

Stanford Medicine Center for Improvement CONNECTOR

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2023 Lean Healthcare Academic Conference Recap

By Elizabeth Joyce Freeman, Senior Advisor,
Stanford Medicine Center for Improvement



On October 4-5, 2023, approximately 235 attendees, from 31 institutions and 3 countries participated in this year's conference at the Francis C. Arrillaga Alumni Center. The theme was *Better Health for All Through Improvement*. There were 27 presentations and 48 posters from conference participants. The organizing committee received almost 100 abstracts from which these presentations were chosen.

Following welcoming comments from Dean Minor, Dr. Chris Longhurst, Chief Medical Officer and Chief Digital Officer from UCSD, gave the plenary address. This was followed by a panel discussion on applying a health equity lens in improvement with the sharing of several great case studies. After a number of breakout sessions, Denise Bennet, Lean Coach for Stanford Medicine Children's Health, shared her reflections on 20 Years of Improving Together. Day One closed with a moving session honoring Edgar Schein, by his son Peter Schein, Dr. Dan Murphy, and John Shook.

The weather was warm, but the setting was shaded for the evening reception with music provided by Stuart Rosenberg and Friends. Day Two opened with a welcome from Stanford Medicine Children's Health CEO, Paul King. Dr. Lane Donnelly, Professor of Radiology and Pediatrics at the UNC School of Medicine, gave a terrific presentation on Improving Quality and Reducing Costs in Value-Based Contracts. This was followed by a very engaging presentation on the VHA High Reliability Journey from Walt Dannenberg, Director and CEO of the VA Long Beach Health Care System.

After several breakout sessions in the morning, Alpa Vyas led an interactive session on Elevating the Patient Experience. Terry Platchek held a fireside chat with Bob Rebitzer on Bob's book, *Why Not Better and Cheaper*, on advances in transforming waste in healthcare. Liz Wiseman, author of *Multipliers*, gave a tremendous closing talk on the power of multipliers and the effect of accidental diminishers.

Dr. Lauren Destino and Colin James, of Stanford Medicine Children's Health, announced the winners of the abstract poster competitions.

Sean Paul Teeling, University College, Dublin, received the best abstract award, Using Patient Led Data Collection, *Analysis and Solution Co-design in Improvement Interventions, to Elevate the Patient and Family Experience*.

The People's Choice Poster Award went to Sara Bunke, George Aulson, Christopher Ojerio, Adan Sandoval, Mason Ybarra, and Miranda Schmidt, from Stanford Medicine Children's Health, for their poster, *Improving Patient Flow on PCU 380*

The Judge's Choice Poster Award went to Evelyn Ly Anzelde and Paris

Event Announcements

SMCI Lecture Series

Save the date!

Please save the date for our future SMCI Lecture Series

October 16th 12pm
Title: Improving Patient Portal Activation Rates for Pediatric Families with Spanish as Preferred Language



Presenter: Erin Ballard, MBA



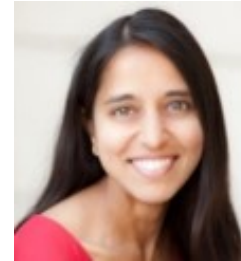
Presenter: Tom McPherson, BA

Congratulations to all the award winners and thank you to all the conference participants. See you next year!



Presenter: Nymisha Chilukuri, MD

October 24th 12pm
Title: Best Improvement Publication in Adult Population

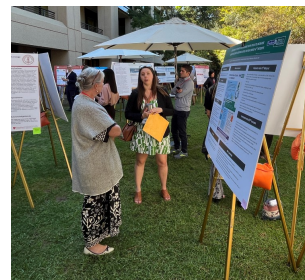
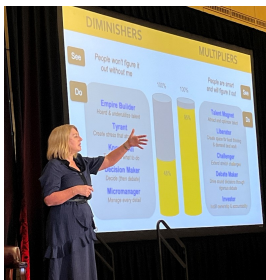


Presenter: Manali Patel, MD



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AI and Research, a Match Made in.....?

By Cati Brown-Johnson, PMP, Sr. Program Manager, Programs, Evaluation Sciences Unit, Stanford University

At the Evaluation Sciences Unit, we are actively exploring how to ethically use new large language model tools in research and quality improvement. We are also keeping an eye out for the limits of current large language model technology. Some apps show lots of promise! Here is a quick overview of what we're using and some of the limitations at this moment.

Chat GPT:

- Chat GPT (<https://chat.openai.com/>) does a great job outlining the major issues in broad healthcare topics we're working to quickly understand, using searches as simple as "Please outline the major bullet points for X." A limitation for this kind of overview is that Chat GPT can "hallucinate" or simply just makes things up that are not correct.
- I do NOT use Chat GPT for drafting paragraphs of material. Some journals have already come out with [statements explicitly banning articles written by Chat GPT](#).
- Finally, I do NOT EVER put patient or participant data (interview transcripts, etc.) into Chat GPT. The current online version of Chat GPT is NOT HIPAA-compliant or PHI-protected.

Scite:

- [Assistant by scite](#) fills a gap in conducting literature reviews. Responses to queries entered into Assistant are explicitly linked to journal articles. I have found this to be useful, but honestly at this point it is not as helpful as typical literature review tools – PubMed and Google Scholar. Especially when there is little published on a specific topic, I default to typical tools.

Qualitative Data Analysis with Atlas TI Online:

- Atlas TI's web-based version now includes integration with Chat GPT, which SHOULD NOT be used with patient or participant data. While Atlas TI is a reputable qualitative analysis software, it is very unclear that when you choose the Chat GPT integration for automatic coding, your data is released to Chat GPT. Restated, Atlas TI AI features rely on Chat GPT, which means they cannot be used for analysis of interviews or other data that include PHI.
- I have been playing around with Atlas TI AI features with other documents as data (publicly available published articles), and the jury is still out on how helpful that is... I will keep us posted.



Now accepting submissions for the...

4th Annual Excellence in Improvement Publications Award

Stanford MEDICINE | Center for Improvement

The Stanford Medicine Center for Improvement (SMCI) Evaluation, Research, Publications and Grant (ERPG) Work Group will hold the 4th annual *Excellence in Improvement Publications* to celebrate publication of improvement efforts across Stanford Medicine and all affiliates.

Eligible publications:

- **All types of improvement publications are welcome** including those that focus topics such as:
 - Health services and/or quality improvement
 - Target key performance indicators, such as quality, safety, cost, and experience (e.g., patients, providers, staff)
 - Development of the next generation of healthcare improvement leaders
 - Support for healthcare workers
 - Diversity, inclusion, and equity in healthcare
- **Include author or authors** affiliated with Stanford Medicine or community of affiliates and partners
- **Published** (online or in print) or **accepted** to a peer-reviewed journal between September 1, 2022, and August 31, 2023.



The ERPG will have 4 award categories: (1) Best Publication *First Authored by a Trainee*; (2) Best Publication in an *Adult Population*; (3) Best Publication in a *Pediatric Population*; and (4) Best Publication focused on *Healthcare Professionals*.

All publications will be reviewed and scored by a group of researchers/scientists, improvement experts, and leadership. Award recipients will be announced February 2024 and featured in the SMCI website, newsletter, and seminar series.

To submit your publication, complete the form [here](#) or scan QR code.

Submissions are due **Monday, November 13, 2022**.

Questions about your project? Please sign up for a consultation [here](#).

Please contact Kim Stern at smci_qi_grants@stanford.edu if you have any questions about this exciting opportunity.



Interested in Joining Us?

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Special Thanks to the SMCI Communications Workgroup!

Amy Alcantara, Teri Ard, Nathalie Cheng, David Crichton, Lisa Freeman, Cessa Heinzmann, Kathleen Lacar, Celina Meza, Sharon Platt and Hayley Tse

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



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