# Innovations in Training and Care Delivery

**UW HEALTH**
MATTHEW SWEDLUND, MD, MBA
KASA RILEY, MSN, RN, CNML

**BELLIN COLLEGE**
MEGHAN LIEBZEIT, MSN, RN,CPN, JONAS SCHOLAR 22-23
MICHELLE STRINGER, MSN, RNC-MNN

**UW Health**

---

Academic health system integrated with the University of Wisconsin Madison and the School of Medicine and Public Health

Geographic range across southern Wisconsin and Northern Illinois

300,000 medically homed patients

1797 employed physicians, 875 APPs and 22,000 employees

7 Hospital and 80+ clinic locations

## Our Aim:

- To describe the processes undertaken to mitigate challenges in:
  - education and training of students.
  - healthcare systems deployment of resources in delivering patient care.
- To develop strategies for participants to integrate these processes into identified challenges within their healthcare organization..

*Gap analysis/Root Cause Analysis*

*Innovative Idea*

*Theoretical, Practice, Policy Model/Integration*

*Stakeholders (Principal/Customers)*

*Process to Create Idea*

*Implementation of Process*

*Evaluation or plan to evaluate process*

The Process

# Gap Analysis/Root Cause Analysis

**UW Health**

- Staff Hiring Challenges

- Ambulatory Care Model Difficulty

- Clinician Feedback

**Bellin College**

- Student evaluations.

- Survey
  - Students
  - Faculty

- Curriculum Evaluation/Revision

# Ideas and Innovation

**UW Health**

**Bellin College**

- Remote MA Model

  - Combine traditional MA roles with integration of remote work expanding traditional role

  - Asynchronous/Inbox Care

  - Rooming for offsite visits

  - Panel management

  - Previsit planning and Post visit follow up

- Simulation Clinicals:

  - Provide students exposure to multiple specialty areas.

  - Afford students the opportunity to grow in communication, teamwork, and interdisciplinary collaboration skills.

  - Maintain heavy focus on clinical judgement skills and delivering quality care.

# Integrated Processes

**UW Health**

- Theoretical Framework
  - Knowledge to Action
  - Bandura

**Bellin College**

- Theoretical Framework
  - Kolb
  - Vygotsky
  - Tanner's Clinical Judgment Model

- Simulation Standards
  - International Association of Clinical Simulation and Nursing (INACSL)
  - Quality and Safety Education for Nurses (QSEN)
  - National Council of State Boards of Nursing (NCSBN)

# Stakeholder considerations

**UW Health**

- MA Staff

- Physicians

- Operational Leadership

- Patients

**Bellin College**

- Faculty

- Students

- HSRC

- Cost

# Process to Create/Implement Innovation

**UW Health**

- Survey of Existing MA staff

- Manager team develop intervention

- Review with operations leadership for approval/support

- Phased pilot, iterative modification based on clinician feedback

**Bellin College**

- Curriculum committee meetings/vote
  - Creation of sim. development group

- Designing the specialty clinical
  - Incorporate specialty faculty
  - Evaluate HSRC availability/capability

# Evaluation Plan

**UWHealth**

- MA Evaluations
- Clinician Evaluations
- Patient Satisfaction
- Operations outcomes
  - Hiring metrics, vacancy rate
  - Rooming times
  - Inbox Turnaround time
  - Chronic disease maintenance process measures

**Bellin College**

- Student Evaluations
- Faculty Evaluations
- Hospital clinical site evaluations
- Research on quality of delivery.

# Interactive Discussion

Gap analysis/Root Cause Analysis

Innovative Idea

Theoretical, Practice, Policy Model/Integration

Stakeholders (Principal/Customers)

Process to Create Idea

Implementation of Process

Evaluation or plan to evaluate process