



Working with Physicians and Clinics

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Age Odyssey
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Waseca

Introductions/Background/Project Overview

- Dr. Hammell, O.D.
- Kristin Sjolie, Caregiver Educator

How Did the Physician/Caregiver Educator Working Relationship Begin?

- 2004 Grants obtained, Program Began
- Physician Champion secured
- Provider Meeting Presentations, Updates
- Keeping the Mayo Clinic Health System Mission Statement in Mind:

How can we work together to best meet the needs of the patient?

Benefits To Physician of Working Relationship with Caregiver Educator

- Fills gap between clinical and home resources.
- Provides education to caregivers.
- Provides reassurance to physician that patient does not fall through the gaps.

Benefits to Caregiver Educator of Working Relationship with Organization

- The Organization is a Referral source
- Marketing occurs within the organizations publications
- Caregiver Education is a Resource to Offer Patients.
- Caregiver Educator is housed within the organization which creates visibility.

Maintaining the Physician Relationship

- Speak at Practice Meetings yearly
- Meet one on one with new Doctors
- Email or notes or treats in their mailboxes
- Invitations and scholarship information to Meeting of the Minds Conference
- Regular contact with Champion Physician
- Meet with other key support departments regularly
- Co-lead community educational sessions

Methods of Referral

- Identifying potential participants
 - Physician
 - Caregiver Educator

How to refer to caregiver educator

What information is shared?

What is the ongoing strategy for communication?

Challenges:

- Being part of a large system:
 - Easy to get lost/forgotten
 - Discovering the departments/staff that would have the most direct contact with the families we serve
 - Marketing/publicity rules
 - Frequent organizational change
 - Staffing changes
 - Being a new program – not sure what department we fit into

Challenges continued:

- Medical Facility :
 - Needs to be prepared for the program initially, which often takes time and education throughout the facility.
- Grant Funding:
 - How long will the grant last? Where will funding come from post-grant?
 - Limitations with grant criteria to caregivers served?

Recommendations for Community Organizations Wanting to Engage their Clinic and Physicians

- Locate the key players and champions
- Be persistent
- Be succinct
- State how your services can help the staff and patients
- State how staff can help patients and your program by referring
- Have easily available contact information

Questions & Discussion

Contact Information

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