

**i** The Alliance for Academic Internal Medicine Faculty Development Toolbox provides peer-reviewed tools to enhance faculty development and engagement.

**Title: You Can Do It Too! How to Show Your Residents' Value to Your Institution Through Education in Transitions of Care**

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**Brief Description:**

This guide is intended to assist clinician educators in creating a transition of care curriculum to teach and evaluate the following:

- Recognize and evaluate the ACGME sub-competencies of
  - Transitions of care, patient safety and quality improvement
- Resident Education and evaluation in SBP and PBLI
- Institutional Cost avoidance/ cost savings

**Learning Objectives:**

1. Recognize and evaluate the ACGME sub-competencies of
  - i. Transitions of care, patient safety and quality improvement
2. Identify methods and tools to institute a TOC Curriculum & Clinic
3. Compare and contrast best practices in TOC
4. Discuss barriers to implementation of a successful TOC Curriculum & Clinic

**Equipment Required:**

Computer with Microsoft PowerPoint, printer for handouts

**Setting:** Small or large group classroom setting

**Total preparation time:** 1-3 hours

**Total time commitment for learner:** 1 hour

**Ideal audience size:** 10-30 people

**Is activity a one-time activity or a series of activities:** can be both (beginner program vs advanced to improve and progress)

**Intended Faculty Audience:**

• Community Faculty
• University Faculty
• New Faculty
• Outpatient Faculty
• Experienced Faculty

Comments: Faculty engaged in training and supervising residents in Transitions of Care

**Delivery Type**

- Didactic training
- Self-directed learning
- One-on-one coaching
- Other (please describe):mixture of didactics and one on one coaching

**PREPARATION**

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**Desired Background/Qualifications for Instructor or Facilitator:** Facilitator should have at least one year of experience as clinical faculty who supervises residents in a general internal medicine clinic. Prior experience with transitions of care is optimal but not required

**Preparatory Steps**

Preparations and Considerations	Description
1.	4-6 weeks prior to the session, request a report of transition of care patients referred to the clinic in the previous six months.
2.	Ask the hospital quality department to compile a report of patient referred to the clinic for transition of care visits or if no Clinic yet , re-admissions data
3.	Identify stake holders and create a transition of care committee including(a champion faculty , a champion resident, social worker, pharmacist, medical assistant, clinic administrator)
4.	One week prior to the conference, the facilitator should review the presentation and the tool kit resources.

**ACTIVITY**

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Based on the delivery mode(s) selected above, complete the following table(s) below

**Didactic Training**

Steps	Description	Estimated Time	Slide Number
1	Welcome participants and introductions	1 minute	1
2	Review the learning objectives	1 minute	3

3	Brief introduction into the importance of transitions of care	2 minutes	4
4	ACGME Milestones for TOC	1 minute	5
5	Discuss Why the need for TOC and readmission rates	3 minutes	7-8
6	Discuss the institute's values that align with the transition of care project	1 minute	9
7	SWOT analysis and discussion	10 minutes	10-14
8	Explore different methods to reduce readmission and improve TOC clinic show rate	10 minutes	15-20
9	Assign team members and define roles	5 minutes	17
10	Identifying the desired roadmap to implement transition of care	8 minutes	13
11	Review elements of TOC call, visit template, evaluation tool, billing and coding	10 minutes	28-41
12	Debrief the plan collectively and decide on follow up goals	5 minutes	54
13	Wrap up	1 minute	
Total		58-70 minutes	21 slides

## FOLLOW UP

### Didactic Training

Steps	Description	Estimated Time
Evaluation and Assessment	-Compile a report of patients referred to TOC for after the intervention Evaluate progress on project -Measure template use compliance	30 mins
Dissemination of Results	To team members and stake holders quarterly	30 mins

## EVALUATION AND OUTCOMES

Source	Description
Piedmont Athens Regional Medical Center-Internal Medicine residency program	Sustained transition of care project with multidisciplinary team with the following results -A significant decrease of hospitalizations per patient per year with a mean difference of 1.54 (0.70-2.38) (p<0.001). the number of ED visits per patient per year decreased with a mean difference of 1.76 (0.35-3.88) (p<0.001).

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	<ul style="list-style-type: none"><li>-Total estimated savings= <b>\$780 ,000</b> for the first three months of the project,estimated by an independent company.</li><li>-The clinic TOC show rate improved from 30% to 60% in about 1 year</li><li>- Established TOC curriculum, evaluation tools and designated team.</li></ul>
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#### **FURTHER STUDY/REFERENCES**

1. Chugh A, Williams MV, Grigsby J, Coleman, EA. Better transitions: improving comprehension of discharge instructions. *Frontiers of Health Services Management*, 2009 Spring;25(3):11-32
2. The Care Transitions Program, <http://www.caretransitions.org/definitions.asp> (accessed April 11, 2012)
3. Forster AJ, et al: Adverse drug events occurring following hospital discharge. *Journal of General Internal Medicine*, April 2005;20(4):317-23
4. Medicare Payment Advisory Commission, Report to the Congress: Reforming the Delivery System, Washington, D.C.: MedPAC, June 2008
4. Piedmont Athens tool kit