

Seattle Video Vignette Transcript

Narrator: Welcome to the Seattle division of VA Puget Sound Healthcare System, home to one of VA's Centers of Excellence in Primary Care Education, an academically-based primary care PACT, or Patient Aligned Care Team, VA's version of the patient-centered medical home. Located in the scenic Pacific Northwest, VA Puget Sound is one of the fastest growing VA's in the United States. The Seattle VA is one of three primary educational settings for the University of Washington's graduate, medical, and nursing education programs. The Center of Excellence, in close partnership with the schools of nursing and medicine, is improving care quality for Veterans and setting new standards for patient-centered, interprofessional education in healthcare.

Joyce Wipf: So, there was this recognition that we really needed to transform primary care education, so that our trainees had the skills they needed when they finished their training program, rather than learning them on the job. And that was really the biggest mission, the main mission, of the CoE (Center of Excellence) nationally, and our specific mission was this focus on the skills needed for practice during training and to try to break down these silos of education and to bring these groups of trainees together.

Narrator: Trainees in this Center of Excellence have opportunities to improve their skills by participating in hands-on activities that reinforce learning and cultivate skill sets around quality and performance and promote commitment to processes that improve patient care. Reflecting on trainees, CoE co-director Kameka Brown believes that trainees bring fresh viewpoints to the CoE and the VA Healthcare system.

Kameka Brown: They are doing great projects here, and they are finding gaps in our process, or they are finding innovation, or they are developing strategies that are actual real, practical strategies that help our Veterans.

Laura Frantz: For myself, I feel like I'm getting so much clinical time and so much time to learn and then with really great providers who like to teach, who are excited about what we're doing, and then I think it's just such a unique experience that I know from talking to other people that this doesn't happen, so for me going out into practice in the future, I feel like I'll be better prepared.

Narrator: The Seattle Center of Excellence, or CoE, specializes in concentrated evidence-based training, evaluation, and research. VA physicians, nurse practitioners, nurses, psychologists, pharmacists, and other healthcare professionals serve as faculty, alongside the trainees, and participate in interprofessionally-based, patient-centered discussion, facilitated through collaborative communication and learning. Everyone on the care team, not just the trainee or the patient, serves as teachers, learners, and leaders. The trainees also have an opportunity to observe shared leadership role modeling.

Scottie Hartronft: We've been really proud of the amount of co-leadership with nurse practitioner and also the physician, so that's been a very good role models for the trainees when the leadership is a actually a co-leadership position.

Narrator: In the CoE, trainees learn to provide longitudinal, team-based care under faculty supervision in an interprofessional, collaborative environment. In addition, trainees, depending on their program, can take part in unique opportunities for quality improvement in patient care and shared decision-making.

Chris Vanderwarker: Helping care teams develop systematic ways of approaching the very common things and each of these are strengths that the other ones don't necessarily have or you only have in random, isolated groups. So, ultimately we've got to find a way to pool that knowledge base, and I think this is the first step to do that.

Narrator: Other teaching sessions using case studies provide trainee and VA staff time for self-assessment and reflection; this allows the individuals from different professional perspectives time to listen to another profession's point of view and discuss as an interprofessional team what could be done differently to positively impact the patient.

Woman at table: So, I think we talked a fair amount about some of the issues that may increase the risk of falls in our elderly population specifically.

Woman in group: I think it's also nice as a group to kind of brainstorm it and actually think about what it's like from the patient's perspective, and you know, what happens when you call this phone number that we give them.

Kameka Brown: One of the things we know is that our students think that, "I'm the learner; I'm just coming in to get the knowledge from you". But they don't realize that they come in with a new, fresh set of eyes, and they actually could change practice.

Catherine Kaminetzky: The neat thing about that group, or that session, is that they present their cases to an interprofessional group of faculty members, so nurse practitioners, clinical pharmacists, nurses, physicians, and they really get a broader perspective of what they could be doing for that patient to help them move along.

Narrator: To further support these activities, CoE faculty and site preceptors all have academic appointments in their respective schools at the university. There are opportunities for education and training that improves skill and benefits the patient.

Ken Steinberg: I'm really happy with the way the CoE has evolved. We've learned a lot over the last few years. I think it really has created a unique training environment for our residents in primary care education and the way they're taught primary care medicine.

Nancy Woods: I'm an optimist, so I expected this Center of Excellence in Primary Care Education to be successful from the day that we first started working together. I think the surprise for me is to appreciate how complex building this Center really was and how wildly successful it has been.

Larry Robinson: It takes a whole big team to make graduate medical education work in our institution, just as it takes a team to provide primary care effectively to patients in the region.

Narrator: Another way the Seattle CoE is leading the way is through their Women's Health Program, a national VA model for excellence in multidisciplinary women's healthcare. In fact, about 8,500 women Veterans receive care in VA Puget Sound, with 2,400 enrolled in Seattle's Women's clinic for Primary Care.

Sharon Gill: Some people may not realize this, but the VA is actually an excellent place to learn women's health because we have several women's health clinics.

Narrator: A Center of Excellence in more ways than one, Seattle VA and its partners are leading the way in innovation and interprofessional education while ensuring better care for our nation's Veterans.

Joyce Wipf: So, I am extremely proud of our CoE; everyone in our program from our trainees, to our faculty, to our leaders here and at the University, just have this incredible excitement and engagement in what is the Center of Excellence trying to accomplish.

For More Information

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