

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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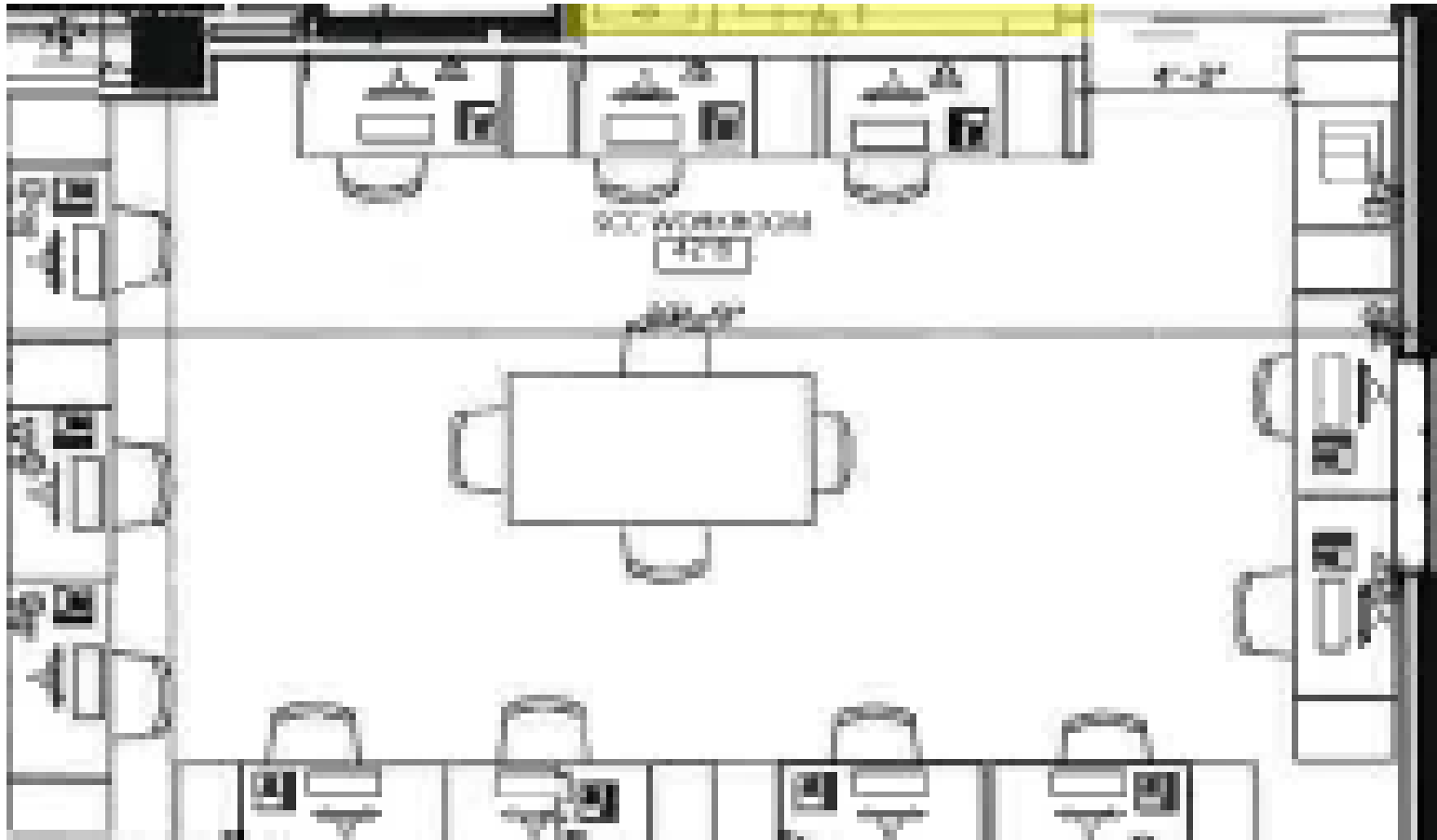


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SCC Floor Plan: Promotes Communication



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.....





Provider



Medical
Assistant/LVN



Nurse



Flow Medical
Assistant

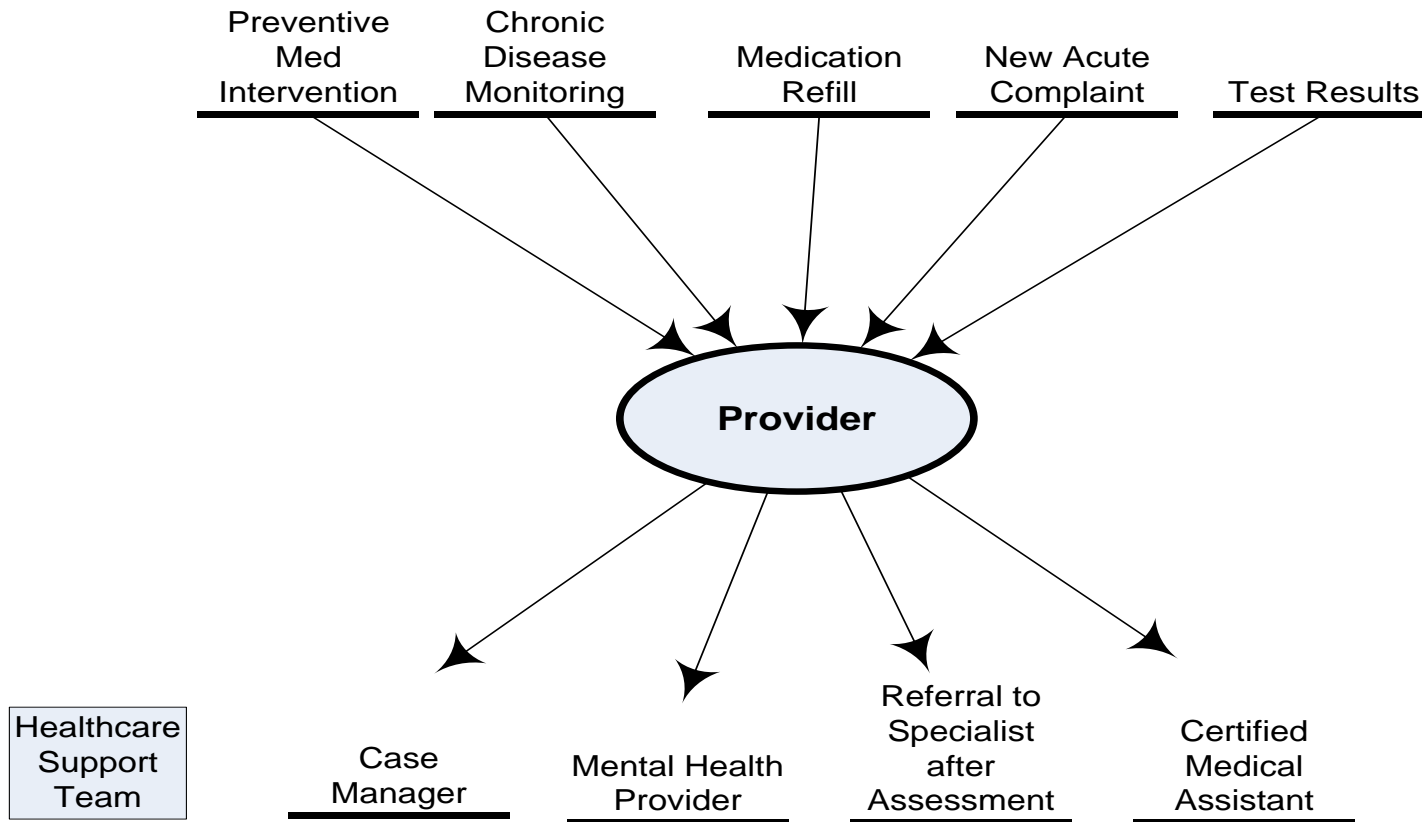


Coordinator

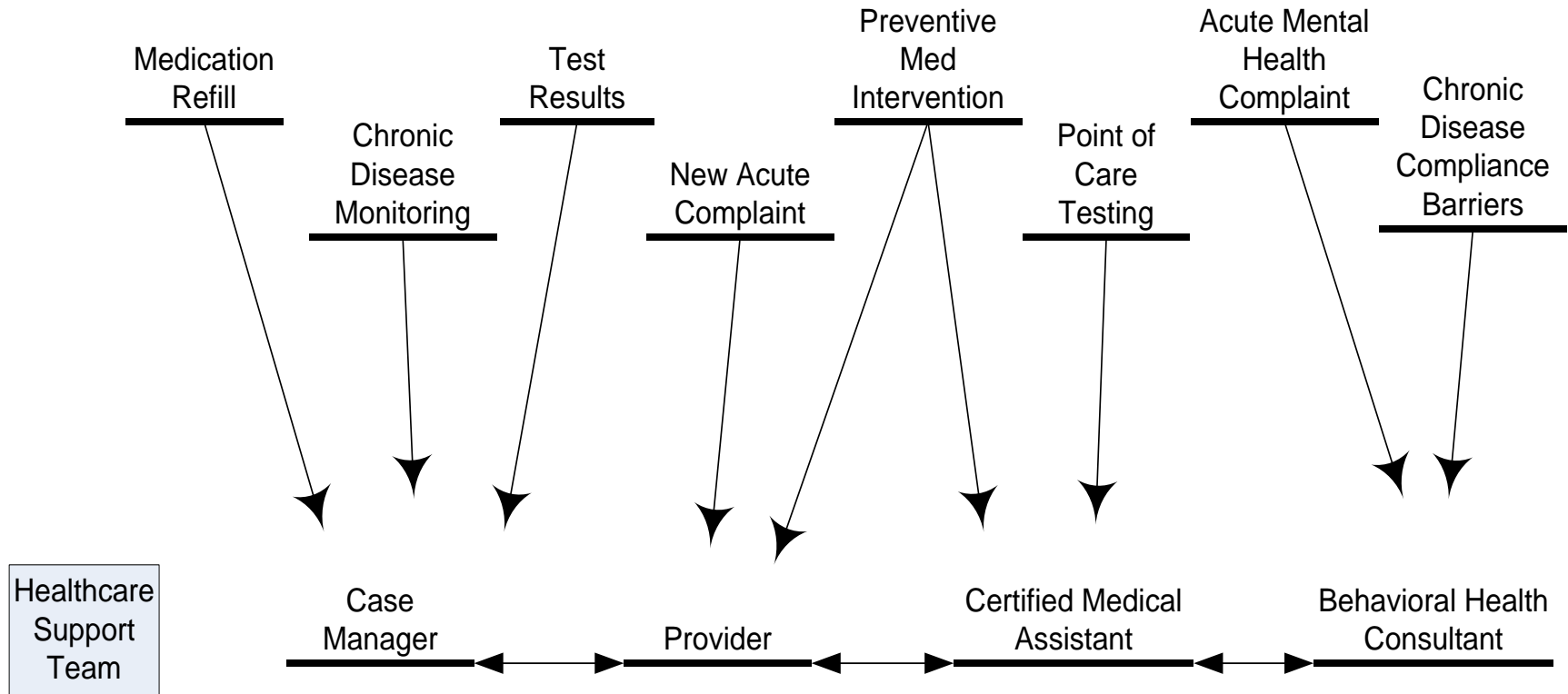


Wellness
Navigator

Traditional methods of managing work flow



Parallel work flow redesign



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

