

Baylor College of Medicine -  
Patient Discharge Initiative  
Constitution



PATIENT DISCHARGE  
— INITIATIVE —

Last Revised August 2019

## **I. Identification & Purpose**

**A. Name:** The official name of this organization shall be “Baylor College of Medicine – Patient Discharge Initiative.” Whenever possible, the name shall be typeset obliquely. The official abbreviation for the organization is “BCM-PDI”.

**B. Purpose:** The Rice University Chapter of the Patient Discharge Initiative is a student-run patient discharge service in the emergency center of Ben Taub Hospital. The program is dedicated to reducing the rate of re-hospitalizations of patients who visit the emergency center for medical care and improving the post-hospital quality of life of patients by targeting various social determinants of health such as medical financial assistance through government initiatives and other avenues already in-place, career development, nutrition, and housing. We also aim to allow collegiate students to gain clinical experience by interacting with an underserved patient population, to participate in community service in the local Houston area, to provide a forum for students to grow from and discuss their patient experiences to provide better care, and to gain a deeper understanding of the intricacies in the maintenance of health and a possible structure of preventative health care.

**C. Goals:** The Rice University Chapter of the Patient Discharge Initiative shall:

- Serve as a platform for students to engage in direct patient discharge planning
- Increase prescription medication comprehension
- Improve patient access to healthcare by targeting social determinants of health
- Provide important social and medical resources to the Houston underserved patient population
- Ensure appropriate follow-up appointments with primary care physicians
- Promote awareness and discussion of healthcare issues faced by underserved populations
- Work to implement new resources and continuing education to its members

**II. Date of Last Revision:** The last updates to the constitution were made on August 28th, 2019.

**III. Outline of Basic Structure of the Organization:** The basic organizational structure of BCM-PDI is as following. There are 3 classes of membership: shift leaders, committee chairs, and regular members. In addition, we have medical affiliations with physicians and medical students at Baylor College of Medicine. The Executive Board that runs the club and is in charge of all regular members

shall consist of:

- a. **President(s):** 1-2 members in-charge of all committee chairs, shift leaders, and general members.
- b. **Committee Chairs:** In-charge of all of their committee members who are part of the Executive Board. This includes the Chairs of Volunteer Management, Volunteer Recruiting, Treasurer/Grants, Patient/Volunteer Education, Resource Management, Quality Improvement and Internal/External Community Outreach.
- c. **Executive Board/Shift Leaders:** This includes all shift leaders who are in-charge of all of their shift members and responsible for the roles of the committee they are assigned to.

Affiliations consist of:

- a. **Medical affiliates:** This includes physicians who have taken the role as a medical mentor, deemed by the Executive Board, and a medical student(s) liaison at Baylor College of Medicine, deemed by the Executive Board.
- b. **Population Health affiliates:** This includes employees of the Harris Health Population Health department who have taken the role of facilitating the partnership between the organization and Harris Health, deemed by the Executive Board.

#### **IV. Membership:**

1. All members of the Rice community are eligible to become members of this organization if chosen after application. Faculty, staff, graduate students, and other interested Houston area or Rice University community members may become regular members.
  - Per Student Association standards, 51% of the organization will be composed of Rice University undergraduate students at all times.
2. Membership is conferred based on successful completion and selection from a holistic review of a written application and subsequent interview with current BCM-PDI board members.
3. There will be a small annual due for the coverage of uniform fees, which can be waived at the discretion of the Presidents. This due will not be mandatory for participation in the club.
4. There are 4 classes of membership: shift leaders, committee chairs, committee members, and regular members.
  - Only shift leaders may become Committee Chairs.
  - Members must be active for one full semester before they may be promoted to shift leaders.

- Members must be active for one full semester before they may apply to become a committee member.
- 5. Affiliates will be considered an integral portion of this organization. Affiliation status will be conferred by majority decision by the Executive Board.
- 6. If the board deems a member's professional behavior has been grounds for ejection or the member violates the current Attendance Policy (typically three strikes OR violation of attendance policy OR any major infraction of the constitution or best practices of the organization OR any malicious intent OR any defamation of the organization or any of its members), the case will be brought up to the Committee Chairs. If a majority agrees with the removal, the member will be removed from the club. The member shall be notified of the officers' decision in writing within 48 hours.
- 7. **Attendance Policy:** All members are expected to attend their assigned weekly shift and any mandatory events (trainings, club meetings, etc.) unless the member emails the presidents at least 24 hours before the event and received approval for their absence. Members will receive three strikes for missing shifts before being removed from the organization. A strike is given when the member fails to attend their weekly shift without making up the shift or getting approval from their shift leader. The first strike will be followed by a warning. The second strike will be followed by a second warning and a discussion with the Presidents. The third strike will be followed by disciplinary action or removal from the organization at the discretion of the Presidents.

**V. Officers:** General officers run the entire club on an everyday basis. General officers are not limited to the duties and responsibilities defined here and are required to take a well-rounded approach to their respective positions. Officers may interchange responsibilities to suit their strengths and preferences. Officers may create committees and recruit members as necessary to help fulfill their responsibilities. The Executive Board consists of all shift leaders whom must strive to attend each meeting. The Executive Board has complete authority over the Rice University Chapter of the Patient Discharge Initiative.

a. Officers Definition

1. Duties and Responsibilities of the President(s):

- a. Expected to attend all Executive Board meetings and Committee meetings unless has prior commitments
- b. Communicate and collaborate with all Executive Board members

- c. Volunteer for a minimum of one shift per week
  - d. Supervise and delegate all tasks given to the Executive Board members
  - e. Maintain regular check-ups with Executive Board members to ensure they are completing their assigned tasks
  - f. Assist in the training sessions
  - g. Helps maintain the organization's official website, [pdi.rice.edu](http://pdi.rice.edu) with collaboration of Resources/Pt. Education Committee
  - h. Review the volunteer and shift leader applications
  - i. Maintain the list-serv
  - j. Communicate with the faculty sponsor(s), Student Activities Office, and other campus offices
  - k. Assist with tasks of other members as needed.
  - l. Research and implement new services for patients.
  - m. Communicate with Ben Taub, BCM faculty, BCM medical students, and all off-site individuals
  - n. Be in charge of overseeing the activities of all other board members
  - o. Have the discretion to remove any member or board member if presented with enough evidence for removal (typically three strikes OR violation of attendance policy OR any major infraction of the constitution or best practices of the organization OR any malicious intent OR any defamation of the organization or any of its members)
  - p. Review Constitution at the beginning of each academic year to ensure all policies are up to date and enforced
2. Duties and Responsibilities of the Treasurer:
- a. Expected to attend all Executive Board meetings and Committee meetings. If there is an emergency or prior commitment, they must inform the President(s) 24 hrs before the meeting. Multiple unexcused absences (2 per semester) will be grounds for removal from position.
  - b. Volunteer for at minimum one shift per week
  - c. Maintain accurate financial records and budget for the organization.
  - d. Fundraise for the organization as needed
  - e. Explore grants and other financial sources for the club and apply to said sources of funds

- f. Attend the “treasurer training” course required by Rice University
  - g. Oversee use of the p-card and ensure proper documentation is followed according to Rice Student Center guidelines
  - h. Have an up-to-date balance sheet of organization budget at Executive Board and Committee Head meetings to provide as a reference for decisions made
  - i. Assist with tasks of other members as needed
3. Duties and Responsibilities of the Volunteer Management Chair:
- a. Expected to attend all Executive Board meetings and Committee meetings. If there is an emergency or prior commitment, they must inform the President(s) 24 hrs before the meeting. Multiple unexcused absences (2 per semester) will be grounds for removal from position.
  - b. Communicate and collaborate with all Executive Board members
  - c. Volunteer for at minimum one shift per week.
  - d. Assign shift leaders and volunteers to available shifts
  - e. Communicate changes in expectations or policy from Ben Taub both in writing and orally to all shift leaders and shift members one full week in advance.
  - f. Maintain a record of attendance of all shift leaders and members
  - g. Maintain accurate and appropriate records of work performed during shifts through shift reflection form
  - h. Resolve any conflicts whether scheduling or behavioral between shift leaders and shift members.
  - i. Work with hospital volunteer coordinators in scheduling volunteer training and shifts
  - j. Inform Presidents in writing of any member who is in violation of the shift Attendance Policy (IV.8)
  - k. Assist with tasks of other members as needed
4. Duties and Responsibilities of the Volunteer Recruiting Chair:
- a. Expected to attend all Executive Board meetings and Committee meetings. If there is an emergency or prior commitment, they must inform the President(s) 24 hrs before the meeting. Multiple unexcused absences (2 per semester) will be grounds for removal from position.
  - b. Communicate and collaborate with all Executive Board

members

- c. Advertise for upcoming events and potential volunteer recruits
  - d. Book rooms for interviews and information sessions
  - e. Create the volunteer application in collaboration with Presidents
  - f. Organize volunteer application reviews and interviews
  - g. Volunteer for a minimum of one shift per week
  - h. Organize the club's participation at informational sessions and club fairs
  - i. Manage and respond appropriately to messages sent to the [bcm.pdi.apply@gmail.com](mailto:bcm.pdi.apply@gmail.com) email
  - j. Assist with tasks of other members as needed
5. Duties and Responsibilities of the Patient/Volunteer Education Chair:
- a. Expected to attend all Executive Board meetings and Committee meetings. If there is an emergency or prior commitment, they must inform the President(s) 24 hrs before the meeting. Multiple unexcused absences (2 per semester) will be grounds for removal from position.
  - b. Communicate and collaborate with all Executive Board members
  - c. Develop volunteer training material with the President for new and continuing volunteers
  - d. Volunteer for a minimum of one shift per week.
  - e. Coordinate the training of new volunteers and training of any volunteers that need to be retrained
  - f. Send monthly newsletter through listserv to inform all club members of current projects and activities and ways to engage with the organization
  - g. Explore domains for patient education and develop materials necessary to address these domains
  - h. Ensure pdi.rice.edu website is accessible and readable by Ben Taub patient population
  - i. Assist with tasks of other members as needed
6. Duties and Responsibilities of the Resource Management Chair:
- a. Expected to attend all Executive Board meetings and Committee meetings. If there is an emergency or prior commitment, they must inform the President(s) 24 hrs before

the meeting. Multiple unexcused absences (2 per semester) will be grounds for removal from position.

- b. Communicate and collaborate with all Executive Board members
  - c. Volunteer for a minimum of one shift per week
  - d. In-charge of keeping up with any updates to any resources given out to patients
  - e. Develop new resources that may be given out to patients that address high areas of need
  - f. Communicate with Harris Health Patient Education Committee to get new resources approved and ensure current resources follow guidelines provided by the Committee
  - g. Make sure that all resources are fully-stocked at Ben Taub and that new master copies are made or resources brought in from outside sources if needed
  - h. Assist with tasks of other members as needed
7. Duties and Responsibilities of Expansion Chair
- a. Expected to attend all Executive Board meetings and Committee meetings. If there is an emergency or prior commitment, they must inform the President(s) 24 hrs before the meeting. Multiple unexcused absences (2 per semester) will be grounds for removal from position.
  - b. Communicate and collaborate with all Executive Board members
  - c. Volunteer for a minimum of one shift per week
  - d. Advocate for the adoption of evidence-based practice to assist vulnerable populations by addressing Social Determinants of Health
  - e. Create partnerships with education, research, or clinical institutions to expand the reach of the PDI model
  - f. Assist with tasks of other members as needed
8. Duties and Responsibilities of Internal Community Outreach Chair
- a. Expected to attend all Executive Board meetings and Committee meetings. If there is an emergency or prior commitment, they must inform the President(s) 24 hrs before the meeting. Multiple unexcused absences (2 per semester) will be grounds for removal from position.
  - b. Communicate and collaborate with all Executive Board

members

- c. Volunteer for a minimum of one shift per week
  - d.
  - e. Assist with tasks of other members as needed
9. Duties and Responsibilities of External Community Outreach Chair
- a. Expected to attend all Executive Board meetings and Committee meetings. If there is an emergency or prior commitment, they must inform the President(s) 24 hrs before the meeting. Multiple unexcused absences (2 per semester) will be grounds for removal from position.
  - b. Communicate and collaborate with all Executive Board members
  - c. Volunteer for a minimum of one shift per week
  - d. Educate members of the Houston & Rice community on issues relevant to the mission of PDI
  - e. Organize events and activities to allow members of the Houston and Rice community to interact with community-based resources, stakeholders and experts in the community
  - f. Assist with tasks of other members as needed
10. Duties and Responsibilities of Research Chair
- a. Expected to attend all Executive Board meetings and Committee meetings. If there is an emergency or prior commitment, they must inform the President(s) 24 hrs before the meeting. Multiple unexcused absences (2 per semester) will be grounds for removal from position.
  - b. Communicate and collaborate with all Executive Board members
  - c. Volunteer for a minimum of one shift per week
  - d. Pursue projects that contribute to the existing literature and knowledge base of interventions that improve the health of vulnerable populations by targeting Social Determinants of Health (SDH)
  - e. Use research findings to inform the PDI model and ensure evidence-based practices are being employed by volunteers
  - f. Ensure all institutional and ethical policies are followed in the conduction of research
  - g. Seek out opportunities to share findings with the broader community to further the understanding of SDH interventions

h. Assist with tasks of other members as needed

11. Duties and Responsibilities of the Shift Leader:

- a. All Shift Leaders are expected to attend all Executive Board meetings and Committee meetings. If there is an emergency or prior commitment, they must inform the President(s) or Committee Chair 24 hrs before the meeting. Multiple unexcused absences (2 per semester) will be grounds for removal from position.
- b. Be involved in at least one committee and take on tasks that support the assigned committee
- c. Communicate and collaborate with all Executive Board members
- d. Volunteer for a minimum of one shift per week
- e. Ensure that members assigned to them are trained according to protocol set by the Executive Board, hospital, and Harris County Hospital District
- f. Leave Rice campus at least fifteen minutes prior to each shift at the hospital to make preparations for the upcoming shift and to meet pertinent hospital personnel
- g. Stay fifteen minutes after each shift if needed to return areas used by members back to their normal function and to debrief any pertinent hospital personnel.
- h. Should introduce all shift members to pertinent hospital personnel
- i. Be available to assist and manage all shift members with their volunteer duties by providing appropriate feedback on patient interactions and other activities
- j. Keep attendance of shift members and report this to the Volunteer Management Chair
- k. Foster open communication between shift members to assess the shift's quality and to allow member to share their experiences
- l. Maintain a ready stack of materials to run a shift successfully
  - i. Report missing resources to Resource Management Chair
- m. Report shift member dress code violations, behavioral violations, or Rice University violations.
- n. Leave all patient information in the secured Volunteer Office and will never allow themselves or a shift member to take

patient information from this secure area out

- o. Report any scheduling conflicts of shift members.
- p. Coordinate with other shift leaders and the Executive Board to reassign shifts
- q. Maintain accurate patient records to document work performed during shift
- r. Must submit in writing a request to cancel, switch, or modify a shift twenty-four hours in advance except due to emergency
- s. Be responsible for any other club needs that may be delegated by the President
- t. Be responsible for any ethical, legal, or otherwise issues that occur with themselves or their shift members immediately before, during, and immediately after their designated volunteer shift at the hospital.
- u. Follow all shift responsibilities as follows:
  - 1. Consistent time commitment at your weekly EC shift as a shift leader, adherent to attendance policy
  - 2. Proactive attitude and actively seeking patients to discharge
  - 3. Active participation and mandatory attendance at weekly board meetings and fulfillment of board member duties
  - 4. Fulfillment of board member duties and enthusiasm for the advancement of the PDI program
  - 5. Attendance to all training sessions and general club meetings, unless if excused
  - 6. Desire and drive to increase the presence of BCM-PDI on Rice campus, increasing the number of students that know about our program and the prestige of our organization
  - 7. Timely response (24 hours or less) to any correspondence sent by the President, without the need to send repeated reminders.
  - 8. Acting as a positive ambassador for the BCM-PDI program
  - 9. Speaking to the president should an issue with

a shift member, nurse, etc. arise or if patient numbers are low.

10. Maintaining full knowledge of and a high understanding of the resources we provide to patients (including new ones we introduce). This is important because you will be teaching and modeling the use of these resources to your shift members

- b. Members of the Executive Board shall be selected by an application process to reviewed by the President and advisory board of Executive Board Members, unless the same individual has applied for a position.
  - 1. There will be a recruitment period at the beginning of each semester to fill necessary member positions.
  - 2. The Executive Board shall have the power to spend this organization's funds. All checks shall bear the signature of the Volunteer Coordinator/Treasurer and another member of the Executive Board.
- c. If the President(s) deems a club official professional behavior has been grounds for ejection or the member violates the current Attendance Policy (including but not limited to: three shift strikes OR missing less that 85% of Executive Board meetings and Committee meetings without prior excuse OR any major infraction of the constitution or best practices of the organization OR any malicious intent OR any defamation of the organization or any of its members), the official will be removed from their position and/or from club membership if deemed appropriate.
- d. **Student Association-Affiliated Organization Clause:** The officers of the organization must be currently registered students at Rice University.

## VI. Voting/Elections

- a. Organization decisions may be made by majority Executive Board vote. Affiliates, such as medical affiliates, may also cast a vote in major organization decisions.
- b. A quorum of at least a majority of the Executive Board shall be required to conduct business.
- c. Executive Board members and affiliates may vote.

## VII. Meetings

- a. Executive Board meetings will be held every 4 weeks. Committee Chair meetings will be held every 2 weeks, with every other meeting overlapping

with the Executive Board meetings.

- b. Members are required to must attend all training sessions and all other meetings deemed required. Members must attend all shifts unless approved by written notice 72 hours in advance. Members must find a replacement for their shift AND make up their shift if they do not want their absence to count against them.
- c. All Shift Leaders are expected to attend all Executive Board meetings. If there is an emergency or prior commitment, they must inform the President(s) 24 hrs before the meeting. Multiple unexcused absences (2 per semester) will be grounds for removal from position.
- d. Meetings will be run based on an Agenda developed by the President(s) and meeting minutes will be emailed out after the meeting for those unable to attend to read.
- e. A quorum of at least a majority of the Executive Board shall be required to conduct business.

#### **VIII. Financial Procedures**

- a. The Executive Board shall have the power to spend this organization's funds. All checks shall bear the signature of the Treasurer or the President(s).
- b. There will be a small annual due necessary for the coverage of uniform fees, which can be waived at the discretion of the Presidents..This due will not be mandatory for participation in the club.
- c. All major budget items (over \$100) must be proposed and approved by a majority of the Executive Board.
- d. **Deposit Clause:** All funds collected by or on behalf of the organization must be deposited within one business day of receipt.

**IX. Method for faculty/staff sponsor:** If necessary, the Executive Board will convene and vote on selection for a faculty or staff sponsor, based on majority vote.

**X. Non-discrimination Clause:** The Baylor College of Medicine – Patient Discharge Initiative shall not discriminate against individuals or groups on the basis of race, color, religion, sex, sexual orientation, gender identity, national or ethnic origin, ancestry, age, disability, or veteran status.

**XI. Anti-hazing Clause:** The Baylor College of Medicine – Patient Discharge Initiative shall not engage in any form of hazing, as defined by the Code of

Student Conduct and any other applicable Rice University rules or regulations.

**XII. Primacy Clause:** The Baylor College of Medicine – Patient Discharge Initiative shall recognize the primacy of the Student Association Executive Committee, the Student Senate, and ultimately, the Student Association. This organization shall adhere to the Constitution of the Student Association and any associated rules and regulations. The constitution and bylaws of this organization shall be subordinate to the Constitution of the Student Association.

**XIII. Amendment Procedures**

- a. An amendment to this constitution may be proposed by members or by officers.
- b. The voting must occur by the Executive Board on a specific date, with given notice for at least two weeks prior.
- c. Eligible voters are Executive Board members.
- d. There are no differences in amending bylaws versus other aspects of the constitution.
- e. Approval requirements: Proposed amendments to this constitution shall be submitted to the Student Association Parliamentarian for approval. Proposed amendments may only be approved by the Student Association Parliamentarian or the Student Senate in accordance with the Constitution of the Student Association and may not take effect prior to that approval. The Date of Last Revision on the title page of this constitution shall be updated to reflect the date of the Parliamentarian or Senate's approval.

**XIV. Miscellaneous:** The following includes more information on our organization and member responsibilities from our prior volunteer application:

**APPLICATION REQUIREMENTS:**

1. Completed application
2. Interview

**PROGRAM REQUIREMENTS:**

1. Attendance to all training sessions
2. Members must attend all shifts unless approved by shift leader 24 hours in advance, except due to emergency. Members must find a replacement for their shift AND make up their shift if they do not want their absence to count against them as a strike.

**WHO WE'RE LOOKING FOR:** Motivated, compassionate undergraduates who will effectively implement this program long-term and creatively expand program aims to additional services offered to patients at the Ben Taub Emergency Center.

**PROGRAM AIMS:**

- Increase patient access to healthcare resources and other social support services
- Increase medication adherence
- Ensure follow-up appointment attendance
- Check-in with patients to ensure they received proper care and services
- Increase overall patient enrichment and education

**PROCESS:**

1. Discharge planners will meet patients in cashier waiting area after nurse discharge
2. 10-20 minutes per patient on discharge planning, follow-up via telephone call

**INTERVENTION DESCRIPTION**

1. Discharge (10-20 min/patient)
2. Review discharge summary with patients (improve comprehension)
3. Educate patients and confirm understanding of prescription medication
4. Discuss most affordable locations for filling medications
5. Assess eligibility for financial assistance (eg. Gold Card, Medicaid, Medicare) and assist with application
6. Record patient contact information for later follow-up
7. Follow-up Call