

Friday, March 17, 2023

Group Exercise: Setting the Stage for Teamwork in Health Care Quality Improvement

Goal: To identify benefits and challenges of effective communication and teamwork between disciplines.

Scenario Topic and Instructions: The primary strategy for Hospital A+ and its clinics over the next year is to focus on improving transitions between the inpatient and outpatient settings. The Chief Medical Officer was surprised to see data showing that 60% of patients discharged to home are not attending their follow-up primary care appointments at the largest Hospital A+ ambulatory clinic. Inpatient Length of Stay is increasing. S/he also heard that communication among primary care physicians and hospitalists is fragmented. The Chief Medical Officer calls a meeting to begin discussing how care across settings can be improved. **Six** fellows will be assigned the roles of the following disciplines:

- Hospitalist Attending
- Primary Care Attending
- Inpatient Resident
- Nurse Discharge Coordinator
- Chief Medical Officer
- Family Advisory Committee member

For each assigned role, a fellow will role-play how s/he feels about this issue during a meeting with the Chief Medical Officer. The additional fellows are responsible for debriefing and providing commentary and potential strategies to improve the meeting.