

Hennepin Healthcare FAMILY MEDICINE RESIDENCY PROGRAM

G3 Practice Readiness

ROTATION INFORMATION AND LOGISTICS

Educational Purpose and Goals:

1. Assist resident to understand the perspective of complexity and vulnerability which contribute to patients being at risk for inequitable care
2. Provide team leadership in the care management of complex patients
3. Develop advanced communication skills in working with complex patients
4. Have a knowledge of available community resources and leverage them for the best outcomes in patients
5. Prepare for practice after residency

Family Medicine Faculty Lead	Michelle Karsten, MD
Coordinator	Lynn Lutz: 612-873-8084
Emergency Contact	Lynn Lutz: 612-873-8084
Site	Whittier Clinic
Conferences	Wednesday Core Conference
Continuity Clinic at Whittier Clinic	As assigned (may include Direct Care and evening clinics)
Vacation/CME	Allowed

All residents will:

- Utilize elements of the medical home and the chronic disease model to improve preventative management and care of patients with chronic disease
 - Residents identify patients deemed “complex” or “chaotic” by them or their teams
 - Residents increase their ability to reflect on why these patients are challenging
 - Residents increase skills in learning the patient/family “story”
 - Increased ability to use engagement skills, interviewing skills and motivational interviewing skills to assist patients with self-management
- Provide team based coordinated care to patients with complex medical problems from their patient panels. Complex patients will be defined as patients with five or more diagnoses one of which is diabetes

Residents will develop these skills

- Self-reflection
- Patient-centered interviewing
- Goal-oriented interviews
- Care plan development
- Influence skills
- Negotiation skills
- Team-based skills of delegation and collaboration

Practice Readiness Template

Week 1	Sun	Mon	Tues	Wed	Thurs	Fri	Sat
AM		WHC Cards/Study	Amb. Qlty Meeting (7:30 am) WHC Surgery	Research Medical Director Meeting	ECC (8-10 am) Study (10a-12pm) ECHO (12:15- 1:15pm) WHC Local Meeting (12:00pm)	Precept with Faculty	
PM		WHC	WHC	Core Conference	WHC	WHC	
EVE		Group Visit (Dr. Parker)					
Week 2	Sun	Mon	Tues	Wed	Thurs	Fri	Sat
AM		WHC Cards	Amb. Qlty Meeting (7:30 am) WHC Surgery	Research Medical Director Meeting	ECC (8-10 am) Study (10a-12pm) ECHO (12:15- 1:15pm) WHC Local Meeting (12:00pm)	WHC	
PM		WHC	Precept with Faculty	Core Conference	WHC	WHC	
EVE		Group Visit (Dr. Parker)	CHAT				
Week 3	Sun	Mon	Tues	Wed	Thurs	Fri	Sat
AM		WHC Cards	Amb. Qlty Meeting (7:30 am) WHC Surgery	Research Medical Director Meeting	ECC (8-10 am) Study (10a-12pm) ECHO (12:15- 1:15pm) WHC Local Meeting (12:00pm)	Precept with Faculty	
PM		WHC	WHC	Core Conference	WHC	WHC	
EVE		Group Visit (Dr. Parker)					
Week 4	Sun	Mon	Tues	Wed	Thurs	Fri	Sat
AM		WHC Cards	Amb. Qlty Meeting (7:30 am) WHC Surgery	Research Medical Director Meeting	Amb. Medical Director Mtg (7:30- 8:30 am) ECC (8-10 am) Study (10a-12pm) ECHO (12:15- 1:15pm) WHC Local Meeting (12:00pm)	WHC	
PM		WHC	Precept with Faculty	Core Conference	WHC	Meet with Dr. Karsten	
EVE		Group Visit (Dr. Parker)					

Scheduling notes

Nursing Home; generally will be scheduled on a Thursday PM session

ECHO (Integrated Opioid and Addiction Care); Thursdays at 12:15- 1:15 PM (Remote Zoom Meeting)

Enhanced Care Clinic (ECC): 8-10 AM at Whittier Clinic. Dr. Nancy Newman is the contact faculty

CHAT (Health and Advocacy Talks): Second Tuesday of the month, 5:30-7:30 pm, Urban Research and Outreach Engagement Center.

Ambulatory Quality Meeting; Tuesdays, 7:30 am (WHC or remote in Tammy or Alanna's Office)

Whittier's Local Problem Solving Meeting/Diabetes Quality Improvement Meeting: Thursdays, 12:00-1:00pm (Thorson Conference room)

Ambulatory Medical Directors Meeting: Fourth Thursday of the month: 7:30- 8:30 am at Whittier Clinic (Thorson Conference Room)

Meet with Dr. Karsten the first week and last week of rotation for rotation preview and then evaluation and wrap up.

Educational Content of Rotation

Complexity Management:

- Attend and work with the ECC team at Whittier Clinic

Leadership in a Medical Home

- IHI Modules. Basic Certificate completion is an expectation of the rotation.

Experiences:

- Practice readiness
 - Billing and coding with FM Faculty Physician (Dr. Haddow)
 - Work with a physician leader in accredited medical home (Dr. Moty)
 - Attend and participate in Quality and other Institutional level meetings (See attached list. Resident to attend at least 2 of these during the rotation)
 - Meet with practice manager (Tammy Didion) to understand the organization of Whittier
- Team based care
 - Participate in interdisciplinary team to develop coordinated management plans for patients with complexities (round table and at point of care)
- Academic preparation
 - Precepting in clinic
 - CV/Portfolio Preparation
- Continuity clinic

Teaching Method

- Direct patient care and preceptor teaching while on rotation

- Didactic conferences
- Self-directed learning
 - Web-based IHI Modules
 - Independent reading
- One to one teaching by faculty
- Interdisciplinary team conferences

Assessment Methods

- Preceptor assessment of clinical patient care.
- Completion of assigned projects

Supervision

- Residents are supervised by Family Medicine faculty in compliance with departmental policy