

Clinic Name: Siloam Health

Clinic Education Site Leader: Kristin Martel MD

Updated by: Kristin Martel MD

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Goal:

The purpose of this educational clinic block is to expose Internal Medicine Residents to community based whole person care for the uninsured patients by incorporating cultural humility, cost conscious decisions, as well as considerations of the social determinants of health.

Objectives:

By the end of this educational block, learners in this rotation will be able to:

1. Patient Care for the Underserved
 - a. Prioritize problems and order tests and referrals in cost-conscious manner
 - b. Develop a familiarity with community resources for the uninsured
 - c. Facilitate a team approach that utilizes our multi-disciplinary team
 - d. Recognize barriers to care and develop strategies to overcome them by utilizing community health workers or other community programs
2. Caring for patient across a culture gap
 - a. Provide culturally sensitive, compassionate care for each patient
 - b. Utilize a spiritual history to further understand potential impact on healthcare delivery
 - c. Appreciate and address alternative understandings of health and disease
3. Interpersonal and Communications Skills
 - a. Effectively use an in-house interpreter or facilitate communication through language line
 - b. Utilize teach back method to ensure patient understanding
 - c. Understand when and how to utilize behavioral health consultant, chaplain, and social worker
4. Professionalism
 - a. Complete documentation prior to leaving clinic shift
 - b. Manage labs ordered during 2-week rotation
 - c. Be willing to see both scheduled follow-up visits as well as walk-in patients
5. Systems based practice
 - a. Demonstrate appropriate use and consideration of low-cost medications by using goodrx coupons as well as drug assistance programs
 - b. Create clear, accurate documentation in the EMR
6. Practice based learning and improvement
 - a. Recognize the limitations of their abilities and ask for help when appropriate

Educational Strategies:

Educational Strategy	Skills (taught and/or assessed)
Direct observation	Clinical Reasoning Use of Interpreter Consideration of cost conscious care when ordering labs and imaging studies Presentation skills

Evaluation:

Background

- In the recent past, there has been no structured way for faculty to provide feedback on their observations or assessments of residents on the clinic block.
- Residents spend a third of their training time in the outpatient clinic setting.
- Collecting faculty observations and assessments in this setting is important for residents to get the feedback and coaching they need to continue to grow and improve their clinical skills.
- The goal for all our residents is excellence in clinical skills

Ask for faculty

- Offer to do direct observation of skills with a learner in clinic (consider history, physical exam, clinical reasoning skills in the clinic setting, especially those specific to your specialty)
- Ask the resident to send you a direct observation new innovations form that takes 2-3 minutes to complete
- Use the new innovations app on your phone to send an “on demand direct observation” assessment for any resident any time.

Ask for residents (currently this is for all interns, soon this will expand to all residents)

- When on clinic block, ask one faculty member a week to complete a direct observation assessment on a clinical skill that they observed you do in their clinic
- You can send them an email with the direct observation from new innovations, or you can show them how to use the new innovations app on their phone.

Two “How To” videos- for faculty and residents:

This video demonstrates how residents can request an on-demand evaluation be sent to a faculty member. It also describes who to sue this tool to assist in making this a coaching moment. (5 min video)

- <https://vumc.box.com/s/svvwn5rtnlxhtgvneo858eg6kswjw6i0>

This video demonstrates how faculty can download the new innovations app on their phone. It also demonstrates how to complete and send in the on-demand evaluation on their phone (3 min video).

- https://zoom.us/rec/share/Xa8oi6uSywhNAEnosCHmjcl-X77nCHBmkyAJM7whH3O9sdljMZAK4WMXiUI4zX20.7CDO0cT8FLoi_unD
- **Passcode:** b@?=4dU2. (copy and paste this code in the zoom bar when the web page brings it up!)

