



Innovation in Clinical Team Training

Using Novel Distance Technology to Support Health Care Teams Caring for Vulnerable Populations

2019 Nexus Summit
August 19, 2019



NATIONAL CENTER for INTERPROFESSIONAL PRACTICE and EDUCATION



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Pharmacists: This activity is approved for **1** contact hours (.1 CEU) UAN: JA4008105-0000-19-040-L04-P

IPCE: This activity was planned by and for the healthcare team, and learners will receive **1** Interprofessional Continuing Education (IPCE) credits for learning and change





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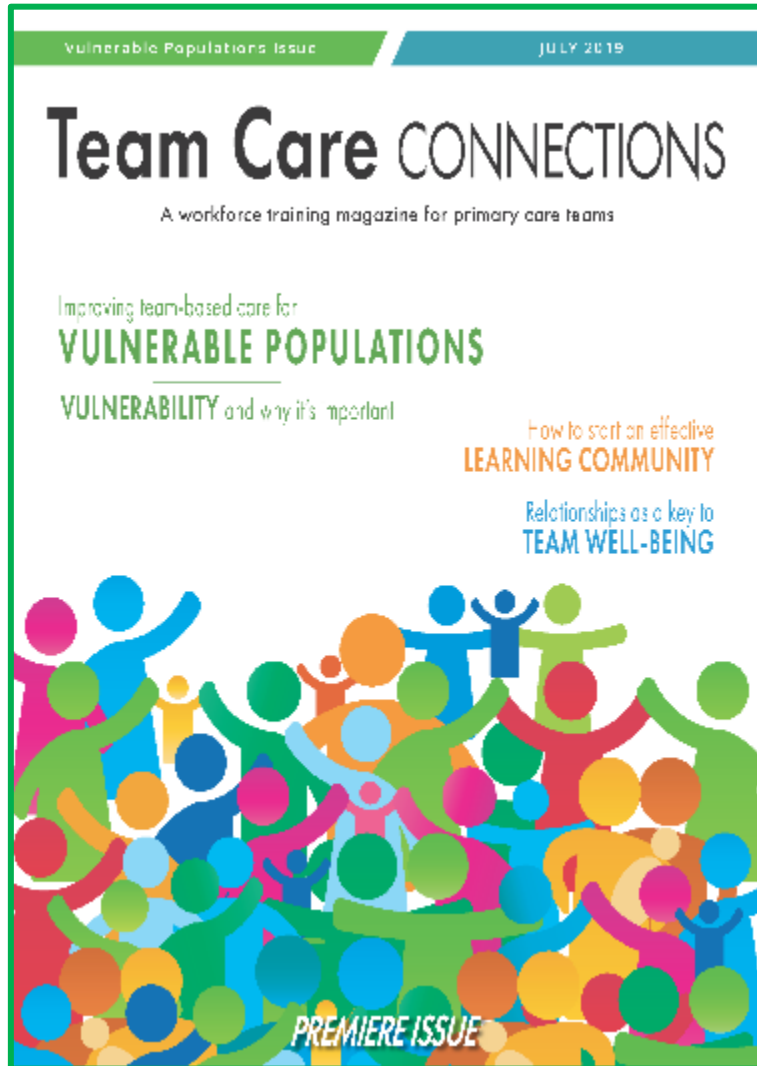
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OBJECTIVES

1. Identify clinical priorities for team-based education.
2. Describe a multi-stage approach for co-creating clinical teamwork training materials.
3. Apply practice-based criteria to evaluate a new training magazine.





A New Resource for Healthcare Teams

How It Came About

Unique Features

A Sneak Preview



Team Centered Care for Vulnerable Populations

ACKNOWLEDGEMENTS

Collaborators:

- Arizona State University, A.T. Still University & El Rio Health

Advisors:

- Barbara Brandt, Director of the National Center for Interprofessional Practice and Education
- Nancy Johnson, CEO, El Rio Health
- Kathy McNamara, Associate VP, Clinical Affairs, National Association for Community Health Centers

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PROJECT TEAM



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What content do you think primary care teams want to help them improve teamwork for vulnerable populations?



Team Centered Care for Vulnerable Populations



CALL IT OUT!!

THEY WANTED TO KNOW:

- How do we engage high risk patients and their families?
- What does a high performing team look like?
- What are strategies we haven't tried to improve our teamwork?
- How do we support each other when we get discouraged?





Patient Safety Scenarios: Learning to Speak Up



How did primary care team members picture their ideal training materials? What form did they want them in?



Team Centered Care for Vulnerable Populations



CALL IT OUT!!

THEIR WISH LIST

- Real world

“Patients we see don’t have just one diagnosis”

- Engaging

“Most of what we see is boring”

- Practical

“Give us information we can put into practice right now”



Team Centered Care for Vulnerable Populations

- Surprise us

“Give us a new way to look at the complicated problems we deal with”

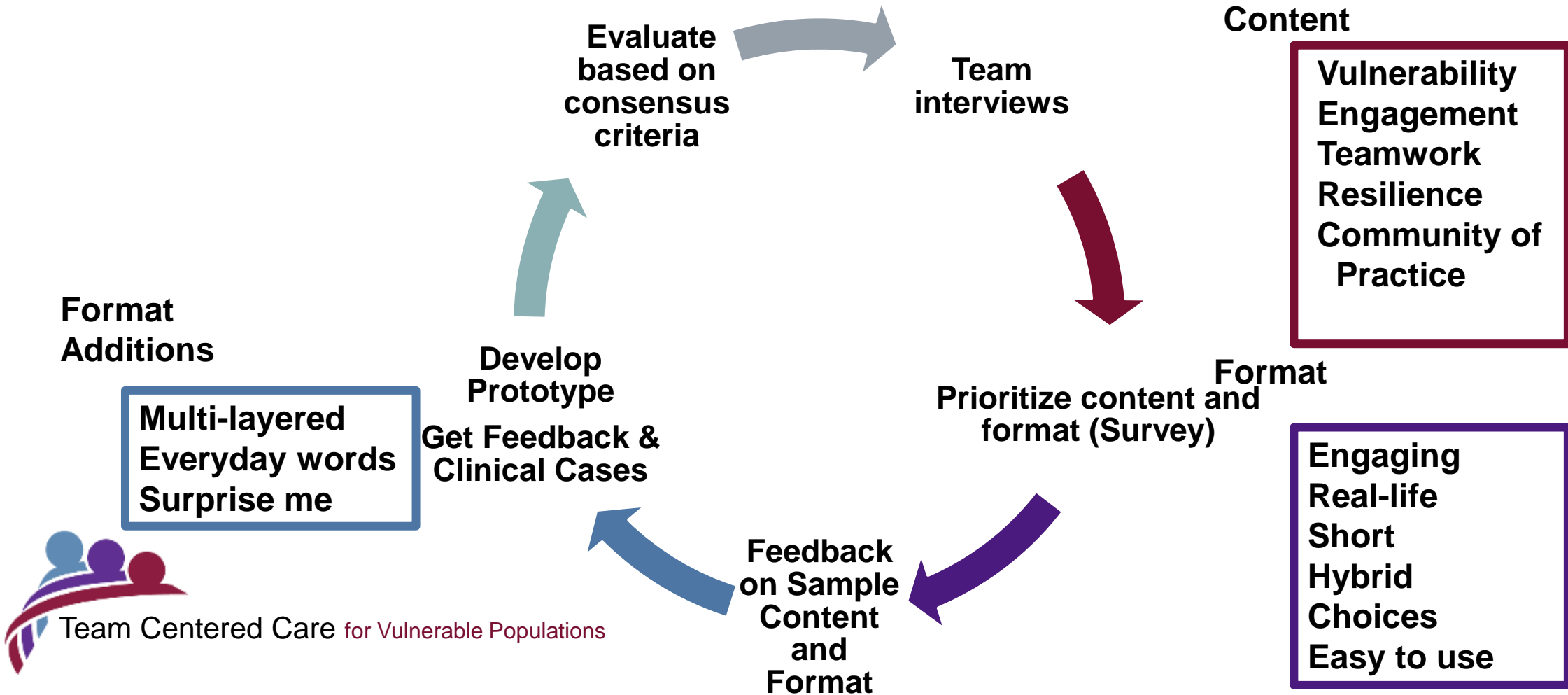
- Short

“We don’t have a lot of time”

- Best Practices

“Tell us how other teams are solving these issues”

CO-CREATING OUR WAY TO A NEW APPROACH



PRACTICE-BASED CRITERIA

Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The colors of the magazine catch my attention and interest.					
The text in the magazine is easy to read.					
The whole magazine is a good length.					
The unfolding case study about Lucas and his family reflects real-life situations we see in everyday practice.					
The case study captures the complexity of everyday practice.					



PROTOTYPE PHASE 1

The Launchpad



Content Options

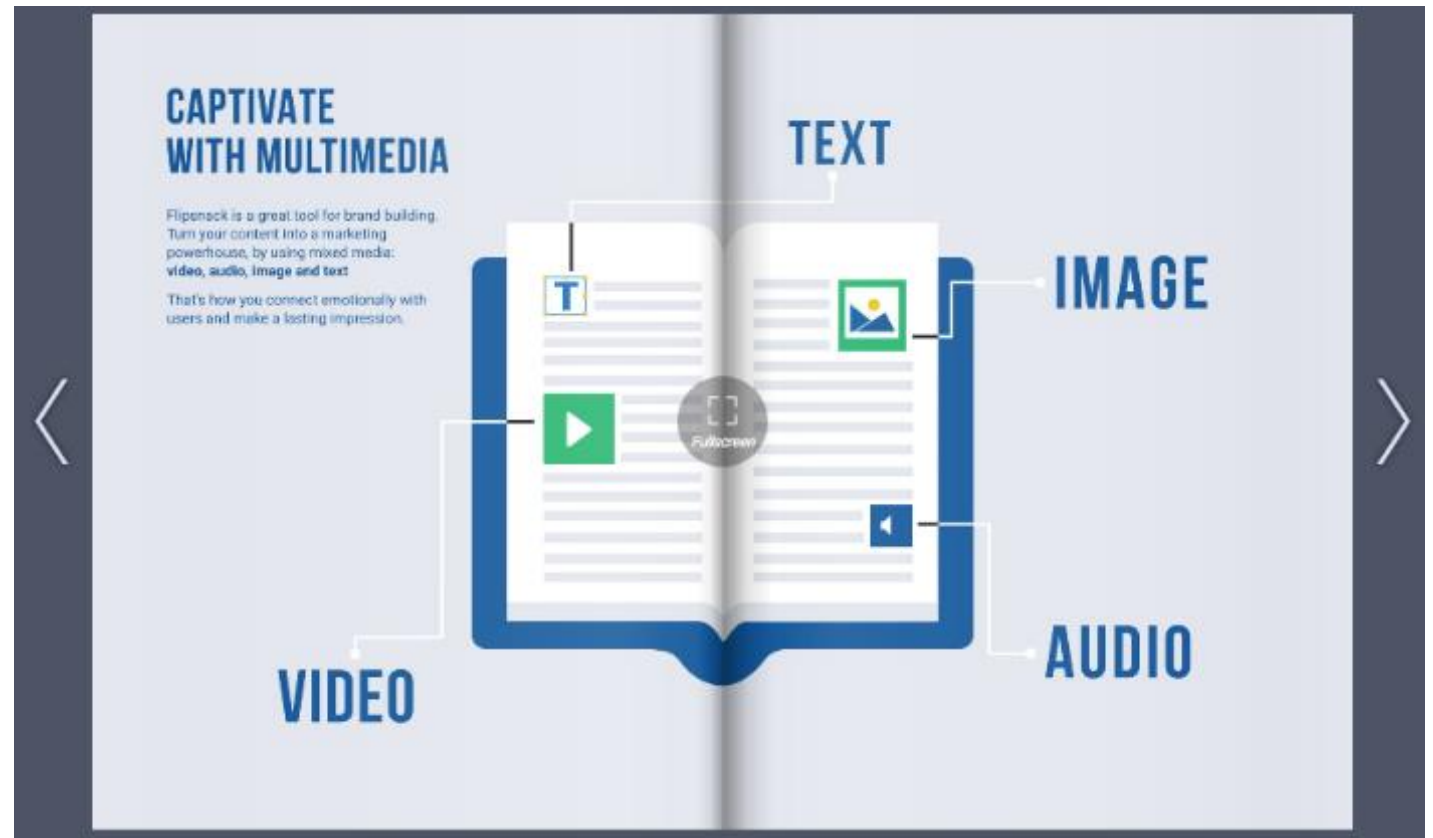


EUREKA! A DIGITAL MAGAZINE

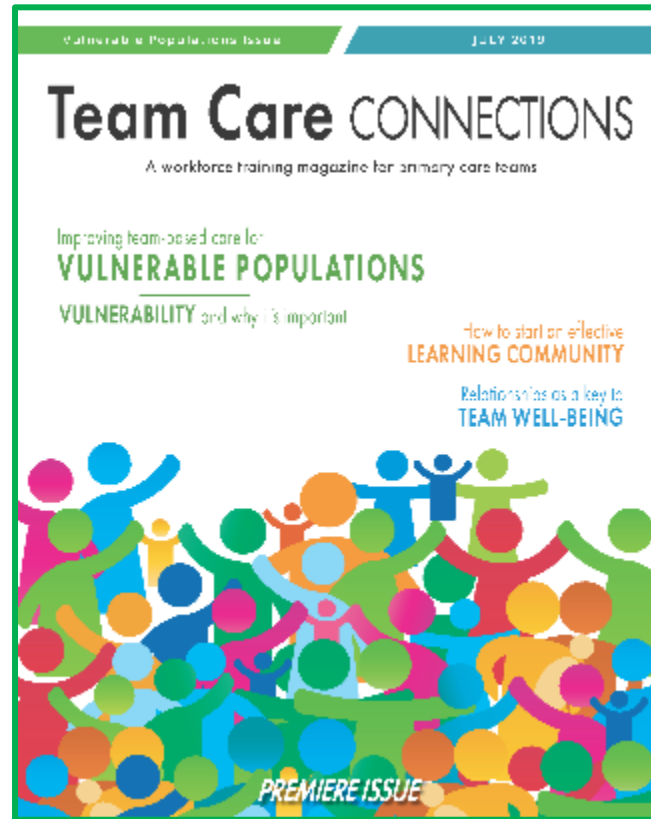
- ✓ Engaging
- ✓ Colorful
- ✓ Short
- ✓ Accessible
- ✓ Multi-modal



Team Centered Care for Vulnerable Populations



Example from Flipsnack



DIGITAL MAGAZINE - DEMO



Team Centered Care for Vulnerable Populations

YOUR TURN

Link:

<https://teamcareconnections.org/bookcase/tamtr>

Password: TCC2019 (case sensitive)

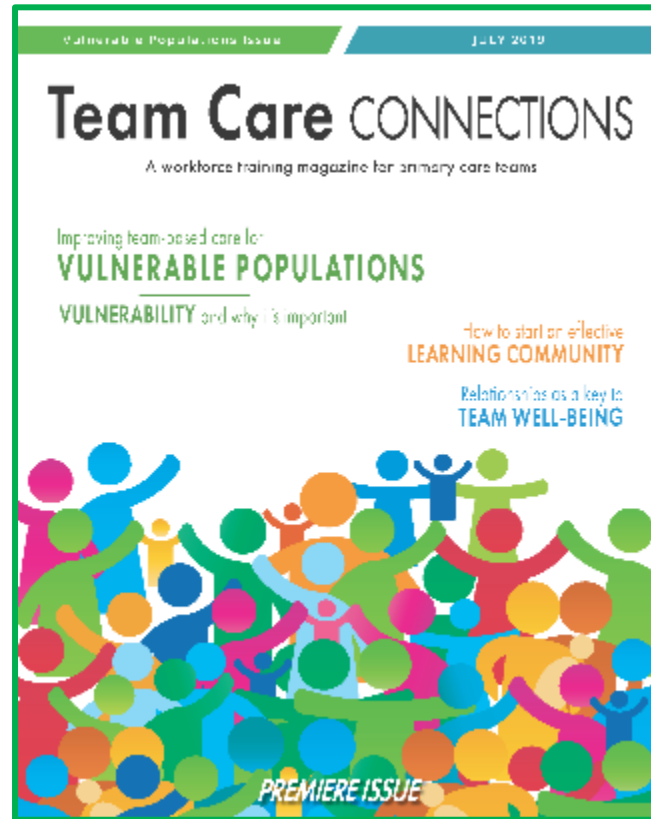
Important notes:

Beta version

Planned release date

Evaluation handout





DISCUSSION



OUR NEXT ISSUE OF TEAM CARE CONNECTIONS

CONVERSATIONS ABOUT MORAL DISTRESS AND MORAL INJURY

Funded, in part, by the National Association of Community Health Centers



Team Centered Care for Vulnerable Populations

Video Interviews with Moral Injury Experts



Cynda Rushton, PhD, RN, FAAN: Professor in the Berman Institute of BioEthics, Dr. Rushton currently co-chairs the Johns Hopkins Hospital's Ethics Consultation Service. She is author of the book, *Moral Resilience*, which guides healthcare professionals through the topic of moral distress, offering stepwise solutions for preventing and resolving moral dilemmas on the personal, team, and institutional levels.

Bill Nash, MD: Dr. Nash is a staff psychiatrist for the VA Greater Los Angeles Healthy System. With more than 20 years of military service, he is a national expert in PTSD and moral injury. His publications include: "Psychometric Evaluation of the Moral Injury Events Scale" and "Moral injury and moral repair in war veterans: A preliminary model and intervention strategy".



Nancy Johnson, RN, PhD: Dr. Johnson is Executive Director and Chief Operating Officer for El Rio Community Health Center in Tucson where she is responsible for leadership of multiple clinical locations providing medical, dental, laboratory radiology and other interdisciplinary services, supervising a staff of over 700 professionals. She serves as a Board Member for the Arizona Association of Community Health Centers as well as on their Legislative Committee.

Dan Miller, MD: Dr. Miller has worked in family practice for more than 20 years. He currently works at HRHCare Yonkers, where he serves as the HRHCare Chief of Clinical Integration and Graduate Medical Education. Dr. Miller also works at Valentine Lane Health Center, and is an activist for care equity and access for underserved patients.



Grace Wang, MD, MPH: Dr. Wang works as a family physician at International Health Community Services, an FQHC in Seattle, WA. With a passion for social justice and health equity, Dr. Wang serves a culturally diverse population of patients.

For more information
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THANK YOU!

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