



Jefferson

Philadelphia University +
Thomas Jefferson University

An Interprofessional Student Hotspotting Program: Curriculum Design, Implementation, and Evaluation at Thomas Jefferson University

Gerald Gibbons, MD(c), MPH(c); Charles Baron MD(c), MPH(c);
Lauren Collins, MD; Shoshana Sicks, EdM, EdD (c)

Conflicts of Interest

- We have nothing to disclose

Learning Objectives

Upon completion of the presentation, attendees will be able to:

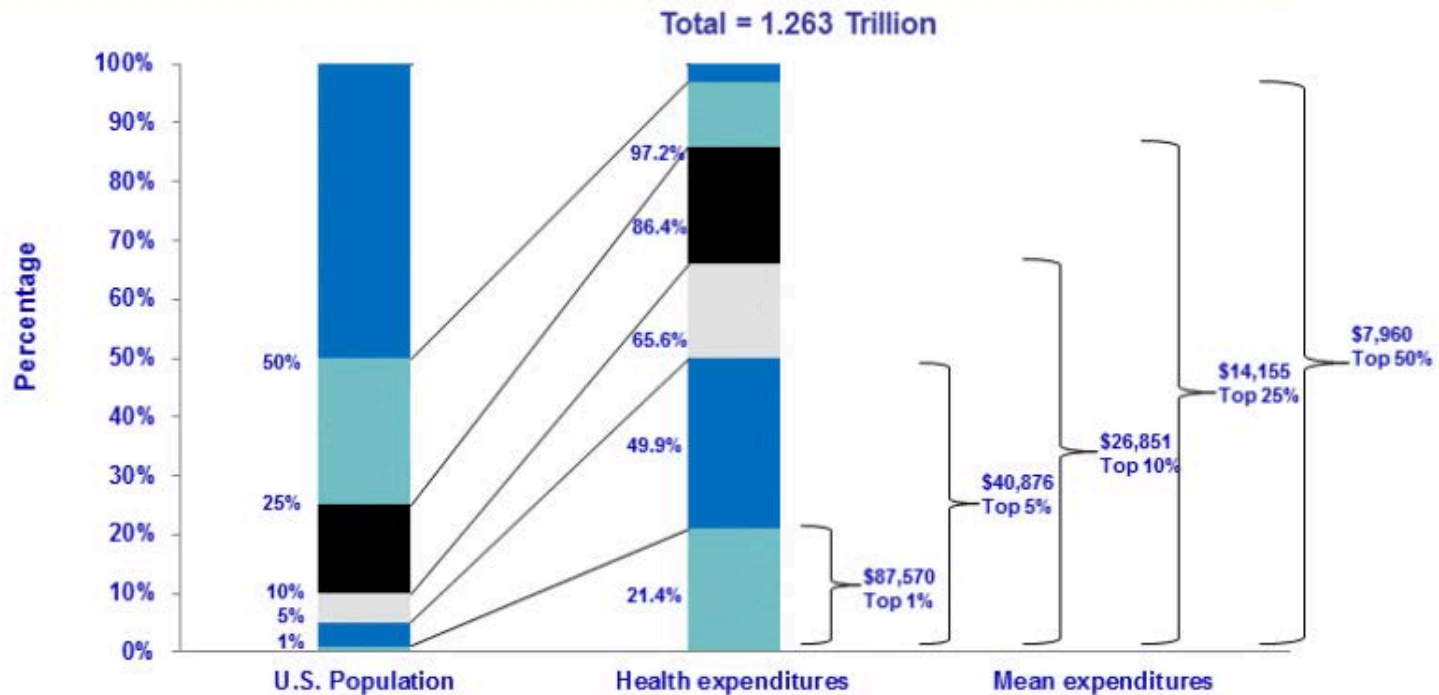
- Identify the relevant stakeholders for developing an interprofessional clinical “hotspotting” curriculum
- Describe an interprofessional curriculum focused on addressing the needs of super-utilizer patient populations
- Apply lessons learned from the design, implementation and evaluation of “hotspotting” curriculum at their home institutions.

Background

Super-Utilizers



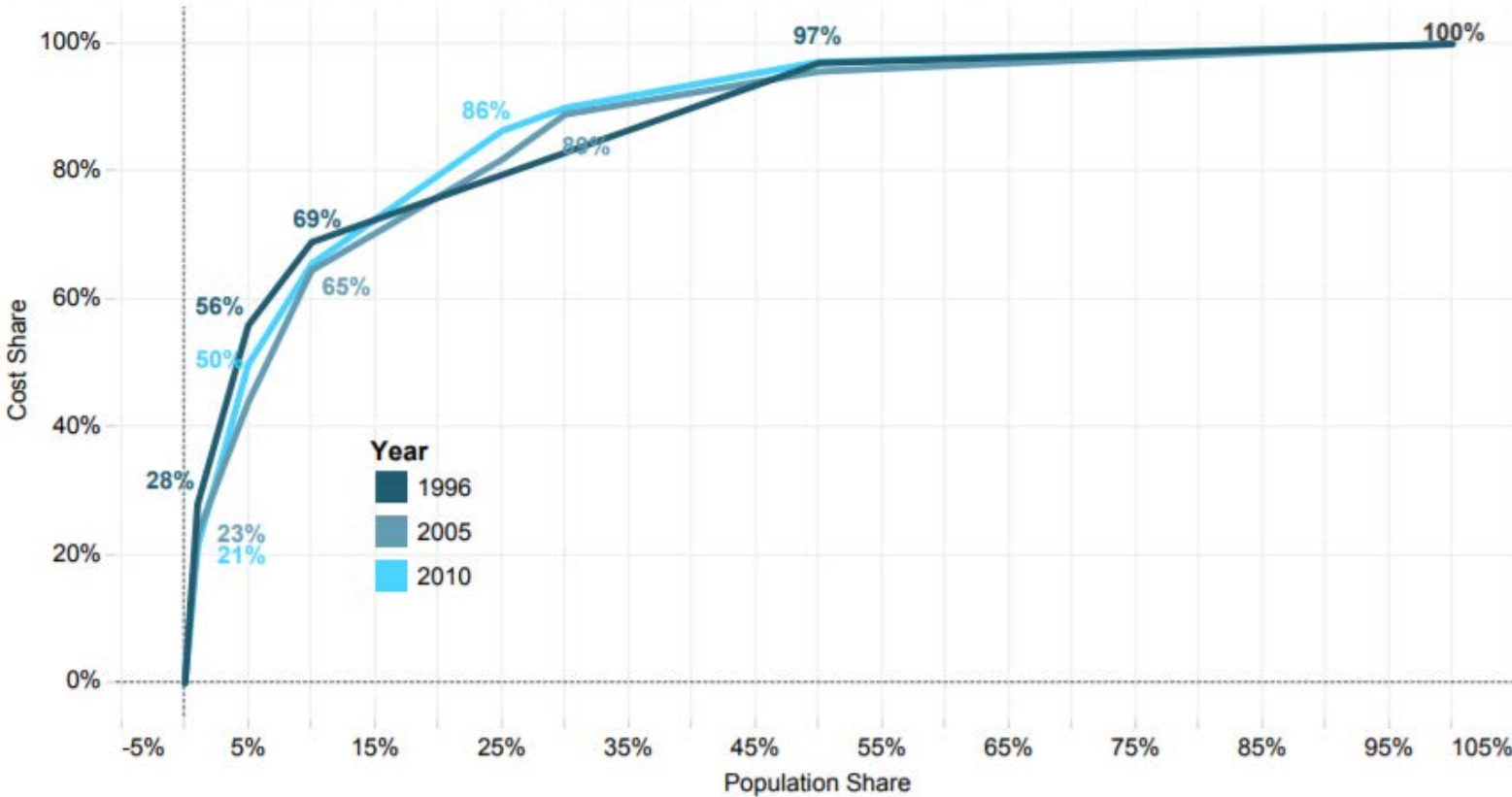
Figure 1. Distribution of health expenditures for the U.S. population by magnitude of expenditure and mean expenditures, 2010



Source: Center for Financing, Access, and Cost Trends, AHRQ, Household Component of the Medical Expenditure Panel Survey, 2010

Super-Utilizers

Concentration of Healthcare Spending in the US Population

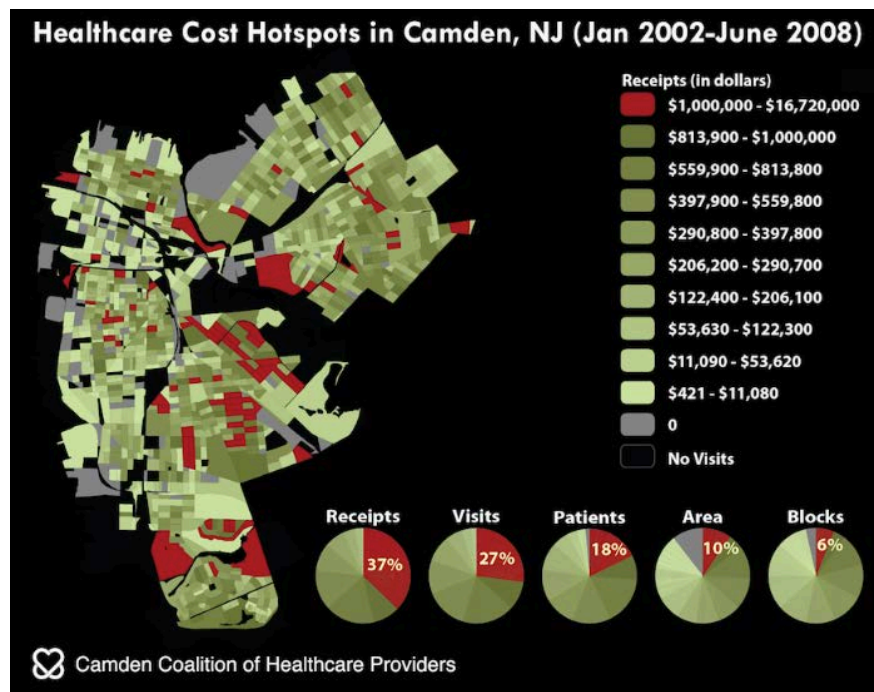


Super-Utilizers



Hotspotting

- Law enforcement term → mapping 911 calls to understand resource allocation
- In healthcare, used to map health care costs to better utilize resources



Hotspotting

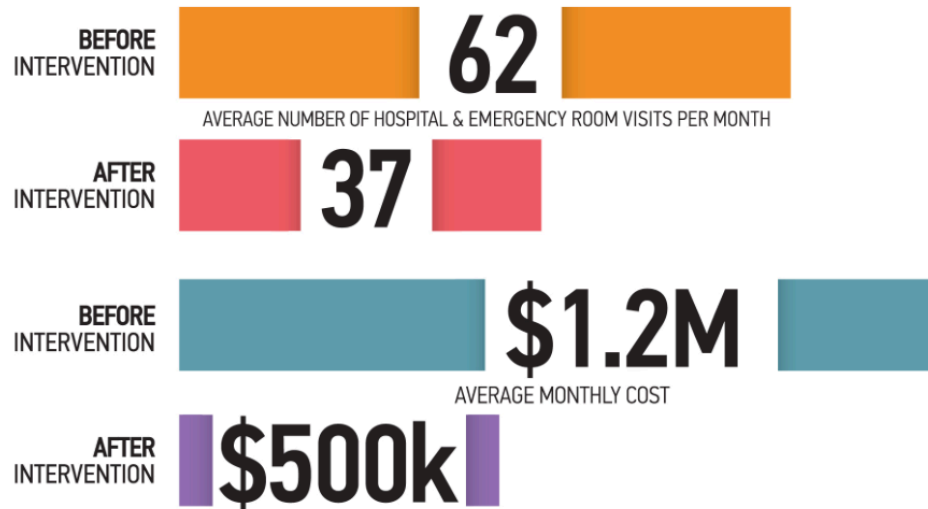
- Developed by Camden Coalition of Healthcare Providers (CCHP)



Interprofessional Student Hotspotting Learning Collaborative

- The CCHP has been hotspotting for nearly 15 years

RESULTS FROM CAMDEN COALITION'S FIRST 36 PATIENTS



- Launched the ISHLC in 2014
 - Students identify healthcare super-utilizers
 - Students explore factors that lead to high healthcare utilization
 - Students facilitate patients in obtaining community resources, coordinating care and navigating the healthcare system

Student Hotspotting at Jefferson

Early Hotspotting at Jefferson

- Participating since 2014
- Traditionally one interprofessional team/yr:
 - 4 faculty advisors
 - 6 students
 - Professions: Couple & Family Therapy, Medicine, Nursing, Occupational Therapy, Pharmacy, Public Health
- Largely an “extra-curricular” activity for students and faculty



Hotspotting Curriculum

- Kick-Off & Wrap-Up Events
- Online Mosaic-Based Video curriculum
- Regular team meetings
- Monthly Skills Workshops
- Monthly Case Presentations
- Wrap-Up PowerPoint presentation



Expansion

Why scale up?



- Students interested in more clinically relevant collaborative practice experiences
- Jefferson Center for Interprofessional Practice and Education (JCIPE) interested in expanding longitudinal curriculum on social determinants of health
- Clinical stakeholders/Office of Care Coordination interested in addressing needs of super-utilizers
- Academic leadership interest in community engagement and additional IPE/CP opportunities
- Two MD/MPH students interested in curriculum development and program implementation

Stakeholders

Academic Pillar

Sidney Kimmel Medical College

College of Pharmacy

College of Nursing

College of Health Professions

College of Population Health

Jefferson Center for Interprofessional Education

Clinical Pillar

Family Medicine

Internal Medicine

Emergency Department

Geriatric Medicine

Office of Care Coordination

Community Partners

Center for Urban Health

Camden Coalition of Healthcare Providers

Something Borrowed & Something New

Original ISHLC Program



- Kick-Off & Wrap Up Events
- Online Mosaic-Based Video curriculum
- Regular team meetings
- Monthly Skills Workshops
- Monthly Case Presentations
- Wrap-Up PowerPoint presentation

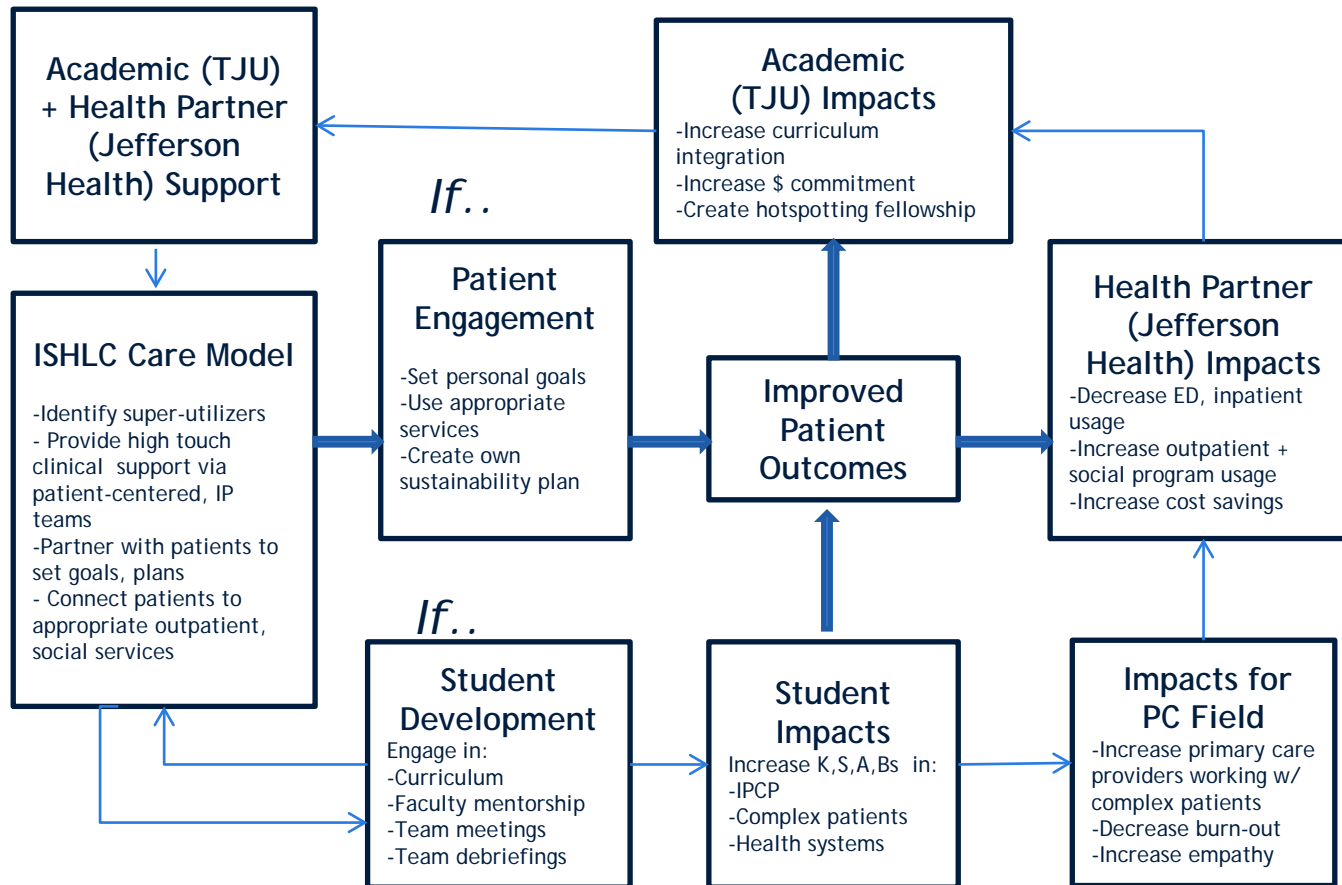
New Jefferson Additions

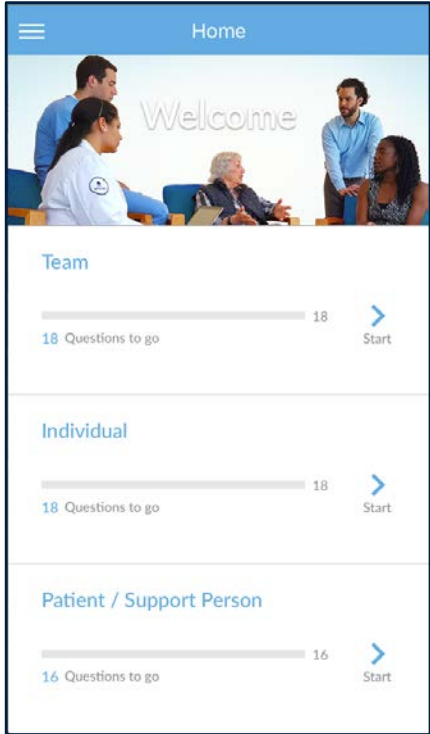
- **Curriculum**
 - For-credit experiences
 - Transcript designation
 - Personal Reflection Essay
 - Team Poster Presentation
 - Capstone/Research Projects
- **Operations**
 - Student Application Process
 - Pre-generated patient lists of Super-Utilizers
 - List of available community resources
 - Student Alumni Council
 - FAQs for students and advisors
 - Flowchart for questions for students and advisors
 - Systems training
 - Faculty/staff recruitment and development

Evaluation

A Little More Logic

- Mixed method, multidimensional
- Encompassing student, patient, systems effects





Student Outcomes

- Pre/post KSAB (adapted from ATHI, HPATHI, Asgare)
- Jefferson Empathy Scale
- Cultural Competence Scale
- Jefferson Teamwork Observation Guide (JTOG)
- Focus Groups

Advisor Outcomes

- Maslach Burnout Scale
- Program Evaluation/ Satisfaction
- Focus Groups

Patient Outcomes

- Multidimensional Health Locus of Control Scale
- Freelisting Interviews

System Outcomes

- Utilization Data
- Claims Data
- Curriculum Integration
- Funding

Sustainability

Setting Ourselves up for Longevity

- Integration into Jefferson curriculum (capstones, independent studies, existing courses, scholarly inquiry)
- “Excellence in Collaborative Practice” transcript designation
- Data analysis to support additional buy-in and expansion
- Grant, institutional and philanthropic funding



Office of Care Coordination Partnership

- Dedicated to improving patient outcomes through innovative strategies
- Have access to claims data and hospital/ED utilization
- Healthshare Exchange of Southeastern Pennsylvania



Why make care coordination a priority?

Happier patients	Patients and families hate it that we can't make this work.
Fewer problems	Poor hand-offs lead to delays, lapses in care, adverse drug effects, and other problems that may be dangerous to health.
Less waste	Enormous waste is associated with duplicate testing, unnecessary referrals, unwanted specialist-to-specialist referrals, and failed transitions from hospitals, EDs, & nursing homes.
Happier physicians & staff	Clinical practice will be more rewarding.

Challenges



Responses

- Institutional memory
- Funding
- Faculty and staff advisors
- Coordination/operations
- Data access

- Identifying and meeting with stakeholders to collate and centralize information
- Hub grant, seeking additional
- Individualized identification and recruitment as well as faculty/staff/student development & mentoring
- Hired Program Coordinator
- Partnering with Care Coordination to request access, using EPIC for most updated data

Questions?

Jefferson Center for Interprofessional Practice and Education

JCIPE@jefferson.edu

 @JeffCIPE

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