








A vision clinic was held on Sunday, April 23rd, the first in District 4C-6
The summary below is intended as a guide and a persuasion for repeat occurrences

1) Flyers Used

<p>GRATIS</p> <p>Clinica de ojos</p> <p>Domingo, 23 de Abril, 2023 (9:00 a.m. to 5:00 p.m.)</p> <p>Ubicado en St. John Vianney Centro Comunitario, 4602 Hyland Avenue, San Jose</p>  <p>Servicios incluyen:</p> <ul style="list-style-type: none">• Consulta con un optómetra• Examen de visión & Glaucoma• Anteojos reciclados• Otros servicios de ojos <p>NO SE REQUIERE SEGURO MEDICAL O DOCUMENTACION</p>	<p>FREE</p> <p>Eye Clinic</p> <p>Sunday, April 23, 2023 (9:00 a.m. to 5:00 p.m.)</p> <p>Located at St. John Vianney Community Center, 4602 Hyland Avenue, San Jose</p>  <p>Services Include:</p> <ul style="list-style-type: none">• Eye Doctor Consultation• Vision & Glaucoma testing• Recycled Eyeglasses• Other eye-related services <p>NO MEDICAL INSURANCE OR DOCUMENTATION REQUIRED</p>	<p>Para Unete:</p> <ul style="list-style-type: none">• Elija 9, 10, 11 aM, 12, 1, 2, 3, 4 pM• Envia un mensaje de texto con nombre de pila, número de pacientes, hora del día al (408) 596-3692 <p>To Sign Up:</p> <ul style="list-style-type: none">• Choose a time from 9, 10, 11 AM, 12, 1, 2, 3, 4 PM• Send a text containing First Name, number of patients, hour of the day to (408) 596-3692 <p>Patrocinado por el Cupertino De Anza Lions Club Sponsored by Cupertino De Anza Lions Club (A 501(c)(3) Non-profit Organization) and by Lions in Sight</p> 
 <p>Khám Mắt MIỄN PHÍ</p>   <p>Chủ Nhật, 23 tháng Tư, năm 2023</p> <p>Tại St. John Vianney Community Center, 4602 Hyland Avenue, San Jose</p> <p>Dịch Vụ Gồm Có</p> <p>Tham khảo với Bác sĩ Nhãn Khoa, Khám mắt và đo nhãn áp, Mắt kính tái chế, Các dịch vụ khác về mắt</p> <p>KHÔNG CẦN GIẤY TỜ HAY BẢO HIỂM GÌ CẢ Đề ghi tên:</p> <p>Lựa một giờ từ 9, 10, 11 sáng, 12, 1, 2, 3, 4 chiều</p> <p>Gửi một text đến số (408) 596-3692 cho biết tên, bao nhiêu bệnh nhân, giờ muốn đến</p> <p>Do sự đỡ đầu của Cupertino De Anza Lions Club</p>		

2) Clinic Form

Registration Nbr: _____ <i>Número de registro</i>		DATE: April 23rd 2023
Name: _____ <i>Nombre</i>		Gender: M / F <i>Genero:</i>
Year of Birth: _____ <i>Año de nacimiento</i>		Occupation: _____ <i>Ocupación</i>
Address: _____ <i>Dirección</i>		
Major Complaint: _____ <i>Queja de salud</i>		
I. History:		
Distance Vision:	Good / Bueno	Poor / Pobre (Visión a distancia)
Near Vision:	Good / Bueno	Poor / Pobre (Cerca de Vision)
Comfort	Good / Bueno	Poor / Pobre (Comodidad)
Diabetes	Yes / Si	No (Diabetes)
Hypertension	Yes / Si	No (Hipertension)
Glaucoma	Yes / Si	No (Glaucoma)
Family History: _____		
II. Retinoscopy (Camera)	IV. DOCTOR REPORT	
OD: _____	Prescription:	
OS: _____	OD: _____	
PD: _____	OS: _____	
Camera Report _____	ADD: _____	
III. Tonometer		
OD: _____		
OS: _____		
V. NEXT STATION: D / Z / R		
VI. ZENNI: Frame Width: _____ Style: _____ Color: _____		
email: _____		

Lions Referral

Reason:

Astigmatism:	OD	OS	OU
Cataract:	OD	OS	OU
Conjunctivitis:	OD	OS	OU
Cornea:	OD	OS	OU
Glaucoma:	OD	OS	OU
TA:	OD	OS	OU
Diabetic Retinopathy:	OD	OS	OU
Other:	OD	OS	OU

Comments: _____

3) Registration Database

a. Storage

- i. Excel Spreadsheet on Google Drive

b. Data Collection

- i. Text number on flyer to Google Voice, email generated

c. Format

<u>Number</u>	<u>Time</u>	<u>Name</u>	<u># Patients</u>	<u>Checked In?</u>	<u>Phone Number</u>
2012792200	9:00 AM	Norma	1		201-279-2200

4) List of Doctors and Technicians

Doctors: Richard Tom Judy Lee Thuy-Tran Nguyen Karen Yuan
 Leanne Nguyen Sandy Chen Fariba Lessani Debbie McBride
 Sue Gordon Minh Le Arun Raj Minh Le Art Low

Technicians: Alicia Ortega Lucie Mueller Jan McClure Pam Berry
 Jim Isaacson Gayle Kludt Swan Hsieh Graham Forder
 Larry Hidalgo Josie Andres Dan Andres

5) List of Partners

- a. Cupertino De Anza Lions Budget, Team Members
- b. St John Vianney Parish Community Center, Publicity, Patients
- c. Lions in Sight Eyeglasses, Tools, VSP Coupons
- d. Lions Eye Foundation Referrals for ongoing treatment
- e. Mexican Consulate Sourcing Patients
- f. Vietnamese American Svc Ctr Sourcing Patients
- g. District 4C-6 Provision of Global Services Coordinator
and District Sight Conservation Officer
- h. District 4C-6 Lions Clubs Volunteers
- i. Zenni Optical Coupons for new glasses (Eleanor Britte)
- j. Safeway, Raleys, Smart & Final Gift Cards
- k. Panera Bread Most of the food items donated

6) List of Associates for Flyer Distribution

Garner Health Ctr, Comm. Health Partnership, Indian Health Ctr, RotoCare, School Health Clinics of Santa Clara County, Franklin-McKinly Neighborhood Health Clinic, San Jose High Neighborhood Health Clinic, Luther Burbank School District, Overfelt High School, Valley Health, Vista Ctr for the Blind, Bay Area Community Health, Salvation Army, Martha's Kitchen, Sacred Heart, Second Harvest, Boccardo Intake Center, Life Moves, Alum Rock USD, East Valley School, East Foothills School, Grant Elementary School, Empire Garden School, Luther Burbank School, Lyndale School ARSD

7) Volunteers (Lions Clubs)

San Martin, San Jose Los Amigos, San Jose Almaden Super, Sunnyvale Host, San Jose Campbell West San Jose, San Jose Willow Glen, San Jose Scales of Justice, San Jose Sampaguita, Cupertino De Anza, Freedom, San Jose Friendship Golfers

8) Budget

<u>Expense</u>	<u>Amount</u>
Donation for Hall and Facilities	\$700.00
Printing and Stationery	\$1,020.00
Mass Texting	\$100.00
Signage	\$300.00
Video Camera rental	\$100.00
Total	\$2,220.00

9) Timing, Cost and Hours Worked

- a. Average doctor consultation **7 minutes**
- b. Average cost per patient: **\$6.36**
- c. Estimated hours spent by team – planning and preparation **800** (note)
- d. Total volunteer hours spent on the day of: **810**

Note: The hours spent could easily be reduced by 50% by implementing a registration web page and using all marketing intelligence gained to date.

10) People Flow

Registration → Spot Vision → Glaucoma Test → Doctor → Dispensary or Zenni and / or Referral

11) Learnings

The registration process was labor intensive and needs to be changed.

ACTION: I suggest that the flyer contains a QR Code and the actual printed url of a sign up web page. The patient would go there to sign up. First Name, Telephone Number, appointment time, number of patients.

The percentage of no shows was over 50%, although reminders were sent

ACTION: Allow for 40% no show, accepting that we will get some “walk ins”

We were unable to prevent some registration requests after we were fully booked

ACTION: Take down website

There was a long line waiting to see doctors

ACTION: Allow volunteers to take load off doctors, where possible – Spot Vision Cameras, Lensometers cameras and read prescriptions from patients’ glasses using lensometers.

ACTION: Revise the average time per patient. Estimated average was 5 minutes, the actual was 7 minutes

WiFi was unavailable on the day

ACTION: If a future venue does not have WiFi , a temporary local service must be made available for Zenni

Flow management was not ideal

ACTION: Establish a sequence number that is written onto the clinic form at Registration

Laptops ran out of charge

ACTION: Zenni station must be placed near a power source

Pupil distance rulers were not sanitized

ACTION: Bring sanitized wipes in future

Because we reached our estimated number of patients 2 weeks before the event, 250 patients did not get seen

ACTION: Use their telephone numbers in an early notification of the next clinic.

12) Conclusions

Using this summary information and all the source material and documentation available, repeats of this event could be put on at significantly less cost and effort than shown above. We Lions are excellent at using continuous improvement to decrease cost and effort, increase efficiency and service.

I would be happy to act as a consultant, at least for the first repetition.