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Preparing the Present & Future Primary Care Workforce

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Who's in the primary care workforce?



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Patient & family

Medical assistant

Community health worker

Promotora

Project manager

Care/case manager

Care guide

Health coach

Receptionist

Scribe

Patient navigator

Primary care technician

Floor manager

Referral coordinator

EHR coordinator

Health professionals:

**Physician, APRN, PA, RN, LPN,
Pharmacist, SW, Behavioral health**

Preparing health professionals



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- **Close partnerships between education and practice.**
- **Intentional & sustained interprofessional experiences.**
- **Integrate new competencies and experiences into curricula at all levels:**
 - Caring for individuals & populations across the continuum.
 - Creating meaningful relationships with patients and families.
 - Using big data for population management and translating results to patients/families, team members, administrators.
 - Facilitating effective behavior and organizational change.
 - Working on and leading effective diverse teams.
 - Engaging communities & business in prevention & wellness.

Meaningful relationships



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- Address social determinants of health at every visit.
- Move from – “what’s the matter?” to “what matters most to you?”
- Person rather than patient centered care.



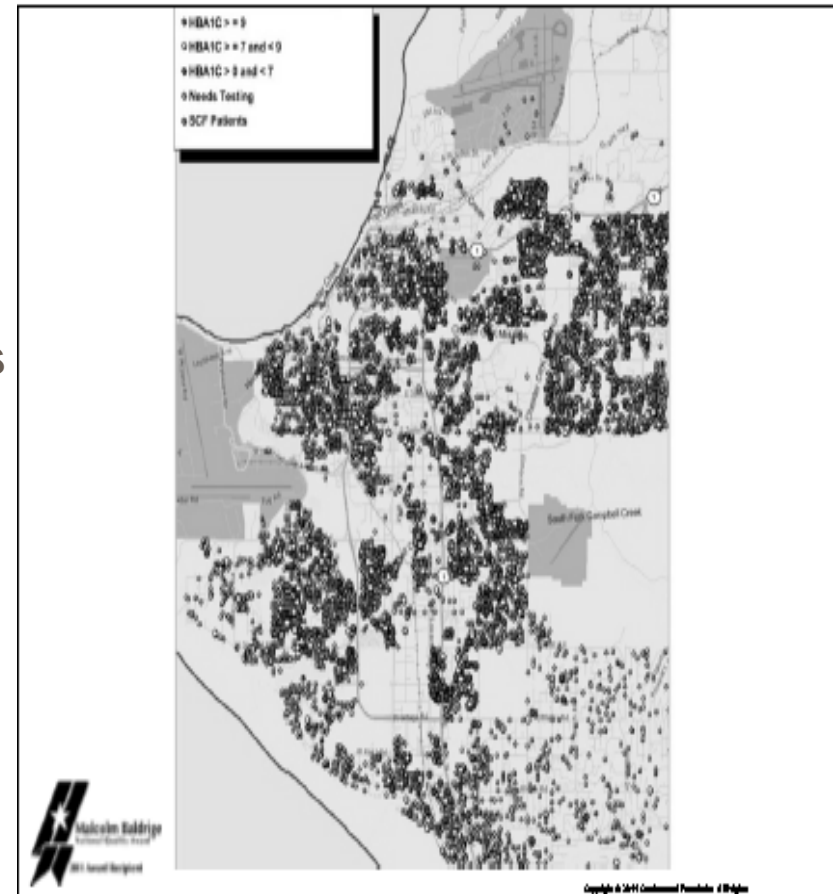
www.healthypeople.gov/2020

Using big data



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- Build models that include socioeconomic and lifestyle data.
- Overlay geocode w/ BMI, LDL, cost, dx, visits, lifestyle.
- Examine by provider, team, patients w/highest cost or best outcomes.
- Predict outcomes of the existing patients but also new patients.
- Develop care processes based on new models.



Tierney & Brim, Southcentral Foundation, Nuka System of Care, from IHI International Summit on Care in Community & Office Practice, March 2014.

Working on & Leading Teams



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- **Define goals & specific measurable operational objectives.**
- **Structure clinical & administrative systems to support team functioning.**
- **Define tasks & assign roles.**
- **Prepare team members for their regular roles, cross train & plan regular boosters.**
- **Adapt communication & other processes to enhance team functioning.**


Adapted from Bodenheimer, T. Building Teams in Primary Care: Lessons Learned. California Healthcare Foundation. 2007.


<http://nexusipe.org>





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National Center co-sponsors two free online informatics courses, MOOC begins February 10

Health care systems all over the world recognize the need for team-based, collaborative care.



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Preparing the workforce



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- **Standardizing preparation within roles.**
- **Moving from a job to a career.**
- **Curriculum areas**
 - Understanding & translating your role to patient/family & others on the team.
 - Creating meaningful relationships with patients and families.
 - Using data for population management and translating results to patients/families, team members, administrators.
 - Facilitating effective behavior change.
 - Working on and leading effective diverse teams.
 - Engaging communities in prevention & wellness.

The challenge for primary care



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“The greater danger for most of us lies not in setting our aim too high and falling short; but in setting our aim too low, and achieving our mark.”

Michelangelo

Questions for Panelists



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- **ER @ My Health Academy – recruiting CHWs**
 - **Barry Mann & Judy Spahr**
- **Union Health Center – new roles for MAs**
 - **Audrey Lum & Monica Guillen**
- **11th St. Family Health Services of Drexel University – integrating behavioral health and other services**
 - **Patricia Gerrity & Emily Duffy**
- **Highland Family Medicine @ University of Rochester – preparing residents for primary care**
 - **Steve Schultz & Gina Lamanna**