Innovation in Clinical Team Training
Using Novel Distance Technology to Support Health Care Teams Caring for Vulnerable Populations

2019 Nexus Summit
August 19, 2019
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Nurses: Participants will be awarded up to 1 contact hours of credit for attendance at this workshop.

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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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Gerri Lamb, Lise McCoy, Kristen Will, Yvonne Price, Nina Karamahmedovic declare no vested interest in or affiliation with any commercial interest offering financial support for this interprofessional continuing education activity, or any affiliation with a commercial interest whose philosophy could potentially bias their presentation.
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
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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Team Centered Care for Vulnerable Populations

PROJECT TEAM

Gerri Lamb, PI
Lise McCoy, Co-PI
Kristen Will Clinical Advisor PhD Student
Yvonne Price Sr. Instructional Designer
Nina Karamahmedov Project Manager
What content do you think primary care teams want to help them improve teamwork 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?
How did primary care team members picture their ideal training materials? What form did they want them in?

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”

- 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

Team Centered Care for Vulnerable Populations

- **Vulnerability**
- **Engagement**
- **Teamwork**
- **Resilience**
- **Community of Practice**

**Content**

**Format**

- Multi-layered
- Everyday words
- Surprise me

**Format Additions**

- Easy to use
- Short
- Hybrid
- Choices

**Develop Prototype**

- Get Feedback & Clinical Cases

**Evaluate based on consensus criteria**

**Feedback on Sample Content and Format**

**Prioritize content and format (Survey)**

**Team interviews**
<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>The colors of the magazine catch my attention and interest.</td>
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<tr>
<td>The text in the magazine is easy to read.</td>
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<td>The whole magazine is a good length.</td>
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<td>The unfolding case study about Lucas and his family reflects real-life situations we see in everyday practice.</td>
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<tr>
<td>The case study captures the complexity of everyday practice.</td>
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</table>
PROTOTYPE PHASE 1

The Launchpad

Content Options
EUREKA! A DIGITAL MAGAZINE

√ Engaging
√ Colorful
√ Short
√ Accessible
√ Multi-modal
Team Care Connections
A workforce training magazine for primary care teams

Improving team-based care for VULNERABLE POPULATIONS
Vulnerability and why it matters

How to start an effective LEARNING COMMUNITY
Factors contributing to TEAM WELL-BEING

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
CONVERSATIONS ABOUT MORAL DISTRESS AND MORAL INJURY

Funded, in part, by the National Association of Community Health Centers
For more information
Email: teamcareconnections@asu.edu

THANK YOU!

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