

Work Place Transformation: Making Changes To Improve Team Communication, Education and Patient Care

Kathy Morin, RN



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Objectives

- List and discuss trends in work place structure and transformation in primary care practices
- Implement physical changes that will allow providers and staff to sit together during clinic time
- Implement team processes that will improve communication, patient care and residency education

Current Practice Structure

- History of Residency Programs
 - Clinic Structure
 - Triage
 - Team communication
 - Impact on patients, staff and providers

- Influence of Patient Centered Medical Care
 - Continuity
 - Team Development
 - Communication
 - Efficient Office Processes
 - Modeling Care/ Residency Education

Recent Trends in Primary Care

Expanding Roles of Clinical Staff

Pre-visit Planning

Team Quality Projects/Standardization

Population Health Management

Team-let or Co-location

Improvement of Emotional and Physical Health of Staff and Providers

Our Journey to Team Co-location

The Vision

Buy-In

Communication-What went wrong

Breaking down walls!

Relationships-Mending and making

Viewing Video Interviews

Our Physical Transformation

Viewing pictures of space changes

I can't believe it's 10 months later!

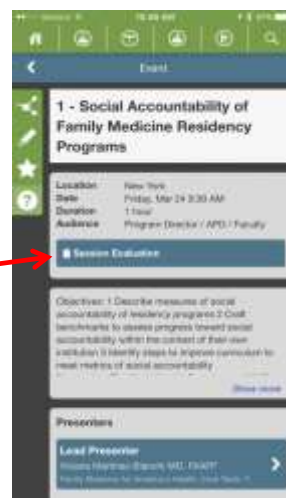
- Communication
- Provider/MA Huddles
- Triage
- Efficiency in Clinic
- Team Projects to Improve Processes
- Relationships and Feedback
- Improved Patient Care!
- Better Education for Everyone!
- Less Burnout- More Fun!

Video's Since Transformation

Take Aways!

- Residencies should be the innovators of transformation!
- Vision and change involves all voices
- Communication can always be improved
- Physically sitting together as teams has improved all clinic processes and improved patient care.
- Clinic time has been more fun and morale has improved!!

Please...
Complete the
session evaluation.
Thank you.





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