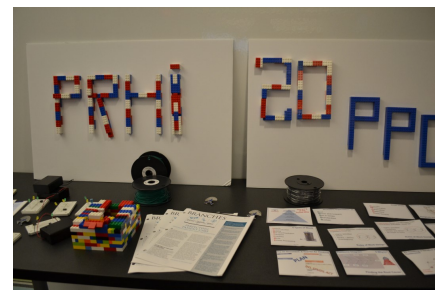


# THE WINDOW

JUNE 2018



JHF news, events, milestones, publications, and more

## PRHI Celebrates 20 Years of Elevating Healthcare Safety, Quality

In 1998, Jewish Healthcare Foundation (JHF) President and CEO Karen Wolk Feinstein, PhD, and Alcoa Chairman and CEO Paul O'Neill co-founded the Pittsburgh Regional Health Initiative (PRHI) with the goal of combatting the U.S. healthcare system's errors and inefficiencies, and inspiring a movement to create the highest-quality, safest system possible while also containing costs.



(L-R): Alan Guttman, founding PRHI board chair; JHF President and CEO and PRHI co-founder Karen Wolk Feinstein, PhD; JHF Board Chair David Ehrenwerth, JD; PRHI Board Co-Chair Steve Irwin, JD; Jason Kunzman, chief program officer at the Jewish Community Center; and Rick Stafford, a longtime CEO of the Allegheny Conference on Community Development.

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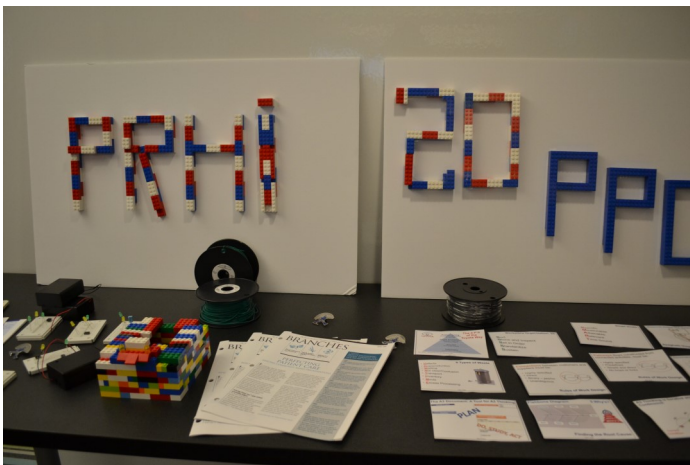
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Two decades on, PRHI has grown from an underdog regional health collaborative into a trusted authority on healthcare safety and quality locally, nationally, and internationally. During a 20th anniversary celebration event on June 19, a number of important figures in PRHI's history shared their reflections on how the organization has helped transform healthcare delivery, policy, and advocacy. The event featured [a recent interview between Dr. Feinstein and O'Neill](#), in-person and video tributes, and *PRHI the Musical*—a lyrical romp through the organization's triumphs and challenges performed by JHF COO/CPO Nancy Zionts, MBA, and husband Leon Zionts.

"Today, we celebrate not only the 20th anniversary of PRHI, but also the health reform movement of the past 20 years," Dr. Feinstein said while welcoming more than 80 people who attended the celebration at the QI<sup>2</sup>T Center. "Many of you know the story—you lived it with us as we uncovered more and more layers of dysfunction that aid and abet errors: leadership, payment systems, measurement systems, education and training, incentives for high performance. Sometimes, the challenges seemed insurmountable. So, we picked them off one at a time."



PRHI's 20th anniversary celebration featured many of the organization's hallmark training and communication tools—from Legos used to teach teamwork and Lean quality improvement principles, to books and research briefs that describe PRHI's vision for safer, higher-quality care.

PRHI was one of the first regional collaboratives of medical, business, and civic leaders organized to address healthcare safety and quality improvement. Since its founding, PRHI has trained thousands of healthcare workers from around the world in [Perfecting Patient Care<sup>SM</sup>](#), its signature curriculum based on the Lean QI principles that O'Neill used to make Alcoa the safest corporation in the world. PRHI has provided leadership and quality improvement training to multi-state, multi-million dollar federal demonstration projects that test new models of care to prevent hospitalizations for patients with chronic, complex diseases as well as depression and substance use issues. The organization has also led efforts to help practices harness the power of health IT, enhance patients' care access and self-management skills, and link to other providers and community resources to prevent hospitalizations.

On June 19, a cavalcade of PRHI partners who helped to make those accomplishments possible

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shared their stories. The list included Rick Stafford, a longtime CEO of the Allegheny Conference on Community Development (ACCD); Ellesha McCray, MBA, a nurse leader who used PRHI quality improvement coaching and training to drastically reduce MRSA infections at the VA Pittsburgh Healthcare System; Eric Rodriguez, MD, a physician and board member who participated in one of PRHI's Champions programs to strengthen the clinical, communication, and data skills of healthcare professionals; Marge Jacobs, a nurse leader who worked with PRHI to drastically reduce COPD hospital readmissions at St. Margaret Hospital; Harold Miller, president and CEO of the Center for Healthcare Quality and Payment Reform, a former PRHI consultant, and a national expert on healthcare payment and delivery reform; Donald Fischer, MD, longtime senior VP and chief medical officer for Highmark and a PRHI board member who has participated in PRHI study tours to learn from healthcare systems in Israel and the U.K.; Fatemeh Hashtroudi, MHA, director of quality improvement for Community LIFE, which currently working with PRHI on a variety of system-wide quality improvement projects; and Alan Guttman, founding PRHI board chair.

Stafford explained that Dr. Feinstein and O'Neill advocated for health care to be a priority at the ACCD. McCray noted that she was inspired at the notion of getting to zero infections at the VA, and credits her work with PRHI for advancing her career.

"They embraced the concept that the people who do the work on the front lines can make change," McCray said. "I will always hold a special place in my heart for PRHI."

Dr. Rodriguez, who participated in PRHI's Physician Champions program, said he has used the QI methodology he learned and philosophy of incremental improvement to improve care for seniors. Jacobs noted that winning a [Fine Award for Teamwork Excellence in Health Care](#) for St. Margaret's COPD work was a high point, and that the readmissions reduction initiative helped to



A variety of partners who helped make PRHI's accomplishments possible shared their reflections on the regional health collaborative, including (left) Ellesha McCray, MBA, a nurse leader at the VA Pittsburgh Healthcare System and Harold Miller, president and CEO of the Center for Healthcare Quality and Payment Reform and a former PRHI consultant.

## PRHI'S 20TH ANNIVERSARY MAKING HEADLINES

["How a business-led initiative begun in Pittsburgh transformed health care"](#) (Pittsburgh Business Times)

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inspire PRHI's Primary Care Resource Center project. Miller, who spearheaded that COPD project, explained how PRHI uncovered perverse financial incentives in health care and banded together like-minded organizations from around the country to form the Network for Regional Healthcare Improvement (NRHI).

"The lesson here is that answers come from the bottom up—not from Washington," Miller said. "Organizations at the local level, like PRHI, understand what needs to be done and then do it."

Dr. Fischer noted that through international study tours with PRHI, he saw that it's possible to achieve better value, aligned incentives, and continuity of care in the U.S. Hashtroudi shared how Community LIFE's partnership and QI work with PRHI supports its mission to help seniors live safely at home. Guttman applauded PRHI's longevity.

"PRHI exists today, vibrant as ever, because of its willingness to adapt and innovate," Guttman said. "We leveraged foundation and federal funding to test our theories on a larger stage, creating new models of care and sharing what worked across regions, states, and even continents. We had a vision of a safer, higher-quality health system, and the talent and conviction to make it a reality."

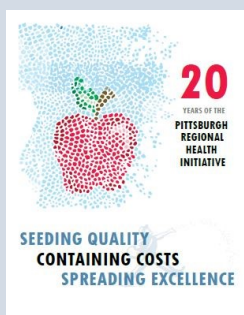


JHF COO/CPO Nancy Zionts, MBA and Leon Zionts perform *PRHI the Musical*—a lyrical romp through the organization's triumphs and challenges.

Following *PRHI the Musical*—a performance by the Zionts' that had people singing along to healthcare-adapted hits from everything from *Les Miserables* to *Fiddler on the Roof*—Dr. Feinstein explained that PRHI continues to support reform and innovation. PRHI is committed to removing low-value components from the health system, and reinvesting in treatments, services, and workforce roles that improve health. It is also delving into the transformative role of digital health, and cultivating new leaders through the Health Activist Network.

"Let's keep going," Dr. Feinstein said. "We're not done yet."

## PRHI AT 20—THE PARTY ISN'T OVER!



Want to learn more about the history of PRHI? [Read our new publication](#) that captures the full story.

Also, make sure to [visit our YouTube page](#) to watch video reflections from important PRHI partners who couldn't be there in person on June 19.

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## 2018 Patient Safety Fellows Discover DNA of Sustained Quality Improvement

What determines if a healthcare organization is wired for excellence? What does it take to not only develop a quality improvement project, but also sustain it over a long period of time and spread it? These are the questions at the heart of this summer's Patient Safety Fellowship, part of the Feinstein Fellowships at JHF and Health Careers Futures. This year's Patient Safety Fellowship has a new focus on the emerging field of health implementation science and learning directly from quality leaders who were honored as winners of the Fine Awards for Teamwork Excellence in Health Care.

A diverse cohort of 34 Patient Safety Fellows, including representatives from ten different colleges and 17 different disciplines, is tackling the complexity of sustaining and spreading quality projects by studying and interviewing past Fine Award winners.

From late June through early July, the Patient Safety Fellows are conducting in-depth interviews with nearly two-dozen past Fine Awardees—quality champions who launched successful improvement projects across the entire continuum of care. The Fellows are learning how to apply health implementation science research methods to discern what sets these leaders and organizations apart from their peers. Health implementation science considers the broader context in which quality improvement work takes place, examining factors such as policies and incentives, organizational culture and structure, individual values and beliefs, and the planning execution, and evaluation of projects.

Throughout their interviews, the Fellows will identify factors that contribute to the application, spread, and sustainability of quality improvements, and begin the process of creating a practical guide for others wishing to adopt quality improvement practices. Along the way, Fellows will also receive

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The 2018 Patient Safety Fellowship features 34 emerging health leaders, from ten different schools and 17 different disciplines.



On June 6, the Patient Safety Fellows learn the fundamentals of teamwork and incremental improvement during a ball-pass game. The Fellows' challenge is to have every person pass the ball in the shortest amount of time possible.

training in [Perfecting Patient Care](#)<sup>SM</sup>.

In order to instruct and prepare the fellows for this journey, Joel Stevans, PhD, DC, a senior implementation scientist at the University of Pittsburgh Health Policy Institute, was brought onto the Faculty for the fellowship. Dr. Stevans offers a wealth of expertise in implementation science, and the difficult work of analyzing and coding factors that influence the success of quality projects.

“The Patient Safety Fellowship is a unique opportunity to look at a wide variety of exemplary quality improvement projects across many different types of healthcare organizations to identify important characteristics that they have in common,” Dr. Stevans says. “This will allow the Fellows to learn valuable lessons about sustaining and spreading change from frontline quality leaders.”

Patient Safety Fellow Melanie Hailsham, MBA, a contract negotiator with PA Health and Wellness, said, “the Fellowship has already provided valuable insight on the significance of quality measures and how they contribute to the success, sustainability, and growth of an organization. It has also equipped me with the tools required to identify and problem-solve more efficiently and effectively in order to create change.”



During a session on June 13, Patient Safety Fellows Adele Flaherty (left) and Emilie Transue practice their interview skills with Karen Feinstein.

Emilie Transue, a joint MD/MPH candidate at the University of Pittsburgh, said that she appreciates how JHF's Fellowships present an interdisciplinary training space to learn concrete management tools that can be used to address flaws endemic in the healthcare system.

“Especially with the Patient Safety Fellowship, JHF creates an experience so that we as students are simultaneously participants in and observers of implementation science,” Transue says. “Being included in such an organized, trainee-centered experience makes me feel like a valued member of the healthcare system. I’m excited to employ my QI expertise widely throughout my future career.”

Upon finishing their research, the Fellows will use their new skills and implementation science framework to identify winners of the 10th Anniversary Fine Awards. These awards will recognize the top organizations among past Fine Award-winning sites that are wired for continued excellence.



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## Health Careers Futures Approved as Community Health Worker Apprenticeship Program

Over the past four years, JHF has strived to make community health workers (CHWs) a vital part of care teams. CHWs can be a force for improved population health, bridging the gap between medical and social services for groups ranging from expectant mothers to older adults who want to remain living safely in their homes and communities. To advance this emerging workforce role, JHF has organized statewide task forces focused on CHW training, policy, and employment; provided quality improvement training and coaching to Living Independently for Elders (LIFE) staff members as part of a CHW Champions program; and offered a range of educational courses to frontline workers through the Foundation's Long-Term Care and Community Health Worker Training Center.



JHF and its supporting organizations have launched a variety of initiatives to advance the skills and role of community health workers, including developing a Champions program for LIFE staff members (pictured here).

In June, the Foundation reached another milestone. Its workforce-focused supporting organization, Health Careers Futures (HCF), was approved as a CHW apprenticeship program by the Pennsylvania Department of Labor and Industry's Apprenticeship and Training Council. As an apprenticeship program, HCF can offer on-the-job quality improvement training and coaching to frontline workers in partnership with their employers.

Using its approved curriculum, HCF's apprenticeship program will upskill community health workers, provide career ladders for workers, and potentially reduce turnover within the profession. HCF is initially exploring additional partnerships with local LIFE and aging programs, while also considering strategies to provide CHW apprenticeship certification to doulas, outreach workers who connect HIV-positive individuals to care, and outreach workers who help teens and families experiencing a behavioral health crisis.

## WHAMglobal Shares Insights on Australia's Maternal Health System, Charts Next Steps

In the spring, members of the [Women's Health Activist Movement Global](#) (WHAMglobal) team embarked on a study tour to learn how Australia has created a health system that produces a

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maternal mortality rate that is nearly five times lower than the rate in the U.S. The study tour, recapped in the [May WINDOW](#), yielded insights on new care models and crucial workforce roles that support WHAMglobal's mission of reducing maternal mortality and supporting mothers and families through the entirety of their care.

On June 26, the WHAMglobal team—and several of the national leaders in women's health, healthcare delivery, finance, and policy who also participated in the trip—shared their insights on the Australia excursion during a Health Careers Futures Board meeting. WHAMglobal also previewed how it plans to advance research, policy, and advocacy around maternal health during the second half of 2018.

Established in late 2016, WHAMglobal is JHF's newest supporting organization and was founded by Karen Feinstein. Debra Caplan, MPA, vice-chair of the JHF Board of Trustees, chairs the WHAMglobal Board of Directors.

During the June 26 meeting, Karen Feinstein, JHF Women's Health Specialist Kate Dickerson, MSc., and JHF Program Manager Mara Leff, MPH explained Australia's comprehensive, proactive approach to maternal health. They noted that midwives, community health workers, and doulas are valued members of the care team. Australia also conducts thorough assessments of mothers' risk levels throughout and following pregnancy, matching physical, mental, and social services to their particular needs.

Three WHAMglobal partners who took part in the Australia study tour also offered their impressions.



During the HCF Board meeting on June 26, (L-R): Rhonda Moore Johnson, MD, MPH, senior medical director of medical management and quality at Highmark, Inc.; Carole Bailey, CPA, treasurer of the JHF Board of Trustees and owner of Bailey Management Consulting; and Carmen Anderson, MA, director of equity and social justice at The Heinz Endowments share their impressions of the Australian maternal health system.



(L-R): Karen Feinstein; Debra Caplan, MPA, vice-chair of the JHF Board of Trustees and WHAMglobal Board Chair; and HCF Board Chair Patricia Siger.

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Carmen Anderson, MA, director of equity and social justice at The Heinz Endowments, emphasized that Australia's system offers holistic and culturally-competent services. Carole Bailey, CPA, treasurer of the JHF Board of Trustees and owner of Bailey Management Consulting, was struck by how quickly and thoroughly maternal health problems are investigated. Rhonda Moore Johnson, MD, MPH, senior medical director of medical management and quality at Highmark, Inc., said that Australia has a deep commitment to all mother and babies and focuses on high-touch—rather than high-tech—care.

Dr. Feinstein explained that WHAMglobal is championing higher-quality maternal and child care in a variety of ways. The organization is supporting bundled payment models for maternity care, which hold the potential to redefine pre-and-post-natal care by wrapping services around the mother and incorporating midwives, doulas, and mental health professionals as part of a true team-based approach. WHAMglobal is also seeking partnerships to establish the Maternal Coalition and Action Network (MOMsCAN) to lower maternal mortality rates in Pennsylvania and achieve excellent mother-baby attachment. MOMsCAN would use research, training, quality improvement, technical assistance, and new payment models to achieve this vision.

Dr. Feinstein also encouraged stakeholders to attend [WHAMglobal's Maternal Health Research Symposium](#), which will take place on October 8 at the QI<sup>2</sup>T Center. The day-long symposium is designed to build on cutting-edge research about the causes and conditions related to maternal and infant mortality, and to consider various action strategies. The symposium precedes the Magee-Womens Research Institute Summit on October 9-10, and will bring together leading researchers, health practitioners, and policy-makers.



JHF Program Manager Mara Leff, MPH (left) and Women's Health Specialist Kate Dickerson, MSc. describe Australia's comprehensive, proactive approach to maternal health.



JHF summer interns (L-R): Janelle DeBaldo, a communication management student at the University of Dayton; Eva Rosen, an organizational studies major at the University of Michigan; and Abisola Olaniyan, MD, MPH, a doctoral student in behavioral and community health sciences at the University of Pittsburgh share an asset map that they created to visually depict the services and supports available to mothers in Allegheny County.

## WHAMGLOBAL, JHF MAKING HEADLINES

[“Why has the state’s maternal death rate doubled in 20 years?”](#) (Pittsburgh Post-Gazette)

“WHAMglobal wants to build a global movement, like Rotary International’s effort to eliminate polio,” Dr. Feinstein said. “We want to take a stand and say, not one mother should die from a preventable cause during or following pregnancy. We can, and must, do better.”

## Global Health Activist Hanifa Nakiryowa Shares Story, Inspires

Hanifa Nakiryowa, MID, has inspired and activated health advocates around the world. The JHF Global Health Associate has strengthened services and supports for acid attack survivors, strived to prevent such violence in the first place, and now advances WHAMglobal's mission of reducing maternal mortality and supporting mothers through the entirety of their care.

In June, Nakiryowa shared her story and galvanized women's health and domestic violence activists from coast to coast. On June 4, she delivered a keynote speech about the power of women and collective community support during the Jewish Women's Foundation of Greater Pittsburgh Annual Meeting. Then, on June 27, she was an honored guest and speaker during the Jenesse Center Imagine party and fundraiser, which was held in Los Angeles, CA. The Jenesse Center is a non-profit domestic violence and intervention organization that provides culturally-sensitive programs and services.



JHF Global Health Associate Hanifa Nakiryowa, MID, with Halle Berry at the 2018 Jenesse Center Imagine event. Berry is a longtime ambassador for the Jenesse Center.

## Women of Impact Recognized among Nation's Most Influential Physician Executives and Leaders



Four members of Women of Impact were recognized among Modern Healthcare's list of the 50 Most Influential Physician Executives and Leaders in the U.S. (L-R): Vice Admiral Raquel Bono, MD, MBA, Director of the Defense Health Agency; Carolyn Clancy, MD, executive in charge of the Veterans Health Administration; Joanne Conroy, MD, president and CEO of Dartmouth-Hitchcock Health; and Susan Turney, MD, CEO of Marshfield Clinic Health System.

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Modern Healthcare recently released its annual list of the [50 Most Influential Physician Executives and Leaders in the U.S.](#) The exclusive list, compiled through a rigorous selection process, recognizes physicians in all healthcare sectors who are guiding their organizations through rapidly changing conditions while demonstrating leadership, innovation, and a commitment to community service.

The 2018 list features four members of Women of Impact—a partner of JHF’s WHAMglobal organization. Congratulations to Women of Impact members and top 50 Most Influential Physician Executives and Leaders honorees Vice Admiral Raquel Bono, MD, MBA, director of the Defense Health Agency; Carolyn Clancy, MD, executive in charge of the Veterans Health Administration; Joanne Conroy, MD, president and CEO of Dartmouth-Hitchcock and Dartmouth-Hitchcock Health; and Susan Turney MD, CEO of Marshfield Clinic Health System.

## JHF Hosting Community Planning Events Focused on Senior Nutrition, Behavioral Health

Through its *Senior Connections* initiative, JHF is engaging community partners to strengthen service opportunities for older adults in southwestern Pennsylvania and beyond. Charrettes, or community planning sessions, are a cornerstone of the *Senior Connections* initiative. The charrettes bring together thought leaders and practitioners from across disciplines and industries for senior-focused discussion and strategic planning. JHF has convened partners to tackle challenges related to exercise and recreation, geriatric-friendly health care, and housing, resulting in new programming and collaborations that help seniors live safer, more satisfying lives.



JHF’s charrettes, including the senior exercise and recreation-focused event from 2016 pictured here, inspire new programming and partnerships that strengthen services for our region’s older adults.

In the second half of 2018, JHF will host two new charrettes. On August 15, the Foundation will hold an event that focuses on senior food and nutrition. This charrette will explore unique barriers that stand in the way of older adults receiving high-quality nutrition, including those related to finances, physical and cognitive challenges, polypharmacy, and the underutilization of the Supplemental

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Nutrition Assistance Program (SNAP). Attendees will also learn about and share best practices for senior nutrition, such as strategies that help older adults manage chronic health conditions.

On September 13, the Foundation will host a charrette centered on senior behavioral health. Community partners will discuss service and prevention opportunities related to social isolation, dementia and other cognitive challenges, mental health conditions, and drug and alcohol use. In support of this work, JHF has received a capacity-building grant from the Staunton Farm Foundation.

Both charrettes will be half-day sessions that take place in the morning at the QI<sup>2</sup>T Center (Centre City Tower, Suite 2600, 650 Smithfield Street, Pittsburgh PA, 15222). To learn more about the charrettes and RSVP, contact Nancy Zionts (Zionts@jhf.org).

## JHF to Lead Statewide Dementia-Friendly Education Initiative

Nearly one in ten seniors in the U.S. has dementia, a loss of cognitive functioning that affects a person's ability to think, remember, and make decisions. Across the nation and the globe, communities are banding together to change the way that people discuss and plan for dementia. The movement, called Dementia Friends, began in the U.K. and has since spread far and wide—including here in Pennsylvania.

Recently, JHF was approved to be the sub-licensee for the Dementia Friends Pennsylvania initiative. JHF Senior Quality Improvement Specialists Stacie Bonenberger, MOT, OTR/L and Anneliese Perry, MS will oversee the program and serve as Dementia Friends' Master Champions. Bonenberger and Perry will offer train-the-trainer events to establish a core group of Dementia Friends Champions who will in turn offer information sessions on dementia-friendly practices to individuals and organizations that touch the lives of those living with dementia throughout the state of Pennsylvania. To learn more about the program, contact Anneliese Perry (Perry@JHF.org) or Stacie Bonenberger (Bonenberger@jhf.org).



JHF Senior Quality Improvement Specialists Stacie Bonenberger, MOT, OTR/L and Anneliese Perry, MS.

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## JHF QI Specialist Named to PA Alzheimer's Task Force

More than 400,000 Pennsylvanians live with Alzheimer's or a related disorder, and many more of their loved ones and friends are touched by the degenerative brain disease. To strengthen the Commonwealth's response and planning efforts, Governor Wolf recently launched the Pennsylvania's Alzheimer's State Plan Task Force. The task force will lead efforts to implement the recommendations of [Pennsylvania's State Plan for Alzheimer's Disease and Related Disorders](#).

JHF's Stacie Bonenberger was selected as a member of the 15-member task force, which is comprised of service providers, coaches and trainers, and community advocates from across Pennsylvania. The task force members will work to ensure that home-and-community-based services supports are accessible and responsive to the needs of people living with dementia and caregivers.

## RAVEN Partners Show How Enhanced Education, Communication Create Healthier Residents

The Center for Medicare and Medicaid Innovation (CMMI) was established to test promising new models of care—models with the potential to improve patient outcomes, align payment incentives and lower costs, and spread to more facilities and regions. One of the CMMI's success stories is the RAVEN (Reduce Avoidable Hospitalizations using Evidence-based interventions for Nursing Facility Residents) initiative, which aims to improve the quality of care and reduce avoidable hospitalizations among long-stay nursing home residents.

JHF has served as the lead education partner for the UPMC-guided initiative over the past five years. The Foundation will continue in that role after CMS renewed RAVEN through 2020, upon finding that the initiative significantly reduced avoidable hospitalizations and readmissions, and reduced costs. The scope of RAVEN has expanded, too, with new skilled nursing facilities from across Pennsylvania joining the initiative and piloting a new payment model for treating residents who have health conditions that frequently lead to hospitalizations.



RAVEN team members (L-R): Stacie Bonenberger; Anneliese Perry; Nancy Zionts; and Quality Improvement Specialist Nicole Greer, RN, MPH/MPA at one of the “conversation café” stations that they created for Education Leadership Day.

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On June 8, RAVEN partners from the western portion of Pennsylvania gathered for an Education Leadership Day event at the Cumberland Woods Conference Center in Allison Park, PA. During the event, frontline providers, administrators, and JHF staff showcased and discussed the tools and interventions that promote improved resident care. The Foundation's RAVEN team also facilitated a "conversation café," delving into topics such as staff communication, documenting changes in a resident's condition, and pharmacy. The RAVEN team includes JHF Medical Advisor Judith Black, MD, MHA; Stacie Bonengerger; Quality Improvement Specialist Nicole Greer, RN, MPH/MPA; Anneliese Perry; and Nancy Zionts.

JHF's team has developed customized education and training offerings for RAVEN, including those related to quality improvement, palliative care, POLST (Pennsylvania Orders for Life-Sustaining Treatment), dementia, and Condition-Specific Assessment and Communication Tools (CS-ACTs, used to improve nurse-physician communication). During the Education Leadership Day event, RAVEN partners explained how they apply those offerings within their facilities.

Martha Shreffler, administrator at Oakwood Heights, explained how the Foundation's Lean-based [Perfecting Patient Care](#)<sup>SM</sup> methodology has spread across the facility.

"One of the first things we did was bring in the education from JHF," Shreffler said. "That turned me on to Lean, and we have now included it in all of our education. We use those tools to organize important information, put all of the clues together, and quickly identify changes in a resident's condition."

Later in 2018, RAVEN partners from the eastern portion of Pennsylvania will share what's working during another Education Leadership Day event.

## A Window into the JHF Summer Intern Experience

*JHF recently welcomed eight up-and-coming, multidisciplinary healthcare leaders to participate in the Foundation's 2018 summer internship program. These graduate and undergraduate students are helping to advance JHF's initiatives related to digital health innovations, maternal health, and seniors. What is it like to be a JHF summer intern? Here is a first-person essay from Vaishali Shetty, a graduate student in medical product engineering at the University of Pittsburgh who is contributing to digital health projects.*

The experience of being an intern at JHF has been really rewarding. Other than the projects assigned to us, interaction with people from different backgrounds virtually through [Tomorrow's Healthcare](#)<sup>TM</sup>

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and physically through weekly meetings has been very insightful. The culture of togetherness sets JHF apart.



JHF's 2018 summer interns (L-R): Vaishali Shetty, a graduate student in medical product engineering at the University of Pittsburgh; Paul Herrington, studying healthcare policy and management at Carnegie Mellon University; Abisola Olaniyan, MD, MPH, a doctoral student in behavioral and community health sciences at Pitt; Kylea Covaleski, a dual MPH/MSW student at the University of Pittsburgh; Eva Rosen, an organizational studies major at the University of Michigan; Rachel Goldberger, a dual MPH/MSW student at Pitt; Janelle DeBardo, a communication management student at the University of Dayton; and Victoria Kulli, BSN, an MHA student at Pitt.

“Necessity is the mother of invention”—this proverb holds true for the evolution of digital health care over the years. The growing need for improving the mental and physical wellbeing of the population has led to the advent of technology in this space. Digitizing health care helps in obtaining, sorting, and analyzing large chunks of data in a click. The societal value that this provides is higher patient engagement, faster access to care, more efficient work, and increased quality of care. Rather than removing human interaction in the medical space, digital health care aims to improve the quality of human interaction. This is brought about by advancements in Artificial Intelligence, the Internet of Things, intelligent drug design, and Virtual Reality in improving medical education.

Through the “Window to Future”, JHF aims to focus on how technology and digital health will change health care, and how those changes could impact our region. Ultimately, the Foundation’s vision is to bring innovative digital health solutions to Pittsburgh and help position the region as a hub for digital health in the future. I can’t wait to gain more knowledge over the topic in the coming weeks at JHF.

## AIDS Free Pittsburgh Partners Engage Thousands during Pride Events

In early June, tens of thousands of advocates for LGBTQ rights gathered in Downtown Pittsburgh for 2018 Pittsburgh Pride events. Over a ten-day span, attendees took part in marches and dance-offs, enjoyed concerts and bar crawls, and received crucial HIV/STD education and free health screenings.

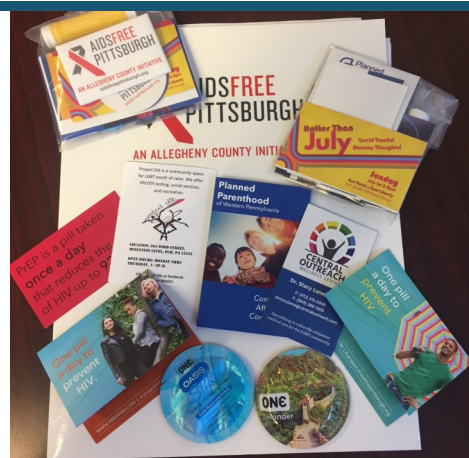
[AIDS Free Pittsburgh](#) (AFP)—a coalition of government agencies, healthcare institutions, and community-based organizations—hit the streets to further its goal of eliminating new AIDS diagnoses in Allegheny County and reducing new HIV infections by 75% within five years. During Pride events across the city, AFP partners and volunteers from the Allegheny Health Department, Planned

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Parenthood of Western Pennsylvania, and Project Silk distributed more than 2,000 safer-sex kits. The kits include information from AFP partners and on Pre-Exposure Prophylaxis (PrEP), a medication for HIV-negative individuals that can reduce the chances of becoming infected by HIV by more than 90% if taken daily.

AFP is managed by JHF and financially supported by the Allegheny Singer Research Institute (Allegheny Health Network) and UPMC Presbyterian Shadyside.



AIDS Free Pittsburgh handed out more than 2,000 safer-sex kits during 2018 Pride events held in June.

## AIDS Free Pittsburgh, City Paper Sponsor Evening with Dan Savage

A nationally-syndicated columnist, acclaimed podcaster, and dedicated activist, Dan Savage is both a creative force and a champion for the LGBTQ community. On June 21, AIDS Free Pittsburgh partnered with the Pittsburgh City Paper to sponsor a live taping of Savage's podcast, The Savage Lovecast, at the New Hazlett Theater.

City Paper's Lynn Cullen emceed event, which also featured a Q&A session with Savage and a performance by Dreams of Hope, a Pittsburgh-based organization that supports and produces LGBTQ art. Savage met with AIDS Free Pittsburgh partners and JHF staff, as well as youth activists from Planned



(L-R): JHF Program Coordinator Sue Steele; Nancy Zionts; AIDS Free Pittsburgh Health Services Coordinator JT Stoner, MPH; JHF HIV/AIDS Project Director Richard Smith, MSW; HIV/AIDS Program Coordinator Christopher Garnett, MSS; Dan Savage; Business/Office Manager Leah Holleran; Chief Financial Officer Chuck Morrison, JD, CPA; and Program Associate Ashley Chung, MPH.

Parenthood of Western Pennsylvania and Project Silk. Savage is also known for founding the It Gets Better Project, an organization that seeks to empower and connect LGBTQ youth across the globe.

## JAA Celebrates Dick Simon's Commitment to Service, Community

Dick Simon, 97 years young, is a pillar in the Pittsburgh community. He is the longest-serving trustee of JHF and Montefiore Hospital, with more than 65 years of combined service between the two

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organizations. Simon has guided JHF as a member of its Finance and Distribution Committees, and has supported a cadre of civic-minded organizations, including the Ladies Hospital Aide Society (where his late wife Nancy had been a member and leader for decades) and Zeta Beta Tau, the world's first Jewish fraternity. In addition to his community work, Simon developed his family business, Armstrong Kover Kwik, into an international leader in fabrication products for the metal processing industry.



Dick Simon (standing) shares reflections on his family's deep community roots and commitment to serving older adults during a Jewish Association on Aging Board meeting.

On June 14, the Jewish Association on Aging (JAA) celebrated Simon's many contributions during a board meeting. Simon shared stories of his family's deep community roots and commitment to serving older adults, including how his father, Israel "I.A." Simon, played a vital role in developing the former Jewish Home for the Aged. Karen Feinstein introduced Simon during the meeting, thanking him on behalf of JHF and Pittsburghers of all ages who have benefited from his boundless energy and generosity.

## New Classes, Tech Buddies Enhance Virtual Senior Academy Experience



Tech Buddy volunteer Shayna Gleeson helps a local senior navigate the web from her apartment.

Since JHF's [Virtual Senior Academy](#) launched in the summer of 2017, hundreds of older adults living in Allegheny County have used the interactive online platform to take or teach engaging classes on a smorgasbord of subjects—from health and wellness, to arts and music, to current events and history. The Virtual Senior Academy connects seniors through video conferencing technology from the comfort of their own residence or community setting. The free program allows seniors to stay socially and intellectually engaged, expand their social networks, and express their creativity.

The Virtual Senior Academy is constantly adding new courses and facilitators, and looking for ways to enhance users' experience. In June, the Virtual Senior Academy introduced a new "Travel Tales" series that offers mini-vacations to exotic locales (including Japan and India). If you want to share your skills and knowledge by facilitating a class, email [facilitator@virtualsenioracademy.org](mailto:facilitator@virtualsenioracademy.org) today.

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To bolster older adults' comfort in using the platform, the Virtual Senior Academy also recently rolled out a "Tech Buddy" program. Tech Buddies help seniors navigate online and answer questions about the platform. If you are interested in volunteering, contact [help@virtualsenioracademy.org](mailto:help@virtualsenioracademy.org) or call 412-594-2579 for more information.

To sign up for the Virtual Senior Academy, visit [virtualsenioracademy.org](https://virtualsenioracademy.org).

## **JHF Completes Listening Sessions as Community HealthChoices Enters New Phase**

Since 2015, JHF has convened community partners and stakeholders for education and training meetings focused on Community HealthChoices—a program to deliver long-term services and supports to seniors, individuals with disabilities, and people who are Medicaid-eligible or dually eligible for Medicare and Medicaid. The goal of the program is to improve service coordination and strengthen eligible consumers' options for receiving community-based care.

Community HealthChoices officially rolled out in southwestern Pennsylvania at the beginning of 2018, and will be implemented in other regions of the Commonwealth through 2019. To track and improve the Community HealthChoices experience in our region and inform the rollout of the program elsewhere, JHF coordinated 16 listening sessions for both consumers and contracted providers throughout the spring of 2018 in collaboration with the University of Pittsburgh's Medicaid Research Center.

On July 1, Community HealthChoices enters a new phase: The program's six-month continuity of care provision expires. This means that managed care organizations could begin to adjust consumers' provider networks and services. JHF is holding discussions with the Commonwealth to coordinate additional consumer and provider listening sessions, so that any issues that arise during this new phase of Community HealthChoices are promptly identified and resolved.



JHF Medical Advisor  
Judith Black, MD, MHA.

## **JHF Consultant Named to National POLST Leadership Council**

JHF Medical Advisor Judith Black, MD, MHA, has been invited to serve on the Leadership Council of the National POLST (Physician Orders for Life-Sustaining Treatment) Paradigm. The council is responsible for

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implementing the National POLST Paradigm's mission and vision, as well as managing the organization's strategic plan. POLST is a nationally-endorsed program to help seriously ill patients indicate the treatment that they want to receive during a medical crisis.

As the coordinator for Pennsylvania's POLST program, JHF offers education and resources to patients, families, and their healthcare providers across the state.

## **Former JHF Chair Receives Board Leadership Award**

As a longtime JHF Board Trustee and former Board Chair, Charles Cohen helped to guide the Foundation through changing times while staying true to its mission to protect the community's most vulnerable individuals. During his tenure as JHF Board Chair (2003-2005), Cohen played a key role in the development of the Squirrel Hill Health Center and went on to become the first chair of the federally qualified health center, which has since expanded significantly to meet growing demand.

Recently, Cohen was honored for his service to JHF and the broader community when he received the 2018 Lifetime Achievement Award in Governance from the National Association of Corporate Directors (NACD) Three Rivers Chapter. The NACD is a membership organization whose mission is to advance and celebrate exemplary board leadership. Cohen received the award during a ceremony at the Fairmont Hotel in Downtown Pittsburgh.

Cohen is the co-founder and chairman emeritus of Cohen & Grigsby, P.C. An expert in corporate law, Cohen has been a visiting professor at the University of Pittsburgh School of Law, as well as an adjunct professor at the Ave Maria School of Law.



Charles Cohen, a longtime JHF Board Trustee and former Board Chair, receives the 2018 Lifetime Achievement Award in Governance from the National Association of Corporate Directors Three Rivers Chapter.

## **Stu Altman Honored for Contributions to Health Policy, Safety Net**

For more than five decades, Stuart Altman, PhD, has both illuminated and influenced state and federal health policy. He is the Sol C. Chaikin Professor of National Health Policy at Brandeis

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University's Heller School for Social Policy and Management, and he is the driving force behind the Princeton Conference—an interactive, invitation only event where leaders in academia, industry, and government discuss and debate pressing healthcare topics.

On June 27, Dr. Altman was celebrated as the 2018 winner of the Robert M. Ball Award for Outstanding Achievements in Social Insurance. The award, presented by the National Academy of Social Insurance, honors an individual whose work has deepened public understanding of and influenced policy-making related to the U.S. social insurance system (including Medicare, Social Security, long-term care, workers' compensation and disability, and unemployment insurance). Dr. Altman received the Ball Award during a reception at the National Press Club in Washington, D.C. Karen Feinstein provided honorary remarks about Dr. Altman during the reception, which gathered more than 300 people.



(L-R): William Arnone, JD, CEO of the National Academy of Social Insurance; Chris Jennings, founder and president of Jennings Policy Strategies, Inc. and a health policy advisor to Presidents Clinton and Obama; Karen Ignagni, MBA, president and CEO of EmblemHealth; Stuart Altman, PhD, the Sol C. Chaikin Professor of National Health Policy at Brandeis University's Heller School for Social Policy and Management; Karen Feinstein; and Charles Kahn III, president and CEO of the Federation of American Hospitals.

## Rabbi Twerski, Gateway Rehab Receive Pursuer of Peace Award

Congratulations to Rabbi Abraham Twerski and Gateway Rehab for receiving the 2018 Pursuer of Peace Award. The award, handed out biannually by Rodef Shalom Congregation, recognizes the significant commitment and sustained contributions of an individual or organization to the pursuit of peace through fostering interfaith understanding and promoting social justice. Karen Feinstein and her husband, Steven, served as honorary chairs for the Pursuer of Peace Award ceremony, which was held on June 24 at Rodef Shalom Congregation.

Rabbi Twerski is the founder and medical director emeritus of Gateway Rehab, which has advanced addiction treatment and recovery efforts in the Pittsburgh region since 1972.



Rabbi Abraham Twerski, founder and medical director emeritus of Gateway Rehab and recipient of the 2018 Pursuer of Peace Award.



## JHF Meets with Starzl Documentary Makers

JHF was one of the early funders of “Burden of Genius,” a locally-produced documentary about the life and career of transplant pioneer Dr. Thomas Starzl. The documentary recently won the Global Health Competition category at the Cleveland International Film Festival, and will be screened at medical centers across the country.

On June 26, Karen Feinstein and Nancy Zionts met with “Burden of Genius” director Tjardus Greidanus and Laura Davis, who co-produced the documentary along with Carl Kurlander. Greidanus and Davis thanked the Foundation for being an early supporter of the documentary, which premiered on the University of Pittsburgh campus on June 23.



JHF's Karen Feinstein (far right) and Nancy Zionts (far left) meet with “Burden of Genius” co-producer Laura Davis and director Tjardus Greidanus.

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