

San Francisco Video Vignette Transcript

Narrator: The San Francisco VA Medical Center is home to one of the five Centers of Excellence in Primary Care Education in the VA. The program here addresses the four key elements of the centers and of a patient aligned care team including patient-centered communication, interprofessional collaboration and teamwork, sustained relationships and performance improvement.

Bonnie Graham: The Center of Excellence uniquely prepares them to be leaders in providing patient-centered, team-based care.

Thomas Cascino: I have the opportunity to interact with multiple different providers with different levels of experience, and the training for me is incredible. Additionally, it really allows the patient to maximize their visits, which is the goal.

Narrator: San Francisco's Center of Excellence uses a combination of formal learning activities, such as presentations, case discussions, scenarios and role plays, workplace learning activities such as huddles, performance improvement projects, home visits, group clinic and shared visits, as well as reflective activities, intra- and interprofessional reflection meetings, to enhance and streamline patient care and innovation.

Susan Janson: In the past we trained everybody individually in their professional silos. Nurses trained nurses and doctors trained doctors, and so forth and so on, but this new model is so exciting because we're all involved.

Narrator: Huddles involve the physician or nurse practitioner primary care provider, registered nurse, licensed vocational nurse, and medical services assistant on the team. These teams are called Patient Aligned Care Teams, or PACT.

Rebecca Shunk: A huddle is a briefing, it's like on a football team, right before the play, the coach, the quarterback gets in the huddle and calls the play.

Rina Shah: So then there is pushback, I think, at every step of the way, but you test something, it didn't work, you change it a little bit, you tweak it a little, you did your mini steps and you got there.

Narrator: These individuals meet for 15 minutes during the morning to discuss the patients who will be seen that day, any issues that may need to be addressed, and preliminary plans for the day. This brief meeting improves communication and overall clinic flow for the day. In an Academic PACT setting, Medical Residents and Nurse Practitioner student trainees are integrated into the PACT team. These trainees are responsible for a small panel of patients under the direct supervision of a medical attending provider or nurse practitioner attending provider.

Patricia Cornett: From my perspective, the impact that I love to see is the impact on the education of our trainees.

Anna Strewler: Right off the bat we chat about the patients that will be seen today, any sort of outstanding issues that we're expecting, or any sort of opportunities for team work that will necessarily come up during the day.

Narrator: These Academic PACT programs are unique in that they facilitate learning in a real world experiences in an interprofessional environment, working closely with other trainees and professionals in different disciplines.

Thomas Cascino: I think the biggest thing for me is the relationships, I have the opportunity to work as really part of a team, it really breaks down the old hierarchal model.

Shalani Patel: I think it forces everyone in the community clinics to do a better job of role modeling. So, we've all, Psychiatry Leadership, Medicine Leadership, we've kind of had to work together to make sure we're role modeling the correct thing, and that's something we may not have been as conscious about before there was the CoE trainees in place.

Rebecca Shunk: I think we have really integrated this flattened heierachry into the culture of the clinic, where every single discipline, be it a dietician or a pharmacist, or a licensed vocational nurse or a clerical associate, actually has a voice in the care of the patient.

Terry Keene: Here, you are treated as part of the team, and your work is valued, and it is felt valued.

Narrator: Regular team huddles are recommended nationwide, as a key element of the patient centered medical home. Communication is critical for patient safety at the VA.

Bridget O'Brien: It really is an immersion experience, and I believe that the best learning and the most meaningful and valuable learning happens through doing whatever you are trying to teach.

Narrator: It happens here, as the busy day begins, this unique organization of staff, trainees and faculty makes all the difference to patient care.

Patient clerical associate: So, I see you have a clinical pharmacist's appointment today?

Patient: That's right.

Conrad Knudsen: With a team that is dedicated to a certain number of patients, then you come in and everybody on that team knows your history, so they know who you are, they call you by name, and it makes it feel more like, I guess, like home.

Narrator: The San Francisco VA cares for over 10,000 Veterans in our ambulatory clinics that are spread throughout northern California. We offer patients state of the art care with a patient-centered approach. Our trainees learn key components of the patient-centered medical home model including quality improvement. Each trainee is expected to be a part of an ambulatory quality improvement project which addresses clinic needs.

Diana Nicoll: What's exciting about this is that it's very innovative. We really are leading the way, and we actually think that we will make an impact on the educational model at a lot of medical schools.

Bonnie Graham: The enhanced understanding of each others' skills and abilities really fosters a collaborative practice.

Terry Keene: What we're trying to do is have physicians and nurse practitioners work in a collaborative environment that honors both professions for what they are.

Rina Shah: I think there's phenomenal faculty here, but it's also the team-based approach; it's what the RN can bring to the table for this team, it's what the LVN can bring to the table.

Thomas Cascino: It states that his AM sugars have fluctuated greatly, he's unable to really see any kind of triggers.

Narrator: The San Francisco VA Medical Center is blazing new trails to excellence in patient care education, a true collaboration between clinical practitioners, educators, trainees and their patients, the Center of Excellence here is a model for healthcare innovation and communication across VHA.

For More Information

Contact: Laural Traylor, MSW National Program Manager

VA Office of Academic Affiliations, Washington DC

Centers of Excellence Primary Care Education

Long Beach Field Office

562.826.5974