

Introduction to Just in Time Teaching (JiTT) Infographics

Using technology to enhance professional development

Alice Fornari EdD, RDN
afornari@northwell.edu
Associate Dean, Zucker SOM at Hofstra/Northwell
Vice President, Faculty Development, Northwell Health

David Orner, MPH
Research Coordinator
Northwell Health



KEY FACTS

The largest integrated health system New York State

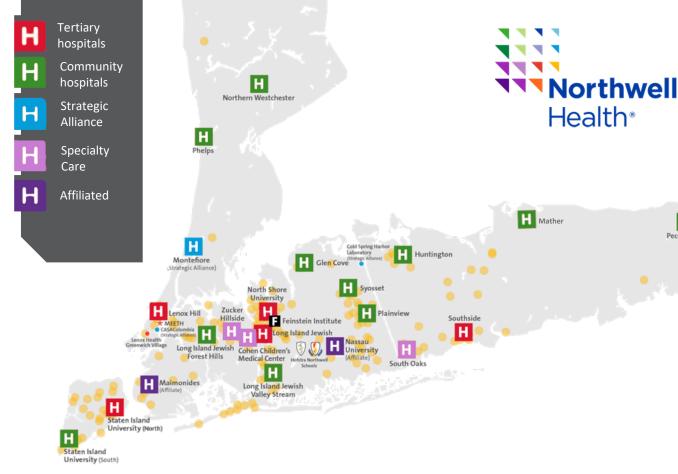


19 Hospitals

750+ Ambulatory facilities

~2,000 trainees and fellows





Five tertiary hospitals

- Lenox Hill Hospital
 - Manhattan Eye, Ear & Throat Hospital
- Long Island Jewish Medical Center
- North Shore University Hospital
 - Sandra Atlas Bass Heart Hospital
- Southside Hospital
- Staten Island University Hospital, North

Three specialty care hospitals

- Cohen Children's Medical Center
- South Oak's Hospital
- Zucker Hillside Hospital

11 community hospitals

- Glen Cove Hospital
- **Huntington Hospital**
- Long Island Jewish Forest Hills
 - Long Island Jewish Valley Stream
 - The Orthopedic Hospital
- Northern Westchester Hospital
- Mather Hospital
- Peconic Bay Medical Center
- Phelps Hospital
- Plainview Hospital
- Staten Island University Hospital, South
- Syosset Hospital

Four Affiliated hospitals

Boca Raton Regional Hospital, FL

Health[®]

Peconic Bay

Mather

- Crouse Health . NY
- Maimonides Medical Center, NY
- Nassau University Medical Center, NY

Strategic alliances

- CASAColumbia, NY
- Cold Spring Harbor Laboratory, NY
- Epworth HealthCare, Richmond, Australia
- Karolinska Institute
- One Brooklyn Health
- **OPKO Health BioReference Laboratories**
- Rothman Institute
- University of Norte Dame
- Western Connecticut Health Network
- Yale New Haven Health

Presentation Learning Objectives

Explain

A newly designed, technology-assisted resident and faculty development program, Just in Time Teaching (JiTT) Tools, content, logistics and outcomes.

Engage

Participants to include technology-assisted faculty development in their toolbox to meet the needs of faculty and trainees in busy clinical roles.

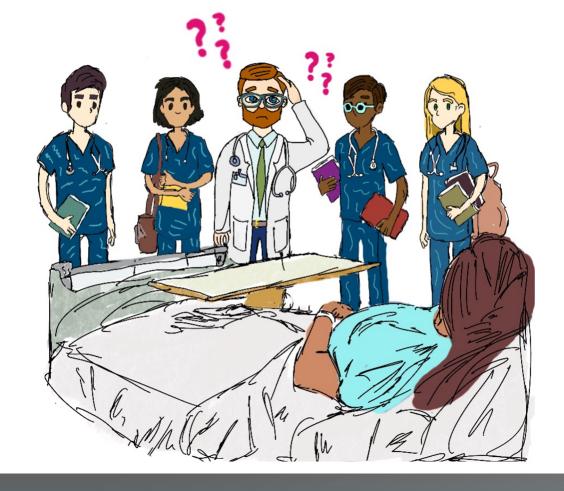


BACKGROUND

Trainees spend up to 25% of time teaching medical students

Medical students **credit 1/3 of their clinical knowledge** to teaching from trainees as important teachers

Therefore many trainee programs considers teaching skills such as Resident as Teacher (RAT) a core competency

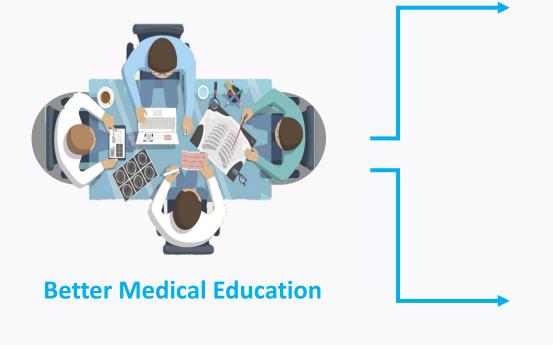


Though many times trainees

feel unprepared

Unsure...
What to teach? And When and How to teach it?

Why it matters?





Satisfaction with role **Professional identity formation**









Medically

Productivity









WHAT



The JITT TIPS Initiative is a professional development program designed to provide education to trainees and faculty on how to teach in the clinical environment and engage learners.



WHY

Deliver Innovative, Relevant & Timely Content

- Teaching skills
- Assessment skills
- Enhance Learning Environments

WHO

Clinical Programs

- Emergency Medicine
- Internal Medicine
- Neurology
- Neurosurgery
- OB/GYN
- OD/0114
- **Pediatrics**
- PMRPsychiatry
- Surgery

WHEN



Distribution twice yearly to selected trainees and faculty

HOW



Trainees and faculty will receive JITT TIPS focused on general teaching & discipline specific skills through email, text, and/or Whatsapp Messages **INTRODUCTION**

Just in Time Teaching (JiTT) Infographic APP

A practical teaching approach that is readily integrated for trainees & faculty to be used in their daily clinical teaching .

GOAL

Providing faculty and trainees with "teaching tips" via email or text message that contain evidence based knowledge just in time for learners to join the clinical team.

Utilize JITT Tools

In clinical post graduate training programs with trainees and faculty



Recognition

Clinical teams will recognize JITT Tools as a learning resource for teaching in a busy clinical environment



Enhance the overall quality of learning environments for junior trainees and students, as well increased confidence & skills for trainees and faculty.



NEEDS ASSESSMENT

Select for each graduate program a trainee & faculty **champion** for ongoing collaboration & to assess program culture

Identify specific characteristics trainees believe contribute to successful clinical teaching in their specialty.

Select trainees & faculty from clinical specialties who interact with learners during clinical learning years

Determine if electronically distributed infographics promote education, enhance confidence, and positively influence learning environments.

Quantitative and qualitative feedback to determine shortand long-term impact of infographics as a JITT tools.





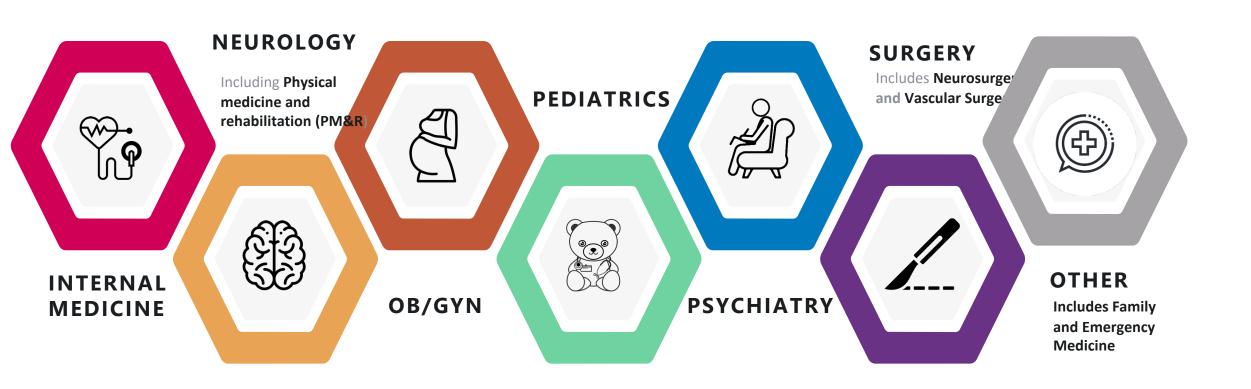








SELECTED PROGRAMS



STEPS TO IMPLEMENTATION

STEP 4: DELIVER

MATERIALS

Via email/text before the start of the clinical sessions

STEP 2: UPLOAD

A distribution list for subscribers

STEP 02: UPLOAD

STEP 04: DELIVER MATERIALS

STEP 03: SELECT DATE & TIME

STEP 01: CREATE

-A template for your evidence-based teaching tips

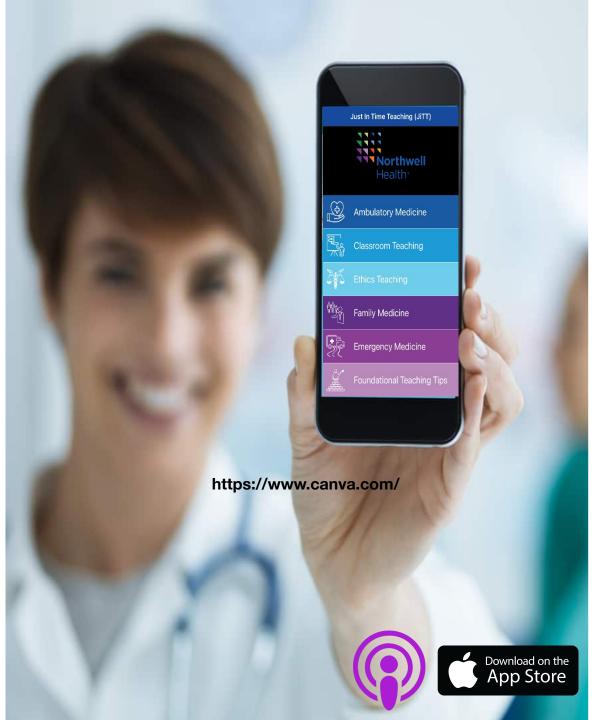
STEP 1: CREATE

STEP 3: SELECT DATE & TIME

For distribution

Social Media Modalities to deliver material





Foundational Teaching Tools

Teaching topics include:

- Bedside Teaching with the Learner and Patient
- Bedside Teaching: A Directed Observation Technique
- Expectations and Goals: Set these with a Learner
- Feedback and Coaching: "SFED" (Ask/Tell/Ask)
- Learning Huddle to Prepare to Teach
- Psychological Safety in the Clinical Environment
- Questioning as an Effective Teaching Skill
- "RIME" Framework for Clinical Education
- Social Determinants of Health: The 5 Micro Skills or LANES to Precept
- Socratic Method Technique as a Teaching Skill
- The 5 Micro Skills: Precept with Limited Time

SPECIALTY SPECIFIC JITT Tools

Teaching topics include:

- How To Perform an OB/GYN History
- How To Teach To Evaluate for Rupture of Membrane/Amniotic Fluid
- Teaching Neurologic Imaging
- Teaching the Neurologic Exam
- How To Teach Conducting Abdominal Exam for Surgery
- Teaching to Prepare a Student for the Operating Room
- Teaching Functional History
- How To Deliver Challenging News
- Teaching in the Operating Room
- Bedside Teaching for Mobility Assessment
- Teaching Manual Muscle Testing
- Teaching How to Conduct PM&R Consults
- Teaching Family centered Rounds with Patients and Families
- Teaching Pre-Family Centered Rounds Outside of the Room
- Teaching Psychotherapies
- ❖ A Framework for teaching the Biosocial Formulation
- Using the Socratic Method in Teaching
- Teaching Abdominal Imaging
- How to Interpret an Abdominal Image



- Ask the learner about their familiarity with the different imaging techniques (i.e., CT, MRI, etc.)
- Discuss the clinical findings and ask about where they think the localization will be prior to looking at the image
 Decide who will "drive"the review by asking the learner if
- Decide who will "drive"the review by asking the learner if they feel comfortable enough to lead. If not, you can "drive the review"
- The Learner, if comfortable, or you will "drive" the image review
- If reviewing an MRI, make sure to ask the learner about how they can ell the difference between sequences (T1, T2, FLAIR, DWI, ADC, etc.)
- Have the learner point out different landmarks they see in the brain or spine
- Ask the Learner to show where the "lesion" can be found

AFTER REVIEWING THE IMAGE



- Provide feedback about their reading of the image
- Leave time for questions, clarifications
- clarify if expectations were met and what to do differently next time
- If the learner did not"drive" the study, ask them if they would like to lead next time a study is reviewed

REVIEW WILL HELP GUIDE THE STUDENT TO

GRAVITY/PARITY, LMP...

HPI/CHIEF COMPLAINT

Including onset, duration, severity, and associate symptoms

OB REVIEW OF SYSTEMS

Assess for contractions, leakage of fluid, vaginal bleeding, and fetal movement

OB HISTORY

Gravida/Para, including years of pregnancies, gestational age at delivery, mode of delivery, birth weight, and any complications

GYN REVIEW OF SYSTEMS

Assess for vaginal bleeding, discharge, pelvic pain, fevers and chills

GYN/SEXUAL HISTORY: LMP

Age of menarche, characterization of menses (duration, intervals), history of cysts, fibroids, abnormal pap smears, sexual activity, sexual orientation, and contraception use

PREVENTATIVE HEALTH CARE

Pap, Mammogram, Colonoscopy, BDS

AIN A BASIC MEDICAL/SURGICAL HISTORY
REVIEW MEDICATIONS
REVIEW ALLERGIES

N FOR TOBACCO, ALCOHOL, ILLICIT DRUG USE

N THE STUDENT COMPLETES THE PRESENTATION, DE FEEDBACK ON ANY AREAS THAT ARE MISSING OF DEFICIENT

Trainee Engagement (%) by Clinical Specialty per week

OpenMoves

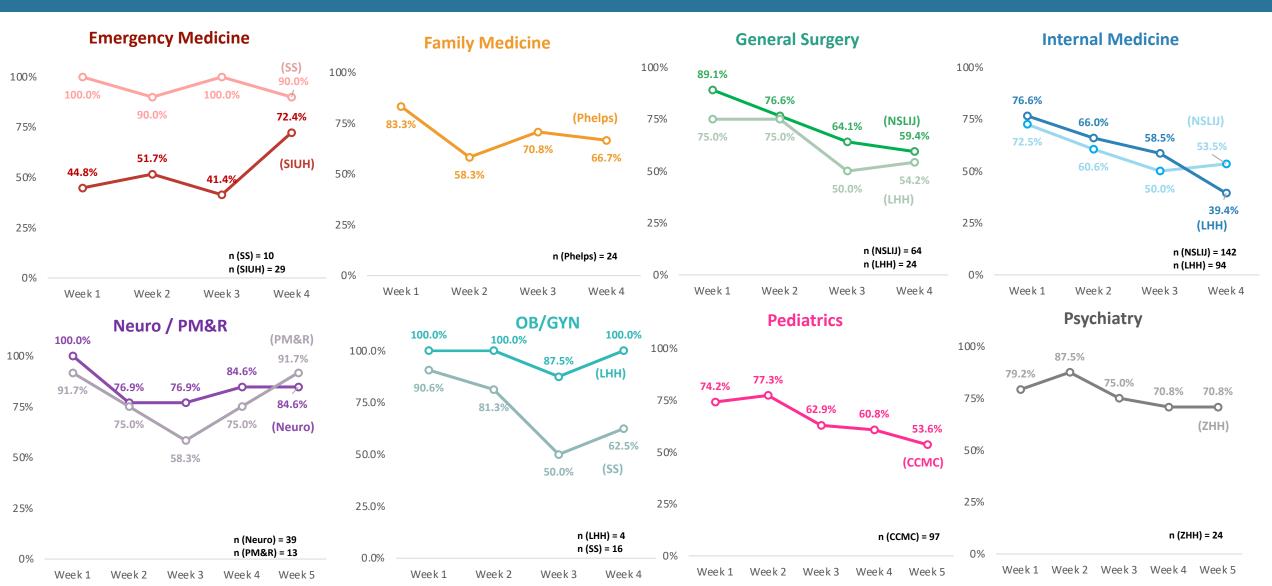
Data collected for cycle 6 was collected between

August until October 2020

N = 553

Trainees were sent JITT infographics via email





Faculty Engagement (%) by Clinical Specialty per week

OpenMOVES

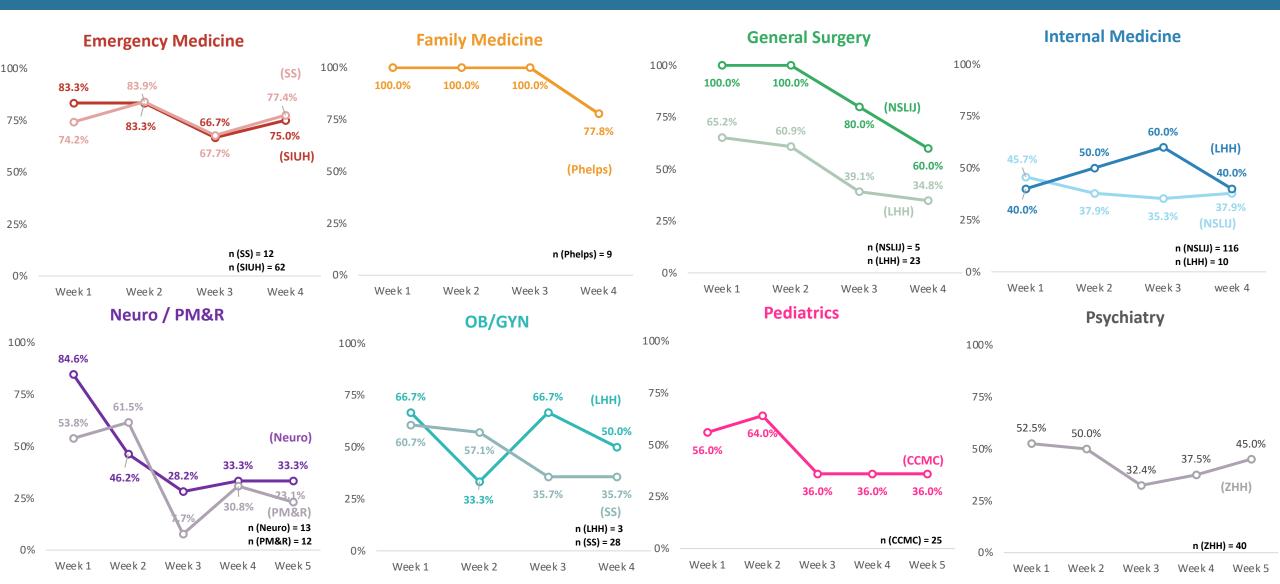
Data collected for cycle 6 was collected between

August until October 2020

N = 404

Trainees were sent JITT infographics via email





New JiTTs

SOCIAL DETERMINANTS OF HEALTH: THE 5 MICROSKILLS OF LANES TO PRECEPT



#1 TELL & COMMIT

- TELLME ABOUT THE PATIENT YOU JUST SAW WHAT SPECIFICALLY ABOUT THE PATIENT'S SOCIAL CIRCUMSTANCE HAS AFFECTED THEIR HEALTH!
- · WHAT QUESTIONS DID YOU ASK AS PART OF YOUR
- SOCIAL HISTORY THAT SUPPORTS YOUR DIAGNOSIST
- WHAT CAN WE DO TO HELP!

- . FIND A TEACHING POINT USING SOOH AND THE PATIENTS!
- PRESENTING ILLNESS
- ACKNOWLED GET-WAYE WE CONSIDERED THE PATIENT'S UNINSURED STATUS!"
- EMPATHIZE 100 YOUTHINK THE PATIENT MAY BE FRUSTRATED ABOUT
- UNSAFE CONDITIONS TO EXERCISE IN THEIR NEIGHBORHOOD!"
- ACTIVATION: FIND SOOH SERVICES SPECIFIC TO PATIENT'S NEEDS
- ENGA GEMENT: HAVE A SOCIAL WORKER COME IN TO DISCUSS BLIGIBILITY OF MEDICAID/PLANS

+ STARTWITH THE SOCIAL QUESTIONS TO CREATE A TREATMENT PLAN, GIVEN WHAT WE KNOW ABOUT THE SOOH AND HEALTH OF THE PATIENT

#5 FILL IN THE GAPS

. USING THE SOON CONSIDER HOUSING AND FOOD INSECURITIES AND ASK WHAT MORE WE CAN DO TO HELP THE PATIENT

LANES GUIDING THE SDOH CONVERSATION WITH LEARNERS

(L) LINK THE PATIENT'S SOCIAL NEEDS TO THE VISIT OR HEALTH ISSUE

(A) ASSESS THE PATIENT'S KNOWLEDGE OF SOCIAL NEED AND IMPACT ON HEALTH

(N) NORMALIZE THE SOCIAL NEED BY PROVIDING COMMUNITY CONTEXT AND RELATED STATS

(E) EDUCATE THE PATIENT ON THE CONNECTION TO HEALTH

(S) SHARE INFORMATION ON RESOURCES

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Greater New York Hospti al Association, Training Primary Care Residents on Social eterminants of Health, p.g. 26, 2017

ADHERENCE HISTORY COMPONENTS TO TEACH Ask the patient about medication and lifestyle behaviors during their clinical visit ASSESS ADHERENCE TO LIFESTYLE MODIFICATION & MEDICATION RECONCILE **EXPLORE SPECIFIC CHALLENGES** THE PATIENT HAS WITH THEIR TREATMENT PLAN

A lot of people find it challenging to

take medicine or change their diet.

Use non-Judgmental statements

adherence

Assess how the patient is adhering to lifestyle recommendations

Tell me about your diet? How often are you taking your medication as prescribed?

What are the most difficult things about taking your medicine or making a change Explore the

In your diet?

RESPOND WITH EMPATHY: Reflection, Legitimation & Exploration



Telehealth Visit: Tips for "Web-Side" Manner



WITH THE EXPONENTIAL GROWTH OF TELEHEALTH, IT IS VITAL THAT HEALTHCARE PROFESSIONALS COLICATE ON THE CTIQUETTE AND PREPARATION FOR TELEMEALTH ENCOUNTERS



DRESS THE PART

Clothing choices that may not impact an in-person encounter can greatly affect the quality of a telehealth visit

- + Learners should be taught to consider clothing color, patterns, and jewelry selection
- Wear a lab-cost when appropriate Make sure your name and title is visible on the camers.

ELIMINATE DISTRACTIONS

Check the environment for possible distractors prior to the tolehealth visit

Minimize fidgeting

New

- . Mute microphone until the encounter begins
- + Inform patients of any distractors that cannot be
- · Avoid side conversations/besting during encounters
- Check wi-fi signal/bechnology
- . Close all other applications, which can slow your connection
- Be sensitive to your background images/noise



ENSURE A PRIVATE AND SECURE AREA FOR THE VIRTUAL VISIT

Privacy becomes an even bigger concern when the patient is unable to visually see that the environment is

- Direct learners to inform patients that the equipment being used is HIPAA secure
- Learners must tell the patient that the visit is secure
- Both provider and patient should introduce all individuals present on their side to determine if it is acceptable for them to be present

IMPORTANCE OF NONVERBAL CUES

Honverbal case are important in projecting warmth, interest and concern thus enhancing the connection with patients

- . Direct learners to center themselves on the screen
- . Remind learners to lean in/nod & purposefully use their facial expressions
- . Maintain eye contact and/or explain if there is a need to
- . If the camera is not positioned to focus on the provider or patient it can appear as a disinterest.
- + Direct learners to be sware of their own expressions; A smile on camers, for example does not appear as large



VERBAL COMMUNICATION

Timing and packag of a tolehealth visit is as important, if not more, then a traditional visit

- . Start the visit with small talk to break the ice, express gratitude
- + Convey empathic understanding of the patient's
- Learners should be in tune to the tone of their voice. Goal is to sound confident, warm and interested!
- . Use partnership statements to promote collaboration
- + Be clear about next steps building Toward Sentent will be bu-
 - + Verify patient's understanding
 - + Let the patient and the call first



TELEHEALTH VISIT: THE 5 MICROSKILLS TO PRECEPT

#1 FRAME THE SESSION

- . WHAT IS YOUR PRIOR EXPERIENCE WITH
- . WHAT DO YOU KNOW ABOUT THE PATIENT (PRIOR TO THE CALLY?
- . HOW WILL YOU OBTAIN CONSENT FOR THE VISIT?
- HOW WILL YOU CONDUCT THE INTERVIEW & FOCUS ON THE CHIEF CONCERN (CC)?
- . HOW WILL YOU GATHER PATIENT HISTORY?
- . HOW WILL YOU ASSESS PHYSICAL EXAM (PE), AS NEEDED?

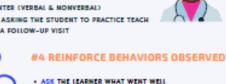


#2 PROBE POST TELEHEALTH VISIT

- WHAT WAS YOUR IMPRESSION OF THE ENCOUNTER?
- UNDERSTANDING OF CC, INCLUDING HPI
- OBJECTIVE DATA: DIRECT OBSERVATION, VITALS,
- . WHAT IS YOUR ASSESSMENT & PLAN?
- . DO WE NEED TO SCHEDULE A FOLLOW-UP VISIT?

#3 TEACH

- . IDENTIFY COMMUNICATION & CLINICAL SKILLS TEACHING POINTS
- · ADDRESS SPECIFICALLY TELEHEALTH COMMUNICATION SKILLS APPLIED TO THE ENCOUNTER (VERBAL & NONVERBAL)
- . CONSIDER ASKING THE STUDENT TO PRACTICE TEACH BACK FOR A FOLLOW-UP VISIT



- . TELL YOUR OSSERVATIONS (COMMUNICATION & CUINICAL
- . ASK THE LEARNER WHAT THEY WANT TO DO DIFFERENTLY
- PROVIDE ENCOURAGEMENT

#5 FOCUS THE LEARNER TO SELF-IDENTIFY GAPS

- KNOWLEDGE SKILLS
 - COMMUNICATION (VERBAL/NONVERBAL)
- HISTORY
- PHYSICAL EXAM
- ASSESSMENT & PLAN



Alice Formers, Avill, RD StTerenteet Ahuje, DD Surface School of Medicine at Hofsine (Northwell Contine Design: Michigan Affe



TEACHING THE PHYSICAL EXAM FOR TELEHEALTH VISITS

*GAIN CONSENT BY ASKING PERMISSION TO PERFORM THE TELEMEDICINE PE AND PARTNER WITH YOUR PATIENT TO ASSESS:



1 GENERAL APPEARANCE

- · Assess for alertness, orientation, distress such as work of breathing, speech, affect and energy level
- Skin: Observe for pallor, igundice, cyanosis, diaphoresis and evaluate skin in each system for erythema, swelling, rashes, scars or other
- Inspect hands and nails for rashes, color and clubbing of nails
- Observe surrounding environment which may provide information about patient's health and social determinants of health

VITAL SIGNS AND WEIGHT

- Guide patient to measuring their pulse to evaluate for tachycardia or
- Ask if the patient :
- has a thermometer to obtain temperature
- o has a BP cuff/machine at home to evaluate for hyper/hypotension o is in pain, and if so, use the pain scale to determine severity
- has a pulse oximeter or app to assess for hypoxia
- o has a scale at home to see if there has been weight gain/loss

HEAD AND NECK

- · Ask to view eyes and conjuctiva. Instruct the patient to bring their face closer to the screen and ask them to maneuver their eyelids checking for:
- scleral icterus
- o conjunctival injection
- o discharge
- o pallor
- hemorrhage
- To view the inside of the patient's mouth ask them to shine a light and say "Ahh". Assess for:
- health of dentition.
- o oral ulcers
- o tonsillar exudates
- mucosal pallor o moist or dry mucos membranes
- Ask to view neck to assess for:
- o accessory muscle use
- o gross/severe JVD
- obvious goiters
- asymmetries

4 CHEST

- · Inspect for work of breathing, body habitus and asymmetry
- Ask the patient to press over areas of the chest to localize tenderness to elicit for pain

5 ABDOMEN

- Inspect for contour, distention and asymmetry
- Ask the patient to press on their abdomen to localize tenderness

MUSCULOSKELETAL

- · Inspect for deformities and asymmetry
- Ask the patient to demonstrate range of motion of joints, comparing side to side, identify restriction and pain
- Ask patient to press area of interest to localize tenderness and/or identify point tendemess

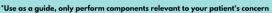
NEUROLOGIC EXAM

- Assess level of consciousness, affect, speech and thought process as part of general appearrance while conducting the interview
- · Ask the patient to follow simple commands to assess a few cranial nerves
- (moves eyes while keeping head still, smile, stick out tounge)
- . Have the patient walk across room normally, tandem, on heel and toes
- · Assess for gross motor or sensory deficits

LOWER EXTREMITY

- Ask to view lower extremity for skin changes such as redness, rashes, dryness, bruising and edema
 - Ask the patient if they can demonstrate bearing weight
- Ask the patient to press for tenderness and/or pitting edema















































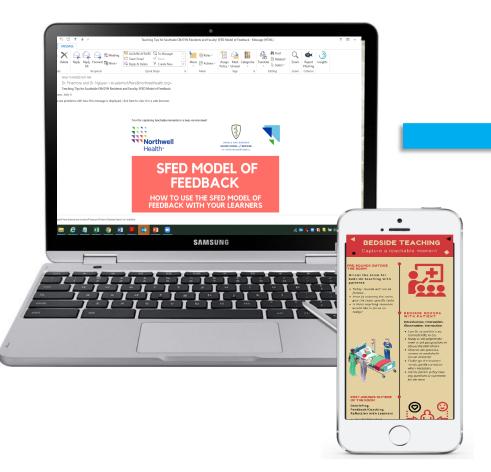








Just in Time Teaching Infographic Tools Transition to App







https://testflight.apple.com/join/hrQZg7sv

JiTT Categories









Just In Time Teaching (JiTT)





Ambulatory Medicine



Classroom Teaching



Ethics Teaching



Family Medicine



Emergency Medicine



Foundational Teaching Tips



≺ Back Foundational Teaching Tips

Bedside Teaching with the Learner and Patient

Bedside Teaching: A Directed Observation Technique

Expectations and Goals: Set these with a Learner

Feedback and Coaching: "SFED" (Ask/ Tell/Ask)

Psychological Safety in the Clinical Environment

Questioning as an Effective Teaching Skill

Socratic Method Technique as a Teaching Skill

The 5 Micro Skills: Precept with Limited Time



Foundational Teaching Tips

BEDSIDE TEACHING A DIRECTED OBSERVATION TECHNIQUE



Conversation with the learner to identify a learning point specific to DISCUSS WITH THE LEARNER
WHAT THEY WOULD LIKE TO
LEARN FROM AN OBSERVATION

Based on what learner identifies & your knowledge of the patient, identify a directed observation learning point

rime the learner by focusing n signs and symptoms elevant to the chief complaint

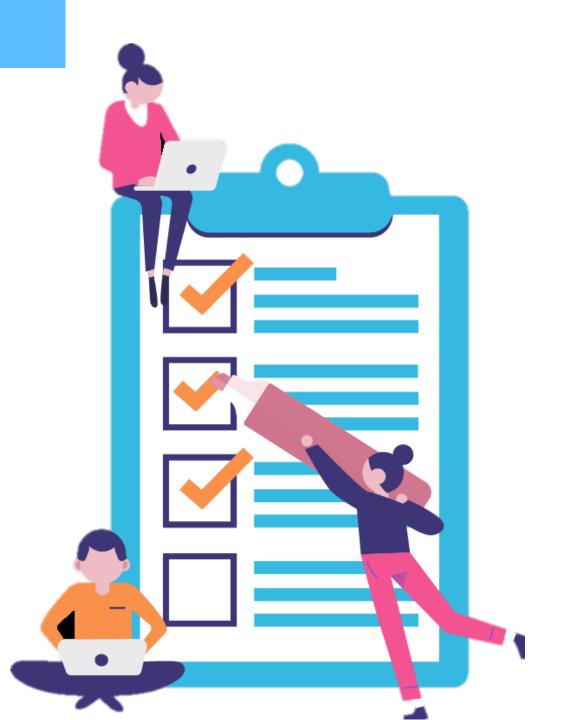
DEMONSTRATION BY FACULTY
OBSERVATION BY LEARNER



INTRODUCE YOURSELF AND THE LEARNER TO THE PATIENT CLARIFY TO THE PATIENT THE LEARNER WILL BE OBSERVING THE ENCOUNTER

CONDUCT THE ENCOUNTER AND DEMONSTRATE WHAT WAS AGREED UPON







Just In Time Teaching (JiTT) Tips App

Please complete the survey below. Any questions, please contact Alice Fornari, <u>AFornari@northwell.edu</u>

Thank you!

1)	This App met my expectations.	Strongly disagree	
		Disagree	
		Neither agree nor disagree	
		O Agree	
		Strongly agree	
		5.1.51.81, 58.102	reset
2)	This App is easy to use.	Strongly disagree	
		Disagree	
		Neither agree nor disagree	
		Agree	
		Strongly agree	
			reset
-		_	
3)	I would recommend this App to my colleagues/peers.	Strongly disagree	
		Disagree	
		Neither agree nor disagree	
		Agree	
		Strongly agree	
			reset
4)	Comments:		



EXPECTATIONS AND GOALS: SET THESE WITH A LEARNER





Help the learner identify expectations particular for this clinical setting

Help the learner set goals that are specific, realistic, and timely





Exchange preferred contact information for ongoing communication

> *Check to assess progress towards goals

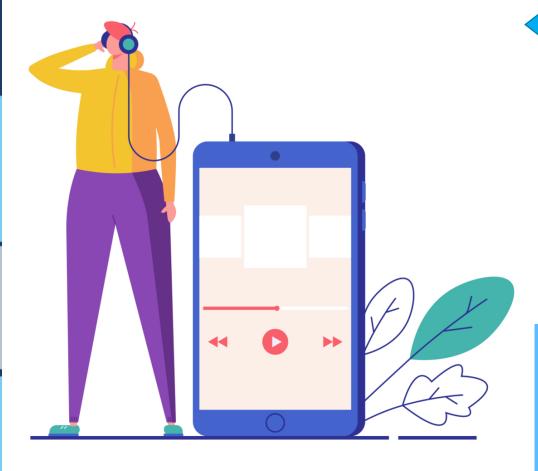
"Also see "Learning Huddle to Prepare to Teach"

4.FOLLOW-UP



Looking for more? Give a Listent









Next Steps







Analyze <u>individual</u> JiTTs for relevance based on usage



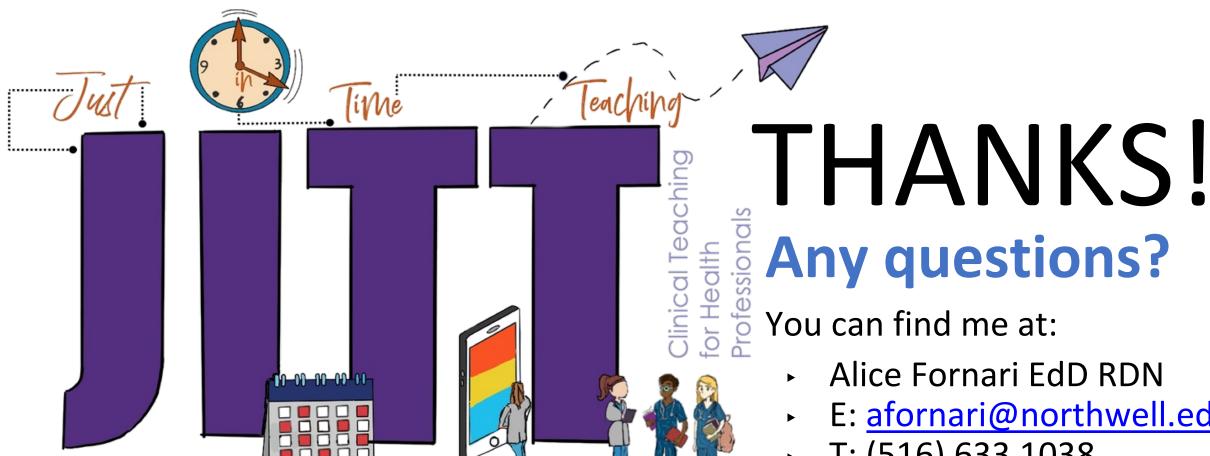


Further integrate a podcast to include audio attached to each JITT infographic



Ascertain medical student feedback regarding interactions with trainees. Further insight in ways to improve





For viewing of JITT Tips

http://libguides.hofstra.edu/mededresources/teachingresources Additional faculty development resources, https://medicine.hofstra.edu/faculty/facdev/index.html

- Alice Fornari EdD RDN
- E: afornari@northwell.edu
- T: (516) 633 1038
- Twitter @AFornari1

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