

Stanford Medicine Center for Improvement CONNECTOR

 VOLUME 02 ISSUE 03

March 2021

Thank you and Congratulations! A Tribute to the Contributions of Karen Frush, RN, MD, Chief Quality Officer, SHC

Dr. Karen Frush will be leaving SHC at the end of March 2021 to return to her home in North Carolina and to her large extended family located across the country. In her approximately three-year tenure as the SHC Chief Quality Officer, Karen was part of the team who impacted SHC's Vizient ranking rising from 71 to 12 and then into the top 10. She served as the Co-Executive Director of SMCI and strongly supported its creation. I asked members of her SHC Quality team to share what they appreciated most about Karen's leadership. Those comments included the following:

"Karen advocated for the socio-technical aspects of health care and medicine, recognizing that providing a safe culture was crucial to effective patient care. Karen was also a strong proponent of providing equitable care, inclusivity and diversity in our health system, encouraging and sponsoring work in these areas. Incorporating the patient and family voice in initiatives was another area she emphasized, again underscoring her broad and inclusive perspective of quality and safety for our patients, colleagues, and Stanford community." [Read more.](#)

Event Announcements

SMCI Lecture Series
April 13, noon PST

**The Lightning Report
Method - Rapid Stakeholder
Feedback**



Presenter:
Cati Brown-Johnson, PhD

You've identified a problem in the delivery of a healthcare service, but how can you best understand the problem and also rapidly inform the implementation and adaptation within your setting? You need to talk to stakeholders! In the context of dynamic systems, such as health care delivery, qualitative methods are best suited to inform implementation and intervention adaptations and get stakeholder feedback. At the end of this workshop, you'll be ready to listen to stakeholders and to create a brief Lightning Report geared toward leaders and stakeholders within your

organization.

Please Join us!

[Click to join zoom link](#)



Pictured Left to Right: Jack, Sarah, Jenna, Ben, Karen, Don.



Teamwork Spotlight:

TeamSTEPPS Roll out at Stanford Health Care - ValleyCare

Mary Kay Dunn and Joe Carlucci are on a personal mission to improve the culture at Stanford Health Care - ValleyCare (SHC-VC) around patient safety, communication, and psychological safety. The Stanford Medicine Center for Improvement (SMCI) provides an ideal framework for this vision. With the support of the SMCI's Teamwork Advisory Council and SHC-VC's energetic crew of Team STEPPS master trainers (Suky Sangha, Karen Lounsbury and Shannon Stewart), they are leading improvement efforts in multiple venues.

The SHC - ValleyCare team has approached this improvement process with two overarching tenets: the whole organization must participate for the culture change to be successful; and the work toward transforming the organization must go on, even in a pandemic. The team of Master Trainers has embraced the challenge, and they are bringing their vision to the boardroom, to the classroom, to the bedside, and to departmental team building trainings. Recent progress in these efforts include:

- Securing Executive leadership support for TeamSTEPPS as a critical component of the organizational safety goals.
- Pivoting the new hire orientation TeamSTEPPS training to an all-virtual class, including interactive exercises and chat room discussion to reinforce the concepts. [Read more.](#)



*Joseph Carlucci, PT, MS, MBA, FAB,
Director, Physical and Sports
Medicine/Patient Safety Specialist*



*Mary K. Dunn, MSN, RN, NPD-BC, Director of
Education*



SMCI Education Highlight:

Coming soon! New Improvement Video Series sponsored by SMCI

SMCI is developing a series of improvement videos to support asynchronous learning (or learning at your own pace) of foundational improvement methods and tools. They make improvement topics applicable and practical, preparing listeners to apply the content immediately after watching the video. These will complement the already available RITE (Realizing Improvement through Team Empowerment) videos by going into more topics not included in the RITE curriculum. The video scripts and production were reviewed by a diverse group of Stanford Health Care, Stanford Children's Health and School of Medicine leaders with the goal of making these improvement videos applicable across Stanford Medicine.

Scheduled to be finalized early this summer, here are some video topics currently in production. [Read more.](#)

Determining the Right Improvement Approach



Lessons from the "Ambulance Volante"

Building Improvement Project Teams



And the sport of Dragon Boat Racing

Understanding the Current State



Let's bake some bread!

Building and Using Run Charts



Reducing headaches

Handing Off and Sustaining Improvements



Don't drop the baton

Identifying Project Key Drivers



Hold on, where's the forest again?

Improvement Training Programs

RITE Realizing Improvement through Team Empowerment

CELT Clinical Effectiveness Leadership Training

PE Process Excellence

ACIS Advanced Course in Improvement Science

Your Self Care Strategies During the Pandemic

In our February SMCI newsletter, we asked what strategies each of you were using during the pandemic.

Katherine Eden, MBA, Process Excellence Manager in the School of Medicine, shared this great practice:

Our family (mom, dad, two teenaged boys and two dogs) have all been working from home full-time since last March. Early on we started a habit of taking a long walk through our neighborhood together every single day. The routine of this daily walk has been an enormous blessing to our family in so many ways. First of all, it forces my husband and I to get up from our computers and transition from remote work to family time. (We're often back online again in the evening after dinner, but at least it keeps us from just staying buried in work from morning to night). It also gives all of us a chance to talk about and process the unrelenting stream of stressful news we've all endured over the last year, and to fill each other in on the events of our individual days. And of course it guarantees that we all get at least a little fresh air and some steps in each day. At the beginning of shelter in place, we had to drag our kids on the walk each



day, but now if my husband or I are late to the front door at Family Walk time, the kids are knocking on our office doors reminding us it's time to go! I'm so grateful for the physical and mental health benefits this small habit has delivered to every member of our family.

Pictured: Kat, Greg, JT, Luc, Tobago & Ginger



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, Monique Bouvier, 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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