

THE COLLABORATIVE

VERSION 1: JANUARY 2024

A St. Luke's GME Quality Improvement Newsletter

Network focus on quality and safety improvement involves GME people and programs

(This information is based on the presentation, "From Today to Tomorrow, Future of PI," given by Donna Sabol, at the GME QI Collaborative meeting in May 2023.)

At St. Luke's annual Network Quality Awards Program on October 19, 2023 of the total 60 reviewed projects had resident involvement, an all-time high. The winning team comprised three St. Luke's psychiatry residents, along with behavioral health administrators, attending physicians and other providers.

This outstanding entry, "Creating Behavioral Health High-Utilizer Care Plans to Improve Patient Outcomes and Reduce Healthcare System Burden," also won the Grand Prize at the GME Quality Improvement Symposium, which was held in early November. The residents who contributed to this project were: Chris Gauthier, DO, Erik Aufer, DO, and Kyle Jobi, MD.

"Quality improvement and patient safety projects are integral to GME training at St. Luke's, just as they are woven into the St. Luke's culture," said Donna Sabol, SLUHN's Senior Vice President and Chief Quality Officer. "They stem from a vision, first shared 15 years ago by our President and CEO Richard Anderson, for St. Luke's to be the top decile performer in external benchmarks."

St. Luke's is often cited as top-performer organization among national hospitals, as teams at each hospital, with support from local and network leadership and the board, relentlessly spearhead efforts that seek to provide the highest-quality, safest patient experience throughout every interaction. This commitment to continuous improvement is one of St. Luke's top priorities.

And these ubiquitous efforts bring the network multiple state and national honors and recognition, many year after year, including, but not limited to:

- #1 Top Teaching Hospital
- Fortune/PINC 100 Top Hospitals
- Fortune/PINC Top 50 Cardiovascular Hospitals
- Leapfrog Patient Safety A grades
- HAP Excellence Awards
- CMS five- and four-star ratings
- Medicare Shared Savings Plan success payouts

The **Quality Resources Model** starts with the network leadership and board of directors and permeates all hospital campuses and programs, bolstered by education, access to data, scorecards, registries and encouragement of staff, provider and leadership participation.

Local Ownership gives individual campuses, and their leaders and staff, the tools, education, responsibility and authority to seek, create, implement, measure and share programs for quality improvement and patient safety.

St. Luke's commitment to **Innovation** encourages and rewards risk-taking in developing improvement initiatives, accepting that failure can lead often to novel and successful initiatives that benefit our patients.



Donna Sabol, SLUHN Senior VP and Chief Quality Officer, cuddles with her adorable pup, Sophie.

Standardization of "homegrown" best practices and programs are shared across the network and adapted and applied locally in hospital campuses.

Our practice of **Transparency** stems from our access to and use of reliable data from the Premier organization, which consists of data contributed by 1,400 member hospitals. "We look at the good, the bad and the ugly, at what we're doing well and where we have opportunities for improvement," said Sabol.

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Network focus *Continued from p. 1*

We **Celebrate Success** through the annual Quality Awards Program and the GME QI Symposium, and other events that recognize and reward outstanding projects throughout the network.

The seeds of this practice are accessible to new physicians who choose St. Luke's to continue their education, which weaves together the clinical, administrative and quality threads into the fabric of their post-graduate experience.

"Where you train matters" is a favorite quote by St. Luke's Chief GME Officer, JP Orlando, Ed.D. And St. Luke's post-graduate training includes comprehensive QI education and practice opportunities rarely found in similar programs across the country.

PGY-3 psychiatry resident Chris Gauthier, DO, explains that this feature drew him to St. Luke's for specialty training after medical school: "One of the reasons I was drawn to St. Luke's for residency is their emphasis on quality of care and patient safety, which they take very seriously. This training that I have received directly impacts patient outcomes in many positive ways and gives me more purpose in my work."

Since 2015, residents have been on teams that applied for network quality awards: In 2023, 20 competed for prizes, the most ever. Twelve projects were submitted in 2022. GME commitment to quality improvement has never been stronger, nor produced more impressive outcomes.

"We do all of this to give our patients the highest quality and safest care possible."

To learn more about St. Luke's Quality and Patient Safety initiatives and opportunities, please contact your program director.



Message from the Chief Graduate Medical Education Officer & DIO James P. Orlando, Ed.D.

As we near the last month of 2023, here are the major accomplishments in Graduate Medical Education that we should celebrate and share with our colleagues, friends and families. We have much of which to be proud!

Graduate Medical Education – The Accreditation Council for Graduate Medical Education (ACGME) approved the following five new graduate medical education programs at St. Luke's: Interventional Radiology, Emergency Medicine Services, Pain Medicine, and Addictions Medicine. Other newly approved programs include Critical Care Pharmacy fellowship and Neurologic Physical Therapy residency. Additionally, St. Luke's increased the number of fellows in our ACGME-accredited Endocrinology and Pulmonary Critical Care fellowships.

St. Luke's now sponsors over 470 physician trainees in 50 accredited residency and fellowship programs and

retains over 40% of its graduates in the Network annually. Once we achieve full capacity in 2027, we will be training over 550 physician trainees.

Goals achieved in 2023–

- 62 graduates were hired and retained in St. Luke's fellowships, as compared to 54 in 2022.
- 26 resident-QI projects compared to 22 in 2022.
- 84% ACGME matches with local ties compared to 79% in 2022.
- 94% of residents rated St. Luke's as positive compared to 93% on the 2022, per ACGME survey.
- 44% of all matches come from medical schools in the local tri-state area.

Best wishes for a healthy and happy Holiday Season and a great 2024!

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GME QI SYMPOSIUM

The annual QI Symposium for residents and fellows was held on Nov. 9, 2023, with a hybrid in-person and Microsoft Teams venue for the first time since before the COVID-19 pandemic.

Based on a competitive submission process using a standardized rubric, the following six presentations were selected, with excellent alignment to SLUHN quality and safety goals:

1. MICHAEL DEROGATIS

(Orthopedic Surgery)

The Evolution of Anesthetic Management for Total Knee Arthroplasty (TKA) Patients: An Academic Hospital Network Experience

2. GWENDOLYN DERRICOTTE

(FM Bethlehem)

Integrative Family Medicine Approach to Screening and Interventions for Key Social Determinants of Health: Food Insecurity, Financial Resource Strain, Transportation Needs, and Intimate Partner Violence

3. CHRIS GAUTHIER

(Psychiatry Anderson)

Creating Behavioral Health High-Utilizer Care Plans to Improve Patient Outcomes and Reduce Healthcare System Burden

4. JACOB JASINSKI and AMANDEEP KAUR

(IM Anderson)
Evaluating and Addressing Barriers to Medicare Annual Well Visits

5. CHANCE ROHRBAUGH

(EM Anderson)

Reducing Variability in the Infant Sepsis Evaluation (REVISE II)

6. MAY THU TUN and WILLIAM MCINTOSH

(IM Anderson and Geriatrics)

Reduce Physical Restraint Use in Older Hospitalized Patients: A Phased Intervention



Psychiatry residents Kyle Jobi, MD, (left) and Chris Gauthier, DO, and a team from Psychiatry, won first place at the GME QI Symposium.



Following tabulation of the three judges responses, the winners were as follows:

GRAND PRIZE

Internal Medicine Residency, Anderson

Chris Gauthier, DO; Rose Nourse, MSN, RN; Cynthia Reade, MSN, RN-BC, NE-BC; Stephanie Pinter, CRNP; Christina Nigro, MA, LPC; Jen Reyer, MA; Erik Auker, DO; Christine Marchionni, MD; Kyle Jobi, MD; Parampreet Kaur, MD

Creating Behavioral Health High-Utilizer Care Plans to Improve Patient Outcomes and Reduce Healthcare System Burden



SECOND PLACE

Family Medicine Residency, Bethlehem

Gwendolyn Derricotte, DO; Natalia Lapko, MD; Renata Carneiro, PhD, LMFT; Nayna Doniparthi, DO; Tu Le, DO; Malisha Liyanage, DO; Sydney Saltzman, DO; Ji Yun, MD

Integrative Family Medicine Approach to Screening and Interventions for Key Social Determinants of Health: Food Insecurity, Financial Resource Strain, Transportation Needs, and Intimate Partner Violence

Congratulations to everyone for another successful QI Symposium! As always, we want to encourage as much in-person attendance as possible for next year, as well as representation from as many program directors as possible.

INSTITUTIONAL QI AWARDS WINNERS

20 of those submissions included residents, fellows, or medical students and a number of those projects were recognized as first and second place winners.

Graduate Medical Education programs highlighted at the Quality Awards Program on October

FIRST PLACE AWARD WINNERS

TITLE	CAMPUS	LEADERS
A Multidisciplinary Collaborative Approach to Implement Behavioral Health High Utilizer Care Plans for SLHN's Emergency Departments to Enhance Care Quality	Network Behavioral Health	Rosemary Nourse, Cynthia Reade, Christina Nigro, Erik Auker, Stephanie Pinter
Hungry for Improved Staffing? Well, we have a BLT for You!	Anderson	Sue Aquilina, Darla Frack, Patricia Frazier, Laura Wetzel, Daniel Church
Implementation of a Fixed Dosing Strategy for 4-Factor Prothrombin Complex Concentrate	Network Pharmacy	Justin Miller, Haley Kavelak, Rebecca Lucarelli
It's Quite ALARMIing: Decreasing Non-Clinical Masimo Alarms	Warren	Jessica Lombardo, Elisa LaNeve, Lori Carlton
Less is More: Optimizing Patient Outcomes via Innovative Vancomycin Therapeutic Drug Monitoring	Network	Alex Matika, Lauren Allen, Krista Miller
Reducing Variability in the Infant Sepsis Evaluation (REVISE II)	Anderson	Chance Rohrbaugh, Patti Jo Jaiyeola

SECOND PLACE AWARD WINNERS

TITLE	CAMPUS	LEADERS
Decreasing Falls in an Inpatient Acute Rehabilitation Center	Lehighon ARC	Beth Pascoe, Victoria Koch, Michelle Cardinale
Enhancing Emergency Department Patient Experience through Empathetic Communication & Simulation	Allentown	Ryan Kloss, Sabrina Eichelberger, Shauna Hartman
Fall Prevention Playbook	Allentown	Joan Loaiza, Keri Weintraub
Improving Adult Immunization Rates in Ethnic and Minority Populations	St Luke's Rural Health -Miners	Gregory Dobash, Devan Joy
Improving the Time to Antibiotic Administration in Patients with Open Fractures	Anderson	Lisa Robins, Peter Thomas, Chinenye Nwachuku, Adam Maziuk, Bryan Wilson
SLUHN Nutrition Services Patient Experience	Network	Matt Furlan, John Boyle, Diana Laquinta



St. Luke's Family Medicine Physicians Participate in FMEC Annual Meeting

A combined 40 residents and faculty from the St. Luke's Family Medicine residency programs attended the Family Medicine Education Consortium (FMEC) Annual Meeting in Providence, RI in October. The theme for this year's conference was "Family Medicine: Anchoring Patients and Communities."

Thirty-four St. Luke's speakers presented on 14 clinical topics, ranging from Obesity Medicine to Addiction Medicine. An additional 11 poster presentations were made and research projects highlighted the collab-

oration between Dental and Rural Medicine in increasing HPV vaccination rates.

Kristina Ramdial, MD, (PGY-2, Rural Residency) found the conference restorative, describing it as a "great way to recharge my batteries."

Steven Picozzo, MD, (PGY-2, Rural Residency) enjoyed the wellness activities at the conference, including yoga, deep breathing/mindfulness, and financial wellness.

Thomas McGinley, MD, Program Director of the Rural Family Medicine Residency, looks forward to the yearly conference to catch up with colleagues and former residents. "It is a great time to see what everyone has been up to and to meet new people from other programs," he said

The 40th Family Medicine Education Consortium Annual Meeting will be held in Philadelphia in September, 2024.



PGY-1 Transition Modules Delivered via MEL

A team from Graduate Medical Education (GME), Organizational Development and Behavioral Health is delivering educational modules to PGY-1 residents via MEL to help them transition to SLUHN. The program was created as a pilot in response to the Accreditation Council for Graduate Medical Education's (ACGME) intensified emphasis on improving the transition from medical school to residency.

The modules delivered in 2023 include:

- Quality Improvement Initiative (CLER, PDSA, Patient Safety): Dania Mosquera, MS, and Chip Harrison
- Professional Development: Renee Amori, MD, and Dania Mosquera, MS

Other topics, including implicit bias, will be offered in alignment with SLUHN objectives.



Resident Spotlight

Gwendolyn Derricotte, DO

Gwendolyn Derricotte, D. O., a third-year Family Medicine Bethlehem resident, cares for patients through research, and in the clinical setting. A Pennsylvania local, Dr. Derricotte rotated with Family Medicine Bethlehem during her fourth year of medical school, connecting with the culture of education fostered here. As a resident, Dr. Derricotte has participated in Talk with a Doc and Read with a Doc initiatives, and has mentored and taught interns and medical students.

With a team, Dr. Derricotte worked on a quality-improvement project aimed at increasing screening for certain Social Determinants of Health (SDOH) among Star Community Health patients.

The project, “Integrative Family Medicine Approach to Screening and Interventions for Key Social Determinants Of Health: Food Insecurity, Financial Resource Strain, Transportation Needs, and Intimate Partner Violence,” won second place at the 2023 St. Luke’s Resident and Fellow QI Symposium, honorable mentions at the 2023 St. Luke’s Quality Awards, and was presented at the 2023 Pennsylvania Academy of Family Physicians (PAFP) and the 2023 Family Medicine Education Conference (FMED).

“Being aware of SDOH will help us better equip our patients for success,” Dr. Derricotte noted, adding: “I hope that QI research involving SDOH continues. It will be so beneficial to improve patient outcomes!”

Star Community Health screens patients for SDOH, connects them to Findhelp.org

Star Community Health screens its patients for food, finances, transportation and other social determinants of health (SDOH) and gives them a link to Findhelp.org so they can find services and resources they’re lacking.

Star Community Health is a health care provider that offers comprehensive well and sick primary care, OB/GYN, dental and pediatric services in community-based settings.

Research shows that people struggling with SDOH often will not go to the doctor’s office, the dentist or buy their medications. Helping them address these needs increases their likelihood of seeking medical and dental services, which leads to better health in the long run.

Findhelp.org (FH) is a platform where people can research their needs in privacy and in their own language, to remove barriers to health. Our Care Management staff also uses FH to refer patients to community organizations and can track whether or not they receive services.



Please provide your patients with the link to Findhelp: [Starcommunityhealth.findhelp.com](https://starcommunityhealth.findhelp.com) or sluhn.findhelp.com, because the data shows they are using the tools we give them.

St. Luke's GME Staff Attend AIAMC Meeting I

On October 13, residents, physicians, and GME personnel represented St. Luke's projects at the first meeting for the current Alliance of Academic Medical Centers (AIAMC), in Chicago, IL.

The following projects are being worked on by St. Luke's:

MINERS CAMPUS

- Improving Adult Immunization Rates in Ethnic and Minority Populations: Principal Investigator Gregory Dobash, MD
- Acceptance of Psychiatric Care in Rural Eastern PA: Challenges and Barriers: PI Andrei Vedeniapiu, MD

BETHLEHEM CAMPUS

- Federally Qualified Health Center Look-Alike (FQHC-LA) Screening patients for Social Determinants of Health (SDoH) through an external community organization database: Focusing on Communities Needs and Insecurities: PI Alycia Walty, MD

ANDERSON CAMPUS

- Identifying social needs of emergency department and FM clinic patients and facilitating access to community-based resources: Jennifer Irick MD
- Prevalence and Severity of Major Chronic Diseases with Adverse Childhood Experiences: Quality Improvement Initiative to Offer Mindfulness Sessions to Improve Chronic Disease Load: PI Bankim Bhatt, MD

ACGME Chief Diversity, Equity, and Inclusion Officer William McDade, Ph.D., discussed the the inclusion of "moral" in Social Determinants of Health. He referenced an article (2020) by Donald Berwick, MD, MPP that shares the moral imperative of humanity to provide a community environment in which health can thrive, which is based on the philosophy of Immanuel Kant. You can read Dr. Berwick's opinion piece here: <https://jamanetwork.com/journals/jama/fullarticle/2767353>

Since 2006, the AIAMC has led National Initiatives, which are 18-month long project cycles focused on improving health outcomes. St. Luke's has multiple projects in the current National Initiative IX, which addresses Social and Moral Determinants of Health in our patient populations.

In addition to understanding the National Initiative IX theme, participants collaborated in small groups with members of similarly focused projects. During this time, project members shared initial progress and gave feedback on each project.



William McDade, MD, PhD, ACGME
Chief Diversity and Inclusion Officer



Call for Collaboration!

We welcome submissions from all departments for spotlights, features and other upcoming events to be included in our next quarterly Collaboration newsletter. Please send all submissions to Dania Mosquera at daniamosquera@sluhn.org.

Dealing with Research Challenges: A Researcher's Experience

Researchers sometimes experience challenges that delay the progress of research. Alan Remde, MD, a faculty member at St. Luke's Family Medicine Residency, Warren Campus, for five years and a certified medical acupuncturist, established a program to support the program's residents with research and quality improvement projects.

He shares some key challenges an individual can face while establishing a project and some ways to address them:

1. During your project timeline you can easily run out of capacity. How to further engage learners and fellow faculty to engage in research/ QI projects?

- Encourage residents and faculty to find time for and follow their passions, including helping the residents improve their efficiency so they have more time for QI and research.

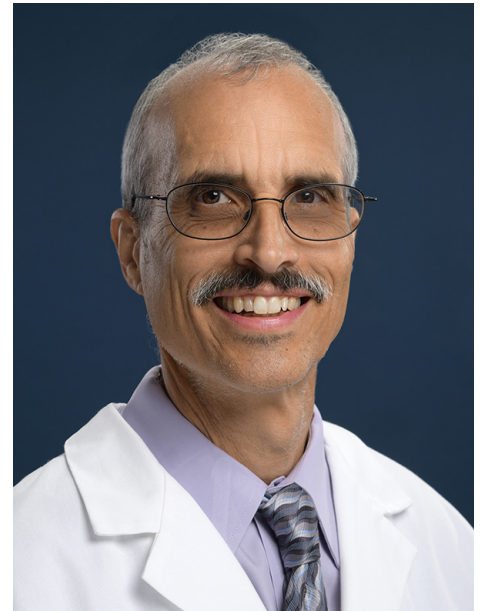
2. How to collaborate more?

- Communicate more with faculty leaders for collaboration. A 'central repository' of core research interests of all researchers at St. Luke's would assist in such collaboration.
- The GME QI Collaborative is a starting point for this connection. Contact: Dania Mosquera, MS, GME Program Manager for information.

3. An inadequate number of psychotherapists are available who are trained in somatic-based trauma-focused therapy, which needs to be integrated more into clinical practices. There is a critical need to research somatic based trauma-focused vs more general cognitive based psychotherapy in treating medical and psychological conditions that have a high co-morbidity of trauma, such as chronic pain syndromes.

4. More acupuncturists are needed at St. Luke's. This does require extensive training, such as Helm's acupuncture course (about 90% of acupuncture-trained physicians in the U.S. take this course). The evidence base for acupuncture has grown over the past several years.

- Acupuncture is a safe and effective modality for many challenging clinical situations, such as chronic lower back pain and various types of headaches.
- Clinical research protocols could be developed at St. Luke's if more acupuncturists were available. For example, having an acupuncturist 'embedded' in a neurology headache clinic practice would yield excellent opportunities to further research on the role and cost effectiveness of acupuncture for chronic headache syndromes. Further challenges to incorporate acupuncture research at St. Luke's would include developing understanding of integrative medicine paradigms and incorporating well designed 'sham acupuncture' controls into research designs.



5. A survey bank of emails of clinicians would be helpful at St. Luke's so researchers can understand quality issues and further important research here at St. Luke's by surveying clinicians. Contact lists of clinicians could be developed on a local (SLUHN), regional and national level and ideally be divided into specialties of clinicians. This would greatly enhance St. Luke's researchers' basis for querying clinicians on quality and research issues.

What challenges are you experiencing? Email Dr. Remde at Alan.Remde@sluhn.org to share your experiences and collaborate on research.



REDCap (Research Electronic Data Capture) is a flexible and secure web-based system for collecting and managing research and quality improvement study data that was developed at the Vanderbilt Institute for Clinical and Translational Research.

Users enter study data in a web browser, either locally or from remote locations. The data are then stored centrally in a secure MySQL database.

For training registration and dates visit: www.slhn.org/research/gme-data-outcomes/redcap

Question Contact: Dania Mosquera, MS
REDCap Administrator

Required REDCap Timeline

You must be trained in REDCap at least 60 days before the start