Supporting a Healthy Workforce

Example from Stanford Coordinated Care
Objectives

- Describe work processes that support the care team in their day-to-day efforts
- Describe the role of training and onboarding in guiding staff members and developing team cohesion
- Identify specific strategies to learn your way toward a healthy workforce
Team Building at SCC

- Shared mission
  - Build relationship with patient
  - Support the patient’s goals
  - Promote self management
  - Achieve the triple aim
  - Work effectively as a team
  - Maintain staff satisfaction, with each team member working to the maximum of certification
SCC Team Responsibilities

- Team members each have a panel
  - Performance is measured
- Care coordinators
  - Help create and support patient’s action plan
  - Assist with care navigation
  - Serve as primary point of contact with team
  - Scribe the visit
  - Perform routine care by protocol
Who Else is On the Team?

• Clinical pharmacist / Diabetic Educator
• Licensed clinical social worker
• Physical therapist
• Registered nurse
• Dietitian
• Primary Care Physicians
• Patient advisors

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SCC Floor Plan: Promotes Communication
Sports Teams Practice: So Must We

- SCC weekly team clinical meeting
  - Mindfulness exercise
  - Presentation of new patients by Care Coordinator
    - Turn the doctor dominated hierarchy upside down!
  - Celebrate successes and trouble shoot patient issues
  - Share “thank yous” written during the week
  - Offer training topics
Getting Work Processes Right

- Weekly team operations meeting
  - What is working, what is not?
    - Each team member has lead a LEAN A3 process
  - How to enact changes smoothly?
  - Are there signs of burnout?
  - Are there communication issues?
  - How are we doing on our evaluation metrics?
    - Planning for completion
    - Celebrating successes
Onboarding at SCC

- New member spends time with each team member
  - How does each contribute to our mission?
- Curriculum of basic skills (motivational interviewing)
- Observe care under guidance of a mentor
- Gradually assume responsibility
- “Mistakes” are opportunities for learning
Getting the Workflow Right

- HELPS TEAM EFFICIENCY AND HAPPINESS
- PROCESS MAPPING......
Traditional methods of managing work flow

- Preventive Med Intervention
- Chronic Disease Monitoring
- Medication Refill
- New Acute Complaint
- Test Results

Provider

Case Manager
Mental Health Provider
Referral to Specialist after Assessment
Certified Medical Assistant

Healthcare Support Team
Parallel work flow redesign

- Medication Refill
- Chronic Disease Monitoring
- Test Results
- New Acute Complaint
- Preventive Med Intervention
- Point of Care Testing
- Acute Mental Health Complaint
- Chronic Disease Compliance Barriers

Healthcare Support Team

- Case Manager
- Provider
- Certified Medical Assistant
- Behavioral Health Consultant

Southcentral Foundation
The Most Underutilized Team Member: the Patient

“At SCC it’s not about a doctor telling me what to do. It’s about what we’re going to do together. They give me confidence and take the drama out of health care.”
Patient at SCC

“As a patient you don’t always know how to communicate with your specialists and tell them what’s important to you. SCC helped me figure out how to ask my specialist the right questions and feel more confident talking with her.”
SCC patient