

INTRODUCTION

One of the urgent areas of focus we identified during the needs assessment was for a robust physician recruitment plan. Some asylum seekers have been turned away from the clinic because of the difficulty recruiting physicians. It has been disappointing for the organization to have to turn down cases. Clinic directors expressed feeling like they are not meeting the needs of the community. When people are turned away, there are no other clinics in the region to which they can turn, so those asylum seekers' needs truly go unmet.

The asylum process is very challenging, particularly for people with low literacy levels. RHRI helps to address the difficulties of seeking asylum in the US by providing medical affidavits. Medical affidavits have been shown to significantly increase the likelihood that someone is granted asylum in the US by up to 50%. Through RHRI, asylum seekers can request a free medical affidavit from physician and medical student volunteers that document their trauma and torture.

COMMUNITY PARTNER

Rochester Human Rights Initiative (RHRI) is a thriving student-run free clinic for asylum seekers and refugees. The clinic is the only one in the Rochester area and also serves individuals who are detained at Batavia ICE detention center. The clinic was founded 3 years ago and has since grown rapidly, from doing 3 evaluations its first year to doing 34 in 2022. That number was impacted by the lack of volunteers, which forced some evaluations to be turned down for the first time in 2022. The growing demand highlights the vital service RHRI provides to the community.

COMMUNITY HEALTH IMPROVEMENT PROJECT

I first focused on faculty recruitment. After I drafted some templates, I reached out to new faculty private-practice primary care offices to gauge interest in volunteering with RHRI. I also used the URM primary care website to find faculty members who we had not previously contacted. I sent personalized emails to 200 faculty members, testing 4 different email options for the optimal response rate. I received several interested responses back, and then I sent new longer, more detailed e-mails to those respondents. This process helped validate the email templates I had prepared and select the email templates that had the highest response rate.

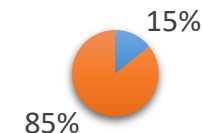
I also contacted department chairs within URM to build relationships with their faculty. As a result, there was a request for volunteers sent out to 2 departments, and RHRI will present at 3 departments' all-faculty meetings in January. I documented which faculty members in each departments have helped champion RHRI to their peers

I created a very brief questionnaire that was sent out to all RHRI volunteers (both faculty and students). This is the first survey that RHRI has ever conducted. It will provide invaluable information regarding engagement and satisfaction of those who volunteer. The data points can further help guide leadership in making changes and advancing the organization. RHRI is also working on presenting a case study on founding a student-run affidavit-centered organization, and they are eager to use the data from volunteers as one more tool to study their success.

Finally, RHRI leadership felt that one of the big barriers to recruitment was the website, which had been down for several months with critical errors, but I had been able to conquer the problems in my prior CHIC block. They asked for some updates that would make the website more appealing and have more accurate information. I was able to make some changes to the website, improve its functionality and visual appeal.

- **4+** increase in faculty volunteers
- **~8** new clients served yearly as a result
- **3** re-established departmental relationships

How satisfied are you with your volunteer experiences with RHRI?



■ Satisfied ■ Very satisfied

CONCLUSIONS

From the survey, it seems that volunteers are very satisfied with their volunteering experience. The survey can be replicated on a yearly basis or as needed to ensure RHRI is meeting the needs of volunteers.

By recruiting more physicians, RHRI will be able to grow and continue to work to meet the needs of asylum seekers in Rochester. Furthermore, the templates will serve to recruit more volunteers as demand requires.

The updated website will also serve to recruit volunteers and present RHRI as a professional organization that can meet the needs of our asylum seeker clients, allowing RHRI to continue to work to meet the needs of the community.

IMPACT AND SUSTAINABILITY

The templates I created are designed to be used as needed to recruit more physicians, as well as to improve the relationships formed with various department heads. A timeline is included in the toolkit to build a yearly cycle of recruitment. The templates and timeline can all be freely edited by current and future leadership, allowing the project to continue after I graduate.

The survey I conducted was the first opportunity for RHRI to gather general feedback. I set up a Survey Monkey account for RHRI and included that same survey as a template for RHRI to continue to gather feedback.