

The Department of Veterans Affairs

The VA Quality Scholars Summer Institute 2018

VA Care in the Community: Ensuring Quality & Value

August 14-16



VA Quality Scholars

Tuesday, August 14th

Mitchell Basic Sciences Research Building – 6767 Bertner Avenue

Schedule at a Glance:

8:00 – 8:15	Registration	
8:15 – 8:30	Welcome	
8:30 – 9:45	Understanding VAQS Program Structure: Community Building Mary Dolansky	
9:45 – 10:00	Break	
10:00 – 11:30	Returning Fellows: Professional Development Workshop Suzie Miltner, Anne Tomolo	First Year Fellows: Intro Methods & Analysis Workshop Brant Oliver
11:30 – 1:00	Cross-site Fellows' Lunch	
1:00 – 2:30	Providing Quality Patient-Centric Care: First Year Presentations	
2:30 – 3:45	Practice Change Leaders: Key Lessons Learned Eric Coleman	
3:45 – 4:00	Break	
4:00 – 5:00	Office of Nursing Services Research Updates Christine Engstrom	

7:30 a.m.



Meet in the Marriott lobby and walk to the venue together. We will depart at 7:45 a.m.

8:00 a.m. to 8:15 a.m.

Registration



Don't forget: Sign in each day of the conference to receive continuing education credit. The registration table will be set up directly outside of Onstead Auditorium.

8:15 a.m. to 9:45 a.m.

Understanding VAQS Program Structure: Community Building

Mitchell BSRB, 3rd floor, Onstead Auditorium

Mary Dolansky, PhD, RN, Senior Faculty Scholar at Cleveland, Associate Director of Nursing with Coordinating Center

Dr. Dolansky is an Associate Professor at the Frances Payne Bolton School of Nursing, Case Western Reserve University and Director of Interprofessional Education and Integration at the Louis Stokes Cleveland VA Transforming Outpatient Primary Care. Dr. Dolansky is Director of the QSEN Institute (Quality and Safety Education for Nurses), an international community of healthcare providers providing resources for enhancing quality and safety competencies in both academia and practice. Her contributions to interprofessional quality improvement education include the Foundations Book used in our program and the massive open online course (MOOC) “Take the Lead on Healthcare Quality” that has reached over 15,000 interprofessional professionals across the world.

9:45 a.m. to 10:00 a.m. – Break

Grab some coffee and a pastry graciously provided by the Center for Innovations in Quality, Effectiveness and Safety outside of the auditorium.



Sign up today to have lunch with a faculty member from a different site on Thursday! Sign up sheets will be available at the registration table.

10:00 a.m. to 11:30 a.m.

First Year Fellows: Introduction to Methods & Analysis Workshop

Mitchell BSRB, 3rd floor, Onstead Auditorium

Brant Oliver, PhD, MS, MPH, APRN-BC, Senior Faculty Scholar at White River Junction, Core Faculty with Coordinating Center

Dr. Oliver is a nurse practitioner, a healthcare improvement scientist with sub-specialization in improvement measurement and methodology, a healthcare improvement consultant and an educator. He is Assistant Professor at the Dartmouth Institute and the Geisel School of Medicine at Dartmouth at Dartmouth College in New Hampshire, and Adjunct Associate Professor at the MGH Institute of Health Professions School of Nursing in Massachusetts. He has a wide range of improvement expertise including certification as a LEAN/Six Sigma Black Belt, IHI Breakthrough Series Improvement Advisor, the Dartmouth Clinical Microsystems curriculum, and Statistical Process Control (SPC) analytics. He has served as improvement faculty, methodologist and measurement specialist for improvement collaboratives in the U.S., Canada, U.K., Sweden and Australia. Dr. Oliver is principal investigator of the MS Continuous Quality Improvement (MSCQI)

Collaborative, the first national multicenter quality improvement research collaborative for multiple sclerosis in the United States.

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

Returning Fellows: Professional Development Workshop

Mitchell BSRB, 3rd floor, Large GSBS room, S3.8371

Suzie Miltner, RNC-OB, PhD, NEA-BC, Faculty Scholar at Birmingham, Core Faculty with Coordinating Center

Dr. Miltner an Associate Professor and Director of Educationally Focused Partnerships at the School of Nursing at University of Alabama at Birmingham. Her primary teaching responsibilities are in the Doctor of Nursing Practice program. She has extensive clinical and leadership experience in military, private, and VA acute care settings as well as experience in nursing education in both academic and organizational settings. She has led many quality improvement efforts in several health care organizations including ongoing work as an improvement scientist in the VA around the quality of nursing care in acute care settings. Dr. Miltner is also an experienced teacher of leadership and quality improvement content in both formal academic courses and in continuing education venues. She loves working with students and fellows, and wants to do what she can to help them be successful “improvers” of care.

Anne Tomolo, MD, MPH, Senior Faculty Scholar at Atlanta, Core Faculty with Coordinating Center

Dr. Tomolo an Associate Professor in the Division of General Medicine and Geriatrics at Emory School of Medicine. She is the Associate Chief of Staff for Education and mentor for the Chief Resident in Quality and Safety Program at the Atlanta VA Health Care System (VAHCS). Dr. Tomolo is the former Director of the Cognitive Disorder Specialty Care Education Center of Excellence and the current Co-Director of the Center for Health Care Improvement and Change at the Atlanta VAHCS. She finished her Internal Medicine residency in 1999 from Case Western Reserve University (CWRU) School of Medicine and then completed the National VA Quality Scholars Fellowship Program at the Cleveland site and her Master’s in Public Health at CWRU. After completing her training, Dr. Tomolo served as the Emergency Department Director at the Louis Stokes Cleveland Department of VA Medical Center for eight years and joined the Atlanta VAHCS in 2010. She is nationally recognized for research in curriculum development and assessment in the graduate medical education competencies of Systems Based Practice and Practice Based Learning and Improvement.

Returning fellows, bring your IDP, CV and prepared elevator speech to this Professional Development workshop where you will learn how to land the job that is right for you! You will practice self-marketing techniques, peer mentorship and mock interviews with **Michael Bowen**,

MD, VAQS Alumnus and Chair of the VAQS Alumni committee, **David Ganz, MD, PhD**, Senior Faculty Scholar at Greater Los Angeles, and **Pat Patrician, PhD, RN**, Senior Faculty Scholar at Birmingham.

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

Cross-site Fellows' Lunch



Get a free professional photo taken outside of the Onstead Auditorium; then enjoy lunch and get to know other fellows from the 9 sites! Site pairings can be found below and at the registration table. Meet near the registration table to find your site pairing and choose a lunch option within walking distance using the map included in your orientation packet. Faculty are welcome to join!

First year fellows	Returning fellows
Atlanta	San Francisco
Birmingham	Nashville
Cleveland	Birmingham
Iowa City + Rural Scholars	Atlanta
GLA	Toronto
Nashville	Iowa City + Rural Scholars
San Francisco	GLA
White River Junction	Cleveland
Toronto	White River Junction

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

Providing Quality Patient-Centric Care: First Year Presentations

Our sites will break into two rooms to hear First Year VAQS fellows present the findings from their first-year projects to explore the current referral process for community care at their local facilities. Find your site's room listed below.

Atlanta, Birmingham, Cleveland, Greater Los Angeles and White River Junction
Mitchell BSRB, 3rd floor, Onstead Auditorium

Iowa City + Rural Scholars, Nashville, San Francisco and Toronto
Mitchell BSRB, 3rd floor, Large GSBS room, S3.8371

2:30 p.m. to 3:45 p.m.

Practice Change Leaders: Key Lessons Learned

Mitchell BSRB, 3rd floor, Onstead Auditorium

Eric Coleman, MD, MPH is Professor of Medicine and Head of the Division of Health Care Policy and Research at the University of Colorado Anschutz Medical Campus. Dr. Coleman is the

Director of the Care Transitions Program, aimed at improving quality and safety during times of care “handoffs”. He also serves as the Executive Director of the Practice Change Leaders--a national program to develop, support and expand the influence of organizational leaders who are committed to achieving transformative improvements in care for older adults. Dr. Coleman was recognized with a 2012 MacArthur Fellowship for his work in bridging innovation and practice through enhancing the role of patients and family caregivers in improving the quality of their care transitions. His MacArthur "genius award" recognizes the profound impact of his work on Medicare health policy from financial penalties for hospital readmissions and incentives for care transitions interventions.

3:45 p.m. to 4:00 p.m. – Break



Sign up today to have lunch with a faculty member from a different site on Thursday! Sign up sheets will be available at the registration table.

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

Office of Nursing Services (ONS) Research Updates

Mitchell BSRB, 3rd floor, Onstead Auditorium

Christine Engstrom, PhD, CRNP, FAANP has been with the VA for 30 years and with ONS for 9 years full time and nearly 20 years part time. She received her BSN, MS and post Masters NP at the University of Maryland and her PhD at the Uniformed Services University of the Health Sciences. She is the Director of Clinical Practice in ONS; she has had numerous roles in ONS including full time faculty at Uniform Services University and acting Chief Nursing Officer 2014-2015. She is an Adult NP working in Primary Care for 3 years and Oncology for nearly 30 years. She is the current director of clinical practice in ONS.

Cross-site Dinner



Have dinner with fellows and faculty from across the 9 sites! Site pairings can be found here and at the registration table. Find your site pairing and choose a dining option from the map included in your orientation packet or from the list on the Summer Institute webpage (vaqs.org).

Faculty	Fellows
Atlanta	San Francisco
Birmingham	Nashville
Cleveland	Birmingham
Iowa City + Rural Scholars	Atlanta
GLA	Toronto
Nashville	Iowa City + Rural Scholars
San Francisco	GLA
White River Junction	Cleveland
Toronto	White River Junction

Wednesday, August 15th
 Texas Woman's University – 6700 Fannin Street

Schedule at a Glance:

8:00 – 8:15	Registration	
8:15 – 8:30	Welcome	
8:30 – 9:45	Office of Mental Health Research Updates: Suicide Prevention Stacey Pollack	
9:45 – 10:00	Break	
10:00 – 11:30	Dashboards Workshop Brant Oliver	
11:30 – 1:00	Fellows' Lunch	Faculty Lunch Meeting
1:00 – 2:30	SQUIRE 2.0 Workshop Greg Ogrinc	
2:30 – 2:45	Break	
2:45 – 4:15	First Year Fellows: Individual Development Plan Workshop Suzie Miltner, Anne Tomolo	Returning Fellows: Advanced Methods & Analysis Workshop Brant Oliver
4:15 – 5:00	QI for Mental Health in VA: Fellows' Oral Presentations	

8:00 a.m. to 8:15 a.m.

Registration

Enjoy a cup of coffee and a pastry provided by the Center for Innovations in Quality, Effectiveness and Safety.



Don't forget: Sign in each day of the conference to receive continuing education credit. The registration table will be on the 2nd floor, directly outside of TWU Auditorium.

8:30 a.m. to 9:45 a.m.

Office of Mental Health Research Updates: Suicide Prevention

TWU, 2nd floor, Auditorium

Stacey Pollack, PhD is a clinical psychologist and is the National Mental Health Director of Program Policy Implementation in the Office of Mental Health and Suicide Prevention (OMHSP) at VA Central Office (VACO). In her role, Dr. Pollack oversees issues related to Veterans and Mental Health Disability Compensation and works closely with Veterans Benefits Administration on other Mental Health related issues. Additionally, Dr. Pollack works with the development of other national Mental Health policies, to include those policies related to Posttraumatic Stress Disorder (PTSD). Dr. Pollack serves as the Mental Health Services Subject Matter Expert on the roles of Licensed Professional Mental Health Counselors and Marriage and Family Therapists within the VA and is the Mental Health Liaison to the Office of Academic Affiliations. Prior to coming to VACO, Dr. Pollack worked as the Director of the Trauma Services Program at the Washington DC VA Medical Center. Dr. Pollack has almost 20 years of experience as a VA Psychologist in the area of PTSD and has published in peer reviewed journals in the areas of PTSD and post-deployment health. Dr. Pollack serves on the steering committee of the National Center for PTSD mentorship program. In addition, Dr. Pollack was one of the 2008 recipients of the VA Olin E. Teague Award. Dr. Pollack received her Bachelor of Arts from the University of Maryland Honors Program – College Park, and her Master of Science and Doctor of Philosophy degrees from the University of Georgia.

9:45 a.m. to 10:00 a.m. – Break



Meet someone new and practice your elevator pitch. Don't forget to sign up today to have lunch with a faculty member from a different site on Thursday! Sign up sheets will be available at the registration table.

10:00 a.m. to 11:30 a.m.

Dashboards Workshop

TWU, 2nd floor, Auditorium

Brant Oliver, PhD, MS, MPH, APRN-BC, Senior Faculty Scholar at White River Junction, Core Faculty with Coordinating Center

In this interactive session, participants will be introduced to performance dashboards, discuss their appropriate use and applications, and learn about improvement measurement dashboard development. Participants will also be introduced to the "concept forward design approach" which includes use of Nelson's Clinical Value Compass to guide the development of system and population specific balanced measurement domains, the development of conceptually and operationally defined measures for domains, choice of analytic and display options,

and dashboard visual design. Examples from chronic illness care and surgical care mesosystems will be used to illustrate these concepts and to guide application exercises during the session.

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

Fellows' Lunch



Get a free professional photo taken outside of TWU Auditorium before enjoying lunch with other fellows and faculty. There is a map of lunch options within walking distance of TWU included in your folder. Be sure to get to know someone from another site!

Faculty Lunch Meeting

VAQS faculty will meet in breakout room 3111 on the 3rd floor of today's venue for the annual face-to-face faculty meeting. Lunch will be provided.

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

SQUIRE 2.0 Workshop

TWU, 2nd floor, Auditorium

Greg Ogrinc, MD, MS is a Faculty Scholar, general internist and VAQS alumnus at the White River Junction VA Hospital. He is currently the Senior Associate Dean for Medical Education and Professor of Medicine at The Dartmouth Institute for Health Policy and Clinical Practice at Geisel School of Medicine at Dartmouth. Dr. Ogrinc is the co-PI for the group that developed the Standards for Quality Improvement Reporting Excellence (SQUIRE) guidelines, a set of publication guidelines for sharing quality improvement work through published literature. He is also the lead author of the core VAQS textbook "Fundamentals of Healthcare Improvement."

2:30 p.m. to 2:45 p.m. – Break



Sign up today to have lunch with a faculty member from a different site on Thursday! Sign up sheets will be available at the registration table.

2:45 p.m. to 4:15 p.m.

First Year Fellows: Individual Development Plan Workshop

TWU, 3rd floor, Room 3111

Suzie Miltner, RNC-OB, PhD, NEA-BC, Faculty Scholar at Birmingham, Core Faculty with Coordinating Center

Anne Tomolo, MD, MPH, Senior Faculty Scholar at Atlanta, Core Faculty with Coordinating Center

First year fellows, bring your IDP and *Strengths Finder* results to this interactive workshop and receive guidance on how to best utilize your IDP throughout your fellowship. You will have the opportunity to discuss in small groups with **Michael Bowen, MD**, VAQS Alumnus, **David Ganz**,

MD, PhD, Senior Faculty Scholar at Greater Los Angeles, **Pat Patrician, PhD, RN**, Senior Faculty Scholar at Birmingham, and **Jill Scott-Cawiezell, PhD, RN**, Senior Faculty Scholar at Iowa City.

Returning Fellows: Advanced Methods & Analysis Workshop

TWU, 3rd floor, Room 3115

Brant Oliver, PhD, MS, MPH, APRN-BC, Senior Faculty Scholar at White River Junction, Core Faculty with Coordinating Center

Returning fellows, bring your laptop, a downloaded copy of QI Macros and the dataset downloaded from Blackboard to a methods workshop developed just for you. You'll get hands-on experience with XmR, pCharts, fixing and splitting control limits, and chart assumptions and limitations. You'll also have the opportunity to work through some case examples to hone your QI analytical skills.

4:15 p.m. to 5:00 p.m.

Fellows' Oral Presentations

TWU, 2nd floor, Auditorium

Lori Holleran, PhD, MPH: Advancing Suicide Risk Assessment amongst the Homeless

Izabela Kazana, DNP, APRN, AGPCNP-BC: Improving Depression Screening in Primary Care: A Quality Improvement Project

Barbara Messinger-Rapport, MD, PhD: Deprescribing Medications for Chronic Diseases or Psychiatric Illness in Non-Terminally Ill Adults: A Systematic Review of Randomized Controlled Trials

7:10 p.m. – Astros Game

If you purchased a group ticket to the game, meet at Minute Maid Park (501 Crawford St. Houston, TX 77002) to watch the Houston Astros play the Colorado Rockies! Grab something to eat before the game or enjoy dinner at the park. An interactive map of Minute Maid Park is available on the Summer Institute 2018 webpage through the VAQS website (vaqs.org).

Thursday, August 16th

Mitchell Basic Sciences Research Building – 6767 Bertner Avenue

Schedule at a Glance:

8:00 – 8:15	Registration	
8:15 – 8:30	Welcome	
8:30 – 9:45	Disseminating QI Projects in VA: Fellows' Oral Presentations	
9:45 – 10:00	Break	
10:00 – 11:30	PDSA Workshop Suzie Miltner	VIREC Workshop Margaret Gonsoulin & Molly Horstman
11:30 – 1:00	Lunch	
1:00 – 2:15	Understanding Power Dynamics for QI Mary Dolansky	
2:15 – 2:30	Break	
2:30 – 4:00	Poster Session	
4:00 – 5:00	Thinking about the Sciences of improvement and implementation Anne Sales	

8:00 a.m. to 8:15 a.m.

Registration

Help yourself to a cup of coffee and breakfast pastry provided by the Center for Innovations in Quality, Effectiveness and Safety!



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8:30 a.m. to 9:45 a.m.

Disseminating QI Projects in VA: Fellows' Oral Presentations

Mitchell BSRB, 3rd floor, Onstead Auditorium

Samantha Baker, MD: Health Literacy Scores Associated with Readmissions Following Surgery

Caleb Cheng, MD: Reducing Fecal Immunochemical test (FIT) Specimen Rejections at VA Greater Los Angeles Healthcare System to Improve Colorectal Cancer (CRC) Screening

Jaime Wilson, DNP, RN, PCCN: Lessons Learned Using Lean Six Sigma Methodologies to Improve Pneumococcal Vaccination Rates in a Rheumatology Clinic

Maryanne Chumpia, MD: Reducing the Rare Event – Lessons from the Implementation of a Ventilator Bundle

Jennifer Robles, MD: Large Variation and Large Doses: Opiate Prescription Patterns After Inpatient Urologic Surgery in a National VHA Cohort

9:45 a.m. to 10:00 a.m. – Break



Sign up to have lunch with a faculty member from a different site today! Sign up sheets will be available at the registration table.

10:00 a.m. to 11:30 a.m.

PDSA Workshop: Learning through QI Gaming

Mitchell BSRB, 3rd floor, Large GSBS room, S3.8371

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

During this applied simulation exercise, learners will work in clinical microsystem teams in a simulated improvement collaborative and conduct Plan-Do-Study-Act (PDSA) cycles to improve health care quality for Potato Heads. The exercise will include a simulated data registry, use of improvement measurement methods, benchmarking, and will reinforce key fundamental improvement skills. This session is recommended for learners at all skill and experience levels.

VIREC Workshop: Accessing VA Data

Mitchell BSRB, 3rd floor, Onstead Auditorium

Margaret Gonsoulin, PhD is the Associate Director of the VA Information Resource Center (VIREC). She holds a PhD in Sociology from the University of Virginia. At VIREC, Dr. Gonsoulin leads the Center's efforts around the core mission of making VA data more understandable and usable. Prior to her time at the VA, she was an Associate Professor of Sociology and Research Consultant at California State University, Fresno.

Molly Horstman, MD, MS is an Assistant Professor of Medicine at Baylor College of Medicine, an Investigator at the Center for Innovations in Quality, Effectiveness and Safety (IQeSt) and a hospitalist at Michael E. DeBakey VA Medical Center in Houston, TX. Dr. Horstman also serves as VAQS Core Faculty for the Quality Improvement Curriculum at the Houston Coordinating Center.

Participants will have the chance to discuss challenges and opportunities using VA data with VIREC personnel & Quality Scholar co-presenters who are at various stages of tackling research

questions. This workshop will allow fellows to discuss current or planned projects across sites and receive guidance on research possibilities.

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

Mentoring Lunch

Use this opportunity to connect with a faculty member at a different site. Two to three fellows can have lunch with available faculty mentors downstairs at the TMC Commons or across the street at the Methodist Cafeteria (The Market Place).



After lunch, have a free professional photo taken outside of Onstead Auditorium to use in the program directory and website! Use this time to continue networking with fellows and faculty at different sites!

1:00 p.m. to 2:15 p.m.

Understanding Power Dynamics for QI: Oscar Party

Mitchell BSRB, 3rd floor, Onstead Auditorium

Mary Dolansky, PhD, RN, Faculty Scholar at Cleveland, Associate Director of Nursing with Coordinating Center

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

This session will provide an interactive learning experience about status, power, and authority and how they can each impact your project's success.

2:15 p.m. to 2:30 p.m. – Break

2:30 p.m. to 4:00 p.m.

Traditional Poster Session

Mitchell BSRB, 3rd floor, Foyer

We'll return once more to the time honored academic tradition of viewing printed posters and hearing from some of our returning fellows on their QI work. You can set up your poster any time on Thursday before 2:30pm and take it down after 4:00pm.

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

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

Thinking about the Sciences of improvement and implementation

Anne Sales, PhD, RN is a Professor in the Department of Learning Health Sciences, School of Medicine, University of Michigan, and Research Scientist at the Center for Clinical Management Research at the VA Ann Arbor Healthcare System. Her training is in sociology, health economics, econometrics, and general health services research. Her current work involves theory-based design of implementation interventions, including understanding how feedback reports affect provider behavior and, through behavior change, have an impact on patient outcomes, and the role of social networks in uptake of evidence based practices and implementation interventions. She also leads a Partnered Evaluation Initiative funded by the VA Office of Nursing Services, evaluating the implementation and effectiveness of VA national nursing initiatives. She is co-Editor-in-Chief of *Implementation Science* and Associate Chair of the Department of Learning Health Sciences for Educational Programs and Health System Innovation.

After Summer Institute:

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 **18** 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 9/16/2018**. 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".
5. Click on "Launch evaluation"
6. Complete evaluation content and click "Submit".
7. Click "Return to Online Content Structure."
8. Follow the instructions to access your accreditation certificate.

