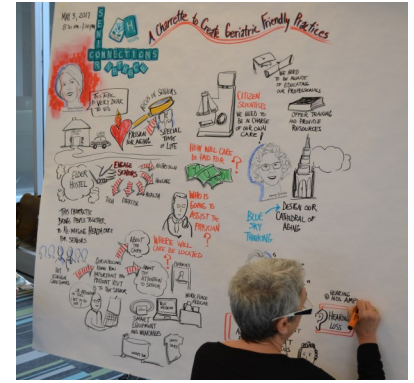


THE WINDOW

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



JHF Hosts Community Planning Event to Design Senior-Friendly Healthcare System

From Civil Rights to Rock N' Roll, Baby Boomers have redefined nearly every aspect of American life. That includes health care, with a bustling population of seniors desiring a system that is tailored to their changing physical and social needs, and that flows smoothly into community settings. The generation that danced at Woodstock and marched on Washington wants a revolution in how the U.S. promotes wellness among older adults.

Our region could be the nexus of this revolution. Among U.S. counties with a population of at least one million people, Allegheny County has the second-highest proportion of seniors (age 65 or older) in the U.S., according to the University of Pittsburgh's University Center for Social and Urban Research. Those older adults—ranging from those in relatively good health to those dealing with multiple chronic conditions and cognitive challenges—will require different health care and high levels of support.

On May 3, the Jewish Healthcare Foundation (JHF) hosted a pair of “charrettes,” or community planning sessions, to re-imagine the delivery of primary care and consider ways to make it more responsive to the evolving needs of our region’s seniors and caregivers. Through panel discussions and breakout sessions, more than 100 thought leaders and practitioners from across disciplines and industries delved into the types of technology

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applications, community-based care programs, practice designs, and communication strategies that could be included in a geriatric-friendly healthcare delivery model. The crowd at the QI²T Center included representatives from health delivery and insurance, technology, government, philanthropy, legal services, academia, architecture, and hospitality.

“JHF has had a particular passion for aging since its founding,” said JHF President and CEO Karen Wolk Feinstein, PhD, while welcoming attendees to the morning charrette. “Sadly, we won’t have enough geriatricians to meet seniors’ complex needs. But we can take what we learn from the best geriatricians and translate it into ordinary practice. Where should senior care be located? Who pays for it? Who delivers it? Together, we can develop a consensus plan.”

Both planning sessions kicked off with a presentation on the gradual sensory changes experienced by older adults. Carolynn Johnson, PhD, the Human factors and research manager for design company Daedalus, stressed the need to create products and services in conjunction with the end user—seniors and their caregivers. Then, leaders of local organizations—some from outside of the healthcare realm—explained how they create a senior-friendly culture during a panel discussion moderated by JHF COO/CPO Nancy Zionts, MBA.

The morning panel discussion on senior-friendly industry practices featured Mercy Senchur, COO of Eat ‘N Park Hospitality Group; Ari Lightman, MBA, a Carnegie Mellon University professor and advisor for CMU’s Center for Machine Learning and Health; and Renee’ Richardson, PharmD, the clinical pharmacy district lead for Giant Eagle.

Senchur explained that Eat N’ Park has specialized training (called Golden Smiles) that orients staff to



(L-R): Renee’ Richardson, PharmD, the clinical pharmacy district lead for Giant Eagle; Ari Lightman, MBA, a Carnegie Mellon University professor and advisor for CMU’s Center for Machine Learning and Health; and Mercy Senchur, COO of Eat ‘N Park Hospitality Group.



(L-R): Fred Rubin, MD, chairman of the department of medicine at UPMC Shadyside; JHF President and CEO Karen Wolk Feinstein, PhD; Neil Resnick, MD, the Thomas Detre Professor of Medicine and the chief of the University of Pittsburgh Department of Medicine’s Division of Geriatric Medicine and a JHF Board member; JHF Medical Advisor Judy Black, MD; and Emily Jaffe, MD, MBA, VP and executive medical director of HM Home and Community Services.

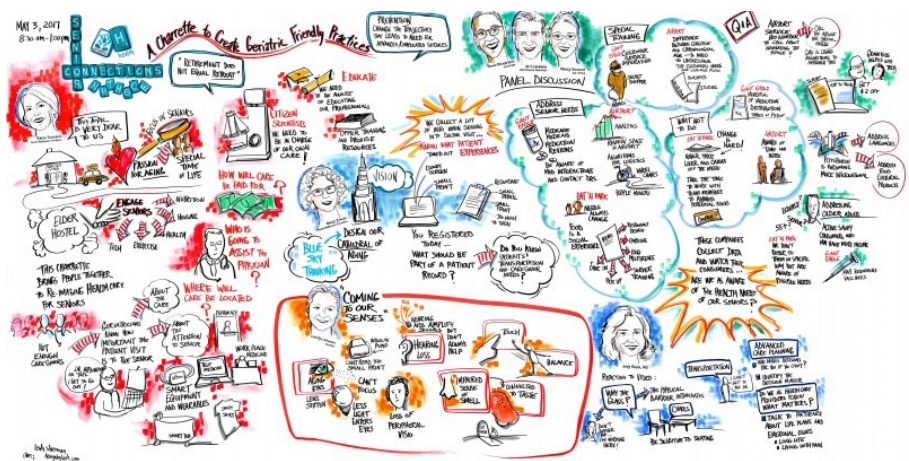
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the changing physical, cognitive, and social needs of seniors. Seniors are top-of-mind when designing restaurants (a big reason for new drive-through windows) and selecting menu options (here's a hint: don't take away liver and onions). Dr. Lightman and CMU partnered with the Allegheny County Airport Authority to study how people move throughout Pittsburgh International Airport and the Allegheny County Airport, with the goal of better

understanding seniors' transportation needs. Richardson said that Giant Eagle performs comprehensive medication reviews for seniors, and works to understand their individual health and financial needs. The grocery stores try to accommodate seniors' mobility challenges by creating a separate entrance for the pharmacy department, and placing high-use items like milk and bread nearby.

The afternoon panel discussion included Eat N' Park's Senchur as well as Mike Smialek, an instructor for the Better Choices, Better Health program; and Dan Swayze, DrPH, VP and COO of the Center for Emergency Medicine of Western Pennsylvania.



In real time, graphic illustrator Leah Silverman brought to life attendees' ideas for designing a more senior-friendly healthcare system.

JHF'S SENIOR CONNECTIONS WORK MAKING HEADLINES

[“As baby boomers age, Jewish Healthcare Foundation seeks ideas for senior-friendly health system”](#) (NEXTpittsburgh)

Smialek explained that the Stanford University-developed Better Choices, Better Health is a six-session program that helps seniors manage chronic conditions by engaging them in topics like medication, nutrition, exercise, and provider communication. The instructors, many of whom are seniors with chronic conditions, develop action plans with participants to make small changes—walking

15 minutes per day, or swapping out a nightly bowl of ice cream for fruit. Swayze outlined the innovative role of community paramedics, who work with patients before a 911 call to prevent avoidable emergency department visits and hospitalizations. Community paramedics accompany patients to counseling and doctor's visits, helping them understand their care plan and navigate social and environmental barriers to health. Swayze noted that the grant-funded community paramedic program is demonstrating cost savings, and that proposed legislation could make it a reimbursable

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Attendees also broke into four groups to tackle senior care challenges and opportunities related to technology, community-based care and disease management, design, and information/communication. Many attendees signed up to be part of work groups that will continue the conversation in these four areas after the charrettes. Danny Rosen, PhD, MSW, the David E. Epperson Professor at the University of Pittsburgh School of Social Work, led a discussion to synthesize the major themes.

JHF will translate attendees' ideas into action plans and a potential grant agenda that supports its larger [Senior Connections initiative](#), which aims to strengthen a suite of service opportunities for older adults, including transportation and housing, exercise and recreation, geriatric-friendly health care, nutrition, and caregiver supports.

A word cloud with the most commonly-used words during JHF's senior-friendly healthcare event.

Short-term, the Foundation and its partners will explore creating toolkits for existing physician practices to help audit their senior friendliness, and enhance communication with community service organizations. They will also look to increase awareness among providers, consumers, and caregivers about emerging technology, such as internal wayfinding applications, telehealth, and home medical devices. Long-term, JHF and partners will explore new delivery, payment, and provider training models, as well as a LEED-like certification for senior-friendly healthcare practices.

“The true measure of a society is how it treats its seniors,” Dr. Feinstein said during the wrap-up of the evening charrette. “We want to celebrate aging, and demonstrate through our medical system our fundamental respects for seniors.”



A sampling of the more than 100 thought leaders and practitioners—from across disciplines and industries—who attended JHF's May 3 event to re-imagine senior health care.



A word cloud with the most commonly-used words during JHF's senior-friendly healthcare event.

JHF Board Chair Honored at YWCA Tribute to Leadership Awards

Congratulations to JHF Board Chair Nancy Rackoff, JD, who was recently recognized as the business and professional services honoree for the YWCA Greater Pittsburgh 2017 Tribute to Leadership Awards. The Tribute to Leadership Awards recognize community leaders who exemplify the YWCA's mission of empowering women and eliminating racism. The YWCA celebrated the work of Rackoff and five other women from across professional disciplines during an awards luncheon at the Westin Hotel Downtown on May 25.



JHF Board Chair Nancy Rackoff, JD, accepts the 2017 YWCA Greater Pittsburgh Leadership Award for business and professional services during a luncheon at the Westin Hotel Downtown on May 25 (Photo credit: YWCA Greater Pittsburgh)

Through Rackoff's leadership, JHF has advanced a variety of initiatives to improve women's health and access to quality and affordable care, including increasing breast cancer awareness, improving women's heart health (Working Hearts®), providing training and resources to family caregivers, championing awareness of campus sexual assault, and promoting the elimination of preventable gynecologic cancers by increasing Human papillomavirus (HPV) vaccination rates (HPV Vaccination Initiative). Rackoff has also advanced JHF's mission to create opportunities for young health professionals to be actively involved in fellowships and internships that can support their health professions education.

Rackoff has been active for many years as a volunteer and current Vice Chair of the Board of Trustees for the Manchester Bidwell Corporation, which focuses on training opportunities for disadvantaged community youth. She previously served as Chair of the Magee-Womens Health Foundation, which raises funds for research, patient care for those in need of financial assistance, and education. The Magee-Womens Health Foundation supports Magee-Womens Hospital, the Magee-Womens Research Institute, and Magee Womancare International.

She has also been involved with the Women and Girls Foundation, including serving on the host committee for the organization's Celebrating Women! Having a Global Impact Awards. She formerly served as President of the Board of Directors of Forward Housing Corporation, a non-profit that meets the housing needs of senior citizens.

We thank Nancy for her continued leadership and dedicated service on behalf of our community.

Jewish Healthcare Foundation, Fine Foundation Announce Winning Teams for 2017 Fine Awards Focused on Breakthroughs in Mental Health, Substance Use Treatment

JHF and The Fine Foundation announced winners for the 2017 Fine Awards for Teamwork Excellence in Health Care. The 2017 Fine Awards recognize and provide a financial award to teams of professionals in western Pennsylvania who provide innovative, quality improvement-centered treatment for mental health and substance use problems.

“JHF and The Fine Foundation recognized two behavioral health crises that could not be ignored—an explosion of opioid dependence, and emergencies that strain a beleaguered mental health system that lacks sufficient human and capital resources to meet the need, particularly among adolescents,” says Karen Feinstein. “We want to champion new care models that can quickly become the gold standard in addressing these crises, locally and nationally. The Fine Award winners will also help spread excellence and innovation across generations by coaching and mentoring JHF’s multidisciplinary Patient Safety Fellows.”



Milton Fine, president and chair of The Fine Foundation and Sheila Fine, co-founder of The Fine Foundation and founder of LEAD Pittsburgh.

The 2017 Fine Award winners were selected by a panel of independent judges following a request for applications from teams in Allegheny, Beaver, Butler, Washington, and Westmoreland counties. The winning teams were chosen based on their submitted project’s level of innovation, sustainability, and spread of best practices within and beyond their respective organizations.

The 2017 Fine Award winners are (project name in *italics*):

\$20,000 Award Winners

- Allegheny Health Network (AHN) Center for Inclusion Health—*Medical Respite: Innovative Care to Vulnerable Populations*
- Prevention Point Pittsburgh (PPP)—*Overdose Prevention Project*
- UPMC Center for High-Value Health Care (Tie, \$10,000 award)—*Optimizing Behavioral Health Homes for Adults with Serious Mental Illness*
- Western Psychiatric Institute and Clinic (WPIC) of UPMC (Tie, \$10,000 award)—*Peer Navigation Project: Embedding Peer Recovery Support in Acute Care Settings*

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Honorable Mention—\$2,500 Award Winners

- AHN Forbes Hospital—*Failure to Rescue: Improving Healthcare Provider Recognition of Human Trafficking*
- Jewish Family & Children’s Service (JF&CS) of Pittsburgh—*Refugee and Immigrant Support Groups*

Since 2008, JHF has partnered with The Fine Foundation to recognize and reward teams that demonstrate exceptional performance around patient safety and quality improvement within their organizations. Winners of the Fine Awards will also serve as mentors for JHF’s 2017 Patient Safety Fellowship, which provides an opportunity for multidisciplinary students in health-related fields to learn JHF’s [Perfecting Patient Care](#)SM (PPC) quality improvement method, and apply their new knowledge and skills in real-world healthcare settings. To learn more about the winning projects, visit the [JHF website](#).

Statewide Minority AIDS Conference Addresses Health Disparities, Stigma, Advocacy

Since 2012, JHF has provided coaching and training to AIDS Service Organizations (ASOs) in Pennsylvania that participate in the [Minority AIDS Initiative](#) (MAI), which links HIV-positive individuals with medical, behavioral, and social services to help them better manage their condition and ultimately reduce community viral loads. The 20 ASOs that have participated in MAI have linked nearly 1,600 previously lost -to-care patients to outreach services, and more than 1,200 to medical care.

Collective learning is a cornerstone of MAI’ success. JHF has hosted a number of ASO-directed collaborative education meetings, where service organizations from across Pennsylvania share their outreach strategies and find ways to hurdle barriers that stand in the way of better care for their HIV-positive clients. On May 23-24, the Foundation hosted a two-day conference that explored top-of-mind topics for the 11 service organizations currently participating in MAI: reducing HIV/AIDS health disparities, addressing stigma, advocating for clients, and delivering trauma-informed care. The “Let’s Talk” conference featured a keynote address by Rachel Levine, MD, physician general for the



Rachel Levine, MD, physician general for the Commonwealth of Pennsylvania and Professor of Pediatrics and Psychiatry at the Penn State College of Medicine, delivers a keynote address during the statewide Minority AIDS Conference that JHF hosted in late May.

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Commonwealth of Pennsylvania and Professor of Pediatrics and Psychiatry at the Penn State College of Medicine.

Richard Smith, MSW, the Foundation's HIV/AIDS project director, kicked off the conference by outlining the elements that have made MAI successful. JHF has partnered with agencies to provide quality improvement, data management, and motivational interviewing training. But the ASOs took it to the next level by tailoring their approaches to engage the particular clients that they serve including adolescents, individuals who use drugs, the homeless, and people who had been previously incarcerated.

"The people on the ground know best," Smith said. "We want to give outreach workers the flexibility to apply training in a way that works for their organizations."

Kyle Fait, a program outreach specialist for the Pennsylvania Department of Health Special Pharmaceutical Benefits Program (which awarded the MAI grant to the Foundation), provided an update on the SPBP program. Fait noted that SPBP is looking to infuse into communities nearly \$25 million in revenue generated through drug rebates over the next five years, with a focus on innovative, Ryan White-eligible projects.

During her keynote, Dr. Levine outlined the difference between gender roles, orientation, and identity, and outlined alarming health disparities among the LGBTQ population. Dr. Levine noted that gay men represent two-thirds of new HIV infections in males, and that half of African-American men who have sex with men will be diagnosed with HIV in their lifetime. LGBTQ individuals have higher rates of alcohol and drug abuse, and are more likely to be the victims of physical and verbal abuse than the general



The two-day statewide Minority AIDS Initiative conference included a panel discussion on reducing stigma in health care, faith-based organizations, and communities, featuring (L-R): Trisha Gadson, MS, executive director of Macedonia Family and Community Enrichment Center, Inc.; Beth Scott, BSW, a medical case manager for Conemaugh Community Care Management; Dr. Rachel Levine; Project Silk Peer Navigator Michael Brookins; Adrienne Walnoha, CEO of Community Human Services; and Project Silk Peer Navigator Richard Wilson.



Minority AIDS Initiative outreach professionals take part in an exercise in which they describe their experience at the statewide MAI conference.

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population. Dr. Levine said that around one-third of transgender individuals report receiving a negative reaction from health providers. Forty percent of transgender individuals will attempt suicide during their lifetime, nearly ten times the overall rate for the U.S. population.

The reasons for LGBTQ health disparities are multi-faceted, Dr. Levine noted. Health providers may lack knowledge on the particular needs of LGBTQ individuals. LGBTQ individuals may not have adequate health insurance, and may fear talking with doctors about issues of sexual health due to stigma. They may also be subject to legal discrimination that could affect their ability to access employment, housing, and social programs.

“Pennsylvania has no statewide anti-discrimination law,” Dr. Levine said. “I worked with Penn State to add transgender individuals to its anti-discrimination laws. I was welcomed in an environment of inclusion. Elsewhere, I could have been fired. In most parts of the state, I could be denied housing. But Governor Wolf is committed to addressing these issues.”

Dr. Levine also addressed the opioid crisis, which led to more than 3,500 overdose deaths across Pennsylvania in 2015 (the most recent year of data available). Opioid addiction is a suburban and rural issue spanning demographics. Dr. Levine said that more than 3,000 lives have been reversed since she signed a standing order for the overdose-reversal drug naloxone. Pennsylvania is focused on providing counseling, therapy, and wraparound services to those suffering from addiction.



Minority AIDS Initiative participants from across Pennsylvania gathered at the QI²T Center for a JHF-hosted conference on reducing HIV/AIDS health disparities, addressing stigma, advocating for clients, and delivering trauma-informed care.

AIDS FREE PITTSBURGH MAKING HEADLINES

[“Pittsburgh nonprofits working to reduce transmission of HIV”](#) (Pittsburgh City Paper)

Following her keynote, Dr. Levine participated in a panel discussion of reducing stigma in health care, faith-based organizations, and communities. The panel, moderated by Pitt Men’s Study Medical Director Ken Ho, MD, MPH, included Project Silk Peer Navigators

Michael Brookins and Richard Wilson; Trisha Gadson, MS, executive director of Macedonia Family and Community Enrichment Center, Inc.; Beth Scott, BSW, a medical case manager for Conemaugh

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Community Care Management; and Adrienne Walnoha, CEO of Community Human Services.

Sally Jo Snyder, director of advocacy and consumer engagement, led a workshop with service organizations on translating health advocacy into concerted action. She shared her four corner strategy for advocacy: care for your advocates, cover all aspects of an issue and have advocates' backs, command the space, and control the timing. She left attendees with a quote from pioneering social worker Jane Addams: "the good that we secure for ourselves is precarious until it is secured for all." Snyder also took part in a panel discussion on policy and advocacy that featured Erin Molchany, the Southwest Regional Director at the office of Governor Wolf and a former PA House representative, and Bart Rauluk, board president of ALPHA Pittsburgh.

During day two of the conference, MAI participants learned more about trauma-informed care during a workshop facilitated by Casey Swartz, MS, CCTP, LPC. Swartz explained the emotional and physical impact of trauma, and ways that ASOs can create a safe environment to empower clients to engage in needed medical and social services. To wrap up the conference, the agencies action planning workshops facilitated by the Foundation's HIV/AIDS team.

24th Annual Princeton Conference Takes on Post-Election Health Reforms

Since 1994, the Princeton Conference has convened national leaders hailing from academia, industry, and government to grapple with paramount healthcare issues through interactive panels and presentations. It is a fusion of economics and policy talk that transcends disciplines and political parties. JHF is a long-time sponsor of the Princeton Conference, which is organized by a planning committee that includes Karen Feinstein.

The 24th annual edition of the conference, held from May 23-25 at the Robert Wood Johnson Foundation and Princeton University, focused on the aftermath of a mercurial 2016 election that could have far-reaching implications on healthcare access, delivery, and payment. The invitation-only audience of more than 120 people explored



The 24th Princeton Conference included a panel discussion on healthcare delivery system reforms featuring (L-R): Rasu Shrestha, MD, chief innovation officer at UPMC; Karen Feinstein (who also moderated the discussion); Nancy Gagliano, MD, CMO of Culbert Healthcare Solutions; and Christopher Gibbons, MD, chief health innovation adviser for the Federal Communications Commission.

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and debated topics including the consequences of potential financing changes and added state flexibility to Medicaid, strategies to drive down skyrocketing prescription drug costs while supporting innovation, physician practice in a value-based payment environment, and coordinated state efforts to lower health spending.

Dr. Feinstein moderated a panel discussion on healthcare delivery system reforms featuring Nancy Gagliano, MD, CMO of Culbert Healthcare Solutions; Christopher Gibbons, MD, chief health innovation adviser for the Federal Communications Commission (FCC); and Rasu Shrestha, MD, chief innovation officer at UPMC. Dr. Feinstein set the stage by describing (and showing a [JHF-produced video](#) bringing to life) a day in the future of health care—one defined by instant, tech-supported health monitoring and prevention-oriented services that can be carried out in any location.

Dr. Gagliano, who previously served as CMO of CVS Caremark's MinuteClinic, explored the role of clinical pharmacy and information sharing (via patients' wearable devices) in improving disease management and prevention. Dr. Gibbons, founder and CEO of digital health innovation company The Greystone Group, Inc. and a leader in the FCC's Connect2Health initiative, discussed how providers' roles will change in an era of AI, telemedicine, and virtual reality. Dr. Shrestha highlighted how health systems apply new technology in pursuit of better care coordination and population health.

"We have entered a high-tech, less hospital-centric era of health care," Dr. Feinstein says. "The key question is, how do we pay for these changes? We need payment and insurance reforms that support, not stifle, innovation."

RSVP for Celebration of Women's Health Activism Past, Present, and Future on June 26

In 2016, the Jewish Healthcare Foundation launched the [Women's Health Activist Movement Global](#) (WHAMGlobal)—a network of networks designed to create the high-quality, compassionate, and equitable health system that we all deserve. On June 26, WHAM Pittsburgh will host a celebration of "Big Ideas" around women's health activism—past,



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present, and future! The event will feature a tribute to women's health activists in Pittsburgh and a "Big Idea Challenge," with local nonprofits pitching their plans to improve women's health in Western Pennsylvania for a chance to win \$10,000 and the support of the WHAM network.

The WHAM Pittsburgh event will take place on June 26 from 5-8 PM at the August Wilson Center for African American Culture (980 Liberty Ave, Pittsburgh, PA 15222). To RSVP, visit whamglobal.org/bigidearsvp.

The Big Idea Challenge started with 20 dynamic video submissions from local non-profit organizations, which are currently being scored by independent judges. On June 26, finalists will pitch their health improvement ideas live, with the audience and a panel of judges determining the winner based on how innovative, actionable, scalable, and unifying each non-profit's idea is determined to be. The finalists include AHN West Penn Hospital, Bethlehem Haven, the FISA Foundation, Gateway Rehab, the Latino Community Center, the Magee-Womens Hospital of UPMC's Magee-Womens Research Institute, the University of Pittsburgh Center for Women's Health Research and Innovation, and the University of Pittsburgh Office of Child Development.

In addition to the pitch competition, we will honor the inaugural WHAM Pittsburgh Women of the Year: Pittsburgh Race for the Cure co-founders Eileen Lane, Laurie Moser, and Pat Siger; Kathi Elliott, executive director of Gwen's Girls; and media personality Sally Wiggin, spokesperson for JHF's Working Hearts® coalition to improve women's heart health.

Join us for a celebration of women's health, women's activism, our community's capacity for unified action.

JHF Convenes Stakeholders to Ensure Smooth Rollout, Ongoing Monitoring of Community HealthChoices Program

Since the fall of 2015, JHF has convened a broad tapestry of community partners and stakeholders to ensure a smooth roll-out of Community HealthChoices (CHC) in southwestern Pennsylvania. CHC will deliver long-term services and supports to seniors, individuals with disabilities, and people who are Medicaid-eligible or dually eligible for Medicare and Medicaid across the commonwealth. Community



During a JHF-convened meeting on May 15, Wilmarie Gonzalez, director of the bureau of quality assurance and program analytics within the Pennsylvania Department of Human Services' Office of Long-Term Living, explains PA's quality strategy for the Community HealthChoices program.

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HealthChoices will roll out first in western PA in January of 2018.

On May 15, JHF continued the conversation on planning for the debut of CHC in southwestern PA by hosting an education and strategy session with more than 80 people representing advocacy groups, law projects, community-based organizations and providers, faith-based groups, veterans' organizations, Area Agencies on Aging, managed care organizations (MCOs), state government, and consumers. During the session, attendees learned more about the PA Department of Human Services' ongoing work to ensure a robust, accountable network of CHC services. Stakeholders also discussed ways to engage intermediaries who can bridge the communication gap between consumers and providers, and took part in breakout sessions designed to create a month-by-month regional plan for the CHC rollout between now and January of 2018.

Wilmarie Gonzalez, director of the bureau of quality assurance and program analytics within the PA DHS' Office of Long-Term Living (OLTL), gave a presentation on the state's quality strategy for CHC. Gonzalez said that consumers are at the forefront of CHC service design. The state is currently performing readiness reviews with the three MCOs selected for the CHC program (Amerihealth Caritas, Pennsylvania Health and Wellness, and UPMC for You), engaging CHC stakeholders, and developing performance and compliance measures. Gonzalez noted that the University of Pittsburgh's Center for Medicare Research has a seven-year contract to evaluate the CHC program—from pre-launch through five years of implementation—and is capturing input from consumers, providers, and the MCOs.



Sally Jo Snyder (center), director of advocacy and consumer engagement for the Consumer Health Coalition, leads a breakout discussion on creating a regional plan for the rollout of Community HealthChoices.

"Our overall goals are to ensure that consumers get CHC services, and providers get paid," Gonzalez said.

Paul Saucier, senior director of IBM Watson Health, discussed how the PA DHS is using data to successfully launch CHC and monitors the program's effectiveness. Kait Gillis, communications director for the PA DHS, explained the state's multi-pronged approach to raise awareness about CHC, and help stakeholders understand their options. The PA DHS is convening CHC stakeholder engagement sessions across the state, creating printed and online communications materials targeted to specific groups, and hosting "Third Thursday" informational webinars each month.

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Alice Dembner, project director of consumer advocacy organization Community Catalyst, and JHF's Nancy Zionts facilitated a group discussion on identifying and engaging intermediaries who can help consumers understand CHC options prior to implementation, and who can serve as troubleshooters for the program once it is rolled out. With support from JHF and other funders, Community Catalyst is providing on-site training, on-demand technical assistance, and consulting services in Pennsylvania as CHC is rolled out region by region between January 2018-19.

"Community HealthChoices is about creating a system to honor the right of people to live safely and with dignity in the community," Zionts said. "We are thankful that organizations in this region are coming together to do this right."

JHF's Community HealthChoices initiatives are supported by co-funders including The Pittsburgh Foundation, McCauley Ministries, and FISA Foundation.

PRHI Launches Redesigned Website with Cleaner Look, Digital Enhancements

As health care enters a new era, so has PRHI's online presence. The PRHI website was recently redesigned with a sleeker and more modern look, easier navigation, and an improved ability for web users on all platforms to discover the organization's work through search engines. Explore the new website at www.prhi.org.



Not a Health Activist Member Yet? You're Missing Out

In late April, PRHI launched its Health Activist Network by rolling out [a new website](#) and by hosting its first Speakers Series event in Pittsburgh, featuring nationally recognized health activist Rob Restuccia from Community Catalyst (for more information, see the [April WINDOW](#)). But that was just the

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beginning. By joining the Network, health professionals can become part of an in-person and virtual hub to connect, collaborate, and act to create the health system in which they want to work.

The Health Activist Network empowers health professionals to accelerate health policy and care delivery improvements. Through the Network, interdisciplinary health professionals who are passionate about patient safety, quality, and affordability have the opportunity to attend in-person and virtual events, learn from national health reform advisors, and join Champions Programs, which provide tools and training to lead improvements in their work settings. PRHI manages the Health Activist Network, with funding from the DSF Charitable Foundation and JHF.



During the first Health Activist Network Virtual Event on June 5, the University of Chicago Medicine's Vineet Arora, MD, MAPP, answered questions from members and explained how she uses social media to educate and advocate. [On July 19 from 12-1 PM EST](#), members can connect with Neel Shah, MD, MPP, an assistant professor at Harvard Medical School and director of the Delivery Decisions Initiative at the Ariadne Labs for Health Systems Innovation.



The new Health Activist Network features an impressive array of health reform advisors, including Neel Shah, MD, MPP, an assistant professor at Harvard Medical School and director of the Delivery Decisions Initiative at the Ariadne Labs for Health Systems Innovation.

Dr. Arora and Dr. Shah are among the acclaimed leaders who are lending their support to the Health Activist Network as health reform advisors. The list also includes Stuart Altman, PhD, MA, the Sol C. Chaikin Professor of National Health Policy, Brandeis University; Ann Hwang, MD, director of the Center for Consumer Engagement in Health Innovation at Community Catalyst; Michael Millenson, president of Health Quality Advisors, LLC; and Bruce Vladeck, PhD, a health policy and financing expert who previously directed the Medicare and Medicaid programs.

On the Health Activist Network blog, the Consumer Health Coalition's Sally Jo Snyder shares her advice for young activists and explains how she has counseled, consoled, and advocated for

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community members. The latest Member Spotlight features one of the 900-plus participants of JHF's fellowship and internship programs—participants who form the backbone of the Health Activist Network as it grows well beyond Pittsburgh. In the forums, members are weighing in on the latest policy news and sharing strategies to advocate for healthcare quality and safety.

If you're not yet a Health Activist Network member, sign up today. You can also connect with the Network on [Twitter](#) (follow @HealthActivists), [Facebook](#) (facebook.com/HealthActivistNetwork/), [YouTube](#), and [LinkedIn](#).

RSVP for Community Health Worker Champions Finale on June 21

Since the fall of 2016, 20 staff members from Community LIFE (Living Independently for Elders) and Pittsburgh LIFE have partnered with JHF coaches and trainers through the [Community Health Worker \(CHW\) Champions](#) program.

The program is designed to equip CHWs who provide in-home care to seniors with the advanced skills and resources to monitor seniors' health, communicate effectively when cognitive and mental health issues are present, and become part of a larger, coordinated senior care team.



On June 21, the CHW Champions will showcase how they have translated their new knowledge and experiences into quality improvement projects to deliver top-notch senior care. Please join us at the QI²T Center from 1-3 PM EST for a CHW Champions program celebration. To RSVP, contact Ben Johnston (bjohnston@prhi.org).

Community Health Worker Certification a Hot Topic in Harrisburg

In September of 2016, JHF helped to kick off a statewide CHW steering group and CHW task forces on policy, training, and employment. The steering group and task forces further JHF's goal of making

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CHWs—trusted community members who have the potential to bridge medical and social services, help seniors avoid preventable hospital and nursing home stays, and improve population health—become a more integral part of the U.S. health system.

Since last fall, the CHW policy task force created a common definition of CHWs and recommended policies for CHW certification and financing. The CHW training task force developed a list of core training competencies for CHWs. The employer task force conducted a survey among CHWs and created educational materials about the value-added work of CHWs.

In May, JHF Director of Government Grants and Policy Robert Ferguson, MPH, met in Harrisburg with the task force chairs, CHWs, and other stakeholders to discuss how they can operationalize the certification recommendations.

In addition to its task force and steering group work, JHF is supporting the development of CHWs through a Champions program and through a training and coaching program for CHWs that was launched in partnership with the Pennsylvania Department of Education.

JHF Hosts Region-Wide PA POLST Training to Help Providers Translate Patient and Family Wishes into Medical Orders

PA POLST (Physician Orders for Life-Sustaining Treatment) is the Commonwealth's endorsed program to help seriously ill patients indicate the treatment that they want to receive during a medical crisis. The POLST form—which is on bright pink paper to stand out in an emergency—is the product of a goals-of-care conversation between medical providers, patients, and their loved ones.

As the coordinator for PA POLST, JHF offers education and resources to patients, families, and their healthcare providers across the state. Since 2014, the Foundation has engaged 865 healthcare professionals through numerous PA POLST train-the-trainer courses. Each course includes an overview of the differences between POLST, advance directives, and living wills; case studies; and simulated patient conversations on end-of-life topics.



On May 17, JHF Medical Advisor Judith Black, MD and PA POLST Coordinator Marian Kemp lead a session on the goals-of-care conversations among patients, loved ones, and providers that lead to documentation for PA POLST, the Commonwealth's endorsed program to help seriously ill patients indicate the treatment that they want to receive during a medical crisis.

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On May 17, JHF hosted about 40 physicians, nurses, social workers, and community-based service providers at the QI²T Center for the latest *POLST: Doing it Right!* training course. PA POLST Coordinator Marian Kemp; JHF COO/CPO Nancy Zions, MBA; JHF Medical Advisor Judith Black, MD; and Allegheny Valley Hospital Chief Medical Officer Suzanne Labriola, DO, served as faculty for the course.

With increased demand from healthcare professionals for the PA POLST course, JHF has already conducted more training sessions in 2017 (six) than in all of 2016 (five). In post-training evaluations, many participants have indicated that they will become PA POLST champions within their organizations, and feel more prepared to have crucial end-of-life treatment conversations with patients and families.

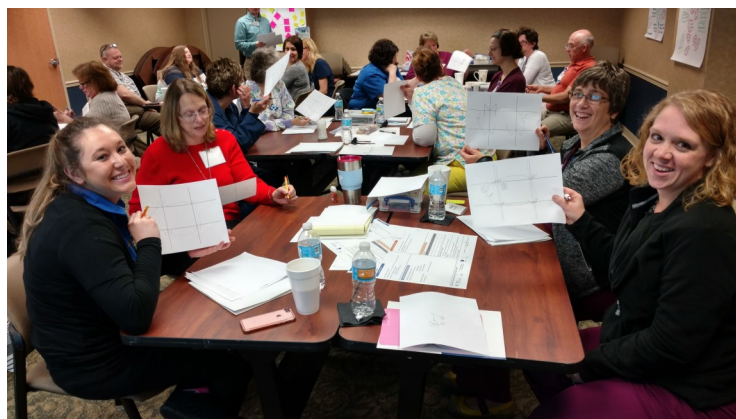
PRHI, ACHD Partner to Streamline Clinic Care, Champion Continuous QI

The Allegheny County Health Department (ACHD) provides crucial services at their clinics to thousands of local patients each year for STD/HIV care, immunizations, tuberculosis, and dentistry. At the request of ACHD Director Karen Hacker, MD, MPH, PRHI has partnered with the Health Department to provide training and coaching designed to create a more seamless patient experience within the clinics and cultivate a culture of continuous improvement.

Since the fall of 2016, PRHI has worked with five ACHD clinics to conduct needs assessments, observe and map out current condition workflows, and uncover opportunities to improve clinic flow while using a team-based approach to care. Currently, the clinics are conducting Plan-Do-Study-Act (PDSA) cycles to put their ideas into action with the help of PRHI's Lean QI team.

PRHI, Soldiers and Sailors Hospital Team Up for Perfecting Patient CareSM Training

Twenty-one frontline workers and managers from Soldiers and Sailors Hospital in Wellsboro, PA are the latest graduates of PRHI's [Perfecting Patient CareSM](#) (PPC) University. In mid-May, staff from the UPMC Susquehanna Health-affiliated hospital engaged in four days of training exercises and simulations that allowed them to learn Lean-based quality improvement concepts,



Frontline workers and managers from Soldiers and Sailors Hospital complete Plan-Do-Study-Act exercises as part of PRHI's Perfecting Patient CareSM University.

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observe current workflows, and identify opportunities to streamline care and services.

PRHI Chief Learning and Medical Informatics Officer Bruce Block, MD; Manager of Lean Healthcare Strategy and Implementation Jen Condel, SCT(ASCP)MT; Practice Transformation Specialist Carol Frazer, LPC; and Program Associate Andy Gaul, MPH, led the PPC University sessions, which qualify for CNE, CME, and pharmacy education credits. The contingent from Soldiers and Sailors included a multidisciplinary mix of nurses as well as professionals representing emergency medical services, social work, pharmacy, radiology, orthopedics, and supply chain management.

Karen Feinstein Discusses “Health Care without Walls” at NEHI Event

Health care is undergoing radical transformation, driven by technological breakthroughs and a demand for more consumer-oriented services. Care is moving out of hospitals and into homes, retail clinics, and other outpatient locales. Smart phones and trackable devices—linked to providers, pharmacists, and caregivers—allow patients to better monitor health conditions and stave off new ones. Artificial intelligence is beginning to offer next-level clinical decision support.

These kinds of paradigm-busting trends inspired the Network for Excellence in Health Innovation (NEHI) to host “Healthcare without Walls,” a convening of industry leaders held in Washington, D.C.

on May 10 to envision new healthcare delivery, payment, and workforce models. Karen Feinstein moderated a panel discussion during the conference on the health improvement opportunities presented by the healthcare without walls concept, and the barriers to achieving it. The conference took place at the Kaiser Permanente Center for Total Health, which houses an interactive center that showcases the latest advances in mobile health applications and telemedicine.



During NEHI’s “Healthcare without Walls” event on May 10, Karen Feinstein (at podium) moderates a panel discussion featuring Pascale Carayon, PhD, Procter & Gamble Bascom Professor in Total Quality at the University of Wisconsin; Humayun J. Chaudhry, DO, MS, MACP, FACOI, president and CEO of the Federation of State Medical Boards; Andrea Clegg, MBA, chief financial officer of Advanced ICU Care; Harold Paz, MD, MS, chief medical officer at Aetna; Zach Rothstein, JD, associate VP of technology and regulatory affairs at Advanced Medical Technology Association; Karen Rheuban, MD, founder of the University of Virginia’s Center for Telehealth; and Ed Salsberg, MPA, a lecturer at George Washington University’s Milken Institute School of Public Health.

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Dr. Feinstein's panel featured Pascale Carayon, PhD, Procter & Gamble Bascom Professor in Total Quality at the University of Wisconsin; Humayun J. Chaudhry, DO, MS, MACP, FACOI, president and CEO of the Federation of State Medical Boards; Andrea Clegg, MBA, chief financial officer of Advanced ICU Care; Harold Paz, MD, MS, chief medical officer at Aetna; Zach Rothstein, JD, associate VP of technology and regulatory affairs at Advanced Medical Technology Association; Karen Rheuban, MD, founder of the University of Virginia's Center for Telehealth; and Ed Salsberg, MPA, a lecturer at George Washington University's Milken Institute School of Public Health and the founding director of the U.S. Department of Health and Human Services' National Center for Health Workforce Analysis.

Throughout 2017 and 2018, NEHI will organize "work streams" to advance research and thought leadership around key conference topics, including implementing new technology, reforming the payment system, navigating regulatory issues, and preparing the workforce for a markedly different healthcare system.



Karen Feinstein tries out a BioMeasure machine at the Kaiser Permanente Center for Total Health.

Karen Feinstein Talks Health Reform on KD-PG Sunday Edition

On May 7, Karen Feinstein discussed the keys to elevating U.S. healthcare quality and lowering costs on the KDKA-Post-Gazette Sunday Edition. Dr. Feinstein emphasized the importance of lowering the overall unit cost of U.S. health care by rooting out the estimated 30-40% of health spending that is currently squandered due to errors, inefficiencies, overtreatment, and other forms of waste. To watch the full KD-PG Sunday Edition show, visit [PRHI's YouTube page](#).

Nancy Zionts Moderates PBGH Panel on Opioid Crisis

Opioids claimed an estimated 460 lives in Allegheny County last year—more than double the number of such deaths five years prior (according to Health Department data). This crisis, which mirrors national trends that have seen deaths from opioid overdoses surpass those from car crashes and gun violence, has

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ravaged local communities and cut across demographics.

On May 23, JHF's Nancy Zionts moderated a panel discussion on the trends, treatments, and personal impact of opioids during the Pittsburgh Business Group on Health's (PBGH) "Rx Solutions Forum: Get on the Health Care Bus," held at the Pittsburgh Marriott City Center. The panel explored the issue of addiction in the workplace through the lens of providers, employers, state government, and consumers.



The opioid panel featured Kathi Barton, MBA, director of benefits for The Kraft Heinz Company; Neil Capretto, DO, DFASAM, medical director of Gateway Rehabilitation; Deb Partsch, PharmD, director of pharmacy for Innovu LLC; and Jason Snyder, special assistant to the secretary of the Pennsylvania Department of Human Services.

"There was a clear recognition that no one is more than one or two degrees of separation from a family in crisis," Zionts says. "The panel discussed how the epidemic affects not just direct healthcare costs, but also increased workers' compensation claims, poor performance, and absenteeism both for employees struggling with addition and caregivers. We talked about how opioid addiction is a chronic, rather than acute, condition that requires a range of services over time. Employers here are looking to explore joint solutions that support employees and their loves ones."

PRHI Shares 20-Year Quest to Eliminate Waste, Improve Patient Experience at 2017 Lown Conference



PRHI Manager of Lean Healthcare Strategy and Implementation Jen Condel, SCT(ASCP)MT.

Since 2013, the Lown Conference has annually gathered clinicians, patients, academics, and community advocates to explore various aspects of "right care"—necessary and meaningful health care. During the 2017 gathering, held in Boston, MA from May 5-7, Jen Condel gave a presentation on PRHI's 20-year journey to better serve patients by improving healthcare safety, quality, and efficiency.

Condel shared PRHI's work as part of the three-day Lown Conference, entitled "Beyond the Bottom Line: Defending the Human Connection in Health Care." The Conference featured

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skill-building workshops, original research on healthcare overtreatment and shared decision-making, and keynote speeches.

The Lown Institute is a think tank dedicated to research and public communication to help patients, providers, and communities at large collectively build a better health system.

JHF Supports Reel Teens Program on Mental Health

In support of its [Adolescent Behavioral Health Initiative](#) (ABHI), JHF teamed up with local partners to fund “The Reel Teens: Breaking the Stigma,” a TV program produced, directed, and hosted by local teens that explores issues of youth anxiety and depression.



The Reel Teens program was presented by Steeltown Entertainment Project with support from JHF, Allegheny County, LEAD Pittsburgh, Stand Together, and The McGuinn Family Foundation. Steeltown Entertainment organized a May 24 screening of “Breaking the Stigma” at the Frick Fine Arts Building, followed by a panel discussion that featured local teens as well as experts in mental health and education. In addition, the 30-minute Reel Teens program debuted on television on May 27 on FOX 53, and is available on the [Reel Teens Pittsburgh YouTube page](#).

Launched in 2016, the ABHI is a community-wide effort to improve access to effective services from crisis to stabilization for adolescents experiencing a mental health or substance use crisis in Allegheny County. The ABHI is guided by a 40-member advisory group and funded by JHF, the Staunton Farm Foundation, and The Pittsburgh Foundation.



New JHF Quality Improvement Specialist
Nicole Greer, RN, MPH/MPA

Former Intern Joins JHF to support Senior-Focused Initiatives

Welcome to Nicole Greer, RN, MPH/MPA, who has joined JHF as a quality improvement specialist. A 2016 JHF summer intern, Greer is working on several initiatives to improve the quality of care provided to older adults and strengthen community supports and services for seniors. Her responsibilities

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at JHF include providing clinical education as part of the [RAVEN initiative](#) to reduce avoidable hospital readmissions among long-stay nursing home residents, overseeing continuing education offered through the [Tomorrow's HealthCare™](#) online knowledge network, and supporting JHF's multi-faceted *Senior Connections* program. Ms. Greer earned her MPH/MPA degrees and a bachelor's degree in nursing from the University of Pittsburgh.

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