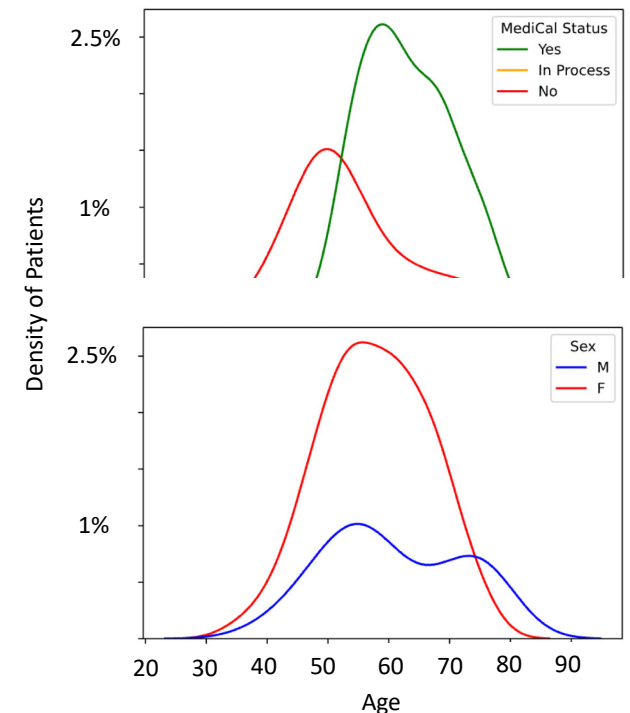
- 743 total lab orders were placed in 2022.
  - 588 were completed (80%).
- Female patients were more likely to complete orders (83%) than male patients (70%).
- The average age of patients decreased throughout the year (January 57YO, December 51YO).
- Patients with open orders were slightly older (58YO) than those with completed orders (56YO).
- More recent months had more open orders (January 9%, December 38%)

Categorization of patients seen at UCSD Student Free Clinic Project between March & December 2022 with open orders as of 05/2023



- 71 patients answered survey questions regarding their lab experiences at UCSD SRFCP
- Patients found it very easy (1.8/5) to utilize Quest for their lab studies
  - 1: Very Easy, 5: Very Difficult
- Patients were generally pleased (4.5/5) with their UCSD SRFCP lab experiences
  - 1: Not Happy, 5: Very Happy
- 29% of patients preferred Quest, 35% preferred the UCSD SRFCP lab, and the remainder had no preference.
- Regarding lab draws, there were two main comment themes:
  - Making appointments at Quest was made difficult by English only scheduling options and the need for internet. Many would accept help scheduling an appointment if it was available.
  - Multiple venipuncture attempts by students at SRFCP was distressing or painful

Age vs. Density of Patients by MediCal Status and Sex



## Conclusion

- UCSD SRFCP onsite lab draws are a critical part of our project infrastructure
- Overall, lab completion status may help to identify patients at risk for loss to follow-up
- Acquiring MediCal results in patients departing the SRFCP, and as such MediCal status is an important part of assessing lab completion status
- Patients may benefit from assistance scheduling Quest appointments
- Reducing repeated needlesticks could improve patient satisfaction with the UCSD SRFCP lab draw process