



We **trained over 800 front line staff** in 44 healthcare organizations...

- ▶ Top trainings included:
 - ▶ 18 Health coach
 - ▶ 3 Team based care
 - ▶ 3 Health coaching/panel management
 - ▶ 1 Practice coaching
 - ▶ 1 Crucial conversations
- ▶ 100% of participants reported that they would recommend the training to a friend!
- ▶ Secured grant to put health coaching curriculum on line with a user-friendly and interactive platform.

"Every person in healthcare should at least participate in this training to empower their patients."

-Health coach training participant

We **built the evidence base** for primary care, sharing research findings through...

- ▶ 20 presentations at scientific meetings
- ▶ A major report on high performing teaching practices through the AAMC
- ▶ 4 peer reviewed publications on research findings

We **involved patients in our strategy and programs** through...

- ▶ Including them in advisory boards for research studies
- ▶ Asking them to be trainers and mentors for our staff
- ▶ Sharing our research results back with them



We **contributed to policy discussions** through...

- ▶ 6 thought pieces in major journals on topics such as improving academic teaching practices, bringing patients to the table in quality improvement, expanding the role of registered nurses in primary care, and experiencing racism
- ▶ Presented at the California state policy roundtable on funding and sustainable e-Consultation systems and are represented on the state eConsult policy workgroup
- ▶ Presented at the California Primary Care Association about eConsult innovations and adoption and policy implications
- ▶ Contributed to international discussions about practice improvement and health equity in Australia and Ireland

We **catalyzed practice-based research** through providing consultative support to...

- ▶ A medical-legal partnership
- ▶ A program providing food to patients with congestive heart failure upon hospital discharge
- ▶ A start-up piloting a digital health coaching platform

Zuckerberg San Francisco General currently has three active medical-legal partnerships. The goal of our collaboration with CEPC was to integrate the evaluation and monitoring of these three programs. CEPC helped us to define and measure our performance measures, to create a unified client-patient database, and to design a survey instrument to assess the impact of the programs on clients. CEPC helped us to focus our evaluation efforts on measurable and patient-centered metrics, and their expertise on survey design and navigating the IRB process was much appreciated. We would not have been able to do this work at this level of quality without the support of the CEPC.

*Drs. Lealah Pollock & Amy Whittle
San Francisco Medical-Legal Partnership*

We **mentored 17 rising leaders** in primary care, including...

- ▶ 7 medical students
- ▶ 1 nurse practitioner student
- ▶ 7 resident physicians
- ▶ 3 physician fellows
- ▶ 1 international PhD student
- ▶ Projects included:
 - ▶ Qualitative interviews with patients and clinicians about health coaching
 - ▶ Qualitative study of clinician's experience addressing social determinants of health and how that relates to their feelings of burnout
 - ▶ Delivering trainings and meeting with leadership of clinics to help support practice improvement in academic teaching practices
 - ▶ Systematic reviews of patient engagement strategies.
 - ▶ Research and evaluation support included review of study design, instrument, & data analysis plans.

Provided **practical tools and resources** to front line staff.

- ▶ Over 20,000 people visited our website, with 78,000 hits
- ▶ Top items accessed:
 - ▶ Huddles
 - ▶ Health Coaching
 - ▶ Standing orders
- ▶ Built a social media presence: 370 Twitter followers to date
- ▶ Issued quarterly newsletter to more than 1,500 people across country
- ▶ Completed Facilitating Care Integration webinar series in collaboration with Center for Care Innovations
- ▶ Launched webinar series on integrating patients into practice improvement initiatives which attracted over 160 registrants



As part of a year-long fellowship in CEPC during my fourth year of medical school at UCSF, I helped to design and conduct a qualitative study of patients living with chronic obstructive pulmonary disease, their providers, and their health coaches to understand how health coaches work with people in safety net clinics. This is my first time doing qualitative work so I'm learning a lot -- how to design and conduct interviews, code and analyze transcripts, and use relevant software. This project has also been a reminder of how important it is to research the most effective ways to provide services like health coaching to the most vulnerable of our patients. I've also enjoyed being part of a team of supportive and welcoming people. If you're interested in primary care transformation, this is the place to be!

Samantha Masaki
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