

Improving Teamwork and Patient Empowerment in Primary Care Through Interprofessional Education

Aislynn Moyer, DNP, RN

Pennsylvania College of Health Sciences
850 Greenfield Road, Lancaster, PA 17601
800-622-5443 | www.pacollege.edu

Objectives

- Discuss the impacts of broadening the definition of the healthcare team to include all persons within a practice in primary care.
- Explain how interprofessional education around population health can improve teamwork in primary care environments.
- Analyze how the patient experience differs with team education in population health concepts.

Background/Problem

- Primary care teams are looking to transition from provider-centric to team-based practices.
- Some team members do not recognize the value they bring to the team (i.e. un-licensed, supportive staff).
- Many team members completing new team-based tasks, but not recognizing the impact on patient outcomes. (i.e. goal setting, barrier assessment).

Solution

Team-based education on population health that will:

- Redefine the healthcare team.
- Clarify the rationale for population health related tasks.
- Encourage team collaboration and patient empowerment.

"Before, I didn't see my role as a nurse supervisor as crucial in the health of patients. After taking this course, I realize that everyone who is involved in a patient's care is extremely important!"

2015 Participant

"While in this course, I shed all my notions about tasks and roles in health care. It was a satisfying feeling when, without thinking, I asked for a mother's insurance card and started working on fixing an issue."

2015 Participant

"I now have the tools to better help our patients. Through engagement and motivational interviewing, my goal is to develop trust and learn how our patients feel."

2015 Participant

"If I had it to do over again, I would have used more skills to encourage patients. I feel I may have been a bit too complacent."

2015 Participant

Transformed Patient Experience

Historically, teams were provider-led with little collaboration among **all** staff in an office.

Evidence shows the most effective primary care teams are inclusive of all team members. This includes licensed, un-licensed, and supportive roles.

Each team member has a unique impact to the patient experience. This ranges from a simple phone greeting to providing medication reconciliation to giving directions in the lobby. **Every patient touch contributes to the overall patient experience.**

Healthcare Team Redefined



Branching Case Study

Interactive Gaming



Online Simulation



Reflective Analysis



Engagement of Learners

1. Health in the United States
 - Challenges in Accessing Care
 - Care Delivery: Past, Present, Future
2. Population Health
 - Health Promotion
 - Role of Health Advocacy
 - Continuity of Care
 - How to Make it Work
3. Patient-Centered Medical Home
 - Historical Background
 - Role in Chronic Care Management
 - Role of Staff
4. Empowering Patients, Transforming Lives
 - Behavior Change
 - Engaging Patients
 - Needs, Goals, and Barriers
 - Motivational Interviewing
5. Application to Practice
 - Skills Check
 - Presentation to Practice
 - Live Simulation
 - Reflective Paper

Education Content