

Engage, Educate, Empower: Strategies to Teach and Train Hospital at Home Providers

Michael Maniaci, MD | Mayo Clinic

Matthew Erlich, MD, MPhil | Mass General Brigham Home Hospital

Karen Titchener, MSN, NP, RN | Maribel Health

Andrew Wong Peng Yong, MD | Singapore General Hospital



The
John A. Hartford
Foundation

Webinar
May 20, 2025



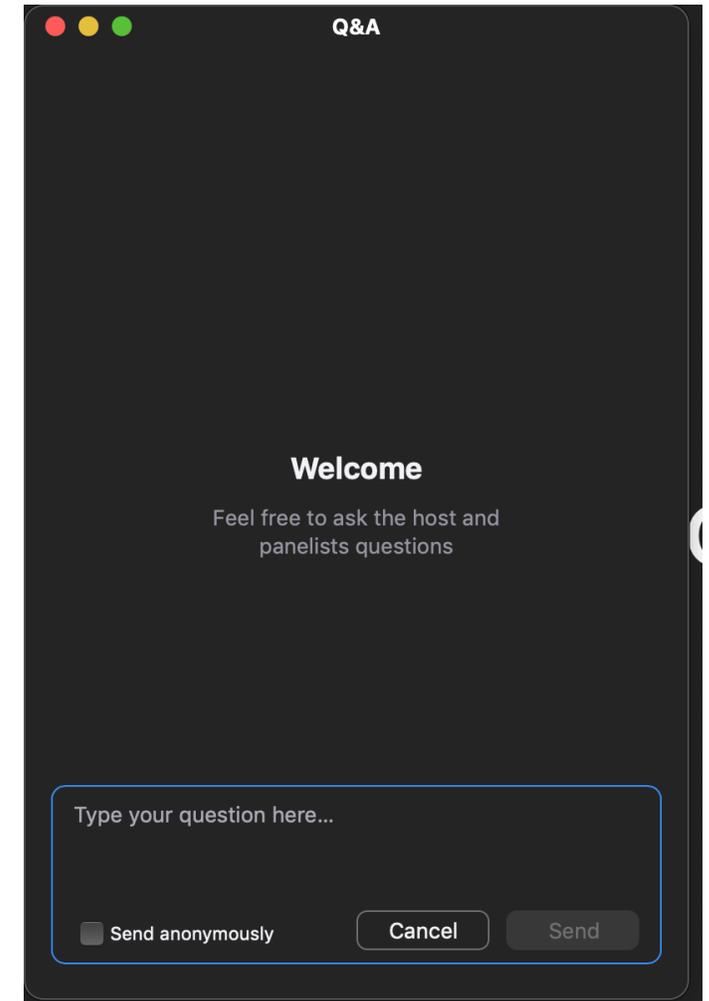
We appreciate the generous support of



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ZOOM Webinar Housekeeping

- Please submit your questions via the Q&A option.
- Due to the large audience for today's webinar, everyone has been placed on mute.
- If you have any technical issues, please contact Jane Donahue (jdonahue@aboutscp.com) or send her a message via the Zoom chat feature.



Hospital AT Home USERS GROUP™

Website: hahusersgroup.org

Twitter/X: @hahusersgroup

TA Center: hahusersgroup.org/technical-assistance-center

The HaH Users Group Webinar Series

What's Needed Next? Hospital at Home During the Extended Waiver and Beyond

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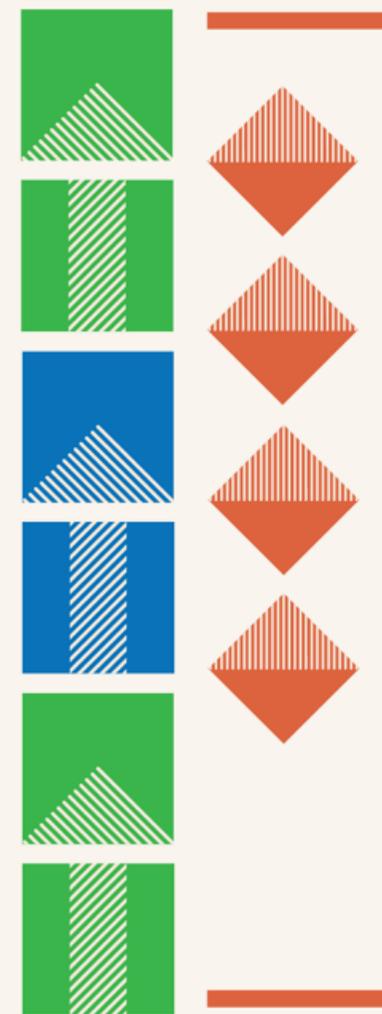
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2025 Annual Meeting | Save the Date: October 16



Leveling Up:
*Investing in Hospital at Home
and the Future of Healthcare*

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AAHCM
AMERICAN ACADEMY OF
HOME CARE MEDICINE

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- Excited to announce the new Journal of Advanced Home Medicine
- Open-access, peer-reviewed journal accepting various manuscripts on all things advanced home medicine, with a focus on hospital at home
- Submissions are open
- Visit the website (<https://jahm.io/>)

HaH Quality Minimum Data Set (MDS)

- The MDS is a de-identified, patient-level dataset that seeks to capture information on all patients enrolled in Hospital at Home (HaH) programs nationwide, dating back to November 2020.
- 33 individual hospitals are actively collaborating on the MDS initiative.
- Participating health systems remain **anonymous** and participation is **free**.



MDS Interest Form



Michael Maniaci, MD

Medical Director, Mayo Clinic Hospital in
Florida

Today's Webinar

Engage, Educate, Empower: Strategies to Teach and Train Hospital at Home Providers

Today's Speakers



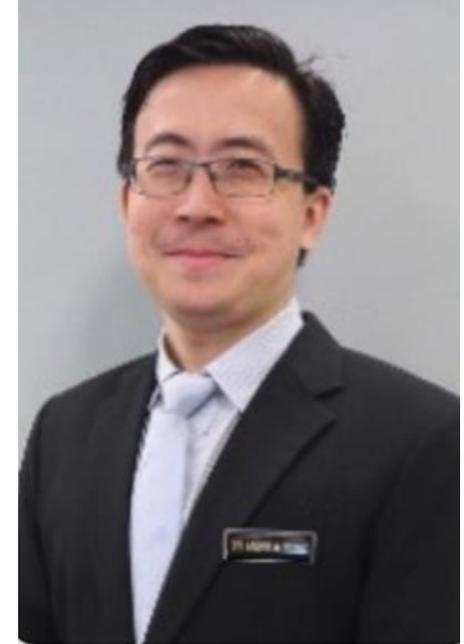
Matthew Erlich,
MD, MPhil

Physician,
Mass General Brigham Home Hospital



Karen Titchener,
MSN, NP, RN

Vice President,
Hospital at Home Operations,
Maribel Health



Andrew Wong,
MD

Consultant Family Physician,
Singapore General Hospital,
SingHealth

Panelist Disclosures

- **Matthew Erlich, MD, MPhil**
 - None
- **Karen Titchener, MSN, NP, RN**
 - None
- **Andrew Wong, MD**
 - None

Provider Training and Onboarding for HaH

Karen Titchener NP MSs
VP HaH Operations

Mindset can't be trained- hire for it. Recruit the best to be the best

Key Mindsets for HaH Success

- Comfort with Ambiguity
- Bias Toward Action
- Calm Under Pressure
- Patient-Centered
- Agility
- Proactive Problem Solver
- High Accountability



Professional qualities

- Confident and Engaging
- Strong Clinical Acumen
- Self-Directed and Autonomous
- Strong Communicator
- Team-Oriented, Visible Presence



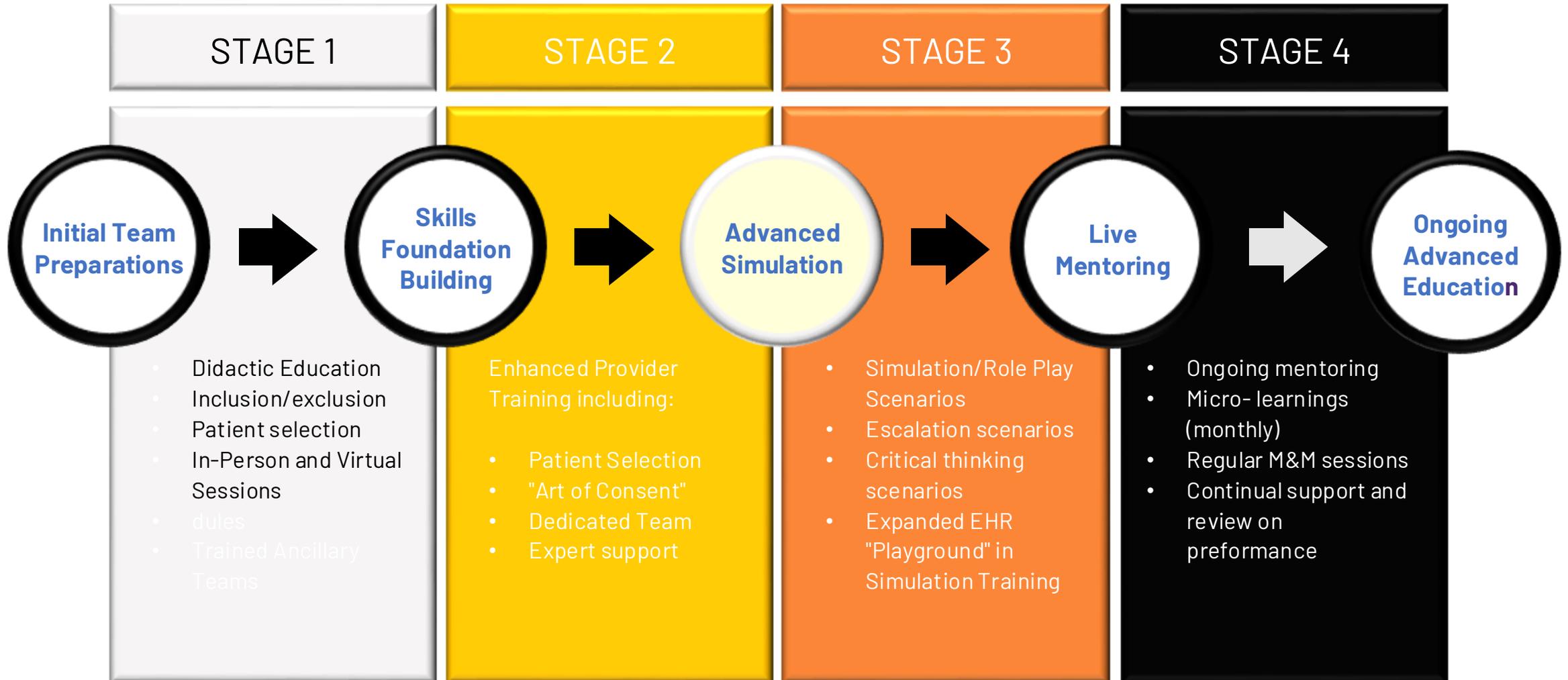
Core skills

- Admission Assessment
- Remote Supervision & Delegation
- Escalation oversight
- Confident Clinical Presence
- Collaborative



Hospital-at-Home Training & Education Framework

Training model for supporting "best-practice" learning and education



Hospital-at-Home Model of Training & Team Development

What are the unique aspects of building a hospital-at-home training and educational program



Facility-based Team

Facility-based hospital staff with the ability to immediately respond to clinical changes



Field-based and Virtual Team

HaH field team supported by remote virtual clinical medical direction

On-Site Care

Onsite clinical monitoring with real-time access to labs, imaging, and pharmacy.



Virtual Care & Oversight

Utilizing virtual care and monitoring to enhance clinical decision-making and care orchestration

Structured Environment

Clinicians follow established hospital-based workflows and protocols,



Home Environment

A dynamic home environment with essential care logistics for the operational model.

Matthew Erlich, MD MPhil

Mass General Brigham

Harvard Medical School

CREATING CORE COMPETENCIES FOR PHYSICIANS IN HOSPITAL IN THE HOME



ACCREDITATION
COUNCIL FOR
GRADUATE
MEDICAL
EDUCATION
(ACGME)
BASED
APPROACH

Competency: observable ability of a health professional related to a specific activity that integrates knowledge, skills, values, and attitudes

ACGME Competency Domains

- Practice-Based Learning and Improvement
- Systems-Based Practice
- Patient Care and Procedural Skills
- Medical Knowledge
- Interpersonal and Communication Skills
- Professionalism

ACGME-I currently accredits >200 training programs in 12 different countries

STUDY METHODS



Steering Committee

Three physicians in the Mass
General Brigham Home Hospital
Program



Expert Panel

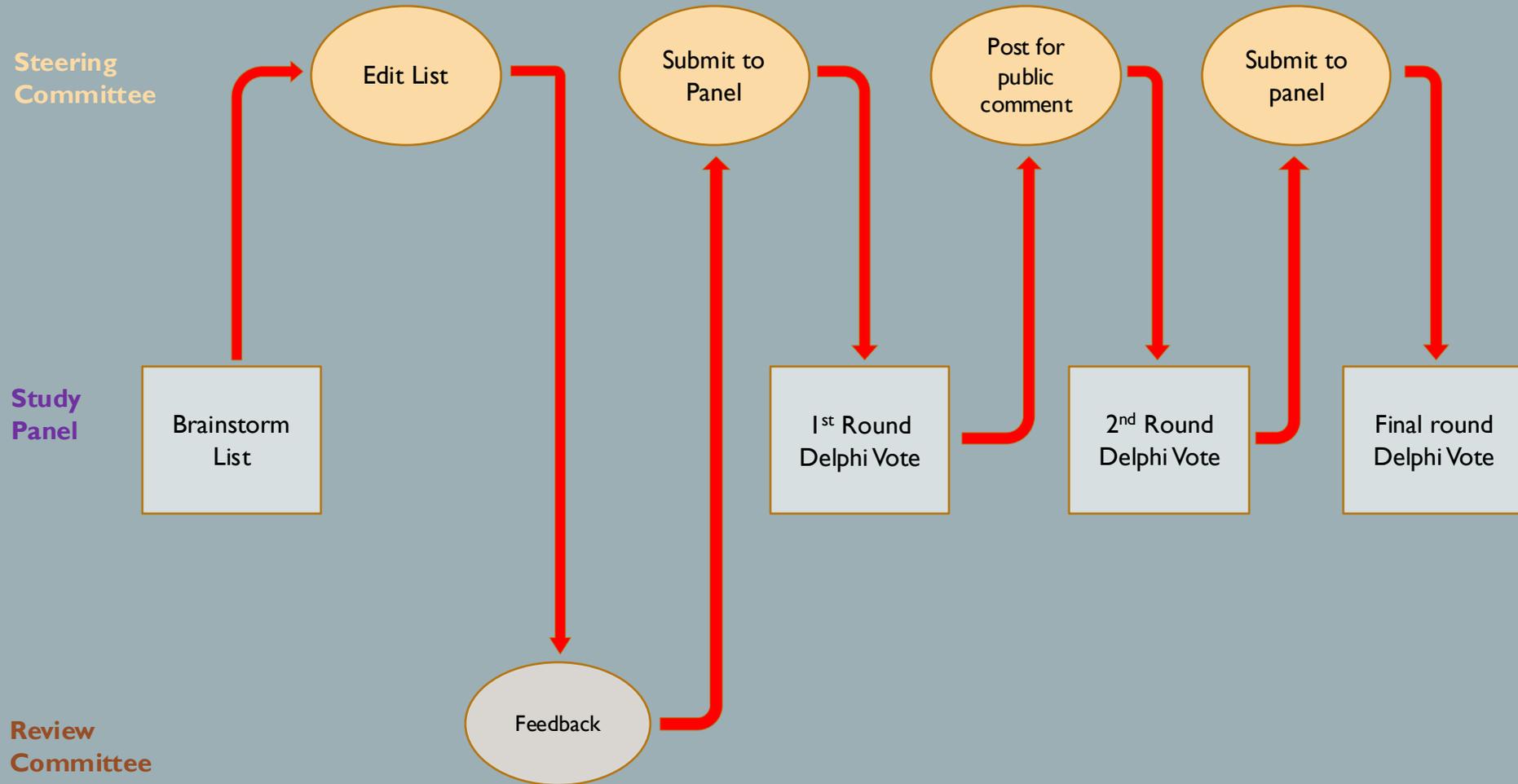
15 member multidisciplinary: 6
MDs, 3 RNs, 2 APPs, 2 Patient
Advisor/Advocates, 1 Paramedic, 1
Former Patient



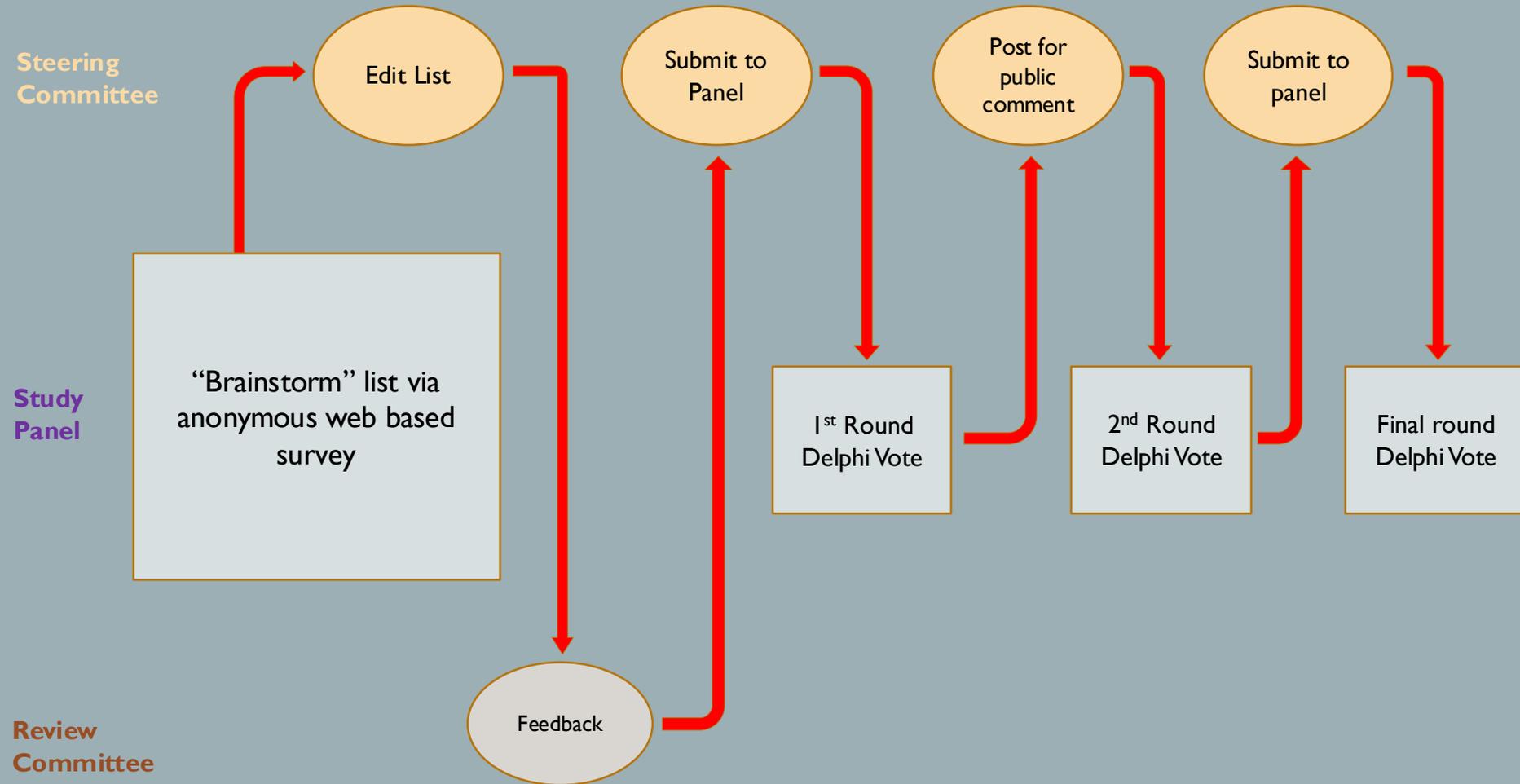
Review Committee

2 MDs and 1 EdD

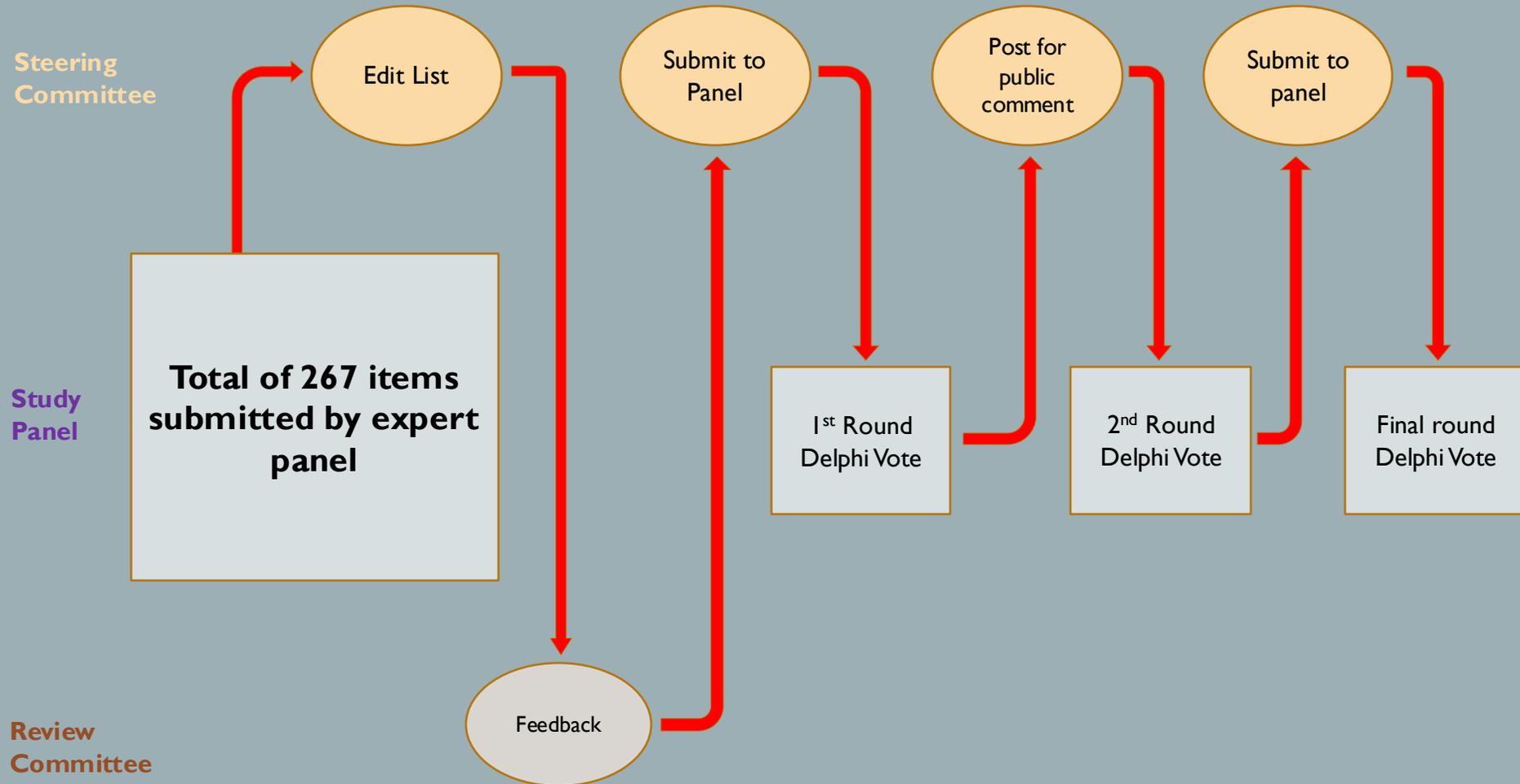
Modified Delphi Process



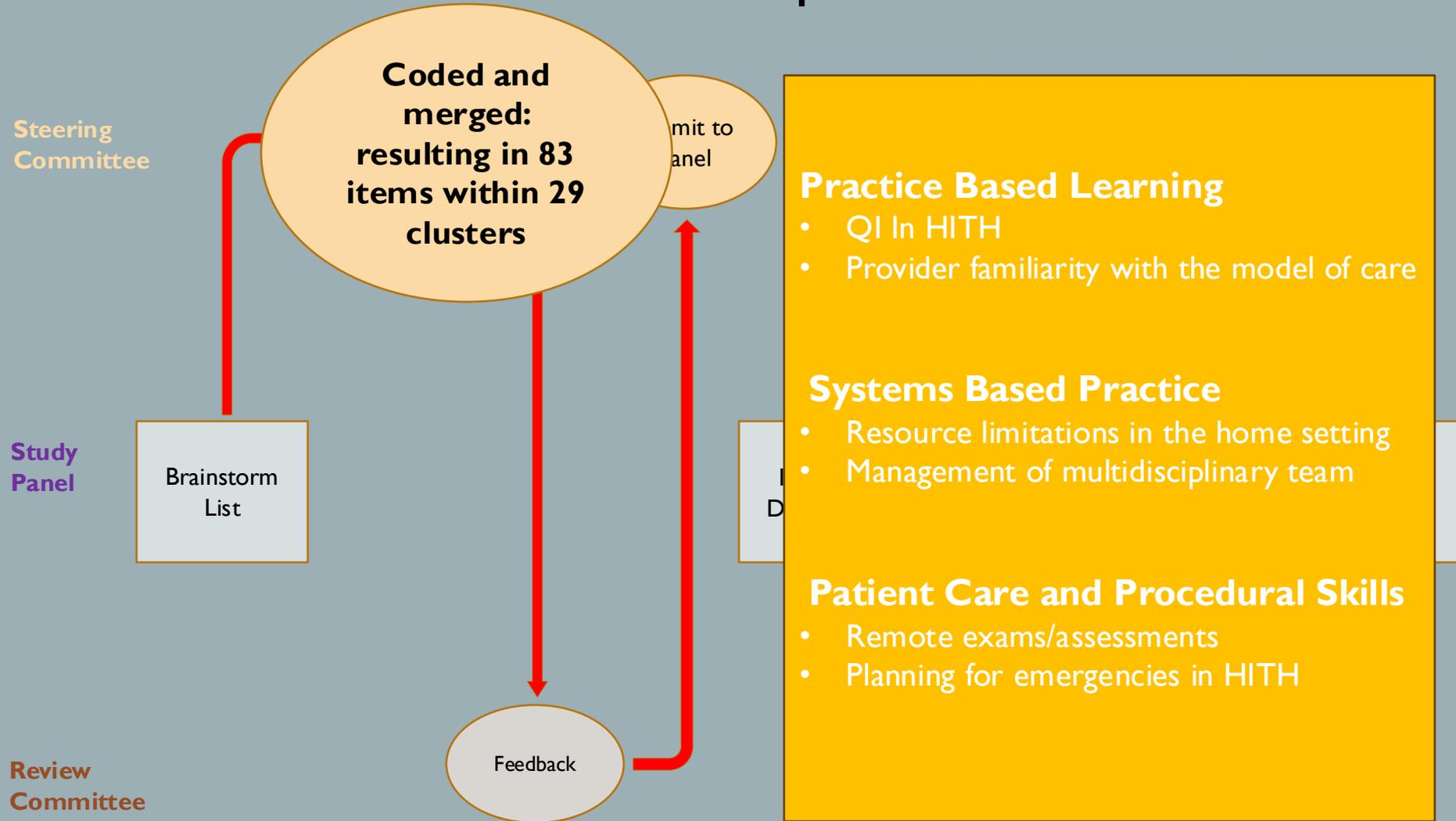
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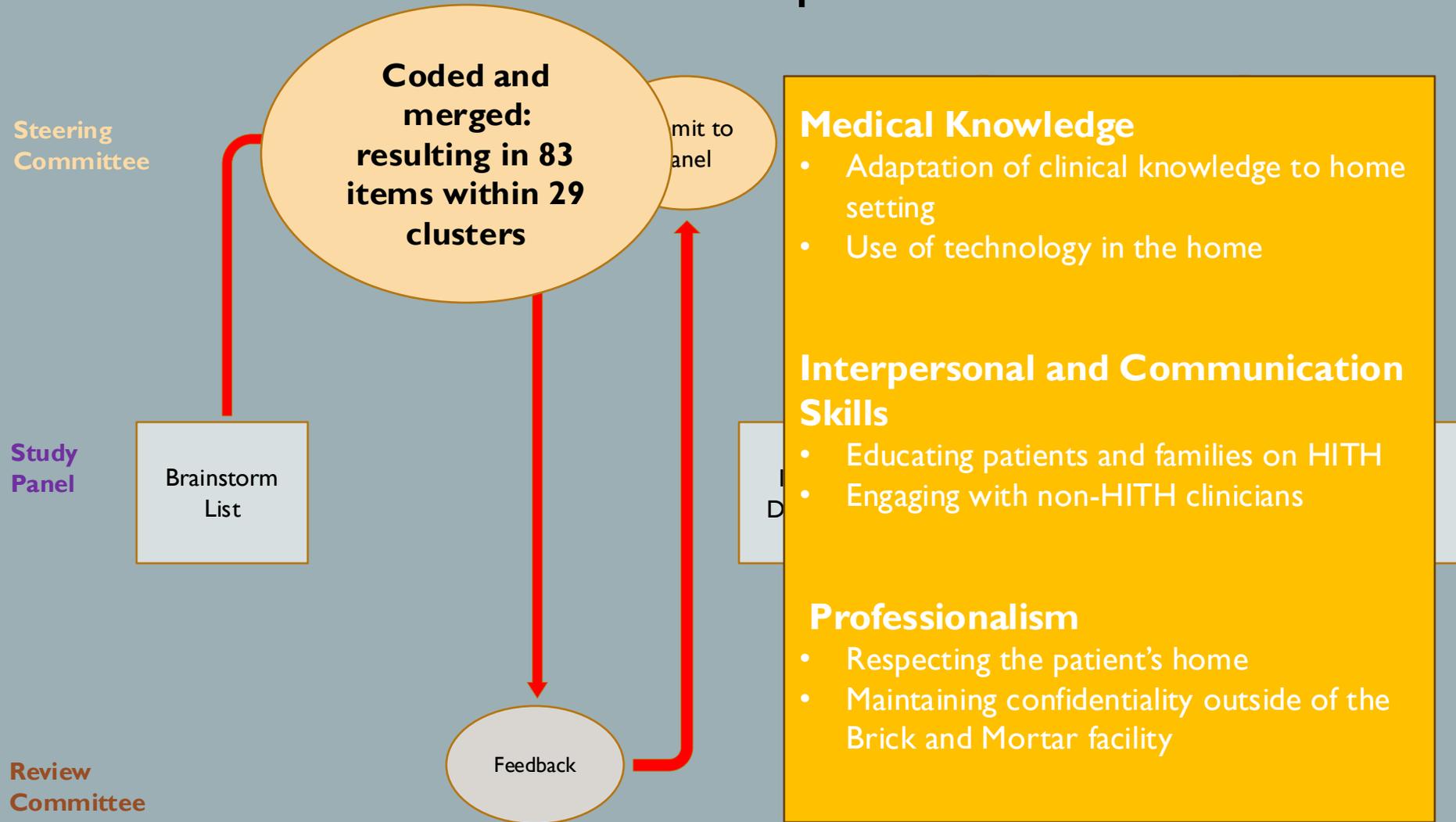
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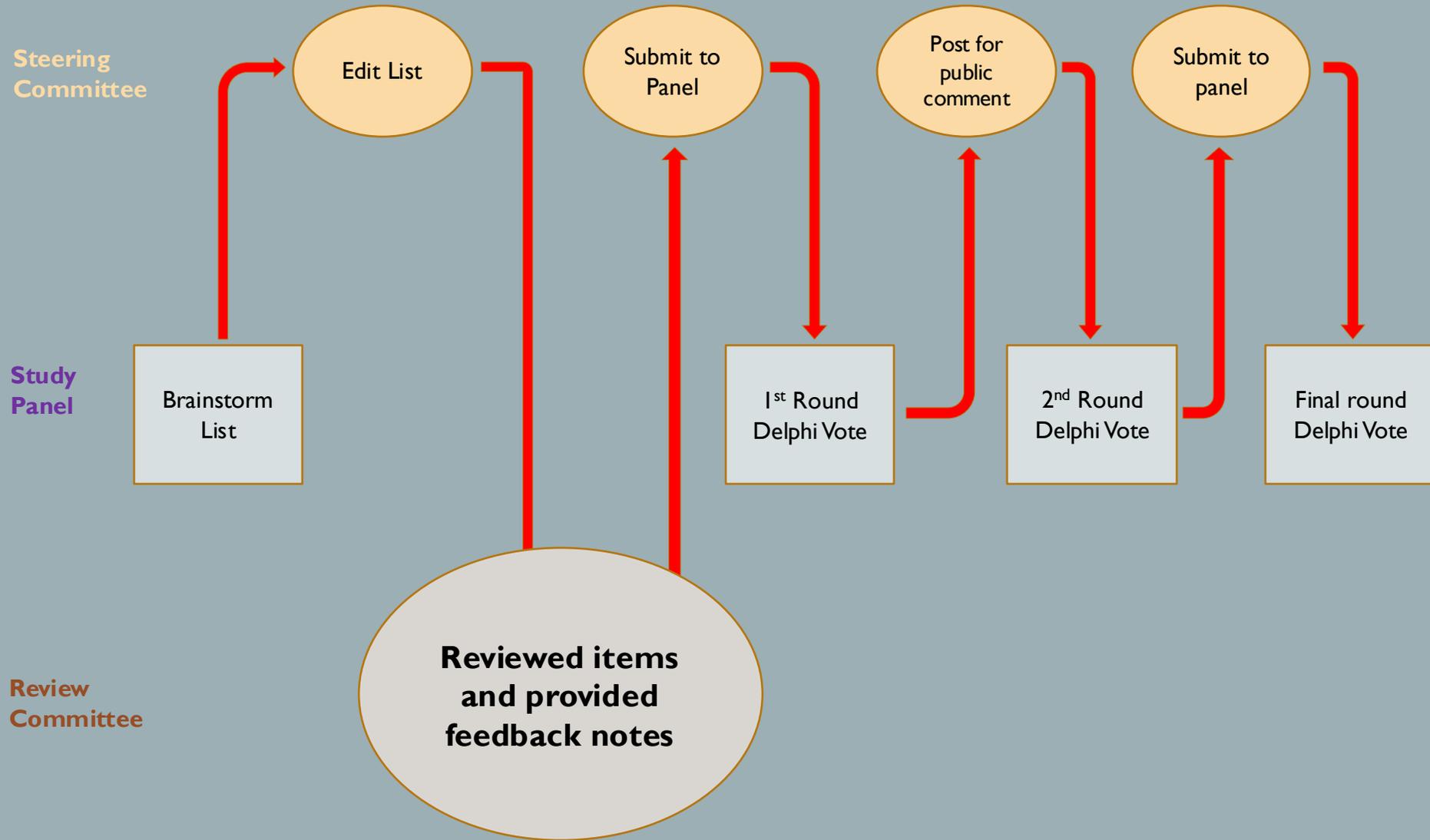
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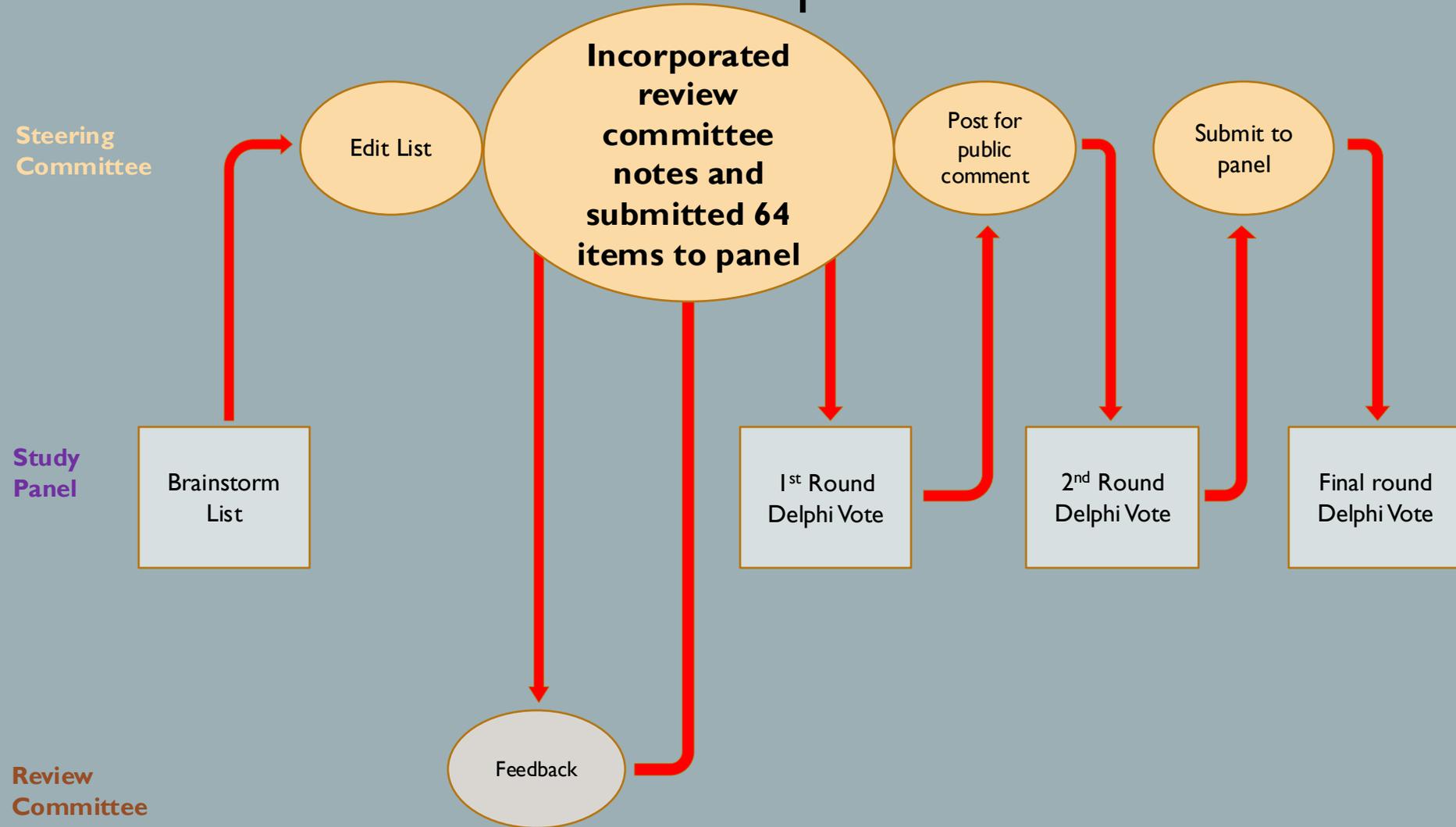
Modified Delphi Process



Modified Delphi Process



Modified Delphi Process



PRELIMINARY RESULTS OF DELPHI VOTING

Panelists asked to vote: Yes/No/Possibly w
comments/No Comment

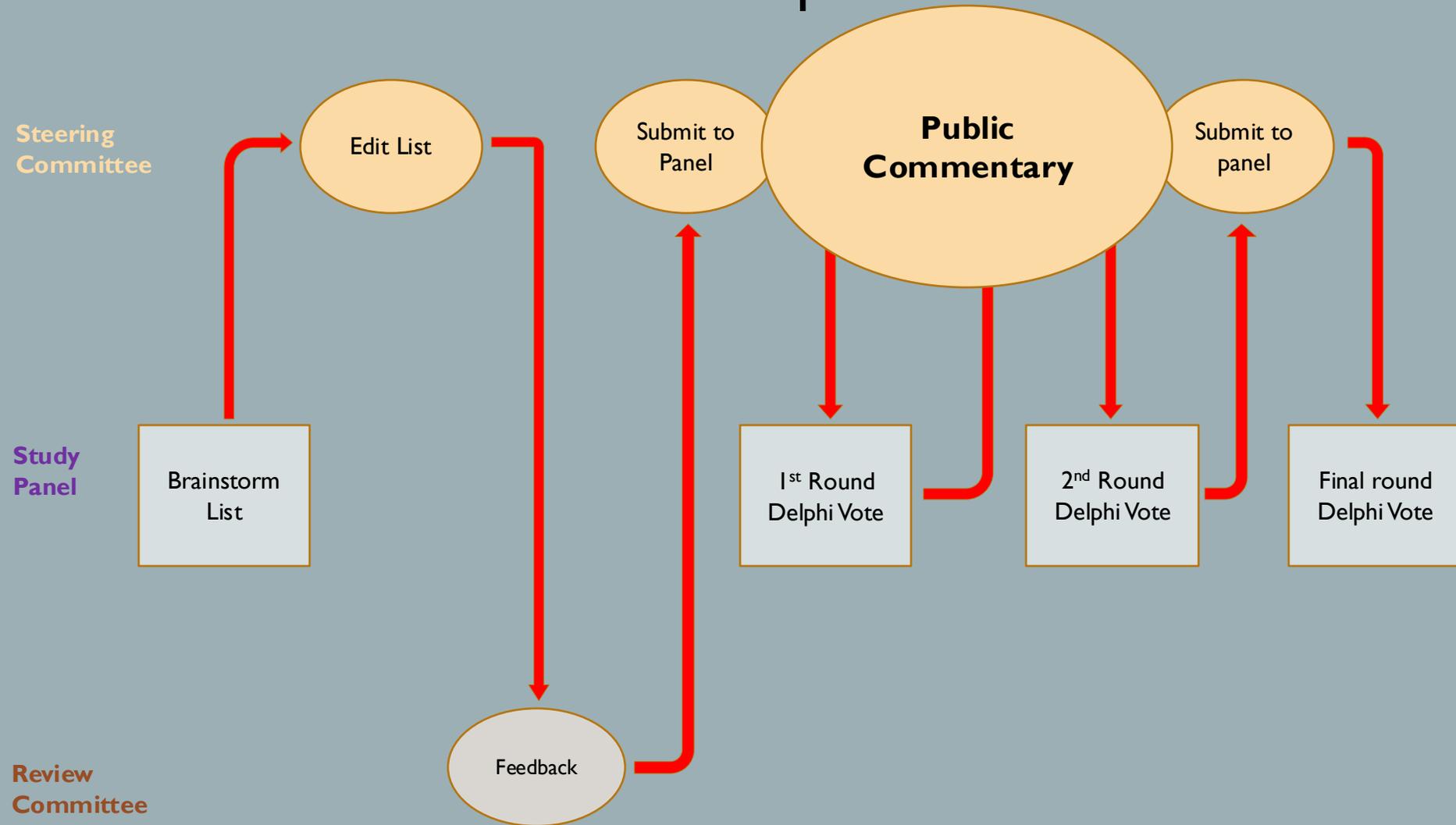
Consensus = \geq 70% Yes Votes

40 items achieved preliminary consensus

21 items achieved possible consensus with revisions

3 items failed to achieve consensus

Modified Delphi Process





WE WANT YOU!



PUBLIC FEEDBACK

DISCUSSION AND LIMITATIONS

- Open-source toolkit
- Backbone for development of milestones, curricula and training future providers
- Further evolution of competencies alongside HITH
- Steering committee editorial control
- Limited involvement of international community
- Virtual nature of panel = limited discussion/debate



ACKNOWLEDGEMENTS

Steering Committee: David Levine, MD MPH and Hema Pingali, MD

Review Committee: Laura Edgar, EdD CAE, Rachel Miller MD MEd, and David Vermette, MD MBA

Expert Panelists

Harvard Medical School Morgan Zinsser Fellowship

FURTHER COLLABORATION

merlich@bwh.harvard.edu



Developing a Curriculum To Train Doctors in Hospital-at-Home Care: The SGH@Home Experience

Dr WONG Peng Yong, Andrew
Consultant
Department of Family Medicine & Continuing Care



Disclosures: None



PATIENTS. AT THE HEART OF ALL WE DO.®



Goal & Learning Objectives

Goal: The Medical Officer will

- 1) **Acquire Knowledge**
- 2) **Show Understanding**
- 3) **Apply relevant skills**

Necessary for them to deliver care which is

- 1) **Equitable**
- 2) **Safe**
- 3) **Effective**

To all HaH patients in Singapore General Hospital.

Learning Objectives

Working Knowledge

Recruitment

Video & Home consults

Escalation of care

Discharge

Desired attributes

Patient-centeredness

Team player

CURRENT GEAR

Domains

Activities

Apply relevant skills

Observership → direct supervision → Indirect supervision

Show Understanding

Huddles

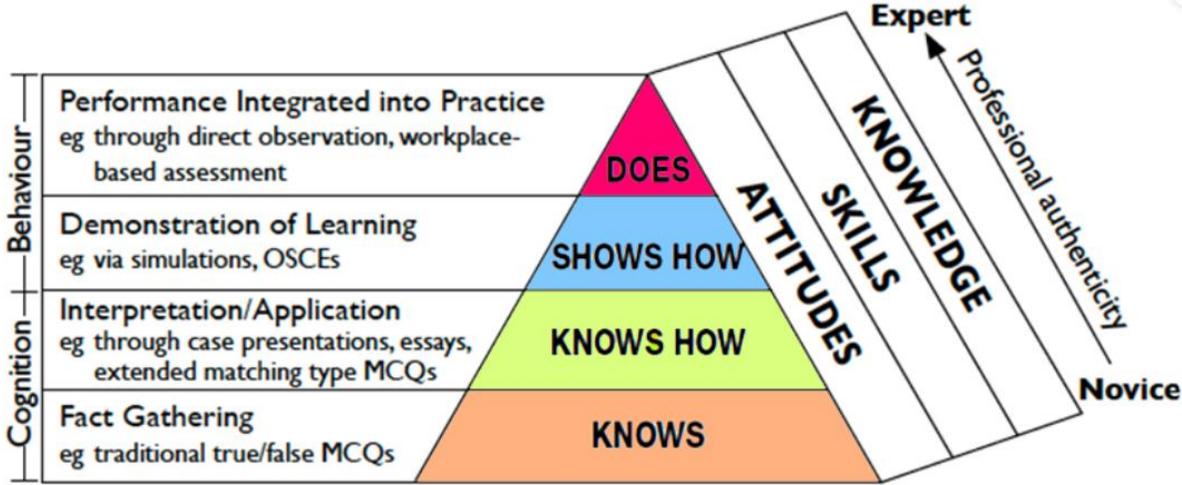
Peer Review Learning

Morbidity & Mortality Rounds

Acquire Knowledge

Handbooks (Pre-reading)

Induction Lectures



Miller's pyramid for assessing clinical competence

Special mentions 1: Procedural Training



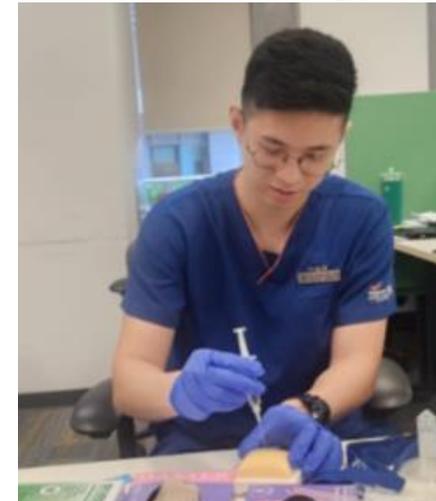
Securing lines with stat lock



Setting up an infusion



Training in Point of Care INR Test



Training in injections

Special mention 2: Case Presentations

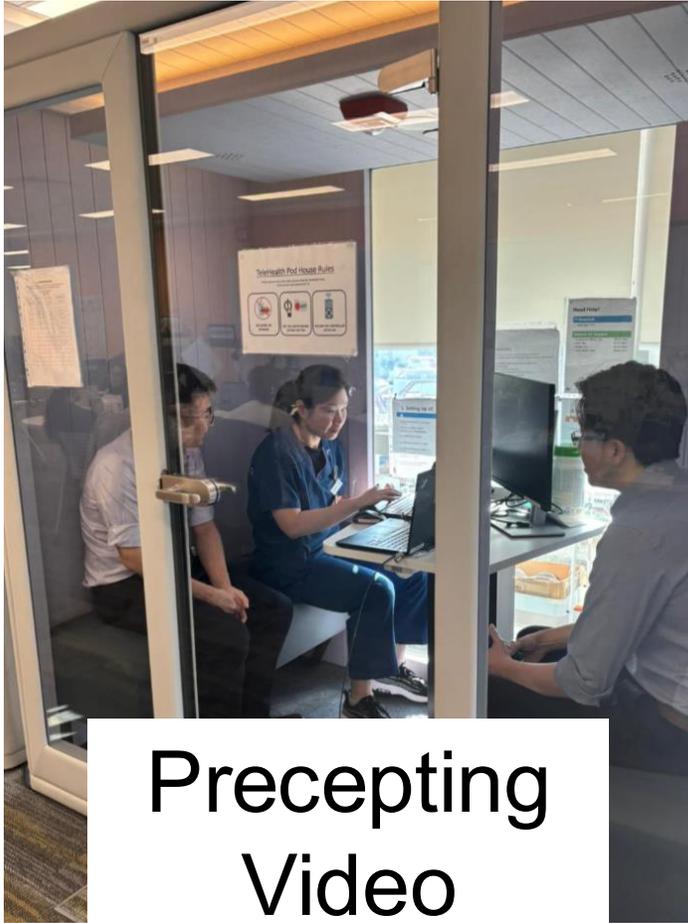
Huddles	Morbidity & Mortality	Peer Review Learning
Daily	Monthly	Quarterly
<p>Situation (Reason for referral to HaH) + Background (Important history)</p> <p>Assessment (Problem list and at-risk factors)</p> <p>Recommendations What are the care provisions for the day? Are there curveballs to re-empt?</p>	<p>Did we choose a suitable case for the HaH model of care? What are the clues?</p> <p>Did we do all we can to avoid a Return to Hospital?</p> <p>Did we expediently and safely convey the patient back to hospital?</p>	<p>Discussion about a patient with complex care needs</p> <p>Adequate review of existing literature around one clinical question</p> <p>Clear definition of the problem list, management plan targeting root cause(s) & learning issues</p>

Equitable

Patient Safety

Effective

Special mention 3: Job-shadowing



Precepting
Video
Consults



Directly Precepting
Home Visits



Remotely clarifying
clinical findings



Remotely
Precepting Home
Visits

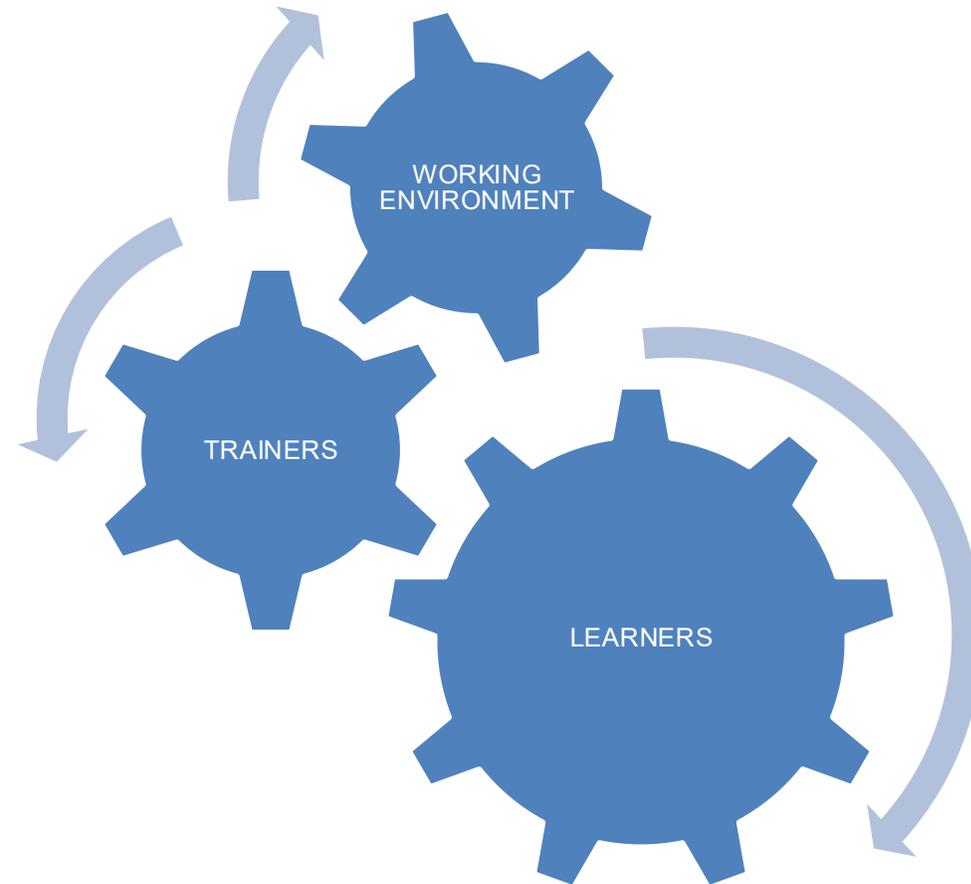


MY PERSONAL OPINION OF WHAT WORKS

Learning is an iterative cycle.

It occurs through constant interactions between the working environment, the trainers and learners.

Let's continue to tighten our gears and oil our learning engines to benefit our patients!



Thank You

Dr WONG Peng Yong, Andrew

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Department of Family Medicine & Continuing Care
Singapore General Hospital

andrew.wong.p.y@singhealth.com.sg



SGH@Home



My Contact



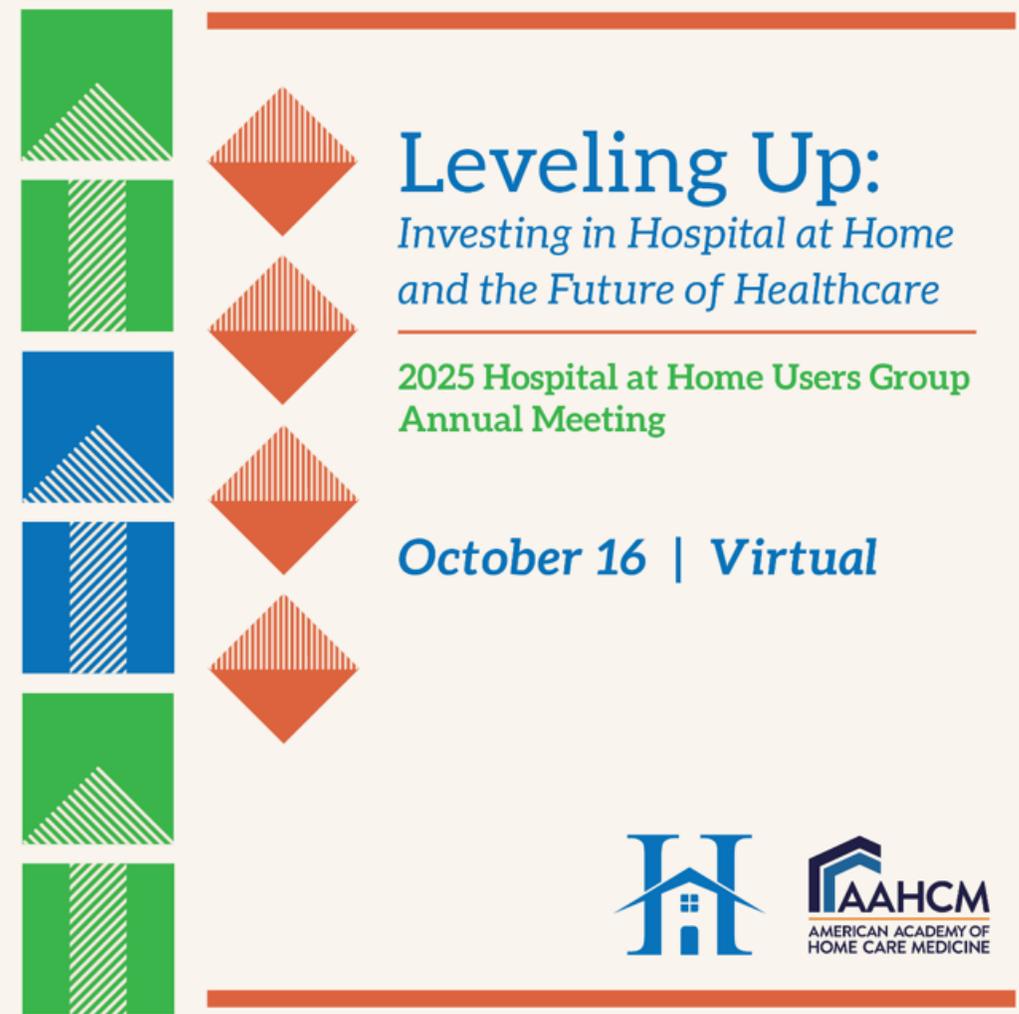


Common Questions: Round Robin



Q&A

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For More Information

- Hospital at Home Users Group
<https://hahusersgroup.org/>
- Hospital at Home Users Group Technical Assistance Center
<https://www.hahusersgroup.org/technical-assistance-center/>
 - **Featured Resource – An Introduction to Age-friendly Care in Hospital at Home**
<https://www.hahusersgroup.org/technical-assistance-center/program-operations/#clinical-operations>

THANK YOU



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