

Program News (continued)

Williamson Institute for Healthcare Leadership Ongoing Fellowship Programs

Executive Fellowship in Patient Safety

On May 23, 2007, twenty-two fellows (for list, see page 20) graduated from the fourth Executive Fellowship in Patient Safety, a distance-learning program designed for health care professionals interested in learning theory, tools, and techniques in developing patient safety projects within their organizations. The fellows presented their projects during the three-day event and graduated in conjunction with the Virginians Improving Patient Care & Safety (VIPCS&S: www.vipcs.org) Conference held at the Greater Richmond Convention Center.

The **Carl W. Armstrong Award** was presented during the VIPCS&S general session. This award is given for the project most likely to promote significant advancements in patient safety. This award, funded by the Department of Health Administration and the Virginians Improving Patient Care & Safety (VIPCS&S), is in honor of Dr. Carl Armstrong, Director of the Office of Epidemiology, Virginia Department of Health, a Department Affiliate Faculty member, and the founding President of VIPCS&S. This year's recipient was **Susan A. Miller, MD, FAAFP**, who designed an outstanding project entitled "Improving Anticoagulation Safety at VCUHS".



Dr. Armstrong (right) presents award to Dr. Susan Miller

The **Karen N. Swisher Award**, funded by the Virginia Department of Health, was awarded to the fellow who developed the best program to benefit underserved patients. This year's recipient was **Candace J. Kemper, MHCA, RN, CNOR**, for her project entitled "Diversity Competence---Opportunity to Benefit Underserved Patients". This award was made possible by the foresight, dedication and hard work of **Rene Cabral-Daniels**, Patient Safety fellowship graduate, and **Dr. Robert Stroube**, VDH State Health Commissioner.

Both awards were presented by **Dr. Stephen S. Mick**, Professor and Chair, Department of Health Administration, Virginia Commonwealth University.

Dr. Karen N. Swisher, Professor of Law and Associate Director of the Williamson Institute, presented certificates to **Bon Secours St. Mary's Hospital** and **Washington Hospital Center** for their dedication to developing excellence in quality and patient safety by sending teams to the program.

Graduation speaker, Lt. Col. **Beth Y. Kohsin, MS, RN, CPHQ**, Chief of Professional Staff Management and Patient Safety at the Division of Medical Operations (SGO), Office of the Command Surgeon, Headquarters Air Force Materiel Command (AFMC), Wright-Patterson Air Force Base, Dayton, Ohio, concluded the fellowship at the Greater Richmond Convention Center. Additional graduation pictures are on page 19.

The fifth Executive Fellowship in Patient Safety began June 27-30, 2007 with a four-day, on-campus session on VCU's Medical College of Virginia Campus. **Dr. Sheldon M. Retchin**, Vice President for Health Sciences, Chief Executive Officer, VCU Health System, MCV Hospitals and Physicians, welcomed the 25 fellows. This session introduced the fellows to one another, to some of the teaching faculty, to the academic Blackboard system, and to VCU's on-line academic library system. The program will conclude with a second on-campus session in conjunction with the annual patient safety conference sponsored by VIPCS&S in May of 2008.

The Williamson Institute is currently accepting applications for the sixth Executive Fellowship in Patient Safety. For further information please contact **Alexandra Schoepp**, Director of Programs, Williamson Institute for Healthcare Leadership, at aschoepp@vcu.edu.

Program News (continued)



The Department of Health Administration's Williamson Institute for Healthcare Leadership would like to extend a special thanks to all the Patient Safety Program's teaching faculty for their ongoing support.

Randolph T. Barker, PhD, VCU
Jacqueline F. Byers, PhD, University of Central Florida
Kelly J. Devers, PhD, VCU
Angela M. Ebel, MSN, Norfolk's Children's Hospital of the Kings's Daughters
Stephanie Guerlain, PhD, University of Virginia
Jean A. Grube, PhD, MyInnerView
L. Dale Harvey, MS, RN, VCU Health System
Ben-Tzion Karsh, PhD, University of Wisconsin
Lt. Col. Beth Kohsin, MS, RN, US Air Force Base, Dayton, OH
Deborah S. Mobley, MS, RN, VCU
From the Institute for Safe Medication Practice (ISMP):

Hedy Cohen, RN
Matthew Fricker, Jr., MS, RPH
Stuart Levine, PharmD
Michelle Mandrack, RN
Susan Paparella, RN

Left to right: Patient Safety award to Bon Secours St. Mary's Hospital for team participation in the Program. Lynn Wooten and Sheryl Whitlock, students; Francine Barr, Vice President of Patient Care Services, St. Mary's; HAD Professor Karen Swisher; Joan Williamson, student; and Deanne Remmich, Director, Quality PI, and Patient Safety, St Mary's.



Top, left: Dr. Karen Swisher (right) presents certificate to Ingrid Macio.

Top right, from left: Lucy Wilcox and Rebecca (Suzie) Miltner from Washington Hospital Center and Dr. Karen Swisher. Team participation award.

To the Right: Some members of the Patient Safety Class of 2007.



Program News (continued)

Patient Safety Graduates May 2007

Saeed Jaber ALQahtani, Ph.D, Quality Management Consultant Ministry of Health, Riyadh, Saudi Arabia. Project Title: “The Effectiveness of Establishing a Patient Safety Center in Ministry of Health”

Assad Arafah, MD, SBFM, CQA, CHCQM, FHCQ, Consultant, Family Medicine Manager, Continuous Quality Improvement, King Abdulaziz Medical City, Riyadh, Saudi Arabia. Project Title: “Implementing Medication Safety Program at King Abdulaziz Medical City, Riyadh”

Sandy S. Burns, MSHA, OTR/L, Patient Safety Coordinator, Medicorp Health System, Fredericksburg, VA. Project Title: “Developing a Patient Safety Culture in a Community Hospital”

Cris S. Denniston, PharmD, Director of Pharmacy, Cortland Regional Medical Center, Cortland, NY. Project Title: “Foundation for Medication Safety Planning: Information”

Nancy Luanna Easton, VP of Performance Management, WestCare Health System, Clyde, NC. Project Title: “Pharmacist Led Medication Reconciliation”

Alberto R. Ferreres, MD, FACS, Professor and Chairman of Surgery, Chair Patient Safety and Risk Management Dept., University of Buenos Aires, Argentina. Project Title: “Implementing Patient Safety Practices in the Operating Room”

Candace J. Kemper, MHCA, RN, CNOR, Director OR and CPD, Prince William Hospital, VA. Project Title: “Diversity Competence ---Opportunity to Benefit Underserved Patients”

Amanda G. Kennedy, PharmD, BCPS, Research Assistant Professor of Medicine, University of Vermont College of Medicine, VT. Project Title: “Patient Safety Organization Survey”

Surendra P. Khera, MD, Director, Section of Hospital Medicine Academic Inpatient Medical Services, St. Francis Hospital and Medical Center, Hartford, CN. Project Title: “Residents as Their Own Teachers ---Use of RCA and FMEA as Tools for Resident Learning”

Kim A. Lavin, MSN, MPH, ACNP, Performance Improvement Project Coordinator, Martha Jefferson Hospital, Charlottesville, VA. Project Title: “Patient Safety Considerations in the Planning Process ---A Case Study”

Iris Jamette Lundy, RN, BSN, Patient Safety Specialist, Sentara Norfolk General Hospital, Norfolk, VA. Project Title: “Building a Safer Environment for Patients by Breaking the Authority and Education Gradient and Facilitating Better Communication Between Nurses and Nursing Care Partners”

Mary T. Lyons, RN, BSN, Patient Safety Officer, VA Healthcare System of Ohio, Cincinnati, OH. Project Title: “Promoting Patient Safety Through Education of an Organization’s Emerging Leaders”

Ingrid S. Macio, PA-C, Clinical Research and Regulatory Supervisor, Reproductive Infectious Disease Research, Dept. of Obstetrics, Gynecology and Reproductive Sciences, Magee-Women’s Hospital, Pittsburg, PA. Project Title: “Condition H(Help): A Rapid Response Team Designed to Enhance Patient Safety within MaGee-Women’s Hospital of UPMC”

Scott H. Malbon, Ph.D., MBA, CPHQ, Director, Quality and Risk Management, Carilion Medical Center, Roanoke, VA. Project Title: “Development of a Patient Safety Profile”

Catherine O. Marlow, MHA, Patient Safety Officer, Carilion Medical Center, Roanoke, VA. Project Title: “Medication Reconciliation at Discharge Using a Discharge Order Set”

Susan A. Miller, MD, FAAFP, Adjunct Clinical Professor, Dept. Family Medicine, Virginia Commonwealth University, Richmond, VA. Project Title: “Improving Anticoagulation Safety at VCUHS”

Rebecca S. Miltner, Ph.D, RNC, Director Women’s and Infants’ Services, Washington Hospital Center, Washington, DC. Team Project Title: “Developing Relevant Indicators to Measure Progress in Patient Safety”

Lucille Wilcox, MS, RNC, Clinical Specialist, Perinatal Patient Safety Program, Washington Hospital Center, Washington, DC. Team Project Title: “Developing Relevant Indicators to Measure Progress in Patient Safety”

Sheryl E. Whitlock, RN, Nurse Manager ICU, Bon Secours St. Mary’s Hospital, Richmond, VA. Team Project Title: “Transformation Change Toward a Culture of Safety”

Joan D. Williamson, RN, MN, Patient Safety Officer, Bon Secours St. Mary’s Hospital, Richmond, VA. Team Project Title: “Transformational Change Toward a Culture of Safety”

Lynn P. Wooten, RN, Regulatory Compliance Officer, Bon Secours St. Mary’s Hospital, Richmond, VA. Team Project Title: “Transformational Change Toward a Culture of Safety”

Muhammad Abduhoo Zia, Consultant Hospital Administration, TQM, Medical Service Dept., Ministry of Defense and Aviation, Kingdom of Saudi Arabia. Project Title: “Model Patient Safety Program/ Plan for Hospitals/ Health-care Organizations”

Program News (continued)

Williamson Institute Executive Fellowship in Health Law 2006/2007

The Williamson Institute and the University of Richmond completed their first joint Executive Fellowship in Health Law. This distance-learning program started with a three-day, on-campus session at the University of Richmond Law School in July 2006 and was taught by a combination of hospital attorneys, law school faculty, practicing professionals, and renowned faculty. During the eight-month program, utilizing VCU's Blackboard system for monthly on-line sessions and mentoring, the Fellows were required to address a specific health related legal issue unique to their organization and develop a case study addressing the legal issue. Their studies were presented by **Dr. Karen Swisher** at a roundtable discussion, evaluation, and graduation event on campus April 27, 2007. Graduation speaker, **Steven D. Gravelly** (JD/MHA 80) of Troutman Saunders, Richmond, Virginia, was honored for his 27 years of service to the Department.

The new Health Law Fellowship program offers a wealth of information and guidance designed especially for risk managers, nurses, pharmacists, physicians, independent CEOs of small rural hospitals, medical clinicians, nursing home executives, group practice managers, and other interested parties who need to have more knowledge on how the law influences the business of health care.

Health Law Graduates April 2007

Margaret H. Aston, RN, BSN, CPHQ, Director of Nursing Quality, Bon Secours Maryview Medical Center, Portsmouth, VA. Project Title: "Informed Consent for Nurses: A Breakdown of the Process at Bon Secours Maryview Medical Center"

Pat S. Foutz, MPCH, Director of Clinical Services, Bath Community Hospital, Millboro, VA.
Project Title: "Administrative: Corporate Compliance Plan for BCH"

Debra C. Hairr, Chief Nursing Officer/Risk Manager, Bath Community Hospital, Warm Springs, VA. Project Title: "Risk Management Plan Developed for Bath Community Hospital"

George F. Hurt, President – Trustee, Forbes and Forbes Risk Management, Gilford, NH. Project Title: "Impact of the HealthCare Market in the Year 2006 and Beyond on the Small to Medium Size Businesses"

Kate Lim, MHA, Director of Quality Management, Sheltering Arms Physical Rehabilitation Centers, Mechanicsville, VA. Project Title: "Healthcare Price Transparency"

Carrie Owen Plietz, MHA, FACHE, Chief Administrative Officer/Vice President Clinical Services, California Pacific Medical Center, San Francisco, CA. Project Title: "Regulatory Barriers in Creating a Successful Primary Care Physician Recruitment Strategy within the San Francisco Market"

Dianne Reynolds-Cane, MD, Medical Director, Daily Planet Health Care for the Homeless, Richmond, VA. Project Title: "Access to Primary and Specialty Health Care at Federally Qualified Health Centers"

Chelsea L. Savage, MSHA, Quality Coordinator, Bon Secours Memorial Regional Medical Center, Richmond, VA. Project Title: "The Virginia Supreme Court Ruling on Incident Report Discoverability; Stopping the Flow of Information from the Bedside and It's Affect on Patient Safety"

Fatima Sharif, CLAS Act Coordinator, VDH, Office of Health Policy and Planning, Richmond, VA.
Project Title: "Culturally and Linguistically Appropriate Public Health Services: Language Access Policy Recommendations for the Virginia Department of Health"

Maralyn M. Spittler, BSN, MPA, Director PI & Patient Safety, Chesapeake General Hospital, Virginia Beach, VA. Project Title: "Altered Standards of Care in Catastrophic Emergencies: A Legal Challenge for Attorneys and Healthcare Organizations"

Susan M. Wenzel, MHA, BSN, RN, Risk Manager, VCUHS, Glen Allen, VA. Project Title: "Transparency and Apology of Medical Errors: The Emerging New Face of Healthcare"



Dr. Karen Swisher presents Health Law certificate to Kate Lim.

Program News (continued)

A special thanks to the following people for their support of the executive fellowship in Health Law:

Hugh Aaron, MHA/JD Senior VP, Compliance and Regulatory Affairs/ Regulatory Counsel, HCPro, Inc. Marblehead, Massachusetts; Adjunct Faculty, Department of Health Administration, VCU, Adjunct Assistant Professor of Law, University of Richmond Law School

Michael L. Goodman JD, Adjunct Professor, Health Law, University of Richmond Law School & Partner with Goodman, Allen & Filetti, Richmond, Va.

Jessica Jones, JD, MLS, Adjunct Faculty, University of Richmond Law School

Jay Khosla, JD, MHA, Congressional staffer, Washington DC

John McCammon, JD, McCammon Group, Richmond, VA

Joseph McMenamin, MD, JD, McGuire Woods

K. Conwell Smith, Congressional staffer, Washington DC

Michael Spake, Director, Corporate Responsibility, Bon Secours Hospitals, Richmond, Va.

Peter Swisher, Professor, Tort & Insurance Law, University of Richmond Law School

Emily W.G. Towey, MHA/JD, Hancock, Daniel, Johnson & Nagle, Richmond, Va.

Erin Whaley J.D., M.A., Troutman Sanders, Richmond, Virginia

Executive Fellowship in Physician Leadership

The Williamson has partnered with the VCU School of Medicine and the VCU Health System to develop the Executive Fellowship in Physician Leadership with the goal of offering a forum for emerging leaders within the Health System to further develop the necessary skills for future leadership roles within the Medical Center. Successful clinical leadership requires the integration and application of a variety of skills and knowledge sets that are not included in traditional medical education and training programs. The structure of the Physician Leadership program is designed to develop the requisite tools for successful leaders by covering a broad array of topics using a combination of classroom and distance learning experiences.

The nine-month program is based on two Modules: Leadership/Team Building/Organizational Culture and Business Skill Development. The two Modules are divided into a total of eight sessions to begin at the Medical Campus of Virginia Commonwealth University on September 15, 2007.

Each session is specifically designed around VCU Medical Center needs and will kick off with half-day on campus sessions, followed by asynchronous learning using small group sessions and online distance (Blackboard) learning, and will conclude with a web conference facilitated thru a live Blackboard classroom.

Patient safety has emerged as one of the most visible and urgent issues in health care in the 21st century. Physician leaders are needed who are capable of communicating the need for change, building consensus, and leading collaborative approaches to solutions that will result in better and safer patient care. Patient safety will therefore serve as a core theme throughout the fellowship and each fellow will participate in a group project focused on an interdepartmental patient safety issue, the results of which will be presented at the end of the program. Suggestions for potential projects are being collected from applicants, chairs and VCU Health System leaders.

For more information on any of the Williamson Institute's fellowships, contact the Director of Programs, **Alexandra R. Schoepp** at aschoepp@vcu.edu.

In the future, the Williamson Institute will offer a modified fellowship to physicians across the globe.
