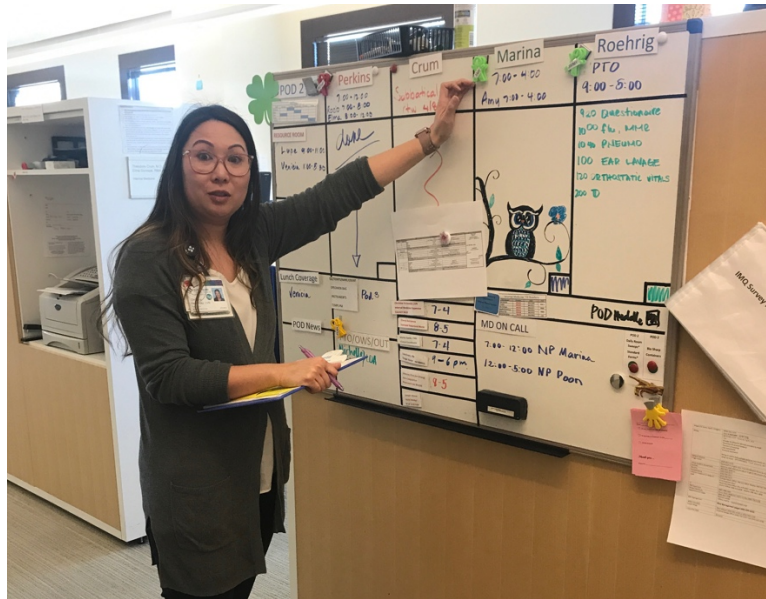


This past week, PTI hosted two Exemplar Practice Site Visits: Palo Alto Medical Foundation’s (PAMF) Internal Medicine department and St. Joseph’s Plaza Specialist site. Here are some of the key takeaways:

PAMF

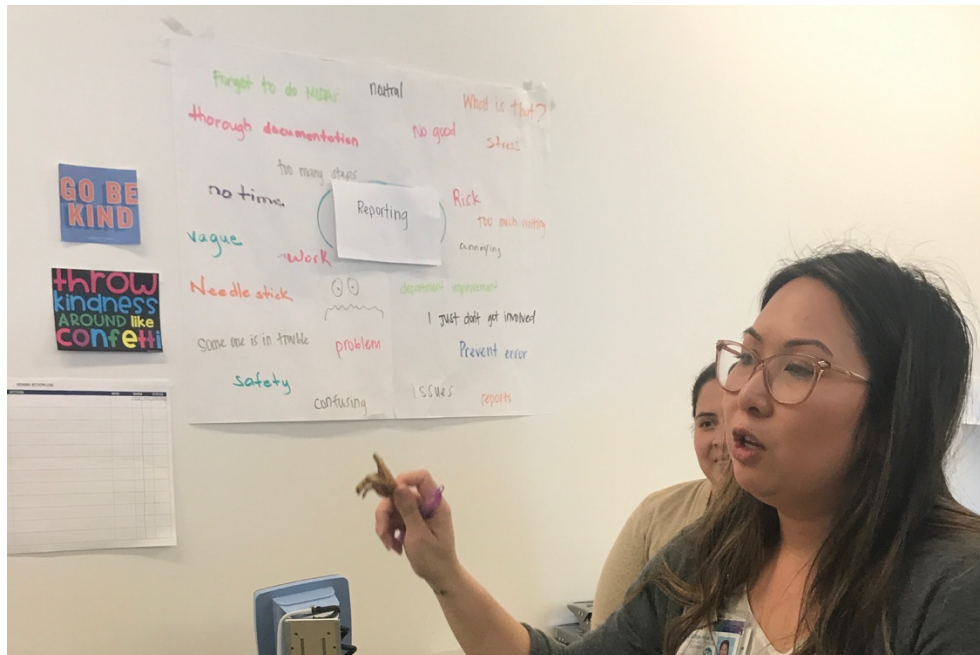
- The PAMF Internal Medicine Team consists of 3 pods, with 13 clinicians, a 3:1 ratio of MDs to APCs, and nursing and medical assistant staff. PAMF embarked on a Care Model Transformation journey three years ago with a goal of reducing burnout and level-loading amongst care team members.
- **Huddle boards:** PAMF has developed their daily huddle board iteratively, and they keep to a “5x5” structure: *From 5 feet away, understand what’s happening in 5 seconds.*



- **Visuals visuals visuals!** Performance data is displayed across the department, they have a Shout-outs/Kudos board to recognize one another, and every staff member has [this card](#) on their person to reinforce the culture of learning and improvement.



- **Stable Team Structure:** What does the team-based care element “stable team structure” look like? PAMF’s Internal Medicine department has seen virtually no turnover in the last 2 years! Team members have built trust with one another, all staff members feel comfortable raising issues and concerns, and there’s mutual respect for each other’s processes and ideas.
- **Evidence of innovative/learning mindset:** It’s about the work AND it’s about the people. The PAMF team fosters an innovative/learning mindset in the practice in formal and informal ways. Some of my favorites: The team holds monthly lunch & learn sessions where providers share about topics that they care about (blood pressure, relaxation, etc.) and the team learns together while sharing a meal. The whole team also contributed to a “potluck” of personal items to make this Quiet Room a space that feels welcoming. Lastly, I loved hearing Christine share about how she led a casual brainstorm during a daily huddle to better understand reporting obstacles that the staff faced – real time feedback on processes is incredibly valuable! This quick brainstorm gave way to ideas for an improvement project.



See more images from the site visit [here](#).

St. Joseph's

- St. Joseph's Plaza Specialist Site Internal Medicine team consists of 3 full-time MDs, 1 full-time nurse practitioner, 1 full-time RN, a pharmacist who is embedded with the team one day a week, 1 full-time and 1 part-time social worker, a health advocate. The strong team-based care culture is driven by the physician champion, Dr. Garcia, and they attribute their success to open communication, strong relationships, and the ability to have a say in what team-based care should look like for them.
- **Huddle boards** are a central focus in the clinic. Clear goals and recent progress are posted for patient satisfaction, gaps in care, and co-payment & deductible collection.

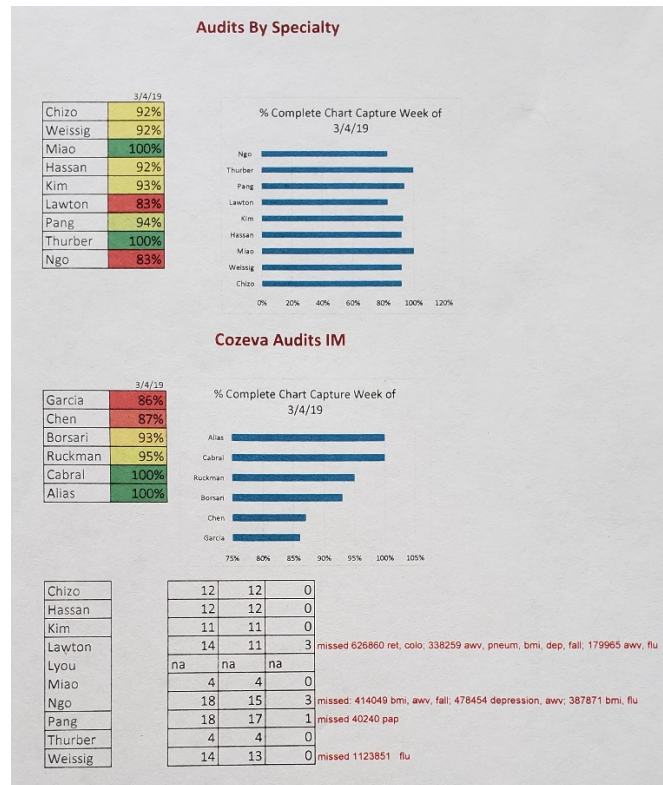


- **Team Culture:** Team members regularly acknowledge one another for actions, behaviors, or experiences they observe that align with their values. Using “Own It” cards, team members share their acknowledgements of one another in writing, and post them centrally on the huddle boards.



- **Closing Gaps in Care:** The team scrubs the schedule daily in advance of upcoming clinics to capture patients who are due for exams, labs, or screenings. Patients who are not scheduled for overdue services during their

appointments are followed up with by phone, and “percentage of completion” is documented transparently and posted weekly on the huddle boards.



- Patient-Family Engagement** is a strong component of the care they deliver. Patients with complex conditions or those who need extra help have access to a care connect advocate as well as to the Center for Health Promotion. Collaborative communication skills such as motivational interviewing are used and patients have access to interactive classes that focus on the learner engagement over lectures.

Center for Health Promotion

Adult Disease Management

- Diabetes Management**
 - Prediabetes
 - Diabetes Management
 - Medication Adherence
 - Insulin Protocol
- Medical Nutrition Therapy**
 - Complex diets for multiple conditions
 - Underweight
 - Overweight
 - Renal disease
 - Cirrhosis of the liver
 - Food Allergies
 - IBS Programs
 - Fatty Liver Program
 - Kidney Stone Program
 - Partnerships with other departments and specialties
- Weight Management**
 - Pre-Bariatric Surgery Program
 - Post-Bariatric Surgery Consultations
 - Weight Orientation: "How ways to a healthy weight or anorexia"
 - Nutrition Counseling
- HMR**
 - Medically Supervised Weight Loss (one of the best Fast Weight Loss programs in the country)
 - At Home and virtual weight loss program options
- Cardiac/Pulmonary Conditions**
 - Hypertension/ Cholesterol
 - Asthma

Pediatrics

- Nutrition Counseling
- Weight Management
- Underweight
- Picky Eating
- Food Allergies
- Insulin/ diabetes
- High Cholesterol/Lipids

Nutrition & Wellness

- Nutrition Counseling
- Nutrition, Body, and Mind Classes
 - Healthy eating, portion control
 - Weight management tips and tricks
 - Smoking Cessation (Orange County Health Care Agency)

Social Support Services

- Individual Counseling: Adults and Children
- Little Warriors
- Memory Assessment
- Mind Skills: Mindfulness
- Social Service Resources
- Support groups and classes
 - Memory Loss (Alzheimer's Assoc.)
 - Chronic Conditions Management (Spanish) (Council on Aging)
 - Partnerships with community resources

St. Joseph Heritage
Santo Ana Scheduling: 714-638-2242
Task: CHP Health Ed Support/IMG PO Team View

St. Jude Heritage
Sched Scheduling: 714-638-9500; Task: CHP Health Ed Support/IMG PO Team View
IRIS (via: Med): 714-446-5544; Task: HMR Weight Management Team

Mission Heritage
Scheduling: 844-699-4569
Task: CHP Health Ed/PHMG PO Team