

LEAHY TRIBUNE

EDITED BY FARRAH QADRI

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THE EDWARD R. LEAHY CENTER

...is dedicated to the dual purpose of identifying and meeting the health and wellness needs of underserved individuals in the greater Scranton community while providing a place where faculty guide students in a practical educational experience.

CECILIA STRAUCH REFLECTS ON 4 YEARS OF VOLUNTEERING AT THE LEAHY CENTER

I began volunteering at the Leahy Center soon after entering my freshman year here at Scranton. Initially intrigued by its health care setting and the chance to practice my Spanish, I've come to take part in many aspects beyond just the Clinic. Apart from office work and interpreting during clinic hours, I've helped out at the Food Pantry and contributed during the past year as a member of the Student Advisory Board. Last spring I was also fortunate to chance upon the group called Peacemakers, whose mentors and young mentees learn a lot

from one another during their time together.

Some of the things I'm grateful about Leahy Center are the greater respect it has instilled in me for all kinds of people, along with a broader perspective of the challenges faced by the people we serve. I remember one encounter with a woman at the Food Pantry who expressed her sincere gratitude to me—for putting rolls of toilet paper in her bag. Something as simple as toilet paper, or bridging a language barrier, offering relief from symptoms that might not be found elsewhere due to legal status, or providing a safe

environment for kids to have some positive influence in their lives for at least a few hours out the week—Leahy brings these basic needs to the fore while bringing all its volunteers, including me, down to earth about the priority of community.

In the year to come, I will be sent out through the Jesuit Volunteer Corps to work at clinic in Milwaukee, WI, that I'm happy to say shares the mission of the Leahy Center in serving the more marginalized sector of their community. There I hope to apply and expand on the values that I've learned at Leahy.

VOLUNTEER SPOTLIGHT

By: Farrah Qadri



Junior **David Velez** of Long Beach, NY is a Biochemistry, Cellular & Molecular Biology major with a Theology and Religious Studies minor at the University of Scranton. David began volunteering as a Spanish-speaking interpreter in 2014 and continues to provide outstanding translational services to patients at the Leahy Clinic every week. Additionally, David also oversees scheduling for all of the interpreters, develops workshops to teach them new skills about Spanish medical terminology and serves as the Director of Translation on the Leahy Student Advisory Board. Through his experiences as a Spanish interpreter, he has gained valuable insight on the importance of developing human connections with patients and the role of cultural competence in the healthcare field. Next year, he will serve as the Diversity Chair

for the Health Professions Organization, where he will share his experiences with other students interested in the healthcare field.

David's combined interests of cultural competency and science have motivated him to pursue competitive opportunities in research at some of the nation's leading medical colleges. Through his studies as a Biochemistry, Cellular & Molecular Biology major and lived experiences of having family members afflicted with cancer, he was drawn to understanding cancer at the cellular level. David currently studies cancer metabolism with faculty member Timothy Foley, PhD at the University. Last summer he completed a program at Dartmouth Geisel School of Medicine, where he studied cancer cells.

This upcoming summer, David will have the opportunity to develop his skills in both of his passions at the Weill Cornell Medical College Traveler's Undergraduate Research Fellowship. The program will allow him to work at Rockefeller University, Sloan Kettering Memorial Hospital and medical laboratories at Cornell. The program has a special focus on

urban medicine, providing enrichment in cultural competency.

David has been instrumental in providing outstanding care for the patients at the clinic; however, he states that he feels grateful for the blessings that the clinic and being able to work with the community has given him.

PATIENTS RATE LEAHY CLINIC HIGHLY

Masters of Health Administration students asked patients to rate their experiences at the clinic. Overall, each category individually earned above a **90% satisfaction**. Most notably, 97% of patients rated quality of service above average. Surveys will be evaluated in order to understand how to improve the clinic; volunteers and staff of the clinic are eager to continue to give their best efforts towards serving the community.

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*"The hours I have spent chatting with patients and understanding their symptoms has helped me realize the **complexity of treating a patient**. Not only are patients struggling with physical ailments, but possibly depression, tough economic times or relationship issues. **No patient is alike**... I am privileged to communicate with non-English speakers and interpret their words for medical professionals." –David Velez*

PROVIDERS GAIN OPPORTUNITY TO LEARN AND TEACH AT LEAHY CLINIC

At first glance, the Leahy Clinic appears to be just another free medical clinic. However, in addition to the incredible services it provides for the patients, the clinic is a giant classroom.

Cristen Walker, MSN, CRNP and faculty specialist in Nursing, rarely has a spare moment during clinic. When she's not attending to a patient as a practitioner, she's presiding over a group of rotating nursing students. With a meticulous eye, Cristen examines each note and guides her senior students on how to proceed next. She states that the clinic offers her students, most of which have only been exposed to hospital environments, the experience of gaining the organizational skills required to work in a primary care setting. Moreover, the diverse background of the patients is "eye-opening" for the students, who may have never yet realized the challenges of having no income or insurance.

After volunteering at Leahy as a nurse practitioner, Walker admits that in addition to providing her services to the community, there's a sort of "selfishness," behind it. "Now that I've been doing it for so long, I just can't walk away. It keeps

me current as a nurse practitioner, and I just feel really, really good about myself after I finish," Walker said.



Another stand out person at the clinic, Kellia Giambrone '15, is a first year Graduate student in the Masters of Health Administration program. Kellia has held many roles at the clinic. She began as an office volunteer, but eventually became trained in intake, discharge, the electronic medical record system (EMR) and eventually, as a scribe. "The only thing I haven't done here is interpret," Giambrone said, and then laughingly, "...but I have been picking up some Spanish."

Giambrone, now a work-study student of the center, has been a major asset during the clinic's transition to the EMR system. After becoming trained as a scribe, who has the responsibility of bridging the provider and the EMR system, Kellia developed a

training course for future scribes. She now also instructs providers and other staff how to navigate the EMR.

Giambrone has high hopes for the future of the program. "I want this to be a high-caliber, competitive program," Giambrone stated.

The program is well on its way toward this goal; there are now over a dozen scribes at the center. As Scribes, volunteers gain pertinent health care exposure and also have the unique experience of being able to sit with providers. As an avid learner, and now teacher, Giambrone loves this aspect of being a scribe. In the words of Kellia, "every day that I come in here, I want to learn something."

Below: Leahy Student Advisory Board members Jenil Shah '16 and Zachary Dyer '15 with beloved volunteer physician, Kevin McLaughlin M.D. We would like to thank him for years of commitment and service to the community, and we wish him well on his relocation to Texas.



BLESSED WITH FUNDRAISING SUCCESS

The Leahy Student Advisory Board includes two-dozen committed graduate and undergraduate students. Together, they are in charge of various roles intended to ensure that the Leahy Community Health and Family Center is the best asset to the community that it can be. In the Fall of 2015, the students were able to organize multiple fundraisers that benefited the Center.

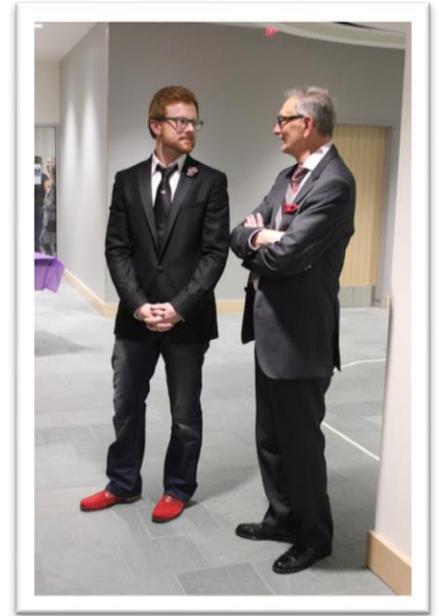
The Fashion Show on November 6, 2015 featured clothing from several local businesses, including Friedman's, Pop It! and MODISH. Student models strutted down the runway in front of friends and family who paid an admission fee for the event. Attendees were encouraged to dress up and participate in gift basket raffles. There were also performances by DJ SKinny MAtt, Max Caci, University a-cappella groups the Royal Octaves and Royal Harmony, as well as the dance team, Urban Beats.

Later in the semester, the Board catered to hungry faculty, staff and students with a Pasta Dinner at La Trattoria in Dickson City. Board members sold tickets for a ready-to-eat meal, provided by the restaurant.

Finally, on April 10th, 2016, a fundraiser at Nosh, a small plate restaurant and bar in Dickson City, took place. It featured a celebrity bartender, Father Richard Malloy, a wine pull, silent auction, gift card tree and amazing food and drinks. Members of the community had a wonderful time supporting the center on the beautiful Sunday afternoon. *(Pictured below.)*



All of the fundraisers were a large success. The events were not only able to generate funds for the clinic, but increased awareness of the Center to the community. Everyone involved is grateful for the efforts of all who planned the events and the generosity of those who supported the center.



Images of the Fashion Show provided with the generosity of the University of Scranton Photography Club.

STAFF SPOTLIGHT

In the Fall of 2015, the Leahy Center was pleased to gain a new Clinical Nurse Manager, Kirsten McIntyre. As a part-time staff member at the Leahy Clinic, she has the overall responsibility of ensuring that operations run fluidly, which includes overseeing charting, referrals from providers and even developing a policy and procedure manual.

McIntyre, who lives in Scranton with her four children and husband, is no stranger to the Scranton area. After graduating from Scranton Preparatory School, she completed her BSN at Marywood University in Nursing. McIntyre has a strong background as a cardiac intensive care unit nurse, and also received certification in School Nursing at Slippery Rock University.

After working as a substitute nurse at various schools in the area, Kirsten didn't expect to ever work in a collegiate setting. However, now that Kirsten is established at the University of Scranton, her husband's alma mater, she has a renewed interest in the same Jesuit ideals that she had been introduced to in high school. For instance, the Jesuit tradition of "men and women for and with others" especially appealed

to her in the context of working within the clinic setting. The experience of working in the clinic presents new challenges, such as navigating the language barrier.

*"Not all of us can do great things,
but we can do small things with
great love."*

-Mother Teresa

The Leahy patient population also presents a different obstacle for McIntyre, since most of the patients are uninsured. It can be a challenge to provide patients with the diagnostic and palliative treatment that they need most outside of the clinic.

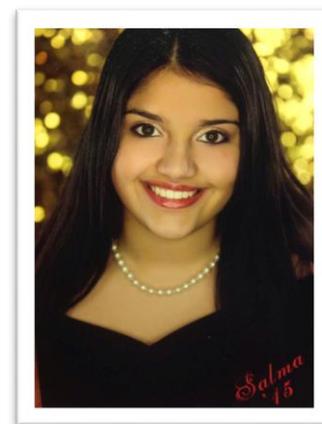
However, McIntyre does not allow this to deter her and has high hopes for her future as a member of the Center. Despite any limitations that she may have or feel, she strives to live by the words of Mother Teresa: "Not all of us can do great things, but we can do small things with great love."



Above, left to right: **Maria Vital**, MHA, **Kirsten McIntyre** BSN, CSN, and **Andrea Mantione** CRNP, are the dedicated staff members of the clinic.

SALMA AHMED: UNIVERSITY OF SUCCESS ALUMNA

Each year, a new cohort of twenty students entering high school, begin a commitment toward their social, cultural and academic growth. The University of Success provides students of underrepresented backgrounds in the Scranton area mentorship and enrichment opportunities throughout their four years of high school, followed by a two-week program at the University.



University of Success alumna Salma Ahmed recalled the program as equal part enlightening and fun. She experienced a variety of seminars, workshops and college tours with her class, as well as shared in developing new interests. Salma, now a college freshman majoring in Nutrition, earned a full ride to Marywood University. Currently at Marywood, Salma is involved in many activities such as, volunteering at Campus Ministries, from which she is a scholarship recipient. Salma credits the program in giving her the confidence and skills to excel in a wide range of disciplines and activities.

INSPIRATION FROM OUR COMMUNITY

Gemma Davis of Scranton retired from the University of Scranton last year. She started in the Development Department, then the Alumni Office, President's Office, Dean's Office, Center for Mission and Reflection, and finally for Political Science and Sociology/Criminal Justice Department as an administrative assistant. Gemma heard about the Center through her last job and began bringing clothing donations. For years, she has volunteered by ensuring efficiency during clinic hours. She keeps track of

which providers and volunteers are in the exam rooms and whether or not patients have received preventative testing in some instances.

Though she no longer works for the University, she has faithfully come to the Leahy Clinic every week as a volunteer. She says that as a Jesuit institution, it is our duty to serve as **"men and women for and with others."** Gemma is truly a tenacious spirit and an example of how we should all strive for long-term commitment to the community.

WITHOUT A SENSE OF CARING, THERE CAN BE NO SENSE OF COMMUNITY.
-ANTHONY D'ANGELO



Students of the **Physical Therapy** program are able to provide rehabilitative to the community, free of cost.



The **food pantry** is stocked with donations from the local and University community and provides families in need with staple pantry items.

Children aged 9-13 in the **Peacemaker Program** spend their time with a mentor and do fun and education activities after school.



Once a week, students of the **Counseling Master's** programs transform exam rooms into spaces for counseling sessions for the community.



Andreana Rodriguez '16 with **Maria Vital** help a family from the Scranton community kick off the Thanksgiving season with a Turkey Giveaway.