

“We Can Help You with That!” Building a Case for a Resident Assistant Program



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We have nothing to disclose

Agenda

- ▶ Description of the RA programs at our 3 institutions (20min)
- ▶ Choose your own Adventure (30min)
 - ▶ Job Description/Recruitment/Training
 - ▶ Financial Aspects
 - ▶ Potential Outcomes/ What to study
- ▶ Developing your elevator pitch (20min)
- ▶ Wrap up (10min)

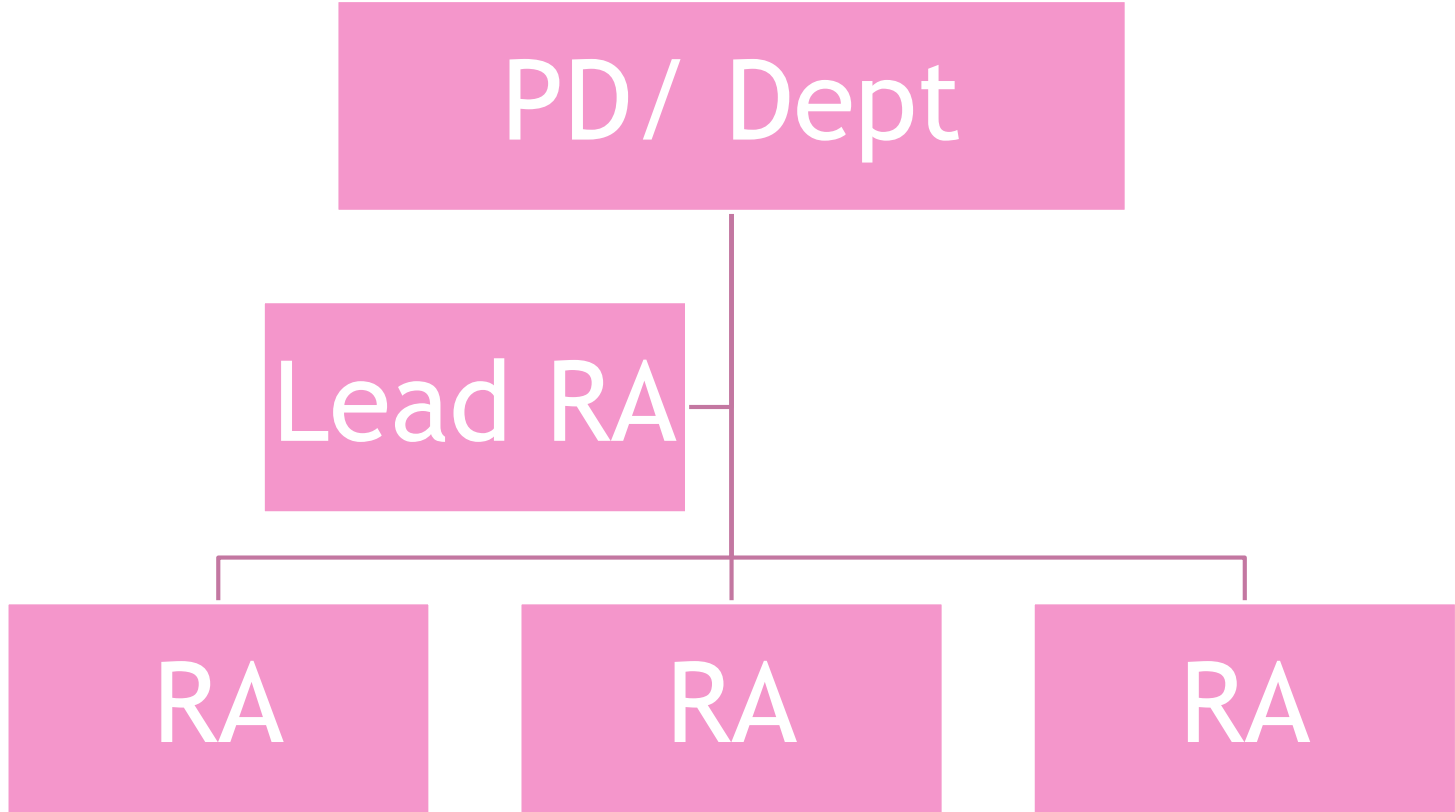
Overview of Program



- ▶ Program started over 10 years ago (“a mom and a secretary”)
- ▶ 9 RA’s Newborn, 6 inpatient teams, NICU/PICU, float
- ▶ 348 beds, 103 residents



Org Chart



Job Description



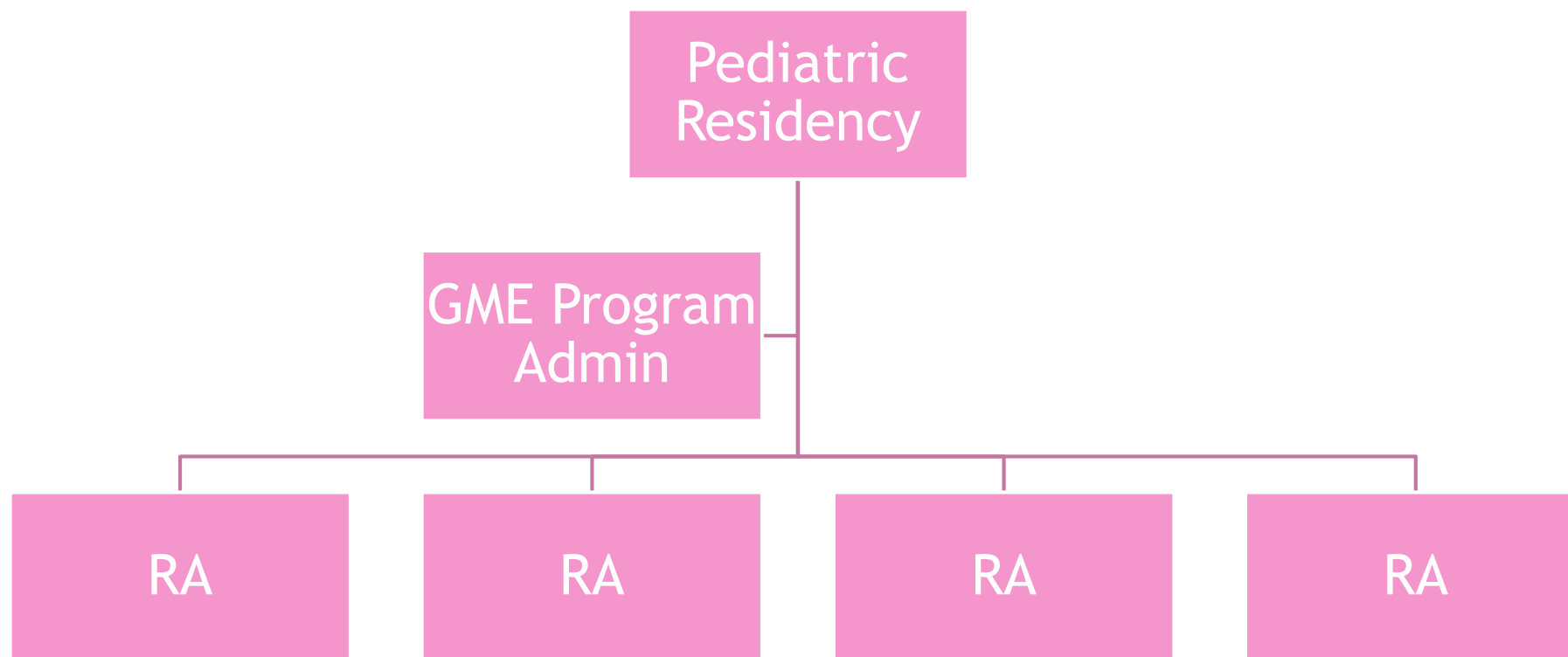
- ▶ M-F, 7am-4pm
- ▶ Coordinate Rounds (contacting attendings, nurses, dietician, discharge planning, etc before each patient). Track rounding time
- ▶ Orient medical students
- ▶ Prior authorizations, Obtaining outside records, Scheduling appts, Scheduling testing/imaging, Collecting patient evals of residents, Patient data collection (newborn), Communication with PCP's
- ▶ Collect data for QI/PS projects, Scholarly projects
- ▶ Emotional Support/ Evaluation of team dynamics/ Early Warning signs

Overview of Program



- ▶ NCH Pediatric residency program recognized ever increasing administrative burdens facing residents and challenges this posed to patient care
- ▶ Large quaternary center: 476 beds, 1.4 million patient visits
- ▶ 149 pediatric residents
- ▶ NCH resident assistant program started in February 2018
- ▶ 4 current resident assistants
 - ▶ Hospital Pediatrics (x2)
 - ▶ Pulmonary
 - ▶ Infectious Disease

Org Chart



Job Description



- ▶ Monday - Friday, 8am - 4pm
- ▶ 40 hours per week, full time position
- ▶ Daily participation in family centered rounds, helping to facilitate communication between providers, nursing staff, and families
- ▶ Scheduling outpatient appointments after discharge including imaging studies, labs, and follow-up appointments
- ▶ Obtain patient medical records, newborn screens, or growth charts from outside hospitals/PCP offices
- ▶ Engagement with quality improvement projects and scholarly work
- ▶ Many other miscellaneous responsibilities!



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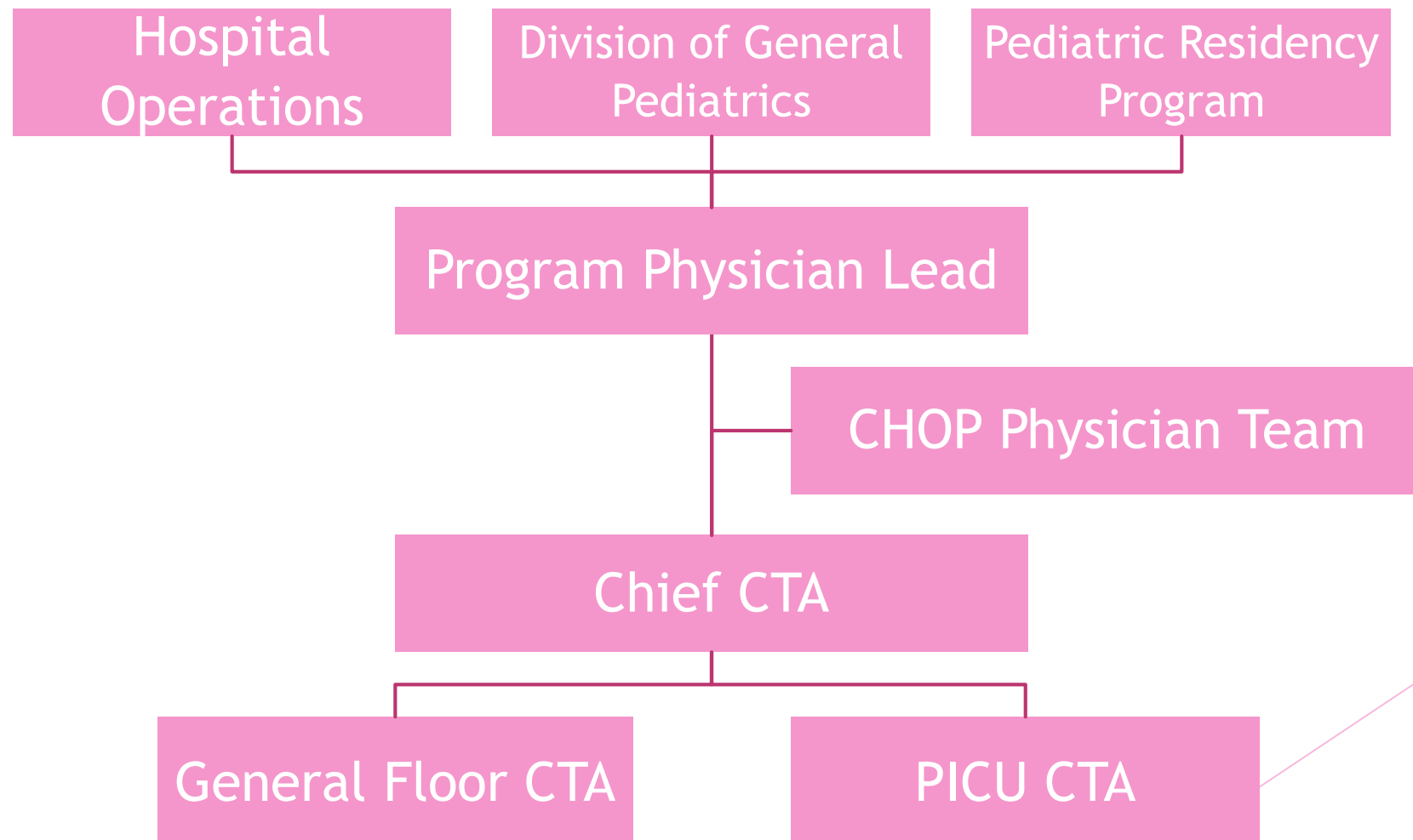
Overview of Program

- ▶ Increasing hospital census, bed capacity, and complexity of patients; practice of scope, patient and family experience, wellness initiatives across the institution
 - 562 pediatric beds
 - 150 pediatric residents
- ▶ Nov 2016: Care Team Assistant (CTA) program started as pilot
- ▶ Feb 2017: CTA program officially funded and integrated into resident teams
 - 5 Care Team Assistants
- ▶ CTA program has considerably grown; now have 12 CTAs
 - 9 covering inpatient general floor teams
 - 3 covering PICU
- ▶ Integral part of numerous team-based and hospital-wide initiatives

Org Chart



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Job Description

- ▶ M-F/40 hours per week; Full-time, Part-time

Family-Centered Rounds

- ▶ Call bedside RN (and RT) to patient's bedside
- ▶ Tracking rounding times for rounding improvement initiatives

Patient and Family Experience

- ▶ Greet and educate the patient/family on the Children's Hospital of Philadelphia care model, including an explanation of family-centered rounds and composition of the medical team

Referring MD Communication

- ▶ Notify the PCP of his/her patient's hospitalization by phone or by EPIC in-basket messaging

Patient Flow

- ▶ Help with the discharges/follow-up appointments and identifying potential challenges for disposition planning

Administrative

- ▶ Obtain test results and records from referring hospitals/physicians and ancillary services

Choose your own Adventure...

- ▶ Job Description/Recruitment
- ▶ Training and Financial Aspects
- ▶ Potential Outcomes/ What to study



Creating your elevator pitch

- ▶ Who should you ask?
- ▶ Why should you start a program?
- ▶ What do you need?



Questions/ Discussion



What we wish we had known BEFORE...

- ▶ Team building for RA's
- ▶ Resident involvement and buy-in are crucial
- ▶ Orientation process can take some time
- ▶ Educate other staff about this new position (RNs, PCAs, attendings, etc.)
- ▶ Getting residents to relinquish some responsibilities will be difficult

We can help with this....

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