Quality Symposium 2015
Patient- and Family-Centered Care:
Partnerships for Quality and Safety

Sponsored by the Jeffords Institute for Quality
The University of Vermont Medical Center
Friday, October 16, 2015 — 7:30 am to 4 pm

AGENDA

7:30 – 8 am Registration and Breakfast

8 – 8:15 am Welcome
Anna Noonan, Vice President, Jeffords Institute for Quality

8:15 – 8:30 am Opening Remarks
Eileen Whalen, RN, MS, President and COO, UVM Medical Center

8:30 – 9:30 am Patient- and Family-Centered Care: Partnerships for Quality and Safety
Beverley H. Johnson, President and CEO of the Institute for Patient- and Family Centered Care
Sherry B. Perkins, PhD, RN, COO and CNO, Anne Arundel Medical Center

9:30 – 10 am Break

10 – 10:45 am Learning from the Patient and Family Perspectives: A Panel
Moderator: Amy Cohen, PFCC Project Manager, Jeffords Institute for Quality

10:45 – 11:30 am Recognizing Patient- and Family-Centered Care: The Driving Forces
Beverley H. Johnson and Sherry B. Perkins

11:30 am – 12 pm Sharing Our Progress Towards Patient and Family Centeredness
Video Highlights
<table>
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<tr>
<th>Time</th>
<th>Session</th>
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<tr>
<td>12 pm – 1 pm</td>
<td><strong>Working Lunch</strong></td>
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<td>Grab a boxed lunch and head back to your tables</td>
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<td>1 – 1:45 pm</td>
<td><strong>Sharing Stories: A Strategy for Improving the Patient and Family</strong></td>
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<td><strong>Experience of Care</strong></td>
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<td><em>Beverley H. Johnson</em></td>
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<td>1:45 – 2:15 pm</td>
<td><strong>Creating Welcoming, Supportive Partnerships with Patients and Families</strong></td>
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<td><strong>to Enhance Quality and Safety: The Role of Leaders</strong></td>
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<td><em>Sherry B. Perkins</em></td>
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<td>2:15 – 2:30 pm</td>
<td><strong>Break</strong></td>
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<td>2:30 – 3:30 pm</td>
<td><strong>Advancing the Practice of Patient- and Family-Centered Care Across a</strong></td>
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<td><strong>Health System: Planning and Next Steps</strong></td>
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<td><em>Beverley H. Johnson and Sherry B. Perkins</em></td>
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<td>3:30 – 4 pm</td>
<td><strong>Summary and Closing Remarks:</strong></td>
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<td><em>Kate FitzPatrick, DNP, RN, NEA-BC, Chief Nursing Officer, UVM Medical Center</em></td>
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<td><em>Stephen M. Leffler, MD, Chief Medical Officer, UVM Medical Center</em></td>
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SPEAKER BIOS

Beverly Johnson
Beverly Johnson is president and chief executive officer of the Institute for Patient- and Family-Centered Care (IPFCC). She has provided technical assistance and consultation for advancing the practice of patient- and family-centered care to over 300 hospitals, primary care clinics, health systems, federal, state, provincial agencies, military treatment facilities and community organizations. In all of her work, Ms. Johnson promotes building partnerships with patients and families to improve and redesign health care. She serves on a variety of national leadership committees including the Selection Committee for the American Hospital Association McKesson Quest for Quality Prize and the Advisory Board for the Johns Hopkins Armstrong Institute for Patient Safety and Quality.

Sherry Perkins, PhD, RN
Sherry Perkins, PhD, RN, is chief operating officer/ chief nursing officer for Anne Arundel Health System (AAHS) in Annapolis, MD. As COO/CNO, Sherry provides leadership to nursing, clinical and support services, quality programs, Human Resources, and Information Systems. In her work at AAHS, Sherry has partnered with medical staff, clinical support and nursing leaders, staff, volunteers, patient and family advisors, and executives for unyielding focus on patient-centered, safely-staffed, team-based care. Working with the Maryland Regional Action Coalition, Sherry leads the implementation of a state-wide effort to implement a standardized residency for new graduate nurses under the Robert Wood Johnson/Institute of Medicine Future of Nursing recommendations. She is on the Board of Directors of the Maryland Patient Safety Center, serves on the Maryland Hospital Association Council on Clinical Quality, and is immediate Past-President of the Maryland Organization of Nurse Executives.

Eileen Whalen, MHA, RN
Eileen Whalen, MHA, RN is president and chief operations officer of The University of Vermont Medical Center. She comes to UVM Medical Center from Harborview Medical Center in Seattle, WA, where she served as the chief executive. Harborview is the largest public hospital in the State of Washington and an academic medical center part of the UW Medicine Network. Harborview is nationally known for trauma care and serves as the only Level 1 adult and pediatric trauma and burn center for the states of Washington, Alaska, Montana and Idaho. Prior to taking the position at Harborview, she served as executive vice president at the University of Arizona Medical Center, Tucson, AZ. Whalen has also held numerous leadership positions in trauma, emergency and critical care services. She is a nationally recognized trauma systems expert and a founding member and past president of the Society of Trauma Nurses. Whalen also served as editor of the Journal of Trauma Nursing from 1993-2006.

Anna Noonan, RN
Anna Noonan, RN, is vice president for the James M. Jeffords Institute for Quality, part of The University of Vermont Health Network. Ms. Noonan is a registered nurse and health care leader with extensive experience in the areas of performance improvement and patient safety. Under her leadership the UVM Medical Center has achieved top performance in the UHC annual quality rankings. In November 2014, their infection prevention program received the Partnership for Prevention Award for achieving sustainable improvements towards eliminating healthcare-associated infections (HAIs). This award is co-sponsored by HHS, SHEA and APIC.


DEPARTMENT DESCRIPTIONS

COMMUNITY HEALTH IMPROVEMENT

Our Community Health Improvement Office makes broad and measurable improvements in community health, with the effective deployment of a number of community based programs.

Community Health Improvement programs include:

**Adult Outreach:** Assisting the elderly and disabled population to live healthy and independently with programs aimed at fall prevention, home safety and foot care. Programs offered include the Falls and Fires Program, Matter of Balance, Footnoters and the home alert system Lifeline.

**Community Benefit:** Supporting a broad array of community health initiatives by assessing needs and supporting community partners.

**HealthSource:** Offering health education through classes and other media.

**Employer Health Management:** Helping Vermont employers achieve a healthy workforce by providing on-site health and wellness services.

**The Employee and Family Assistance Program (EFAP):** Partnering with The University of Vermont Medical Center Wellness to help all University of Vermont Medical Center employees and their families balance their lives to attain optimal health and well-being.

**The Frymoyer Community Health Resource Center:** Connecting individuals with medical information and resources with extensive library services.

**The Health Assistance Program:** Offering access to a wide range of community services and resources for clients in need. Primarily focused on assisting the uninsured and obtaining insurance, we also help the under-insured pay for medical services and medications.

**Health Ministries:** Building strong, healthy communities with prevention and education programs such as Faith in Action and the Winooski Network.

**Pediatric Outreach:** Keeping all families safe and healthy through a variety of programs and partnerships, including Safe Kids Vermont, Child Passenger Safety, poison prevention and Early Hearing Detection and Intervention.

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**Poison Prevention:** Free and confidential services are available 24/7 to prevent and treat poisonings. Services include TTY, relay and interpretation, real-time public health surveillance, education and research.

**Community Health Team:** Improving the lives of Vermonters at risk for and living with chronic conditions through patient centered medical homes. Providing prevention and self-management programs, referrals to local fitness centers, and assistance with writing an advance directive.

**Tobacco Cessation:** Supporting Vermonters in giving up tobacco use through community, clinical and workplace programs.

For further information, call Penrose Jackson, Director, Community Health Improvement, at (802) 847-2278.

CONTINUOUS SYSTEMS IMPROVEMENT

The Continuous Systems Improvement team provides project management expertise to optimize clinical and operational outcomes through process redesign.

- Improvement expertise includes the following:
  - Develops, implements and monitors clinical and operational systems improvement projects that support key strategic priorities.
  - Provides expertise in systems analysis, performance optimization, risk reduction and accreditation compliance.
  - Project management for system-wide clinical or operational improvement initiatives by managing high risk, complex, cross departmental initiatives.
  - Uses quality management tools and methodology and executes identified project deliverables.
DEPARTMENT DESCRIPTIONS

• Analyzes organizational systems, processes, and outcome data to drive design and improvement.
• Makes recommendations for clinical and operational system improvements.
• Customer/patient experience survey tool development and coordination.
• Works with leadership to achieve identified outcomes, and enhance system performance through implementation of system redesign.
• Educates staff and physicians on performance improvement methods and tools resulting in successful local deployment of those strategies.
• Performance Improvement team efforts are incorporated into professional research.
• For further information, call Jason Minor, MS, SSGB, Director, Continuous Systems Improvement, at (802) 847-9939.

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• Physician and staff education directed at interventions to reduce infection risks.
• Collection and analysis of infection-related data.
• Use of the electronic health record for data collection.
• Evaluation of products, devices and procedures.
• Interpretation of accrediting and licensing agencies’ standards and regulations.
• Identification and implementation of system improvements designed to achieve compliance with these standards and regulations.
• Effective application of epidemiological and performance improvement principles to improve patient outcomes.
• Use of the National Healthcare Safety Network (NHSN) for data analysis and mandatory reporting of infections to the State and CMS.
• Support of research activities.

For further information, call Carolyn Terhune, MT (ASPC), CIC, Manager, Infection Prevention, at (802) 847-3814.

INFECTION PREVENTION

Our certified Infection Prevention team leverages their experience with the deployment of evidence-based infection prevention strategies throughout the enterprise. The Infection Prevention team utilizes data to drive change and effectively partner with members of the Health care team to develop and deploy prevention measures to improve clinical practice patterns at the bedside.

Infection Prevention expertise includes development of all aspects of an effective, sustainable program. Key components include the following:

• Infection risk assessment and implementation of prevention and control strategies.
• A multifaceted process including data collection, reporting and analysis.
• Consultation on other infection prevention tactics including those related to occupational health, construction, environment of care and disaster planning.
• Development and deployment of an Infection Prevention Advocate role to bring best practices to the bedside.
DEPARTMENT DESCRIPTIONS

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ANALYTICS GROUP

The Analytics Group provides data analytics and informatics services in support of the clinical, operational and research missions of the organization.

The Analytics Group provides expertise in the following areas:

- Data mining in multi-source organization-wide relational data environments.
- Custom report development, including data integration from multiple independent sources.
- Data analysis and interpretation services.
- Database design and development.
- Data systems management.
DEPARTMENT DESCRIPTIONS

- Web reporting systems management.
- Automated electronic data extractions.
- System administration of dashboard development and performance indicator monitoring.
- Benchmark data system administration.

Update, refinement and expansion of data mining tools.

For further information, call Mike Nix, Director, Analytics, at (802) 847-8295.

OFFICE OF PATIENT AND FAMILY ADVOCACY

Our Advocates serve as a resource to our patients, families and staff in the positive resolution of issues related to the quality of care. Our overarching goal is to promote the best possible health care experience.

Our nurse advocates:

- Serve as the organization’s primary resource for conflict management and complaint resolution, responding to concerns as they arise and providing a formal avenue for grievance as required for regulatory compliance.
- Work with all departmental leaders and other staff to ensure patient and family concerns have been resolved and that system-related issues are forwarded on for action.
- Utilize trended data to identify systems improvements related to clinical or operation service quality.
- Support staff, patients and families during disclosure conversations.
- Collaborate with Risk Management to provide service recovery.
- Provide concierge and way finding for patients, families and staff, connecting people with available resources.
- Provide access to crisis hospitality including lodging, meals, parking, and specialty assistance.
- Work collaboratively with members of the health care team to ensure patient rights are respected.
- Serve as the educational resource for interdepartmental staff development in the areas of conflict resolution, service excellence, service recovery, patient rights and the role of patient advocacy.

For further information, call Lori Notowitz, RN, MJ, CPPS, Director, Patient Safety & Advocacy, at (802) 847-2468.

PATIENT SAFETY

The Patient Safety Department focuses on proactive risk reduction and promotion of patient safety initiatives across the health care delivery system.

Patient Safety expertise includes:

- Promoting a positive safety culture that encourages reporting of errors, near misses or other patient safety concerns.
- Using investigative and analytical techniques to identify systems or process issues and develop improvement strategies that reduce variation in patient care delivery.
- Deploying risk assessment strategies such as patient safety surveillance rounds to identify processes with latent error potential and correct them before patients are impacted.
- Working with staff and physicians to develop strategies to implement safe patient care processes through the development and use of protocols, checklists, standardization, and automation, where possible.
- Use of electronic tools for pro-active data and trend analysis to identify areas of risk in order to focus improvement efforts.
- Providing oversight and expertise for implementation of state and national patient safety initiatives.
DEPARTMENT DESCRIPTIONS

- Facilitating comprehensive system review and improvement using various techniques, including root cause or Failure Mode and Effects Criticality Analysis (FMECA).
- Ensuring compliance with state and national patient safety regulatory requirements and recommendations.

For further information, call Lori Notowitz, RN, MJ, CPPS, Director of Patient Safety & Advocacy, at (802) 847-2468.

ACREDITATION AND REGULATORY AFFAIRS

Accreditation and Regulatory Affairs supports key customers in interpretation of and compliance with local, state and federal health care delivery regulations, including those from the Joint Commission, the Centers for Medicare & Medicaid Services (CMS) Conditions of Participation and specialty accrediting bodies.

This team provides support for:

- On-site surveyor activities and survey coordination.
- Interpretation of national, state and clinical specialty regulations and clarification of how these regulations relate to quality and safe patient care practices.
- On-site support for regulatory-related education.
- Survey preparation, including deployment of internal survey activity to assess risk points.
- Educational offerings designed to increase awareness and compliance with regulatory standards.
- Post-survey response coordination and action plan development, in both the acute care and clinic settings.
- Chart review and data abstraction that advance the organization’s performance improvement and clinical research agendas.
- Coordination of external reporting to regulatory and licensing agencies.
- Policy development to ensure compliance with regulatory requirements.

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For further information, call Carol Muzzy, MT, ASCP, CSHA, CJCP, Director, Accreditation and Regulatory Affairs, at (802) 847-5007.

RESEARCH

The research program supports research endeavors directed towards improving the quality of care, patient safety and operational efficiency at The University of Vermont Medical Center and its affiliated partners. This program strives to stimulate a priori thinking and planning for conducting hypothesis-driven and scientifically-sound research that generates knowledge that will improve clinical outcomes for populations.

Together with existing infrastructure at The University of Vermont Medical Center and the University of Vermont, the Research program provides guidance that facilitates the research process across the full spectrum - from idea conception to implementation and dissemination. The following services are available to investigators conducting quality improvement research or clinical research in affiliation with The University of Vermont Medical Center:

- Research Study Planning & Design
- Literature Search
- Human Subjects Ethics Guidance
- Finding/Applying for Grant Funding
- Human Subjects Data Extraction
- Statistical Guidance
- Scientific Writing

For further information, call Allison M. Kaigle Holm, PhD, Senior Research Specialist, at (802) 847-7912.