

8-24-2017

## Interprofessional Grand Rounds: Student Hotspotting Team 2016-2017

Caroline Komanecy  
*SKMC, Thomas Jefferson University*

Peter Sacci  
*SKMC, Thomas Jefferson University*

Danielle McFadden  
*Nursing, Thomas Jefferson University*

Nuriya Neumann  
*Occupational Therapy, Thomas Jefferson University*

Follow this and additional works at: <https://jdc.jefferson.edu/otpresentations>

Michaela Scotten

 Department of Occupational Therapy, Thomas Jefferson University Commons, and the Pharmacy and  
Pharmaceutical Sciences Commons

**Let us know how access to this document benefits you**

See next page for additional authors

### Recommended Citation

Komanecy, Caroline; Sacci, Peter; McFadden, Danielle; Neumann, Nuriya; Scotten, Michaela; and Murphy, Melissa, "Interprofessional Grand Rounds: Student Hotspotting Team 2016-2017" (2017). *Department of Occupational Therapy Posters and Presentations*. Paper 41.  
<https://jdc.jefferson.edu/otpresentations/41>

This Article is brought to you for free and open access by the Jefferson Digital Commons. The Jefferson Digital Commons is a service of Thomas Jefferson University's [Center for Teaching and Learning \(CTL\)](#). The Commons is a showcase for Jefferson books and journals, peer-reviewed scholarly publications, unique historical collections from the University archives, and teaching tools. The Jefferson Digital Commons allows researchers and interested readers anywhere in the world to learn about and keep up to date with Jefferson scholarship. This article has been accepted for inclusion in Department of Occupational Therapy Posters and Presentations by an authorized administrator of the Jefferson Digital Commons. For more information, please contact: [JeffersonDigitalCommons@jefferson.edu](mailto:JeffersonDigitalCommons@jefferson.edu).

---

## Authors

Caroline Komanecky, Peter Sacci, Danielle McFadden, Nuriya Neumann, Michaela Scotten, and Melissa Murphy



# Interprofessional Grand Rounds: Student Hotspotting Team 2016-2017

**Students:** Caroline Komanecky, Peter Sacci - **Medicine**  
Danielle McFadden - **Nursing**  
Nuriya Neumann, Michaela Scotten - **Occupational Therapy**  
Melissa Murphy - **Pharmacy**

**Student Advisors:** Charles Baron, Gerald Gibbons - **Medicine & Public Health**

**Faculty Advisors:** Krys Foster, MD, MPH, Tracey Vause Earland, PhD, OTR/L, Julia Ward PhD, RN & Eileen Winter, ACSW

# Sponsors

- Camden Coalition
- Primary Care Progress
- Association of American Medical Colleges
- Jefferson Center for Interprofessional Education

# What is Hotspotting?

THE NEW YORKER

NEWS DESK

## ATUL GAWANDE ON THE SUPER-UTILIZERS



By The New Yorker January 14, 2011



In this week's *New Yorker*, [Atul Gawande presents a case](#) for lowering health-care costs by focussing on the most expensive patients. Inspired by law-enforcement techniques that zero in on clusters of crimes, Jeffrey Brenner, a physician in Camden, New Jersey, decided to combat excessive medical costs by treating the “super-utilizers.” (In Camden, one per cent of patients are responsible for thirty per cent of medical costs.)

Brenner's team, which includes a nurse practitioner and a social worker, make regular home visits and phone calls to check in about new and existing complaints, unfilled prescriptions, and other complications that could land them back in the hospital. They help apply for disability insurance and fill out paperwork for state-run housing where their medication can be overseen. They encourage these super-utilizers to improve their lives with steps like quitting smoking, cooking more, joining Alcoholics Anonymous—even going to church.



### Introduction to Hotspotting

from Camden Coalition [PLUS](#) 1 year ago

More from Camden Coalition  
[Autoplay next video](#)

# Our Team







Kick-Off Event



Kick-Off Event



Wrap-Up Event

# Project Timeline

## Planning phase

- Developed goals, team ‘norms,’ and rotating meeting roles

## Patient recruitment phase

- Biweekly meetings
- Utilized all available connections, resources

## Working phase

- Weekly meetings
- 3 teams of 2 students working with 1 patient/team →  
2 teams of 3 students working with 2 patients/team

## Wrap-up phase

- Coordinated transition of care



# Team Process

## Weekly meetings with team and mentors

- Case updates and discussion

## Camden Coalition programming

- Curriculum videos
- Skills Labs
- Case Conferences

# Super-Utilizer Case Story\*

## Basic Information

- 40 y.o. AA female
- No children, not married - in a relationship
- Finished high school - no history of employment
- Experiencing homelessness
- Has mother and sister in Philadelphia - poor relationship
- Struggles to manage colostomy
- Diagnosis of schizophrenia, chronic conditions

\*Our team collaborated with 4 total patients; we chose to highlight this patient's case, which required the most intensive interventions

# Why is she here so much?

Month	October	November	December
Number of ED visits	35	11	19
Top Chief Complaints	Abdominal pain (10) Bleeding from stoma (3) Need for colostomy supplies (3)	Abdominal pain (2) Ankle pain (2)	Seizure (5) Pain (4)
Top Diagnoses	Encounter for general attention (9) Homelessness (5) Abdominal pain (3)	Homelessness (2) Colostomy malfunction (2) Encounter for general attention (2)	Epilepsy (6) Homelessness (5)

# Client-centered Goals & Intervention

## **Medical management:** Colostomy maintenance and reversal

- Medication management (explanations of medications & dosages; cell phone reminders; calendar for medication and follow-up appointments, pill box)
- Making and attending specialist appointments & including family members
- Training for colostomy care with Colorectal Surgery staff

## **Housing opportunities:** Lack of accessibility due to family circumstances

- Collaboration with Project Home
- Conversations with local case workers familiar with patient
- Meeting with family members

# Client-centered Goals & Intervention, cont.

**Library card:** Desire to take classes and have a place to spend the day

- In order to obtain, client needed 2 documents with proof of residency
- Family denied having mail with client's name as proof of residence
- Client does not receive any current mail

**Psychiatric Services:** Client expressed interest in counselling

- Identified coverage of insurance and available psychiatric services

# Recent Encounters: Colostomy Reversal

## Radiology Appointment #1

- Client went in for CT with contrast to identify infection preventing colostomy reversal - unsuccessful due to non-compliance with procedure
- Care plan to be continued once communication is reestablished

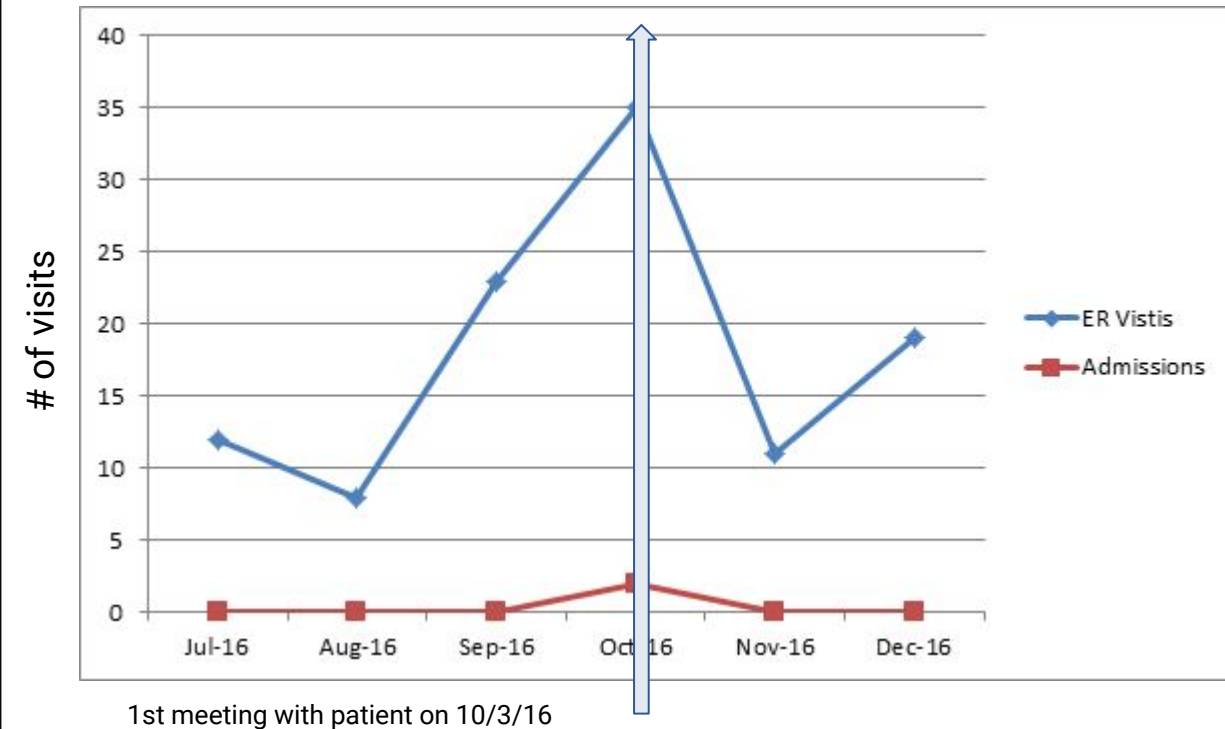
## Radiology Appointment #2

- Sedative provided by surgeon in order to make procedure more tolerable
- Efforts (music for relaxation, conversations with boyfriend & resident) were not successful, patient still refused barium enema



# Hospital Utilization & Costs July - December 2016\*

*\*for TJUH alone (patient utilizes 6+ health systems)*



PRE-INTERVENTION (July-Sept '16):

- \$53,200\*\*

POST-INTERVENTION (Oct-Dec '16):

- \$64,325\*\*\*

*\*\*costs estimated; \*\*\*exact ER costs; estimated admission costs*

# Possible Factors Impacting Utilization Rates

## **Jefferson ED: Initial meeting spot for patient and students**

- Location switched to fast food restaurant, neighborhood shelter, and medical office

## **Varying utilization of hospital systems in Philadelphia**

- Based on contact with family & partner
- Physical & mental health

## **Need for housing**

- Weather conditions
- Availability of shelter

# Final Steps

- Patient's goals were addressed
- Patient received client-centered care
- Patient feels safe in ER

# Handoff to Super Utilizer Nurse Practitioner Team

## Underlying factors need to be addressed moving forward

- Housing
- Cognition
- Safe relationships
- Self-perception of ability to care for ostomy

## Transitional team meeting

- Connection to Primary Care Physician
- Nursing Home Placement

# Key Lessons Learned

- Importance of family support
- Role of stable housing on health and healthcare
- Challenges of medication management
- Impact of purposeful daily activities and community contribution on physical/mental health
- Mismatch of hospital intervention and patient needs/wants
- Access to further education and appropriate learning opportunities
- Mental health diagnoses mixed with cognitive impairments
- Role of reflection on the process of patient care and interprofessional collaboration
- Importance of therapeutic relationship
- Resources in the community
- Setting boundaries
- Transition of care

# Reflecting On The Experience

## How will this impact our practice?

- Redefining success as making a positive impact on a patient's life and building a relationship of trust
- Value of harm reduction approach
- Power of using motivating factors
- Setting realistic goals for chronic disease management

## What have we learned about teamwork in healthcare?

- The importance of connecting information from each team member
- Increased quality and efficiency from interprofessional work
- We all have one focus: patient-centered care



# Future of Hotspotting at Jefferson

- Scaling up within institution
- Provider and staff education regarding usefulness of program
- Advocacy within TJU schools to promote interprofessional education and experiences

# Special thank you to...

- Krys Foster, MD, MPH, Tracey Vause Earland, PhD, OTR/L, Julia Ward PhD, RN & Eileen Winter, ACSW
- Thomas Jefferson University Hospital: physicians, nurses, pharmacists, social workers, case managers, and administrative staff
- Jefferson Center for Interprofessional Education (JCIPE): Lauren Collins, MD & Shoshana Sicks, EdM
- Jefferson Students for Interprofessional Education (JSIPE)
- Camden Coalition of Healthcare Providers, Primary Care Progress, and Association of American Medical Colleges

# References

Camden Coalition. (2015). Introduction to Hotspotting.  
[https://vimeo.com/135480504.](https://vimeo.com/135480504)

Gawande, Atul. (2011). The Hot spotters: Can we lower medical costs by giving the neediest patients better care? *The New Yorker*.  
<http://www.newyorker.com/magazine/2011/01/24/the-hot-spotters>



**Jefferson**

**Philadelphia University +  
Thomas Jefferson University**