

WESTERN CAROLINA UNIVERSITY

# Mountain Area Pro- bono Health Services



STUDENT BOARD APPLICATION

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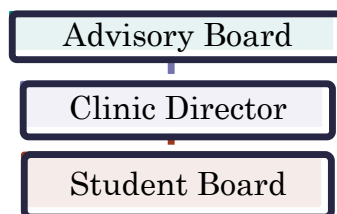
## Mission

To provide effective, pro bono physical therapy services with integrity and compassion to the underserved and underinsured population of western North Carolina. We strive to improve quality of life, health, and function of our clients, while serving the community and fostering student education.

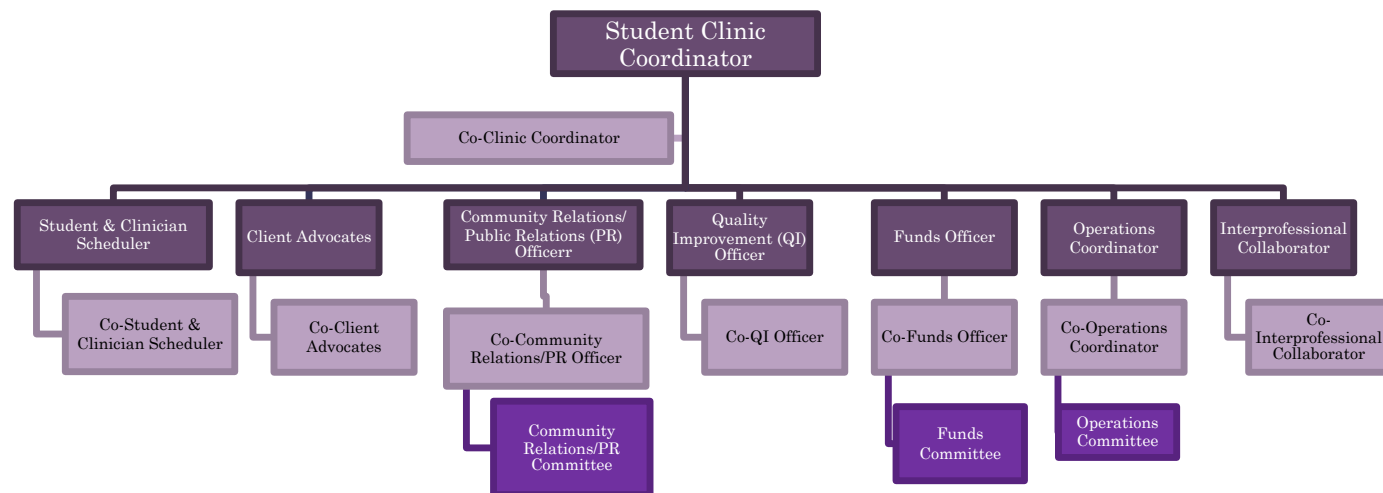
## Clinic Organization

The Advisory Board is composed of faculty and staff from Western Carolina University as well as representatives from community partners. The Advisory Board oversees the Student Board, which is directed by the Student Clinic Coordinator. Students in the spring of their second year starting January 1 through January 1 of their third year will serve in the primary positions. First year students, once appointed through January 1 of their second year will serve in the secondary (co-) positions. Certain positions have supporting committees. Committees will be composed of students from all cohorts.

MAPHealth Services structure:



Student Board Structure:



### Clinic Director –

- Ashley Hyatt, PT, DPT, NCS, Assistant Professor, Department of Physical Therapy, WCU

### Advisory board –

- Liz Anderson, MSW, DSW, LCSW, Assistant Professor, Department of Social Work, WCU
- John Carzoli, PT, DPT, OCS, Assistant Professor, Department of Physical Therapy, WCU
- Jessica Graning, PT, DPT, PCS, Assistant Professor, Department of Physical Therapy, WCU
- David Hudson, PT, DPT, PhD, Professor, Department of Physical Therapy, WCU (ex officio)
- Ashley Hyatt, PT, DPT, NCS, Assistant Professor, Department of Physical Therapy, WCU (ex officio)
- Joshua Jones, PT, DPT, OCS, DAC, Clinic Director, Harris Sports Medicine and Physical Therapy
- Douglas R. Keskula, PT, PhD, LAT, ATC, Professor, Dean, CHHS, WCU (ex officio)
- Jonathan Maddy, Director of Safety/Risk Management, WCU
- Marianne Martinez, Executive Director, Vecinos, Inc, Farmworker Health Program
- Lane Perry, PhD, Director, Center for Service Learning, WCU
- Elizabeth Wark, PT, DPT, MBA, Director of Clinical Affairs, CHHS, WCU (ex officio)
- Community representatives (to be determined)
- Student Board Clinic Coordinator (ex officio)

## Student Board Roles and Responsibilities

Position	Roles and Responsibilities
All Chairs	<ul style="list-style-type: none"> <li>• Train Co-Chairs on primary roles and responsibilities</li> </ul>
All Co-Chairs	<ul style="list-style-type: none"> <li>• Assist the responsibilities of the Chair and step into the Chair position spring semester (January 1) of his/her 2<sup>nd</sup> year</li> </ul>
Clinic Coordinator	<ul style="list-style-type: none"> <li>• Organize and conduct formal business of the Student Board</li> <li>• Serve as ex-officio member of the Advisory Board</li> <li>• Act as liaison between the Advisory Board and Student Board</li> <li>• Draft and commission new Student Board policies</li> <li>• Co-Coordinator: Coordinate the interview/selection process and mock clinic</li> </ul>
Student & Clinician Scheduler	<ul style="list-style-type: none"> <li>• Schedule/recruit supervising clinicians and student volunteers for clinic nights</li> <li>• Conduct volunteer, student, and supervising clinician orientations</li> <li>• Recruit Student Board members and record minutes for board meetings</li> <li>• Communicate with the Client Advocate to create student teams for each clinic night</li> <li>• Ensure volunteer student physical therapist and supervising clinician's records are up-to-date</li> <li>• Coordinate with faculty for class-related activities involving the clinic</li> </ul>
Client Advocate	<ul style="list-style-type: none"> <li>• Maintain client schedule</li> <li>• Communicate with clients by phone before each clinic night to confirm appointments</li> <li>• Maintain open communication with patients and referring providers through clinic e-mail, voicemail, etc.</li> <li>• Maintain client records, referrals and other personal information</li> <li>• Schedule and coordinate translators for clients as needed</li> </ul>
Community and Public Relations (PR) Officer	<ul style="list-style-type: none"> <li>• Promote the clinic to health professionals including physical therapy clinics in the region</li> <li>• Promote the clinic to students in the physical therapy program</li> <li>• Promote positive and effective relationships with the community</li> <li>• Establish, develop and maintain relationships with referral sources</li> <li>• Develop and maintain website, brochures, and other materials to promote the clinic</li> </ul>
Quality Improvement Officer	<ul style="list-style-type: none"> <li>• Record, track, and ensure accuracy of all data related to clinic operations, clients, and outcome statistics</li> <li>• Communicate pertinent statistics to other committees as needed</li> <li>• Maintain and analyze satisfaction surveys</li> <li>• Ensure ongoing practices that facilitate accurate documentation, continuity of care, and evidence-based practice as outlined in the Client Success Initiative</li> <li>• Utilize the RISE-RR model to identify areas for growth and promote continual quality improvement of client care, volunteer experience, and clinic operations.</li> </ul>
Operations Coordinator	<ul style="list-style-type: none"> <li>• Oversee clinic operation including organization of patient folders, opening/closing procedures, cleaning, safety inspections, and organization</li> <li>• Act as a liaison between student clinicians, supervising clinicians, patients, and translators</li> <li>• Work closely with Quality Improvement, Student &amp; Clinician Schedulers, and Client Advocates to ensure clinic operations run smoothly</li> <li>• Create, maintain, and have working knowledge of all nightly clinic documents, policies, and procedures</li> <li>• Facilitate chart review for student volunteers</li> <li>• Oversee clinic supplies and Durable Medical Equipment including inventory, ordering, and determining needs</li> <li>• Train and supervise crew of 8-12 office managers</li> </ul>
Funds Officer	<ul style="list-style-type: none"> <li>• Obtain donations including durable medical equipment</li> <li>• Organize, oversee, and serve as the contact point for all clinic fundraising activities</li> <li>• Seek out and pursue new opportunities for fundraising</li> <li>• Record and manage all Student Board expenses and income</li> <li>• Manage Student Board fundraising finances</li> <li>• Oversee all purchasing for the Student Board</li> <li>• Provide budget oversight while maintaining financial policies/procedures of the Student Board</li> </ul>
Inter-professional Collaborator	<ul style="list-style-type: none"> <li>• Coordinate communication between all professions involved in MAPHealth</li> <li>• Coordinate the integration of new professions</li> <li>• Serve as a liaison between the appropriate Student Board Committees and other professions involved in the clinic</li> <li>• Manage the Carolina Pro Bono Health Services Consortium</li> <li>• Communication with other HCPs</li> </ul>

**Student Board Application**

**Name:**

**Date of Application:**

**Catamount E-mail:**

**Class of:**

**Reasons that you want to be part of the student board:**

**Qualities you possess that will contribute to the success of the clinic:**

**Positions you are interested in ranked by 1-most interested in, 8-least interested in (please rank all):**  
 (If you are particularly interested in a specific position please attach a separate page with your reasons)

<b>Positions</b>	<b>Rank (1-8)</b>	<b>Reason (optional)</b>
Clinic Coordinator		
Student & Clinician Scheduler		
Client Advocate		
Community Relations/PR		
Quality Improvement Officer		
Operations Coordinator		
Funds Officer		
Interprofessional Collaborator		

- Requirements:**
- Full-time physical therapy student in good academic standing
  - Consistent demonstration of professional behavior
  - Excellent communication skills

- Minimum Expectations of Student Board Members:**
- Minimum of weekly meetings (subject to change)
  - Contribute to the development, implementation, and maintenance of policies, procedures, and other clinic services
  - Fulfill the responsibilities of the position to which you are appointed throughout the full length of your established term
  - Roles are subject to modification

I understand these requirements and agree to abide by them if appointed to the Student Board

**Please supply your resume with this application**

**Signature:**