

HCMC FAMILY MEDICINE RESIDENCY PROGRAM

G3 Practice / Readiness Medical Home

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

Family Medicine Faculty Lead	Allyson Brotherson MD
Coordinator	Mindy Chatelle: 612-873-8082
Emergency Contact	Mindy Chatelle: 612-873-8082
Site	Whittier Clinic
Call	No call
Conferences	Wednesday Core Conference
Continuity Clinic at Whittier Clinic	4 times per week. (may include evenings x1 per week) and may include Direct Care
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 utilize the Minnesota Complexity Assessment Tool (MCAT) to assess patient’s degree of complexity
 - 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
 - **Ability to create patient and family centered care plans**
 - Work in interdisciplinary teams including with patient’s family and community health worker to develop care plans

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		Cards clinic or Somali clinic	WHC Surg. Clinic	Core Conference 11-12 Complex Care Team meeting		Dr. Godfrey	
PM		Dr. Godfrey	Precept w/ WHC faculty	1-2:30 Medical Director meeting 2:30-5:00 Research at WHC	WHC	WHC	
EVE							
Week 2	Sun	Mon	Tues	Wed	Thurs	Fri	Sat
AM		Cards clinic or Somali clinic	WHC Surg. Clinic	Core Conf. Team meeting leadership	WHC	Dr. Godfrey	
PM		Dr. Godfrey	Pharm D at WHC	1-2:30 Medical Director meeting 2:30-5:00 Research at WHC	WHC	WHC	
EVE				WHC			
Week 3	Sun	Mon	Tues	Wed	Thurs	Fri	Sat
AM		Cards clinic or Somali clinic	WHC Surg. Clinic	Core Conf. Team meeting leadership	Billing and Coding	Dr. Godfrey	
PM		Dr. Godfrey	WHC	1-2:30 Medical Director meeting 2:30-5:00 Research at WHC	3 rd Thurs of the block will be Nursing Home	WHC	
EVE				WHC			
Week 4	Sun	Mon	Tues	Wed	Thurs	Fri	Sat
AM		Cards clinic or Somali clinic	WHC Surg. Clinic	Core Conference 11-12 Team meeting leadership	Post rotation survey Self reflection Project Debrief with Dr Brotherson r All projects due	Dr. Godfrey	
PM		Dr. Godfrey	WHC	1-2:30 Medical Director meeting Research at WHC	WHC	WHC	
EVE				WHC			

Scheduling notes

Nursing Home 3rd Thursday of the block

Didactics : Monday mornings 9:30-11:00- Dr Brotherson

Last Friday of rotation for rotation evaluation and wrap up

Complex care

- Attend 2 Med Reconciliation consults with pharmacist
- Videotape
- Somali clinic – Monday pm (Doug Pryce , MD)
- Homeless Clinic
- Home visit with CHW or attend clinical decision making meeting with CHW and PCP

Leadership

- Attend / participate in WHC Leadership committees(Resident to attend at least 2 of these during the rotation)
 - medical home steering committee meeting (3rd Wednesdays of month 1-2 pm)
 - PAC meeting (Every Third Thursday from 4-5 pm : alternates between Spanish and English speaking patients)
 - Clinic operations committee (2nd Tuesdays of month 8-9 am)
 - Medical director practice meetings (Wednesdays 1-2:30 pm)
- Academic preparation
 - Precepting in clinic – two evenings per rotation

Educational Content of Rotation

Complexity Management:

Experiences

- Review patient panel to identify patients who meet criteria for complexity using the complexity algorithm
- Refer patients who meet complexity assignment for Medical Reconciliation with pharmacist for Tuesday am consult
- Attend 2-3 Med Reconciliation consults with pharmacist
- Present 2-3 complex patients to Team on 4th Wednesday Complex Care Interdisciplinary Management round table discussion. Use Minnesota Complexity tool to determine level of services needed by patient Use team resources to develop care plans (See details in appendix)
- Videotape one complex patient encounter and review with Behavioral Medicine Faculty
- Participate in Complexity clinic day. (Coming in 2013)
 - Will be Tuesday afternoon every other week in that rotation .
 - Resident schedules patients who meet complexity paradigm for clinic . Has 20 minute meeting with interdisciplinary team (faculty , behavior or SW, pharmacist) to review patients for the session and do an assessment of their needs .
 - Three patients per clinic
 - Invite CHW or patient family member
 - Videotaping of patient interaction for future review with behavior medicine faculty
 - Review on next Tuesday
- Review of videotape with faculty. Review use of behavior change skills, motivational interviewing
- Community visits : Resident scheduled into 3 community opportunities to observe , assist care of complex or vulnerable patient .
 - Present a talk to a cultural group in a health topic
 - Participate in a group visit, counseling for substance abuse, domestic violence, chronic pain, poison control, counseling hotline, APS

- Shadow a provider in a clinic serving underserved or vulnerable patients –
 - Homeless clinic with Dr Sierra
 - Somali Clinic with Drs Pryce and Selameab

- Home visit with Community health worker / cultural mediator

Leadership in a Medical Home:

Didactic curriculum with Dr. Brotherson

- Concepts of medical home in 5 areas (personal physician, **patient centered care, team based care**, quality improvement, access
- Concepts of leadership (leadership styles, conflict resolution, team building), grant writing
- Complexity management (definition of, use of complexity tool, Community resources, Resident self care with challenging patients, review of videotapes with complex patients)

Experiences:

- Practice readiness
 - Billing and coding with HCMC coder
 - Shadow physician leader in accredited medical home –or Dr. Moty at Whittier
 - Medical director for a day
 - Meet with practice manager to understand the organization of Whittier
- Attend / participate in WHC Leadership committees (Resident to attend at least 2 of these during the rotation)
 - Medical home steering committee meeting (3rd Wednesdays of month 1-2 pm)
 - Attend PAC meeting (varies- check with Julio)
 - Clinic operations committee (2nd Tuesdays of month 8-9 am)
 - Medical director practice meetings (Wednesdays 1-2:30 pm)
- 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 – two evenings per rotation
- Continuity clinic- Pre session team huddle

Teaching Method

- Patient Care Experience and preceptor teaching while on rotation Direct patient care of patients
- Didactic conferences during residency and on rotations teaching during clinic sessions
- Self directed learning
 - Web-based study guides
 - Independent reading
- One to one teaching by faculty
- Interdisciplinary team conferences

Assessment Methods

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

- Completion of self study modules – Challenger
- Clinical Performance Ratings

Supervision

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

8/2014

9/23/2016 - WHC Surg. Clinic added to Tues. a.m.