

New communication technologies add another layer of education

While it may not be readily apparent, how a clinical collaboration platform vendor approaches project management can have a big impact on the quality and overall success of the product for its users.

For small community hospitals and large academic medical centers alike, clinical communication is a complex process. Collaborating on important patient care matters requires intricate workflows involving nurses, therapists, support staff and a wide rotation of physicians who cover numerous roles on any given shift.

For residents, the learning curve related to communication and collaboration can be steep. As a faculty physician for an internal medicine residency program, I see this every day. Not only are residents learning volumes of new medical knowledge, they must also master the art of electronic medical record documentation, team-based care, and how to deliver patient-centered care while providing value to the system. Further, they must juggle all of this while promptly responding to a steady stream of pages, alerts, text messages and phone calls.

In response to these challenges, medical education must adapt to equip physicians for the new world of medicine. Here are three capabilities residents should acquire to thrive in their careers.

BUSINESS ACUMEN

As the shift toward value-based care continues, medical training should integrate finance and operations education. A successful physician will need to understand healthcare policy, new payment models and how performance-based contracts affect how they practice medicine on a daily basis.

DATA ANALYTICS KNOWLEDGE

The use of data analytics offers great potential to help manage and improve clinical care. Learning how to identify data patterns and create and or modify clinical processes based on the findings will be crucial in tomorrow's healthcare.

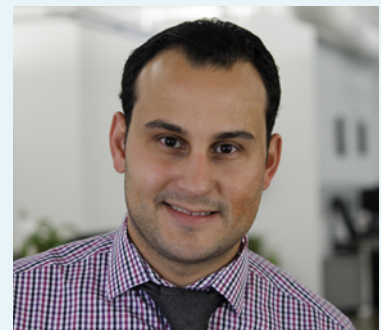
STRONG COMMUNICATION AND LEADERSHIP SKILLS

In today's healthcare environment, physicians need the skills to work with and lead a team of clinicians. Medical education must evolve to incorporate more team-based learning experiences, as clinicians must collaborate across all disciplines, including nursing, pharmacy and physical therapy, among others. Team-based care means integrating patients and caregivers into care decisions. Clinical communication and collaboration technology can be a powerful tool to help residents work with team members across care settings to improve care coordination, thus impacting quality, safety and experience.

Effective communication and collaboration take work, especially for new residents with limited clinical experience. But the payoff of improving communication and team dynamics is big, yielding better outcomes and higher productivity and helping clinicians feel invested in their work.



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Dr. Mena is responsible for our Physician Advisory Council which gives members the opportunity to network and share strategic market insights with colleagues from health systems across the country.