VOLUME 02 ISSUE 06

June 2021

SMCI Committee Spotlight: Teamwork Advisory Council

First, we would like to thank Lane Donnelly, Karen Frush and Nilushka Melnick for their help leading the Teamwork Advisory Council (TAC) since its inception and providing a seamless transition when Karthik Balakrishnan, Sam Shen and Ryan Darke took over the leadership role in April. Much has happened over the past 3 months in the TAC world, and we are excited to share it with you. To date, the efforts of the Teamwork Advisory Group have focused in the following areas:

· **ARCC training across Stanford Medicine to signal a renewed emphasis on speaking up when we have safety concerns and listening to others when they speak up**
The TAC formed a TeamSTEPPS Master Trainer Peer Group to provide ongoing support to those who are trained to teach ARCC and TeamSTEPPS. At our last meeting, Ryan Darke shared the results of a survey of the peer group members. We will use the information learned to help shape our support in the future. Additionally, Steve Chinn is currently working with several residents to create a ARCC video that will be used to augment existing training methods.

· **Teamwork resources on SMCI website**
Our presence on the SMCI website continues to develop and will be a key point of attention for us in FY2022.

· **Co-Chair Leadership Transition**
We successfully transitioned leadership April 2021, thanks to the behind-the-scenes help of Nilushka Melnick and Grace Cerezo. Without their help, we would have been lost.

· **Aligning culture of safety survey and teamwork questions across SoM, SCH and SHC**
During our March 2021 meeting, each Stanford Medicine entity (SHC, SCH, SHC-VC, UHA and SoM) presented their culture of safety and teamwork survey questions, as our first step to align survey content across the organization. READ

Event Announcements

SMCI Lecture Series

Save the dates!
Please save the date for our future SMCI Lecture Series.

June 22
Title: Patient Safety's Future through the Lens of an Organizational Scientist
Presenter: Kathleen M. Sutcliffe, PhD

July 13
Title: Approaches to mixed methods evaluation
Presenter: Laura Holdsworth, PhD

Sign up to be a member of SMCI for more information on upcoming events

SHC's Interventional Platform TeamSTEPPS debrief: InterCEPT orthopedic simulation w/ Dr. Julius Bishop

Leadership Perspective:
A message from the desk of SMCI Co-Executive Director, Dr. Paul Maggio, SHC Chief Quality Officer

As I begin my third month in the role of SHC Chief Quality Officer (CQO) and Co-Executive Director of SMCI, I have been reflecting on the myriad of improvement initiatives across Stanford Medicine and the role of various people and programs in achieving strategic priorities. I see people at all levels from all disciplines across Stanford Medicine actively engaged in improvement work. As CQO, my team and I have worked hand in hand with the SHC Quality team, the Office of the Chief Medical Officer, Operational leaders including SHC VPs and other leaders, SHC CQO Quinn McKenna and with numerous physician leaders in both the inpatient and outpatient settings to achieve alignment in agreeing upon FY 22 priorities.

As the SHC FY 22 Operational Plan is finalized, various individuals and offices will be designated as leads in reporting on progress toward the agreed upon process and/or outcome goals. READ MORE

SMCI Education Spotlight: Stanford Medicine Black Belt Certification Program

Congratulations to our Stanford Medicine colleagues who just finished the training and exam portion of the Black Belt certification at Stanford Medicine. This course is a Lean Six Sigma Black Belt certification enhanced with a healthcare focus. It is offered annually to those who wish to be certified at industry standard in improvement science. Having now completed the training portion and passed the exam, our current participants will now move to completing a project and preparing a project defense to complete their certification.

The program will be offered again in January 2022. The training and exam portion is 14 weeks after which participants are given the rest of the calendar year to finish their projects and prepare for their project defense. The content covers a wide range of topics including:
· Different QI methods and their application (Lean, Six Sigma, Design)

Improvement Training Programs

RITE Realizing Improvement through Team Empowerment

CELT Clinical Effectiveness Leadership Training

PE Process Excellence

ACIS Advanced

- Basic to more advanced statistics
- Building and using run charts and control charts
- Publishing QI in healthcare
- Principles for presenting and coaching QI work
- Project management essentials
- Data visualization and analysis
- Models for creating institutional operational excellence

READ MORE

Virtual Live Event

2021 Healthcare Con
Resilience In Healthcare
June 25, 2021

Keynote Speaker:
Cynda H. Rushton, Phd, RN, FAAN

Healthcare Research & Education Conference

HEALTHCARE Con
Inspire | Teach | Showcase

Stanford Health Care and Stanford Children's Health are pleased to announce the return of Healthcare Con, hosted in collaboration with ten regional hospitals in the Bay Area Magnet Convening (BAMC). Healthcare Con is an interdisciplinary conference developed to showcase the latest in research, innovation, quality, education, and evidence-based improvement projects.

The live virtual event will feature a range of insightful presentations:

· **NEW: Emerging topics and trends** facing the challenges of COVID-19 (Podiums and E-Posters)
· **Keynote** Presentation with Dr. Cynda H. Rushton
· Live **Podium** Presentations
· Live **Rapid-Fire Poster** Presentations
· Virtual **E-Poster** Presentations
· **On-Demand** access to recordings, e-posters, and materials for 90-days
· **Earn 7.25 Contact Hours** (Plus a bonus hour for viewing e-posters)

Healthcare Con is an excellent opportunity for healthcare professionals of all career stages to discover the aspiring research and education conducted at other institutions that aim to improve healthcare for all. Register today for the virtual Healthcare Con event! **READ MORE**

Get Engaged with SMCI:
May SMCI Newsletter Contest Winner

Last month we asked you to share a book, podcast, relaxation app or other resource that helped you on your personal improvement journey during the past 14 months.

Our winning submission is from:

Ryan Darke, MHA, FACHE
Principal Consultant
Improvement Team, Office of the CQO
Stanford Health Care
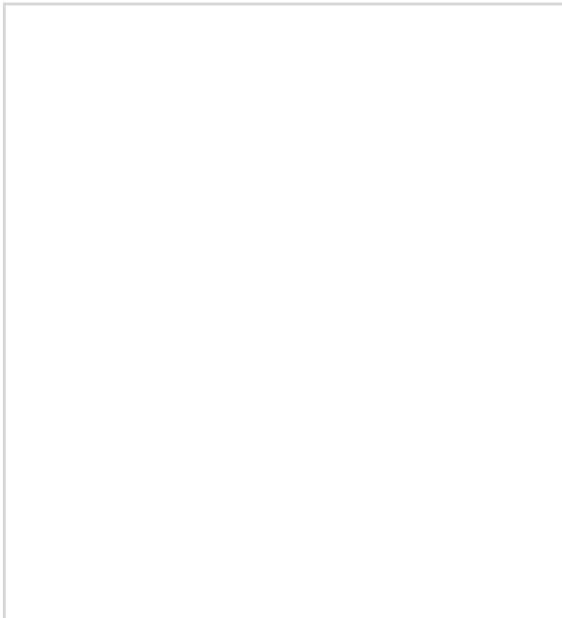
Here are Ryan's (many) recommendations:
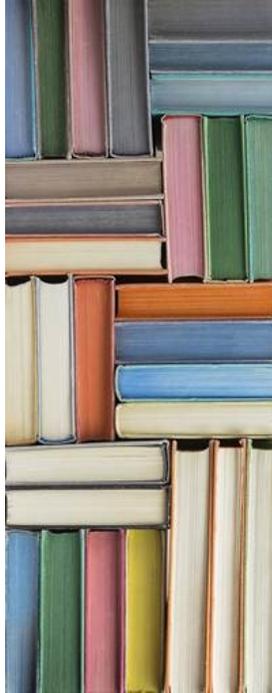Over the last 18 months, I have used the following resources that I recommend others checking out:

Books:
The Six Sigma Practitioner's Guide to Data Analysis by Donald Wheeler
Transforming Health Care Leadership by Maccoby, Norman, Norman and Margolis
Economic Control of Quality of Manufactured Product by Walter Shewhart
The Cult of Statistical Significance by Ziliak and McCloskey
The Infinite Game by Simon Sinek
Podcasts and Audiobooks:
Follow the Leader: A Collection of the Best Lectures on Leadership (Audiobook) by John Maxwell
How Soccer Explains Leadership (Podcast)
The Healthcare Qualitycast (Podcast)
My Favorite Mistake (Podcast)

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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