

2021-2022 Jefferson Student Hotspotting Program Overview & Participant Agreement

Program Overview

What is Healthcare Hotspotting?

- Emerging method for reducing healthcare costs while improving patient health and patient experience.
- Identification of “super-utilizers”, patients with frequent ED visits and inpatient admissions.
- Providing targeted, individualized interventions to 1) address the social determinants of health 2) promote collaboration among various healthcare providers and 3) prevent unnecessary hospital visits for patients with complex health and social needs.

Program Description

Student Hotspotting is an educational curriculum originally developed by the [Camden Coalition of Healthcare Providers](#) in 2014. Thomas Jefferson University has been part of Student Hotspotting since its inception, and in 2017 was selected as one of four Hotspotting Hubs across the country. Hosted by the [Jefferson Center for Interprofessional Practice and Education \(JCIPE\)](#), the Student Hotspotting program at TJU supports several internal teams, as well as additional regional teams each year.

This annual program facilitates teams of interprofessional students learning about the challenges faced by patients with complex health and social needs during their interactions with the current healthcare system. Students from different health professions work together (face-to-face and virtually) from **August**, when virtual team building opportunities begin, **through April** to learn how to identify "super-utilizers" and deepen their understanding of the factors that lead to high healthcare utilization. Students play a key role in advocating for patients' needs with providers and local social services to assist with care coordination, health system navigation and accessing essential resources (e.g., housing, mental health services, transportation, social support).

With the mentorship of faculty and clinical advisors, participating students will be responsible for enrolling patients into the Hotspotting program, attending skills workshops, completing an online curriculum, organizing team meetings, and initiating frequent patient interactions. Patient interactions include, but are not limited to, teleconferencing, virtual communication, home visits, accompaniment to providers' offices and hospital visits, and navigation of community resources. Following these interactions, teams will document their interventions and track progress in the designated systems (e.g., EPIC).

Students are also expected to complete a team capstone project and a final assignment specific to their particular healthcare profession, if their program of study requires it. Upon successful completion of the program, by fulfilling all activities noted in the participant agreement form, students may be eligible to receive transcript designation of **Excellence in Collaborative Practice**, depending upon their College's/Program's specific stipulations, as well as the Hotspotting program completion criteria. Some colleges may also offer credit for participation. In spring 2022, and through the following year, there may be additional research/scholarly opportunities for interested students.

Application Process

Prior to applying to participate in the Student Hotspotting program, please be sure to fully review this document and contact your program lead (listed below). To apply, please complete the [online application](#) and **scan and upload the Participant Agreement form** signed by you and your designated program lead **by Friday, June 4, 2021. An email screenshot from your program lead, with their approval, can be used in lieu of a signature.**

Note: at the end of the online application, you will be prompted to upload your signed Participant Agreement form directly to Qualtrics. If you experience any issues uploading your Participant Agreement, you may instead email it to JeffHotspotting@jefferson.edu.

2021-2022 Jefferson Student Hotspotting Program Overview & Participant Agreement

Student Roles & Responsibilities

- Attend the following required program events: Kick-Off, and Wrap-Up. (Dates listed below)
- Attend “Essentials” Workshops (typically ~1 hour over “lunchtime”).
- Organize weekly/biweekly team meetings (in-person or virtual) and work with faculty and clinical advisors to discuss patient experiences/needs and complete team assignments. Students must attend the majority of biweekly meetings.
- Communicate with Hotspotting Coordinator and research team to complete pre/post surveys and any other evaluation duties as assigned.
- Serve as team leader on rotating basis to liaise between student team and Hotspotting Coordinator and advisor(s). Students are typically their team’s leader for 1-2 months.
- Complete worksheets and activities (provided) to help identify and address health and social needs specific to the patient(s).
- Complete online curriculum and team assignments.
- Coordinate with team members, faculty and clinical advisors, and providers to enroll appropriate patients for participation in the program.
- Collaborate with team and patient to determine goals and expectations for intervention(s), to develop a plan and to obtain materials needed for intervention(s).
- Serve as a liaison between patient, provider, other health professionals, social services and family members.
- Assist with researching, contacting and connecting patients with social services.
- Meet with patient(s), providers, caregivers, and other support services within the home and/or community of patient(s).
- Track patient outreach, enter patient interactions into EPIC, and collect patients’ hospital utilization data.
- Facilitate patient graduation/transition at program conclusion.
- Prepare final presentation on team experiences and learnings (the team capstone assignment presented at Wrap-Up).

Expected Competencies

- Build a working relationship amongst an interprofessional team to most efficiently provide supportive care for patients.
- Learn and apply the principles of motivational interviewing, trauma-informed care and harm reduction to address social-behavioral aspects of patient care.
- Engage regularly with healthcare professionals to garner feedback with regards to potential care solutions for patients.
- Complete a final write-up and presentation that contributes to the general knowledge and creation of healthcare practices.
- Apply principles of epidemiological sciences to the identification of health problems, risk factors, treatment strategies, resources and disease prevention/health promotion efforts for patients and populations.
- Counsel and educate patients and their families to empower them to participate in their care and shared decision making.

2021-2022 Jefferson Student Hotspotting Program Overview & Participant Agreement

- Provide appropriate referral of patients for health and social needs while ensuring continuity of care between providers and environmental settings.
- Contribute to patient progress and outcomes through frequent communication and timely home visits with patients.
- Develop working knowledge of healthcare and social resources to identify high-risk patients while also providing appropriate navigation of services.
- Support program research endeavors by facilitating administration of patient pre/post surveys as appropriate and tracking and synthesizing patient data.

Program Leads

- **Couple and Family Therapy:** Florda Proftanji, LMFT
- **Medicine** (Rising third and fourth year students only): Brooke Salzman, MD
- **Nursing:** Julia Ward, PhD, RN
- **Occupational Therapy:** Tracey Vause-Earland, PhD, OTR/L, FNAP
- **Pharmacy:** Elena Umland, PharmD, FNAP
- **Physical Therapy:** Leigh Ann Hewston, PT, DPT, MEd, CEEAA
- **Physician Assistant:** Rushita Patel, MSPAS, PA-C
- **Public Health:** Katherine Puskarz, MPH

Timeline

- Application Deadline: **Friday, June 4, 2021**
- Program Kick-Off: **Saturday, September 18, 2021**
- Program Wrap-Up: **Saturday, TBD, March/April 2022**

Time Commitment

- Variable (2-4 hours/week)

2021-2022 Jefferson Student Hotspotting Program Overview & Participant Agreement

Participant Agreement

Note: at the end of the online application, you will be prompted to upload your signed Participant Agreement form (this page) directly to Qualtrics. Please submit your [application](#) with your signed Participant Agreement **by Friday, June 4, 2021**.

If you experience any issues uploading your Participant Agreement to Qualtrics, you may instead email it to JeffHotspotting@jefferson.edu.

PARTICIPANT AGREEMENT	
<p>If selected for the Interprofessional Student Hotspotting Learning Collaborative at Jefferson, I agree to comply with the following required activities:</p> <p><input type="checkbox"/> Attend the Kick-Off (Saturday 9.18.21) and Wrap-Up (Saturday TBD in March/April 2022) events</p> <p><input type="checkbox"/> Attend “Essentials” Workshops (typically over “lunchtime” for ~1 hour)</p> <p><input type="checkbox"/> Attend majority of meetings with your patients, and assist with chart review/notes</p> <p><input type="checkbox"/> Make every effort to stay engaged and attend meetings, even if on away rotations.</p> <p><input type="checkbox"/> Adhere to all student roles & responsibilities as stated in program description above.</p> <p><input type="checkbox"/> Complete all requirements as determined by program lead to earn credit (if applicable).</p> <p><input type="checkbox"/> Complete all requirements as determined by program staff to earn a transcript designation of Excellence in Collaborative Practice</p>	
<p>My signature and the signature of my Program Lead on this application indicate that I have reviewed, understand and agree to the program requirements as set forth by the Jefferson Center for Interprofessional Practice and Education (JCIPE) and that I take full responsibility that the application has been completed accurately. An email screen shot from your program lead, with their approval, can be used in lieu of a signature.</p>	
Applicant’s Signature:	Date:
Applicant’s Printed Name:	
Program Lead’s Signature:	Date:
Program Lead’s Printed Name:	

2021-2022 Jefferson Student Hotspotting Program Overview & Participant Agreement