

# THE WINDOW

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



## Jewish Healthcare Foundation Approves \$728,000 in Grants to Expand Women's Health Network, Support HIV/AIDS Work

The Jewish Healthcare Foundation (JHF) approved \$728,000 in grants, including a new \$500,000 grant to support programming, staff, and maternal and child health-focused pilot projects for its new women's health-focused network (the Women's Health Activist Movement Global) and a \$160,000 grant renewal to support JHF's fiscal and quality improvement work for HIV/AIDS service providers.

### Women's Health Activist Movement Global

Since its establishment in 1990, JHF has played an advocacy and community convening role to advance women's health on a number of fronts, including by leading campaigns to detect and prevent breast cancer (The Breast Test), improve women's heart health (Working Hearts®), and prevent cancer through HPV vaccination.

Building on this legacy, JHF launched the [Women's Health Activist Movement Global](#) (WHAMglobal) in late 2016.

WHAMglobal forms networks of advocates and experts in women's health and wellness to improve healthcare delivery and outcomes, equity, and leadership. WHAMglobal aims to inspire regional, national, and international advocacy and action to advance women's health, safety and quality, women's position within the health workforce, and pay equity. WHAMGlobal is supported by JHF and the Heinz Family Foundation, and was co-founded by JHF President/CEO Karen Wolk Feinstein, PhD, and Joanne Conroy, MD, President/CEO of Dartmouth-Hitchcock and Dartmouth-Hitchcock Health.

(Continued on page 2)

### Inside this issue

2017 Patient Safety Fellowship Creates Leaders, Advocates for Safer Care	4
QI²T Fellows Build the Healthcare System of the Future	6
PRHI Coordinating Patient-Centered Medical Home Learning Network in PA	8
PRHI-Developed Tomorrow's HealthCare™ Platform Furthers Communication, QI Goals at Cole Memorial	10
Foundation Celebrates Health Careers Futures—JHF's Quiet Giant	12
Salk Health Activist Fellowship Offers Tools, Community Partners for Health Advocacy	13
RSVP for Health Activist Network Speakers Series Event with Michael Millenson	13
JHF Launches Virtual Senior Academy to Help Seniors Stay Socially Connected, Intellectually Engaged	14
Hey, Seniors: Discover our Parks with Docs and Friends	16
RSVP for 11/9 Charrette Focused on New Frontiers in Senior Housing	17
JHF Summer Interns Tackle Projects with Creativity, Humor	17
AIDS Free Pittsburgh Hosts "Harm Reduction Happy Hour"	20
JHF Showcases Integrated Primary Care, Skilled Nursing QI Projects at National Conference	21
Latino Community Center Welcoming Event	22
Women of Impact Select New Members, Discuss Partnership with WHAMglobal	22
JHF Happenings	22



Through a new three-year, \$500,000 grant from JHF, WHAMglobal will support a project director/ women's health specialist; develop interagency curriculum, training programs, and career tracks; and provide mini-grants to implement a community health worker program in local neighborhoods to improve maternal health outcomes.

"One of WHAMglobal's primary goals is to identify and champion 'Big Ideas'—ideas that address pressing women's health issues with creativity, and that unite whole communities around a shared goal," Dr. Feinstein says. "In Pittsburgh, we [held a Big Idea Challenge](#) during the summer that involved 20 non-profits pitching their plans to improve women's health. The community spoke, and WHAMglobal is responding by building a coalition to improve maternal health education, advocacy, and outcomes in western Pennsylvania. We will network with women's health leaders from around the U.S. and globe, including the Women of Impact and the International Women's Forum, to learn from one another and address the issue of maternal mortality."



The winner of the WHAMglobal Big Idea Challenge in Pittsburgh was the Latino Community Center, which developed a plan to improve the maternal health of Pittsburgh's growing Latin American community. Beginning in late 2017, the Latino Community Center will support mothers in the Latino community through prenatal and perinatal classes, develop culturally-competent multimedia materials that help women navigate the health system, promote and support breastfeeding, identify ways to reduce stress, and establish postpartum support groups. The classes also train attendees to act as community liaisons by supporting other pregnant women and new mothers and helping them connect to important services.

WHAMglobal will partner with the Latino Community Center to promote and learn from their initiative and identify ways to support liaisons through the implementation of a community health worker (CHW) model. CHW models offer important training, certification, reimbursement of services, and a respected role as an important member of the care team. CHWs help navigate complex systems of care, can help with translation if needed, and offer support during a critical time in a woman's life. WHAMglobal plans to expand the CHW model to other immigrant and refugee communities in the Pittsburgh region. WHAMglobal will develop a guide with best practices on using CHWs to improve maternal and child

(Continued from page 2)

health, and will offer up to five mini-grants to other community partners who serve immigrant and refugee populations to implement their own CHW programs.

“By working with trusted organizations, we have an excellent opportunity to be a leader in developing and sustaining community health worker models,” says Kate Dickerson, MSc, WHAMglobal’s project director and women’s health specialist. “We’re also lucky to have cutting-edge health systems in our backyard and by supporting and integrating CHWs into communities, we can not only work to address serious health barriers but simultaneously create employment opportunities for people interested in supporting and improving maternal health.”

To further build the network and provide strategic direction, WHAMglobal will develop local, national, and international advisory committees with clinical, cultural, and policy skills related to women’s health and community health worker model development. WHAMglobal will also hold speakers’ series and networking events with women’s health leaders.



JHF summer interns showcase some of the signage from the Women’s Health Activist Movement Global’s “Big Idea Challenge” event. JHF’s new grant in support of WHAMglobal will build upon the Big Idea Challenge and create a coalition to address rising rates of maternal mortality.

## HIV/AIDS

JHF has been the HIV/AIDS fiscal agent for southwestern Pennsylvania for 20 years. During this time, the Foundation has reached beyond the traditional fiscal agent role to provide quality improvement training, learning networks, community support and convening, and stewardship to HIV/AIDS service providers and other stakeholders.

Over time, due mostly to flat state funding and the Foundation’s desire to assure appropriate staffing of the project, the oversight required to properly manage contract compliance matters has resulted in a gap between the amount which the state funds and JHF’s costs. To continue providing the highest level of programming and support to the HIV/AIDS community, JHF has provided supplemental funds to these initiatives since 2015. To fill a gap in funding until state contract renegotiations take place in 2018, JHF will provide a \$160,000 grant to support its HIV/AIDS-related programming.

## Allegheny Conference on Community Development

JHF has been represented on the Allegheny Conference on Community Development (ACCD), a non-

(Continued on page 4)

profit comprised of regional leaders committed to improving the quality of life in southwestern Pennsylvania, since Dr. Feinstein became the first woman to sit on its Board and Executive Committee in 1997. During her tenure, the ACCD has prioritized increasing healthcare quality and access, cultivating the healthcare workforce, and developing the infrastructure necessary to turn world-class research into products and services that improve lives and fuel the economy.

Along with other public, private, and philanthropic groups, JHF has provided a fair share contribution to the ACCD's budget since 2003. With this \$68,000 grant, the Foundation continues to support health improvement efforts in western Pennsylvania under new ACCD leadership. Health Careers Futures, a supporting organization of JHF, will collaborate with the ACCD, Partner4Work, and other organizations to align the regional healthcare workforce's size and skills with expected demand, and develop community-wide strategies to address the rising cost of care.

## 2017 Patient Safety Fellowship Creates Leaders, Advocates for Safer Care

Since 2008, JHF has partnered with The Fine Foundation to recognize and reward local healthcare teams that perform at the highest level of patient safety and quality improvement. Last year, the [Fine Awards for Teamwork Excellence in Health Care](#) formed a union with JHF and Health Careers Futures' Patient Safety Fellowship to spread excellence across generations, with Fine Award winners serving as ongoing mentors to the students participating in the Fellowship.

On August 1, the 33 multidisciplinary graduate students who took part in the 2017 Patient Safety Fellowship showcased what they learned during their two-month deep dive into [Perfecting Patient Care](#)<sup>SM</sup> (PPC), a quality improvement method created by the Pittsburgh Regional Health Initiative that seeks to deliver patient-centered, error-free care to every patient, every time. During the Fellowship finale at the QI<sup>2</sup>T Center, six teams of students explained how they applied PPC to observe [2017 Fine Award winners](#) in action and develop recommendations for delivering even higher quality care. This year's Fine Award winners were selected for their breakthrough work in mental health and substance use treatment.



(L-R): Alla Puchinsky, a medical case manager for Jewish Family & Children's Service; and Patient Safety Fellows Amanda Bolden, Maia Krivoruk, and Amrit Kaur. During the finale on August 1, fellows presented their observations of 2017 Fine Award winners and QI recommendations.



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Milton Fine, president and chair of The Fine Foundation, welcomed the fellows to the finale and recalled a conversation with JHF President and CEO Karen Wolk Feinstein, PhD, that inspired the creation of the Fine Awards.



(L-R): Sheila Fine, co-founder of The Fine Foundation and founder of LEAD Pittsburgh; Milton Fine, president and chair of The Fine Foundation; and JHF President and CEO Karen Wolk Feinstein, PhD.

“As Karen described the issues that plagued the healthcare system, an idea came to me: to offer an incentive to healthcare’s frontline to develop innovative solutions to problems,” Mr. Fine said. “I have found that ‘thank you’ is one of the most effective phrases in the English language. When you couple that with a reward, it’s even stronger.”

The 2017 Patient Safety Fellows represented the entire spectrum of health care—from nursing and medicine, to health policy and administration, to social work and occupational therapy. They formed smaller teams to observe and analyze one of the Fine Award winners.

In June, Fellows learned about and applied PPC in partnership with the Fine Award partners. Then, in July, Fellows delved into the ethical approaches to managing patient safety with Anita Ho, PhD, Associate Professor and Director of Undergraduate Medical Ethics Curriculum, Centre for Biomedical Ethics, National University of Singapore; and learned how to rally support for safer care from Sally Jo Snyder, director of advocacy and consumer engagement for the Consumer Health Coalition.

The Fellows presented their findings from studying volunteer training and community outreach for Prevention Point Pittsburgh’s naloxone distribution and overdose prevention initiative; the patient registration process and flow at the Allegheny Health Network (AHN) Positive Health Clinic; implementation of a suicide prevention program at the UPMC Center for High-Value Health Care; the workflow of substance use peer navigators at the Western Psychiatric Institute and Clinic of UPMC; the trauma bay process at AHN Forbes Hospital; and the workflow of case managers helping clients access medical and social services at Jewish Family & Children’s Service of Pittsburgh.

Maia Krivoruk, a Patient Safety Fellow and JHF summer intern who is pursuing her MSW at the University

*(Continued on page 6)*

(Continued from page 5)

of Pittsburgh, noted that the Patient Safety Fellowship taught her the value of engaging whole communities in quality improvement initiatives.

“From working with other healthcare foundations to volunteer-run agencies, I was able to learn how to identify and engage with stakeholders,” Krivoruk said following the Fellowship session. “I hope that my social work career will continue to push me into healthcare settings where I can focus on patient safety and quality improvement.”

After the presentations on August 1, Dr. Feinstein encouraged the Fellows to actively shape and transform, rather than accept, the environment in which they work.

“Your workplace culture is not a given,” Dr. Feinstein said. “When you provide better and more efficient service, you’re also doing more enjoyable work because it’s value-added. You can apply these tools for your own benefit so that each day, you know that you’re making the best contribution that you can make.”

## QI<sup>2</sup>T Fellows Build the Healthcare System of the Future

A patient with diabetes—let’s call him Wilfred—enters his doctor’s office after a self-driving vehicle transports him safely from his home. Wilfred swipes his thumbprint on a health kiosk, which reads data from all of his trackable devices and integrates it into his electronic health record. Wilfred gets a head-to-toe body scan, and then proceeds to the exam room. His doctor greets him moments later, accompanied by a robot. The doctor and patient chat about Wilfred’s health and life goals, his living situation, his support network—the things that were hard to jam into a visit before robots freed clinicians from their transcription and data entry roles.

Wilfred gets a plain-language summary of his office visit and future goals, and gets a ride back home. He checks in with a hologram health coach, who helps him develop a meal and exercise plan for the week. After taking a walk around the neighborhood with his social worker, Wilfred’s tired and hits the bed—equipped with sensors to monitor his sleep and air quality.

Wilfred’s high-tech, comprehensive healthcare



QI<sup>2</sup>T Fellow and JHF summer intern BeLinda Berry presents her team’s futuristic ideas for improving diabetes care, which include a hologram health coach.

(Continued on page 7)

(Continued from page 6)

experience isn't available—yet. Rather, that scenario was one of many innovative healthcare system redesigns imagined by JHF's 2017 QI<sup>2</sup>T Fellows, a collection of multidisciplinary students and early-career professionals who spent the past three months working at the intersection of technology and healthcare quality improvement. On August 16, the QI<sup>2</sup>T Fellows unveiled their designs of a floor focused on enhancing the health of a particular patient subpopulation. The Fellows' designs will serve as a foundation for JHF's Museum to the Future—a virtual, evolving space to conceive, showcase, and implement disruptive healthcare innovations and fresh ideas.

The 20 QI<sup>2</sup>T Fellows represent eight different universities and possess backgrounds in public health, nursing, policy and management, medicine, biomedical informatics, social work, communications, and business, among other disciplines. During nine sessions that were held from June through August, the Fellows learned about artificial intelligence, informatics, wearable sensors, “smart” homes, virtual reality, citizen science, and other trends that are radically altering health care. In smaller groups, the Fellows partnered with a JHF staff member and an external mentor to design a new healthcare experience for one of four patient subpopulations: adolescents (with an emphasis on behavioral health), women between the age of 21-40, adults with diabetes, and frail seniors.



The QI<sup>2</sup>T Fellows' contributions to the Museum of the Future include (left) a hub where all data from trackable devices can be synched with electronic health records, and a floor with built-in sensors to predict and prevent falls among seniors.

During the QI<sup>2</sup>T Fellowship finale on August 16, the groups presented their contributions to the Museum to the Future through a software program that offers a 3D, first-person experience of how health care may soon be delivered. The Fellows showed how, among other things, floor sensors might predict and prevent falls among seniors; virtual reality “pods” could reduce stress by transporting patients to their favorite place; and an AI buddy could monitor and respond to teens' social media angst.

“We have a tremendous problem in keeping establishment organizations relevant,” said Karen Feinstein while welcoming guests to the Fellowship finale. “They become rigid and stuck in the past. Change is coming fast, and vibrant organizations anticipate and adapt to change. We need our healthcare

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(Continued from page 7)

organizations to stay alive, improve outcomes, lower costs, and make it safer for patients. We need your help to bring the most creative ideas to peoples' attention."

Lycia Neumann participated in the QI<sup>2</sup>T Fellowship, as well as in JHF's Patient Safety Fellowship and summer internship program. She arrived at the Foundation with considerable experience in evaluating social programs in her native Brazil. Neumann, who is pursuing a PhD in Behavioral and Community Health Sciences from the University of Pittsburgh, enjoyed the opportunity to create a better healthcare experience for seniors.

"In my country, health is considered a citizens' fundamental right," Neumann says. "The opportunity to dream about the future of health care was inspiring. I'm even more motivated to work on aging and to use my research, planning, and evaluation skills to promote seniors' health and quality of life."

## **PRHI Coordinating Patient-Centered Medical Home Learning Network in PA**

Starting in 2017, Pennsylvania set targets for value-based purchasing in the Medicaid physical health managed care program. As part of this effort, the Medicaid physical health managed care organizations (MCOs) are working with PRHI to facilitate a statewide learning network that helps high-volume Medicaid providers and MCOs achieve the goals of the Medicaid patient-centered medical home (PCMH) program. The PCMH Learning Network includes more than 100 practices from across the Commonwealth.

PRHI is facilitating the PCMH Learning Network in the southwest/northwest and northeast regions of Pennsylvania. As a facilitator, PRHI will hold quarterly, regional learning collaborative sessions (both virtual and in-person), as well as two statewide webinars. PRHI is also working with the Health Federation of Philadelphia (HFP) to facilitate the Learning Network in the Lehigh/Capital and Southeast regions of Pennsylvania. The PCMH Learning Network aims to support providers and MCOs in identifying and sharing improvement strategies, and developing an internal capacity for continuous learning and improvement.



David Kelley, MD, chief medical officer of the PA Department of Human Services' Office of Medical Assistance Programs, offers an overview of the PCMH Learning Network's goals and vision during a southeast region meeting on August 22.

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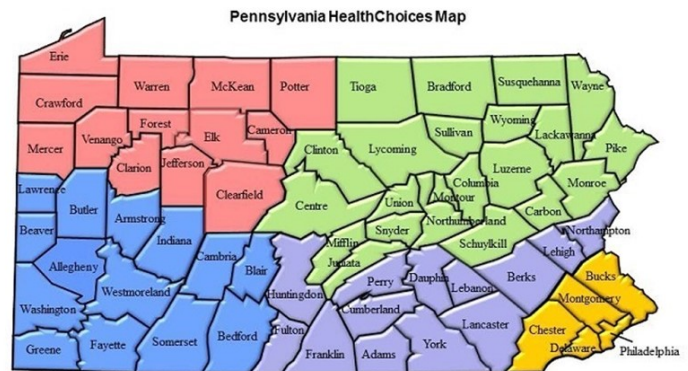
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On August 22, the southeast PCMH Learning Network kicked off with over 90 participants from the MCOs and high-volume Medicaid practices attending an in-person learning session in Philadelphia about the PCMH Program's vision, goals, and best practices. A few days later, on August 25, PRHI and HFP held a statewide webinar about the PCMH Program's vision. The next set of learning sessions will be held in the fall.

The PCMH Learning Network sessions include presentations of best practices, and peer-to-peer exercises to uncover solutions to shared challenges. Participants in the learning sessions include physical and behavioral health MCOs, clinician and practice manager champions from each PCMH practice, and (in the future) patient and family advocates from the PCMH teams.

In-between sessions, participants will use PRHI's online knowledge management platform, [Tomorrow's HealthCare™](#), to share resources and collaborate towards shared PCMH goals. Those goals include joining a health information exchange; deploying a community-based care management team that helps patients with complex conditions improve their physical and behavioral health; collecting and reporting quality data; including patient advocates or family members as part of their team; and seeing patients within seven days of being discharged from the hospital with ambulatory sensitive conditions, among other goals.

"The Learning Network builds on PRHI's training and coaching experience in helping practices achieve PCMH and electronic health record meaningful use status, as well as our work since 2009 to integrate behavioral healthcare into primary care settings," says JHF/PRHI Director of Government Grants and Policy Robert Ferguson, MPH, who is directing the network. "It also incorporates the creative, collaborative learning strategies that JHF's Minority AIDS Initiative team uses to support frontline workers as they re-engage HIV-positive individuals in care. We're taking the promising collaborative learning techniques from those efforts, and adapting them to the needs of the high-volume Medicaid practices in this PCMH Program."



PRHI is facilitating the PCMH Learning Network in the southwest/northwest and northeast regions of Pennsylvania.

## PRHI-Developed Tomorrow's HealthCare™ Platform Furthers Communication, QI Goals at Cole Memorial

For the past 50 years, Cole Memorial has cared for residents of northcentral PA through its critical access hospital in Coudersport and a network of health centers offering comprehensive physical and behavioral health services. The health system has grown to serve more than 60,000 patients, including some in southwest New York, and it has more than 800 employees.

When leadership at Cole Memorial sought a way to ignite

communication and quality improvement across the health system, they partnered with PRHI to implement Tomorrow's HealthCare™.

Developed by PRHI, [Tomorrow's HealthCare™](#) is an online knowledge and collaborative-learning network that fosters action among health professionals by providing a platform for them to learn, communicate, collaborate, and engage. Tomorrow's HealthCare™ creates clinician communities that shape health policies, work environments, and daily behaviors to deliver maximum value for purchasers, and the best care possible for patients.

The platform accomplishes those goals through components that support leadership communication, collaboration, information dissemination, data management, interactive and self-paced learning, and awareness of relevant events.

The platform is customizable to each organization's needs. Tomorrow's HealthCare™ is being used in a variety of settings, including hospitals, physician practices, skilled nursing facilities, regional learning collaboratives, and the Centers for Medicare and Medicaid Services' Quality Innovation Network-Quality Improvement Organization. There are more than 4,800 total unique users across all of the platform's communities.

PRHI has a team dedicated to Tomorrow's HealthCare™ that provides its partners with ongoing technical assistance and training. PRHI's team for Tomorrow's HealthCare™ holds weekly conference calls with a team from Cole Memorial to tailor the platform to Cole Memorial's goals. Cole Memorial has earned five

*(Continued on page 11)*



Achievement Awards from The Hospital and Healthsystem Association of Pennsylvania, but it is always striving to accomplish more.

“Tomorrow’s HealthCare™ is part of our strategic plan to increase internal communication, and incorporate more of a Lean-based approach into our work,” says Dawn Snyder, communications director for Cole Memorial. “Our president and CEO has truly embraced the blogging portion. It has opened a form of two-way communication that we didn’t have before.”

Cole Memorial’s president and CEO, Ed Pitchford, has used the blog on Tomorrow’s HealthCare™ to share his thoughts with and solicit ideas from employees. Recently, Pitchford has sparked conversations on board governance and creating a learning organization, among other topics.

“I think [Tomorrow’s HealthCare™] has added a lot of new features that should allow us all to stay better informed and have access to things that we need through a single site,” Pitchford says.

Through Tomorrow’s HealthCare™ Cole Memorial staff can crowdsource ideas, quickly access clinical links, learn about upcoming educational and community events, and earn praise for their hard work through an employee recognition section. To help integrate the platform into daily workflows in the hospital, Cole Memorial will soon roll out Tomorrow’s HealthCare™ on nursing kiosks. By making Tomorrow’s HealthCare™ easily accessible on the hospital floor, Cole Memorial aims to further boost organizational communication and crowdsource quality improvement ideas.

“We thank the PRHI team working on Tomorrow’s HealthCare™ for being professionals and helping us implement the platform,” says Rob Leete, Cole Memorial’s process improvement coordinator. “They help us work through changes, and develop and execute new ideas. We’re still ramping up, and we expect engagement on Tomorrow’s HealthCare™ to increase.”



The Tomorrow’s HealthCare™ team at PRHI includes (L-R): Senior Applications Specialist Joyce Smith, RPh; Director of Technology and Analytics Brian Turcsanyi, MBA; Web Developer Eric Lilja; Instructional Designer Danielle Scott, MS; and Director of Operations and Director of Tomorrow’s HealthCare™ Roger Rollin, MBA.



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## Foundation Celebrates Health Careers Futures—JHF’s ‘Quiet Giant’

For 15 years, Health Careers Futures (HCF), an operating arm of JHF, has worked to provide healthcare workers at all career stages with the skills and capacity to create the system in which they want to work. On August 28, the Foundation hosted an event designed to celebrate HCF’s contributions toward that mission, and to explain how it continues to recruit, retain, advance, and activate the healthcare workforce in a changing care environment.

During the event, Karen Feinstein explained that HCF was established as a response to the challenges identified during the 2001 Pittsburgh Region Workforce Summit, which JHF helped to organize. She credited founding HCF Board Chair Dave Malone for shaping HCF into an organization that works to create an army of healthcare professionals capable of delivering safe, efficient, patient-oriented care in all settings.

HCF strives to align workforce supply and demand, provide skills and training that workers don’t receive through formal education or on the job, and seed change agents. More than 900 students and young professionals have engaged in HCF fellowship and internship programs. HCF has also held 11 Champions programs for various frontline workers, and has infused quality improvement, team building, and skill development into Foundation initiatives ranging from HIV/AIDS service delivery to integrated primary care to chronic disease management.

During the event, attendees also learned more about ways that HCF is responding to changes in the healthcare landscape. Those efforts include embracing new workforce roles—including community health workers capable of improving maternal and senior health—and creating strong, reform-minded coalitions through the [Health Activist Network](#) and the [Women’s Health Activist Movement Global](#). Vera Krekanova Krofcheck, chief strategy and research officer of Partner4Work and an HCF Board member, also gave a presentation that sparked discussion on opportunities to re-think the healthcare workforce over the next 15 years.



(L-R, front row): Pat Siger, current PRHI Board Chair and a past Board Chair of JHF; Dave Malone, Chair of the HCF Board from 2003-15; and current JHF Board Chair Nancy Rackoff, JD.



Karen Feinstein explains the myriad problems that plague the healthcare system and contribute to a “workforce cycle of despair”—one that Health Careers Futures has sought to break by empowering professionals to create the kind of system in which they want to work.



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## Salk Health Activist Fellowship Offers Tools, Community Partners for Effective Health Advocacy—Apply by 9/10



Do you want to make a difference in health care? Do you have a reform vision that you want to make a reality? Then apply for the [2017 Salk Health Activist Fellowship](#) and learn how to build a movement.

Selected Fellows will receive mini-stipends and work alongside experienced community organizers and activists across disciplines to form an action group, advocate effectively, shape winning strategies, and build a case for action. Applications are due by September 10. To apply, [click here](#) or visit: [hcfutures.org/fssalk.html](http://hcfutures.org/fssalk.html)

The 11-week program meets on Tuesdays from 4:30-7:30 PM at the QI<sup>2</sup>T Center in Downtown Pittsburgh, and other select locations in the community. The Fellowship runs from September 19-November 30.

### RSVP for Health Activist Network Speakers Series Event with Michael Millenson

Michael Millenson, president of Health Quality Advisors, LLC, has devoted his life to advocating for a culture of care that is safer, higher quality, and more person-centered. His early work as a healthcare reporter for the Chicago Tribune earned him three nominations for the Pulitzer Prize. His book, “Demanding Medical Excellence,” has emerged as a classic that spotlights shortcomings in current medical practice and offers a better path forward in the information age.

On September 18, Millenson will headline the second [Health Activist Network](#) Speakers Series event,

*(Continued on page 14)*

(Continued from page 13)

which will be held from 5-7:30 PM at City of Asylum @ Alphabet City (40 W. North Ave., Pittsburgh PA, 15212). During the event, attendees will have the opportunity to network with other activist-minded health professionals and engage in a conversation with Millenson about his activist journey, his tips for the next generation, and the ever-rising cost of health care. To RSVP, [click here](#) or visit: [healthactivistnetwork.org/speakerrsvp](http://healthactivistnetwork.org/speakerrsvp).

The Health Activist Network empowers health professionals to create the health system they want to work in by accelerating 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.

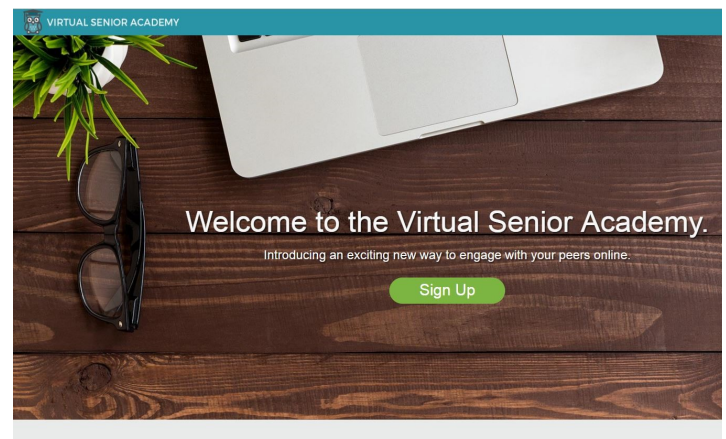


The next Health Activist Network Speakers Series Event on September 18 will feature Michael Millenson, president of Health Quality Advisors, LLC.

## JHF Launches Virtual Senior Academy to Help Seniors Stay Socially Connected, Intellectually Engaged

Taking a culinary tour of Asia, exploring Yellowstone Park, learning how to prevent high blood pressure, getting pointers from a geriatrician on questions to ask during your next doctor's visit, learning about Andy Warhol's rise to pop culture icon status—all of these experiences, and many more, are available to seniors who sign up for JHF's new [Virtual Senior Academy](#).

The Virtual Senior Academy, a web-based platform that connects older adults in the Pittsburgh region to their peers via interactive, online courses, officially launched on August 1. The Virtual Senior Academy aims to promote social and intellectual



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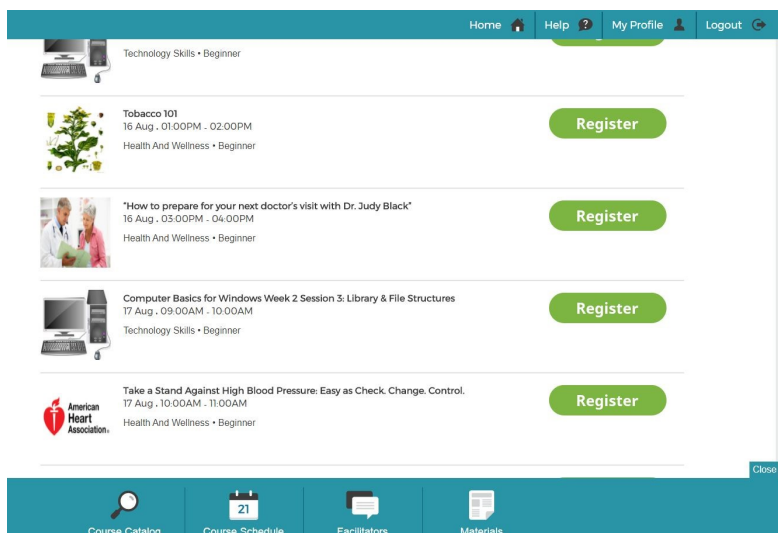
engagement among seniors in our region. The platform also allows those individuals who are homebound due to physical limitations or caregiving responsibilities to stay engaged. Adults age 50 or older with access to a computer, internet connection, and a web cam can participate.

The Virtual Senior Academy is being piloted by seniors at home and at a number of partner locations, including senior centers in Allegheny County such as Hill House, the Jewish Community Center (JCC), Plum, and Vintage as well as at homecare providers such as the Jewish Association on Aging (JAA), Longwood at Home, and Presbyterian SeniorCare. Members of the Osher Lifelong Learning Institute at the University of Pittsburgh are also trying out the VSA, which offers courses throughout the day on a smorgasbord of topics, including health and wellness, technology, book clubs, arts and music, history, and current events. After the Virtual Senior Academy's pilot phase, the technology will be rolled out more broadly and will feature even more courses in 2018.

Are you an adventure-seeking senior, or do you know someone who is? Visit [virtualsenioracademy.org](http://virtualsenioracademy.org) to sign up and explore the Virtual Senior Academy.

JHF is recruiting facilitators to lead one-time or ongoing courses on Virtual Senior Academy platform, and has already held facilitator trainings for more than 50 people at the Foundation's headquarters and at the JCC. Staff of the Alzheimer's Association, American Heart Association, Breathe PA, JAA, Jewish Family & Children's Service, Pittsburgh Arts and Lectures, and Pitt's Osher program are among those facilitating classes.

Community members of all ages who want to share their passion and knowledge with seniors are



JHF's recently-launched Virtual Senior Academy offers courses throughout the day on many topics, including health and wellness, technology, book clubs, arts and music, history, and current events.



Adults age 50 or older with access to a computer, internet connection, and a web cam can participate in the Virtual Senior Academy.

(Continued on page 16)



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encouraged to contact JHF Program Specialist Pauline Taylor ([taylor@jhf.org](mailto:taylor@jhf.org)). The Foundation's Virtual Senior Academy team includes COO/CPO Nancy Zions, MBA; Program Associate Mara Leff, MPH; Consultant Jim Osborn; and Taylor.

## Hey, Seniors: Discover our Parks with Docs and Friends

Summer is winding down, but there are still plenty of opportunities for our region's seniors to enjoy nature's splendor while getting fitter and learning about their health status in the process. During the spring, JHF approved a \$300,000 grant to increase local exercise and recreation opportunities older adults. As part of that effort, JHF is supporting health-themed walks and bike rides for seniors in South and Frick that are offered by Venture Outdoors, and Pittsburgh Parks Conservancy. JHF is also partnering with AARP to recruit park ambassadors who raise awareness of these recreation opportunities, and accompany seniors on outings.

JHF and AARP will hold the first training for Park Ambassadors on September 19 from 8:30 AM-1:30 PM in South Park. The half-day training session will be conducted by Venture Outdoors, and will cover trip planning, risk management, and other important leadership skills. To join this free training, RSVP to Mara Leff at [Leff@JHF.org](mailto:Leff@JHF.org)

The JHF-sponsored park programming includes a "Walk with a Doc," series, during which local health specialists guide seniors on a beginner-friendly trail excursion while offering tips and answering questions on staying active and managing health conditions.

Upcoming events include a pair of diabetes and exercise-themed walks—one in Frick Park on September 6 from 1-3 PM, and the other in South Park on October 11 from 1-3 PM. To sign up and view other Walk with a Doc and Venture Outdoors events, [click here](#) or visit: [ventureoutdoors.org/venture-outdoors-again/](https://ventureoutdoors.org/venture-outdoors-again/)



Terry Starz, MD (center, back row), leads his second arthritis-focused "Walk with a Doc" event in South Park.



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## RSVP for 11/9 Charrette Focused on New Frontiers in Community-Based Senior Housing

On November 9, JHF will host a pair of “charrettes,” or multi-stakeholder planning sessions, to explore innovative community-based housing models that maximize seniors’ safety, independence, and overall quality of life. Community advocates, seniors and their caregivers, and leaders with backgrounds in industries ranging from architecture to entrepreneurship to government will gather to discuss housing options for older adults of all physical and cognitive states, and of all income levels.

The charrettes will take place at the QI<sup>2</sup>T Center (Centre City Tower, Suite 2600, 650 Smithfield Street, Pittsburgh, PA 15222). The morning session is scheduled for 8:30 AM to 1PM (lunch included), and the evening session is scheduled for 4-8 PM (dinner included). To RSVP for one of the sessions, contact Ben Johnston ([bjohnston@prhi.org](mailto:bjohnston@prhi.org)) by September 15.



The charrettes advance JHF’s 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. The sessions will also help identify models that support Pennsylvania’s implementation of Community HealthChoices (CHC). CHC aims to increase opportunities for seniors and individuals with disabilities to remain in their homes and communities by using managed care organizations to coordinate physical health care and long-term services and supports.

## JHF Summer Interns Tackle Projects with Creativity, Humor

Amanda Bolden stood before her fellow JHF summer interns and Foundation staff in the QI<sup>2</sup>T Center’s Japanese garden in early August, and began an impromptu poetry jam. With her internship—but certainly not relationship—with JHF coming to an end, the MSW student from University of Pittsburgh wanted to express her gratitude for a summer well spent. During an ice cream social on a sun-soaked afternoon, Bolden read:

*Closure is sometimes so hard.*

(Continued on page 18)

(Continued from page 17)

*If we could, we would have gotten you each a card.*

*We are thankful for the past 10 weeks here,*

*The memories are something we will hold dear.*

...

*So now it comes time to say good-bye,*

*It seems like yesterday we were just saying hi.*

*Cheers to you JHF staff,*

*Thank you for always allowing us to laugh.*

That poetry session was emblematic of this year's cohort of ten summer interns, who contributed to a variety of JHF projects with creativity, humility, and humor. The Foundation's first all-female internship group came to JHF in late May with backgrounds in health policy and management, social work, public health, communications, and medicine, among other disciplines.

After getting acquainted with the Foundation's lean-based quality improvement methodology, [Perfecting Patient Care](#)<sup>SM</sup>, the interns applied their skills and experiences to key initiatives while also participating in JHF's Patient Safety and QI<sup>2</sup>T Fellowships.



Amanda Bolden, an MSW student from the University of Pittsburgh, recites a poem that she wrote on her JHF summer internship experience.



JHF's 2017 summer interns.

BeLinda Berry, an MPH and MPA student at the University of Pittsburgh, contributed to WHAMglobal and HIV/AIDS initiatives. Emily Bippus, a healthcare policy and management student at Carnegie Mellon University (CMU), worked on the Adolescent Behavioral Health Initiative (ABHI), along with Bolden. Kylea Covaleski, pursuing MPH and MSW degrees at Pitt, was part of a senior initiatives-focused team along with Cordelia Nemitz (an MSW student at Pitt) and Lycia Neumann (a

(Continued on page 19)

doctoral student in behavioral and community health sciences at Pitt). Ohio University communications student Isabella Eson developed videos and materials for WHAMglobal, while Pitt MPH student Maia Krivoruk contributed to the ABHI and the Health Activist Network. Danielle Martin, a healthcare policy and management graduate student at CMU, advanced fellowships and continuing nursing education efforts. Dhara Mehta, a Midwestern University medical student, focused on practice transformation. Toward the end of their experience, the interns had the opportunity to present their projects and take-aways to members of the Health Careers Futures board and the JHF Distribution Committee.



JHF COO/CPO Nancy Zionts (left) and JHF staff celebrate the summer interns' hard work during an ice cream social.

Cordelia Nemitz actually began her relationship with JHF last winter by participating in the Death and Dying Fellowship, which taught her how to have conversations about end-of-life care with patients, families, and colleagues. During the summer, Nemitz worked on developing recruitment materials and training guides for users of JHF's recently-launched Virtual Senior Academy (for more information, see page 13).

"I loved being able to interact with seniors directly during usability testing," Nemitz says. "It has been a joy to work with a team where I could build relationships and use one another's strengths to complete tasks. I know that JHF has shaped my future as a change agent in the field of health care. They encouraged me to put on several new hats, which will impact my future work— whether that's on an administrative level, direct practice with individuals, policy and advocacy, or community engagement.

Bolden, the poetry whiz, worked in hospice and hospital settings as an undergrad—experiences that opened her eyes to the importance of all team members in improving patient safety, lowering readmissions, and supporting families. Her time at JHF further expanded her understanding of the many components of overall wellness.

"Now I'm determined to not just help with the inpatient side of health care, but also the behavioral health component in adolescents and geriatrics," Bolden says. As a social worker, the knowledge that I gained here through meetings, research, and studying policy will help me down the road, where my goal is to be director of an organization."



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## AIDS Free Pittsburgh Hosts “Harm Reduction Happy Hour”

On July 20, [AIDS Free Pittsburgh](#) (AFP) hosted more than thirty pharmacists, physicians, and other healthcare professionals at Smallman Galley for a “Harm Reduction Happy Hour.” The networking event offered continuing education and focused on harm reduction strategies, which are a set of practical strategies and ideas aimed at reducing negative consequences associated with drug use.

Launched in late 2015, AFP is a coalition of government agencies, healthcare institutions, and community-based organizations committed to eliminating new AIDS diagnoses and reducing new HIV cases by 75% by 2020. AFP is managed by JHF and financially supported by the Allegheny Singer Research Institute (Allegheny Health Network) and UPMC Presbyterian Shadyside.

During the July 20 event, Community Care Network’s Lori Mezeivtch RPh, AAHIVP, TTS delivered a presentation about the overdose reversal drug naloxone. Ken Ho, MD, MPH, medical director of the Pitt Men’s Study, shared information about HIV Pre-exposure prophylaxis (PrEP). PrEP is a medication that can reduce the chances of becoming infected by HIV by more than 90% if taken daily. Prevention Point Pittsburgh staff were also on hand to share information about syringe exchange services and the opportunity for pharmacists to sell syringes directly to drug users to prevent HIV transmission.

Focusing HIV prevention efforts on the health needs of drug users and other priority populations is critical to ending AIDS as an epidemic in Allegheny County. The event was generously sponsored by Coordinated Care Network Pharmacy and Gilead Sciences, with continuing education accreditation provided by Allegheny Health Network.



Ken Ho, MD, MPH, medical director of the Pitt Men’s Study, shared information about HIV Pre-exposure prophylaxis (PrEP) medication during a Harm Reduction Happy Hour event organized by AIDS Free Pittsburgh.



Drinks served during Harm Reduction Happy Hour were a nod to the PrEP medication Truvada, which comes in the form of a blue pill.



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## PRHI Showcases Integrated Primary Care, Skilled Nursing QI Projects at National Conference

On August 15, JHF and PRHI had the chance to share some of the ways that it has formed multi-sector partnerships to fuel community health improvement during a Network for Regional Healthcare Improvement (NRHI) conference held in Madison, WI. PRHI is a founding member of NRHI, which is a coalition of around 35 regional health improvement collaboratives from across the U.S. that works to improve patient care and population health at lower costs, and influence policy analysis and development.

COO/CPO Nancy Zions, MBA, led a breakout session on strategies to help nursing home residents avoid preventable hospitalizations. Zions explained the design and outcomes of the RAVEN (Reduce Avoidable Hospitalizations using Evidence-based interventions for Nursing Facility Residents) Initiative. The Center for Medicare and Medicaid Innovation-funded project aims to improve the quality of care and reduce avoidable hospitalizations among long-stay nursing home residents at 18 facilities in western PA. JHF serves as the lead education partner for the initiative, which is guided overall by UPMC.

Zions explained that during the first phase of the initiative (2013-16), project evaluators found that RAVEN sites in western PA lowered avoidable hospitalizations by 24%, readmissions by 22%, and ER visits by 41%. Combined, these improvements resulted in an almost 12% reduction in Medicare spending. JHF is serving as the lead education partner during the second phase of RAVEN (2017-20), which also features a new enhanced payment model.

Director of Government Grants and Policy Robert Ferguson, MPH, participated in a panel and audience discussion on integrating behavioral health into primary care, and ways that regional health improvements can support this work. Ferguson shared JHF and PRHI's six-year integrated care journey, which has included three demonstration projects (Integrating Treatment in Primary Care, Partners in Integrated Care, and Care of Mental, Physical, and Substance Use Syndromes) of increasing scale that built upon the learnings and partnerships formed during the previous one. Ferguson also explained that PRHI continues to support integrated care as a coordinator of Pennsylvania's new Patient-Centered Medical Home Learning Network (for more information, see page 8).



During an NRHI conference on August 15, Robert Ferguson (far left) engages in a panel discussion on integrated primary care along with Mylia Christensen, executive director of HealthInsight Oregon and the Oregon Health Care Quality Corporation; Julie Sonier, president of Minnesota Community Measurement; Claire Neely, MD, CMO of the Institute for Clinical Systems Improvement; Gabirelle Rude, PhD, director of practice transformation for the Wisconsin Collaborative for Healthcare Quality; and Barbra Rabson, MPH, president and CEO of Massachusetts Health Quality Partners.

## Latino Community Center Hosts Welcoming Event

On August 21, the Latino Community Center held a welcoming event to share its plans to educate, engage, and empower local families by providing programming and connections to services. The Latino Community Center won the Big Idea Challenge hosted by JHF's Women's Health Activist Movement Global (WHAMglobal) network, and is partnering with JHF and WHAMglobal to improve maternal health outcomes (for more information, see page 1).



## Women of Impact Select New Members, Discuss Partnership with WHAMglobal

Four 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.

In early August, Karen Feinstein and fellow WOI met in Washington, D.C. for an annual meeting to select new members, share strategies for working with and serving on boards, and to discuss the group's ongoing partnership with JHF's Women's Health Activist Movement Global (WHAMglobal) network.

## JHF Happenings



JHF staff celebrate the total solar eclipse (or at least 81% of one in Pittsburgh) on August 21.

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