

## **PACER Team Report Summary Northwell Health**

### **Team Mission Statement:**

**POINT North: Primary Care Providers Organized to INnovate Team-based Care at Northwell Health**

*POINT North is an inter-professional collaborative between the primary care disciplines formed to catalyze meaningful change in clinical practice and education, transforming the face of primary care within our health system.*

### **What They Did:**

#### Educational Transformation Accomplishments

- IP Workshops
  - IP Role Identification
  - Medication Management
  - Behavioral Health
  - Unconscious Bias
  - PCMH Concepts
- Joint Grand Rounds
  - Primary Care Progress
  - Health professions education
  - Transforming teaching practices
  - Coaching
- Faculty Development
  - IP Precepting
  - Mentoring
- GME Retreat
  - IP Education
  - Team-based Care
- The tri-program ENHANCE community health is a new track for all primary care residents (IM, FM and Peds). This has been the biggest influence on resident training. They would like to add NP students to this in the future.

#### Clinical Transformation Accomplishments

- Sharing best practices (i.e. Huddles)
- In FM, they are now looking at patients with diabetes differently – identifying barriers to care and using the entire team (social work, nurses and pharmacy and other disciplines working together) has been a much better way to provide care – nursing now participating at a greater level and doing much more patient education – now have 5 champions instead of just one. FM was influenced by how IM does this type of care.
- PACER has really provided motivation for change. They initially started with one clinical area they can all address and it was helpful to see how all disciplines were doing things which helped them all to improve. So, they are really learning from each other.

### **How They Did It:**

#### Key Elements

- Continuing with routine meetings will help sustain their efforts. They don't see this stopping.
- Having an organizational structure to the PACER group with a designated lead
- Incorporating underrepresented or non-represented professionals (i.e. adding nursing to the PACER team)

## Enablers

- The biggest impact has been creating a forum for us to get together and meet to discuss and share ideas. We wouldn't have gotten together otherwise.
- Doing site visits at each other's clinics to have an idea as to what others were doing and talking with others in other departments has been very useful.
- Informing departmental and residency program leadership about the collaboration of our PACER group and planned projects

## Barriers/challenges

- Geographic distance
- Time
- Funding
- Logistical challenges of getting the faculty together
- Lack of faculty time to accomplish all the goals of the ENHANCE Track, evaluating and then starting next cohort
- Competing responsibilities of faculty team members

## **Overall Insights:**

- Start small
- Nursing involvement is crucial
- Need an "elevator speech"
- Focus on training
- Having team members with an open mind to creating an interdisciplinary team is essential. Also having folks who are already working across disciplines is helpful.
- Enthusiasm and commitment on the part of team members is really important, so selecting the right team members is really important. Be sure to consider all professions from the start.
- Each discipline needs to learn about common programmatic elements that they could agree on together. It was really important to identify what the central goal would be – for them it was the social determinants for health. This helped unite them. It was really helpful to get to know each other first.

## **Future Plans:**

- NP students training within all three departments
- New interdepartmental SDH project

## **Publications or Presentations related to your PACER work:**

### Presentations

- Greater New York Hospital Association (GNYHA) symposium *Improving Collaborations Between Primary Care Residency Programs and Community-Based Organizations* – New York, NY September 20, 2018  
"Engaging in Health Advocacy through Neighborhood Collaboratives and Education (ENHANCE): A Community Health track" Short talk.  
Johanna Martinez, MD, MS
- 1st Annual Future of Primary Care: Hot Topics and Challenges, Advocate Primary Care Transformation Collaborative – Sep 2017  
*Advancing the Team-based Environment at an Interprofessional Clinic*  
Lauren Block, MD, Alice Fornari, EdD, RD, Nancy LaVine, MD, Johanna Martinez, MD, MS, Jennifer Verbsky, MD
- Zucker School of Medicine at Hofstra/Northwell Graduate Medical Education (GME) Educational Retreat. Hempstead, NY. October 27, 2017.  
"Engaging in Health Advocacy through Neighborhood Collaborative and Education (ENHANCE): A PACER (Professionals Accelerating Clinical and Educational Redesign) Partnership between Internal Medicine, Family Medicine, and Pediatrics." Short talk.  
Mariecel Pilapil, MD, MPH; Barbara Keber, MD, FAAFP; Alice Fornari, EdD, RD

**Team Members:**

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