IHI Expedition
Accelerating Improvement with Physician Partnerships

April 15, 2014
These presenters have nothing to disclose

Session 2
WebEx Quick Reference

• Welcome to today’s session!
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Welcome to today’s session!

Raise your hand
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Schedule of Calls

Session 1 – IHI’s Framework for Physician Engagement
Date: Tuesday, April 1st 3:00 PM – 4:30 PM ET

Session 2 – The ROI for Physician Leadership Development
Date: Tuesday, April 15th 3:00 PM – 4:00 PM ET

Session 3 – Assessment & Coaching: Building Physician Capability to Lead Improvement
Date: Tuesday, April 29th 3:00 PM – 4:00 PM ET

Session 4 – Professional Satisfaction & Engaging the Next Generation
Date: Tuesday, May 13th 3:00 PM – 4:00 PM ET

Session 5 – Using the Model for Improvement to Engage a Multidisciplinary Team
Date: Tuesday, May 27th 3:00 PM – 4:00 PM ET

Today’s Agenda

Welcome & Introductions
Time & Return on Investment (ROI)
Homework
Next Session

Ground Rules

We learn from one another – “All teach, all learn”

Why reinvent the wheel? - Steal shamelessly

This is a transparent learning environment

All ideas/feedback are welcome and encouraged!
Homework from last call

**GO SHADOW**

Shadow at least one patient through his or her care experience between today and our next session.

Prepare to share 1 example of how a physician leader participated in or contributed to the shadowing experience.

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**Chat**

Chat at least 2 things you think an organization could do to make sure physicians do **NOT** have time to participate in improvement efforts. . .

In other words, if you want to make sure that physicians did **not** engage in improving systems, what would you do?

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**Chat**

Are any of these things currently happening in your organization?

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**Today’s Faculty**

- Mitchell Schwartz MD
  - Chief Medical Officer
  - Anne Arundel Medical Center & President of Physician Enterprise, LLC

- Erick Rideout, MD
  - Medical Director
  - Dixie Regional Medical Center’s Newborn Intensive Care Unit

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“Everyone in healthcare really has two jobs when they come to work every day: to do their work and to improve it.”

Paul Batalden, MD
Senior IHI Fellow

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Supporting Engagement
Medical Informatics Committee

Physician Members

- Mitch Schwartz, M.D. (Chair, Medical Officer of Physician Enterprise, LLC)
- Pat Crapp, M.D. (Chair, Clinical Integration)
- Pablo Argeles, M.D. (Chief, Internal Medicine)
- Tim Capstaff, M.D. (Chief, Emergency Medicine)
- Barry Meisenberg, M.D. (Chair, Quality Improvement & Health Systems Research)
- Aimee Yu, M.D. (Medical Director, Critical Care Unit)
- Emily Ulmer, M.D. (Medical Director, Hospitalist Service)

Physician Work Groups

Ambulatory Physician Members

- Andrew McGlone, M.D. (Chair)
- Pablo Argeles, M.D.
- Scott Eden, M.D.
- Anas Farhad
- Brian Killcal
- Barry Meisenberg, M.D.
- Naveen Newman, M.D.
- Simma Sahni, M.D.
- Mitch Schwartz, M.D.
- Ian Shantz, M.D.
- Lorraine Tafra, M.D.
- Jason Taksey, M.D.
- Emily Ulmer, M.D.

Acute Physician Members

- Dave Mooradian, M.D. (Chair)
- Pablo Argeles, M.D.
- Tim Capstaff, M.D.
- Pat Crapp, M.D. (ad hoc)
- Keith Groutet, M.D.
- Jon Hupp, M.D.
- Frank Lin, M.D.
- William Marston, M.D. (ad hoc)
- Joe Mower, M.D. (ad hoc)
- David Nagels, M.D. (ad hoc)
- John Park, M.D.
- Elisabeth Rogers, M.D.
- Mitch Schwartz, M.D. (ad hoc)
- Jason Taksey, M.D.
- Tim Woods, M.D.
- Aimee Yu, M.D. (ad hoc)

Clinical Resource Management Committee

Committee Members

- Robert Olemien, Chief Information Officer
- Joseph Coleman, Chief Medical Officer
- Jeff Young, HIM Director (Interim)
- John Capstrack, M.D. (President, Medical Affairs)
- Bob Reilly, M.D. (President, Medical Affairs)
- Tim Capstrack, M.D. (President, Medical Affairs)
- Barry Meisenberg, M.D. (Chief, Emergency Medicine)
- Aimee Yu, M.D. (Medical Director, Hospitalist Service)
- Emily Ulmer, M.D. (Medical Director, Hospitalist Service)

IT Governance

- Order set module build
- Anesthesia Go-live
- R12 upgrade
- Ambulatory deployment
- ICD10, Voice To Text
Clinical Resource Management

- Discharge Process
- MOLST Orders
- Observation Unit Management
- Maryland Hospital Acquired Conditions
- Geographic Staffing of Acute Care Pavilion

Pharmacy & Therapeutics

- Model of Value Analysis for new drugs
- Management of Costs
- Utilization Management
- Drug Shortages
- Antibiotic Stewardship

Pharmacy & Therapeutics Committee

<table>
<thead>
<tr>
<th>Committee Members</th>
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| Mary Bean, MD  
Clinical Director, Nursing |
| Sandy Fox  
Nursing Director, Critical Care |
| George Samaras, MD  
Chair, Medicine Service |
| Sohail Zaidi, MD  
Director, Periop Service |
| Julia Blackburn  
Clinical Director, Nursing |
| Jennifer Harrington  
VP, Support & Clinical Services |
| Frank Lin, MD  
Surgical Hospitalist |
| Holly Sowko, RN  
Nursing Director, Heart/Vasc. & Neuro Care Unit |
| Mary Clance, MD  
Epidemiologist |
| Barry Meisenberg, MD  
Chair, Quality Improvement & Healthcare Systems Research |
| David Torpey  
Microbiology |
| Michael Clemmens, MD  
Medical Director, Pediatric ER Service |
| David Mooradian, MD  
Chief Medical Content Officer |
| Pat Czapp, MD  
Chair, Clinical Integration |
| Joe Moser, MD  
Senior VP, Medical Affairs |
| Tam Dang  
Clinical Pharmacist |
| John Ness  
Inpatient Pharmacy Manager |
| Henry Sobel  
Chair, Women’s and Children’s Hospital |
| Karla Evans  
Pharmacy Manager, W&C |
| Sumati Rao  
Medication Safety Officer |
| Aimee Yu, MD  
Medical Director, CCU |

Pharmacy & Therapeutics AAMC Quality Aims FY2014

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Personal Autonomy vs. Systems Thinking

ROI: Return on Investment

What is the ROI for physicians?
Summary

1. What challenges are ahead that perhaps we haven’t seen yet?

2. What is one key leverage point to getting and keeping physicians engaged?

“Everyone in healthcare really has two jobs when they come to work every day: to do their work and to improve it.”

Paul Batalden, MD
Senior IHI Fellow

Questions?

Raise your hand
Use the Chat

Thank you

Homework

1. One (1) rapid cycle test to address at least one of the barriers you identified at the start of today’s webinar

2. Invite one (1) could-be physician champion to follow you in a tracing exercise across multiple systems in your organizations.

Expedition Communications

Listserv for session communications:
PhysicianPartnerships@ls.ihi.org

To add colleagues, email us at info@ihi.org
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Faculty: Session 3

Greg Ogrinc, MD, MS is a general internist at the White River Junction VA Hospital in White River Junction, VT. He is the Associate Chief of Staff for Education and the Senior Scholar for the White River Junction VA Quality Scholars Fellowship. At the Geisel School of Medicine at Dartmouth, he is the Director of the Office of Health Systems and Clinical Improvement (OHSCI), and an Associate Professor of Community and Family Medicine and of Medicine. Dr. Ogrinc graduated from Case Western Reserve University School of Medicine in 1997 and completed his residency in internal medicine at MetroHealth Medical Center in Cleveland. He also completed the VA National Quality Scholars Program at the White River Junction VA and his Masters of Science in Clinical Evaluative Sciences from Geisel in 2002. Dr. Ogrinc is the Director of the Quality Literature Program at Dartmouth which developed the Standards for Quality Improvement Reporting Excellence (SQUIRE) guidelines, a standard structure for sharing improvement work through published literature.

Thank You!

Please let us know if you have any questions or feedback following today’s Expedition webinar

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