DGIM Project Summary

Name of Project: Evaluating Primary Care Panel Management and Care Coordination -- sub-study: Qualitative study of clinic resources for social needs and provider work experience

Investigator(s). (Include phone numbers and email addresses, indicate PI and primary contact)

- Dr. Kevin Grumbach (PI of main study) – kevin.grumbach@ucsf.edu
- Dr. Laura Gottlieb (co-PI of sub-study) – laura.gottlieb@ucsf.edu
- Dr. Nwando Olayiwola (co-PI of sub-study) – nwando.olayiwola@ucsf.edu
- Alina Kung (student investigator of sub-study and primary contact) – alina.kung@ucsf.edu

Research question(s):

How do primary care providers practicing in the Bay Area safety net conceptualize the relationship between burnout and capacity to address patients’ social needs?

Brief Background/Significance:

This study will use qualitative methods such as in-depth interviews with primary care providers to explore the relationship of provider work experience with the availability of clinic resources to address the social needs of patients. This study builds on quantitative findings from the larger umbrella study (Evaluating Primary Care Panel Management and Care Coordination) that found an association between lower provider burnout and availability of clinic resources to address social needs.

Inclusion/exclusion criteria (list)

Inclusion criteria
- Non-resident primary care provider (MD, NP, or PA) at selected San Francisco Health Network or UCSF sites
- Works 3 or more clinic half-day sessions per week

Exclusion criteria
- Resident
- Works less than 3 clinic half-day sessions per week

Method of contact/recruitment (be specific)

We will recruit 14-24 primary care providers at SF Health Network and UCSF clinics who work three or more half-days per week.

Following permission from clinic leadership, an individual recruitment e-mail will be sent to eligible clinic providers. For those who respond to the e-mail, Alina Kung (study coordinator) or Telly Cheung (research assistant) will use e-mail to coordinate a time and place for the interview that is convenient to the participant. Where
applicable, Alina and Telly may also attend provider meetings at clinic sites to provide a brief introduction to the study in person.

Verbal consent will be obtained prior to the interview.

Benefits/burden for participants (clearly identify potential for harm)

Benefits: Participants will not be paid for taking part in this interview. There is no benefit directly to participants. The survey results will be used for research and quality improvement efforts.

Burden: There are no costs to participants for taking part in this interview. Some of the interview questions may make participants feel uncomfortable or raise unpleasant memories. Participants are free to skip any question.

Any benefits or burden to DGIM practitioners?

Please see list above – recruited subjects would all be DGIM practitioners.

Timeline for recruitment (projected start and stop dates)

Recruitment start date: Following DGIM approval to send personal e-mails to providers, likely in the 6/20-6/24 range.
Recruitment stop date: Following saturation of data, likely by the beginning of August 2016.

Funding source: Internal funding for masters students at the UC Berkeley-UCSF Joint Medical Program

Potential for DGIM collaborators? (We encourage DGIM resident and fellow involvement in particular)

No – the study team is fairly set, thank you!

Do you agree to notify us when recruitment is completed?

Yes.

Date form completed: 6-9-16