Center for Patient and Family Engagement
Teach Back Communication Intensive Projected System Wide Roll-Out

Phase I - Projected Start Date: August 2016
Orthopedics, Trauma, Musculoskeletal
Population Grouping
- D14
- D11
- SICU
- PCR
- Orthopaedic Clinic Services – ACC
  (Ortho, Joints, Trauma, Hand, Upper Extremity, Foot/Ankle, Pediatric Service., Oncology, PM&R)
- Orthopaedic Surgery Clinic
  (Sports Medicine, Spine Clinic) C St.
- Home Health, Hospice
- Quality and Safety
- Unit Based Case Managers, Social Workers
- Unit Base PM&R Therapies
- Unit Based Respiratory Care
- Dept. of Pharmacy Services

Phase II - Projected Start Date: March 2017
Neurology & Medicine
Population Grouping
- NSICU
- E5 Rehab
- E5 Neuro
- E4 AA
- T4 ENT
- T6 Medsurg
- T6 MICU
- T7 MSICU Gold
- T7 MSICU Blue
- T8 Transplant
- E8 Medsurg Spec
• Ophthalmology Clinic
• Otolaryngology Clinic
• Dermatology Clinic
• Transplant Clinic
• Internal Medicine Clinic
• Neurology
• Neurosurgery Clinics
• MIND Institute
• Case Managers
• Social Workers
• PM&R Therapies
• Respiratory Care
• Telephone triage Nurses
• Outpatient PM&R Therapies

Phase III - Projected Start Date: October 2017
Cardiac and Medicine
Population Grouping
• D6 Cardiology
• E6 Cardiothoracic PCU
• CTICU
• Cath Lab
• N5 Pulmonary Lab
• Renal Services
• Cardiology Clinics
• Cardiovascular Support Unit
• Vascular Clinic
• Vascular Access Lab
• Vascular Lab
• Nephrology
• Psychiatry and Behavioral Science
• Urology
• Health Management and Education
• Utilization Management
• HBC Telephone triage
• Case Managers
• Social Workers
- PM&R Therapies
- Respiratory Care
- Outpatient PM&R Therapies

**Phase IV - Projected Start Date: March 2018**

Emergency Services & Surgical Services

Population Grouping
- ER Adult/Peds
- N1 Adult Annex
- OR
- SDSC
- PACU
- Children’s Surgery
- P2 Burn ICU
- Surgery Clinic
- Plastics C St Clinic
- Burn Clinic
- ENT OR
- Case Managers
- Social Workers
- PM&R Therapies
- Respiratory Care
- Outpatient PM&R Therapies

**Phase V - Projected Start Date: November 2018**

Women’s Health and Children’s Hospital

Population Grouping
- D3 Birthing Center
- T3 Women’s Health
- Newborn Nursery
- D5 Neonatal
- D10 PICU
- D7 Peds
- E7 Peds Acute Care
- Peds Ambulatory Clinic
- Peds Infusion
• Peds Case Management
• OB/GYN Clinic
• Peds Heart Center
• Case Managers
• Social Workers
• PM&R Therapies
• Respiratory Care
• Outpatient PM&R Therapies

Phase VI - Projected Start Date: June 2019
Oncology & Outlying clinics
Population Grouping
• D8 Oncology/ BMT
• D12 Surgical Specialties
• Vascular Lab.
• GI Lab/ Open access LVN’s
• Cancer Center
• Radiation Oncology
• Radiology
• Pain Management
• Primary Care
• Outreach Clinics/PCN’s
• Adult Infusion
• Clinical Trials
• CCRC
• Chronic Disease
• Unit Based Case Managers
• Social Workers
• PM&R Therapies
• Respiratory Care
• Outpatient PM&R Therapies