

Project Goals

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1. Evaluate the effectiveness of patient-physician displays on patient willingness to seek care through a likert scale survey.
2. Increase patient awareness of the availability of services provided by family medicine demonstrated through in-clinic displays and pamphlet distributions of photo narratives.
3. Increase patient willingness to seek care by representing diverse identities and compassion in patient-physician interactions.



Fig 1. UCI FHC-SA, a Federally Qualified Health Center located in Santa Ana, CA

Project site: UCI Family Health Center in Santa Ana, CA (Fig 1)

Background & Methods

Narrative medicine can serve as a functional tool to encourage reflection, empathy, compassion, and human connection between patients and physicians: We hope to convey the impact these measures can have on patient care and overall experience of diverse patients, particularly those from disadvantaged, underserved communities. We intend for our photo-narratives to unveil stories and amplify voices previously unheard.

- Five student volunteers were recruited for interviewing patients and writing narratives
- One photographer was hired to take photographs of patient-physician interactions
- Surveys distributed at UCI FHC-SA prior to the mounting of narratives and photographs to gauge patient knowledge about Family Medicine
- Photo-narratives written, and booklets and pamphlets designed for future distribution at UCI-FHC as promotional material

Conclusion

- Photo-narratives are incredible outlets for shedding light on the humanistic side of medical care; particularly, they serve to individualize each person's experience to create not only a story but also an intimate framework for understanding each other
- As medicine becomes more patient-focused, narrative medicine can be further utilized to help foster more compassionate care



Fig 6. Cover of booklet created. Booklets were printed and distributed at the exhibition.

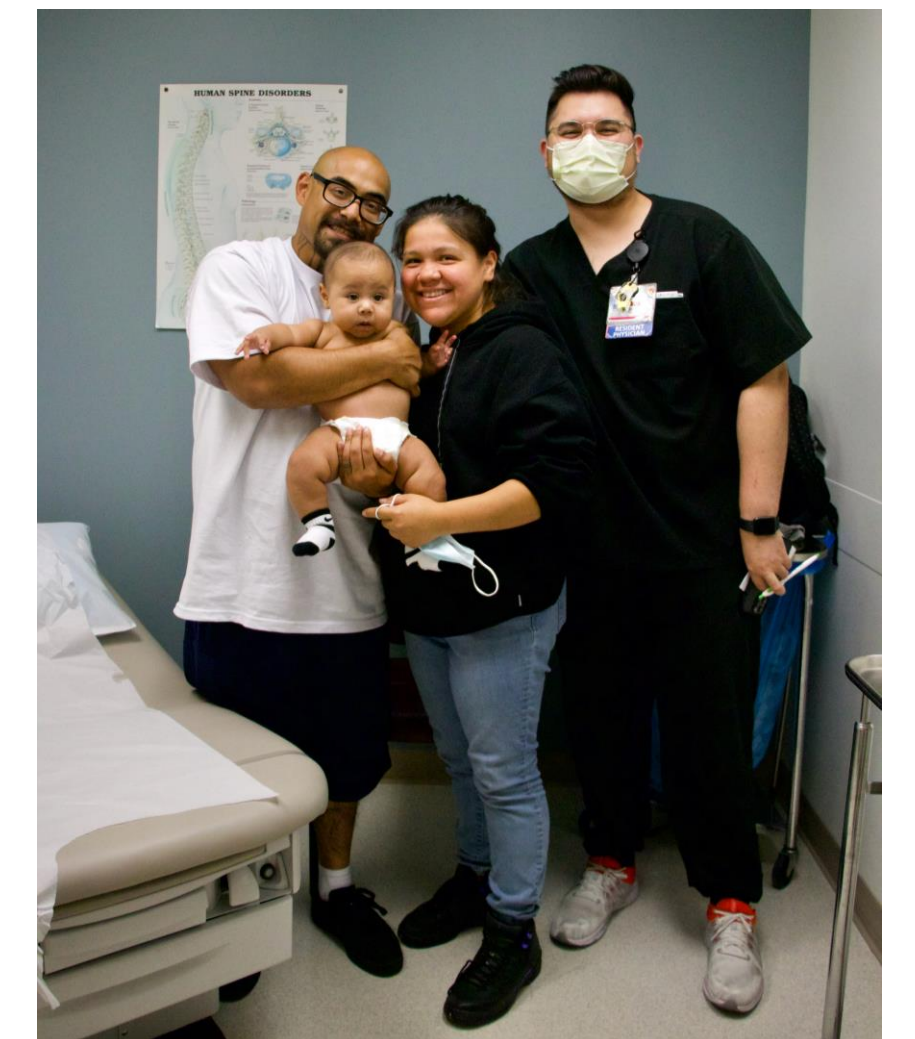


Fig 7. Photograph of Dr. Jones with his patient. Photograph was included booklet and pamphlets.

Results

- Surveys conducted at UCI FHC-SA regarding patient's understanding of family medicine (Fig. 2)
- A total of 8 narratives written about patient's experience under their family physician's care, or regarding a family physician's experience in the field (Fig. 4)
- Photographs taken of 3 model physicians while performing care (Fig. 3)
- An exhibition held showcasing all photographs and narratives (Fig. 2)



Fig 2. Word cloud generated from patient survey responses to what services they believe Family Medicine provides



Fig 4. Sample of photographs taken of patient-physician interactions. From left to right: Dr. Lynette Anderson, Dr. Shane Jones, and Dr. Anthony Nguyen. Pictures were included in booklets and pamphlets and showcased at exhibition.

Navigating Motherhood: Starting a Family With Family Medicine

With her knees bent down and a warm smile spanning across her face, Rosemary reaches her hand out to soothe her infant son, Cesar, whose eyes pan back and forth whilst her husband cradles him. Dr. Jones had just wrapped up Cesar's check-up visit, which concluded with some vaccinations that Cesar promptly fell asleep after. Since the day Dr. Jones helped deliver Cesar, Dr. Jones has been there to care for Cesar up to now for his five month check-up.

Rosemary's dedication and care for Cesar is evident even before his birth. Although her first visit to UCI-FHC was five years ago, her busy work schedule made it difficult to visit regularly. However, once she became pregnant with Cesar, she made more frequent visits as she was flagged as a high risk pregnancy due to her diabetes. Rosemary admits, "Honestly if it wasn't for him, I wouldn't have taken care of myself because I am diabetic. Before I knew I was pregnant [with] him, I wasn't checking my medicine or doing anything. Now, I make sure I'm okay because if not, I cannot take care of my son, you know?"

As a first time mother, Rosemary has been navigating and learning about pregnancy and motherhood for the first time alongside her husband. Sometimes she questions her parenting skills, "Am I doing it correctly? Am I being the mom I'm supposed to be?" As someone who works 10 hour shifts, "it's hard to be at home, like at work and away from him, especially so young. You wish you could be there and make sure they're getting what they need." Rosemary reflects on a memorable experience with a doctor at UCI FHC, "When I took Cesar in for his two months...", she pauses, taking a deep breath. She glances over at Cesar and continues, "The first three months with him were hard. Then to have [the doctor] recognize that I was doing good with him...knowing that someone recognizes what I was doing and taking care of my son." Simple acts such as words of validation can be tremendously healing and comforting, as this did for Rosemary.

From watching Rosemary's tender care for Cesar illuminate the room, Rosemary's dedication to being a great mother to Cesar is obvious. Her dedication to being the best mother she can be to Cesar revolves around taking care of his and her own health. From maintaining her own health throughout pregnancy and maternity, to bringing Cesar for his monthly check-ups at UCI FHC, family doctors like Dr. Jones have been here to help her throughout the way. "When I came here, I knew I was going to be taken care of. To this day, they stay true to their part."

Fig 5. Narrative written by Nancy Dang about Dr. Shane Jones's patient experience under his care. Narratives were printed and exhibited and are planned to be mounted on the walls of UCI-FHC.

Future Directions

- Extend photo-narrative dissemination to UCI School of Medicine and outreach to the surrounding community of UCI FHC-SA.
- Organize a walk-in exhibit at UCI FHC-SA for patients and their families to view while at the clinic.
- Mount photo-narratives onto walls of UCI FHC-SA for permanent display
- Conduct post-intervention surveys assessing patient awareness and comfortability with Family Medicine services after their exposure to photo-narrative displays and pamphlets
 - These results will be compared with pre-intervention (baseline) responses

Acknowledgments

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View our full photo-narrative publication here:



Fig 3. Exhibition held at UC Irvine Main Campus on February 27th, 2023. All photographs and narratives were printed and showcased, along with guest speeches from the model physicians, student volunteers, and project advisors.