

TRUST First Summer Experience Guidelines, 2015: Goals, Learning Activities, and Feedback

Goals:

- I. Get to know your community, primary preceptor, primary clinic, and the community healthcare team
- II. Understand how the healthcare system works:
 - A. From the healthcare team's perspective
 - B. From the patient's perspective
- III. Reflect on what you have learned (see page 2)
- IV. Give feedback on your experience (see page 3)

Learning Activities:

- I. Please read over the information below, including our information for faculty. Each TRUST Continuity Community will modify these goals to best suit that community. Expect to spend time establishing a relationship with your preceptors, their clinics, and staff.

Save the results of your Walk-Around Discovery Tool to use again during RUOP next summer. Ask your site director to help you shape the "Meet the Healthcare Team and Community" to fit your local circumstances. While we expect you to report who you have met, please remember you can meet others on your return visits to your continuity community.

Get to know your community, primary preceptor, primary clinic, and the community healthcare team:

- A. Enroll in the Underserved Pathway (with your UW NetID) before arriving at your TRUST Continuity Community
 - o ENROLL HERE: <https://catalysttools.washington.edu/survey/upath/39734>
 - B. Complete the Underserved Pathway Public Health Epidemiology Module by focusing on getting to know your TRUST continuity community after you sign up for the Underserved Pathway and before arriving at your TRUST Continuity Community.

UP Student Web Modules: <http://depts.washington.edu/fammed/online/course/view.php?id=124>
 - C. Log onto the TRUST First Summer Experience, 2015 Collect-It website, using your UW NetID.

LOGIN HERE: <https://catalyst.uw.edu/collectit/dropbox/t1cooper/35412>
 - D. Download the Walk-Around Discovery Tool from the Collect-It website.
 - E. Complete the Walk-Around Discovery Tool, as a part of learning about your continuity community. Your saved notes from this summer experience will inform the more detailed RUOP Walk-Around Discovery Tool next year. This tool may also help you begin to consider iii3 projects associated with your RUOP experience next summer.
- II. Understand how healthcare system works in your community:
 - A. Meet members of the healthcare team.
 1. You will have a list of people to meet: TRUST First Summer Experience, 2015 Meet the Healthcare Team (Available for download on the TRUST First Summer Experience, 2015 Collect-It website).

Use this document to record who you meet. Write the name of the person and their title. If able, spend time working with each of the individuals to better understand their role. Use your UW NetID to log onto the TRUST First Summer Experience, 2015 Collect-It website and *upload* a scan of this document before you leave your TRUST community this summer.

2. Recommended questions for healthcare team members:
 - a. What do they know about you and about TRUST?
 - b. What do they see as their role with the healthcare team in their community?
 - c. How do they collaborate with other healthcare providers?
 - d. What are their expectations of you; what is required for you to work within their area?
 - e. What do they see as working well in the healthcare team and what are they working on?
 - f. What do they see as the key concerns for healthcare in their community?

B. Interview a patient and write a reflection about this experience.

1. Your primary preceptor will identify one patient for you to interview.
2. Sit down and ask the patient to tell you about their life. It is not intended to be asking about their medical story.
 - a. Start a dialogue with the patient by asking "Tell me about your life." Some follow-up questions may be:
 - Where was the patient born?
 - What do they count as significant life events?
 - *This is NOT an exercise in medical history taking!*
3. After your interview, use your UW NetID to Log onto the TRUST First Summer Experience, 2015 Collect-It website.
4. Reflect about your interview with the patient, keep your reflection brief (as you have learned in the required HIPAA training, you must not include any information that would identify the patient; you can include sex and rough idea of age):
 - a. What did you learn from your patient interview?

C. Participate in 'observational only' shadowing with your primary preceptor or another assigned preceptor.

1. Shadowing is not a primary focus of your summer experience, but you will spend some time in patient care with their primary preceptor or a few other physicians.
2. Use this time to begin to appreciate how different physicians may approach the same problem in different ways. Your preceptor or another member of the healthcare team should always supervise you.

III. Reflect on what you have learned:

A. Log onto the TRUST First Summer Experience, 2015 Collect-It website

B. Reflect about your summer experience, keep your reflection brief (less than 1 page):

C. Recommended questions to assist with the structure of your reflection:

1. What key things did you learn about your community?
2. What did you see as some of the large and small health care challenges in your community?
3. What do you like most about your community?

- IV. *Give feedback* on your experience. You will not be graded on your TRUST First Summer Experience, 2015. In order to strengthen this experience for future students and your future experiences, we will ask you and your preceptor for feedback.

Feedback (Online Survey):

TRUST First Summer Experience 2015 - Student Survey

- Question 1. Site: _____
- Question 2. Please indicate the month and date (mm/dd) that you arrived at the site:
- Question 3. Please indicate the month and date (mm/dd) that you departed from the site:
*We are interested in your thoughts about your experience this summer.
 Please answer the following questions:*
- Question 4. What was the most valuable aspect of the experience?
- Question 5. Did you have any expectations of the experience that were not met? If yes, please explain.
- Question 6. What would you suggest to improve the experience?
- Question 7. Did you receive adequate information / instructions from the TRUST program administration prior to the visit?

TRUST First Summer Experience 2015 - Preceptor Survey

- Question 1. Your Name: _____
We are interested in your thoughts about your experience this summer with a TRUST student this summer. Please answer the following questions:
- Question 2. What do you believe was the most valuable aspect of the experience for the student?
- Question 3. What would you suggest to improve the experience?
- Question 4. Did you receive adequate information / instructions from the TRUST program administration prior to the visit?
- Question 5. How good do you believe the "fit" is between the student and your site?
- Question 6. Please rate the student on the following areas by checking the appropriate box:

	Never	Seldom	Usually	Consistently
Willingly participated in office tasks when asked	N	S	U	C
Demonstrated interest in learning	N	S	U	C
Demonstrated ability as a team player	N	S	U	C
Demonstrated courtesy toward patients	N	S	U	C
Demonstrated courtesy toward staff and other providers	N	S	U	C
Willingly pursued activities in the community	N	S	U	C
Was on time and prepared for activities	N	S	U	C
Dressed appropriately for activities	N	S	U	C

TRUST First Summer Experience, 2015:

Guidelines: Meet Your Continuity Clinic Healthcare Team & Community

During your TRUST experience, you will interact with many members of your continuity community – both healthcare providers and community leaders. You will draw upon their knowledge and resources to coordinate the care of your patients in the future.

Please work with your site director to decide which people you can meet during your FSE while allowing time for other activities. Ask for help in setting these meetings. Ideally use this visit to ask the person about their work in healthcare or the community and tell them about your role as a TRUST scholar.

Don't worry about filling in every line. This is not an assignment, but an opportunity to get to know the pillars of your community better.

Write down who you meet on page 2 of this document and include any information that might be useful in the future. Use your UW NetID to log onto the TRUST First Summer Experience Collect-It website and upload a scan of this document before you leave your TRUST community this summer.

Please make every effort to meet the people who work in your primary continuity clinic. Make an effort to spend time working with each of these people to better understand their role. Your list will likely include:

1. Clinic Manager
2. Other Practice Physicians
3. Nurse practitioner or Physician's Assistant
4. Receptionist
5. Nurse
6. Medical Assistant
7. Lab Technician

Members of the healthcare team in your community might include the following (this is not a checklist, but a guide for you):

- Hospital Administrator
- Director of Nursing at the hospital
- Head Nurse, operating suite
- Public Health Nurse
- Hospice Nurse
- Mental Health Professionals
- EMTs
- Other Physicians
 - General Surgeons
 - Internists
 - Pediatricians
 - Family Physicians
 - Other

Members of the community (this is not a checklist, but a guide for you):

- Leaders of community services for the underserved
- Hospital board members
- Political leaders such as the mayor
- Financial leaders such as banking
- Religious leaders
- Leaders of service organizations such as Rotary

TRUST First Summer Experience, 2015:

Guidelines: Meet Your Continuity Clinic Healthcare Team & Community

Student Name:

TRUST Continuity Community:

Meet List (list names, role, and any notes):

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15.

TRUST First Summer Experience, 2015: Walk-Around Discovery Tool

As a part of learning about your continuity community, please complete the Walk-Around Discovery Tool below (this tool is also on the First Summer Experience Collect-It website). *Your saved notes from this summer experience will help you complete the more detailed RUOP Walk-Around Discovery Tool next year.* This tool may also help you begin to consider iii3 projects associated with your RUOP experience.

Element	Description
"Commons"	What are the neighborhood hangouts? For what groups, at what hours (e.g. school yard, gym, store, bar, restaurant, park, 24 hour drug store)? Do the "common(s)" have a sense of "locals only" or are they open to strangers?
Transportation	How do people get in and out of the community? Car, bus, bike, walk, etc.? Is there a major roadway into the community? Is public transportation available? How convenient is it?
Service Centers	Do you see social service agencies? Clinics? Recreation centers? Signs of activity at the school after hours? Are there offices for other healthcare providers? What about parks? Do they exist? Are they in use?
Stores	Where do residents shop? Neighborhood stores? Shopping centers? Are there "big box" stores in the community?
People	If you are traveling during the day, whom do you see in the street? Do you see anyone you would not expect? Elders, teenagers, unemployed; adults with children? Homeless? Along with people, what animals do you see? Stray dogs or cats? Family pets?
Race	Are the residents primarily white, black? Latino? American Indian? Do you see evidence of heterogeneity or homogeneity in the community?
Ethnicity	Are there indices of ethnicity – food stores, churches, mosques, temples, private schools, information in languages other than English?
Religion	What denominations are the places of worship? Do you see evidence of their use other than on days of worship?

Adapted from: Anderson, ET &McFarlane, JM (2000). *Community as partner: Theory and practice in nursing*. Philadelphia: Lippincott