

**HOPE STREET**  
**FREE CLINIC**  
FAITH, HOPE AND LOVE

**Quality Manual**  
**Hope Street Free Clinic**

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## **1. Introduction**

### **Purpose of the Manual**

This Quality Manual aims to provide comprehensive guidelines and standards to ensure the delivery of high-quality primary care services at our free clinic. It serves as a reference for all staff, volunteers, and stakeholders to maintain consistency, safety, and effectiveness in patient care.

### **Scope of Services**

Our clinic provides primary care services to the community, focusing on preventive care, management of chronic conditions, and health education. We do not offer emergency care or radiology services.

### **Vision and Mission Statements**

**Vision:** To be an accessible and welcoming clinic embodying the teachings of Jesus Christ by offering basic, needed and important healthcare services. We envision a community where individuals can experience physical, emotional, and spiritual restoration in an atmosphere of Christian love and compassion. Our values that drive our mission are Faith, Hope and Love.

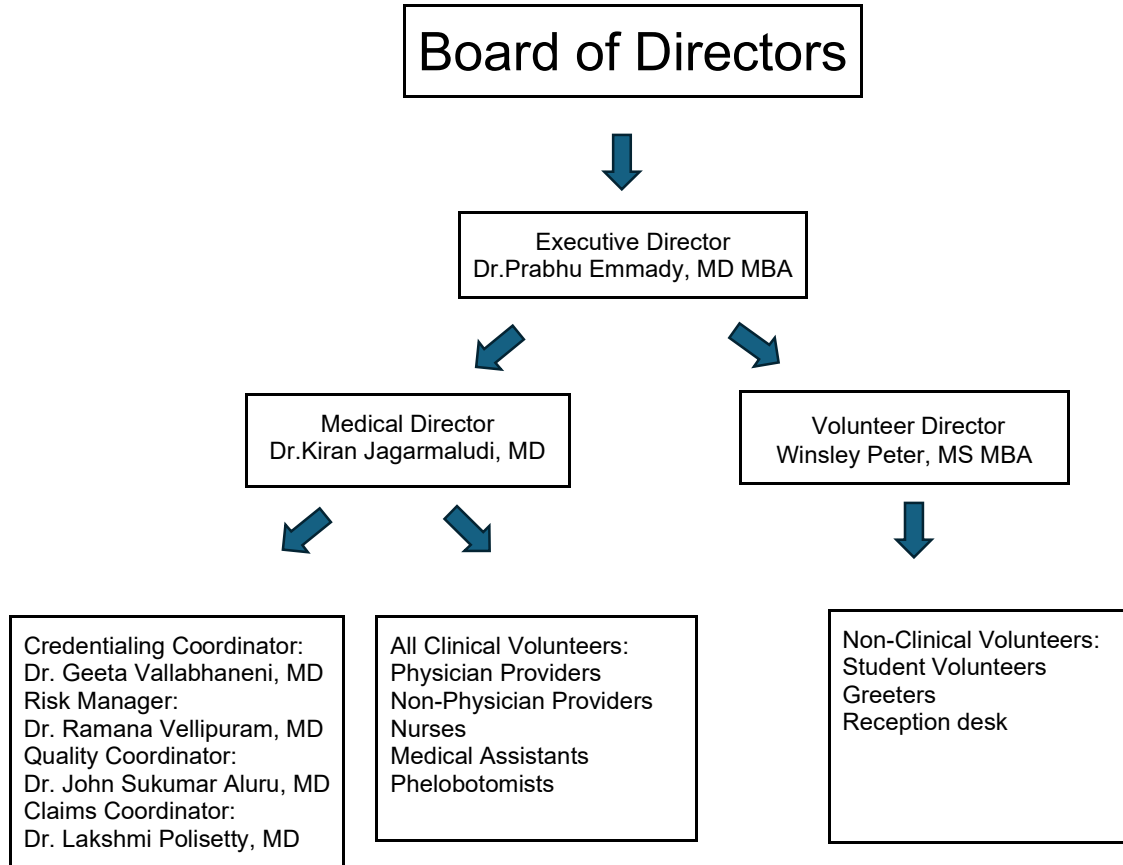
**Mission:** To provide free, compassionate and quality healthcare to all individuals, regardless of their beliefs or socio-economic status, guided by our Christian faith. Our mission is rooted in the belief that every person is valuable, created by a Sovereign God, and deserving of dignity, love, and access to basic healthcare services that promote overall well-being of the whole person.

### **Quality Policy**

Our commitment is to deliver patient-centered care that meets the highest standards of quality and safety. We strive for continuous improvement through ongoing evaluation, education, and adaptation of best practices.

## 2. Organizational Structure

# Organizational Chart



### Governance and Leadership

Our clinic is governed by a board of directors that provides strategic direction and oversight. Leadership meetings are held regularly to review clinic performance, address challenges, and plan for future improvements.

## **Roles and Responsibilities**

- **Executive Director:** Oversees all clinic operations, ensures compliance with policies, and leads quality improvement initiatives.
- **Medical Director:** Oversees all clinic operations, ensures compliance with policies, and leads quality improvement initiatives.
- **Medical Providers (Physicians, Nurse Practitioners):** Deliver primary care services, manage patient treatment plans, and ensure adherence to clinical guidelines.
- **Clinical Volunteers:** Support medical providers, perform patient intake, administer medications, and provide patient education.
- **Nonclinical Volunteers:** Help with reception, greet patients.
- **Student Volunteers:** Assist with various clinic operations under the supervision of senior volunteers.

## **3. Patient Care**

### **Patient Rights and Responsibilities**

Patients have the right to respectful, confidential, and high-quality care. They are responsible for providing accurate health information and following their care plan.

### **Patient Registration and Intake**

Patients are registered upon arrival and complete an intake form detailing their medical history and current health concerns. This process ensures that all relevant information is available for the medical provider.

### **Primary Care Services**

We offer basic medical care to include preventive care, management of chronic conditions, and health education. Services are provided based on clinical guidelines and patient needs.

### **Care Coordination**

Our clinic coordinates with external providers and community resources to ensure comprehensive care. Referrals are made for services beyond our scope, such as diagnostic testing or specialty care.

### **Referral Procedures**

Patients requiring services not offered by our clinic are referred to appropriate facilities.

## **4. Quality Improvement**

### **Quality Improvement Plan**

Our plan outlines the goals, objectives, and strategies for continuous quality improvement. We regularly review performance data and patient feedback to identify areas for improvement.

### **Patient Satisfaction Surveys**

Surveys are conducted to gather patients' feedback on their experience at our clinic. This information is used to enhance service delivery and address any concerns.

### **Incident Reporting and Management**

We have a system for reporting and managing incidents, including adverse events and near misses. This helps us learn from these events and prevent future occurrences.

### **Continuous Education and Training**

Staff and volunteers receive ongoing education and training to stay current with best practices and improve their skills.

## **5. Administration**

### **Record Keeping and Documentation**

Accurate and timely documentation is maintained for all patient interactions. Records are stored securely and are accessible only to authorized personnel.

### **Scheduling and Appointment Management**

Our clinic offers registration on the website to ensure patients who arrive at our clinic are seen efficiently to minimize wait times and ensure timely care.

### **Financial Management**

We manage our finances responsibly to ensure the sustainability of our services. This includes budgeting, accounting, and fundraising activities.

### **Volunteer Management**

Volunteers are an integral part of our clinic. We provide orientation to ensure they can contribute effectively to our mission.

## **6. Compliance and Ethics**

### **Legal and Regulatory Compliance**

We comply with all relevant laws and regulations governing healthcare services. Regular audits and reviews are conducted to ensure ongoing compliance.

### **Code of Conduct**

Our code of conduct outlines the ethical standards and behaviors expected of all staff and volunteers. It promotes a culture of integrity, respect, and professionalism.

### **Ethical Practices**

We are committed to ethical practices in all aspects of our operations. This includes patient care, research, and interactions with stakeholders.