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## **Pop-up Clinic Data Collection Process Analysis**

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**Author Note:** Claude Alexander, Gabrielle Bruner, Zachary Payne, and Jonathan Turner are senior cadets at the United States Air Force Academy, collectively working on this project as part of a year-long operations research capstone course. The student authors would like to extend thanks to the advisors involved with this project as well as the client organization, Healing Warriors Program.

**Abstract:** Healing Warriors Program (HWP) is a non-profit organization providing non-narcotic treatment options for veterans suffering from Post-Traumatic Stress Disorder, pain, and traumatic brain injuries. The goal of this project is to develop a data collection tool for pop-up clinics to inform resource management decisions and attain grant approval to expand services to veterans. Part of this process gives HWP the capability to send a survey three weeks after treatment to assess improvements to patient quality of life. Clients are then advised to attend future pop up clinics or an existing permanent clinic for continued treatment if they indicate a positive response to treatments. Increases in clients electing to receive treatment at a permanent clinic and repeat visits at the pop-up clinics serve as metrics for justification for the continued existence of given pop-up clinics or potential establishment of a permanent clinic in needed areas.

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