

# Stanford Medicine Center for Improvement CONNECTOR

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## Leadership Update

### Stanford Medicine Center for Improvement – Farewell & Thanks

Lane F. Donnelly, MD, SMCI Co-Executive  
Director, Chief Quality Officer, Stanford  
Children's Health

It has been a great pleasure to serve as the Co-Executive Director of SMCI over the past several years. I will be departing from Stanford and Stanford Children's Health on February 25th and wanted to take this opportunity to thank everyone who both supported the inception of SMCI as well as all of you who have contributed to its success. To all who have served on workgroups or committees, given lectures, taken or instructed in improvement science courses, acted as judges in the improvement science paper competition, become SMCI Affiliates or Fellows, or contributed in many other ways – thank you for positioning SMCI to meet its goal of accelerating the rate of improvement for Stanford Medicine.

Reflecting back over the past several years, I think that SMCI has accomplished a lot. We now have over 780 SMCI Affiliates & Fellows, are on track to have over 550 publications by SMCI members in calendar 2021, have launched a successful bimonthly SMCI lecture series, and are administrating the Advanced Course on Improvement Science (ACIS) to Cohort 2. We will soon be announcing the winners of the second annual SMCI Improvement Publications Competition, SMCI received a PCORI Award, and hosted the 6th Annual Lean Academic Healthcare Conference – amongst many other accomplishments.

I feel honored to have worked alongside of all of you. I would like to, in particular, call out the work of Lisa Freeman, without whose tireless efforts the center would have never come to fruition or become what it is today.

I hope to stay on as an external member of the SMCI Advisory Committee and keep in touch with this great work. I wish all of you nothing but the best.

## Event Announcements

### SMCI Lecture Series

#### Save the date!

Please save the date for our future SMCI Lecture Series

**January 12 12pm, PDT**  
Title: High Reliable  
Healthcare - Finding Safety  
in Complex Systems



Presenter: Robert Turbow,  
MD

**January 19 12pm, PDT**  
Title: QI On the Brink: 5  
Urgent Challenges to  
Address by 2030



Presenter: Don Goldmann,  
MD



[Click here](#) to access recordings of past SMCI lectures



## SMCI Membership

[Sign up](#) to be a member of SMCI for more information on upcoming events



Stanford Medicine Update

## Stanford Medicine Community of Improvement Professionals (SCIP)

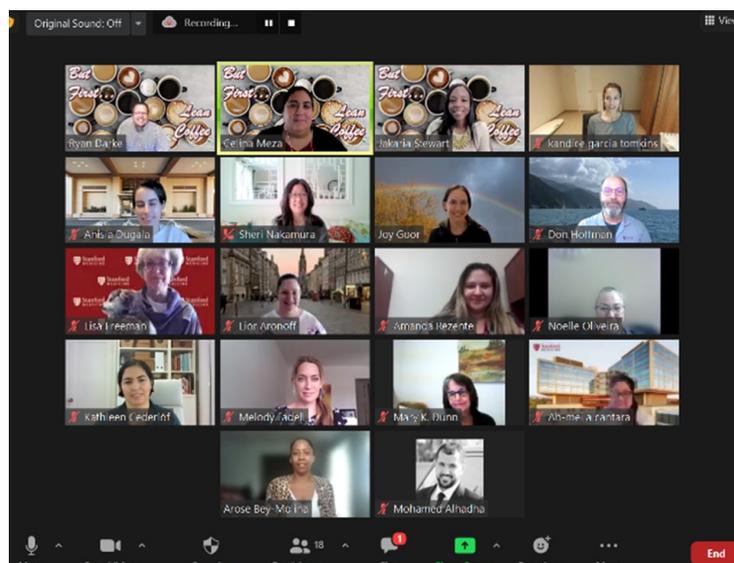
by Ryan Darke and Jakaria Stewart, Principal Improvement Consultants, Stanford Health Care



Stanford Medicine Community of Improvement Professionals (SCIP). Have you heard of us yet? We won't take it personally if you don't know we exist; we are in the very beginning stages of our development. Let's give you an idea of who we are and the benefits of connecting with our community.

*"Thanks for starting this. Great idea and something many of us have been wanting for a while. I thought the presentations and small group discussions were effective, and the Mural was a great tool."*  
-Karthik Balakrishnan, MD, Stanford Children's Physician

SCIP exists to provide a venue for anyone interested in improvement science to engage in our shared vision to be the best at getting better. Our community of practice provides individuals with a space to drive the mission of improvement capability while enabling personal investment and growth. We believe that the world of improvement is a unifier of people, cultures, disciplines, and industries. We have a strong conviction that bringing these groups together will create limitless opportunities to impact our organization and the communities we serve. [READ MORE](#)



Participants at our October 2021 SCIP Meeting



## Stanford Medicine's Master of Science in Clinical Informatics Management



Bay Area psychiatrist Rachna Saralkar saw the Covid-19 pandemic reveal an urgent need to lower barriers to care for the severely mentally ill. Bernardita Guridi Ruiz-Tagle, a hospital industrial engineer, sought a better understanding of US healthcare's challenges to help bring digital health innovation to her native Chile.

Today, both are part of Stanford Medicine's Master of Science in Clinical Informatics Management program. MCiM brings together working professionals from medicine, finance, and technology who share a belief in the potential of digital technology to take on healthcare's biggest challenges. "Over the past year, we've seen this huge shift to telemedicine and a wholesale validation of the digital healthcare space," said Kevin Schulman, Director of Graduate Studies. "Now we need to ask, how can we use these concepts to really change health care?" [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

[SMCI Video Series](#) Stanford Medicine Center for Improvement Video Series

See details for submitting abstracts [here](#).



### Performance Improvement

## At the Center for Pediatric and Maternal Value (cpmV), Affordability is on Performance Improvement's (PI) Radar

by Melody Fadell, PhD, Performance Improvement Associate, and Edward Anthony, Performance Improvement Advisor, Stanford Children's Health

From the time Epic went live in 2014, there have been several attempts to streamline the registration process and implement a standard workflow throughout Stanford Children's Health (SCH). The challenge of keeping Epic workflows aligned has been further complicated by patient demands for Telehealth and MyChart, as well as the challenges brought on by COVID. There are many factors that contribute to lasting change designed to improve overall registration effectiveness, and we in the Performance Improvement Department at LPCH have crafted a strategy to address these issues.

### Why Registration Denials?

Denials have a direct impact to the financial bottom line. This is reimbursement lost for services where we have already paid expenses. SCH has approximately 2.75x more registration-related denials than other

comparable children's hospitals (SCH 3.45% vs. 1.24% median registration denial rate). Timely and accurate coverage verification is critical for a preeminent patient experience. All scheduling and registration-related employees, regardless of role, are responsible for ensuring patient registration information is accurate. Managers, supervision, and frontline staff members are best positioned to make a meaningful difference. [READ MORE](#)



## 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, Kathleen Lacar, Celina Meza, Jose Munguia, Sharon Platt and Hayley Tse*

*If you would like to join our team, please contact us at [SMCI@stanfordhealthcare.org](mailto:SMCI@stanfordhealthcare.org)*



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