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The 2016 Patient Safety Fellowship featured 31 fellows from eight local universities, representing the entire spectrum of health care.

## Fine Foundation, JHF promote excellence in patient safety, health care quality

### JEWISH HEALTHCARE FOUNDATION

Michael Osnard, a dual MD/Master of Public Health student at the University of Pittsburgh, believes that we have reached a tipping point in health care history. With changes in delivery and policy that reward care coordination and quality outcomes, organizations increasingly embrace new tools for positive change – tools that he and 30 other multidisciplinary health students who participated in the Jewish Healthcare Foundation's (JHF) 2016 Patient Safety Fellowship are ready to wield.

"The Patient Safety Fellowship provided us with strategic ways to reach our goals," says Osnard, who also participated in JHF's 2016 summer internship program. "It's inspiring to know that change can happen. This is a crucial time to make our voices heard."

During the summer, health students from eight local universities – representing disciplines including medicine, nursing, pharmacy, health care policy and management, public health, occupational therapy and bioengineering – learned JHF's Lean-based Perfecting Patient Care<sup>SM</sup> (PPC) quality improvement method, applied their new knowledge and skills in real-world settings and benefited from the mentorship of the seasoned quality and safety champions who were honored as winners of the 2016 Fine Awards for Teamwork Excellence in Health Care.

In a partnership between JHF and The Fine Foundation, the Fine Awards were established in 2008 to recognize and reward teams that demonstrate innovative, exceptional performance around patient safety and quality improvement within their organizations.

Milton Fine, an acclaimed businessman and philanthropist, was inspired to create the awards after discover-

ing that key tenets of success in the corporate sector – including innovation, collaboration and customer service – are just as important in health care, but aren't often championed. He and his wife, Sheila, guide The Fine Foundation, a family foundation which supports high-impact projects related to science and medicine, arts and culture, and/or the enrichment of the Pittsburgh region. Ms. Fine also founded Leading Education and Awareness for Depression (LEAD) Pittsburgh.

For the first time in 2016, the Fine Award winners served as dedicated mentors for the Patient Safety Fellows. Combining the two programs created a model that promotes health care excellence from generation to generation, career development and a culture of safety – the sort of culture needed to address the estimated 250,000 preventable deaths from medical errors in the United States each year, according to a recent study in the *BMJ* (formerly

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## SPECIAL REPORT

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called the British Medical Journal).

In partnership with Fine Award winners, the Fellows applied PPC methodology to analyze successful methods and look for opportunities to further increase quality, efficiency and safety. The Fellows examined isolation precaution protocol for intensive care unit (ICU) patients at Allegheny Valley Hospital; a *Clostridium difficile* reduction project at Excelsa Health; supportive housing and services for HIV-positive individuals at The Open Door, Inc.; and care coordination and patient engagement strategies at UPMC Shadyside's surgical ICU. Then, the Fellows launched quality improvement projects of their own.

"The Fine Award winners, who have already attained a very high level of performance, invited our Patient Safety Fellows into their organizations to identify further opportunities for improvement," says JHF President and CEO Karen Wolk Feinstein, PhD. "The lesson? Those who do the best are also the ones who are most excited about getting even better."

Aparna Gupta, a Doctor of Nursing Practice student at Chatham University, notes that concepts learned during the Fellowship – including A3 problem-solving, observation, the rules of work redesign and data management – can have an organizational ripple effect.

"In health care, you're either moving

forward or backward," Gupta says. "Small tests of change, and small wins, can lead to larger and sustained progress."

UPMC Shadyside Surgical ICU Director Staci Mamula, RN, MSN, CCRN, was part of a team that won a Fine Award for reducing facial pressure ulcers in orally intubated patients. Serving as a mentor to two groups of Fellows was equally rewarding.

"This experience re-energized me about why we do quality improvement," Mamula says. "The young people in the Patient Safety Fellowship, representing so many disciplines, are the future of health care. We know it's in good hands."