



Healthcare Transformation Through Innovative Training Tools: *Enhancing Team-Delivered, Coordinated Care for Delawareans*

Health Care Workforce Learning and Re-Learning
Curriculum for the Delaware State Innovation Model



Mission: As the academic health center in the state, the mission of the University of Delaware College of Health Sciences is to educate the next generation of healthcare professionals in a collaborative inter-professional learning environment, provide accessible, innovative health and wellness care services and explore ways to improve health outcomes through science, technology and advanced research.

2,579 Undergrads
392 Graduate Students
118 Faculty
61 Staff
6 Academic departments
16 Undergrad degree programs
13 Grad degree programs
3 Clinics open to the public (STAR Health)



UD College of Health Sciences Intro.



Kinesiology &
Applied Physiology



Medical Laboratory
Sciences



Communications Sciences
& Disorders



Nursing



Physical Therapy



Behavioral Health
& Nutrition



UD College of Health Sciences Intro.

The next-generation classroom – which is not a classroom at all!



Our Team



- Kathy Matt, PhD**
Dean, UD CHS
& Executive Director, DHSA
- Project PI
 - Healthcare Innovation
 - Team-based care & interprofessional education



- Cynthia Diefenbeck, PsyD, APRN, BC**
- Curriculum development
 - Cultural competency
 - Healthcare workforce diversity
 - Behavioral health integration
 - Patient interviewing and counseling skills
 - Caregiver/provider experience and burnout



- Mike Mackenzie, PhD**
- Health coaching
 - Behavior change
 - Social determinants of health
 - Communication & counseling skills
 - Patient-centered care



- Susan Conaty-Buck, DNP, APRN, FNP-C**
- Health information technology
 - Patient engagement through technology
 - Patient portals
 - Telemedicine
 - Healthcare informatics
 - Healthcare simulation



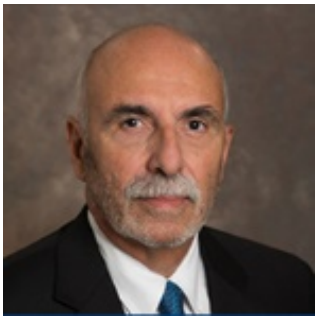
- Barret Michalec, PhD**
- Interprofessional education & practice
 - Team-based care
 - Empathy in healthcare providers
 - Communication skills
 - Patient-centered care



- Ellen Wruble Hakim, PT, DScPT, MS, CWS, FACCWS**
- Clinical education
 - Care coordination
 - Team-based care
 - Interprofessional education and simulation



Our Team Contd.



Aquiles Iglesias, PhD

- Patient and family-centered care
- Multilingual and culturally competent care
- Speech-Language Pathology in team-based care



Allan Carlsen

- Healthcare theatre & simulation



Emily Hauenstein, PhD, LCP, MSN, FAAN

- Behavioral health integration
- Care of vulnerable and diverse populations
- Rural health



Sarah LaFave, RN, BSN

- Care coordination
- Resource navigation
- Community-based care
- Transitions of care



Amy Cowperthwait, RN, MSN

- Interprofessional education & practice
- Healthcare simulation



Scott Siegel, PhD

UD adjunct faculty/DHSA partner

- Behavioral health integration
- Primary care transformation



Our Team Contd.

HealthTeamWorks



Nicole Deaner, MSW
• Director of Training & Education

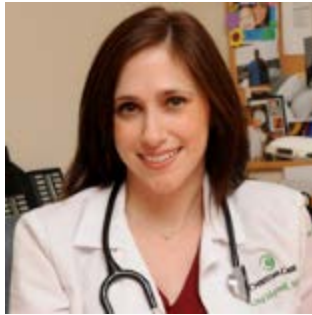


Kristin Martina, MSW
• Program Manager

DHSA Partners



**Neil Jasani, MD,
MBA, FACEP**
CCHS DHSA Partner
Workforce - Part A



Lisa Maxwell, MD
CCHS DHSA Partner
Workforce - Part A



Vicky Funanage, PhD
Nemours DHSA Partner



**Omar Khan, MD,
MHS, FAAFP**
CCHS DHSA Partner



Nicholas Petrelli, MD
CCHS DHSA Partner



Recent & related experience:

- National leader in development & delivery of advanced primary care curriculum and training that is used in the Comprehensive Primary Care Initiative funded by CMS since 2012
- Have trained more than 200 coaches nationally through their Performance Improvement Facilitator Training since 2010
- In partnership with University of Colorado at Denver, developed a statewide Family Medicine Residency PCMH Project focused on curriculum and practice redesign to support their transition to patient-centered medical homes since 2009
- In partnership with Medical Society of Delaware, currently offer Practice Transformation support to primary care practices in Delaware through the SIM Grant

Curriculum Introduction

- The vision for the curriculum was developed based on goals and needs identified by DCHI & HCC in the RFP.
- In addition to the input from our faculty and our initial partners, we seek feedback and input on the curriculum from providers and stakeholders statewide.
- Please email Dr. Kathy Matt (ksmatt@udel.edu) and Sarah LaFave (lafave@udel.edu) with comments, questions, ideas.

Model Design Overview

- The key capabilities and competencies from the RFP were mapped into 6 modules
- Each of the 6 modules will include 3 elements:
 - Virtual Pre-work Session
 - In-person Session
 - Action Group Webinar Series

Virtual Pre-Work Session

- Introduces the module and presents an overview of the schedule/offerings/staff
- Introduces the topic/content for the in-person session with a short didactic presentation
- Creates an action item for participants to complete prior to the in-person session

In-Person Session

- An intensive live training with 2 key components:
 - A live simulation
 - Designed to show current state vs. future state and illustrate the “why” for the work in the module while modeling the skills required
 - Utilizes Healthcare Theatre simulated actors
 - Interactive, with group participation
 - Skills-based training
 - Didactic presentations delivered by local and national experts
 - Interactive workshops focused on sharing best practices between organizations, developing plans within a practice team

Live Simulation



UD Healthcare Theatre: <http://www1.udel.edu/healthcaretheatre/>

Action Group Webinar Series

- Follow-up action period/deep dive into the practice's chosen area of priority; includes:
 - Series of webinars on the specific topic
 - Action activities between webinars
 - Learning community of practices to share challenges/best practices
 - Access to an expert regularly on a priority topic area
- General format:
 - Facilitator intro (10 mins)
 - 2 practice shares (15 mins+5 mins questions each)
 - Closing/conversation/takeaways (10 mins)
- Utilizes interactive tools like polls, surveys, trivia, etc.
- Flexible format – sometimes the group will decide to take the conversation in a particular direction or dive in to learn more about what one practice is doing
- In-between work is critical (practices are working on a project/QI effort throughout)

Module 1: Performance Management

Virtual Pre-Work Session:

What is Performance Management & Quality Improvement?

In-Person Session:

1-day Performance Management & Quality Improvement Training (See agenda, will adapt to one-day)

8-Week Action Group Webinar series: (practice chooses one)

- Empanelment & Risk Stratification
- Utilizing Data to Drive Improvement
- Access Improvement
- Becoming a Quality Champion in the Practice

Module 2: Team-based Care Coordination

Virtual Pre-Work Session: Team-Based Patient Flow

In-Person Session: 1-day Advanced Primary Care Team Building Training

8-Week Action Group Webinar series: (practice chooses one)

- Care Transition Management: ED Utilization & Hospital Discharge
- Referral Network Management
- Complex Care Management
- Navigation & Access to Resources to Support Patient Engagement

Module 3: Population Health Management & Health IT Enablement

Virtual Pre-Work Session: Population Management & Health IT Enablement
In-Person Session: In-person session: (two options): Tools & Strategies for Population Management
8-Week Action Group Webinar series: (practice chooses one) <ul style="list-style-type: none">• Disease Registries & Gaps in Care• Using Data from the DE Health Information Exchange• EHR & Quality Data• Cost & Utilization Data

Module 4: Interprofessional Practice

Virtual Pre-Work Session: Getting the Most from your Team
In-person session: Staff & Provider Engagement & Development
8-week Action Group Webinar series: (Practice chooses one) <ul style="list-style-type: none">• Leadership & Culture for Transformation• Optimizing Team Roles (Collaborative Report Writing)• Behavioral Health Integration• Care Decisions: Using Evidence Based Measures/Guidelines for monitoring & intervention

Module 5: Patient Engagement

Virtual Pre-Work Session: Voice of the Patient
In-person session: Develop a Meaningful Patient Engagement Infrastructure
8-week Action Group Webinar series: (practice chooses one) <ul style="list-style-type: none">• Communication & Counseling Skills• Health IT Optimization for Patient Engagement (portals, telemedicine, apps, etc.)• Cultural Competency & Health Literacy

Module 6: Business Process Improvement

Virtual Pre-Work Session: Value-Based Payment
In-person session: PCMH and Profitability
8-week Action Group Webinar series: <ul style="list-style-type: none">• Revenue Cycle Management• TOC and Chronic Care Management Services• MIPS Overview

Additional Workshops

- In addition to the core curriculum, 8 additional in-person workshops have been built in for additional dives into particular content

Intended Audience

- All healthcare providers/practices in the state
- Special but not exclusive focus on primary care practices
- Will encourage practice teams to attend together (e.g. a PCP, office manager, MA)
- Will also encourage PC practices to attend with practice partners – behavioral health provider, PT, others
- Additional workshops will target patients, families, students in addition to a variety of providers

Discussion

- Specific topic/content suggestions
 - Suggestions for additional workshop deep dives
- Speaker/“all star” provider or practice suggestions
- Recruitment suggestions

We want to hear from you!

Please email Dr. Kathy Matt (ksmatt@udel.edu) and Sarah LaFave (lafave@udel.edu) with comments, questions, ideas.