

THE WINDOW



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

2016 Patient Safety Fellowship Spreads Excellence Across Generations

Michael Osnard, a dual MD/MPH student at the University of Pittsburgh, told those gathered for the finale of the Jewish Healthcare Foundation's (JHF) 2016 Patient Safety Fellowship on July 27 that we have reached a tipping point in healthcare history. With changes in delivery and policy that reward care coordination and quality outcomes, organizations increasingly embrace new tools for positive change—tools that he and 30 other multidisciplinary health students who participated in this year's fellowship are ready to wield.

"The Patient Safety Fellowship provided us with strategic ways to reach our goals," said Osnard, who also participated in the Foundation's 2016 summer internship program. "It's inspiring to know that change can happen. This is a crucial time to make our voices heard."

Over the past two months, health students from eight local universities—representing disciplines including medicine, nursing, pharmacy, healthcare policy and management, public health, occupational therapy, and bioengineering—have learned the Foundation's Perfecting Patient CareSM (PPC) quality improvement method, applied their new knowledge and skills in real-world settings, and benefited from the mentorship of the seasoned quality and safety champions who were honored as winners of the [2016 Fine Awards](#).

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During the Patient Safety Fellowship finale, students shared their observations from site visits with the Fine Award winners, and explained how they plan to use lessons learned during the summer to spread healthcare excellence from one generation to the next.

In partnership with Fine Award winners, the fellows applied PPC methodology to analyze successful methods and identify opportunities to further increase quality, efficiency, and safety. The fellows examined isolation precautions for intensive care unit (ICU) patients at Allegheny Valley Hospital; a *Clostridium difficile* reduction project at Excelsa Health; supportive housing and services for HIV-positive individuals at The Open Door, Inc.; and care coordination and patient engagement strategies during multidisciplinary rounds at UPMC Shadyside's surgical ICU.

"The Patient Safety Fellowship reinforced that we can make change in the healthcare industry," said Diane Weston, a health systems management student at Point Park University, during a panel discussion with fellows. "When you pool together the knowledge, creativity, and experience of a team, self-improvement and organizational improvement is possible."

Aparna Gupta, a Doctor of Nursing Practice student at Chatham University, noted that concepts learned during the fellowship—including A3 problem-solving, observation, rules of work redesign, and data management—can have an organizational ripple effect.

"In health care, you're either moving forward or backward," Gupta said. "Small tests of change, and small wins, can lead to larger and sustained progress."



During a Patient Safety Fellowship session on July 6, Diane Weston (center) participates in a relay race-style exercise designed to demonstrate the importance of clear communication and collaboration among members of healthcare teams.



Sheila Fine, co-founder of The Fine Foundation and founder of LEAD Pittsburgh, offers words of encouragement to the 2016 Patient Safety Fellows on July 27.

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Sheila Fine, co-founder of The Fine Foundation and founder of LEAD Pittsburgh, explained that she and husband Milton created the Fine Awards in partnership with JHF in 2008 to recognize and reward teamwork excellence in health care. Involving the Fine Award winners in the Patient Safety Fellowship creates a multi-generational network of leaders in quality and safety—the sort of network that can begin to address the estimated quarter of a million deaths caused each year in the U.S. by medical errors, according to a recent BMJ study.



The 2016 Patient Safety Fellowship finale included a roundtable discussion on how fellows will apply lessons learned during the summer to their future roles as healthcare leaders. The roundtable featured (L-R): Diane Weston, a health systems management student at Point Park University; Tamara Burns, a health services administration student at Robert Morris University; Michael Osnard, a dual MD/MPH student at the University of Pittsburgh and a 2016 JHF summer intern; Mrudula kudaravalli, MD, an internal medicine resident at Allegheny General Hospital; Tyler Dunn, a pharmacy administration student at Duquesne University; and Apama Gupta, a Doctor of Nursing Practice student at Chatham University.

“Go out and don’t be afraid to ask questions,” Ms. Fine said. “I feel safer knowing that you are going to be in hospitals.”

JHF COO/CPO Nancy Zionts wrapped up the event by thanking the Fine Award winners who served as fellowship mentors, including Christina Farmartino, MPH, CPH, executive director of The Open Door, Inc.; Staci L. Mamula, MSN RN, CCRN, Surgical Intensive Care Unit director at UPMC Shadyside; Kathleen Rosatti, BSN, RN, director of medical outcomes at Excelsa Health; and Joyce Schultz, MSN, RN, director of Quality Safety and Value at Allegheny Valley Hospital. With the Rio Games looming, Zionts compared to fellowship experience to an Olympic event.

“Our trainers and coaches here at JHF, the Fine Award mentors, the fellows—it’s like a relay race, and you can only pass the baton if all team members do their jobs effectively,” Zionts said. “The Fine Award winners want to teach the next generation because they want to get better themselves, even though they’re already excellent.”



The 2016 Patient Safety Fellowship featured 31 fellows from eight local universities, representing the entire spectrum of health care.

Health Care's Brightest Minds Make Beautiful Music in Salzburg, Austria

The Schloss Leopoldskron estate in Salzburg, Austria has been a hub for artistic and humanitarian advancement for more than a century. Famed director and producer Max Reinhardt restored the Schloss following World War I, turning it into a gathering spot for writers, actors, and designers attempting to heal structures and souls. When the Schloss was returned to its rightful owners after World War II, Reinhardt's widow offered use of the estate to a group of students who aspired to create the Salzburg Global Seminar (SGS)—a “Marshall Plan of the Mind” where current and future leaders collaboratively solve problems with international implications.

From July 10-14, SGS hosted 60 experts in healthcare research, practice, and quality improvement—hailing from six different continents—for a seminar focused on identifying effective methods to assess improvement projects, and then spread and adapt best-in-class ideas globally. JHF/PRHI President and CEO Karen Wolk Feinstein, PhD, and Nancy Zions were invited to SGS' event, entitled “Better Health Care: How Do We Learn About Improvement?” Lisa Simpson, MB, BCh, MPH, FAAP, president and CEO of AcademyHealth, arranged JHF's participation in the event.



During the Salzburg Global Seminar, 60 healthcare experts hailing from six different continents gathered at the Schloss Leopoldskron estate in Austria to tackle health-related topics with global implications. (Photo credit: Salzburg Global Seminar/Ela Grieshaber).

The seminar featured many interactive sessions and small break-out groups, during which participants married healthcare data and project design to tackle case studies ranging from improving water quality in Ghana, to strengthening the patient discharge process in the UK, to lessening wait times at prenatal care clinics in India.

“I like to think that these global networks mean something—we get closer to a common understanding

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of how few barriers really separate us,” Dr. Feinstein says. “The seminar reinforced the critical need for neutral, multi-stakeholder groups like JHF and its supporting organizations, PRHI and HCF. We can bring credible research, measurement, and quality improvement methods into the daily work of health providers. We can also help providers and patients harness ‘Big Data’ to prevent health problems before they develop, and promote value-added diagnostics and treatment.”

While in Austria, Dr. Feinstein and Zions also met with some of the world’s leading experts in terms of keeping patients safe and helping seniors age well in the community. On July 7, they visited Michael Schiffinger, PD, a senior scientist at Vienna University of Economics and Business who has studied how patient engagement and safety climate influence medical errors at hospitals. They also engaged Maria Hofmarcher-Holzhacker, a research associate at the Medical University of Vienna. She focuses on comparative analysis of health systems and oversees the BRIDGE Health project, a 16-country initiative to create an integrated EU health information system.

On July 8, Dr. Feinstein and Zions discussed how technology can support community living among seniors with Austrian Institute of Technology’s Manfred Bammer and Jonathan Steinhart (a graduate of Pittsburgh’s Allderdice High School). Bammer and Steinhart noted that Austria’s use of telemedicine as a tool for seniors to better manage chronic diseases helped lead to expanded telehealth reimbursement in the U.S. Dr. Feinstein and Zions then toured senior living communities overseen by the Kuratorium Wiener Pensionisten (KWP), the largest provider of senior services in Vienna.

“Senior living is built into Austria’s strategic



At the Salzburg Global Seminar, JHF/PRHI President and CEO Karen Wolk Feinstein, PhD, discusses the role of neutral, multi-stakeholder organizations in healthcare improvement initiatives.



The health-focused Salzburg Global Seminar was chaired by M. Rashad Massoud, senior vice president for the Quality and Performance Institute and director of the US Agency for International Development’s Health Care Improvement Project.

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planning,” Zionts says. “Skilled nursing, assisted living, and independent living are blended together in a neighborhood setting that’s respectful, and technology is leveraged to support real-time information sharing between seniors, health providers, and caregivers. There are many take aways for JHF and our partners as we re-examine what it means to age well.”



(L-R): Maria Hofmarcher-Holzhacker, a research associate at the Medical University of Vienna; Karen Feinstein; and Lisa Simpson, MB, BCh, MPH, FAAP, president and CEO of AcademyHealth.



(L-R): Gabriele Graumann, CEO of Kuratorium Wiener Pensionisten (KWP); and Lisa Simpson; Karen Feinstein; and Nancy Zionts. KWP is Austria’s largest provider of senior living services.



The Schloss Leopoldskron estate in Salzburg, Austria, has been the home of the Salzburg Global Seminars since 1947.



JHF to Co-Sponsor CME event on Science of HPV, Practice-Based Strategies to Prevent Cancer through HPV Vaccination

The Allegheny General Hospital Department of Pediatrics and JHF, in partnership with the Allegheny County Health Department, American Academy of Pediatrics, the Eye and Ear Foundation of Pittsburgh, and Pitt Public Health will hold a continuing medical education (CME) event on the science and public health implications of the human papillomavirus (HPV), and practice-based strategies to prevent certain cancers by increasing HPV vaccination rates.

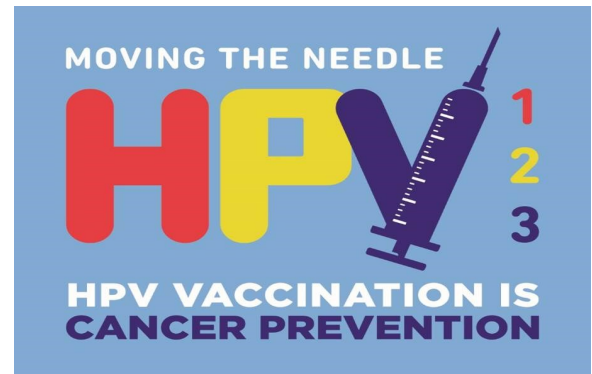
The event, which supports JHF's [community-wide campaign to prevent cancer](#) by boosting HPV vaccination rates, will be held on Wednesday, November 2 from 5:30PM to 9 PM at the Sheraton Pittsburgh Hotel at Station Square (300 W. Station Square Dr., Pittsburgh, PA 15219). This CME course is intended for physicians, doctors of osteopathic medicine, certified registered nurse practitioners, physician assistants, practice managers, and dentists from primary care practices, federally qualified health centers, and school-based clinics.

The event will feature a keynote address by Kristen A. Feemster, MD, MPH, MSHPR, FAAP, an attending physician in the Division of Infectious Diseases and director of research for the Vaccine Education Center at the Children's Hospital of Philadelphia (CHOP), and an assistant professor of Pediatrics within the University of Pennsylvania's Perelman School of Medicine. Dr. Feemster is an expert on the epidemiology of vaccine-preventable diseases, with a focus on community and social factors.

Lee Harrison, MD, an appointed member of the CDC's Advisory Committee on Immunization Practices, chair of the Allegheny County Board of Health, and professor and head of the Infectious Disease Research Unit at University of Pittsburgh, will present strategies to enhance communication with parents and teens and respond to parental concern and common misconceptions about the vaccine.

Joseph Aracri, DO, system chair of Pediatrics at Allegheny Health Network and CME director, will moderate a panel discussion with local pediatric providers who have succeeded in initiating and completing the three-dose HPV vaccination series.

This activity is approved for 2.5 AMA PRA Category 1 Credits™ and has a \$25 registration fee. To register for the event, visit www.aghcme.org, select conference schedule on the left, then scroll to find the HPV Conference. For additional information, please contact AHN Continuing Medical Education Department Manager Cheri Jackel at cjackel@wpahs.org or 412-359-3396.



Kristen A. Feemster, MD, MPH, MSHPR, FAAP, an attending physician in the Division of Infectious Diseases and director of research for the Vaccine Education Center at the Children's Hospital of Philadelphia.

PRHI Seeks Coordinator for New Health Activist Network

Through a grant from the DSF Charitable Foundation, PRHI is [building a Health Activist Network platform](#) to connect like-minded physicians and other health professionals who are committed to advancing health reform, patient safety, and quality. The Health Activist Network will leverage the capabilities of [Tomorrow's HealthCare™](#), an online platform created by PRHI to facilitate learning, communication, collaboration, and engagement for communities of interest among health professionals.

To support the development and growth of the Health Activist Network, PRHI is looking to hire a physician or clinical health professional to serve as a part-time coordinator of the Network. The coordinator will function as the outward-facing presence for the Network, with the goal of connecting like-minded peers across the country through Tomorrow's HealthCare™ and other communication vehicles. The coordinator will help design the layout and features of the online platform, manage social media communications, and obtain ongoing feedback from participants.

To view a full description of the Health Activist Network coordinator position, [visit the JHF website](#). To apply for the position, please email your resume to Charles Morrison (Morrison@jhf.org).



PRHI's new Health Activist Network will be powered by Tomorrow's HealthCare™, which is PRHI's online platform to facilitate learning, communication, collaboration, and engagement.

PRHI Shares Strategies for Smooth Care Transitions, Patient Engagement through NRHI High-Value Care Support and Alignment Network

PRHI has a distinguished track record of helping patients make seamless transitions from the hospital to other care settings, including primary care, skilled nursing facilities, and community-based settings. Regardless of the setting, there are key elements of care that boost the chances that a discharged patient doesn't make a return trip to the hospital for a problem that could have been avoided.

On July 28, Nancy Zionts shared PRHI's playbook for successful care transitions as part of a virtual

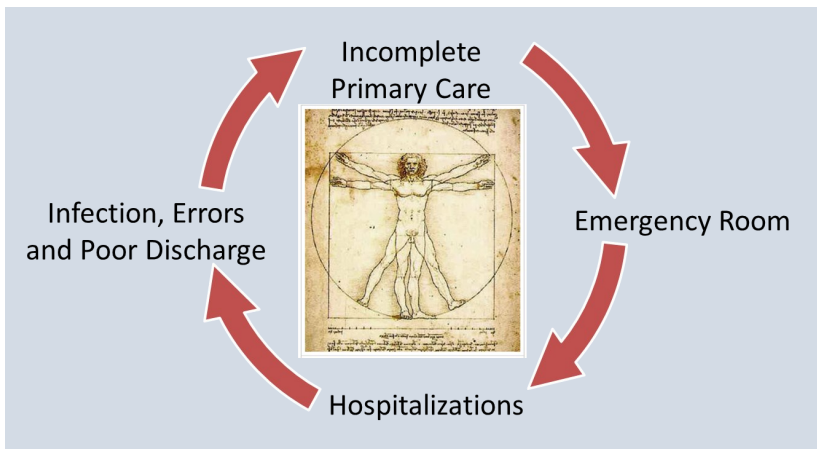
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learning event for more than 250 practice facilitators and program managers who are participating in the Network for Regional Health Improvement (NRHI)'s High-Value Care Support and Alignment Network (SAN). NRHI, an alliance of 35 regional health improvement collaboratives from around the U.S. (including founding member PRHI), is one of ten organizations selected by the Center for Medicare and Medicaid Innovation to lead CMMI's Transforming Clinical Practice Initiative (TCPI). TCPI aims to prepare clinicians for valued-based payment initiatives, greater information sharing with patients and other providers, and ongoing practice improvement activities.

During the virtual event, Zionts explained the harmful physical, emotional, and financial consequences of preventable hospital readmissions, and offered strategies to position patients for success post-discharge. She noted the importance of educating patients and caregivers about health conditions, medications, and self-management strategies; developing a post-discharge care plan; establishing a post-discharge care team with defined roles and responsibilities; and creating a shared sense of responsibility for a patient's well-being.

In June, PRHI launched its first NRHI High-Value Care SAN learning module on building internal capacity for delivering behavioral health services in primary care, led by Chief Learning and Informatics Officer Bruce Block, MD. In 2017, PRHI will host learning modules on fostering change by using shared decision-making tools and motivational interviewing; engaging patients and families in end-of-life and advanced care planning conversations; and enhancing patient safety and quality.



During PRHI's latest learning event for the High-Value Care Support and Alignment Network, Nancy Zionts shared strategies for breaking the hospital readmissions cycle from various care settings.

PRHI: A CATALYST FOR BETTER HEALTHCARE QUALITY, SAFETY

To learn more about PRHI's near-20 year commitment to patient safety and empowerment, read our latest feature in [The Jewish Chronicle](#).

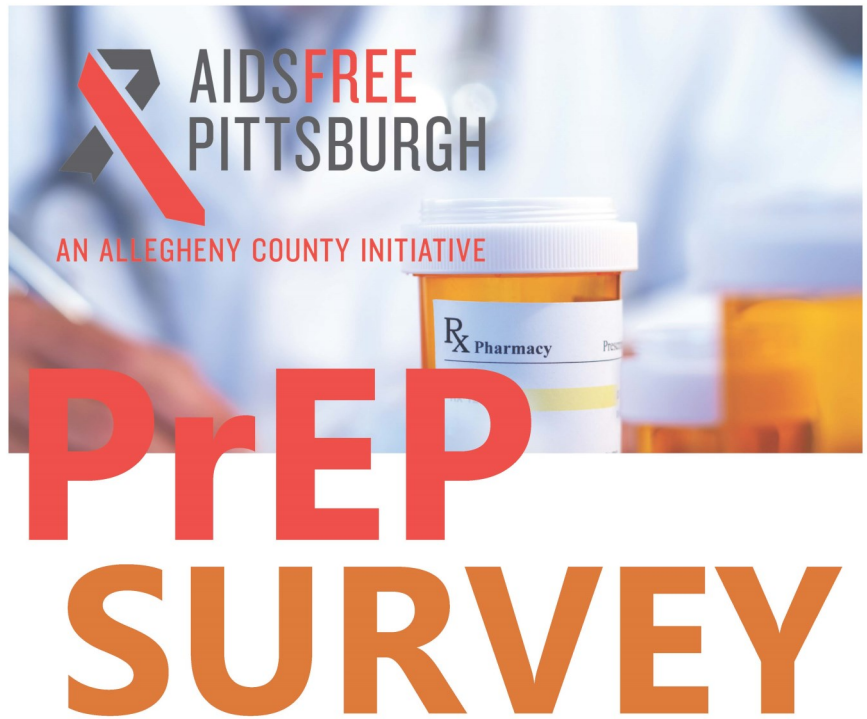
AIDS Free Pittsburgh Continues Forging Community Ties

Members of AIDS Free Pittsburgh (AFP)—a coalition of government agencies, healthcare institutions, and neighborhood organizations—continue to perform the education, outreach, and advocacy needed to reach their 2020 goal of eliminating new AIDS diagnoses in Allegheny County and reducing new HIV infections by 75%. JHF serves as the fiscal agent for the initiative, which was launched on World AIDS Day (December 1) in 2015.

On July 27, AFP members engaged the community at the Second Annual Health Fair in the Square, an event in Market Square organized by Pittsburgh Black Pride that featured health screenings, HIV testing and live bands. AFP also raised awareness about HIV/AIDS testing locations and treatment options (including an HIV prevention method called Pre-Exposure Prophylaxis, or PrEP) on July 30 during Community Human Services' (CHS) Customer Appreciation Day in the Strip District. CHS, a member of AIDS Free Pittsburgh, offers health, housing, nutritional, and other supportive services throughout the Pittsburgh region.

To increase access to and knowledge of PrEP in Allegheny County, AFP is currently analyzing the responses of more than 700 people who completed the coalition's 2016 PrEP Survey. AFP is also working on a coordinated media and education campaign with partners from across the county for World AIDS Day 2016.

To learn more about AIDS Free Pittsburgh, including upcoming volunteer opportunities, visit AFP's newly-launched website (aidsfreepittsburgh.org), follow them on Twitter ([@AIDSfreePgh](https://twitter.com/AIDSfreePgh)), and explore their Facebook page (facebook.com/AIDSFreePittsburgh).



Do you have an opinion about PrEP? Want to win a prize?

JHF's Adolescent Behavioral Health Advisory Targets System Gaps, Takes Advocacy Online through Tomorrow's HealthCare™

On July 20 and 21, JHF convened two meetings with some of the region's leading mental health and substance use providers, social service representatives, educators, researchers, health funders, and community advocates who comprise the Foundation's Adolescent Behavioral Health Initiative advisory committee. These experts are helping the Foundation develop a vision for an accessible, accountable, and high-quality adolescent behavioral health system that improves the well-being of the region's teens and young adults.

During the meetings, advisory members shared some of the structural breakdowns and service gaps that they have witnessed within the adolescent behavioral health system. Many noted that there aren't sufficient resources to help families and teens make timely connections to effective services, and that various providers who are caring for a patient might not

effectively communicate with one another. They advocated for greater coordination of services between care settings (including schools, primary care, and behavioral health clinics); policy and reimbursement changes that recognize the connection between mental health and substance use issues; and age-appropriate, culturally-competent education on mental health and substance use issues that begins early in life.

Between in-person meetings, advisory committee members will continue the conversation through a new Adolescent Behavioral Health community that has been created on [Tomorrow's HealthCare™](#), the Foundation's online platform that fosters learning, communication, collaboration, and engagement.

JHF'S ADOLESCENT BEHAVIORAL HEALTH INITIATIVE MAKING HEADLINES

["Why are our young people taking their own lives?"](#) (PublicSource)



JHF's Adolescent Behavioral Health Advisory features some of the region's leading mental health and substance use providers, social service representatives, educators, researchers, health funders, and community advocates.

JHF, JAA Working to Perfect Patient Care Across Continuum of Senior Services

JHF and the Jewish Association on Aging (JAA) have forged deep ties over the years to deliver the highest quality services to our region's seniors. In addition to JHF's \$35 million commitment to create and sustain the JAA's continuum of senior services, the Foundation has partnered with the JAA to foster ongoing career development among frontline staff (I-WISE); bolster the clinical, communication, and data collection skills of nursing home staff (Long-Term Care Champions); implement and meaningfully use electronic health records (PA REACH); and open dialogue on patients' and loved ones' end-of-life care goals ([Closure](#)).

On July 25, JHF's long-term care team met with the JAA's senior leadership to discuss plans for their latest joint venture: implementing Perfecting Patient CareSM (PPC)—the Foundation's flagship curriculum to increase efficiency, eliminate errors, and achieve better outcomes—will soon become a system-wide method for continuous improvement at the JAA.

The JAA offers skilled nursing and rehabilitation services, an assisted living community, adult day services, a kosher meals on wheels program, outpatient rehabilitation, home health, Alzheimer's and dementia care, and hospice and palliative care. In the summer and fall on 2016, JHF will hold a series of PPC trainings for JAA staff—from senior leadership to management to the frontline—for staff across the JAA's continuum of services.

"Today's healthcare professionals serve seniors who have increasingly complex, chronic health conditions," says JHF Quality Improvement Specialist Stacie Bonenberger, who engaged JAA leadership along with Manager of Lean Healthcare Strategy and Implementation Jen Condel, SCT(ACT)MT; Quality Improvement Specialist Anneliese Perry, MS, NHA; and Nancy Zionts. "Perfecting Patient CareSM can provide the JAA with a structured, standardized problem-solving method to meet those demands and create a learning community."



JHF's leadership session with Jewish Association on Aging (JAA) included (L-R, back row): JHF Manager of Lean Healthcare Strategy and Implementation Jen Condel, SCT(ACT)MT; JAA President and CEO Deborah Winn-Horvitz; Rena Becker, JAA's executive Director of Weinberg Terrace; JAA Executive Assistant Jen McCay; JAA Director of Resident and Community Services Sharyn Rubin; Rabbi Eli Seidman, director of JAA Pastoral Care; JAA CFO Jeff Carraway; Linda Fehl, JAA's VP of Human Resources; Martha Martel, RN, BSHA, administrator of the JAA's Residence at Weinberg Village; JAA's VP of Home and Community-Based Services Mary Anne Foley, RN, MSN; and JHF Quality Improvement Specialist Anneliese Perry, MS, NHA as well as (L-R, front row): JAA Director of Rehabilitation Services Phil Ricci, MOT, OTR/L; JAA Clinical Liaison Cindy Pace; JAA Director of Business Development / Sales Mark Pastoria; JAA Director of Development Beverly Brinn; JAA Care Navigator Nadine Kruman; and JHF Quality Improvement Specialist Stacie Bonenberger, MOT, OTR/L.

Behavioral Health Organizations in TCOBI Successfully Report and Act on Outcomes Data, Plan for Sustainability

Through the Staunton Farm Foundation-funded Training Center for Outcomes-Based Integration (TCOBI), PRHI partnered with Allegheny HealthChoices, Inc. (AHCI) to pilot a capacity-building training and coaching program designed to help behavioral health organizations collect, measure, and act on outcomes data. With the grant phase of TCOBI concluding in July, all eleven participating organizations are on schedule to meet the initiative's goals.

In July, seven behavioral health organizations reported data for outcomes of care, such symptoms of depression and anxiety, to AHCI. The remaining organizations plan to report outcomes on recovery and quality of life in August. With training and coaching support provided by PRHI and AHCI, ten of the eleven organizations designed and implemented workflows for collecting and using the outcomes data to inform care delivery at the patient level and drive quality improvement at the program level.

"TCOBI was a perfect opportunity to partner with the Staunton Farm Foundation, AHCI, the behavioral health organizations, and the Conference of Allegheny Providers," says JHF and PRHI Director of Government Grants and Policy Robert Ferguson, who helped manage TCOBI. "The program resulted in daily workflow changes, laid the groundwork for creating the capacity to report data on the effectiveness of behavioral health care in the future, and occurred as national thought leaders are calling for this type of change. And, importantly, PRHI and AHCI saw the agencies adopt a culture of using outcomes data."

The behavioral health teams in TCOBI worked together closely, even sharing computer coding to extract standardized outcomes data from their electronic health records. TCOBI was launched in August of 2015 with the shared understanding that in an "accountable care world," payers, ACOs, and other stakeholders want to know whether a patient got better as a result of receiving behavioral health care, not just whether the patient received services and adhered to a treatment plan.

JHF's Richard Smith Elected Community Board Chair of PA HIV Planning Group



Richard Smith, MSW, JHF's HIV/AIDS project director.

Richard Smith, MSW, the Foundation's HIV/AIDS project director, was recently elected as community chair of the board for the Pennsylvania HIV Planning Group (HPG). Established in 2013, the HPG is a coalition of key HIV/AIDS stakeholders from across the commonwealth, comprised of community leaders, health care providers, and HIV-positive individuals. The HPG provides guidance to the Pennsylvania Department of Health on maximizing the value of state and federal resources available for HIV/AIDS prevention and treatment.

JHF's HIV planning and evaluation coordinator, Christopher Garnett, MSS, is

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also an HPG member who chairs a sub-committee focused on reducing new HIV infections.

Community Health Workers a Crucial Link for Erie PA's Refugees

Initially, staff at the Multicultural Health Evaluation Delivery Systems (MHEDS) was stumped: Why did Somali mothers and children seen at the nonprofit primary care center in Erie, PA have such low levels of hemoglobin, an important oxygen-carrying protein?

To uncover the answer, MHEDS Project Director Patty Stubber, PhD, MBA, and her team hired a Somali community member to serve as an interpreter and trusted health liaison. The community member discovered that patients weren't taking supplemental iron pills prescribed to boost hemoglobin because they were unsure of what it contained, and thought that it might violate dietary restrictions of their Muslim faith.

With the help of the community health worker (CHW), MHEDS set up a special nutritional education program to alleviate their concerns. Soon after, hemoglobin counts climbed. With patient input, MHEDS also developed wallet-sized cards for Somali community members that explained their dietary requirements, which could be used at pharmacies, grocery stores, and restaurants.

Globally, CHWs have long been a force for improving population health and promoting culturally-competent care. But in the U.S., they had been a niche part of the healthcare workforce. As the experience at MHEDS shows, however, that's beginning to change.

MHEDS is a contracted health provider for the Pennsylvania Refugee Resettlement Program. Of its total patient panel of around 4,200, about 85% speak a language other than English at home. About 85% of MHEDS' staff is from the ethnic population that they serve. That includes CHWs, who receive formal educational classes on navigating the U.S. health system as well as on-the-job training.

"We look for individuals who have the acumen and skills from native populations, including those who had medical training in their native countries," says Dr. Stubber, who is working with PRHI's Bruce Block



Multicultural Health Evaluation Delivery Systems offers primary care, health education, and supportive services and uses community health workers to improve Erie, PA's population health.

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and Carol Frazer, LPC, on practice transformation efforts at MHEDS that include maximizing the value of CHWs. Dr. Stubber also serves as executive director of the Northwest Pennsylvania Area Health Education Center and an adjunct instructor of family and community medicine at the Penn State College of Medicine.

In addition to its practice transformation work, PRHI and parent organization JHF are advancing the use of CHWs in a variety of ways. The Foundation hosted a statewide CHW policy summit in the spring of 2015, and subsequently launched a CHW steering group featuring stakeholders who are working on issues related to policy, training, and employment. JHF is also exploring strategies to leverage the skills of CHWs to help seniors and other at-risk individuals avoid preventable hospitalizations and institutionalizations.

MHEDS, which welcomes about 700 new patients per year, will continue looking to the community to improve the region's health.

"Native CHWs help guide patients when additional education is required, and often accompany patients to specialist appointments," Dr. Stubber explains. "They also help the doctor to better understand the patient's health status and goals. It's a win-win."

Robots, Role-Playing Highlight Latest RAVEN Training Sessions

Mr. Bell isn't feeling like himself. He's tired and can't catch his breath. His ankles and stomach seem swelled, and the mere thought of eating breakfast makes him queasy. His heart feels like it's racing. He is experiencing symptoms of heart failure.

Seniors like Mr. Bell present challenging cases for nurses at long-term care facilities since each symptom could point toward multiple conditions, some of which can be very serious and require hospitalization. The ability to quickly recognize changes in a resident's condition, make an accurate diagnosis, and promptly treat the resident is paramount.

As part of the RAVEN (Reduce Avoidable



(L-R): Jennifer McAllister, RN; JHF Program Associate Mara Leff; JHF Quality Improvement Specialist Stacie Bonenberger, MOT, OTR/L; Julie George, RN; JHF Quality Improvement Specialist Anneliese Perry, MS, NHA; Kim Holt, RN; and JHF Senior Quality Improvement Specialist Terri Devereaux, PhD, MPM, FNP-BC take part in a training simulation at Robert Morris University that included the Meti Human Patient Simulator®, a high-fidelity, interactive mannequin.

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Hospitalizations using Evidence-based interventions for Nursing Facility Residents) initiative, long-term care staff in the region are honing their clinical skills for such situations through high-tech simulations. “Mr. Bell” is actually the Meti Human Patient Simulator®, a high-fidelity, interactive mannequin that can be programmed to present symptoms and health conditions that can lead to hospitalizations from long-term care facilities.

JHF is the lead education partner for RAVEN, a UPMC-directed initiative to reduce avoidable hospitalizations among long-stay nursing home residents in 18 long-term care facilities in western Pennsylvania. In July, JHF’s RAVEN education team participated in a two-day training session at Robert Morris University that included Meti patient simulations, role-playing exercises, and debriefs to reflect on what they have learned.

JHF Quality Improvement Specialists Stacie Bonenberger, MOT, OTR/L and Anneliese Perry, MS, NHA; Senior Quality Improvement Specialist Terri Devereaux, PhD, MPM, FNP-BC; and Program Associate Mara Leff, MPH took part in the training along with the RAVEN clinical team, which includes Julie George, RN; Kim Holt, RN; and Jennifer McAllister, RN.

Moving forward, JHF and UPMC will work together to identify opportunities to increase the use of Condition-Specific Assessment and Communication Tools (CS-ACTs) and telemedicine in simulated training sessions. The CS-ACTs, developed by JHF’s Devereaux, improve nurse-physician communication regarding changes in a long-term care resident’s condition that frequently lead to hospitalizations.

JHF Teams with STANDING FIRM for Partner Violence Training Session

On July 14, JHF staff and interns participated in a training session on partner violence led by Barbara Penner, MS, associate director of member services for [STANDING FIRM](#). STANDING FIRM alerts employers to the emotional, financial, and safety consequences on the workplace and workforce created by partner violence, and equips organizations with tools for taking action. JHF Program Coordinator Sue Steele arranged the training session.

Penner presented on the prevalence of partner violence in the workplace and its organizational



On July 14 in the QI²T Center, STANDING FIRM Associate Director Barbara Penner, MS, leads a training session with JHF staff and summer interns on the prevalence and signs of partner violence, and workplace response strategies.

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effects. About one in five full-time employed adults in the U.S. has been the victim of partner violence. Of those dealing with partner abuse problems, about two-thirds indicated that their work performance was significantly impacted.

The presentation provided JHF staff with tips on how to identify and effectively assist those who may be victims or perpetrators of partner violence. The training gave an overview on common signs of victimization, how to correctly respond when addressing concerns with co-workers, and potential policy and procedures that JHF could consider having as part of the employee assistance program.

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