Medical Clinic Creation:  
A Simulation Weekend Competition

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Je n’ai aucune affiliation (financière ou autre) avec une entreprise pharmaceutique, un fabricant d’appareils médicaux ou un cabinet de communication.
Conflict of Interest

- The innovation described was financed by the Federation des Médecins Spécialistes du Québec (FMSQ), the Fédération des Médecins omnipraticiens du Québec (FMOQ) and the Fonds Sogemec
Overview

- Simulation: A tool for Improving Healthcare Delivery
- Objectives of the Clinic Simulation Weekend
- Structure of the Clinic Simulation
- Feedback
- Research
- Reflections Future Goals
Why Teach Administration to Students?

- Healthcare system in 2019
  - Patients’ needs
  - Health policy
  - Expectations of service excellence
- Lack of management training in Medical school
- Simulation as a tool for the education of healthcare professions students
Current Practice

- Approximately 62% of family doctors were working in primary care in GMF (Groupe de Médecins de Familles) in Quebec in 2010-2011.
Audience Poll

● How many of your faculties currently include a healthcare management or administration course as part of their healthcare professions curriculum?
Project Creation
Our Project: Medical Clinic Simulation

- Friendly competition for medical students
- Participation of students studying in all 4 faculties in Quebec
- Teams of 4
- Judged based on innovation, creativity, use of resources, budget and realism
Summary

- 240 participants
- Over 3 editions
- From 4 universities
- With 25 professionals and mentors on site
  - Only training like this in Quebec, Canada
  - Educational and interactive
  - Multidisciplinary approach
  - Population needs at the heart of the project
Specific Objectives

1. Learn the main steps involved in starting up a medical clinic based on the Quebec GMF model
2. Understand and consider the different factors influencing a budget
3. Engage participants in developing their ability to demonstrate flexibility by constantly re-evaluating their business plan
4. Practice communication, negotiation and collaboration skills with peers
5. Reflect upon the complex nature of healthcare delivery and business start-up
Pre-Weekend Prep!

- Asked to think about and prepare the following for their clinic:
  - Vision
  - Mission
  - Values
Day 1 - Time to get to work!

Simulation Steps:
- Location
- Contracts
- Building
- Scheduling
- Human Resources
- Budget
Day 1 - Time to get to work!

- Teams are provided their Guidebook
- Short video excerpts for clarification:
  - [https://www.youtube.com/watch?v=Yo0KrmZmYuw](https://www.youtube.com/watch?v=Yo0KrmZmYuw)
Exemple d'une étape

1) Description de l'étape
2) Les tâches à accomplir
3) S'informer dans l'onglet infos
4) Faire son choix
5) Expliquez votre choix
6) Passer à la prochaine étape

* Possible de revenir à la page d'accueil
Day 2 - Sales Pitch!

- Presentations are evaluated based on the following criteria
  - Efficiency
  - Creativity
  - Respect of the laws
  - Consistency
  - Quality of the presentation
Research

2019 EDITION
POST PARTICIPATION QUESTIONNAIRE AND FOCUS GROUP
<table>
<thead>
<tr>
<th>Variables</th>
<th>n (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gender</td>
<td></td>
</tr>
<tr>
<td>Male</td>
<td>18 (32,7)</td>
</tr>
<tr>
<td>Female</td>
<td>37 (67,3)</td>
</tr>
<tr>
<td>Highest degree obtained</td>
<td></td>
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<tr>
<td>College diploma</td>
<td>27 (49,1)</td>
</tr>
<tr>
<td>Bachelor</td>
<td>22 (40,0)</td>
</tr>
<tr>
<td>Master</td>
<td>4 (7,3)</td>
</tr>
<tr>
<td>Doctorate</td>
<td>2 (3,6)</td>
</tr>
<tr>
<td>Level of study in medical school</td>
<td></td>
</tr>
<tr>
<td>Pre-medical</td>
<td>0 (0)</td>
</tr>
<tr>
<td>Year 1</td>
<td>27 (50,9)</td>
</tr>
<tr>
<td>Year 2</td>
<td>17 (32,1)</td>
</tr>
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<td>Year 3</td>
<td>7 (13,2)</td>
</tr>
<tr>
<td>Year 4</td>
<td>2 (3,8)</td>
</tr>
<tr>
<td>Interest in a management career</td>
<td></td>
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<tr>
<td>Yes</td>
<td>10 (18,2)</td>
</tr>
<tr>
<td>No</td>
<td>7 (12,7)</td>
</tr>
<tr>
<td>Undecided</td>
<td>38 (69,1)</td>
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<tr>
<td>Attitude</td>
<td>Number of respondents who agreed or strongly agreed n (%)</td>
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<tr>
<td>-------------------------------------------------------------------------</td>
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<tr>
<td>I would like to work in healthcare management and administration in the future</td>
<td>38 (69,1)</td>
</tr>
<tr>
<td>Healthcare management and administration knowledge is useful for all medical students</td>
<td>55 (100)</td>
</tr>
<tr>
<td>Medical students to learn</td>
<td>39 (70,9)</td>
</tr>
<tr>
<td>It is essential that medical students learn how to work in and operate a clinic</td>
<td>31 (56,4)</td>
</tr>
<tr>
<td>It is impossible to be an expert in a field as vast as healthcare management and administration</td>
<td>6 (10,9)</td>
</tr>
<tr>
<td>Physician administrators are poorly valued by the rest of the medical profession</td>
<td>18 (34,0)</td>
</tr>
<tr>
<td>The MCSC was an appropriate and valuable educational experience</td>
<td>54 (100)</td>
</tr>
<tr>
<td>The guidebook component of MCSC was useful</td>
<td>54 (98,2)</td>
</tr>
<tr>
<td>I would recommend the MCSC to other students at other medical schools</td>
<td>54 (98,2)</td>
</tr>
<tr>
<td><strong>The MCSC motivated me to learn healthcare management and administration by giving me simulated exposure to relevant dilemmas</strong></td>
<td>51 (96,2)</td>
</tr>
<tr>
<td>The MCSC made me more confident in my management and leadership skills</td>
<td>46 (83,6)</td>
</tr>
<tr>
<td>The MCSC helped me feel more prepared for administrative aspects of future clinical practice</td>
<td>50 (92,6)</td>
</tr>
<tr>
<td><strong>The MCSC helped me develop a greater appreciation of the complexity involved in healthcare delivery in Quebec</strong></td>
<td>47 (85,5)</td>
</tr>
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<td>The MCSC made me feel that healthcare management and administration is overwhelming in terms of the knowledge required and the number of patients to be seen</td>
<td>53 (98,1)</td>
</tr>
<tr>
<td>As a result of the MCSC, I am more interested in pursuing a career in healthcare management and administration (e.g., hospital administration, clinic ownership, department management, etc.)</td>
<td>39 (70,9)</td>
</tr>
<tr>
<td><strong>The MCSC helped me to develop an interest in improving healthcare delivery</strong></td>
<td>52 (94,5)</td>
</tr>
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</table>
Other Feedback

“It's by doing experiences like [this one] that teaches you how to develop yourself as a manager”

“There are good gaps in [medical] training in terms of all that is management, administration”

“What I will take home from this [...] is just to recognize our limits”
Fifty students (92.6%) reported that the MCSC helped them feel more prepared for administrative aspects of future clinical practice.

46 students (83.6%) declared that it is a good way to develop confidence in management and leadership skills.
Thank You!
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