How to Develop Interprofessional Educational Efforts That Are Effective

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Presentation Objectives

1. Briefly review the evolving need for integrated care approaches;
2. Review the need to address substance use among all patients;
3. Review strategies for ensuring effective implementation of integrated care models;
4. Review strategies for ensuring effective training on integrated care approaches.
Review the Evolving Need for Integrated Care Approaches

Evolving Need for Integrated Care Approaches

• Most health care should be provided via an integrated care approach by the year 2020;
• The provision of an integrated care approach has been associated with improved patient outcomes and reduced care costs;
• The provision of an integrated care approach has also been associated with improved care provider satisfaction;
• Thus, the provision of an integrated care approach is likely associated with attainment of the Quadruple Aim.

Review the Need to Address Substance Use among All Patients

**Need to Address Substance Use among All Patients**

- **a.** Up to 40% of patients seeking care within an ED are eligible for an intervention based upon their alcohol use;

- **b.** Between 10 - 20% of ALL patients within primary care practices are eligible for an intervention based upon their use of alcohol;

- **c.** Alcohol use (of any amount) is **contraindicated with many common chronic disease medications**;

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Need to Address Substance Use among All Patients

d. Alcohol use is one of the leading causes of medication adherence problems;

e. Moderate alcohol use is associated with increased risk of breast cancer, especially among post-menopausal women;

f. Alcohol (wine, beer, or liquor) is the leading known preventable cause of developmental and physical birth defects in the United States.

Review Strategies for Ensuring Effective Implementation of Integrated Care Models
Use of an Implementation Framework

• It is imperative that any healthcare innovation be applied using an implementation framework;
• The use of an implementation framework improves the chances that the innovation will be implemented successfully;
• The implementation framework can also be used to determine the staging of implementation sites;
• And, the use of an implementation framework can improve your organization’s ability to implement other innovations in the future.

PERU has used an implementation framework to successfully implement innovations:

• Within an ED;
• Within 117 community pharmacies;
• Within county-level community coalitions aimed at reducing overdoses;
• Among many other healthcare sites;

And the framework has been demonstrated empirically to be associated in VA facilities with improved Veteran care access.
Any system involving humans is complex.

1. ALL healthcare;
2. Rearing a child;
3. Teaching;
4. Government;
5. Organizations; and
6. Even parts of a human body.

But we treat most systems as complicated, which is why our efforts to improve them often fail.
Levers

Components of the system that, when energy is applied according to defined principles, the system will transform more efficiently and towards an intended goal/aim.

In fact...

20% of your effort should be placed in choosing the right innovation (1, 2, and 3);

80% of your effort should be placed in implementing it appropriately (4).
The Systems Transformation Framework

VISION is the most important lever and provides the focus and true north upon which all organizational actions are guided and measured.
Our Vision:

Every patient receives the right integrated services at the right time by the right provider every time.

System Levers

1. **Vision**: The focus and *true north* upon which all organizational actions are guided and measured.

2. **Leadership**: The role of leadership is to provide each person with the tools and resources to *create meaning*, recognize meaning when it is created, ensure that all persons are treated with dignity and respect, and reinforce the system’s **Vision** in all it does.
System Levers

3. **Performance Measurement:** The *collection of meaningful information* that can be used by the internal learning system to determine how to best meet the vision/greater purpose.

4. **Internal Learning:** The systematic method of *using performance measurement data* to learn HOW to move towards the organizational vision/greater purpose (e.g., Six Sigma, Lean, etc.).

5. **External Learning:** The identification of what *new knowledge* that the system needs to learn and pulling only that new knowledge into the system at the point when it is needed using adult learning principles.

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System Levers

6. **Organizational Culture:** The prevailing and variability in *attitudes/values/beliefs/assumptions* that affect HOW work is done.

7. **Organizational Behavior:** The manner in which the organization behaves across the 5 domains:
   - Relationships;
   - Decision Making;
   - Power;
   - Conflict; and
   - Learning.

8. **Organizational Structure:** The manner in which the organization is structured so that optimal communication and innovation can occur among its agents.
Using the Framework Implementation Can Take the Following Steps:

- Develop an **Appropriate Vision Statement** that will guide you towards the Ideal
- Identify an **Appropriate Champion**
  - Access to senior management
  - Viewed as credible
  - Willing to accept the Vision
  - Viewed as a Leader

Using the Framework Implementation Can Take the Following Steps:

- Conduct a **Current Condition Analysis** – select the best site
  - Work Site Evaluation
  - Develop work site analyses
Using the Framework Implementation Can Take the Following Steps:

- Compare processes against the Ideal
- Perform an Organizational Health Assessment
- Develop Performance Measures, Metrics, Collection Method, Reporting Process

Using the Framework Implementation Can Take the Following Steps:

- Develop Implementation Fidelity Checklist
- Develop Training Plan
- Develop Highly Specified Protocol collaboratively with Champion and other staff (that addresses all of the above)
Using the Framework Implementation Can Take the Following Steps:

• Begin a Pilot using protocol.
• Meet Weekly to discuss pilot progress (with Champion).
• Tweak the pilot based on issues that arise and performance measurement reporting.
• Being full implementation within the site.

Using the Framework Implementation Can Take the Following Steps:

• Monitor Performance at least weekly until steady state achieved – monthly thereafter.
• Continue to conduct regular meetings with those involved at the site to discuss Performance Measurement Report, Fidelity Checklist Results, Etc.
• Intercede IMMEDIATELY when measures and reports indicate decay in performance and conduct root cause analyses using the 5 Why’s.
Strategies for Ensuring Effective Training on Integrated Care Approaches

Principles of Adult Learning and Learning Science

a. **Millennials are easily bored** – so, go light on theory, go heavy on skill, make it fun, provide feedback.
b. **Adults only learn what they think they need to learn** – make the learning compelling, show the students **WHY** they need to learn about SUD and the impact of hazardous alcohol and drug use in their patients.

Principles of Adult Learning and Learning Science

c. **Learning is enhanced when it is situated into context** – demonstrate the principles and skills with patient cases.
Principles of Adult Learning and Learning Science

d. Adults like to self direct their learning – provide basic concepts, provide a challenging application and then provide the resources to direct learning.

e. Competition can prime the learning pump – provide external motivators, encourage competition, reward success.
Principles of Adult Learning and Learning Science

f. **Immerse learners in the culture that will potentiate learning** – send learners to AA meeting, SUD treatment programs, recovery support organizations, jails, specialty training programs, clinical rotations.

Principles of Adult Learning and Learning Science

g. **Encourage the development of critical thinking about the topic** – sponsor debates (legalization of marijuana), best way to reduce healthcare costs for patients who engage in hazardous use or have a SUD, best way to reduce overdose deaths, etc.
Principles of Adult Learning and Learning Science

h. Provide time to develop the learning framework.

Principles of Adult Learning and Learning Science

i. Learning is best when it is outside our comfort zone – reinforce that having the conversation with a patient about their AOD use is not comfortable at first but that this is to be expected and means you are in the position to learn the most from this encounter – ask them what they did learn and reinforce that learning.
Principles of Adult Learning and Learning Science

j. Adults learn when they teach – have year 4 students mentor year 1 students, have students break into units of three and role play (observer with a proficiency checklist who provides feedback, patient, and physician).

k. Provide opportunities for debriefing – this topic can dredge up issues.
Principles of Adult Learning and Learning Science

I. **Celebrate successes** – celebrate great patient encounters, innovative ways of linking to specialty care, innovative ways of building integrated care models.

Differentiate Learning Knowledge from Skill

- Assess knowledge acquisition
- Use role play/case studies/proficiency checklists
- Train to appropriate proficiency level
- Assess proficiency at the worksite regularly
Summary

- Integrated care approaches will become the most prevalent method of providing health services;
- Integrating clinical screening, assessments and interventions to each patient will likely reduce downstream healthcare costs, improve care measures and clinical outcomes;
- Successfully implementing integrated care approaches requires the use of an established implementation strategy;
- Successfully implementing integrated care approaches also requires the use of effective training approaches.

References

References


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