**The Patient Experience - Discovery Rounds**

Facilitator Guide

* **Time:** 1-1.5 hour for scavenger hunt and 30 minute for debrief
* **Audience:** 1st and 2nd year residents
* **Objectives:** Demonstrate robust patient partnerships by empowering their patients to engage in their care and practicing shared decision making with patients. (Patient-Team Partnerships)
* **Procedures:** Can be done as a part of an intern immersion or orientation curriculum

**The Patient Experience - Discovery Rounds**

Adapted from Kelly Eagen, MD

**Objectives:**

1. Become familiar with many of the common tasks we ask our patients to complete
2. Improve our abilities to orient our patients to these tasks & answer their questions
3. Provide tips for our patients to decrease obstacles and help them navigate the system
4. Remind ourselves to be cognizant & efficient when ordering tests & consults

**General Questions for ALL Locations:**

1) Where is it?

2) What services are provided? What are the costs?

3) What are the hours?

4) Are there hours that are less busy?

5) How long is the line/wait?

6) How does the process work?

7) What do I need to bring with me and/or do before I go?

8) What if I don’t speak English?

***Case 1 – New Patient***

You recently took care of a 38 year old M who was admitted to hospital for an upper GI bleed related to heavy alcohol use. Because you have clinic next to the hospital, you have taken this patient into your panel. Your patient has never been to clinic and does not have any form of health insurance, but he has received a very large bill in the mail (~$12,000) and he’s really worried about it. He’s wondering what he should do next.

**Patient:**

1. Go to Registration prior to your clinic visit.
2. Where is it? Does every patient have to register before his/her visit? What are the co-pays like for a visit? How about the specialty clinics (cardiology, pulmonology)?
3. Go to Eligibility and find out about applying for MediCal or Medicaid.
4. What do you need to bring to enroll? What are the general qualifications?

**Case Continued**

Also during the visit, you note that his IgG for H.pylori is positive (sent in the hospital) and you decide to treat him with triple therapy. He also mentions that he has a bad knee that has been bothering him a lot. After your history and physical, you are concerned he has an MCL sprain, and you decide to refer him to physical therapy and get an xray of his knee. You also want to recheck his CBC.

1. Go to the Outpatient Pharmacy at your facility to pick up your prescription. While there, talk to patients to figure out how the process works and why patients chose this pharmacy. What are the hours and how long is the wait? Is it open on the weekend? Are their copays for medications?
2. Go to radiology at your facility and get your xray.
3. Go to the physical therapy department. How long is the wait for a new appointment? How do you make a referral?
4. Go to get labs done – what’s the line like? What are the hours?
5. Call your clinic to make a follow-up appointment since you forgot to make one on the way out of clinic.

***Case 2 – Senor and Senora***

Senor and Senora are a darling, elderly, undocumented El Salvadorian couple.

In clinic, Senor describes new concerning anginal symptoms when he walks up the three flights of stairs to his apartment. Luckily, Senora feels no pain in her chest but her knee pain as she descends the same stairs is equally disabling. On top of her knee pain, the edema in her legs from venous stasis has been worsening over the past few months and she needs a new pair of compression stockings because her old pair, as it turns out, don't fare very well after multiple machine wash cycles.

After completing your encounter, you empower Senor and Senora to complete the following tasks before their next appointment.

**Senor:**

1. Because he has no pain now, you feel a stat EKG is unnecessary. Get an outpatient EKG.
2. It turns out Senor hasn't eaten today go to the main hospital to get fasting labs drawn today.
3. Pick up nitroglycerin tablets to use at home if the chest pain returns. Go to local pharmacy.
4. While you’re here, talk to some patients to figure out how the process works, why patients chose this pharmacy, what the hours are & how long the wait is.
5. At times, Senor gets confused when you tell him important things. You are worried that if he is having pain on a weekend he may still try to come to see you even though time and time again you have instructed him that on weekends he has to go to Urgent Care or the Emergency Room. Because you are sufficiently concerned by his chest pain, you ask him to visit the ED and Urgent Care today before going home... just to learn where they are.

**Senora:**

1. Pick up a new pair of compression stockings at Central Supply or local Vendor.
2. Go make a Physical Therapy appointment. How long is the wait?
3. Go by Radiology to get an xray of her knees.
4. Call referrals to reschedule the ortho appointment that she missed two weeks ago to discuss the total knee replacement that she is considering.

***Case 3 – Ouch***

A 35yo F with a history of opioid dependence comes to establish care with you. She has a large, fluctuant nodule on her forearm that is painful and erythematous. She is also interested in learning more about methadone maintenance. She has never been to this clinic and is glad to finally be establishing primary care.

You evaluate her and determine that she indeed has an acute abscess. She also has a non-healing wound on her L calf. On review of LCR, you can’t see any record of basic blood work, including HIV and hepatitis testing.

You are the Patient:

1. Go to the nearby wound clinic – how would you get an appointment for your patient?
2. Do intake labs (if you haven’t been to the lab already).
3. Go visit local methadone clinic if nearby, find out how patient can get an appt.
4. If not done already, check out urgent care?

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Evaluation

1) I understand how to develop robust patient partnerships to empower my patients to engage in their care and practice shared decision making with my patients.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Strongly Disagree | Disagree | Undecided | Agree | Strongly Agree |
| 1 | 2 | 3 | 4 | 5 |

2) This activity enhanced my understanding.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Strongly Disagree | Disagree | Undecided | Agree | Strongly Agree |
| 1 | 2 | 3 | 4 | 5 |

3) The information from this activity is relevant to my practice.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Strongly Disagree | Disagree | Undecided | Agree | Strongly Agree |
| 1 | 2 | 3 | 4 | 5 |