

THE WINDOW



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

Inside this issue

DSF Charitable Foundation Awards a 4-Year, \$950,000 grant to the Pittsburgh Regional Health Initiative to Create an Online Network of Health Professional Activists

The DSF Charitable Foundation has awarded the Pittsburgh Regional Health Initiative (PRHI) a four-year, \$950,000 grant to create an online network of physicians and other health professionals who want to advance health reform, patient safety, and quality improvement. The Health Activists 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.

The DSF Charitable Foundation grant will match investments made in the Health Activists Network by the Jewish Healthcare Foundation (JHF), PRHI's parent organization.

"PRHI has been working with all of the critical community stakeholders for 20 years to advance patient safety," says Karen Wolk Feinstein, PhD, president and CEO of PRHI and JHF. "Every person who goes for health care should get best-practice medicine, reliably and safely. Sadly, this is often not the case. For example, a recent study in The BMJ (["Medical error—the third leading cause of death in the U.S."](#)) estimates that the number of patients in the United States who die from preventable medical errors could exceed 250,000 annually. Our

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healthcare costs in the U.S. also exceed those of all other affluent nations by double, but our population health lags behind them in almost every indicator.

“We have concluded,” Dr. Feinstein continues, “that it is hard—if not impossible—to change healthcare practices from the outside. It is essential to enlist the participation of all interested doctors, nurses, pharmacists and others in reforms, starting locally but moving nationally to create a powerful network of activists. That is how practices at the point of care will change—when that change is championed by the people we trust most.”

Established in 2000, the DSF Charitable Foundation seeks to promote excellence in health, human services, and education, and to create or sustain models that benefit southwestern Pennsylvania and can be scaled to drive improvements across the country.

Previously, the DSF Charitable Foundation provided critical, early support to help create Tomorrow’s HealthCare™. In addition to the new Health Activists Network, Tomorrow’s HealthCare™ is currently being used by more than 2,300 health professionals in a variety of settings, including multi-state quality improvement initiatives, regional learning collaboratives, physician practices, skilled nursing facilities, and hospitals.

The Health Activists Network on Tomorrow’s HealthCare™ has educational and engagement components. It aims to cover topics that are inadequately addressed in traditional medical and health professions education, organize virtual book clubs on works that catalyze change in health care, and offer an interactive speakers’ series with those who have led high-impact public health and clinical transformations. The Health Activists Network will support two-way engagement through blogs and forums where participants can discuss topics such as recent health policy developments, payment reforms, and disruptive technology

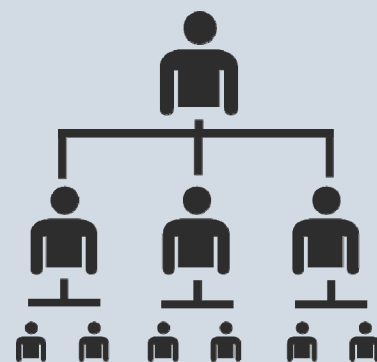
KEY ELEMENTS OF THE HEALTH ACTIVISTS NETWORK



COVER TOPICS INADEQUATELY ADDRESSED IN TRADITIONAL MEDICAL AND HEALTH PROFESSIONS EDUCATION



VIRTUAL BOOK CLUBS AND INTERACTIVE EVENTS, FEATURING LEADING HEALTHCARE INNOVATORS



TWO-WAY ENGAGEMENT THROUGH BLOGS, FORUMS, POLLS, AND QUIZZES

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solutions to healthcare problems.

The initial users of the Health Activists Network on Tomorrow's HealthCare™ will include alumni of JHF's fellowship, internship, and Champions programs. Since 2001, JHF has engaged more than 750 multidisciplinary graduate students in health-related fellowships and internships, and has worked to enhance the knowledge and skills of healthcare providers in the field (including physicians, nurses, pharmacists, EMS personnel, and medical assistants) through its Champions programs. In 2017, JHF will launch an Activist Champions program, which will prepare local health professionals to develop campaigns to accelerate patient safety and clinical quality.



The new Health Activists Network will be powered by Tomorrow's HealthCare™, PRHI's online platform to facilitate learning, communication, collaboration, and engagement among health professionals.

HEALTH ACTIVISTS NETWORK MAKING HEADLINES

[“Pittsburgh group wins grant to create online health network”](#) (Pittsburgh Post-Gazette)

To further grow the Health Activists Network, PRHI and JHF will conduct outreach to organized university students and groups with a similar purpose, both locally and nationally. PRHI and JHF will engage partners through its leadership roles in statewide and national organizations, including the Pennsylvania Health Funders Collaborative (a network of 40

health foundations from across the commonwealth that work at the intersection of philanthropy and health policy) and the Network for Regional Health Improvement (an alliance of 35 regional health improvement collaboratives from across the country).

2016 Patient Safety Fellows Begin Journey to Shake up Error-Prone U.S. Health System

With an estimated quarter of a million Americans dying each year from preventable medical errors, according to [a recent BMJ study](#), it's clear that U.S. health system's approach to patient safety requires a reboot. Burgeoning health professionals must learn to see the potential for harm and opportunities to heal broken parts of the system with "new eyes," driving improvements at the point of care.

The Foundation's Patient Safety Fellowship aims to create those change agents, offering students from various health-related fields the opportunity to learn PRHI's flagship Perfecting Patient CareSM quality improvement method and apply their new skills in real-world healthcare settings. In June, the 2016 Patient Safety Fellowship kicked off with 31 graduate students beginning their quest to create a highly reliable, efficient health system—with the help of current professionals who have set the standard for quality and safety in our region.

The first session of the fellowship, held at the QI²T Center on June 1, featured presentations from winners of the [2016 Fine Awards](#). The Fine Awards, created and supported by Milton and Sheila Fine, recognize and reward healthcare teams in western Pennsylvania that demonstrate exceptional performance around patient safety and quality improvement and spread their innovations to



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



Representatives from the winning teams of the 2016 Fine Awards – A Commitment to Quality: Spreading Excellence from Generation to Generation (L-R): Elaine Detman, RN, a nurse supervisor at Allegheny Valley Hospital (AVH); Lori Stuchell, a nurse aide at AVH; Christina Farmartino, MPH, CPH, executive director of The Open Door, Inc.; Mary Jo Bellush, MSN, RN, CIC, an infection control specialist at Excelsa Health; Kathleen Rosatti, BSN, RN, director of medical outcomes at Excelsa Health; Staci L. Mamula, MSN, RN, CCRN, Surgical Intensive Care Unit director at UPMC Shadyside; and Margaret Meals, MD, chief medical officer and VP of Medical Affairs at AVH.

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other units and facilities. This year's winners are serving as mentors to the Patient Safety fellows, hosting the fellows for clinical observations and helping them to apply QI and teamwork concepts to their future roles in health care.

While addressing the Patient Safety Fellows, Milton Fine noted that the healthcare system could benefit by embracing principles of customer service and creativity more commonly found in the business sector.

"In health care, we need to build a culture where good service is honored," Mr. Fine said. "We have done this with the Fine Awards by shining a light and recognizing accomplishments. We're setting an example and creating a feeling that those in the industry want to emulate. There is still much to be done—we need to strengthen collaboration, embrace unusual talent, and transfer innovations across units and regions. With the ingenuity and imagination of this group, the future of health care is in good hands."

Sheila Fine thanked the 2016 Fine Award winners for their proactive approaches to patient care, noting the life-saving potential of such strategies.

"All of the fellows are lucky to work with this year's winners and with the JHF team," Ms. Fine said. "You are our future. Let your imagination run wild. In health care, we can't afford to stay stagnant."

KAREN FEINSTEIN TALKS PREVENTING MEDICAL ERRORS ON HEALTH AFFAIRS BLOG

["Let's Stop Making Excuses For
Egregious Medical Errors"](#)



The 2016 Patient Safety Fellowship features 31 graduate students with backgrounds in medicine, nursing, pharmacy, healthcare administration, physical and occupational therapy, public health, epidemiology, and health information systems, among other disciplines.

Latest ROOTS Showcases Accomplishments, Future Ambitions of Regional Health Improvement Collaboratives

Over the past ten years, Regional Health Improvement Collaboratives (RHICs), including PRHI, unleashed a movement for better health care by assembling local stakeholders, shedding light on systems failures, sharing best practices to improve outcomes of care, and developing bold, committed leaders. The actions of these regional multi-stakeholder organizations gained the attention of the federal government and helped shape a decade of national policy reforms and federally-funded experimentation.

It's uncertain whether momentum for health reform—still in its infancy—will emanate from the White House in the years to come. Regional, nonpartisan organizations such as RHICs are positioned to be the nexus of energy, innovation, and progress. The Foundation's latest ROOTS publication showcases the essential role of RHICs in health reform as the nation prepares for a new Administration.

To read the latest ROOTS, [click here](#) or visit the Publications and Videos section of the JHF website (jhf.org).



PRHI, Quality Insights Demonstrate how Health Collaboratives, QIOs are Better Together

Over the years, PRHI and Quality Insights have partnered in order to accelerate improvements in healthcare quality, safety, and efficiency, both regionally and nationally. PRHI and Quality Insights have combined to strengthen the capacity of primary care practices through PA REACH and to help consumers make informed choices on doctors, hospitals, and healthcare providers through the Qualified Entity program.

Currently, PRHI and Quality Insights are working together through CMS' Quality Innovation Network-Quality Improvement Organization (QIN-QIO) program, which aims to reduce health disparities, promote chronic disease management, and lower costs across the U.S. As a subcontractor to Quality Insights (a CMS-contracted QIN-QIO), PRHI has developed a customized version of its Tomorrow's HealthCare™ online knowledge network that is spurring quality improvement by more than 850 providers in

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Pennsylvania, West Virginia, Delaware, New Jersey, and Louisiana.

On June 1, PRHI Chief Medical Officer Keith Kanel, MD, and Quality Insights Chief Medical Officer Sven Berg, MD, MPH, CPE, FAAP, highlighted the successful partnership between the two organizations at the American Health Quality Association (AHQA) Quality Summit in Baltimore, MD. The AHQA is an educational, non-profit national membership organization that represents QIOs and other professionals dedicated to improving healthcare quality and patient safety.



(L-R): Tom Evans, MD, FAAFP, president and CEO of the Iowa Healthcare Collaborative; PRHI Chief Medical Officer Keith Kanel, MD; Marc Bennett, president and CEO of HealthInsight; and Quality Insights Chief Medical Officer Sven Berg, MD, MPH, CPE, FAAP.

Dr. Kanel and Dr. Berg participated in a panel that showcased how QIN-QIOs, like Quality Insights, can team up with regional health improvement collaboratives, like PRHI, to achieve breakthroughs in community health and health care. Marc Bennett, president and CEO of HealthInsight, moderated the panel.

JHF Hosts First Training Session with Community Catalyst to Ensure PA has a Strong Managed Long-Term Services and Supports Program

Since last fall, JHF has been convening a growing cadre 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 an estimated 450,000 seniors, individuals with disabilities, and people who are Medicaid-eligible or dually eligible for Medicare and Medicaid across the commonwealth. Community HealthChoices will roll out first in western PA in July of 2017.

On June 21, the Foundation continued its work on behalf of CHC (formerly referred to as MLTSS) stakeholders by hosting a day-long training session at the QI²T Center that was facilitated by Community Catalyst, a consumer advocacy organization which has guided states across the U.S. in implementing the move to managed long-term care programs. JHF and other funders in our region are engaging Community Catalyst to provide on-site training, on-demand technical assistance, and consulting services to the regions of PA as CHC is rolled out over the next three years .

Nearly 100 attendees—representing advocacy groups, law projects, community-based organizations and

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providers, faith-based groups, veterans organizations, Area Agencies on Aging, PA LIFE providers, and consumers—learned more about the Community HealthChoices program; the emerging roles and responsibilities of managed care organizations, community service providers, and beneficiaries in western PA; best practices in other states that have implemented similar programs; and ways that they can shape the development, implementation, and oversight of Community HealthChoices. The event also featured Q&As with Community Catalyst faculty and breakout sessions on pressing topics.



(L-R, 1st row): Adele Dean, regional APPRISE counselor; Georgia Goodman, executive assistant at the Pennsylvania Department of Human Services' Office of Long-Term Living; Kris Wiitala, a program associate within Community Catalyst's CCEHI; Marisa Scala-Foley, director of the Office of Integrated Care Innovations at the Administration for Community Living; Renee Markus Hodin, deputy director of Community Catalyst's Center for Consumer Engagement in Health Innovation (CCEHI); Pat Brady, managing principal at Sellers Dorsey; and JHF COO/CPO Nancy Zions.

(L-R, 2nd row): Kelly O'Donnell, director of the PA Department Aging's Operations and Management Office; Len Tokar, delivery manager at Public Consulting Group; Roslyn Rogers, APPRISE program manager at the PA Department Aging; Alice Dembner, a senior policy analyst within Community Catalyst's CCEHI; Kerry Ann Clapper, regional APPRISE counselor; Darlene Sampson, PA Department of Aging's State Health Insurance Program/APPRISE program manager; Bill Henning, executive director of the Boston Center for Independent Living; Ann Hwang, director of Community Catalyst's CCEHI; and Larke Recchie, executive director of the Ohio Association of Area Agencies on Aging.

During the training session, Alice Dembner, a senior policy analyst within Community Catalyst's Center for Consumer Engagement in Health Innovation (CCEHI), provided an overview of Community HealthChoices and national trends in managed care for Medicaid and dually-eligible populations. Dembner noted that these programs aim to increase the use of and access to home- and community-based services, better coordinate care, foster innovation, and increase quality and accountability of services. She observed that successful programs focus on the goals and preferences of beneficiaries, and include extensive stakeholder engagement.

Renee Markus Hodin, deputy director of Community Catalyst's CCEHI, and Larke Recchie, executive

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director of the Ohio Association of Area Agencies on Aging, facilitated a session on beneficiary communications and enrollment. Hodin encouraged Pennsylvania stakeholders to inform beneficiaries about Community HealthChoices through a variety of channels, including meetings, letters, phone calls, websites, and advertising. Those notices should use consistent, jargon-free language at an appropriate literacy level, Hodin explained.

Ann Hwang, director of Community Catalyst's CCEHI, led a session on transitions and continuity of care along with Recchie and Bill Henning, executive director of the Boston Center for Independent Living. Hodin and Marisa Scala-Foley, director of the Office of Integrated Care Innovations at the Administration for Community Living, led attendees through a session on CHC network adequacy. They emphasized the importance of Pennsylvania managed care organizations maintaining a diverse and robust network of service providers who are accessible for people with disabilities, and culturally and linguistically competent.

Dembner and Henning explored consumer and stakeholder engagement, noting that successful MLTSS programs tend to use a "ladder of engagement" that includes surveys and program evaluations, town hall meetings and focus groups, and oversight and working groups with strong beneficiary involvement.

During a wrap-up session, JHF COO/CPO Nancy Zionts emphasized that Pennsylvania doesn't have to start from scratch—there are best practices, tool kits, and resources from the more than 20 other states who have implemented similar programs. She also noted that Community Catalyst will follow up the in-person training with a series of webinars, and that an online community will be created for stakeholders on Tomorrow's HealthCare™, the Foundation's online knowledge network. Through that continued engagement, JHF hopes to broaden the tent of those involved in shaping Community HealthChoices, including more representatives of veterans and dual-eligibles.

"We're on a one-stop train ride that we started decades ago," Zionts said. "We can do this together as a



Christopher Garnett, MSS (top left), HIV planning and evaluation coordinator for JHF, facilitates a brainstorming exercise on transitions and continuity of care during an all-day training and education session on Community HealthChoices, Pennsylvania's program to deliver long-term services and supports to seniors, individuals with disabilities, and people who are Medicaid-eligible or dually eligible for Medicare and Medicaid.

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community—we can see in our mind’s eye the consumers we’re trying to reach, and the ways that CHC can improve their lives.”

PRHI Spurring Practice Transformation through NRHI High-Value Care Support and Alignment Network

Last year, the Center for Medicare and Medicaid Innovation launched the Transforming Clinical Practice Initiative (TCPI) to prepare more than 140,000 clinicians from across the country for a new era of value-based payment, information-sharing with patients, and practice improvement. This new era is coming in large part due to the passage of the Medicare Access and CHIP Reauthorization Act (MACRA) of 2015.

As part of the TCPI, the Network for Regional Healthcare Improvement (of which PRHI was a founding member) was selected as one of ten Support and Alignment Networks (SANs) to provide learning programs and technical assistance to clinicians working with Practice Transformation Networks (PTNs). The NRHI High-Value Care SAN is leveraging the expertise of its 35 regional health improvement collaborative members to help clinicians measure and understand the total cost of care, deliver integrated primary care, appropriately utilize medical services, manage difficult conversations with patients, implement and evaluate quality improvement programs, engage patients and families, and navigate payment reform.

PRHI launched its first SAN learning program in June, with Chief Learning and Informatics Officer Bruce Block, MD, holding an interactive event on building internal capacity for delivering integrated behavioral health and primary care.

“The learning programs serve as a train-the-trainer for practice facilitators and program managers who will be working with clinicians from across the country,” Dr. Block says. “This webinar focused on the practice. In September of 2016, we will hold another webinar on care processes and connections beyond



PRHI’s first Support and Alignment Network learning program focuses on building internal capacity for delivering integrated behavioral health and primary care.

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the walls of the practice that are necessary for behavioral health integration to be successful and sustainable.”

In July of 2016, PRHI will also launch a learning program on reducing unnecessary utilization of healthcare services by strengthening care coordination. In 2017, PRHI will help those involved in the TCPI to facilitate change by using shared decision-making tools and motivational interviewing techniques, hold end-of-life and advanced care planning conversations, and improve patient safety and quality.

“MACRA has ushered in sweeping changes in health care,” Dr. Block says. “We hope that practice facilitators and program managers will take advantage of the knowledge and experiences of different NRHI members around the country, digging deep on these subjects so that they can thrive in the years to come.”

Karen Feinstein Showcases Tomorrow’s HealthCare™ at 2016 Annual Research Meeting

Characteristics that lead to success in Silicon Valley—such as possessing an innovative idea, a strategic vision, and a talented team to bring it to life—can also create evidence-based policies, practices, and products that disrupt and ultimately improve health care. During AcademyHealth’s 2016 Annual Research Meeting (ARM) on June 27, Karen Feinstein showed how Tomorrow’s HealthCare™— an online platform created by PRHI to facilitate learning, communication, collaboration, and engagement—is fostering an entrepreneurial spirit among thousands of health professionals from across the U.S.

Dr. Feinstein was a featured panelist



During AcademyHealth’s 2016 Annual Research Meeting, Karen Feinstein was a featured panelist during a session on translating entrepreneurial thinking to health care. The panel also featured (L-R): Ran Balicer, MD, MPH, director of the Clalit Research Institute in Tel Aviv, Israel; Gregg Gonsalves, a research scholar and lecturer at Yale Law School and co-director of the Global Health Justice Partnership; and Robin Strongin, MPP, president and CEO of Amplify Public Affairs and Disruptive Women in Health Care.

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during an ARM session entitled “Entrepreneurship in Bridging Evidence, Policy, and Practice: A Conversation.” The session was part of the three-day event (June 26-28) in Boston, MA hosted by AcademyHealth, the leading organization for health services research in the U.S. ARM gathers leading physicians, researchers, epidemiologists, biostatisticians, policy makers, and research funders from around the world for interactive panels and presentations on breakthrough research, translation of research into action, and policy developments.

During the panel, Dr. Feinstein explained that Tomorrow’s HealthCare™ is being used by more than 2,300 health professionals in a variety of healthcare settings, including multi-state quality improvement initiatives, regional learning collaboratives, physician practices, skilled nursing facilities, and hospitals. The platform will also power the newly-announced Health Activists Network, which will help physicians and other health professionals advance health reform, patient safety, and quality improvement (for more information on the Health Activists Network, see page 1).

Along with Dr. Feinstein, the entrepreneurial-minded panel included Ran Balicer, MD, MPH, director of the Clalit Research Institute in Tel Aviv, Israel; Gregg Gonsalves, a research scholar and lecturer at Yale Law School and co-director of the Global Health Justice Partnership; and Robin Strongin, MPP, president and CEO of Amplify Public Affairs and Disruptive Women in Health Care. The panel was moderated by Michael Gluck, PhD, MPP, co-director of AcademyHealth’s Translation and Dissemination Institute, which focuses on turning health services research into policy and practice.

Dr. Balicer described how Clalit, which serves more than half of the Israeli population, has implemented data-driven tools throughout the organization to improve healthcare quality and efficiency. The Clalit Research Institute’s multidisciplinary team—featuring expert clinicians, epidemiologists, biostatisticians, IT professionals, and public health specialists—drive such efforts, Dr. Balicer noted.

Gonsalves, a leading HIV/AIDS activist, explained how he jump-started the development of the Treatment Action Group (TAG) in the early 1990s. TAG formed as an offshoot of AIDS activist organization ACT UP (the AIDS Coalition to Unleash Power), and has since played an important role in accelerating treatment research into new drug therapies that have made HIV/AIDS a chronic, manageable disease, rather than a death sentence.

Strongin described how Disruptive Women in Health Care has become an online hub for thought leaders from across the globe (including Dr. Feinstein) to share their provocative ideas and solutions to vexing healthcare issues. Those conversations on timely topics extend to in-person book clubs and forums hosted by the organization.

AIDS Free Pittsburgh Initiative Accelerates with Website Launch, PrideFest Outreach

JHF serves as the fiscal agent for AIDS Free Pittsburgh (AFP), an initiative comprised of government agencies, healthcare institutions, and community-based organizations that are collaborating to eliminate new AIDS diagnoses in Allegheny County and reduce new HIV infections by 75% within five years. In June, AFP staff and volunteers educated and engaged thousands of local stakeholders—both online and in-person.

AFP recently launched a website (aidsfreepittsburgh.org) that features information on PrEP (Pre-Exposure Prophylaxis), HIV testing, and treatment services as well as other community resources within Allegheny County. The site also features a “Get Involved” section, where users can learn about volunteer opportunities, sign up for email updates on the AFP initiative, and follow AFP on Twitter (@AIDSfreePgh) and Facebook (facebook.com/AIDSFreePittsburgh).



Christina Farmartino (left), MPH, CPH, executive director of The Open Door, Inc., and JHF intern Dana Heilman raise awareness for the AIDS Free Pittsburgh initiative during PrideFest.

On the heels of the website launch, AFP also made its community outreach debut at PrideFest on June 12. A team of volunteers, including JHF staff and interns, engaged around 2,000 PrideFest attendees and handed out more than 1,000 pamphlets and wallet cards with information on PrEP, a preventive treatment that can lower the risk of developing an HIV infection by more than 90 percent if taken consistently, according to the Centers for Disease Control and Prevention. AFP volunteers were also present on June 18 at the inaugural “Ball on the Bridge,” an HIV/AIDS and LGBT awareness dance party held on the Andy Warhol Bridge. On July 27, AFP will be at the Pittsburgh Black Pride Health Fair in Market Square.

The members of AFP do most of their work in various subcommittees, including those related to administration, evaluation and outcomes, funding, outreach, PrEP and testing/linkage to care. For example, the PrEP subcommittee has been working to collect surveys to better gauge current community awareness of and potential barriers to accessing PrEP as an HIV prevention method. Since May, JHF staff and interns have collected over 500 responses from various community partners including the Allegheny

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County Health Department and Pittsburgh AIDS Task Force. JHF interns Ashley Chung, an MPH student at the University of Pittsburgh, and Megan Judy, a recent graduate of Slippery Rock University with a BS in Public Health, are helping with data entry and analysis. The data gathered in this survey will help AFP strategically target efforts around community outreach, social marketing, and increasing access for low-income patients.

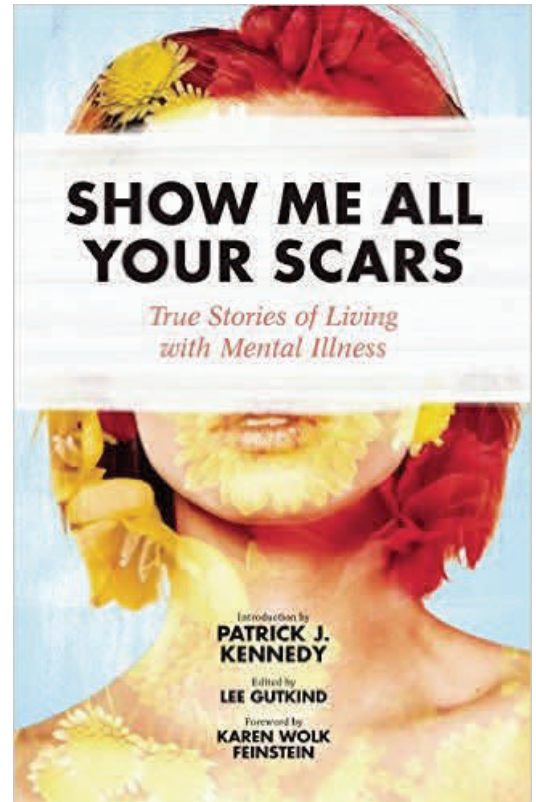
On June 28, a core group of AFP members convened for a day-long strategic planning retreat, co-facilitated by Jen Condel, SCT(ASCP)MT, JHF's manager of Lean healthcare strategy and implementation, and AFP Project Manager Julia Och.

Latest JHF-Creative Nonfiction Work Explores Mental Illness from Patient's Perspective

JHF and Creative Nonfiction have collaborated on seven anthologies over the past twelve years that have collectively brought together voices from around the country to explore paramount healthcare issues related to patient safety and quality, workforce development, end-of-life care, and mental health, among other topics.

The latest JHF-Creative Nonfiction depicts mental health challenges and breakthroughs from the perspective of patients. [*Show Me All Your Scars: True Stories of Living with Mental Illness*](#), published in June, features 20 personal essays, as well as a foreword written by Karen Feinstein and an introduction penned by The Honorable Patrick J. Kennedy, a former member of the U.S. House of Representatives and a leading political voice on mental illness and addiction. The latest anthology complements [*Same Time Next Week: True Stories of Working Through Mental Illness*](#), a collection of essays written from the perspective of mental health providers.

Members of the JHF, PRHI, and Health Careers Futures boards can request a complimentary copy of *Show Me All Your Scars: True Stories of Living with Mental Illness* by contacting Executive Assistant Millie Greene (greenem@jhf.org).



2016 Summer Interns Bolster Army of the Healthcare Revolution

By Kate Dickerson, JHF Intern

M.Sc. Candidate, Healthcare Policy & Management, Heinz College-Carnegie Mellon University

Early in the morning on June 3, nervous energy permeated the QI²T Center. Twelve students with varying backgrounds, from diverse graduate and undergraduate schools, gathered there, excited to see what the day and next few weeks would bring. However, it didn't take long for the nerves of JHF's 2016 summer interns to settle, and for them to realize the valuable learning experiences that awaited them.

The interns jumped right in by engaging with one another and staff about the remarkable work of JHF. Part of the first two weeks at the Foundation were spent participating in Perfecting Patient CareSM training. Through the training, students learned Lean quality improvement methodology and strategic ways of implementing lasting change in healthcare settings and beyond. Reflecting on orientation, Andrew Gaul, an MPH candidate in Healthcare Policy and Management at the University of Pittsburgh's Graduate School of Public Health, stated "the processes, thinking, and general knowledge learned here will stick with me for the rest of my life."



Karen Feinstein (far right) greets JHF's 2016 summer interns and share the Foundation's 25-year history as a "think, do, train, and give tank."

At nearly the halfway point of their time at JHF, the interns are fully engaged with their various projects, which range from data gathering and research for AIDS initiatives, to policy and consumer engagement in Managed Long Term Services and Supports, to working on the Foundation's multi-pronged senior engagement initiatives.

The interns have also had an opportunity to build lasting professional relationships. Michael Osnard, an MD and MPH candidate at the University of Pittsburgh Medical School and Graduate School of Public Health, shares a common sentiment among the interns: "I believe that I have been paired with mentors with whom I share a lot in common, and I feel like the match could not have been better. I can already foresee a long-term relationship with these mentors even after my internship ends."

Regional HIV Strategic Collaborative Meets with City Councilman O'Connor, Discusses Gaps in Behavioral Health Services

On June 2, the healthcare providers, consumers, health department leaders, and researchers who represent the Regional HIV Strategic Collaborative met to learn more about opportunities to inform local policies and procedures, and spotlight remaining gaps in behavioral health services for HIV-positive individuals, from teens to seniors. The Regional HIV Strategic Collaborative was established by JHF in 2014 to improve the quality of HIV/AIDS services available in southwestern Pennsylvania.

Collaborative members were joined by Pittsburgh City Councilman Corey O'Connor, who provided an overview of the City of Pittsburgh's HIV/AIDS Commission. Councilman O'Connor explained that he sponsored legislation to establish the HIV/AIDS Commission four years ago after meeting with community stakeholders, who



Pittsburgh City Councilman Corey O'Connor (second from left), representative of District 5, discusses policy priorities with members of the Regional HIV Strategic Collaborative on June 2. Also pictured at the table are (L-R): Linda Rose Frank, PhD, MSN, ACRN, FAAN, executive director of the MidAtlantic AIDS Education and Training Center; Richard Smith, MSW, JHF's HIV/AIDS program director; Lori Fell, MDIV, LCSW, director of clinical programs for Persad Center; and Christopher Garnett, MSS, HIV Planning and Education coordinator for JHF.



Persad Center Executive Director Betty Hill, MPM, gives a presentation on the evolution of behavioral health services available to HIV-positive individuals in the region, and facilitates a discussion on remaining barriers to treatment.

expressed concern about gaps in local services and wanted to better align local service providers and organizations. He noted that groups like the HIV/AIDS Commission and the Regional HIV Strategic Collaborative provide expert guidance to City Council on policies and procedures that can enhance prevention, treatment, and public awareness efforts around the disease.

The latest Collaborative meeting also featured a discussion on the evolution of behavioral health services for HIV-positive individuals and remaining regional needs, facilitated by Persad Center Executive Director Betty Hill, MPM, and Director of Clinical Programs Lori Fell, MDIV, LCSW.

Hill noted that while counseling services for HIV-positive individuals and their loved ones once

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revolved around preparing for imminent death, treatment breakthroughs have relegated HIV/AIDS to a manageable, chronic disease, allowing for long-term relationships with clients. She also remarked that there is a heightened awareness that co-occurring physical and behavioral health conditions increase the risk of HIV-positive individuals becoming lost to care.

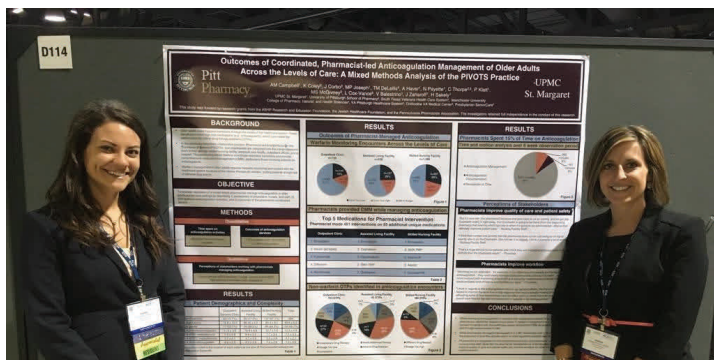
During a brainstorming session on regional behavioral health service gaps, the Collaborative members expressed concern that the care system for seniors might not be equipped to address the needs of aging HIV-positive individuals, who in past generations didn't typically live into old age. The Collaborative members also advocated for medical and social work curriculum that's tailored to interacting with a diverse HIV/AIDS population, with increased awareness of domestic violence in same-sex relationships, and greater peer support among HIV-positive youth.

JHF-Supported Research on Geriatric Pharmacy Interventions Earns Accolades at National Meeting

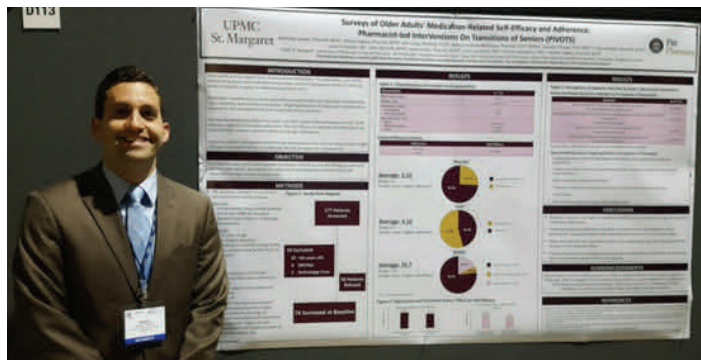
In 2013, JHF provided funding to support the Pharmacist-led Interventions on Transitions of Seniors (PIVOTS) team, a collaboration between UPMC St. Margaret and the University of Pittsburgh School of Pharmacy that aimed to eliminate medication-related errors associated with care transitions by integrating pharmacists into interdisciplinary healthcare teams.

During the 2016 American Geriatrics Society (AGS) Meeting in Long Beach, CA, two UPMC St. Margaret/Pitt pharmacy residents gained national recognition for their PIVOTS-related research findings. UPMC St. Margaret post-graduate geriatric pharmacy residents Matt Joseph, PharmD, BCPS, and Ashley Campbell, PharmD, BCPS, won second and third place, respectively, at the AGS Meeting in the resident/fellow section for geriatric models of care.

The AGS Meeting gathers geriatric professionals from a variety of disciplines to explore the latest clinical, educational, and policy trends in senior care.



Ashley Campbell (left), PharmD, BCPS, a geriatric pharmacy resident at UPMC St. Margaret, and Heather Sakely, PharmD, BCPS, director of Geriatric Pharmacotherapy and director of Postgraduate Year 2 Geriatric Pharmacy Residency within the Department of Medical Education at UPMC St. Margaret.



Matthew Joseph, PharmD, BCPS, a Geriatric Pharmacy resident at UPMC St. Margaret.

Karen Feinstein Discusses JHF's Adolescent Behavioral Health Initiative with Health Affairs, NRHI

In response to grim national and local data, as well as more personal accounts of system failures, JHF has launched a multi-year adolescent behavioral health initiative to identify care gaps and effective services, and envision the ideal system for early detection, effective intervention, and family support. In June, Karen Feinstein described the alarming state of adolescent behavioral health in the U.S.—and the Foundation's plans to help teens and families who are confronting issues related mental illness, alcohol and substance use, and self-harm—in a [Health Affairs Blog post](#) and during a [Network for Regional Healthcare Improvement "Coffee Chat."](#)

Joan Cates Shares Latest Communication Strategies to Boost Uptake of Cancer-Preventing HPV Vaccine

In February of 2014, Joan Cates, PhD, MPH, a senior lecturer at the UNC School of Journalism and Mass Communication in Chapel Hill, visited JHF to explain the role of media in shaping public awareness about the HPV vaccine, which can prevent a host of HPV-related cancers among children and young adults. Dr. Cates' insights, gleaned from National Institutes of Health-funded research on messaging to parents and pre-teens, have informed the Foundation's communications and outreach strategies for its community-wide HPV Vaccination Initiative.

On June 10, Dr. Cates returned to the QI²T Center to share her latest research on normalizing pre-teen HPV vaccination in clinical practice settings with JHF staff as well as HPV Vaccination Initiative partners from the Allegheny County Health Department, the Eye and Ear Foundation of Pittsburgh, and local healthcare practices. Dr. Cates' most recent research studies, funded by the NIH's National Institute of Allergy and Infectious Diseases (NIAID), involve conveying the benefits of HPV vaccination through print materials for parents; online training for providers; text messaging among providers, parents, and teens; and a web-based video game for pre-teens.



Joan Cates, PhD, MPH, a senior lecturer at the UNC School of Journalism and Mass Communication in Chapel Hill, shows a poster that is part of "Protect Them," an NIH-funded study to promote HPV vaccination among 11 to 12-year-olds.

Allegheny County Health Department Considers Extending Adolescent Vaccine Requirement to Cancer-Preventing HPV Vaccine

Children in Pennsylvania entering seventh grade are required to receive a dose of the Tdap (Tetanus, Diphtheria, Pertussis) vaccine and a dose of the meningococcal conjugate vaccine. As a result, about 94% of children in Allegheny County are immunized with Tdap, and 95% with meningococcal conjugate vaccine, according to 2013-14 data from the Pennsylvania Department of Health. But currently, children aren't required to be protected against the human papillomavirus (HPV), which can cause cervical, vaginal, vulvar, anal, throat, and penile cancers, as well as genital warts.



Allegheny County Council District 2 Representative Cindy Kirk (left) and Allegheny County Health Department Director Karen Hacker, MD, MPH.

A safe, highly effective three-dose HPV vaccine—endorsed by organizations including the American Academy of Pediatrics, American Academy of Family Physicians, and Centers for Disease Control and Prevention (CDC)—can dramatically reduce the chances of developing HPV-related cancers. Yet, JHF crunched data from three health insurers and found that just 25% of girls age 14-17 in the Pittsburgh metropolitan statistical area had received all three doses of the HPV vaccine, and about 17% of similarly aged boys.

Is it time that we start using this cancer prevention tool to its full potential, by requiring that children receive the HPV vaccine along with the meningococcal conjugate vaccine and Tdap?

That was the subject of a public forum held by the Allegheny County Health Department (ACHD) on June 22 at the Allegheny County Courthouse. The ACHD is exploring whether to expand the adolescent vaccine requirement to include the HPV vaccine for all 11-and-12-year-olds, as recommended by the CDC, and wanted to gather input from community stakeholders.

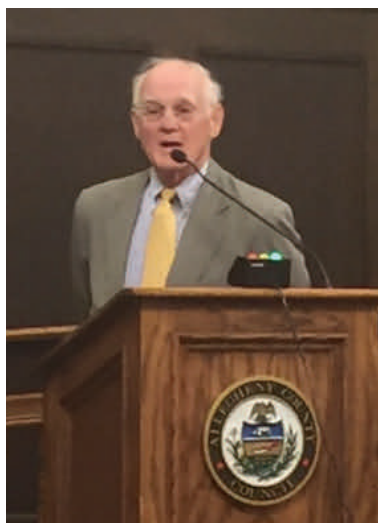
During the forum, ACHD Director Karen Hacker, MD, MPH, explained that HPV causes approximately 32,000 cancers annually in men and women in the U.S. Dr. Hacker noted that the HPV vaccine has been deemed safe, and is strongly recommended by many organizations. Despite that, local completion rates for the HPV vaccine remain extremely low. Dr. Hacker said that the ACHD would compile stakeholder input from the forum, and present it at the next health department board meeting on July 13.

A number of individuals who have lent their support to the Foundation's community-wide HPV Vaccination Initiative spoke in favor of HPV vaccination, including Brenda Cassidy, DNP, RN, MSN, CPNP-

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PC, an assistant professor in the University of Pittsburgh School of Nursing's Department of Health Promotion and Development; Miriam Cremer, MD, MPH, associate professor at the Cleveland Clinic and president and founder of Basic Health International; Pediatrician Mark Diamond, MD; George Fechter, board chair of the Eye and Ear Foundation of Pittsburgh; State Rep. Dan Frankel; City of Pittsburgh Councilman Dan Gilman; Richard Scott Guido, MD, an obstetrician/gynecologist at Magee-Womens Hospital of UPMC; Elizabeth Miller, MD, PhD, chief of the Division of Adolescent and Young Adult Medicine at Children's Hospital of Pittsburgh of UPMC; Joyce Penrose, CRNP, an adjunct associate professor at the University of Pittsburgh's School of Nursing; Tricia Pil, MD, medical director of Children's Community Pediatrics (CCP); Ana Radovic, MD, MSc, assistant professor of Pediatrics at Children's Hospital of Pittsburgh of UPMC; Duquesne University Assistant Men's Basketball Coach John Rhodes, an HPV-related oral cancer survivor; Lawney Snyder, executive director of the Eye and Ear Foundation of Pittsburgh; and JHF's Nancy Zionts.



(L-R): George Fechter, board chair of the Eye and Ear Foundation of Pittsburgh; Dan Gilman, City Council member for the 8th Council District of Pittsburgh; and Lawney Snyder, executive director of the Eye and Ear Foundation of Pittsburgh, were among the many community leaders who spoke in favor of HPV vaccination during a public forum hosted by the Allegheny County Health Department on June 22.

NRHI, CHQPR, RWJF Host National Summit on Next Steps in Health Care Payment Reform

The status quo represented by fee-for-service health care is on the way out. In response to the Medicare Access and CHIP Reauthorization Act (MACRA) of 2015, a wide range of healthcare stakeholders have hastened their efforts to develop Alternate Payment Models (APMs) that incentivize high-value services,

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coordinated care, and shared accountability for patient outcomes. But how can we ensure that these new payment mechanisms benefit patients, providers, payers, and communities at large?

Pressing questions like this were tackled on June 17 by members of the Network for Regional Healthcare Improvement (NRHI), an alliance of 35 regional health improvement collaboratives from across the U.S., and other senior healthcare leaders. More than 100 prominent voices in health care converged in National Harbor, MD for the National Payment Reform Summit, hosted by NRHI, the Center for Healthcare Quality and Payment Reform (CHQPR), and the Robert Wood Johnson Foundation.

During the summit, employers, health plan representatives, practicing physicians, leaders of physician organizations and hospitals, healthcare consumers, federal and state policymakers, leaders of regional health improvement collaboratives, and health policy experts analyzed eight potential challenges in adopting value-based care and payment models.

The eight challenges discussed were: designing healthcare payment systems to support disease prevention and healthy lifestyle choices; protecting providers from excessive financial risk and protecting patients' access to treatment; addressing social determinants of health; incentivizing team-based care and structuring payments to individual providers; providing adequate support for hospitals' essential services and medical education costs while also keeping more patients well enough to avoid inpatient care; changing benefit designs to support payment reform; temporary modifications that could incentivize providers and payers to embrace APMs; and data and analysis needed by providers and



(L-R): PRHI Board member James Costlow, MD; Karen Feinstein; and JHF Board member Neil Resnick, MD.



Harold Miller, president and CEO of the Center for Healthcare Quality and Payment Reform, past president and CEO of NRHI, and a former strategic initiatives consultant for PRHI, describes the revelation that he and fellow PRHI staff members came to a decade ago: hospitals actually faced financial penalties for reducing hospital-acquired infections.

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payers to develop effective APMs.

Representatives with connections to Pittsburgh and the Foundation included Karen Feinstein; Joe Angelelli, PhD; PRHI Board member James Costlow, MD; JHF Consultant Susan Elster, PhD; Harold Miller, president and CEO of CHQPR; and JHF Board member Neil Resnick, MD.

JHF a Proud Sponsor of 2016 Pursuer of Peace Event Honoring Rabbi Walter Jacob

For 160 years, Rodef Shalom—which is Hebrew for “Pursuer of Peace”—has served as a pillar of western Pennsylvania’s Jewish community. Rabbi Walter Jacob, DHL, has guided generations of families toward a life defined by faith, inclusion, and social justice. On June 5, Rodef Shalom honored Dr. Jacob for his seven decade-long commitment to scholarship and humanitarianism by bestowing him with the 2016 Pursuer of Peace Award. JHF was a proud sponsor of the event.

“It’s a wonderful privilege for the Feinstein family to honor Walter Jacob,” Karen Feinstein said during a tribute at the Pursuer of Peace event. “You are a ‘one and only’ spiritual tie among four generations. You stand out as a unique religious leader: rabbi, scholar, gardener, philanthropist, historian, ambassador, friend and healer. We are so fortunate that you settled in Pittsburgh.”



Rabbi Walter Jacob, DHL, receives the 2016 Pursuer of Peace Award during a ceremony at Rodef Shalom on June 5.

JHF Program Associate Deborah Murdoch Graduates from Leadership Pittsburgh

Since last fall, JHF Program Associate Deborah Murdoch, MPH, and other highly-driven young professionals in the region have expanded their civic involvement and sharpened their planning skills through Leadership Pittsburgh’s *Leadership Development Initiative* (LDI). On June 1, Murdoch and fellow change agents from Pittsburgh’s nonprofit, business, and government sectors officially graduated from the LDI program, which is sponsored by Leadership Pittsburgh (a non-profit dedicated to cultivating

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innovators in southwestern Pennsylvania.)

As part of the LDI program, Murdoch and her peers participated in a community impact project. Their work culminated in late May when they held a neighborhood block party in Wilkinsburg, which showcased local businesses, cultural attractions, and community supports.



JHF Program Associate Deborah Murdoch, MPH (front row, second from left) is part of the latest graduating class of Leadership Pittsburgh's Leadership Development Initiative.

JHF Supports Study on Israel as Successful Adapter of Healthcare Innovations from Across the Globe

Israel has tailored successful healthcare innovations from various countries to further its population health goals—from harnessing big data, to deploying new technologies like telemedicine, to engaging the public on the benefits of vaccination and harms of tobacco use. JHF, having a history of knowledge exchange with Israel's healthcare innovators, provided funding to the Myers-JDC-Brookdale Institute to study how Israel successfully applies new concepts related to health care delivery, policy, communication, and workforce development.

The Myers-JDC-Brookdale Institute is an independent, non-profit organization that promotes the use of research to improve Israel's health and social services system. Bruce Rosen, PhD, director of the Smokler Center for Health Policy Research at the Myers-JDC-Brookdale Institute, presented initial findings from the JHF-funded study at the International Jerusalem Health Policy Conference in late May.



Bruce Rosen, PhD, director of the Smokler Center for Health Policy Research at the Myers-JDC-Brookdale Institute

Karen Feinstein, Fellow HealthDoers Chart Future of Collaborative Health Network

Over the last two years, the Collaborative Health Network has empowered "HealthDoers" from across the country to share disruptive ideas, draw inspiration from successful community health initiatives, and

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recruit partners. The online platform, hosted by the Network for Regional Healthcare Improvement and supported by the Robert Wood Johnson Foundation, has showcased JHF and PRHI efforts ranging from last summer's "[Igniting a Consumer Health Activation Movement](#)" event to [integrated primary care projects](#) to a recently-launched [adolescent behavioral health initiative](#).

As part of a two-day NRHI HealthDoers Summit, Karen Feinstein facilitated a June 23 session with members on maximizing the Collaborative Health Network's value as a tool for shared learning and collective action.



NRHI members discuss strategies to maximize the value of the Collaborative Health Network, an online platform to share positively disruptive ideas, draw inspiration from successful community health initiatives, and recruit partners.

Behavioral Health Agencies Share Successes and Declare Next Steps in Using Outcomes Measures to Improve Care

With funding from the Staunton Farm Foundation and in partnership with Allegheny HealthChoices, Inc. (AHC), PRHI is piloting a capacity-building training and coaching program—the Training Center for Outcomes-Based Integration (TCOBI). The TCOBI partners have been working with 11 behavioral health agencies on how to collect, measure, and act on outcomes data. Following three days of training between January and March, the behavioral health agencies began to develop and implement workflows for using tools to track outcomes, such as symptoms of depression and anxiety, functioning, quality of life, and recovery.

To support this work, trainers and coaches from PRHI and AHC facilitated site-specific planning meetings and multi-site collaborative learning webinars. In addition, the teams are supplementing the coaching sessions and webinars by using an online



(L-R, clockwise): Tina Zimmerman, manager of special projects at Allegheny HealthChoices, Inc; Brandi Harrison, program director at Community Human Services (CHS); Jon Hoffmann, COO of CHS; Adrienne Walnoha, CEO of CHS; and Bruce Block, MD, PRHI's chief learning and informatics officer, discuss workflow designs to use outcomes-tracking tools to improve patient care.

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community in Tomorrow's HealthCare™—PRHI's online knowledge network—to share resources and collaborate around common goals.

During the June learning collaborative webinar, many of the behavioral health agencies reported that they went live with their new workflows for using outcome tools, with staff and leadership providing positive feedback about the experience so far.

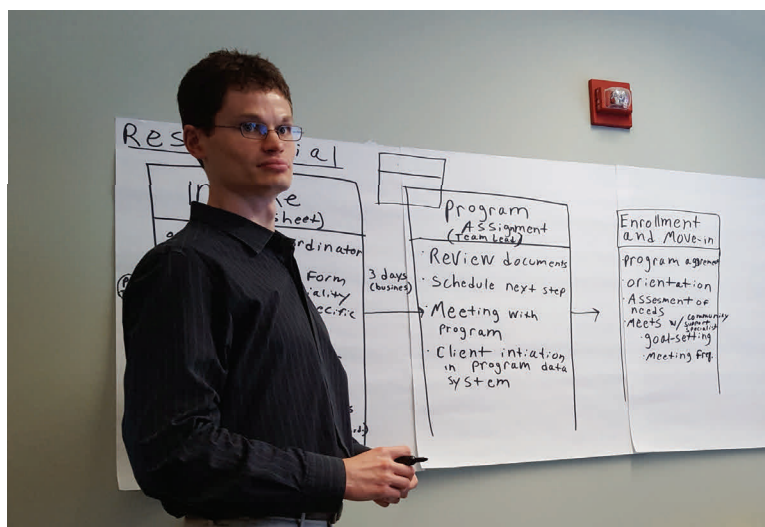
"TCOBI brings the outcome tools like the PHQ-9 (for screening, diagnosing, and monitoring the severity of depression) into the forefront to inform treatment changes," noted one of the learning collaborative participants. Others declared next steps for going live with their workflows in July, such as conducting staff trainings.

TCOBI's main objective by the end of July is for at least five behavioral health agencies to be able to track and report at least one common outcome measure across the agencies. To further advance toward that goal, the participants on the learning collaborative also discussed a plan to centrally report the data in a standard format for feedback.

JHF, East Central PA AHEC Share Progress of CHW Statewide Task Forces to Community Health Workers

Following JHF's statewide community health workers (CHW) policy summit in April of 2015, the Foundation helped to launch a CHW steering group with task forces on policy, training, and employment. These task forces now include more than 85 members from public-private stakeholder groups across the commonwealth, all examining ways to promote the use of a part of the workforce that can improve population health and help seniors and other high-risk individuals avoid preventable hospitalizations and institutionalizations.

On June 15, JHF and PRHI Director of Government Grants and Policy Robert Ferguson and Elizabeth



JHF and PRHI Director of Government Grants and Policy Robert Ferguson facilitates a coaching session at Community Human Services, where the team developed a workflow for using depression and anxiety screening and monitoring tools to inform client care.

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Schaffer, MPH, a health educator at Eastcentral PA Area Health Education Center (ECPAAHEC), presented an update on the CHW task forces in Pennsylvania to a group of community health workers during Temple University Harrisburg's Strengths-Based Symposium.

During the event, Ferguson presented findings from a recent survey of CHW employers in Pennsylvania. He also shared the policy task force's draft definition of CHWs and recommended draft policy for creating a certification for CHWs in Pennsylvania.

Schaffer presented an update on the training task force's work, including their draft of competencies for CHW skills around communication and interpersonal skills, cultural competency, health literacy, health education, coordination of care, advocacy, and community capacity building. The CHWs noted that the definition accurately reflects their day-to-day work and responsibilities. They also provided feedback on the draft certification policy and training competencies, and expressed their appreciation and interest in this effort.

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