



PATIENT EXPERIENCE IMPROVEMENT

Patient Experience Improvement Initiative

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HCMC is committed to accelerating culture change toward an environment that truly embodies *patient- and family-centered care* and supports healthy and productive relationships at the medical center. To fulfill this commitment, we are beginning a new campaign called Centered Around You.

Centered Around You is meant to inspire and engage staff, providers, patients, and associates in the work that is necessary to unleash the spirit of patient- and family-centered care. Once its principles are fully integrated into the medical center, not only will our patient satisfaction and loyalty improve, but also our employee morale as you get more in touch with what you came here to do.

What Is Patient- and Family-Centered Care?

Patient- and family-centered care (PFCC) is the belief system we have adopted to improve the patient experience. PFCC is an innovative approach to health care that is quickly becoming the industry standard. At its core are the relationships between health care providers, patients, and families, which are better labeled “partnerships.” It means working *with* patients and families rather than doing *to* or *for* them. Care is customized according to the needs and values of patients and their families, and the patient is the source of control.

Relationship-Based Care (RBC), a more familiar practice model for many of you, may sound remarkably similar to PFCC. Although we are not officially using RBC for the Centered Around You campaign, its concepts of relationships with each other, our patients, and ourselves are fundamental building blocks for PFCC.

Our Guiding Principles



At HCMC, a truly patient- and family-centered care experience is defined by:

- *Dignity and Respect:* We honor patients’ and families’ perspectives and choices.
- *Information Sharing:* We communicate with patients and families in ways that are affirming and useful.
- *Participation:* We empower patients and families to participate in their care.
- *Collaboration:* We partner with patients and families to design programs, facilities, and care delivery practices.
- *Caring, Warmth and Welcome:* We offer a warm and courteous welcome to patients and families at each step in their experience.
- *Safe and Excellent Clinical Care:* We deliver high-quality care that meets the unique needs of patients and their families.

Our Behaviors

All staff, physicians, and associates will commit to HCMC’s Centered-Around-You Behaviors and integrate them into their daily work:

- Keep you safe
- Smile
- Introduce myself
- Help you find your way
- Actively listen
- Invite questions
- Explain everything I do
- Help you understand
- Honor your dignity and privacy

Managing Producer

Sandra Main

Editors

Joy Christiansen

Belinda Rogers

Dr. David Williams

[Kathy Wilde, Chief Nursing Officer
Executive Sponsor]

CONGRATULATIONS!



Dr. Lawrence Kerzner was appointed to the American College of Physicians (ACP) Council of Subspecialty Societies in November 2010, serving as a representative of the Alliance for Academic Internal Medicine. The mission of the ACP Council of Subspecialty Societies is to act as a forum for the exchange of ideas between the College and subspecialty societies on matters affecting medicine in general and subspecialty societies in particular. The Council of Subspecialty Societies consists of members of societies representing the subspecialties of internal medicine.

Dr. Lawrence Kerzner also became a member of the 2010-2011 Executive Committee of the Alliance for Academic Medicine.



Deborah Boehm, RN, nurse practitioner in the Blue Firm and Somali Clinic, and **Dr. Mark Linzer** on receiving a shared decision making grant with the Mayo Health System (Mayo Clinic), *Translating Information on Comparative Effectives into Practice* (TRICEP). We are now a site for this grant that looks at provider-patient decision aids and diabetic outcomes, with

Deb as the Principal Investigator. From this relationship, we have met other Mayo researchers and have (so far) submitted one NIH proposal. We are thrilled to have this collaborative grant opportunity with the Mayo team, having some of the leaders on shared decision making and

minimally disruptive medicine. Their knowledge and skills will be very helpful as we begin to form a center for patient, family and provider experience research.



In other grant news, **Deborah Boehm, RN** and **Dr. Mark Linzer** have been awarded a Hennepin Health Foundation grant to look at the CCDS patient experience. The project will align CCDS design and planning efforts with other initiatives underway at HCMC to advance the core concepts of patient- and family-centered care.

Recent MMRF Grant Awardees:



Dr. Tom Arneson, North Central Donor Exchange Cooperative. Hennepin Health Foundation.



Dr. Keith Henry, Phase III, Randomized, Double-blind study - The "SINGLE" Study. GlaxoSmithKline.

MORE CONGRATULATIONS!



The internal medicine residency has completed its fourth year in the ACGME's national Educational Innovations Project (EIP). In December, we received their annual review of our efforts, and the Residency Review Committee-Internal Medicine commended the program for our continuity clinic redesign and the development of our Friday school, as well as the effectiveness of the program's ongoing attention to the ABIM pass rate. Furthermore, the Review Committee enthusiastically supports our continued

participation in EIP and looks forward to future improvements or innovations in patient care and resident education.



Dr. Travis Olives, EM/IM G2, was recently awarded the Michael P. Spadafora Medical Toxicology Scholarship, a travel grant to attend the 9th Annual ACMT Spring Conference in Clearwater, Florida. He was one of two honored to receive this nation-wide grant.

MEETINGS AND PRESENTATIONS

Dr. Ajay Israni attended the American Society of Nephrology (ASN) Renal Week, November 16-21, 2010, in Denver, Colorado, and presented posters with colleagues on *Single Nucleotide Polymorphisms and Decline in Renal*

Function Post-Transplant. TH-PO930, and *Risk Factors for Severity of Acute Rejection on Kidney Allograft Biopsies*. TH-PO985.



STAFF UPDATES

Recent leadership changes in the Department of Medicine



Dr. Kathryn McCulloch assumed the role as the Medical Director of the Suite 206 Clinic and lead physician of the internists group in September 2010. **Dr. Katie O'Brien** assumed responsibilities as Associate Medical Director of the Suite 206 Clinic with responsibility for Quality and Metrics for the clinic. Dr. O'Brien will also be the HFA clinic representative for the Institute for Clinical Systems Improvement (ICSI). Suite 206 and the internists group have an increasingly important role as HFA and HCMC work to increase and broaden our primary care base.



Dr. Ronald Schut has agreed to become the Division Director of Infectious Disease and will also continue his role as Director of the HIV Clinic. **Dr. Dean Tsukayama** will continue his role as the Director of the HAP Clinic and expand his activities with TB and immigrant health screening.



Dr. Mark Sprenkle is assuming the role of Division Director of Pulmonary and Critical Care Medicine. **Dr. Con Iber** will be increasing his focus on Sleep Medicine and will be expanding his role in the Sleep Center and in the Sleep Fellowship.

JOURNAL PUBLICATIONS

Baker JV, Duprez D. Biomarkers and HIV-associated cardiovascular disease. *Curr Opin HIV AIDS*. 2010;5(6):511-516.

Berry RB, Chediak A, Brown LK, Finder J, Gozal D, **Iber C**, Kushida CA, Morgenthaler T, Rowley JA, Davidson-Ward SL. Best clinical practices for the sleep center adjustment of noninvasive positive pressure ventilation (NPPV) in stable chronic alveolar hypoventilation syndromes: NPPV Titration Task Force of The American Academy of Sleep Medicine. *J Clin Sleep Med*. 2010;6(5):491-509.

Flack JM, Sica DA, Bakris G, Brown AL, Ferdinand KC, **Grimm RH**, Hall WD, Jones WE, Kountz DS, Lea JP, Nasser S, Nesbitt SD, Saunders E, Scisney-Matlock M, Jamerson KA. Management of high blood pressure in blacks: An update of the International Society on Hypertension in Blacks consensus statement. *Hypertension*. 2010; 56(5):780-800.

Hoefield RA, Kalra PA, Baker P, Lane B, New JP, O'Donoghue DJ, **Foley RN**, Middleton RJ. Factors associated with kidney disease progression and mortality in a referred CKD population. *Am J Kidney Dis*. 2010;6(6):1072-1081.

Kasiske BL, **Israni AK**, Snyder JJ, Skeans MA, Peng Y, Weinhandl ED. A simple tool to predict outcomes after kidney transplant. *Am J Kidney Dis*. 2010; 56(5):947-960.



Murray AM. Exploring mysteries of dementia: researchers study links to kidney disease, diabetes, cardiovascular health. *Minnesota Physician*. December 15, 2010.

Murray AM, Knopman DS. Cognitive impairment in CKD: no longer an occult burden. *Am J Kidney Dis*. 2010;56(4):615-618.

Murray AM, Solid CS, USRDS Staff. Outcomes in the transition zone in nursing home patients with chronic kidney disease. In The United States Renal Data System's 2010 Annual Data Report: Atlas of Chronic Kidney Disease and End-Stage Renal Disease in the United States, National Institutes of Health, National Institute of Diabetes and Digestive and Kidney Diseases, Bethesda, MD. 2010;99-108.

Wang JH, Byun J, Pennathur S. Analytical approaches to metabolomics and applications to systems biology. *Semin Nephrol*. 2010;30(5):500-511.

Wang JH, **Kasiske BL**. Screening and management of pretransplant cardiovascular disease. *Curr Opin Nephrol Hypertens*. 2010;19(6):586-591.

Weinberger SE, **Pereira AG**, Iobst WF, Mechaber AJ, Bronze MS, Alliance for Academic Internal Medicine Redesign Task Force II. Competency-based education and training in internal medicine. *Ann Intern Med*. 2010;153:751-756.

RECENT GUEST SPEAKERS IN THE DEPARTMENT OF MEDICINE

Thursday, November 4, 2010, Dr. Ericka Warlick, Assistant Professor, University of Minnesota, Divisions of Hematology, Oncology & Transplantation. *An Update on Myelodysplastic Syndromes.*

Thursday, December 16, 2010, Dr. J. Michael Gonzalez-Campoy, Medical Director and CEO, MNCOME, Member, Steering Committee, ACRE. *Adiposopathy.*

ADMINISTRATIVE STAFF RECOGNITION

Congratulations to the following Administrative Staff on recognition of their years of service in the Department of Medicine:



Sandra Main, 10 years of Administrative Support in the Chief and Assistant Chief of Medicine's office in the Department of Medicine on November 6, 2010.

Sara Poplau, 1 year of support as the Principal Project Coordinator in the Division of General Internal Medicine on December 1, 2010.



Thank you to all faculty who chose to participate in this year's internal medicine intern recruitment interviews. We appreciate your hard work and value your opinion. Please feel free to stop by our match meeting on **Friday, February 11th from 2 – 5pm in the G5.328 Conference Room** to offer any comments you may have. You may also send these to me to share on your behalf if you are unable to make the meeting. I look forward to hearing from you!

Dr. Anne Pereira

MARK YOUR CALENDARS FOR 2011.....



The following dates are being held for the **Division Directors** and **Department Staff** meetings in 2011. Email notifications will be sent prior to meetings. Dates are subject to change.

Division Directors meet every 3rd Monday of the month at 5:15 p.m. in the O5.131 Conference Room.

*January 17	April 18	July 18	October 17
*February 21	May 16	August 15	November 21
March 21	June 20	September 19	December 19

Department of Medicine Staff meet every 4th Monday of the month at 12:00 p.m. in the Richard Asinger Learning & Conference Center, R5.250 (lunch is served).

January 24	April 25	July 25	October 24
February 28	May 23	August 22	November 28
March 28	June 27	September 26	*December 26

***HFA Holiday—meeting dates TBD.**

April 28, 2011, The Department of Medicine Distinguished Alumnus of the Year, Dr. Robert H. Lohr, Assistant Professor of Medicine, College of Medicine, Mayo Clinic, Rochester, Minnesota.

June 18, 2011, The Department of Medicine's Graduation Banquet at the Golden Valley Country Club.

September 8, 2011, The 23rd Annual Alvin L. Schultz Visiting Professor, Dr. William T. Branch, Jr., Head of General Medicine and Professor of Medicine, Emory University School of Medicine, Atlanta, Georgia.

October 20-22, 2011, The Best of Hennepin, Meeting *details early in 2011.*

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Please forward any inquiries, corrections, comments or items you have for our next issue to: sandra.main@hcmcd.org.