

House Calls 101 – Discussion Guide with Facilitator Notes

Thank you for leading a group discussion regarding key learning points from the HCCI online course, *House Calls 101: Introduction to HBPC*. This guide is intended to help you prepare to facilitate this discussion.

OVERVIEW

Purpose: The discussion’s purpose is to provide individuals with new insight into the benefits of home-based primary care to both the provider and homebound patients.

Audience: This discussion is intended for learners who have successfully completed the online education activity, *House Calls 101: Introduction to HBPC*.

Materials:

- Hard copies of the following PDFs from the Resources screen:
 - *Suggested Equipment and Supplies for HBPC*
 - *Next Steps*
- A flipchart or a handout of the *Social Determinants of Health*.
- *Optional:* A flipchart to capture comments and ideas to help focus discussions and/or save for future consideration.

Instructions: Use the question prompts provided to initiate group discussions.

Learning objectives:

- Cite the 4Ms in the Care of Older Adults and apply these to the care of medically complex and homebound or home-limited patients.
- Discuss a house call's key components, including recommended steps before, during, and after each home visit.
- List the pros and cons of traveling with and incorporating the services of a medical assistant (MA) in home visits.
- Describe key characteristics of successful home-based primary care providers.

AGENDA

#	Topic	~Minutes
1	Introduction	5 min
2	The 4Ms in the Care of Older Adults	5 min
3	Preparing for the Day	5 min
4	Arriving at the Home	5 min
5	Concluding the Visit	5 min
6	Completing Post-Visit Activities	5 min
7	Traveling with a Medical Assistant	5 min
8	Characteristics of a Successful HBPC Provider – The 8Cs	5 min
9	HBPC Career Options	5 min
10	Debrief	5 min

TOPIC 1: INTRODUCTION

Question prompts:

- Why do you think HBPC is gaining importance as a career today?
- What issues are you seeing in your own patient population that may contribute to rising need for HBPC?
- Are there any examples you can think of where a patient may have been able to avoid a costly hospitalization if they had HBPC support?
- What information and events have resulted in your interest in HBPC?

TOPIC 2: THE GERIATRIC 5Ms

Question prompts:

- The course introduced the 4Ms in the Care of Older Adults: Mentation, Mobility, Medication, What Matters. How do you think focusing on each area in an HBPC visit while developing a care plan is helpful?

TOPIC 3: PREPARING FOR THE DAY

Question prompts:

- The course discussed strategies to prepare for the day in HBPC. How are these strategies like or different from how you prepare for a day with patients in an office-based setting?
- Refer to the *Suggested Equipment and Supplies for HBPC* from the Resources screen in the course.
 - What other supplies do you think should be considered?
 - Are there any supplies that you think might be difficult to transport and/or use in a home-based setting? How might you work around this challenge?

TOPIC 4: ARRIVING AT THE HOME

Question prompts:

- The course discussed safety strategies for HBPC providers. Consider the following:
 - What strategies do you normally use when traveling alone? Can these strategies also be used when conducting house calls?
 - What do you think is the most important strategy discussed in the course that applies to today's environment or your location?
- The course discussed infection control strategies for HBPC providers. Consider the following:
 - What strategies do you normally use to control infection? Can these strategies also be used when conducting house calls?
 - What do you think is the most important strategy discussed in the course?

TOPIC 5: CONDUCTING THE HBPC VISIT

Question prompts:

- In the course, the provider asked questions that focused on the 4Ms in the Care of Older Adults during the visit. What are strategies that can be taken to ensure the 4Ms are considered? **Note:** If you have enough learners in your audience, consider breaking them up into partners or small groups to discuss each “M” separately. Then debrief together.
- Social determinants of health (SDOH) significantly impact a person’s well-being. Recall some of your geriatric patients who you think are affected by SDOH. What can you do in a house call to help them with some of these?

TOPIC 6: CONCLUDING THE HBPC VISIT

Question prompts:

- What are some of the activities you should complete before leaving the home? What activities do you think might be a challenge and how might you overcome these challenges?

TOPIC 7: COMPLETING POST-VISIT ACTIVITIES

Question prompts:

- What are some of the activities you must complete after you finish a house call and how are some of them different than an office visit? What activities do you think might be a challenge and how might you overcome these challenges?

TOPIC 8: TRAVELING WITH A MEDICAL ASSISTANT

Question prompts:

- Do you currently use a medical assistant? If so, why or why not? What benefits and challenges do you perceive if you use one?
- If you were to practice HBPC, do you think you would want to continue or start using one?

TOPIC 9: CHARACTERISTICS OF A SUCCESSFUL HBPC PROVIDER – THE 8 Cs

Question prompts:

- The course discussed 8 Cs. Can you recall them? **Note:** If learners need assistance, you may wish to review them.
- For each of the categories of Cs, what actions can a provider perform to represent these characteristics? **Note:** If you have enough learners in your audience, consider breaking them up into partners or small groups to discuss the four categories of Cs separately. Then debrief together.

TOPIC 10: HBPC CAREER OPTIONS

Question prompts:

- The course introduced benefits of working in HBPC as well as how to begin exploring your local market. What resources can you access to learn more about the local patient population and unmet needs?

TOPIC 11: DEBRIEF

Question prompts:

- Refer to the *Next Steps* handout. Review and mark which steps you would like to commit to taking next. Share your ideas for implementation.