

The Department of Veterans Affairs

# The VA Quality Scholars Summer Institute 2017

*Demonstrating Value and Impact*

August 14-18



VA Quality Scholars

## Monday, August 14<sup>th</sup>

**3:00 to 5:00 p.m.**

### **Early registration and Informal Networking**

*Marriott Hotel, 2<sup>nd</sup> floor, Paladora Lounge*

Pick up your conference packet and join us for informal networking at the hotel's lounge located on the 2<sup>nd</sup> floor near the elevators. Stay for dinner at the hotel or feel free to explore Houston on your own.

## Tuesday, August 15<sup>th</sup>

### **Schedule at a Glance:**

<b>7:30 – 8:00</b>	Registration
<b>8:00 – 9:00</b>	The Journey to APRN Full Practice Authority Penny Jensen
<b>9:00 – 9:45</b>	Quality, Safety, & Value: VA's Vision Shereef Elnahal
<b>9:45 – 10:15</b>	Fellows Oral Abstracts (2)
<b>10:15 – 10:30</b>	15 min Break
<b>10:30- 11:30</b>	Speed-Networking
<b>11:30 – 1:00</b>	Lunch
<b>1:00 – 2:30</b>	First Year Presentations: Inpatient Suicide Prevention
<b>2:30 – 2:45</b>	15 min Break
<b>2:45 – 4:00</b>	Return on Investment Workshop Ayse McCracken

**7:30 to 8:00 a.m.**

### **Registration**

Don't forget: You'll need to sign in each day of the conference to receive continuing education credit. The registration table will be set up directly outside of the 2<sup>nd</sup> floor TWU Auditorium.

**8:00 to 9:00 a.m.**

**The Journey to APRN Full Practice Authority: Penny Jensen, DNP, FNP-C, FAAN, FAANP**

*TWU, 2<sup>nd</sup> floor, Auditorium*

**Dr. Penny Jensen** is a Nurse Practitioner at the Outpatient Primary Care Clinics at the Veteran's Administration Medical Center in Salt Lake City. She serves as the National APRN Health Policy Liaison for the Veterans Health Administration, Office of Nursing Services. Dr. Jensen is a clinical expert, well-respected nurse practitioner and educator, and renowned leader. She has received numerous awards and accolades for her scholarship, expertise, and contributions in virtually every venue in which she has invested.

**9:00 to 9:45 a.m.**

**Quality, Safety, & Value: VA's Vision: Shereef Elnahal, MD, MBA**

*TWU, 2<sup>nd</sup> floor, Auditorium*

**Dr. Shereef M. Elnahal** is the Assistant Deputy Under Secretary for Health for Quality, Safety, and Value at the US Department of Veterans Affairs. He was initially appointed to VA as a White House Fellow in 2015, and in this capacity he founded the Diffusion of Excellence Initiative, the major initiative meeting the Under Secretary for Health David Shulkin's priority of establishing consistency in clinical and administrative best practices. He has authored many publications on health care quality, operations management, and patient safety. Shereef co-developed a published methodology that doubled clinic efficiency in the Johns Hopkins Pancreatic Multidisciplinary Clinic, cutting patient wait times by half. As an operations consultant for Wright-Patterson Air Force Base and Pittsburgh VA hospitals, he expanded on this work to improve care access for veterans and active duty service members. He also served a Fellow in the Armstrong Institute for Patient Safety and Quality, and served as Chair of the House Staff Patient Safety and Quality Council at Hopkins. Shereef received a dual-degree M.D. and M.B.A. with Distinction from Harvard University. He also graduated summa cum laude with a B.A. in biophysics from Johns Hopkins University.

**9:45 to 10:15 a.m.**

**Fellows Oral Abstracts (2)**

*TWU, 2<sup>nd</sup> floor, Auditorium*

*Moderator: **LeChauncy Woodard, MD, MPH**, Associate Director for Physician Scholars, Houston Coordinating Center*

**Linda Kim, PhD, MSN, RN, PHN:** "What are the Implications for Task sharing between Interprofessional PCMH Team members?"

**Caroline Presley, MD:** “An environmental scan of medication history technician programs within the Veterans Health Administration”

### 10:15 to 10:30 a.m. (Break)

### 10:30 to 11:30 a.m.

#### Speed Networking

*TWU, 3<sup>rd</sup> floor, Rooms 3111 and 3115*

Much like speed-dating, fellows will have an opportunity to meet and learn about the interests and activities other VAQS fellows and faculty members in several brief group meetings. To maximize the benefits of this session, fellows should have their elevator pitch rehearsed and faculty should be prepared to offer their wisdom to aspiring quality scholars.

### 11:30 to 1:00 p.m.

#### Lunch

Get a free professional photo made on the 2<sup>nd</sup> floor bridge; then enjoy lunch on your own and get to know other faculty and fellows from across the 9 sites. There is a map of lunch options within walking distance of TWU included in your orientation packet. Faculty will have an opportunity to meet as group with Penny Jensen and Shereef Elnahal at the start of the lunch break.

### 1:00 to 2:30 p.m.

#### First Year Presentations: Improving Inpatient Suicide Prevention

*TWU, 3<sup>rd</sup> floor, Rooms 3111 and 3115*

We'll break into two rooms to hear First Year VAQS fellows present their posters that describe their interviews with local VA leaders, addressing the challenges of improving access to care.

**Room 3111:** Atlanta, Birmingham, Cleveland, Greater Los Angeles and White River Junction

**Moderator:** *Hillary Mosher, MD, MFA, Senior Faculty Scholar at Iowa City*

**Room 3115:** Iowa City, Nashville, San Francisco and Toronto

**Moderator:** *Patricia A. Patrician, PhD, RN, FAAN, Faculty Scholar at Birmingham*

### 2:30 to 2:45 p.m. (Break)

### 2:45 to 4:00 p.m.

#### Return on Investment Workshop: Ayse McCracken, CPA, MBA

*TWU, 2<sup>nd</sup> floor, Auditorium*

**Ayse McCracken, CPA, MBA**, President, eNNOVATE Health Ventures LLC serves as a business advisor providing strategic guidance to CEOs, and executive teams in the health system, medical group practice, and digital health sectors. Her projects typically include intrapreneurial initiatives within established organizations operating in “build” modes as well as creating strategies for young companies entering markets, developing new products and services, and acquiring clients. Ayse is an advisor to TMCx and recently founded IGNITE Healthcare Network an association of executive women interested in shaping the future of healthcare. Her past roles have included Senior Vice President of Texas Children’s Hospital and President of Texas Children’s Pediatrics; Senior Vice President of The Methodist Hospital and COO of The Methodist Hospital Physician Organization; and CEO of Memorial Hermann Medical Group.

Ms. McCracken will lead a workshop on how to develop a QI/research idea into a commercializeable business solution. She will feature some of her own work as well as guide us through a couple of case studies.

## Wednesday, August 16<sup>th</sup>

### Schedule at a Glance:

<b>7:30 – 8:00</b>	Registration	
<b>8:00 – 9:00</b>	Fellows: QI 101	Faculty: Panel Discussion
<b>9:00 – 10:00</b>		Faculty: Exemplars and Challenges
<b>10:00 – 10:15</b>	Fellows Forum	
<b>10:15 -10:30</b>	15 min Break	
<b>10:30 - 11:30</b>	Fellows Oral Abstracts (4)	
<b>11:00 – 1:00</b>	Lunch	VAQS Faculty Lunch
<b>1:00 – 1:30</b>	Zoom	
<b>1:30 – 2:45</b>	Traditional Poster Session	
<b>2:45 -3:00</b>	15 min Break	
<b>3:00 - 4:00</b>	Plenary Malaz Boustani	
<b>4:00 – 5:30</b>	Networking Reception	

### 7:30 to 8:00 a.m.

#### Registration

Don't forget: You'll need to sign in each day of the conference to receive continuing education credit. The registration table will be on the 3<sup>rd</sup> floor, directly outside of Onstead Auditorium.

### 8:00 to 10:00 a.m.

#### Fellows: QI 101

*Mitchell BSRB, 3<sup>rd</sup> floor, Large GSBS room, S3.8371*

VAQS Fellows will join Drs. Molly Horstman, Anne Tomolo and Krysta Johnson-Martinez in an interactive, targeted workshop designed take fellows to the next step in their QI projects.

**Molly Horstman, MD, MS**, is a hospitalist-investigator at the Center for Innovations in Quality, Effectiveness, and Safety (IQuEST) at the Michael E. DeBakey VA Medical Center. She is a former Chief Resident in Quality and Safety at the Houston VA and completed a 2-year Health Services Research Fellowship at IQuEST prior to her current position. In addition to her work with the VA Quality Scholars Program, Dr. Horstman is also a mentor for the Chief Resident in Quality and Safety Program at the Houston VA and provides QI project mentorship for faculty at Baylor College of Medicine through the Department of Medicine Vice Chair Group for Quality Improvement and Innovation.

**Anne Tomolo, MD, MPH**, is a Physician Senior Scholar and Site Director in Atlanta as well as a VAQS alumna. She is the Section Chief for Quality Medicine at the Atlanta VAMC where she leads clinical quality improvement initiatives for the Atlanta VA Medical Service. Her role as faculty in Emory University School of Medicine focuses upon the development and implementation of undergraduate, graduate, and interprofessional training in quality improvement.

**Krysta Johnson-Martinez, MD** is a Physician Faculty Scholar in Atlanta as well as a VAQS alumna. Her main areas of interest are in healthcare operations and implementation. As a faculty member and Assistant Professor of Medicine, she leads quality improvement activities and educational programs at the Atlanta VA and Emory School of Medicine.

## **10:00 to 10:15 a.m.**

### **Fellows Forum**

*Mitchell BSRB, 3<sup>rd</sup> floor, Large GSBS room, S3.8371*

*Moderator: **Molly Horstman, MD, MS**, Faculty at Houston Coordinating Center*

Fellows will learn about the structure of VAQS Quality Improvement template and integration into the “Fellows Forum” sessions for this year and have an opportunity to sign up for sessions. Fellows Forum gives fellows the opportunity to present their current research and receive feedback from other scholars in a trusting and safe environment. The aim of these sessions is to enhance camaraderie between the sites, provide peer review and support for research, and build on presentation skills. Each site will have the opportunity to present twice during the academic year.

8:00 to 9:00 a.m.

## Faculty: Panel Discussion on Program Collaboration with VA Offices

*Mitchell BSRB, 3<sup>rd</sup> floor, Onstead Auditorium*

**Sheila Cox Sullivan, PhD, RN, VHA-CM** is the VHA Office of Nursing Services' (ONS) Director of Research, Evidence-Based Practice, and Analytics at VA Central Office in Washington, DC where she provides program guidance and direction. Dr. Sullivan received her PhD from the University of Arkansas for Medical Sciences in Little Rock, AR and her MSN from the University of Virginia in Charlottesville, VA. She was formerly an Associate Professor and Associate Dean at the College of Nursing at Harding University in Searcy, AR, and she continues to teach as an adjunct at the University of Arkansas, Little Rock. Most recently, she was Associate Director for Associate Health Professional Education and Evaluation at the VISN 16 Geriatric Research Education and Clinical Center (GRECC) in Little Rock, AR. Previously, her position as Associate Nurse Executive of Research at the Central Arkansas Veterans Healthcare System, allowed her to support EBP for ONS as Chair of the EBP Goal Group. Dr. Sullivan participated in numerous national activities for ONS and the Arkansas Nurses Association as the lead nurse planner and president of the Epsilon Omicron chapter of Sigma Theta Tau International. She has numerous publications and presentations in nursing journals and is currently funded to investigate the role of Vitamin D in Veterans recuperating from acute illness.

**Mark Upton, MD** is a board-certified internal medicine specialist and has additional expertise in patient safety, risk management, and healthcare quality improvement. He received his Bachelor's degree from Gannon University and his medical degree from The University of Toledo College of Medicine. He completed his residency training in internal medicine at the Hospital of the University of Pennsylvania in Philadelphia where he directly cared for veterans at the Corporal Michael J. Crescenz VA Medical Center during his training. He received specialized training in healthcare quality improvement as a member of Penn Medicine's Healthcare Quality and Leadership residency track. After completion of his residency, Dr. Upton served as the inaugural Chief Resident in Quality and Patient Safety at the Corporal Michael J. Crescenz VA Medical Center (jointly sponsored by the VA and University of Pennsylvania Department of Medicine) where he led quality and patient safety efforts and educational programs at both institutions. In recognition of his work, he was awarded a Penn Medicine Excellence and Innovation in Patient Safety Award in 2015.

**Jeffrey Cully, PhD**, is the Clinical Director for Advanced Fellowships in VHA's Office of Academic Affiliations, including the VA Quality Scholars Program. Dr. Cully is also Professor of Psychiatry in Menninger Department of Psychiatry and Behavioral Sciences at Baylor College of Medicine and an Investigator at the Center for Innovations in Quality, Effectiveness, and Safety at the Michael E. DeBakey VA Medical Center in Houston, Texas.



**9:00 to 10:15 a.m.**

### **Faculty: Exemplars and Challenges**

*Mitchell BSRB, 3<sup>rd</sup> floor, Onstead Auditorium*

*Moderators: **Aanand Naik, MD**, Director, Houston Coordinating Center, and **Kyler Godwin, PhD, MPH**, Associate Director, Houston Coordinating Center*

VAQS Faculty will have the opportunity to share with each other successful models of practice, processing of fellows, and logistics related to administrative and technical support across each site as well as get feedback on how to navigate challenges.

**10:15 to 10:30 a.m. (Break)**

**10:30 to 11:30 a.m.**

### **Fellows Oral Abstracts (4)**

*Mitchell BSRB, 3<sup>rd</sup> floor, Auditorium*

*Moderator: **Sylvia Hysong, PhD**, Associate Director for Program Evaluation, Houston Coordinating Center*

**Shawna Bellew, MD**: “Implementation of an opioid detoxification management pathway reduces emergency department length of stay”

**Meredith Allison Arensman, MD**: “Reducing Turnover Times in Ophthalmology: A Quality Improvement Initiative”

**Sandy Chang, MD, MHS**: “Impact of a Nursing-Led Quality Improvement Initiative on Promoting Goals of Care Conversations (GOCCs) in High-Risk Hospitalized Patients”

**Jesse Columbo, MD**: “Improving the Validity of Long-term Results in Observational Studies: An Instrumental Variable Method Designed for Time-to-event Outcomes Applied to Mortality After Carotid Intervention”

**11:30 to 1:00 p.m.**

### **VAQS Faculty Lunch**

VAQS faculty will walk together to a working lunch at Driscolls on the 2<sup>nd</sup> floor of the Marriott Hotel where we will have our annual face-to-face VAQS faculty meeting.

### **Fellows Lunch**

Get a free professional photo made outside of Onstead Auditorium before enjoying lunch with other fellows downstairs at the TMC Commons or across the street at the Methodist Cafeteria. Be sure to get to know someone from another site!

## 1:00 to 1:30 p.m.

### Zoom

*Mitchell BSRB, 3<sup>rd</sup> floor, Large GSBS room, S3.8371*

*Moderator: Jill Scott-Cawiezell, RN, PhD, FAAN, Senior Faculty Scholar at Iowa City*

An interactive learning experience about the importance of perception and perspective in quality improvement

## 1:30 to 2:45 p.m.

### Traditional Poster Session

*Mitchell BSRB, 3<sup>rd</sup> floor, Lobby*

We'll return once more to the time honored academic tradition of viewing printed posters and hearing from some of our returning fellows and VAQS alumni on their QI work. You can set up your poster any time on Wednesday before 1:30pm and take it down after 2:45pm.

## 2:45 to 3:00 p.m. (Break)

### 3:00 to 4:00 p.m. Plenary Speaker: Malaz Boustani, M.D., M.P.H., Chief Innovation & Implementation Officer at Indiana University

*Mitchell BSRB, 3<sup>rd</sup> floor, Onstead Auditorium*

**Malaz Boustani, MD, MPH**, is the Chief Innovation & Implementation Officer at Indiana University Center for Health Innovation and Implementation Science. His main research question is how to develop, select, implement, evaluate, scale up and sustain evidence based health solutions in a complex adaptive healthcare delivery organization. He is currently conducting multiple research studies on healthcare transformation funded by Center for Medicare and Medicaid Services, The National Institutes on Health, and philanthropies.

## 4:00 to 5:00 p.m.

### Networking Reception

*Mitchell BSRB, 3<sup>rd</sup> floor, Lobby*

Enjoy some light refreshments while you mix and mingle with other faculty, fellows, and our invited guests. Provided by the Baylor College of Medicine, Department of Medicine, Vice Chair Group for Quality Improvement and Innovation.

## Thursday, August 17<sup>th</sup>

### Schedule at a Glance:

<b>7:30 – 8:00</b>	Registration	
<b>8:00 – 10:00</b>	First Year Fellows: Individual Development Plans	Returning Fellow: Methods Workshops
<b>10:00-10:15</b>	15 min Break	
<b>10:15- 11:30</b>	Pivot Tables: Methods Workshop	
<b>11:30 – 1:00</b>	Lunch	
<b>1:00 – 3:00</b>	Friday Night at the ER	
<b>3:00 - 4:00</b>	Plenary Troyen Brennan	

### 7:30 to 8:00 a.m.

#### Registration

Don't forget: You'll need to sign in each day of the conference to receive continuing education credit. The registration table will be directly outside of the Onstead Auditorium on the 3<sup>rd</sup> floor.

### 8:00 to 10:00 a.m.

#### First Year Fellows: Individual Development Plans

*Mitchell BSRB breakout rooms, 3<sup>rd</sup> floor, S3.8003ab and S1.8014*

*Moderators: **Suzie Miltner, RNC-OB, PhD, NEA-BC**, Faculty Scholar at Birmingham*

***Anne Tomolo, MD, MPH**, Senior Faculty Scholar at Atlanta*

First year fellows, bring your IDP to this interactive workshop and receive guidance on how to best utilize your IDP throughout your fellowship.

#### Returning Fellows: Methods Workshop

*Mitchell BSRB, 3<sup>rd</sup> floor, Large GSBS room, S3.8371*

***Brant Oliver, PhD, MS, MPH, APRN-BC**, Senior Faculty Scholar at White River Junction*

Returning fellows, bring your laptop, a downloaded copy of QI Macros and datasets downloaded from Blackboard to a methods workshop developed just for you. You'll get hands-on experience with Run Charts, XmR, and pCharts, as well as have the opportunity to work through some case examples to hone your QI analytical skills.

## 10:00 to 10:15 a.m. (Break)

## 10:15 to 11:30 a.m.

### Methods Workshop: Pivot Tables

*Mitchell BSRB, 3<sup>rd</sup> floor, Onstead Auditorium*

*Moderator: **Brant Oliver, PhD, MS, MPH, APRN-BC**, Senior Faculty Scholar at White River Junction*

All fellows and faculty are invited to this hands-on workshop where Dr. Oliver will lead us through the steps of creating pivot tables and the associated run charts. Bring your laptop, a downloaded copy of QI Macros and the datasets available on Blackboard.

## 11:30 to 1:00 p.m.

### Lunch

Get a free professional photo made outside of Onstead Auditorium before enjoying lunch with other faculty and fellows downstairs at the TMC Commons or across the street at the Methodist Cafeteria. Use this time to talk to someone that you connected with during the speed - networking event!

## 1:00 to 2:45 p.m.

### Friday Night at the ER

*Mitchell BSRB, 3<sup>rd</sup> floor, Large GSBS room, S3.8371*

*Moderators: **Kyler Godwin, PhD, MPH**, Associate Director for Curriculum and Program Operations, Houston Coordinating Center*

***LeChauncy Woodard, MD, MPH**, Associate Director for Physician Scholars, Houston Coordinating Center*

Friday Night in the ER is a team learning, interactive, simulation game that requires teams to manage patient flow in a busy hospital during a simulated 24-hour period. In this gameplay, team members role-play as department managers. Each is responsible for specific functions and decision-making. However, a 24-hour period is simulated in 1 hour of game time making each move much more noticeable and consequences much more immediate. Come learn about systems thinking and have fun with us - Prizes for the winning team!

**2:45 to 3:00 p.m. (Break)**

**3:00 to 4:00 p.m.**

**Plenary Speaker: Troyen Brennan, M.D., M.P.H., Executive Vice President  
and Chief Medical Officer of CVS Health**

*Mitchell BSRB, 3<sup>rd</sup> floor, Auditorium*

**Troyen A. Brennan, MD, MPH**, is the Executive Vice President and Chief Medical Officer of CVS Health. Dr. Brennan provides oversight for the development of CVS Health's clinical and medical affairs and health care strategy, as well as the company's CVS MinuteClinic and Accordant Health Care businesses. Dr. Brennan currently serves on the Board of Dartmouth Hitchcock Health Care and is a professor at Harvard School of Public Health.

# Friday, August 18<sup>th</sup>

## Schedule at a Glance:

<b>7:30 – 8:00</b>	Registration	
<b>8:00 – 10:00</b>	Returning Fellows: Landing the Job	First Year Fellows: Methods Workshops
<b>10:00 – 10:15</b>	15 min Break	
<b>10:15 – 11:30</b>	Planning for Improvement: Jeff Cully	

### 7:30 to 8:00 a.m.

#### Registration

Don't forget: You'll need to sign in each day of the conference to receive continuing education credit. The registration table will be set up directly outside of the Onstead Auditorium on the 3<sup>rd</sup> floor.

### 8:00 to 10:00 a.m.

#### Returning Fellows: Landing the Job

*Mitchell BSRB, 3<sup>rd</sup> floor, rooms S3.8003ab and S1.8014*

**Suzie Miltner, RNC-OB, PhD, NEA-BC, Faculty Scholar at Birmingham**

**Anne Tomolo, MD, MPH, Senior Faculty Scholar at Atlanta**

**Michael Bowen, MD, VAQS Alumnus, Chair of the VAQS Alumni Committee**

Returning fellows, bring your IDP, CV and prepared elevator speech to professional development workshop where you will learn how to land the job that is right for you.

#### 1<sup>st</sup> Year Fellows: Methods Workshops

*Mitchell BSRB, 3<sup>rd</sup> floor, Large GSBS room, S3.8371*

**Moderator: Brant Oliver, PhD, MS, MPH, APRN-BC, Senior Faculty Scholar at White River Junction**

First year fellows, bring your laptop, a downloaded copy of QI Macros and the files downloaded from Blackboard to a methods workshop developed just for you. You'll get hands-on experience with: Beginning SPC, Run Charts, XmR, pCharts, QI Macros, Pareto Charts

**10:00 to 10:15 a.m. (Break)**

**10:15 to 11:30 a.m.**

**Planning for Improvement: Jeff Cully, PhD**

*Mitchell BSRB, 3<sup>rd</sup> floor, Onstead Auditorium*

*Moderator: **Jeff Cully, PhD**, Clinical Director for Advanced Fellowships in VHA's Office of Academic Affiliations*

Dr. Cully will be leading the group through a series of facilitated discussions on the application of what we have learned and experienced throughout the week. The goal of the session is to leave the conference with an action plan based on the concepts that were most important to you during the week.

**Continuing Education Credit: Instructions for Completing Evaluation in TMS to Access Accredited Certificate**

**Please note: Program evaluations must be completed within 30 days of the conclusion of the program in order to receive a program certificate**

This program has been approved for **19** hours of continuing education if you attend and participate in 100% of the program. After the program is over, you must complete the self-certification in TMS **no later than 9/19/2017**. If you did not register for the program, the TMS administrator will reconcile the registration list and mark you complete. You must still complete the evaluation before you can receive your certificate.

1. Log in to TMS
2. Locate the course on your *My Learning*
3. Locate the pending evaluation on your My Learning in the Due Later section, under course title.
4. Click on "Start Course Survey".
5. Complete evaluation content and click "Submit".
6. Click "Return to Online Content Structure."
7. Follow the below instructions to access your accreditation certificate.

