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Training

CEPC trains and educates the healthcare workforce, providing training to the existing primary care workforce, shaping the pipeline of future healthcare professionals, and training faculty at colleges and universities to deliver our curriculum to their students.

Health Coaching is helping patients with chronic conditions, such as diabetes or high blood pressure, to better understand and manage their condition. CEPC has trained about 1,000 people as health coaches, including physicians, nurses, medical assistants, and other patients with the same condition. Many of these people are staff or volunteers in San Francisco safety net clinics. We have also trained health coach trainers across the United States.

Panel Management is the process of using registries to identify and engage patients overdue for chronic or preventive care services. Nurses, medical assistants, and clerical staff can play an integral role in patient care by working with providers to address these needs. CEPC has trained over 1,000 people in panel management, including at the IHI annual summit. The San Francisco Health Plan has also funded CEPC to train clinic staff in panel management. In the fall of 2011, through the MediCal Waiver Program, CEPC began supporting Primary Care Transformation in clinics that are part of UCSF and the San Francisco Department of Public Health by training and mentoring their staff in panel management.

Workflow Mapping is the visual (or graphical) representation of a process broken down into its stages and decision points. In late 2010, CEPC began a collaboration with The California Health Information Partnership and Services Organization (CalHIPSO) to create a two-part tutorial on the use of workflow mapping to achieve meaningful use of electronic health records (EHRs). The first tutorial covers what a workflow map is, reasons to perform workflow mapping before and after EHR implementation, and highlights a few simple steps to create a workflow map. Part 2 highlights example workflows that practices can adapt to help achieve a number of Stage 1 meaningful use requirements. These two presentations are part of a 12 lesson module on Electronic Health Records/ Health Information Exchange Adoption. This module is part of the eHealth Broadband Adoption Training Program developed by the California Telehealth Network and UC Davis Health System.

Complex Care Management is helping patients with complex medical and psychosocial needs to better coordinate their care. These patients are the 10% of the population that incur 70% of total health care costs. Specially trained complex care managers can reduce these costs. With the support of the Tides Foundation, CEPC has created a curriculum for complex care managers in the safety net clinics of San Francisco.



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