

# VA Center of Outpatient Education Track

## Program Description

Thank you for your interest in the Center of Outpatient Education (COE) track. This program offers a robust clinical experience paired with unique training methods and a dedicated QI curriculum. Residents are paired in teams and together function as the primary care provider for a panel of patients at the Louis Stokes VA Medical Center. Residents work seamlessly with nurses, social workers, psychologists, and pharmacists to provide a patient-centered approach to care.

## Frequently Asked Questions

### Can I apply to both the Categorical and COE Tracks?

Yes, many people choose to rank multiple tracks.

### Do residents in the COE program receive adequate training in subspecialty and inpatient medicine?

Absolutely! Participants of the program receive ample time on the wards at their respective hospitals and are indistinguishable from categorical residents when not participating in the COE block.

### How many residents are in COE track?

We typically accept 6 residents from University Hospitals (UH) and 6 residents from Cleveland Clinic (CCF) every year.

### What is a typical weekly schedule during COE?

Residents rotate through COE for 3 months at a time. Below, is a sample schedule of a typical week on COE. During the elective blocks, residents can choose to go to any subspecialty clinic at the VA, Cleveland Clinic, or University Hospital or work on research projects.

Sample Schedule					
	Monday	Tuesday	Wednesday	Thursday	Friday
AM (8a-12p)	Panel Management	Elective	Primary Care	Primary Care	Didactics
PM (1p- 4p)	Primary Care	Urgent Clinic	Women's Health	Electives	Self-Directed Learning

## Graduate Thoughts



"My favorite part of my training has been the ability to build relationships and build confidence to be the primary provider for a patient panel. Saying goodbye to my patients has been the hardest part of the program. I'm planning to take everything I have learned into general cardiology to manage chronic cardiac diseases. I highly recommend this program to anyone, regardless of your career."  
– Toral Patel

"The COE track has played an enormous role in shaping my career goal. My clinical interest is in cardiovascular medicine, and I rotated through cardiology clinics and engaged in cardiology related QI projects which was a terrific addition to my fellowship application. Choosing to pursue residency in the COE track was the best decision and has enhanced my confidence in practicing under any setting across the country."  
-Vittal Hejjaji

"Although most traditional IM residency programs focus heavily on inpatient medicine, most specialties have components of both inpatient and outpatient medicine. Learning how to manage patients in the outpatient setting is an important skill for future practice regardless of your field of medicine."  
-Yuri Shindo

### Response to COVID-19

The Cleveland VA was able to quickly adapt to the pandemic and implemented virtual care options for patients, including video visits and telehealth appointments. Masks, sanitizers, and screening points are dispersed throughout the medical facility. The COE shifted over to virtual education for most of 2020 with new telehealth training incorporated into the curriculum.

As of late 2021 the medical center is offering patients a mix of either in-person or virtual appointments and residents get a lot of exposure to both options. When we have a large enough room available, we do in-person educational didactics, and the rest of the time we utilize virtual training with interactive sessions and engaging speakers to keep resident learning ongoing!

## What do COE graduates do when they finish?

The program is designed to prepare graduates for any career, whether it be Primary Care or a subspecialty. Many subspecialties have a significant outpatient component, and our graduates are comfortable in both inpatient and outpatient settings. Below is a sample of the variety of career paths and statistics from residents who responded to survey requests (both Cleveland Clinic and University Hospitals residents) over the past few years.

Average number of invites for 2021 & 2022 fellowship match season: 17.6 interview invitations

Average rates of invites per programs applied to for 2021 & 2022 match season: 37.1% of programs applied to

<u>Specialty</u>	<u>Location</u>
<b>Cardiology Fellowship</b>	<ul style="list-style-type: none"> <li>• Duke University</li> <li>• University of Virginia</li> <li>• Rush University</li> </ul>
<b>Gastroenterology Fellowship</b>	<ul style="list-style-type: none"> <li>• Baylor Medical Center</li> <li>• Vanderbilt University</li> <li>• Dartmouth University</li> <li>• UCLA Medical Center</li> </ul>
<b>Pulmonary/Critical Care Fellowship</b>	<ul style="list-style-type: none"> <li>• Cleveland Clinic</li> <li>• University Hospitals</li> <li>• University of Virginia</li> <li>• University of Texas, Houston</li> </ul>
<b>Hematology/Oncology Fellowship</b>	<ul style="list-style-type: none"> <li>• University of Texas MD Anderson</li> <li>• Mayo Clinic Rochester</li> <li>• University of Pittsburgh Medical Center</li> <li>• Indiana University</li> </ul>
<b>Endocrinology Fellowship</b>	<ul style="list-style-type: none"> <li>• Mayo Clinic Rochester</li> <li>• Emory University</li> <li>• Baylor Medical Center</li> </ul>
<b>Allergy and Immunology</b>	<ul style="list-style-type: none"> <li>• Rush University</li> </ul>
<b>General Medicine Fellowship</b>	<ul style="list-style-type: none"> <li>• Harvard University</li> </ul>
<b>Chief Medical Resident</b>	<ul style="list-style-type: none"> <li>• COE Chief Resident of Quality and Safety at Cleveland VAMC</li> <li>• Cleveland Clinic</li> <li>• University Hospitals</li> </ul>
<b>Primary Care / Hospitalist</b>	<ul style="list-style-type: none"> <li>• Cleveland VA Medical Center</li> <li>• Ohio State University</li> <li>• Cleveland Clinic</li> <li>• University Hospitals</li> <li>• Orlando VA Medical Center</li> </ul>

## What makes the training within the VA COE track special?

We have several unique teaching strategies and training opportunities for residents in their COE blocks:

1. **Unique community and learning environment**
  - Medical residents serve as the **leaders** of their primary care team working with nurses, social workers, and schedulers assigned to each team to direct patient care with attending supervision
  - We have a diverse group of learners including medical residents, nurse practitioner residents, psychology fellows, pharmacy residents, and more who participate in our educational sessions
  - Our learners come from various backgrounds and hail from all over the country and the world
  - CCF and UH residents become very close colleagues and friends during their time in the VA
2. **Specialty clinics** (separate from electives) available to residents at the VA including
  - Women's Health
  - Urgent Clinic
  - Geriatrics
  - Procedure clinic
  - Subspecialty clinics including GI/Hepatology, Rheumatology, Endocrinology and more
3. **Lean QI curriculum**
  - Residents will take formal Quality Improvement and Patient Safety lectures, conduct a QI project in a team, and obtain Lean Yellow Belt certification during their time in the VA
  - Residents have the opportunity to submit their abstract to IHI (Institute for Healthcare Improvement) for presentation at the IHI conference in Orlando, Florida
4. **Social Determinants of Health curriculum**
  - Residents will participate in didactics and sessions focused on the impact patients' social circumstances have on their health
5. **Patient video experiences**
  - Residents record a video of themselves with a patient in clinic (after obtaining consent) for feedback on patient interaction and communication skills. Videos are recorded during PGY-1 and PGY-3 blocks so residents can compare how they have developed
6. **Panel Management**
  - Residents have a dedicated half-day for Panel Management on Mondays that allows them to take a "bird's-eye view" approach to their panel of patients
  - We have a Panel Management curriculum that focuses on common primary care issues such as diabetes, hypertension, cancer screening, and loss to follow up, and residents will develop strategies and treatment plans to improve the care of their patients in these areas
7. **Special sessions** including
  - Leadership sessions with local healthcare leaders and visiting guests like Dr. Melvin Smith (Emotional Intelligence Expert), Dr. Peter Pronovost (Quality Improvement Expert), Jim Smith (The Executive Happiness Coach), and Caroline Carter (Leadership Coach)
  - Visit to the Cleveland Museum of Art for a session on professional satisfaction
  - Visit to the Cleveland Museum of Natural History to explore the impact of climate and weather on population health
  - Ice cream socials 🍦

*And more!!!*



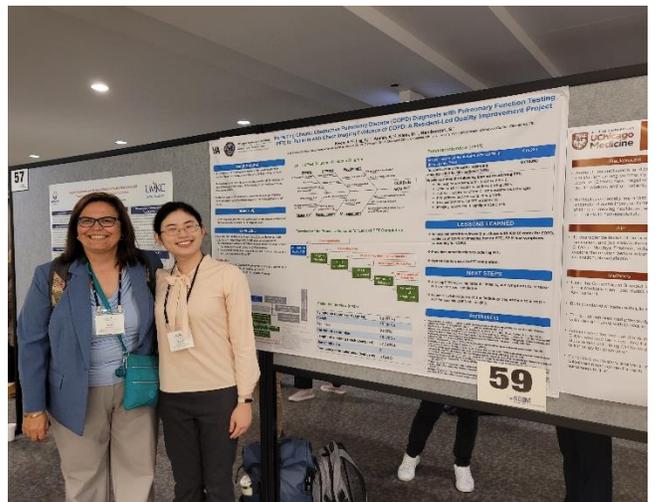
*Residents at the Museum of Natural History*



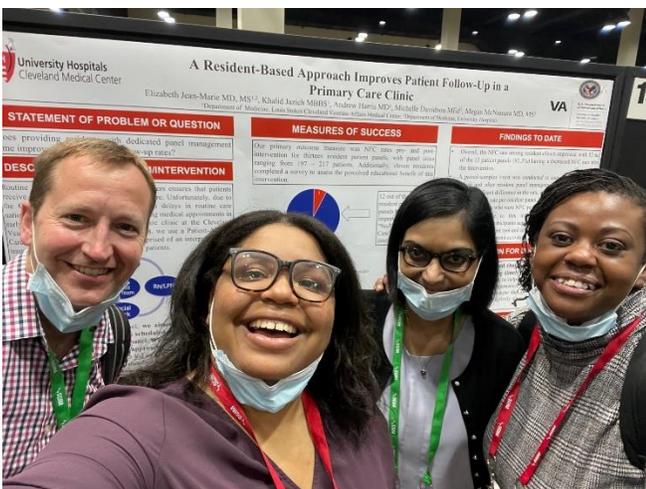
*Residents at the Museum of Art*



*Residents playing TopGolf after clinical duties were complete for the day!*



*Residents presenting their QI projects at a national conference*



*Resident with VA Attendings at a nation conference presenting QI*



*COE residents from UH and Cleveland Clinic enjoying the Cleveland food scene!*

## [The Louis Stokes Cleveland VA Medical Center](#)

The Cleveland VA Medical center is one of the largest VA centers in the country! It is a **tertiary care facility** classified as a **Clinical Referral Level 1a (most complex) Facility**. It is a teaching hospital providing a full range of patient care services, with state-of-the-art technology as well as medical education and research. The Wade Park Campus provides all inpatient general acute and tertiary care with 673 total beds.



The Wade Park Primary Care clinic cares for a large number of veterans in Northeast Ohio (an average of 600 visits per week in 2019), with an abundance of resources to care for some of the most underserved and medically complex patients in the region. **Services available to our patients include** on-site mental health providers for an immediate “warm hand-off” if needed, social worker and pharmacist appointments to assist with social and medical complexity, shared medical appointments for chronic conditions, homeless veteran aids, VARC for veterans struggling with substance abuse, and much more.

*We thank you for your interest and look forward to working with you!*

*For further information regarding the program:*

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### Center of Outpatient Education Program Director



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### Chief Resident of Quality and Safety (2023-2024)



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