

# Learning Center Network Planning Meeting

**Date:** September 18, 2008 1:45-3 PM

**Presenters:**

Zeena Kies Engelke  
Nancy Goldstein  
Linda Kocent  
Mary Alice Maslar  
Robin Moushey  
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# Learning Center Network Planning Meeting

## **Objectives:**

- Identify ways of addressing key issues that have an impact on the delivery of care in each Learning Center.
- Set goals and objectives for the Learning Center Network for 2008/2009.
- Identify ways to meet the needs of beginning and experienced centers

## **University of Wisconsin Hospitals and Clinics:**

*Zeena Kies Engelke, former manager*  
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*Cindy Leeder, new manager*

- **Brief description of medical center:**

For the second year in a row, University of Wisconsin Hospital & Clinics was named 1 of the 10 top-performing academic medical centers in the country, based on UHC's Quality and Accountability benchmarking study. The organization ranked in the top 1% of US hospitals in 5 medical specialties, according to the Best Hospitals 2007 guide published by *U.S. News & World Report*. UWHC is among Solucient's Top 100 Hospitals and Top 100 Heart Hospitals.

  - **Number of operating beds**
    - University of Wisconsin Hospital & Clinics includes a 471-bed facility and more than 80 outpatient clinics
  - **Patient populations served**
    - University of Wisconsin Hospital & Clinics offers 6 intensive care units and is 1 of 2 organizations in Wisconsin with designated Level 1 adult & pediatric trauma centers.
- **Description of Patient Learning Center**
  - **Scope of practice**
    - **Locations:**
      - Learning Centers (LC) for patients and families are located at 6 sites.
      - Learning Center services are provided within the clinic locations and at bedside as necessary.
    - **General description.**
      - Services include the provision of formal and informal learning opportunities for inpatients and outpatients that range in age from newborn through older adult.

- We see a wide variety of pre-surgical patients, patients with diabetes, patients with newly placed gastrostomy tubes, patients requiring anticoagulation after discharge, women doing self-catheterization after bladder surgery, those interested in completing an advance directive, pregnant women interested in stopping smoking, and others.
  - **Typical services.**
    - One major component is preoperative teaching (i.e., orthopedics, adult and pediatric cardiac surgery, general and thoracic surgery, pediatric ENT, sports medicine, GYN, PVS, and others).
    - Teaching sessions related to self-care skills, particularly related to diabetes education are also provided.
    - Advanced medical directives follow-up, tobacco cessation, smoke cessation for pregnant women, and informal learning opportunities (i.e., computer inquiries, video viewing, requests for written materials, & simple clarification of information) are offered upon request.
- **Date implemented**  
Original site opened September 1995
- **Hours of operation/staffing**
  - The inpatient site is open weekdays from 1 to 4 p.m. and by appointment; registered nurses staff this location M-F 0800-1830 and Sat 0800-1630 providing individual teaching sessions.
  - The Learning Centers at Research Park, within the Surgery Work-up Clinic and in the Children's Hospital are open weekdays 8:00 a.m. to 4:30 p.m.
  - Learning Center-East is limited to Mondays and Wednesdays.
  - Learning Center-West is limited to Monday and Thursday mornings.
  - Learning Center resources (including *Health Facts for You*) are also available 24/7 on the hospital's intranet site.
- **Staffing**
  - 1.0 FTE patient education manager (MS, RN)
  - 2.5 FTE department assistants
  - 7.9 FTE clinical program coordinators (BSN) including 3 CDEs.
  - 0.5 FTE diabetes clinical nurse specialist (MS, RN)
- **Logistics:**
  - **Repeat visits**  
Our inpatient diabetes patients are commonly seen multiple times. A clipboard is used to log in new entries and prioritize the needs on any given day. Whenever possible, the same LC nurse carries out the teaching throughout the patient's admission. Though less common, pre-operative teaching sessions may be repeated (e.g., initial ostomy surgery followed by take-down procedure). In these situations, the LC nurses recognize prior learning and adjust accordingly.
  - **Making appointments**

For clinic locations, the surgery schedulers enter the appointments on-line as a part of sequential scheduling; each visit is linked to a surgery work-up appointment. For the inpatient location, clinicians may call to indicate a need for learning and/or follow-up, or the staff may enter the education consult directly into the computer. This request then prints out automatically in the LC. On-line requests are preferred since they auto-populate pertinent information. This gives the LC staff a more complete picture of the patient and his/her learning needs without having to do extensive review of the patient's record

***University of MN Medical Center, Fairview and the University of MN Children's Hospital, Fairview***

*Nancy Goldstein  
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• **Brief description of medical center:**

We achieved Magnet Status in 2006; the Patient Learning Center (PLC) was cited in the report and final summary. We are considered a pioneer in bone and organ transplantation and have been rated by U.S. News and World Report as among the nation's best in 10 specialties.

○ **Number of operating beds:**

We staff approximately 900 beds and have 27 affiliated community and specialty clinics.

○ **Patient populations served:**

Comprehensive services range from primary care, emergency care and the delivery of thousands of babies each year to care of patients with the most complex conditions. Areas of specialization include organ and blood and marrow transplantation, heart disease, cancer, neurosciences, pediatrics and behavioral illnesses.

• **Description of Patient Learning Center:**

○ **Scope of practice:**

▪ Offer over 30 different classes including:

- Central line care;
- TPN
- Family CPR
- IV antibiotics
- Urinary catheter care
- Feeding tubes
- Anti-coagulation therapy
- Home monitoring devices for lung transplant patients
- Drainage tube cares, including ascites drainage
- Managing congestive heart failure

- Tracheostomy care
  - Diabetes instruction
  - Organ transplant overview, medication and discharge classes
  - Preparing for chemotherapy
  - Various procedure-specific pre-op classes.
  - Caregiver class for family members of seriously ill patients
  - Stroke discharge class
  - We provide service on the two campuses that make up the University of MN Medical Center, Fairview
  - About 20 % of our learners are outpatients; the rest are inpatients.
- **Date implemented:**  
December 1987. We were the first in the country to create and implement this model.
- **Hours of operation:**
  - Seven days a week, evening and holiday hours.
  - We have a center on both campuses of our hospital and have set up numerous satellites to better meet needs of patients who are less mobile.
- **Staffing:**
  - 3.67 RNs
  - We have a program manager and an administrative assistant who does our scheduling
- **Number of PLC patient encounters in 2007:**  
4,371 (about 365 encounters per month)
- **Logistics:**
  - **Repeat visits:**  
Allow as reasonable. If we feel that the requests for additional appointments are excessive, we evaluate the situation and propose a better plan for that family/patient. When our schedule is very tight, we try to meet first time requests for appointments before those requesting additional appointments.
  - **No shows:**  
If a person is a no show for three consecutive appointments, we request that the patient/family member set up the next appointment. If this doesn't work, we do not continue to make appointments for that person.
  - **Making appointments:**
    - Units/clinics call program's main number and are scheduled for appointments by our administrative assistant.
    - We have implemented an order system that is part of our electronic medical record for all of our diabetes referrals. The plan is to convert all of offerings to this system.

***The Children's Hospital of Philadelphia (CHOP)***

*Linda Kocent  
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- **Brief description of medical center:**

Children’s Hospital of Philadelphia is located in urban Philadelphia, near the University of Pennsylvania Campus; however it is not a University hospital. It is currently ranked by Child Magazine and US News and World Report as the number one children’s hospital in the United States. It is a Magnet hospital.

  - **Number of operating beds:**

400 acute care beds in the main hospital (licensed for 500 and expanding quickly)
  - **Patient populations served:**
    - Attached rehabilitation hospital
    - Attached Ambulatory Care Center
    - 32 Primary Care Practices
    - 8 Specialty Care Centers
    - 3 Ambulatory Surgery Centers
    - Home Care Agency
    - 5 “CHOP Connections” units: pediatric units in non-CHOP hospitals that are run by CHOP physicians.
    - New Special Delivery Unit for pregnant mothers of our Fetal Surgery patients
- **Description of Family Learning Center**
  - **Scope of practice:**

We will teach any family—inpatient or outpatient. We require a CHOP medical record number. Our current ratio is 80% inpatient and 20% outpatient. We average about 250 classes per month.
  - **Date implemented:**

May 1997
  - **Hours of operation:**

8 AM-8PM Weekdays. 16 hours on weekends.
  - **Staffing:**

4 full time RNs and a full time secretary.
- **Logistics:**
  - **Repeat visits:**

We want to be able to provide as many families as possible with a Family Learning Center (FLC) experience. Each family is entitled to one session per topic. Once they have been taught in the Learning Center, it is the responsibility of the healthcare team to continue the education process.
  - **No shows:**

We have a “3 strikes you’re out” policy. If a family is a no show for a Learning Center class 3 times, they are no longer eligible for this service.
  - **Making appointments:**

Calendar is “open.” No set class times. Staff members call to request a particular class for a family and we give them first available slot. Only group class is CPR; the rest are private.

## **Rainbow Babies and Children's Hospital, University Hospitals Case Medical Center in Cleveland, Ohio**

*Mary Alice Maslar*

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- **Brief description of medical center:**
  - Achieved Magnet Status in 2006, Family Learning Center (FLC) cited in report and final summary.
  - Ranked #5 nationally in U.S. News& World Report for pediatric hospitals and as #2 in neonatology/NICU care.
  - **Number of operating beds:**  
244 (10,000 admissions annually; ambulatory clinic and emergency department serve more than 100,000 children annually.)
  - **Patient populations served:**  
We see a diverse patient population from the Cleveland metropolitan area as well as from the surrounding region in Ohio, and several other states (e.g., New Jersey, Oklahoma and Texas). International referrals come from the Middle East, Central and South America etc.
    - Languages—English, Spanish, Arabic, Russian, Chinese, various East Indian and African dialects etc.
    - Neonatal through young adult: medical-surgical, specialty services—neonatology, endocrinology, neurology, cardiology, gastroenterology, pediatric surgery, neurosurgery, cardio-thoracic etc.
- **Description of Patient Learning Center**
  - **Scope of practice**
    - FLC's philosophy is empowerment of families. Families are educated on how to manage their children's health care needs so the care of the child can be safely transitioned to home. This education covers well child care concepts (e.g., growth and development, child safety) as well as specific conditions and the care involved. Primary responsibility is to inpatients; we accommodate outpatients as schedule allows.
    - Example of classes offered include: CPR, preemie/infant care, diabetic education, enteral feeding tubes, central line care, seizure education, ostomy care, medications, trach care, wound care etc.
  - **Date implemented:**  
1993
  - **Hours of operation:**  
Monday-Friday with evening and Saturday hours
  - **Staffing:**  
1.85 FTE's divided between 4 educators
- **Logistics:**
  - **Repeat visits:**

This is determined by request from family, FLC educator, bedside nurse, physician or other health team member. It is scheduled per FLC availability and patient discharge plan.

- **No shows:**
  - 1<sup>st</sup> time—given reminder call
  - 2<sup>nd</sup> time—refer to bedside RN, social work, or referring physician for follow-up.
- **Making appointments:**

Referrals made by physicians, nursing, social work, dietitian, family etc. FLC has a 24 hr day/7 day week referral phone line, which is checked regularly by educator. We request name of referring person, telephone number, patient's name, division, teaching need and potential discharge date. Educator contacts family to set up appointment.

## ***St. Louis Children's Hospital (SLCH)***

*Robin Moushey*  
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- **Brief description of medical center:**

Child magazine listed SLCH as one of the 10 best pediatric hospitals in the country. SLCH received Magnet recognition in 2006.

  - **Number of operating beds:**

250 licensed beds: PICU (24), CICU (12), NICU (75), and BMT Unit (6).
  - **Patient populations served:**

Approximately 275,000 patient visits annually. Patients have come from all 50 states and 56 countries. SLCH is the world's leading center for pediatric lung transplants.
- **Description of Patient Learning Center:**
  - **Scope of practice:**

The Teaching and Learning Center (TLC) offers classes on CPR and the care of children with broviacs, piccs, ports, nasogastric feedings, gastrostomy, ostomies, and tracheostomies.
  - **Date implemented:**

October 2005
  - **Hours of operation:**

Tuesday, Wednesday, Thursday (evenings as needed)
  - **Staffing:**

The foundation funds one health education nurse specialist (HEN) for 24 hours/week in the TLC and 12 hours/week in the Family Resource Center (FRC).
- **Logistics:**
  - **Repeat visits:**

2-3 families returned for refresher classes.

- **No shows:**  
The TLC had one no show. Family or staff notifies the TLC for cancellations. This has occurred less than 10 times.
- **Making appointments:**  
The TLC class schedule is located on the nursing units and on the Teaching Tool site. Families, nurses and physicians can contact the TLC by pager or phone. I receive an e-mail when the pediatric surgery office schedules a patient for the OR. Families who need to learn new skills receive a TLC invitation, brochure, and class schedule. After a class is scheduled, I deliver a letter to the family confirming class date and time.

## ***University of Michigan Comprehensive Cancer Center***

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- **Brief description of medical center:**
  - **Number of operating beds**  
The Skills Lab is housed in the Comprehensive Cancer Center which is part of the University of Michigan Health System (UMHS). It is a nine story outpatient care and research laboratory facility which has 18 outpatient clinics, blood draw and radiology services, 43 infusion spaces (combination of chairs and beds), surgical procedure suite and four floors of cancer research laboratories.
  - **Patient populations served**
    - Top five cancers diagnosed and treated at the Cancer Center in 2006 were melanoma, digestive system cancers, blood cancers, prostate cancer and breast cancer.
    - In 2006 the Cancer Center saw the following:
      - 67,384 outpatient visits
      - 37,216 infusion treatments
- **Description of Patient Learning Center**
  - **Scope of practice**
    - It was financially sound to streamline the education process that decreases chair time in the infusion area, and provides for quick turn over in the clinic exam rooms. This allows for an increase in patient volumes in these areas, which have been identified as high money makers. By streamlining the education process with a 1:1 model of teaching would provide consistency and would be facilitated by an approved lesson plan.
    - The expected outcome would be an increase in patient and family satisfaction ratings. The financial value of this process would be attached to these satisfaction scores. This endeavor would support

financial security based on patient's recommendations of the institutions on and their continued patronage.

- Currently we offer the following classes:
  - Subcutaneous Injections
  - Catheter teaching
  - Pump Start
  - Pump Disconnects
  - New Infusion Room teaching
  - Other: (Glucometer, Sliding Scale Insulin, Dressing changes)
- **Date implemented:**  
May 2003
- **Hours of operation:**  
Hours reflect the cancer center clinics, with scheduled appointments and add-ons, between the hours of 9 am to 5 pm
- **Staffing**  
When the Skills Lab first opened it was a one woman endeavor; in Sept. 2005 staffing evolved to 2.4 FTEs.
- **Logistics:**
  - **Repeat visits**  
It is at the educators and patient's discretion to schedule repeat visits. Sometimes the educator feels that the patient isn't able to perform the task that they have been sent to us to learn with just one teaching session and will schedule a follow up. On other occasions a patient may need to learn multiple tasks and the educator will decided to spread them out leading to multiple appointments.
  - **Making appointments**
    - We have an identified scheduling clerk to input the schedules. As the Skills Lab lead I also have scheduling ability and update the Skills Lab schedules.
    - Skills Lab patient appointments come in 3 ways:
      - Patient is actually scheduled by clinic for a specific appointment.
      - Pulling new infusion appointment from the infusion area scheduling.
      - 1/3<sup>rd</sup> of our patient compliment are "add ons": This type of appointment can come from any of our 6 clinics or from the infusion area.