

Stanford Medicine Center for Improvement CONNECTOR

 VOLUME 02 ISSUE 04

April 2021



Meet Paul Maggio, MD, MBA, FACS, SHC's new CQO and Co- Executive Director of SMCI

Dr. Paul Maggio became the new Stanford Health Care (SHC) Chief Quality Officer this month. He is also the new Co-Executive Director of the Stanford Medicine Center for Improvement (SMCI). His previous roles include Vice Chair of Surgery for Clinical Affairs, Associate Chief Medical Officer of Operational Effectiveness, and Associate Director of the Adult Intensive Care Unit. He trained in General Surgery at Brown University and obtained advanced training in Adult Surgical Critical Care and Trauma at the University of Michigan. He holds a Masters of Business Administration from the University of Michigan and is triple board certified in General Surgery, Critical Care, and Medical Informatics. In addition to being a clinician and surgeon, Dr. Maggio participates in the National Committee on Healthcare Engineering for the American College of Surgeons, and his research interests are focused on the delivery of high-value care. Paul has been a model practitioner and champion of improvement his entire career.

When did you first become interested in improvement science?

I was mentored by Paul Taheri, MD, MBA. Paul served as the Division Chief of Trauma, Burn and Critical Care at University of Michigan in Ann Arbor, where he completed his MBA at the Ross School of Business. He is now the CEO of Yale Medicine. Paul taught me the important role clinicians can play in leading performance improvement in healthcare, and that improvement in healthcare is less about the individual and more about the delivery system.

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Event Announcements

SMCI Lecture Series

Save the dates!

Please save the date for our future SMCI Lecture Series.

May 18

Title: The Social and Technical Domains in Quality and Safety
Lane Donnelly, MD

June 2

Title: Target Based Care: An Intervention to Reduce Variation in Postoperative Length of Stay
Claudia Algaze, MD
Andrew Shin, MD

July 13

Title: Approaches to Mixed Methods Evaluation
Laura Holdsworth, PhD

August 3

Title: Machine learning, optimization, and simulation to improve the quality and reduce the cost of care
David Scheinker, PhD

August 10

Title: Developing a Clinical Pathways Program
Whitney Chadwick, MD
Hannah Bassett, MD

[Click here for schedule](#)

Zoom links will be sent



UHA Highlight:

Spotlight on University HealthCare Alliance (UHA) Performance Improvement: Hypertension Management

2020 was a year of tremendous change. For us and for our patients. The COVID-19 pandemic changed our daily lives, patient routines and how we provide care to our patients. As we know, these changes came with challenges and opportunities. Due to the shelter in place orders, social distancing and fear of potential exposure to COVID-19, patients canceled and postponed preventive visits. Simultaneously, healthcare took a leap in regards to Telehealth visits. From the occasional Telehealth visit pre-pandemic, we saw a tremendous increase to approximately 30 percent of UHA patient visits today. One quality measure which was significantly impacted by this change was hypertension management.

Why was hypertension management especially impacted? We observed different reasons. To understand the impact on hypertension as a quality metric, it is important to note that a missing blood pressure, is consider an uncontrolled blood pressure. With the significant reduction in preventive screenings and routine visits, blood pressures were less frequently taken. While being a routine vital sign for clinic visits, blood pressures couldn't or weren't routinely captured in Telehealth visits. [READ MORE](#)



Improvement Highlight:

Making Improvement Visible: Recognizing Improvement Projects Across the Department of Neurology

The portfolio of active, completed, and abandoned improvement projects involving members of the [Stanford Department of Neurology & Neurological Sciences](#) has grown significantly over the past five years. This growth has been fueled in part by Stanford Health Care initiatives including the Improvement Capability Development Program (ICDP), the Unit-Based Medical Director Program, the Cost Savings Reinvestment Program, and the Value-Based Care Program. An even greater number of projects have been launched independently by frontline teams within the department to address local problems related to quality, safety, and service. Faculty have gained the skills to lead these projects in the [CELT and RITE](#) courses. Trainees have learned A3 thinking through participation in the [Neurology Resident Quality Improvement Curriculum](#), described in detail in a [Neurology article](#) published in 2020. [READ MORE](#)

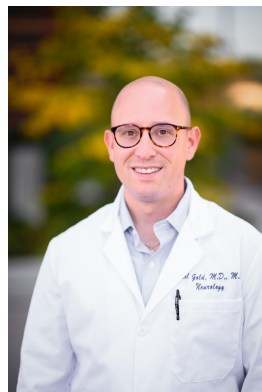
Improvement Training Programs

[RITE](#) Realizing Improvement through Team Empowerment

[CELT](#) Clinical Effectiveness Leadership Training

[PE](#) Process Excellence

[ACIS](#) Advanced Course in Improvement Science



Carl Gold, MD, Clinical Assistant Professor, Department of Neurology, Stanford



Improvement Spotlight:

Making History: The Story of Stanford Medicine's Team TreatCovid

Team TreatCOVID is a collaboration across multiple Stanford entities, including the School of Medicine's Stanford Center for Clinical Research (SCCR), Quantitative Science Unit (QSU), Clinical and Translational Research Unit (CTRU), the divisions of Infectious Disease and Pediatric Infectious Disease, Chemistry, Engineering & Medicine for Human Health (ChEM-H) and the Innovative Medicines Accelerator (IMA). Team TreatCOVID is working together in response to the pandemic by operationalizing multiple COVID-19 outpatient treatment and biospecimen clinical research studies.

The opportunity for collaboration during these unique and trying times has fostered an unsurpassed level of comradery amongst team members. Additionally, the pressing circumstances of the pandemic, coupled with great uncertainty, have made creativity and versatility especially crucial for Team TreatCOVID's success. [READ MORE](#)



Photo by: Emily Sedillo

[back row left to right](#)

Lori Panu, Cristina Martinez, Sia Boumis, Yasmin Jazayeri, Erica Crenshaw, Kim Clinton, Amanda Tapia, Mariisa Dobry, Luke Soberanis, Julio Guevara, David Harris, Shayla Bannert

[front row left to right](#)

Divya Pathak, Victoria Vayo, Liisa Dewhurst, Martina Madrigal, Isabelle Hack, Varuna Dharasker, Emily Sedillo



Interested in Joining Us?

Together, we are creating a community of improvers that is inclusive of everyone in the Stanford Medicine community.

[Join SMCI today](#)

Special Thanks to the SMCI Communications Workgroup!

Amy Alcantara, Teri Ard, Nathalie Cheng, David Crichton, Lisa Freeman, Roxanne Hyke, Celina Meza, Jose Munguia, Sharon Platt and Hayley Tse

If you would like to join our team, please contact us at SMCI@stanfordhealthcare.org

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