

Integrating Staff Education in a PCMH

Family Medicine Specialists PC

Terry Wright MD

The background features several decorative elements consisting of concentric circles in a lighter shade of blue, resembling ripples in water. These circles are positioned in the lower right and bottom center of the slide.

Family Medicine Specialists PC

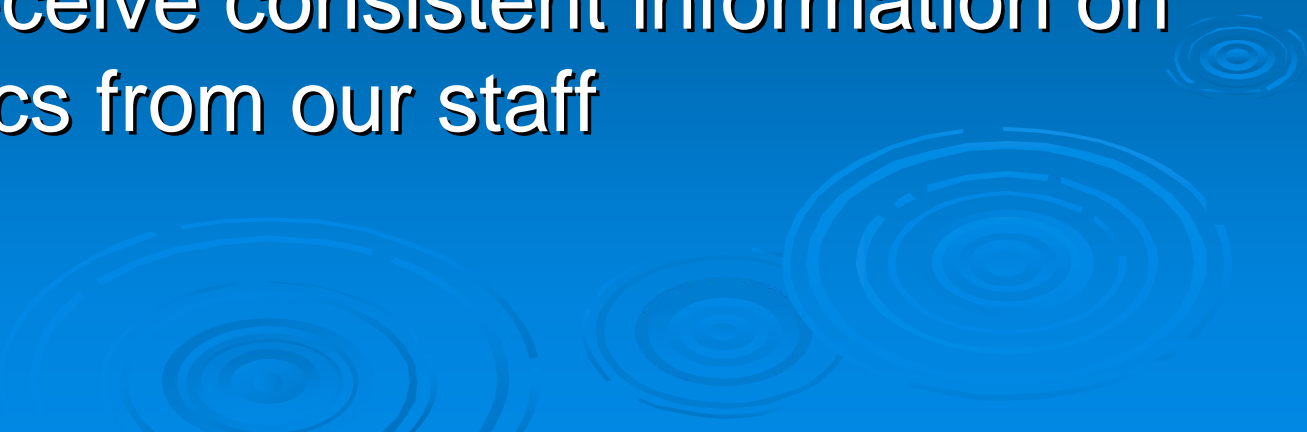
- Located in Walker, MI
- Established in 1989
- 4 Physicians – Family Medicine
- 2 Mid-Level Providers
- 22 Clinical Staff
- 5 Business staff
- 2009 – Recognition by BCBSM as a PCMH



BCBSM PGIP Initiative 9.8

- Staff receives regular training and/or communications in health promotion and disease prevention and incorporates preventive-focused practices into ongoing administrative operations.

Rationale

- Standardized office practice
 - Improving staff knowledge of chronic disease and health prevention
 - Patients receive consistent information on health topics from our staff
- 

Topics are Identified by:

- Physicians
- Staff
- Patient requests - FAQs
- 'Hot' topics – H₁N₁, New Drug Warnings

Communication

➤ Team Huddles

- Every Monday AM
 - All staff
 - Review schedules and openings
 - Obstacles
 - Provider staffing
- Every Friday AM
 - All staff
 - Re-cap week – problems/issues of the week
 - Repeat for absent employees
 - Keep Minutes of Meetings for reference
- Staff meetings

Topics

- **Asthma**
- **Influenza**
- **Hypertension**
- **Spirometry testing**
- **Gastroenteritis/dehydration/rehydration**
- **Croup**
- **Immunizations – new combinations, vaccines, schedules**
- **MRSA**

Monthly Staff Meetings

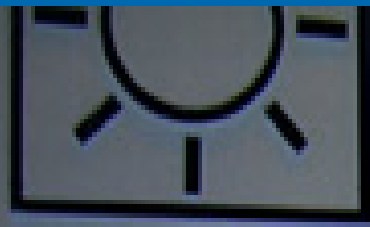
- **1 – 1 ½ hour meetings**
- **60 minutes devoted to staff education**
- **Topics – selected by providers or staff**
- **Presentation prepared/presented by providers on a rotating schedule**
- **Includes handouts and minutes**

Written Protocols

- **Routine Care** : *frequency of visits, labs*
- **Phone triage** : *When to see, red flags*
- **Appointments** : *how long Dx dependent*
- **Triage Protocols**: *from texts*

Staff Feedback

- Usually well received
- New topics are determined by staff
- Input Regarding Needs for Handouts ,
Reference Sheets solicited



Sunglass Hut

INTERNATIONAL



Team Building

- **Camp Rogers**
- **Scavenger Hunt**
- **Kayaking**
- **Spa Day**
- **Personality testing**
- **Jimmy Buffet Party**





Thank You!

Questions??

