

Interprofessional Student Hotspotting Learning Collaborative: A Student Initiative to Together Help Patients in Tangible and Intangible Ways

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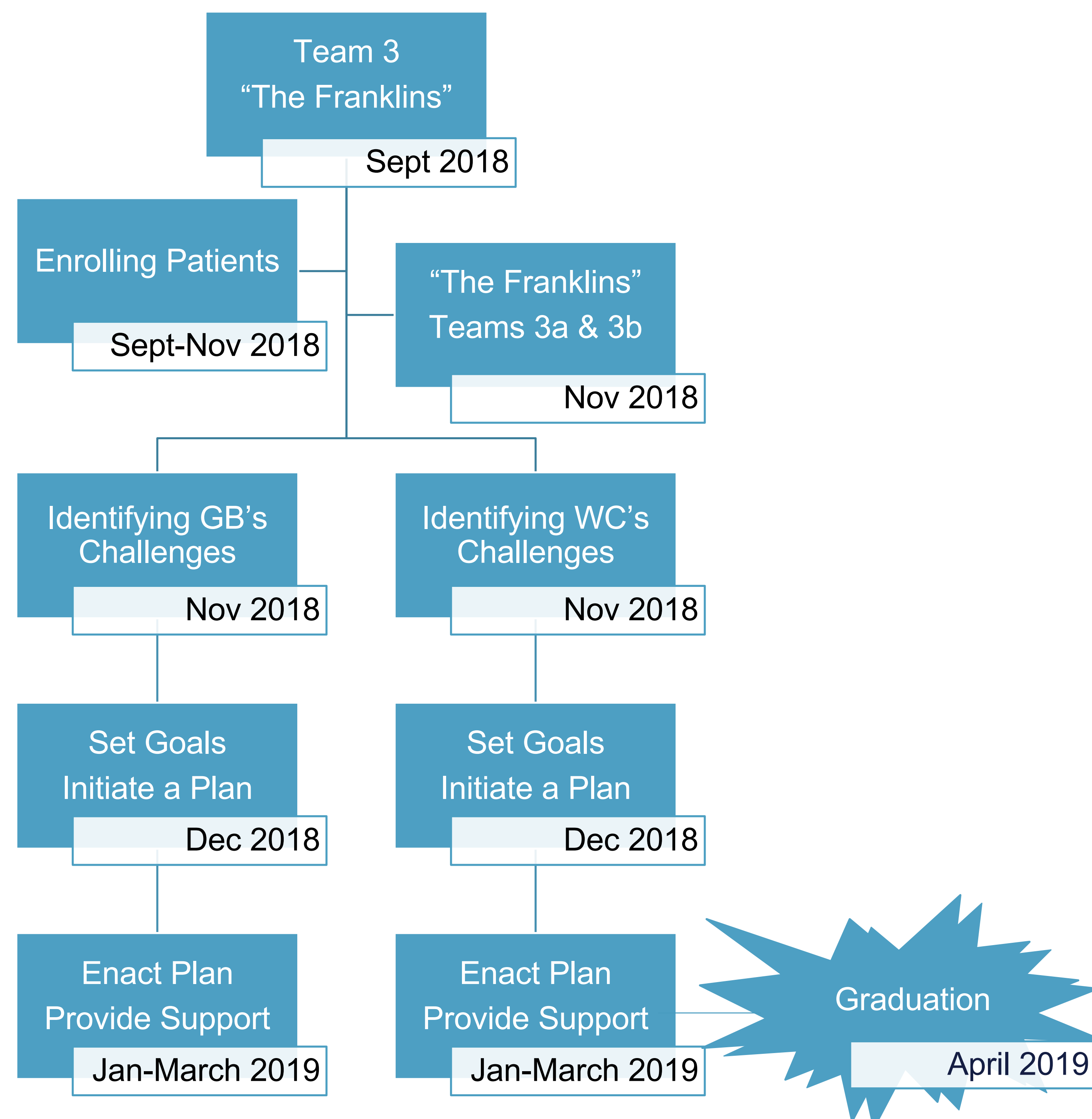
What is Hotspotting?

The Interprofessional Student Hotspotting Learning Collaborative brings together a team of students who work closely with individual patients with complex medical histories who are “super-utilizers” of health care resources.

Our goals:

- Provide a targeted, patient-centered approach to patient care
- Learn about our patient’s health from their perspective and develop a plan based on the patient’s goals and perceived needs
- Minimize misuse and miscommunication that had previously hindered the patient healthcare experience.
- Bring unique perspectives from each of our respective disciplines to improve upon inefficiencies in care
- Our team consisted of students from the colleges of Occupational Therapy, Physical Therapy, Nursing, Pharmacy, and Medicine

The Process



Our Patient’s Story

WC, a 76-year-old man.

Medical:

- History of multiple strokes and longstanding Type II Diabetes.
- Recent admission after a near fall at physician’s office

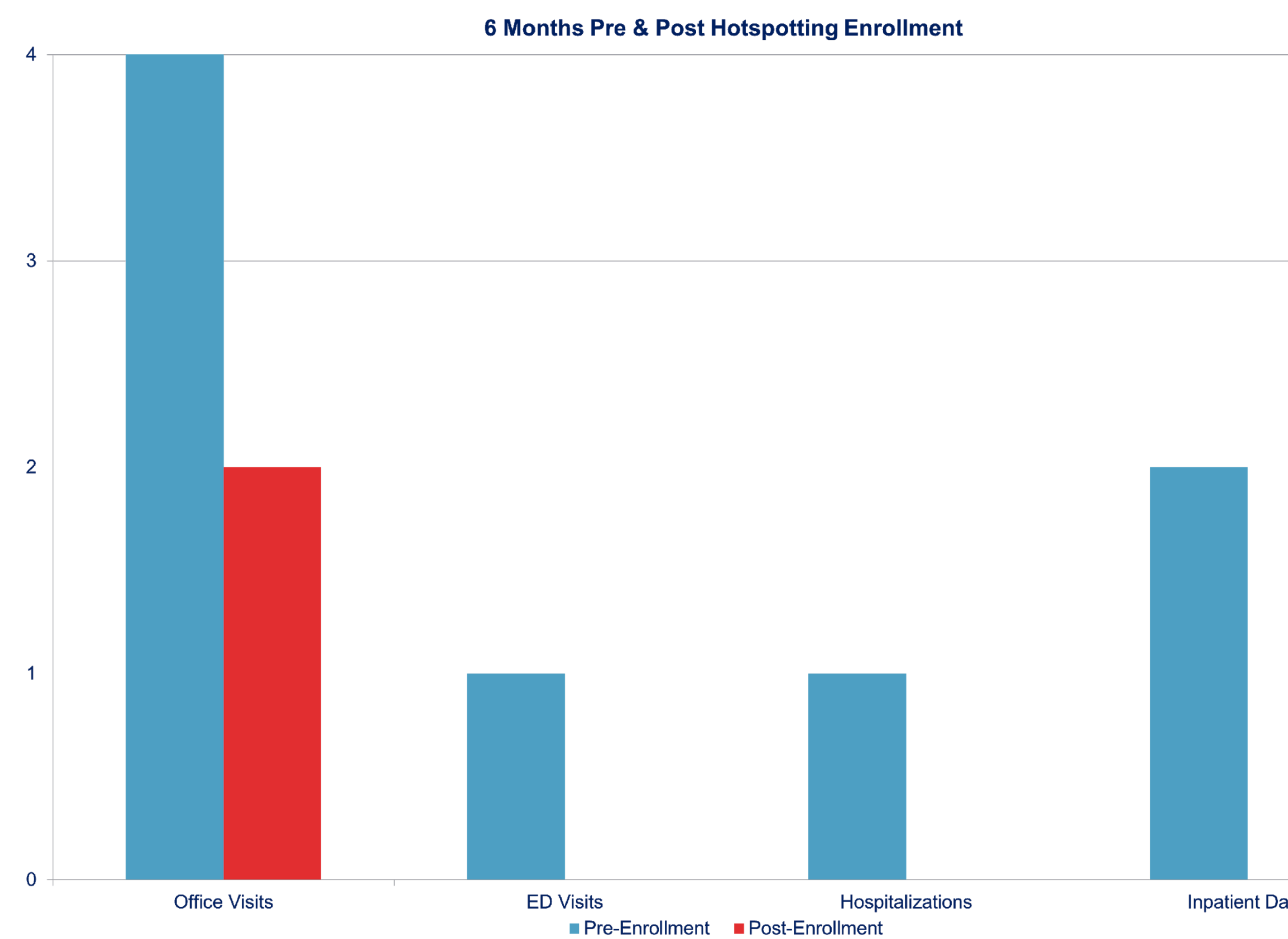
Social:

- Widowed one year previously
 - Lives alone in a two-story townhome in North Philadelphia
- Very limited family support and no opportunity for socialization.
- Eating one or two meals per day, consisting of take-out food.

Patient’s Goals:

- Access Meals on Wheels or a similar service
- Get help in the home

Healthcare Utilization 2018-2019



Team Challenges & Lessons Learned:

- Difficulty enrolling and balancing multiple patients
- Difficulty finding times to meet and plan
- Large teams can make it more difficult to work together and make sure everyone is contributing
- Small teams can quickly lose their dynamic if all members are not sharing responsibilities equitably
- Inability to address all of our client’s goals within the time frame of the intervention

Identifying WC’s challenges

Lifestyle

- Poor diet, difficulty caring for self at home
- Mobility/balance issues, h/o falls

Medical Care

- Diabetes Education
- Improve insulin/med adherence

Psychological

- Grieving the loss of his late-wife, now living alone
- Lack of social support in area

Initiating & Enacting Our Plan

Lifestyle

- Receives 2 meals at center each day, 5 days/week
- Unable to successfully enroll in Meals on Wheels
- Received adaptive devices in home

Medical Care

- Appreciated support during PCP visits
- Helped transition from PCP to the Mercy Life PACE/LIFE Program
- Attends 5 days/week, where he receives meals and medical care

Psychological

- Overjoyed to spend time with our team during every visit, valued the hotspotting mission
- Provided support system during time of transition of patient care

Community Partnerships

Our team was able to develop a relationship with the Mercy PACE/LIFE program that our patient enrolled in.

- Mercy LIFE is a community-based long-term care program that allows older adults to live independently in their homes as long as possible.
- Serves as both the insurer and the care provider, providing in-home services, medical care, social work, and recreation at its Adult Day Centers.
- Patients are followed by an interdisciplinary care team.

Our patient benefited from the opportunity for socializing with other elders at the Day Center, as well as Occupational Therapy, home health, and light housekeeping services. We visited our patient during the day while he was attending the program and toured the facility. In doing so we were able to introduce staff at the facility to the Hotspotting model and generated interest in the intervention.