

Firm Faculty Coaching Topic PGY2 #1

PCG Resources

1. Please ask the resident if they can describe the following:

1. Nursing team – Does resident know who their nursing care team is? Where they sit? What their names are? Have they visited them in person today? (i.e. PCG Careteam 1 = Caroline Palmer and Terrell Hicks, sitting in room 3340)
2. Pharmacy – Does resident know about PCG pharmacists (AMS or Amy Wainwright). Do they know where they sit? Do they know how to use PHARM7 consult order for cost of meds, prior auth etc?
3. Medical Assistants – Does resident know how to find the MA assigned to them for the day?(Please show daily assignment sheet) Do they know what the MA responsibilities are? Do they know how to use the huddle column to communicate with MA's?

2. (Flip to back) Please ask the resident if they can describe:

1. Social worker – Does resident know how to message Daviel Thomas? (EPIC message or EPIC SW order) Do they know where she sits in clinic? (front of DCAM 3B).
2. Advance Practice Nurses - Does resident know when to refer to APN for between visit care? Send messages to APN for what is needed in the visit?
3. Behavior Medicine vs Collaborative Care – Does resident know difference? Between BMED and Collaborative Care? See below

Care Teams (RNs, LPNs, MAs)



Additional Information

* Try to do all paperwork, patient care messages, and communication in Epic and limit use of email, as email accounts are not covered on days off and not part of the medical record

Scope: Provide telephone triage, care coordination, arrange home health services, process refills, submit medication prior authorization, patient forms management, triage walk-ins, and support urgent care for IV meds and fluids

Description of Service:

- * Each care team supports a group of physicians, APPs, and Residents
- * Care teams can be reached through Epic in-basket messages, or in-person when assistance with clinic patients is needed

Referral/Contact Information:

- * Best to use the care team pools incase care team member is out of the office
- * (Hint: search under pools) "P PCG Care Team CARETEAM #"

Pharmacists



Scope: HTN + DM Type 2 management using remote patient monitoring; assistance with determining pharmacy benefit coverage and prior authorizations

Description of Service:

- * Type 2 Diabetes Management & Cardiovascular Risk Reduction - primary care physicians can refer patients to pharmacists who can initiate, titrate, and stop medications for Type 2 DM/HTN
- * Pharmacists will use remote patient monitoring tools such as blood pressure cuffs, glucometers, and in the future continuous glucose monitors as tools to improve monitoring adherence

Referral/Contact Information:

- If providers have drug related questions
- * (add referral for PCG pharmacists)
- * Pharm7 (consult goes to a pharmacy technician in DCAM to determine

Outpatient Pharmacy Medication Access Assistance

PHARM7

Additional Information

* Phone or in-person service provided

* PCPs can refer patients to pharmacists for assistance with DM and/or HTN management

* Other benefits offered: Close follow-up with patients and communication with PCP.

Guideline-directed management, medication reconciliation and education, and medication adherence and affordability assessment

Medical Assistants (MAs)



Additional Information

* Check work room door for daily exam room & MA assignments

Scope: Medical Assistants are responsible for multiple rooming and patient care tasks to support the patient-clinic visit

Description of Service:

- * Room patients – complete point of care testing under protocol
- * Measure vital signs
- * Complete assessments (depression, tobacco use, fall risk, etc.)
- * Assist provider with procedures (injections, pap smears, etc.)
- * Administer vaccines
- * Ensure smooth clinic flow

Referral/Contact Information:

- * Use Huddle Column to communicate with the MA's
- * MA work room is located in 3331

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Behavioral Medicine



Scope: BMed provides patient-centered and evidence-based treatments to patients who need assistance

Description of Service:

Focus on patients with...

- * Chronic medical conditions
- * Health behavioral modification
- * Life stressors
- * Stress-related physical symptoms

- * Family and/or interpersonal problems
- * Psychiatric problems
- * Group Theory
- * Psychiatric problems not covered by the Collaborative Care team

Referral/Contact Information:

Consult to DCAM PCG BMed through Epic
Fabiana Araujo, PhD

Additional Information
* Services delivered in scheduled apts/warm hand-offs

* If patient has urgent need, use "urgent" referral option in BMed order

* Patients with severe mental illness (bipolar, OCD, Psychotic depression, schizoaffective disorder, etc.) refer directly to psychiatry

* Patients presenting with depression, anxiety, uncontrolled diabetes, or who has poor adherence to their medical regimen should be referred here

Social Worker



Scope: Eliminate barriers of care for patients by engaging them in their care; an advocate for patients

Description of Service:

- * Resource provider: informing or helping patients find information on transportation, insurance, legal issues, housing issues, intimate partner violence, child support – wide array of assisting patients and their needs
- * Advocating for patients to doctors
- * Connect to long-term behavioral health services
- * Can provide crisis care management

Additional Information

* Can receive referrals for patients

* Work alongside other social workers (in CC and BMed) for certain cases

* Coverage among departments (ex: ambulatory care) that may not have social workers

Referral/Contact Information:

Reach out via Epic/Email

- * Adults/General: Daviel Thomas, LCSW - daviel.thomas@uchicagomedicine.org
- Located in clinic most of the time
- * Pediatrics: Kate Fitzgerald, LCSW - Kate.Fitzgerald@uchospitals.edu

Collaborative Care



Scope: A social worker is providing brief therapeutic interventions to improve mental health, medication adherence, and further connection to other mental health resources (bi-weekly virtual visits)

Description of Service:

- * Care management
- * Consultative psychiatry - after initial visit or if symptoms are not improving
- * Brief therapeutic interventions provided by licensed behavioral health social workers via frequent virtual visits for patients with PHQ-9 or GAD-7 >=10 or cognitive impairment

Referral/Contact Information:

Neda Laiterrapong, MD, MS, FACP

Social Workers

- * Tanya Washington A-M
- * Samantha Allen, MSW
- * Ashante White LSW, Adolescents
- * Carly Lusk, LCSW (Cognitive Impairment)
- LCSW - Med/Pediatrics and L-Z

Additional Information
* Patient can be referred to care management and consultative psychiatry services if in long-term term therapy
* Patients stay ~ 3 months (can graduate early if engaged in a higher intensity mental health care)

* Coverage: Medicare, Medicaid, private insurance (no copay if using UCHP insurance)

* Patients with severe mental illness (bipolar, OCD, Psychotic depression, schizoaffective disorder, etc.) refer directly to psychiatry

Advanced Practitioner Nurses (APNs)



Scope: APNs are licensed independent providers; they can have their own panel of patients or collaborate with physician providers. Our focus is to better support the resident and their patients when a resident PCP is not available

Description of Service:

- * APNs are available to see patients for:
 - * Chronic disease management and preventative health
 - * Women care
 - * Annual wellness visits
 - * Yearly physicals
 - * Urgent care visits

Additional Information

Referral/Contact Information:

- * Jennifer Clark - jennifer.clark@uchospitals.edu
- * Sevasti Greenspoon - sgreenspoon@medicine.bsd.uchicago.edu
- * Sarah Dickson - sbdickson@medicine.bsd.uchicago.edu
- * Katherine O'Donoghue - katherine.o'donoghue@uchospitals.edu