At the Completion of this Workshop, the learners will be able to:

- Foster residents reporting of medical errors and understanding of how to prevent medical errors and enhance patient safety
- Engage residents in effective and safe transitions of care, improving outcomes
- Enlist the appropriate care team to provide accountable, team-based coordinated care centered on the individual patient
- Create a new curriculum model that teaches Systems Based Practice and CLER requirements
Conflicts of Interest

The Problem--2014
The New Requirements

• NAS→Milestones
  – SBP
    • Emphasizes patient safety (SBP-2)
    • Coordinates team-based care (SBP-4)
• CLER
  – Patient Safety pathways
  – Care Transition pathways

The Problem

• Busy inpatient service
• Complicated patients
• Duty hours
• Supervision requirements
Oakwood Annapolis Family Medicine

- 30 residents
- 11 faculty round on Inpatient
- FMC 27,000 patient visits a year
- Admit for FMC, and Beaumont Medical group area physicians (25 additional physicians) and one unassigned patient a day

Family Medicine Inpatient Service

- Resident Team
  - 1-2 PGY-3; 1 PGY-2; 1 PGY-2 night shift; 1-2 PGY-1
- Census
  - 2-5 daily admissions
  - 8-12 patients on average
  - ALOS 3.2 days
- 1 Attending rounding on Medicine and Newborns
The Solution

- Transitional Care Management Rotation
  - Sub-attendingship
  - Coordinate and supervise the non-medical care of each patient on the service
  - Ensure safe transitions of care
  - Stewardship of safety

TCM Rotation Goals—Safety

- Increase awareness, knowledge and reporting of safety events
- Increase participation in interdisciplinary teams for systems-based improvement efforts including feedback on safety events the residents have reported
How?

- Conduct daily safety rounds with team
- Report all safety events in our safety (RLsolutions) reporting system
- Attend a RCA during the month
- Attend the weekly hospital Safety meeting which reviews and investigates all reported safety events
- Conduct mini-RCA on any patient readmitted to the Inpatient Medical Service with the assistance of the attending

TCM Rotation Goals—Transition of Care

- Promote safer transitions of care home
- Decrease readmissions
- Increase patient satisfaction
How?

- Coordinate and supervise all of the non-medical care of the patient on the FMS
- Communicate with the patient and families all medical aspects of care to promote collaboration and understanding, modeling to junior residents on team
- Communicate with PCP to aid in transitioning patient safely back to PCP
- Hold and/or attend family meetings
- Supervise the medication reconciliation and discharge plans of the junior residents
- Ensure scheduling of the TCM visit prior to the patient’s discharge form hospital

Did it Work?
Entries to RL Solutions by Residents

RLS Entries


PGY-3 Residents

Participating in

- Root Cause Analysis Team
- Interdisciplinary Safety Team
- Professional Practice Committee/Quality Committee
Kept TCM Appointments

Percent of Readmissions to FMS
How Are Physicians Responding?

• Anonymous, confidential survey
• 5 yes/no questions
• Questions sent to
  – Current Residents
  – Faculty/Community Attendings

Resident Question #1

• Do your patients receive adequate hospital care and are their needs met when they go home?

YES (100%)
Resident Question #2

• Has the TCM resident benefitted the inpatient medicine team?

YES (79%)
NO (21%)

Resident Question #3

• Do you feel comfortable reporting medical or system errors?

YES (74%)
NO (26%)
Resident Question #4

• Do you feel prepared to implement or initiate system changes in the future?

YES (63%)
NO (37%)

Resident Question #5

• Does reporting medical or system errors help to relieve your frustration or anxiety?

YES (53%)
NO (47%)
Comments from residents

- TCM helpful to address non-medicine aspects
- Some TCM residents not engaged well
- Not enough feedback after errors are reported
Attending Question #1

- Do your patients receive adequate hospital care and are their needs met when they go home?

Yes (80%)

No (20%)

Attending Question #2

- Are you satisfied with the medication reconciliation for the patients who present for follow-up after hospitalization?

Yes (67%)

No (33%)
Attending Question #3

• Are your patients satisfied with the care they receive in the hospital?

- YES (100%)

Attending Question #4

• Were you adequately kept up-to-date on major issues concerning your patients?

- YES (60%)
  - NO (40%)
Attending Question #5

- Has the TCM process increased your revenue?

![Pie chart showing 71% YES, 29% NO]

Comments from Attendings

- Patients are confused, need simplified information
- Medication reconciliation problems
  - Needs more detail
  - Difficult to read
  - Sometimes incorrect
  - Duplicates
- Poor contact with team
Future Directions

Questions/Comments/Ideas
Please…

Complete the session evaluation.

Thank you.