

# THE WINDOW

JULY 2018



JHF news, events, milestones, publications, and more

## Patient Safety Fellows Explore How Healthcare Organizations Are Wired for Excellence

Sustaining a quality journey within a healthcare organization is a complex, multifaceted process. This summer, participants in the Jewish Healthcare Foundation's (JHF) and Health Careers Futures' Patient Safety Fellowship sought to uncover the DNA of healthcare organizations that are wired for excellence. To do that, the Fellows delved into the emerging field of health implementation science, and studied teams that have been recognized for sustaining and spreading quality within and beyond their organizations: winners of the [Fine Awards for Teamwork Excellence in Health Care](#).

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During a July 25 session, Patient Safety Fellows (L-R): Krissy Moehling, Abisola Olaniyan, Vaishali Shetty, and Fahmida Hossain present a case study of a healthcare organization that sustained and spread its quality improvement work.

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The 2018 Patient Safety Fellows, a cohort of 34 graduate students and professionals from 17 different disciplines, interviewed nearly two-dozen past Fine Awardees who launched successful quality improvement projects across various care settings. Under the guidance of Joel Stevans, PhD, DC, a senior implementation scientist at the University of Pittsburgh Health Policy Institute, and a team of JHF staff, the Fellows used the Consolidated Framework for Implementation Research Constructs (CFIR) to identify constructs that were part of sustaining and spreading Fine Award-winning projects. The Fellows examined factors such as policies and incentives; organizational culture and structure; individual values and beliefs; and the planning, execution, and evaluation of projects.

Throughout the analysis, various organizations began to emerge as leaders in quality improvement. Using their learning around QI standards and the themes across sites, the Fellows nominated nine finalists who could receive recognition as winners of the 10th Anniversary Fine Awards.

On July 25, the Patient Safety Fellowship concluded with a presentation of the preliminary findings of the research and a presentation of the Fine Award finalists. The preliminary findings included an initial breakdown of the sustainability and spread of the Fine Award winning QI projects at the various organizations, and a synthesis of the themes into the CFIR domains. The Fellows presented their cases for the finalists and voted for three organizations they each felt were most wired for excellence. The session concluded with reflections by Fellows about their learning in implementation science and quality improvement over the course of the summer.

“My participation in the Patient Safety Fellowship has given me the skills to identify characteristics of organizations with quality cultures and assist organizations that may lack particular characteristics of quality to improve and meet the recommendations of the healthcare culture,” said Jessica Maneer, MHA candidate at Point Park University.

“The diversity of the Fellows and the staff provided a rich environment to learn not only about Lean principles and implementation science, but also [to learn] from one another,” said Steven Guo, who recently graduated from Carnegie Mellon University with a bachelor’s in decision science. “Going forward, I feel prepared to use my new skills in implementation science to conduct and lead quality improvement projects in perfecting patient care.”

The winners of this year’s 10th anniversary Fine Awards will be recognized on August 27 as part of a JHF Board meeting.



JHF Quality Improvement Specialist Deborah Murdoch, MPH, helps the Patient Safety Fellows identify common elements among healthcare organizations that are wired for excellence.

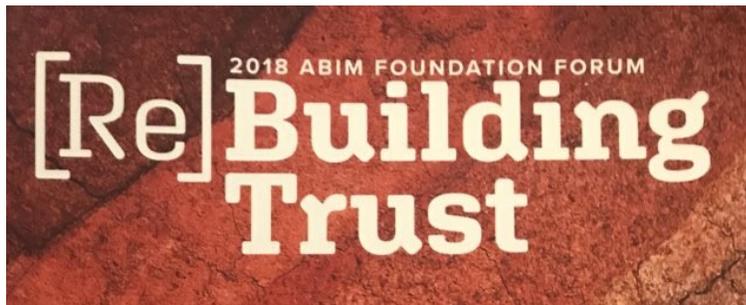


Patient Safety Fellow Emilie Transue (center) describes her experience during the program, which explored the emerging field of implementation science.

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## What Builds, Erodes Trust in Health Care? 2018 ABIM Forum Explores

Trust in traditional U.S. institutions has been on the decline for decades, and the healthcare system isn't immune. Fifty years ago, nearly three-quarters of Americans expressed great confidence in their medical leaders, according to a study in the [New England Journal of Medicine](#). Today, that figure has plummeted to about one-third of Americans. That erosion of trust can have wide-ranging consequences, affecting everything from engaging and educating patients, to developing and adopting clinical and technological innovations, to building relationships between staff and among health organizations, to preventing disease outbreaks.



What are the key elements in establishing trust among healthcare stakeholders? That was the subject of the 2018 ABIM Foundation Forum, which was held in Santa Ana Pueblo, NM from July 29-31. Physical and mental health providers, insurers, researchers, academics, patient and community advocates, journalists, and foundation leaders gathered to develop trust-building strategies amid a backdrop of social, political, and technological upheaval.



At the 2018 ABIM Foundation Forum, Karen Feinstein was a featured panelist during a “Wise Crowds” session that focused on promoting trust in health care. (L-R): ABIM Foundation President and CEO Richard Baron, MD, moderated the session, which also featured Commonwealth Fund President David Blumenthal, MD, MPP; Arnold Milstein, MD, a professor Medicine and director of the Clinical Excellence Research Center at Stanford University; and Soma Stout, MD, MS, VP of the Institute for Healthcare Improvement.

JHF President and CEO Karen Wolk Feinstein, PhD, was among the Forum attendees, participating in a crowd-sourcing exercise that was designed to provide advice to the ABIM Foundation on promoting trust in the healthcare system. The “Wise Crowds” exercise, moderated by ABIM Foundation President and CEO Richard Baron, MD, included a panel of advisors that included Dr.

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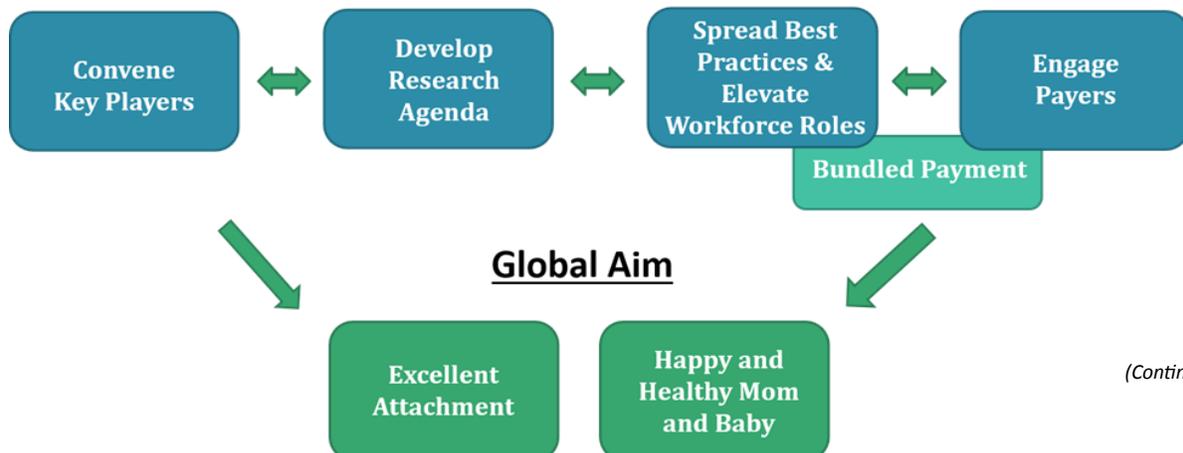
Feinstein; Commonwealth Fund President David Blumenthal, MD, MPP; Arnold Milstein, MD, a professor Medicine and director of the Clinical Excellence Research Center at Stanford University; and Soma Stout, MD, MS, VP of the Institute for Healthcare Improvement.

In addition to Dr. Feinstein’s “Wise Crowds” exercise, the 2018 ABIM Foundation Forum had a variety of session designs that promoted candor and creativity. These included Bright Spot Innovations, which featured rapid-fire presentations, personal reflections, and Q&As on topics such as building trust through stronger provider-payer relationships; redesigning training to increase patient-provider trust; engaging healthcare consumers to implement value-based care; and strengthening organizational trust. Through interactive panel discussions, attendees also explored critical issues that included promoting trust within racially and culturally diverse communities, and the role of the media and social media platforms in spreading health information—and misinformation.

The ABIM Foundation’s signature initiative is *Choosing Wisely*, a campaign that aims to promote patient-provider dialogue on overused tests and treatments that don’t have a strong base of clinical evidence. In April of 2018, ABIM Foundation executive VP and COO Daniel Wolfson took part in a [Health Activist Network event](#) that focused on adopting *Choosing Wisely* guidelines in Pittsburgh.

## PRHI Receives \$120,000 Grant from Henry L. Hillman Foundation to Establish Maternal Coalition and Action Network

The Henry L. Hillman Foundation approved a \$120,000 grant to the Pittsburgh Regional Health Initiative (PRHI) to help establish the Maternal Coalition and Action Network (MOMsCAN). MOMsCAN is a perinatal quality collaborative (PQC) that will build a statewide, multi-stakeholder coalition and use research, training, quality improvement, technical assistance, and policy/advocacy to lower maternal mortality rates in Pennsylvania and achieve excellent attachment and outcomes for mothers and babies.



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With a multi-pronged strategy, the Maternal Coalition and Action Network is designed to support excellent maternal and child health outcomes across Pennsylvania.

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The rate of maternal mortality in the U.S is three times greater than in any other developed country, and it is trending in the wrong direction. More moms are dying today than 20 years ago. Pennsylvania ranks 17th in terms of the lowest maternal mortality rate, and is one of only six states without a PQC. States with a robust PQC have seen significant reductions in maternal mortality. For example, California's PQC observed a decline in maternal mortality by 55% between 2006-2013, and the state now has the lowest rate of maternal mortality in the U.S.

The grant from the Henry L. Hillman Foundation will support the data and research arm of MOMsCAN. To identify and respond to gaps in maternity care services, MOMsCAN will analyze a common set of quality metrics, and facilitate discussions with participating providers and stakeholders about how to apply best practices in response to improvement opportunities. To begin this effort, MOMsCAN will: conduct preliminary analyses to test maternal health metrics and identify high-impact improvement opportunities; create data specifications for the common set of perinatal quality metrics; and support participating health systems in analyzing and acting on their data.

"We are thrilled to partner with the Hillman Family Foundations on this effort," says Robert Ferguson, MPH, director of government grants and policy for JHF and its supporting organizations, including PRHI. "The data and research component is a core, backbone element of MOMsCAN, and we are excited to be able to move forward on this component, so it can be ready when MOMsCAN is launched in 2019. With the recently enacted Maternal Mortality Review Committee (MRR) in Pennsylvania, it is a perfect time to create an action arm to respond to the causes of maternal mortality and improve outcomes for both moms and babies in Pennsylvania."

MOMsCAN is aligned with JHF's efforts to create maternity bundled payment models through the Reinvesting in Health Initiative and to identify and address the causes of maternal mortality, which is a core focus of the Foundation's Women's Health Activist Movement Global (WHAMglobal) supporting organization. JHF, PRHI, and WHAMglobal will continue to work with partners and stakeholders across the Commonwealth to assemble the other components of MOMsCAN, with the goal of launching the PQC in 2019.



## **JHF's Virtual Senior Academy™ a Semifinalist for UpPrize: BNY Social Innovation Challenge Award**

A year ago, JHF launched the [Virtual Senior Academy™](#)—an interactive, online platform that opens the world to older adults who live in Allegheny County. The Virtual Senior Academy™ connects seniors through video

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conferencing technology from the comfort of their own residence or community setting, offering them the opportunity to take or teach live classes covering subjects like health and wellness, arts and music, cooking, current events, history, and much more. The free program has allowed more than 500 seniors to stay socially and intellectually engaged, expand their social networks, and express their creativity.



The Virtual Senior Academy connects older adults through live classes that cover subjects including health and wellness, arts and music, cooking, current events, history, and more.

In July, the Virtual Senior Academy™ was selected as a semi-finalist for the [UpPrize: BNY Social Innovation Challenge award](#). The Social Innovation Challenge, sponsored by BNY Mellon and The Forbes Funds, recognizes technology solutions that improve the lives of vulnerable populations and/or strengthen nonprofit service delivery in southwestern Pennsylvania.

As a semi-finalist for the Social Innovation Challenge, JHF will have the chance to compete for a \$150,000 first-place prize to support the Virtual Senior Academy™. The first-place winner will be selected by a panel of local subject matter experts in social innovation, technology, and start-ups. The judges will score competitors based on their business plans and performance during a pitch-style event.

To learn more about the Virtual Senior Academy™, visit [virtualsenioracademy.org](https://virtualsenioracademy.org).

## Community LIFE, PRHI Take Perfecting Patient Care<sup>SM</sup> Organization-Wide

On June 8, the “Sticker Stalkers” jogged to the front of the Heritage Celebration Center in North Versailles. Four staff members from Community LIFE (Living Independence for the Elderly), each representing a different discipline and Community LIFE day health center location, explained how

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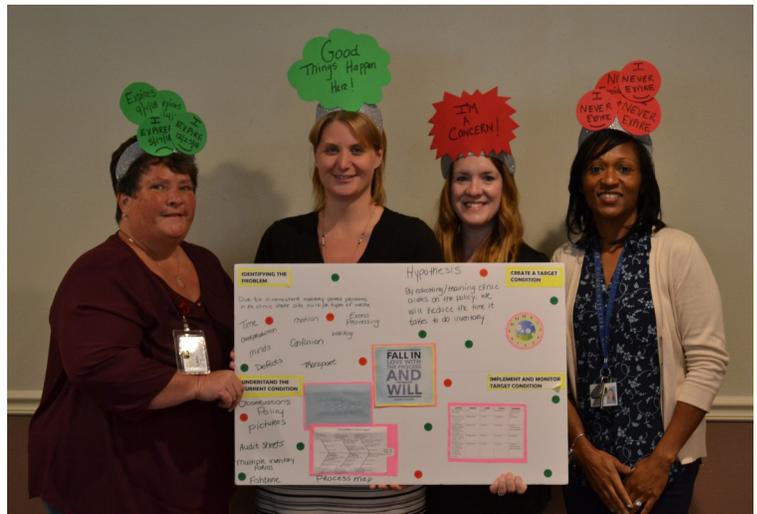
they're teaming up to tackle a common problem: inventory control. Nearly 80 other Community LIFE staffers who were gathered there—aides, nurses, administrators, drivers, and educators among them—cheered them on.

Carrying a colorful poster and sporting tiaras—some adorned with green clouds (a sign that a process is working well), some with red, spiked clouds (a process that needs work)—the Sticker Stalkers shared their ongoing quality improvement journey in partnership with Pittsburgh Regional Health Initiative (PRHI) coaches and trainers.

Through that journey, the Sticker Stalkers discovered that inconsistent inventory control processes led to waste—not only in the form of expired medications and supplies, but also in terms of staff time. So, they observed the inventory process at Community LIFE's five day health centers. They reviewed policies and forms at the centers, looking for ways to standardize and streamline the process. With a common framework and shared procedures, Community LIFE will waste fewer supplies and medications, and will dedicate more staff time to the mission of the all-inclusive program: helping older adults remain safely at home while preserving their independence and quality of life.

Their presentation showcased one of eight different quality improvement projects that are in motion at Community LIFE, launched through the organization's growing partnership with PRHI. On June 8, Community LIFE held a Quality Champions Celebration to share staff members' progress with their colleagues and with senior leadership. The other QI projects covered everything from care planning to transportation, and medication delivery to morning staff huddles.

Community LIFE provides coordinated medical care, therapies, and in-home services, and has five



Members of "Sticker Stalkers," a Community LIFE team that has developed a QI project designed to improve inventory control, poses with a poster that they presented as part of the June 8 Quality Champions Celebration.



"Community LIFE Candyland" presents their QI project to promote staff engagement.

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day health centers that offer on-site specialists, social activities, meals, pharmacy, and transportation. Over the past six months, nearly 40 frontline staff members at Community LIFE have engaged in a customized version of [Perfecting Patient Care<sup>SM</sup>](#), PRHI's Lean-based quality improvement curriculum to increase efficiency, eliminate errors, and achieve better health outcomes.

The Perfecting Patient Care<sup>SM</sup> experience included four day-long sessions, with PRHI providing additional on-site and virtual coaching and training in between sessions. The training sessions allow participants to understand the fundamentals of Lean quality improvement and problem-solving, observe current workflows, and identify opportunities to streamline and improve services and work collaboratively with fellow multi-disciplinary staff members to design effective processes toward quality outcomes.

Nearly 40 Community LIFE administrators and senior leaders also took part in a full-day "Intro to Lean for Leaders" course, designed to provide a broad overview of Perfecting Patient Care<sup>SM</sup> concepts and how they can catalyze Community LIFE's organizational priorities.

"We identified quality as something we need to build not only to survive, but to grow," says Fatemeh Hashtroudi, MHA, director of quality improvement at Community LIFE. "We wanted to make quality improvement more than a program that was manager-focused, and to ensure that the frontline staff and consumers could benefit from it day-to-day."

Hashtroudi had already witnessed a transformation among Community LIFE staff who learned QI fundamentals while taking part in JHF and PRHI's Community Health Workers (CHW) Champions program. From the fall of 2016 to the summer of 2017, Community LIFE staffers gained advanced skills and resources to monitor seniors' health, communicate effectively, and become part of a coordinated senior care team.

"There aren't many programs that target direct aide staff in growth and skills improvement," Hashtroudi observes. "We saw how excited our frontline staff were being involved in the CHW Champions program, and wanted more of our staff to have that experience and knowledge."



On June 8, Community LIFE held a Quality Champions Celebration to share QI projects that cover everything from care planning to transportation, and medication delivery to morning staff huddles.

So, PRHI worked with Community LIFE to offer the Perfecting Patient Care<sup>SM</sup> training and coaching engagement series across all levels and locations of the organization. Jennifer Condel, SCT(ASCP)

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MT, PRHI's manager of Lean healthcare strategy and implementation, and Hashtroudi worked closely to align this customized series with Community LIFE's strategic plan and goals. They identified four major organization priorities—quality and safety, consumer engagement, staff engagement, and growth and financial stewardship—and then organized QI project teams to develop creative solutions. The QI teams were designed to be multidisciplinary, and feature staff from various Community LIFE day health centers.

“The experience with PRHI has been empowering for our staff,” Hashtroudi says. “They're not only learning and having their ideas heard, but also engaging with different staff members for the first time. For example, an aide works with a nurse, physical therapy, and transport daily. But sitting across the table from senior directors, marketing specialists, the medical records department—that's a new experience that encourages them to learn and solve problems together.”

The PRHI team that's working with Community LIFE includes Chief Learning and Medical Informatics Officer Bruce Block, MD; Senior Quality Improvement Specialist Stacie Bonenberger, MOT, OTR/L; Condell; Practice Transformation Specialist Carol Frazer, LPC; Senior Quality Improvement Specialist Anneliese Perry, MS; and Trainer and Coach Megan Shively, RN, BSN.

Kirsten Crowe, director of operations at Community LIFE, participated in both the “Intro to Lean for Leaders” course and the more intensive Perfecting Patient Care<sup>SM</sup> experience. She's part of a QI project team that is working to standardize staff scheduling procedures across all Community LIFE centers.

“From my group, one of the keys is finding statistical information and drilling down with a root cause analysis,” Crowe says. We may have a gut instinct on why something is happening, but collecting data opens up new doors.”

Crowe's team features a Community LIFE aide, supervisor, and a driver. Each had a chance to share their daily work and experiences, and understand how their job advances the organization's mission.

“Everyone saw that one individual can't make change—it's a collaborative effort,” Crowe says. “With



The PRHI team that is working with Community LIFE to promote continuous quality improvement includes (L-R): Jennifer Condell, SCT(ASCP)MT, PRHI's manager of Lean healthcare strategy and implementation; Chief Learning and Medical Informatics Officer Bruce Block, MD; Trainer and Coach Megan Shively, RN, BSN; and Practice Transformation Specialist Carol Frazer, LPC. Not pictured but also part of the PRHI team are Senior Quality Improvement Specialist Stacie Bonenberger, MOT, OTR/L; and Senior Quality Improvement Specialist Anneliese Perry, MS.

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Perfecting Patient Care<sup>SM</sup>, it's all hands on deck. Everyone is invested in the outcomes, which promotes a team atmosphere. Perfecting Patient Care<sup>SM</sup> model will make a huge difference in our future opportunities for growth.”

Katy Karpeal is a program aide at Community LIFE, assisting consumers with daily activities both in their homes and at the organization's McKeesport center. Her QI project team sought to make transportation more efficient, by increasing communication with drivers when consumers are running late or decide they aren't traveling to the center.

“This project showed me how all of the pieces fit together, and that everyone has an important role,” Karpeal says. “I used to think of waste as just physical things, but wasted time is huge. We're working together to eliminate wasted driver time, gas, and maintenance on vans. Going forward, Perfecting Patient Care<sup>SM</sup> gives us a more thoughtful way to approach our work.”

Community LIFE plans to hold a quality planning retreat in August that includes members of the recent Perfecting Patient Care<sup>SM</sup> champion and leadership groups. The focus will be on developing ways to continue engaging staff in identifying and implementing QI recommendations, and soliciting ideas to further Community LIFE's goal of building a culture of quality.

“Perfecting Patient Care<sup>SM</sup> and Lean is the wave of the future for Community LIFE,” Crowe says. “This is just the start.”

## **Women of Impact Celebrate Five Years of Advancing Leadership, Equity**

Five years ago, female healthcare executives from across the U.S. united to form Women of Impact (WOI), a coalition dedicated to promoting gender equity in the industry and to fixing “broken windows” related to cost, quality, policy, and innovation. The coalition, which is a partner of JHF's Women's Health Activist Movement (WHAMglobal) organization, has grown to include nearly 50 executive-level decision-makers from all aspects of the industry.

On July 19-20, the Women of Impact gathered for an annual meeting that was held at the headquarters of AcademyHealth in Washington, D.C. During the meeting, the Women of Impact welcomed new members, explored their personal and professional legacies, and devised strategies to advance gender equity, diversity, and inclusion in health care.

Karen Feinstein shared the mission and goals of WHAMglobal, which is committed to identifying the root causes of maternal mortality and supporting mothers and families through the entirety of their care. Christine Malcolm, MBA, director at Salt Creek Advisors, LLC, offered an overview of the [Carol Emmott Fellowship](#)—a program that builds the leadership skills of women through health

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improvement projects and mentorship. Malcolm serves as the executive director of the Fellowship program. Dave Anderson, PhD, a senior consultant for BDC Advisors, then led a discussion on forming a gender equity collaborative in partnership with some of the country's leading healthcare companies. To wrap up the meeting's first day, WOI members explored women representation on boards with Debbie McCormack, managing director of Deloitte's Center for Board Effectiveness.

Day two kicked off with a state of WOI address from Joanne Conroy, MD, president and CEO of Dartmouth-Hitchcock and Dartmouth-Hitchcock Health. JHF Women's Health Specialist Kate Dickerson, MSc, shared insights on WOI's communications channels (including [a revamped website](#) and active [Twitter handle](#)), and then members brainstormed ways to build the WOI brand with Rimjhim Dey, owner of DEY. Ideas + Influence.

Find out more about the Women of Impact by visiting [womenofImpact.net](http://womenofImpact.net), and sign up for the newsletter for all of the latest member news.



(L-R): Rhonda Johnson, MD, MPH, senior medical director at Highmark; Joanne Conroy, MD, CEO and president of Dartmouth-Hitchcock and Dartmouth-Hitchcock Health; Diane Stollenwerk, MPP, executive director of Patients' View Institute; Christine Malcolm, MBA, director at Salt Creek Advisors, LLC; Vinny Arora, MD, assistant dean and director of GME innovation at the University of Chicago Pritzker School of Medicine; Leah Binder, president and CEO of The Leapfrog Group; Ceci Connolly, president and CEO of the Alliance of Community Health Plans; Lisa Shah, MD, CIO of Sound Physicians; Christine Ritchie, MD, MSPH, Harris Fishbon Distinguished Professor in Clinical Translational Research and Aging in the Division of Geriatrics, Department of Medicine at the University of California San Francisco; Karen Remley, MD, MBA, MPH, FAAP, CEO of the American Academy of Pediatrics; Lynne Chafetz, JD, senior VP and general counsel for the Virginia Mason Medical Center; Dora Hughes, MD, MPH, senior policy advisor at Sidley Austin LLP; Karen Feinstein; and JHF Women's Health Specialist Kate Dickerson, MSc.

## “Hotter Than July” Highlights HIV/AIDS Treatment and Prevention Options

On July 1, with temperatures nearing triple digits, [AIDS Free Pittsburgh](#) (AFP) and Allies for Health + Wellbeing partnered with several community organizations to sponsor “Hotter than July: Torrid Tracks, Steamy Thoughts.” Pittsburgh's first annual HIV biomedical awareness event, hosted at the Ace Hotel, recognized those living with and affected by HIV and educated the community about advancements in prevention and treatment that can end the epidemic.

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More than 300 people attended Hotter than July, which featured a dance party and healthy food tastings in addition to free HIV and STD testing. Nearly two dozen health and wellness organizations were on hand to answer questions and provide information on HIV prevention and treatment, as well as on addressing health disparities.



The “Hotter than July” event featured breakthroughs in HIV/AIDS treatment and prevention, as well as a dance party and competition. (Credit: Alicia Romano)



(L-R): AIDS Free Pittsburgh (AFP) Health Services Coordinator JT Stoner, MPH; AFP Project Manager Julia Och; and JHF Program Associate Ashley Chung, MPH.

AFP is a coalition of government agencies, healthcare institutions, and community-based organizations committed to reducing new cases of HIV by 75% and eliminating new AIDS cases in Allegheny County by 2020. AFP is financially supported by Allegheny Health Network’s Allegheny Singer Research Institute and UPMC Presbyterian Shadyside, and is managed by JHF.

## 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.

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,

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physical and cognitive challenges, polypharmacy, and the underutilization of the Supplemental 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 Zions (Zions@jhf.org).

## Global Health Associate Featured in Pitt Magazine



Many of JHF's projects and programs are designed to cultivate health activists. Hanifa Nakiryowa, MID, is a shining example of what's possible with ample courage, determination, and talent. Her awe-inspiring story is chronicled in the latest edition of [Pitt Magazine](#), the University of Pittsburgh's flagship publication. Nakiryowa, who recently graduated from Pitt with a masters in International Development, is advancing the work of JHF's newest supporting organization, the Women's Health

Activist Movement Global (WHAMglobal). WHAMglobal is committed to reducing maternal mortality and supporting mothers through the entirety of their care.

## John Allison Joins Foundation Staff

John Allison has joined the JHF staff as a special projects director. An experienced journalist with his finger on the pulse of current events and politics, Allison has held a variety of leadership positions at the Pittsburgh Post-Gazette for well over a decade. He most recently served as the editorial page director, and previously as a book review and features editor.



John Allison, a new special projects director for JHF.

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## Seniors Get Fit with Councilperson Erika Strassburger

On July 12, a group of older adults got moving with Pittsburgh City Councilperson Erika Strassburger while enjoying one of our city's most scenic assets: Schenley Park. Councilperson Strassburger led a walk through Schenley Park as part of a Fit with a Legislator senior exercise event that was sponsored by AARP Pennsylvania and JHF. JHF and AARP's partner, Venture Outdoors, led seniors of all fitness levels through the trails, stopping with the Councilperson to learn about new Pittsburgh initiatives.

Strassburger, who was recently elected to represent District 8 in Pittsburgh's East End, emphasized the importance of promoting healthy living through environmental stewardship and designing communities for mobility. Participants also learned about the mechanics of walking and balance from Fit with a Physician champion and JHF Board member Terry Starz, MD, and sampled healthy snacks after the walk at the Schenley Park Pool.

The July 12 walk was part of JHF's larger *Senior Connections* for Recreation and Exercise program, which includes a series of Fit with a Physician events during which health professionals lead outings while providing wellness advice. The second Fit with a Legislator event will take place on August 7, with District 5 Councilman Corey O'Connor leading a walk through Frick Park. The event will take place from 4:30-6 PM, with participants gathering at the Frick Environmental Center (2005 Beechwood Blvd, Pittsburgh, PA 15217). Visit our [Facebook page](#) to learn more, and RSVP to AARP Associate State Director for Community Outreach Jennifer Blatz ([jblatz@aarp.org](mailto:jblatz@aarp.org) or 412-508-7304).

JHF is also partnering with AARP to recruit Park Ambassadors who can promote outdoor activity and accompany seniors on outings.

To view and sign up for upcoming exercise and recreation programs, visit the [Venture Outdoors website](#). If you're interested in becoming a park ambassador, don't miss a training session on August 15 from 9 AM-1 PM at the North Park Gold Star Shelter (Lake Shore Drive, Wexford, PA 15101). Visit our [Facebook page](#) to learn more, and RSVP to Jennifer Blatz.



(L-R): On July 12, a group of Pittsburghers took part in the first *Fit with a Legislator* event in Schenley Park. The group included (L-R): Joey-Lynn Ulrich, executive director of Venture Outdoors; Pittsburgh City Councilperson Erika Strassburger; Debra Caplan, MPA, vice-chair of the JHF Board of Trustees and WHAMglobal Board Chair; Karen Feinstein; Elizabeth Finegold; and JHF COO/CPO Nancy Zionts, MBA.

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## Perfecting Patient Care<sup>SM</sup> Provides QI Framework, Language for Edwards Lifesciences

Edwards Lifesciences is a global leader in improving cardiovascular health, critical care, and surgical monitoring. Its staff includes a growing team of implementation specialists with a background in critical care nursing, which focuses on sepsis management and enhanced surgical recovery. These team members—located in a variety of cities spread across the U.S.—partner with other clinicians, researchers, and technologists to bring innovative products to the front line.



PRHI developed a customized version of its Perfecting Patient Care<sup>SM</sup> coaching and training curriculum for Edwards Lifesciences. Five implementation specialists from Edwards Lifesciences engaged in a three-day Perfecting Patient Care<sup>SM</sup> University, including (L-R): Maureen Kavanagh, RN, BSN; Al Minjock, PhD, RN, MS; Jessica Harkey, RN, MSN, ACCNS-AG; Leah Felger, RN, MSN; and Chris Saunders, RN, BSN, MHSA.

In order to accomplish that goal, the implementation specialists at Edwards Lifesciences sought a way to standardize their language and approach to quality improvement, share what's working within their teams, and develop strategies to overcome barriers to innovation and better patient care. This summer, PRHI developed a customized version of its [Perfecting Patient Care<sup>SM</sup>](#) coaching and training curriculum for Edwards Lifesciences. Five implementation specialists came to Pittsburgh for a three-day Perfecting Patient Care<sup>SM</sup> University that focused on promoting continuous quality improvement, rapid problem-solving, and leadership development.

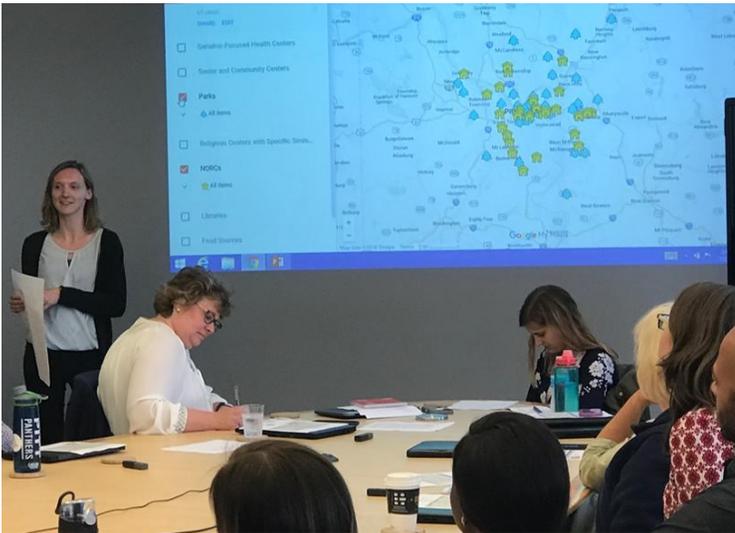
PRHI's ties to Edwards Lifesciences leadership date back more than a decade. Al Minjock, PhD, MS, RN, serves as the director of Clinical and Economic Services at Edwards Lifesciences. Back in 2007, Minjock participated in PRHI's Nurse Navigators program. Nurse Navigators was a year-long champions program designed to provide Minjock and eight other participants with the training, coaching, and mentorship to accelerate frontline care improvements. Chris Saunders, MHSA, BSN, RN, another Edwards Lifesciences implementation specialist, also took part in the Nurse Navigators program.

Edwards Lifesciences is considering ways to make Perfecting Patient Care<sup>SM</sup> a component of its new staff orientation, and to train other departments.

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## A Window into the Intern Experience: Victoria Kulli

*JHF 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 an essay from Victoria Kulli, BSN, a Masters in Health Administrative Student at the University of Pittsburgh.*



During a meeting with JHF staff, summer intern Kylea Covaleski presents an asset map that her team created to keep older adults in the Pittsburgh region connected to their communities.

While sitting in a class at Pitt's School of Public Health this past spring, I listened to a lecture given by Karen Feinstein about improving U.S. health care by elevating quality and decreasing waste. I thought to myself, "I need to work for this organization, they do exactly what I'm passionate about!" During a meeting with Nancy Zionts a short time later, I was introduced to the world of geriatric health. I had a fire lit in me when she told me about an exciting project dedicated to improving the health and wellbeing of seniors. Fast forward a few months later, and here I am, doing just what I had hoped to do with my education from Pitt, leveraging my experience as a nurse to change the world of health care.

As a contributor to JHF's multi-faceted *Senior Connections* initiative, I have worked on projects to get seniors moving outdoors, grow the Virtual Senior Academy, and keep seniors linked to the community by creating an asset map. Through interviews conducted with geriatricians, practice managers, seniors themselves, and through an extensive literature review process, I helped to create toolkit that primary care practices can use to deliver more geriatric-friendly care.

This summer, interns teamed up on a variety of projects. We created and distributed fliers for senior exercise and recreation programming, and participated in a walk with Pittsburgh councilwoman Erika Strassburger. We conducted research for the Window to the Future team, which explored current trends in digital health and health information technology. Finally, the WHAMglobal team dug deep, assessing the resources available to expectant women in the Pittsburgh region and creating an asset map that includes health and social services. Their next steps are identifying gaps in the system and working to see where WHAMglobal can enhance or aid organizations to fill those gaps.

Through teamwork and collaboration, we feel proud of the work that we have done in creating resources that will be used throughout JHF. We're doing our part to improve health in our region.

## Karen Feinstein Offers Blueprint for Aging Well at Pitt Geriatric Division Conference

For nearly three decades, JHF has created programs, educated and trained frontline health professionals, and convened key partners with the goal of helping seniors remain physically, mentally, and emotionally healthy. On July 13, Karen Feinstein shared the Foundation's "blueprint" for successful aging during a conference held for faculty and students from the University of Pittsburgh Department of Medicine's Division of Geriatric Medicine.

Pitt's Division of Geriatric Medicine conducts federally-funded research, provides integrated behavioral and physical health services, and trains both future and current providers to address seniors' wide-ranging needs. Dr. Feinstein was invited to speak by Neil Resnick, MD, chief of Pitt's Division of Geriatric Medicine and a JHF board member

During her talk, Dr. Feinstein highlighted two main opportunities to help seniors age well: By transforming community, and transforming practice. The next frontier in aging, Dr. Feinstein concluded, includes reducing age-related decline through the use of predictive analytics, rigorous assessments, and early interventions.

## 2017 Salk Fellow Named Miss Wheelchair USA

Congratulations to 2017 Jonas Salk Health Activist Fellow Heather Tomko, who was recently recognized as the winner of the national Miss Wheelchair USA competition. Miss Wheelchair USA celebrates the community service and self-confidence of women with disabilities. Tomko, a Carnegie Mellon biomedical engineering graduate who's currently pursuing an MPH at the University of Pittsburgh, is working hard to create a more accessible community for all Pittsburghers.

You can learn more about Tomko's advocacy work and her experience in the Salk Health activist Fellowship by visiting the [Health Activist Network website](#). You can also follow her on Twitter ([@TheHeatherRepor](#)) and check out her personal website, [The Heather Report](#).



Heather Tomko, a 2017 Jonas Salk Health Activist Fellow and the newly-crowned Miss Wheelchair USA.

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