July 2014

THE WINDOW

A round-up of JHF news, events, milestones, publications, and more.

Launch of CHIA, QIN-QIO Project Signify New Era of Collaborative Health Care

This issue of the WINDOW celebrates two major new developments at our office, both signifying the transformative power of technology for health care.

We are harnessing information technology to support two recent initiatives: the launch of our Center for Health Information Activation (CHIA) and participation in a Five State CMS Quality Innovation Network-Quality Improvement Organization (QIN-QIO) partnership with Quality Insights, headquartered in Charleston, WV.

CHIA is intended to accelerate a movement to advance health by building better partnerships between patients and their physicians — via information! With a new symmetry of access to health information of every kind, everyone can be a "scientist," seeking data on various options regarding diagnoses, treatments, medications, costs and provider performance. The Activated Patient is an aware, engaged, empowered and informed partner taking a lead role in their own care, health status and healing.

On another front, PRHI will play a large role in a five-year, multi-million dollar QIN-QIO project. As a subcontractor for Quality Insights, we will use our online knowledge network, Tomorrow's HealthCare™, to provide a valuable management tool for organizations seeking to improve their performance related to safety, efficiency and best practices. THC will provide online training, resources, connectivity and technical assistance to provider communities throughout Pennsylvania, West Virginia, Delaware, New Jersey and Louisiana.

And other big happenings as well: the launch of our Medical Assistants Champions program, an all day *Building Bridges to Patient Engagement through Entrepreneurism* event we held in cooperation with the Kauffman Foundation, and the publication of a special issue of *Roots*, dedicated to our local heroes whose early activism changed the course of HIV/AIDs.

Karen Wolk Feinstein
President and CEO

JEWISH HEALTHCARE FOUNDATION

PITTSBURGH REGIONAL HEALTH INITIATIVE
Spreading Quality, Containing Costs.

HEALTH CAREERS FUTURES

CHIA Launches with Events to Strengthen Consumer-Provider Relationship

The Pittsburgh Regional Health Initiative (PRHI) launched the Center for Health Information Activation (CHIA) with a pair of events to foster partnerships between doctors and increasingly tech-savvy, cost-conscious consumers who expect to play an active role in their care. More than 40 local doctors and 75 patient advocates participated in separate brainstorming sessions to discuss models of care that support information sharing and patient-driven health goals. They also offered specific suggestions of how CHIA can help to facilitate the kind of meaningful, goal-directed partnerships we envision.

The sessions, held at the QI²T Center on July 23 and 24, respectively, will help to inform the first-year agenda of CHIA.

JHF President and CEO Karen Feinstein engages consumer advocates in a discussion about patient-provider relationships during an event in the QI²T Center on July 24.

CHIA will provide communication tools and skill building for providers, consumers and families as well as guidance on finding and assessing health information, creative health apps, online communities, and other tools and services. In partnership with Medicare and local insurers, CHIA will also release data to help consumers in western Pennsylvania choose high quality, low-cost healthcare providers.

More than 40 local doctors offered their thoughts on how CHIA can facilitate meaningful healthcare partnerships.

CHIA will offer programs and services specifically through the center, but also advance its mission through multiple existing Foundation initiatives including the Jonas Salk and QI²T Health Innovators Fellowships, which will focus this year on new patient-provider relationships.

"With access to limitless health data, the consumer of today can establish a more symmetrical knowledge partnership with their doctor," Jewish Healthcare Foundation President and CEO Karen Wolk Feinstein said during the physician event. "However, this may require a new structure to the relationship, new communication pathways, and a different office visit. Physicians may not be prepared for this new world."

Both the doctor and consumer events featured Gregg Stefanek, DO, a family medicine physician who designed his Alma, MI practice to encourage patient engagement and shared decision-making. Patients in Dr. Stefanek's practice outline their health goals and are encouraged to come prepared with questions. Between visits, he responds to emails and occasional cell phone calls from patients.

Today's patients expect increased healthcare access, clear lines of communication with providers on treatment and medication options, and cost transparency, Dr. Stefanek said. For a health system to succeed, patients must be confident in managing their own health and receive just the care that they want and need, when they want and need it.

Dr. Stefanek noted that an estimated 70 percent of illness is related to lifestyle choices. Providers must tap into the intrinsic motivation of patients and consider the social, economic, and environmental factors that account for 75 to 85 percent of health outcomes. Medical care alone is not sufficient to enhance population health.

"The more involved patients are in their care, the better the health outcomes," Dr. Stefanek said during the doctor event. "We have to engage not just the sick, but also the 'walking well' so they stay well. The tremendous rewards we received from treating patients' illnesses must now come from helping them thrive with purpose."
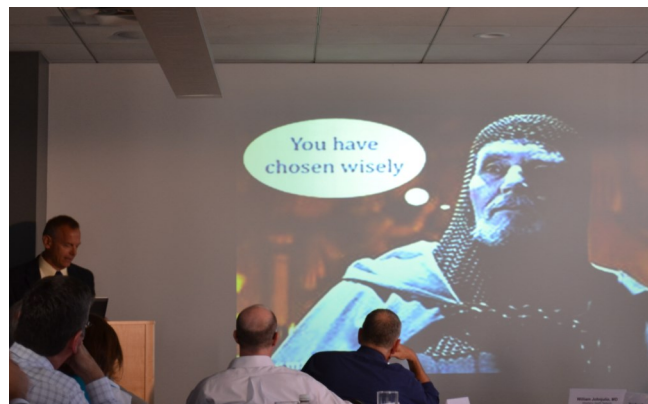
Gregg Stefanek, DO, explains how he designed his practice to empower patients and help them make wise health choices.

Participants at both events were excited about the potential of CHIA to improve health outcomes by facilitating dialogue between patients and doctors, helping patients identify trusted health information sources, and championing the sort of patient-centered practice model outlined by Dr. Stefanek.

To learn more about CHIA, visit pachia.org.

Local healthcare leaders, including (L-R) PRHI board member Ralph Schmeltz, MD; Mark Diamond, MD, Children's Community Pediatrics; and Donald Fischer, MD, senior vice president of health affairs and chief medical officer for Highmark share their thoughts on practice transformation.

Patient advocate Fran Sheedy Bost, executive director of Turtle Creek Valley Mental Health/Mental Retardation, discusses her ideal primary care experience.

(L-R): Marcela Myers, MD, director of the Pennsylvania Department of Health's Center for Practice Transformation and Innovation; JHF President and CEO Karen Feinstein; and Sven Berg, MD, MPH, CPE, chief medical officer at the West Virginia Medical Institute and Quality Insights.

PRHI Named Subcontractor in Multi-Million Dollar, Five-State Quality Innovation Network-Quality Improvement Organization Award by CMS

On July 18, the Centers for Medicare and Medicaid Services (CMS) [announced the award](#) of a five-year Quality Innovation Network-Quality Improvement Organization (QIN-QIO) contract to Quality Insights (formerly West Virginia Medical Institute) for the states of Delaware, Louisiana, New Jersey, Pennsylvania, and West Virginia. Only one organization was awarded more states (six), with the other awards ranging from two to four. **PRHI is a named a subcontractor to Quality Insights for this five year, multi-million dollar contact.**

In a highly competitive process, QIN-QIO awards were made to fourteen organizations across the country to drive large-scale healthcare quality in the states specified in their contracts. Awardees will provide technical assistance, convene learning and action networks for sharing best practices, and collect and analyze data for quality improvement.

According to PRHI President and CEO Karen Wolk Feinstein, PhD, the proposal leverages Quality Insights' (which has served as the QIO for Pennsylvania for the last twelve years) and PRHI's existing relationships, both organizations' successes in data-driven quality improvement and community organizing, and PRHI's [Perfecting Patient Care](#)SM (PPC) Lean methodology through PRHI's web-based knowledge network, [Tomorrow's Healthcare](#)™ (THC).

"Face-to-face training and coaching of providers and communities across five states is simply not feasible," Feinstein says. "The power of THC to provide a virtual, customized learning and action network (LAN), providing workers at all levels — from frontline to executives — the tools they need to develop and sustain system-wide improvement served as a centerpiece of the application."

PRHI's new [Center for Health Information Activation (CHIA)](#) will also be a resource for helping consumers access the right information at the right time from a credible source, and for effecting the patient behavior change necessary for improved population health.

The proposal outlines seven change targets to be supported by the THC-supported LAN and face-to-face technical assistance: cardiac health, diabetes, Health Information Technology (HIT)/Regional Extension Centers (RECs), hospital infection, nursing homes, care coordination, and value-based quality reporting.

PRHI has a longstanding relationship with Quality Insights. Quality Insights is the State's Health Information Technology (HIT) Regional Extension Center (REC), charged with helping primary care practices across the Commonwealth to implement electronic health records for meaningful use. Since 2009, PRHI has served as a PA REC subcontractor, working closely with Quality Insights to make the PA REC the third-highest ranked REC in the United States. Quality Insights, well-known for their data analytics excellence, serves as a subcontractor and partner to PRHI on the PRHI [CMS Qualified Entity](#) (QE) project.

The contract begins August 1.

Says Feinstein, "we knew that there was going to be a very tight window between the contract award and start date, and that we needed to be prepared for a hopeful award of some number of states. So we (PRHI and Quality Insights) continued planning after the February proposal was submitted; and on June 17, we hosted a meeting of

representatives from each state proposed (one of the states went to another awardee) in our QI²T Center.

"Now that the award has been made, we are gearing up to meet the obligations of this new, exciting contract."

Energizing Health Event Connects Entrepreneurs, Industry Leaders

The Ewing Marion Kauffman Foundation selected Pittsburgh as one of six cities to lead the nation in health entrepreneurship and innovation, joining Boston, New York City, Houston, Kansas City, and San Francisco. On July 14, entrepreneurs and health industry leaders gathered at the QI²T Center as part of the Kauffman Foundation's *Energizing Health* series to discuss ways to craft transformative healthcare ideas into products that address unmet consumer and provider needs.

Startup companies and stakeholders networked during the "Building Bridges: Beyond Patient Engagement" event, which featured presentations and panel discussions with local and national leaders in business, design, and engineering health IT as well as an overview of the Kauffman Foundation's Health Collaboration Playbook. The Playbook offers best practices on bridging the gap between healthcare entrepreneurs and enterprise.

(L-R, clockwise): JHF Chief Program and Operating Officer Nancy Zionts; Shiv Rao, MD; JHF Project Manager Christine Fulton; and Matt Keener, MD, discuss commercializing technology during the Energizing Health Event.

Bryan Sivak, chief technology officer for the U.S. Department of Health and Human Services (HHS), delivered the event's keynote address. Sivak discussed how the HHS stimulates collaborative innovation through programs like the IDEA (Innovation Design, Entrepreneurship, and Action) Lab, in which multidisciplinary teams among the department's 90,000 employees rapidly test solutions to healthcare problems ranging from eradicating disease to increasing healthy food options to streamlining hospital check-in areas.

(L-R): Jim Osborn, executive director and co-founder of CMU's Quality of Life Technology Center, moderates a panel on how consumers use health IT featuring Allegheny Health Network VP of Innovation Keith LeJeune; UPMC Chief Architect Casey Helfrich; IDEO Healthcare Managing Director Stacey Chang; and Validic CTO Drew Schiller.

"Innovation is a direct result of the freedom to experiment," Sivak said during the event. "The goal of the IDEA lab is to take a structured, siloed organization and transform it into something more flexible, more risk-aware, and more able to accept experimentation. In order to move forward, you need to try things differently – things that won't always work right away."

A panel moderated by Dave Mawhinney, co-director of Carnegie Mellon University's Center for Innovation and Entrepreneurship, broke down the meaning of patient engagement. Panelists discussed the importance of a

patient-provider relationship in which power and information is shared. Technology can enhance patient engagement, but patients must trust their providers first and feel empowered to make positive behavior changes. The panel featured UPMC Chief Innovation Officer and Technology Development Center President Rebecca Kaul; UPMC Chief Quality Officer Tami Minnier; Chief Innovation Officer for Allegheny Health Network's Disruptive Health Technology Institute Alan Russell; and JHF President and CEO Karen Feinstein.

Health entrepreneurs and investors form new partnerships during a working lunch on July 14.

Dominique Pahud, senior fellow in Research and Policy at the Kauffman Foundation, describes the foundation's Health Collaboration Playbook.

A second panel explored ways of using human-centered design principles to address unmet healthcare needs, improve health literacy, and stimulate shared decision-making between patients and providers. By taking on the consumer's perspective, designers can more effectively leverage technological breakthroughs to solve real-world health issues. The panel, moderated by design strategy consultant Devan Goldstein, included Julia Bernstein, business development and strategy at Ginger.io; Mad*Pow Founder Amy Cueva; Fitwits co-founder Kristin Hughes; and John Stivoric, vice president of research and development for Jawbone.

(L-R): Dave Mawhinney, co-director of CMU's Center for Innovation and Entrepreneurship, moderates a panel on business and patient engagement featuring UPMC Chief Innovation Officer and Technology Development Center President Rebecca Kaul; UPMC Chief Quality Officer Tami Minnier; Chief Innovation Officer for Allegheny Health Network's Disruptive Health Technology Institute Alan Russell; and JHF President and CEO Karen Feinstein.

A final panel shared ways that patients are harnessing technology to become consumer scientists, collecting data used to inform healthcare preferences and goals. Stacey Chang, managing director of healthcare at IDEO, noted that cancer patients are forming knowledge communities, requesting studies based on findings from their collective health metrics. UPMC Chief Architect Casey Helfrich, Allegheny Health Network Vice President of Innovation Keith LeJuene, and Validic Chief Technology Officer Drew Schiller highlighted shared engagement initiatives where health information flows between patients and providers, such as home visual conferencing and real-time sensors that monitor changes in health status. Jim Osborn, executive director and co-founder of CMU's Quality of Life Technology Center, moderated the panel.

Using health data to inform care requires provider buy-in, said Chang, who also gave a presentation on IDEO's human-centered approach to product design and the boundary conditions that can stifle innovation in health care.

"We have a legacy problem in healthcare with technology," Chang said. "Clinicians may think of technology as stripping them away from care. I think that we need to prove that the technology being deployed will allow them to care more, and more effectively."

Health 2.0 July Meeting Builds on *Energizing Health* Event

On July 16, the Jewish Healthcare Foundation hosted a [Health 2.0 Pittsburgh](#) meeting in the QI²T Center to provide even more regional innovators with an opportunity to learn about the *Energizing Health* event and the Kauffman Foundation's Health Collaboration Playbook. The Health 2.0 Pittsburgh event included a panel discussion featuring Lynn Brusco, executive director of UPMC's Disruptive Health Technology Center; Treatspace CEO and former QI²T Health Innovator Fellow Rick Cancelliere; Larry Miller, executive in residence at Innovation Works; Matt Keener, MD, a translational clinical neuroscientist and CEO of emotional health technology company Emodt; and JHF Chief Program and Operating Officer Nancy Zionts.

Health 2.0 Pittsburgh attendees enjoy dinner in the QI²T Center's Japanese garden.

As a follow-on, Health 2.0 Pittsburgh will host a Health Collaboration Playbook "book club," where the grass-roots group of technology developers, designers, healthcare workers, and students will discuss strategies to bring user-centered products to the market.

Local partnerships and pilots have already developed through Pittsburgh's *Energizing Health* meeting of "hustlers, hipsters, and hackers," says Shiv Rao, MD, a cardiology attending at UPMC and a physician advisor in residence at UPMC's Technology Development Center. Dr. Rao and Dr. Keener were the co-architects of the Kauffman Foundation event.

"Our local Healthcare IT ecosystem is fairly young, but it has all the raw ingredients needed to be a national leader," Dr. Rao says. "There are amazing innovations happening in so many different nooks. Opportunities like Kauffman event and Health 2.0 Pittsburgh allow members of the Health IT space to come together and create a more robust pool of investors for those innovations."

Local Health IT Pitch and Research Winners on Display at Health 2.0 Pittsburgh Event

An estimated 100,000 people in the U.S. undergo anterior cruciate ligament (ACL) reconstruction surgery each year, potentially leading to costly, painful complications. But a multidisciplinary team from the University of Pittsburgh has a solution: Magnesium Ring, a medical device that repairs and heals an injured ACL using a biodegradable metallic scaffold. The device could save $2,000 per procedure compared to reconstructive surgery and cut down on rehab time for patients.

Magnesium Ring was just one example of the ingenuity displayed during a special [Health 2.0 Pittsburgh](#) meeting at the QI²T Center on June 30 celebrating the winners of local 2013-14 health information technology (HIT) and

(Continued from page 7)

research challenges, co-hosted by the Jewish Healthcare Foundation (JHF), Pittsburgh Regional Health Initiative (PRHI), and Pittsburgh Technology Council (PTC).

A subset of the winning teams from a number of these local challenges pitched their products, discussed the development process, and competed for a $2,500 "fan favorite" prize, which was awarded to Magnesium Ring based on votes from an audience of local investors, venture capitalists, and healthcare leaders.

(L-R): JHF Policy and Program Associate Neil Dermody; WTAE-TV personality Sally Wiggin; Magnesium Ring pitch winners Danielle Martin and Katie Ferraro; Pittsburgh Technology Council President and CEO Audrey Russo; JHF President and CEO Karen Feinstein; and JHF Project Manager Christine Fulton.

The competition also included two products developed during JHF's QI²T Fellowship: Circlebacks and Total Hip Replacement (THR), applications that coordinate care and provide automated reminders for patients.

Winners from Allegheny Health Network's Patient Safety/Quality Improvement Resident Research Challenge also presented during the event.

"The frontier of quality improvement in health care lies in technology," JHF President and CEO Karen Feinstein said during the event. "This is a very exciting time for Pittsburgh. We've been amazed at how many people in this community come with a desire to be entrepreneurs."

Local pitch competition winners discuss how they turned great ideas into real-world products during a special Health 2.0 Pittsburgh meeting.

While our internationally recognized universities produce top-flight computer science and medical minds, Pittsburgh ranked just 28th out of the nation's top 40 regions in the rate of new high-tech business start-ups, according to a 2010 Kauffman Foundation study. Events like the Health 2.0 meeting, which bring together entrepreneurs as well as potential investors and customers, help transform winning ideas into products that catalyze the local economy.

"We've got to find ways to keep these talented people in Pittsburgh, to help bring their products to market and to celebrate the amount of talent we have by turning it into successful businesses," Dr. Feinstein says.

Latest Champ Programs Elevates Role of MAs, LPNs in Primary Care

The passage of the Affordable Care Act and a shift toward Patient-Centered Medical Home concepts are redefining the role of Medical Assistants (MAs) and Licensed Practical Nurses (LPNs) in primary care. In many practices, today's MAs and LPNs handle increasingly complex responsibilities, such as educating patients about their health

conditions, monitoring transitions of care, and even conducting certain routine procedures. Yet, many MAs and LPNs do not receive the training that would enable them to take on significantly more responsibility for patient care.

To maximize the role of MAs/LPNs and improve practice efficiency by freeing doctors and nurses to focus on tasks best suited to their training, JHF recently launched an MA/LPN Champions program. Twelve local MAs and LPNs will participate in a year-long curriculum designed to help them engage patients in their care, collaborate with other care team members, and meaningfully use electronic health records. The Champions will then apply their new skills by developing projects to improve quality, safety, and efficiency within their own primary care offices.

The MA/LPN Champions program officially kicked off during an event at the QI²T center on July 9.

ABOUT THE CHAMPS PROGRAM

To learn more about how the Champions program will elevate the role of MAs and LPNs in primary care, read JHF President and CEO Karen Feinstein's article on the Health Affairs Grantwatch Blog.

JHF previously conducted Champions programs for physicians, nurses, pharmacists, and EMS workers, among others. Read more about our approach to front-line quality improvement here.

"The MA/LPN education process tends to be very task-oriented," says PRHI Senior Quality Improvement Specialist Terri Devereaux, FNP-BC. "We're taking that up a notch by helping them think more critically and abstractly."

MA/LPN Champs will drive quality improvement and enhance patient care at their practices.

The program's Learning Solutions for MAs and LPNs curriculum, previously tested at Saint Vincent Medical Group, focuses on pre-visit planning, primary care team huddles, eliciting patients' health goals and barriers, and post-visit follow-up/outreach. The Champions will work through examples related to managing diabetes, a condition affecting nine percent of the U.S. population, according to the Centers for Disease Control and Prevention.

"We're using diabetes as an example because reimbursements are tied to quality care of the disease, and it involves all of the different organ systems head-to-toe," says PRHI Chief Learning and Medical Informatics Officer Bruce Block, MD. "MAs and LPNs can then transfer the disease management skills developed through the Champions program to help patients better control other chronic conditions."

The Champs will also explore real-life patient engagement scenarios through monthly webinars with professionals in the field and utilize Tomorrow's HealthCare™, PRHI's online knowledge network, to access learning materials and share challenges and success stories.

The MA/LPN Champions program has the potential to advance careers as well as foster patient-centered primary care, Block notes.

While MAs and LPNs perform crucial jobs in practices, the current healthcare payment structure doesn't recognize their expanded role. The MA/LPN Champions program looks to connect the clinical and business case for MAs and LPNs, Block says.

"If we're asking MAs and LPNs to upgrade their skills and increase their knowledge, there's going to have to be payment reform," Block says. "When the Champs learn about reviewing new drug information with patients, they will also learn that they're earning money for the practice by increasing quality measures. And their supervisors will understand that the MAs and LPNs improve the bottom line by enhancing quality."
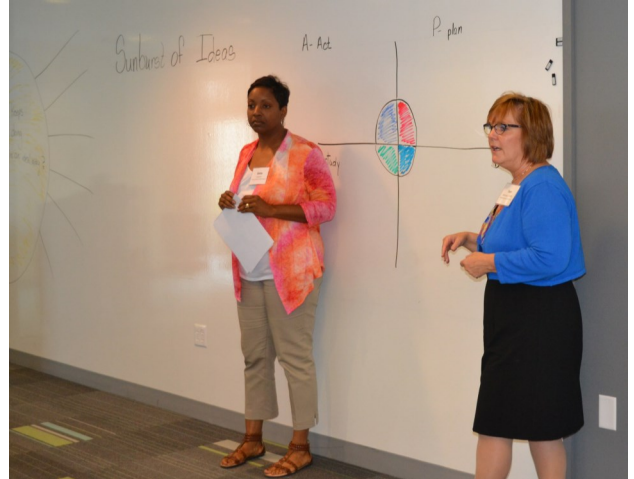
PRHI Practice Transformation Specialist Eletta Cameron, MSW, LSW, and PRHI Senior Quality Improvement Specialist Terri Devereaux, FNP-BC, work through a Plan-Do-Study-Act (PDSA) cycle with the MA/LPN Champions.

Patient Safety Fellows Apply Lean Methodology, Systems Thinking to Healthcare Problems

Patient Safety Fellows (L-R) Kristen Schmidt, Brandi Kelly, Tabitha Reefer, and Christopher Dellana brainstorm ways to solve a hospital noise problem.

The Patient Safety Fellowship culminated on July 22 with presentations from 32 Fellows representing diverse disciplines, including various clinical areas of practice, health administration, biomedical engineering, technology, and law. Fellows shared their analysis of observations conducted at Magee-Womens Hospital in six units of care: Birth Center, Emergency Department, Pharmacy, Pre-Operative Care, Outpatient Clinic, and Ultrasound. In each of the presentations, Fellows demonstrated a strong understanding of Perfecting Patient Care[SM] methodology as well as a creative, multidisciplinary approach to problem analysis and proposed solutions.

During the final session, Fellows also had the opportunity to further explore systems-based thinking using a case study about noise reduction on a hospital unit, a significant factor in achieving quality of care. In multidisciplinary teams, Fellows discussed possible solutions to the problem while considering one of three assigned "lenses"— strategic design, political, and organizational culture.

Through this exercise, Fellows learned that achieving "perfect" care for every patient requires not only designing systems to improve quality, but also building leaders and coalitions which promote system transformation and create an organizational culture to sustain these improvements.

After the Fellows presented their solutions to the hospital noise problem, each lens was further explored through an expert panel featuring Dave Sharbaugh, managing director at Teletracking Technologies; Tina Hahn, practice administrator, primary care at Excela Health Medical Group; and Denny Schilling, pharmacy operations manager at UPMC Shadyside.

Karen Feinstein congratulated Fellows on the problem-solving skills demonstrated through their group work presentations. As the future leaders, innovators, and change agents in health care, she reminded Fellows that they have the unique ability to see and solve problems with "new eyes." Now, they have the responsibility to take the skills obtained during the seven-week Fellowship into the workforce to improve the quality of care.

(L-R): Denny Schilling, pharmacy operations manager at UPMC Shadyside; Teletracking Technologies Managing Director Dave Sharbaugh; and Primary Care Practice Administrator Tina Hahn discuss the strategic, political, and organizational factors that influence healthcare decisions.

Latest ROOTS Celebrates Local, National Heroes in HIV/AIDS Response

Over the past 30 years, the diagnosis of acquired immunodeficiency syndrome (AIDS) has progressed from a death sentence to a manageable, chronic disease. Along the way, countless heroes and activists worked together to address a terrifying public health threat and stand up for the rights of those affected by the epidemic. JHF's latest edition of ROOTS is a tribute to those heroes and activists. "The Fight Against AIDS: A Pittsburgh Story" chronicles the Foundation's work to address HIV/AIDS, early local and national initiatives, the changing face of HIV/AIDS, and the future of treatment and outreach. To read the ROOTS, click here or visit: http://www.jhf.org/admin/uploads/jhf-the_fight_against_aids.pdf

JHF Expands Role to Strengthen Continuum of HIV/AIDS Care

In addition to its role as a fiscal agent for funding from the Ryan White Part B, State 656, and HUD HOPWA (Housing and Urban Development – Housing Opportunities for Persons with AIDS) programs, JHF is now taking on planning and evaluation responsibilities for HIV/AIDS services in the 11-county southwestern Pennsylvania region.

In its expanded role, JHF will focus on standardizing the evaluation of HIV/AIDS services in southwestern Pennsylvania. To support this mission, the Foundation recently hired Christopher Garnett as an HIV Planning and Evaluation Coordinator. Garnett will work with the HIV/AIDS team to optimize the level of care that consumers receive and to enhance stakeholder participation in the community.

"We're looking at the continuum of care in our region to ensure that all clients are served and have access to the services they need," says HIV/AIDS Program Director Richard Smith, MSW. "We recognize that there's a breakdown in the continuum and that we need to address the barriers that cause patients to become lost within the system."

JHF, PRHI Welcome New Staff

We are pleased to announce that three new staff members have recently joined JHF and PRHI:

Christopher Garnett joins JHF as HIV Planning and Evaluation Coordinator, working with the HIV/AIDS team to optimize the level of care our consumers receive and to enhance stakeholder participation in the community. This will include an emphasis on evaluating provider services and strengthening the HIV/AIDS continuum of care in our region through education and training; as well as developing community awareness, buy-in and support (including coordinating a regional Consumer Advisory Board); supporting the HIV/AIDS project director with allocation, procurement, and the RFA process; and assisting with monthly, quarterly, and annual reporting.

Chris comes to JHF with more than a decade of experience working to improve the lives of vulnerable populations, having most recently served as a social worker in the Special Immunology Family Care Center at Children's Hospital of Philadelphia, where he provided family-centered case management to HIV infected and affected children, adolescents, and their families. Prior to that, Chris served in a number of positions in the Philadelphia area, including as an adolescent counselor at The Attic Youth Center, where he provided mental health counseling to LGBTQ identified youth; as a behavioral assistant at Maxim Healthcare Services; and as a youth and adolescent case manager for ActionAIDS, Inc. He serves as vice chair for the board of directors of GALAEI, an AIDS service organization serving the Latino community. Chris has a bachelor's degree in Social Work from Bloomberg University and a master's degree in Social Work from Bryn Mawr College Graduate School of Social Work and Social Research.

Serah Iheasirim joins PRHI as a Health Researcher and Data Analyst, with a primary focus on the [Primary Care Resource Center](#) (PCRC) project. Serah comes to us from the Navy and Marine Corps Public Center in Portsmouth Virginia, where she has been an Epidemiologist since February 2011. In this role, she developed methodologies and maintained surveillance reports related to deployment health issues, including post-traumatic stress disorder, traumatic brain injury, alcohol abuse, and suicide among service members. Prior to that, Serah volunteered as a Data and Epidemiology consultant on a medical mission to Papua New Guinea, was a research intern at Loma Linda University, and was a co-project investigator at the San Jacinto Rural Health Unit in Mastate, Philippines. Serah earned her B.S. in Biochemistry and Molecular Biology with a minor in Psychology from the University of Minnesota, Duluth in 2007, and her Master of Public Health, Epidemiology, and Global Health from Loma Linda University in 2010.

Sue Steele joins JHF as a Program Coordinator, with her time allotted to HIV/AIDS, the HPV Vaccination Initiative, and general communications. As part of the HIV/AIDS team, Sue will assist in planning and evaluation, reporting,

and education and training. She will serve as primary coordinator for the HPV Vaccination Initiative, working in conjunction with staff, the HPV Vaccination Initiative Advisory, and community organizations to develop and implement programs that increase the uptake of the HPV vaccine in the region. Sue will also work with the communications team on our many ongoing education/outreach programs. Sue comes to JHF after 14 years at Planned Parenthood of Western Pennsylvania, where she has served as vice president for education for the past seven. She has a B.A. in Art from the Pennsylvania State University and has complete ETR's Training Institute's Making Evidence-Based Programs Work.

PRHI Chronicles SVMG's Practice Transformation Journey

Saint Vincent Medical Group (SVMG), part of the Allegheny Health Network's Saint Vincent's Health System (SVHS), provides a good case study of a system engaged in primary care practice transformation. The Erie, PA-based multispecialty practice group has partnered with PRHI to reshape the way it cares for its 65,000-plus patients by leveraging health IT, providing integrated behavioral and physical health services, and maximizing the skills of each healthcare team member. PRHI recounts SVMG's journey to date to provide safe, efficient, and cost-effective care in a newly released executive summary. To read the publication, click here or visit: http://www.prhi.org/images/stories/docs/svmg-executive-summary.pdf

SVMG staff use Lean training provided by PRHI to deliver quality, efficient, and safe care.

JAA's Charles Morris Nursing Center Implements Electronic Health Records

Under the REACH initiative of the Office of the National Coordinator of Health Information Technology (ONC-HIT), PRHI assisted hundreds of primary care practitioners with their transition to Electronic Health Records (EHRs). PRHI was the only Regional Extension Center in Pennsylvania given the authority to continue that work in 2014-2015, and asked to expand that work to skilled nursing facilities.

On July 1, the Charles Morris Nursing Center of the Jewish Association on Aging went live with their first Electronic Medical Record system following years of anticipation and months of intensive planning. At the request of the JAA, Sheila Kruman, PRHI EHR implementation specialist, and Chief Learning and Medical Informatics Officer Bruce Block, MD, provided strategic advice, coaching, and work flow mapping support to help assure a smooth transition. The addition of this technology is expected to help with the quality of resident care within the facility and improve communications with providers along the care continuum.

POLST Train the Trainer Expands Across the State

JHF serves as the statewide coordinator for POLST (PA Orders for Life-Sustaining Treatment) education across the Commonwealth. The latest round of POLST Train the Trainer education, which includes face-to-face instruction and an online component through Tomorrow's HealthCare™, was completed on July 17. Nearly 60 long-term care facility staff members participating in the RAVEN (Reduce Avoidable Hospitalizations using Evidence-based interventions for Nursing Facility Residents) initiative have now been trained, and approximately 100 total in Pennsylvania. These individuals possess the knowledge and skill to serve as POLST champions, qualifying them to train others and increase the number and quality of POLST discussions in their facilities.

The Train the Trainer course was developed by the Pennsylvania POLST Curriculum Committee of the Coalition for Quality at the End of Life (CQEL), chaired by JHF Chief Operating and Program Officer Nancy Zionts. JHF Medical Advisor Tamara Sacks, MD; Elizabeth Chaitin, MD, Palliative Care Institute of UPMC; and POLST Coordinator Marian Kemp served as faculty. Dr. Sacks is developing a tracking system to measure the spread of POLST training throughout RAVEN and the state.

PHFC Breaks Down State Budget, *Healthy PA Plan* During Quarterly Webinar

Fifteen health foundations across the Commonwealth convened via webinar on July 23 to receive a state policy briefing by Pennsylvania Health Funders Collaborative (PHFC) Executive Director Ann Torregrossa, to collaborate, and to strategize on next steps as a collaborative.

PHFC is a network of 30 health foundations across Pennsylvania co-chaired by JHF President and CEO Karen Feinstein and Russell Johnson, president and CEO of North Penn Community Health Foundation. PHFC holds quarterly webinars to review the collaborative's progress, hear state and federal policy updates, share current and future projects to identify areas of collaboration, and set action items for each quarter.

During the July 23 webinar, Torregrossa provided an analysis of the Pennsylvania Fiscal Year 2014-2015 budget and an update on the State's *Healthy Pennsylvania Plan*, State Innovation Plan grant proposal to the Center for Medicare and Medicaid Innovation, and Long-Term Care Commission. The health funders reported on community -led health insurance Marketplace enrollment initiatives in western, central, and eastern Pennsylvania. The group also identified next steps, which include preparing for PHFC's Eighth Annual Conference on November 17 and 18 at Bedford Springs Resort.