Quality Improvement & Patient Safety Symposium
Virtual Meeting – May 18, 2020

The 6th Annual Resident Quality Improvement & Patient Safety Symposium (QIPSS) took place on May 18, 2020 from 3:15 – 5:00PM. This annual symposium is a unique opportunity for Stanford Healthcare and Stanford Children’s Hospital residents and fellows to showcase the quality improvement and patient safety projects being done across various departments and to present their work to institutional and quality improvement leaders at Stanford. Due to Covid-19 precautions this year, the symposium was held virtually and it was a huge success!

A total of 46 projects were included in this year’s symposium, grouped into four categories: education, research, innovation, and high value, representing work from all departments throughout the hospital. The afternoon started off with a welcome by Dr. Lisa Shieh, followed by opening remarks from RSC Co-Chair Haley Manella and hospital leadership including CEO David Entwistle, CQO Dr. Karen Frush, and Assoc. Dean of GME Dr. Laurence Katznelson. Participants then broke out into five smaller groups to hear individual poster presentations.

From the poster sessions, 10 general and 5 multidisciplinary winners were selected by our esteemed panel of judges. The winners were announced on May 22, 2020, along with video congratulations from CEO David Entwistle and CQO Karen Frush. Please visit https://med.stanford.edu/qipss.html to see all the abstracts/posters and symposium recordings. A special thank you to the amazing judges, QIPSS facilitators, and symposium coordinators Luisa Fernandez and Trey Huynh-Ngo for making this event possible!
## General Winners

<table>
<thead>
<tr>
<th>Poster Title</th>
<th>All Authors</th>
<th>Department</th>
<th>Type</th>
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</thead>
<tbody>
<tr>
<td>Methods to address challenges in implementing teleneurology during COVID-19</td>
<td>Jessica Ng, MD, Monica Liu BS, Hilary Wang MD, MBA, Sammita Satyanarayan MD, Jingjing (Jenny) Chen MD, MBA, Laurice Yang MD, MBA</td>
<td>Neurology Department</td>
<td>Education</td>
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<tr>
<td>Nocturnal Awakening Prevention (NAP) protocol</td>
<td>Ioana Baiu MD MPH, Clark Owyang MD, Joseph Forrester MD MSc</td>
<td>Surgery Department</td>
<td>Research</td>
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<tr>
<td>Developing a Telemedicine Curriculum for a Family Medicine Residency</td>
<td>Emmeline Ha MD, Kristen Zwicky MD, Andrew Schectman MD</td>
<td>Family Medicine Department</td>
<td>Education</td>
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<tr>
<td>Impact of a Best Practice Alert Intervention on Potentially Inappropriate Platelet Transfusion Ordering in the Inpatient Hospital Setting</td>
<td>Emily Pang, MS, Eric Mou, MD, Colin Murphy, MD, Jason Hom, MD, Lisa Shieh, MD, PhD, Neil Shah, MD</td>
<td>Medicine Department</td>
<td>High Value</td>
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<tr>
<td>Improving long-term care for patients with drug and alcohol use disorders admitted to internal medicine</td>
<td>Nadeem Abou-Araj, Aparna Goel, Lisa Shieh, Amer Raheemullah</td>
<td>Medicine Department</td>
<td>Education</td>
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<tr>
<td>Antibiotic Clinical Decision Support Tool Improves Management of Beta-Lactam Allergies</td>
<td>Theresa Dunham, MD, Danielle Fasani, PharmD, Elizabeth Lipper, MD, Bonnie Halpern-Felsher, PhD, Anne Liu, MD</td>
<td>Medicine Department</td>
<td>Research</td>
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<tr>
<td>Decreasing provider discordance in Code status and Interpretation at SHC</td>
<td>Emily Shearer, Jason Batten, Mukund Ramkumar, Kimberly Kopecky, Haley Manella, Lisa Shieh, Stephanie Harman, Winnie Teuteberg, David Magnus</td>
<td>Medicine Department</td>
<td>Research</td>
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<tr>
<td>Improving Neuro ICU safety/efficiency of transfer</td>
<td>Anna Janas MD PhD, Angie Murkins NP, Lili Velickovic Ostojic MD, Christina Mijalski MD, Zachary Threlkeld MD</td>
<td>Neurology Department</td>
<td>High Value</td>
</tr>
<tr>
<td>Improving Guideline-Directed Medical Therapy Utilization for Heart Failure with Reduced Ejection Fraction Within a Veteran’s Affairs Health System</td>
<td>Justin Slade, MD, Michelle Lee, PharmD, Jun Park, PharmD, Alexander Liu, MD, Paul A Heidenreich, MD, Nazima Allaudeen, MD</td>
<td>Medicine Department</td>
<td>Innovation</td>
</tr>
<tr>
<td>Measuring the Quality of a Quality Measure</td>
<td>Shefali Dujari, Santosh Gummidipundi, Zihuai He, Carl A. Gold, MD</td>
<td>Neurology Department</td>
<td>Research</td>
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## Congratulations to the 2020 QIPSS Award Winners!

### Multidisciplinary Winners

<table>
<thead>
<tr>
<th>Poster Title</th>
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<tbody>
<tr>
<td>Increase effectiveness of intra-operative radiographs to rule out retained foreign objects</td>
<td>Sarah N. Cheng MD, Jason Ni MD, Ankur Doshi MD, Marilyn Son RT(R)(ARRT), Elizabeth Knoff RT(R)(CT)(QM), H. Henry Guo MD, PhD</td>
<td>Radiology Department</td>
<td>Innovation</td>
</tr>
<tr>
<td>Improving Communication between Nurses, Advanced Practice Providers, and House Staff</td>
<td>Leean Rodolfich, MSN, RN, Thomas Wilson, MD, Josh Dodson, RN, Jesus Navoa, PA, Corrine Petrushonis, RN-BC, Sammita Satyanarayan, MD, Angel Shew, MPH, Aaron Sy, MS</td>
<td>Neurosurgery Department</td>
<td>High Value</td>
</tr>
<tr>
<td>Preventing Unnecessary Admissions to SICU by developing a Multidisciplinary Clinical Pathway for Trauma Patients with Isolated Rib Fractures</td>
<td>Joshua Jaramillo, Aussama Nassar, Lisa Knowlton, Javier Lorenzo, Einar Ottestad, Jean-Louis Horn, Ankur Bharija, Christopher J. Wolff, Andre V. Coombs</td>
<td>Surgery Department</td>
<td>High Value</td>
</tr>
<tr>
<td>Ask Me How!&quot; A provider-driven intervention to increase usage of the inpatient MyHealth App.</td>
<td>John Chan and Aditya Ullal, Benjamin Catanese, Lyndly Tamura, Erik Blomain, Nivetha Subramanian, Ann Mitchell, Joanne Meneses</td>
<td>Medicine Department</td>
<td>High Value</td>
</tr>
<tr>
<td>Breathing Easier on Acute Care</td>
<td>Julia Marlow, MD, Felice Su, MD, Amy Chapman, MSN, RN, CNS, NEA-BC, Lauren Destino, MD</td>
<td>Pediatrics Department</td>
<td>High Value</td>
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Project Team Updates – May 5th Meeting Recap

**Code Status and Goals of Care**

**Problem Statement:** Stanford Hospital currently has 5 code status options. There is discordance among providers in: a) code status ordering, and b) code status interpretation.  

**SMART Goal:** By March 2020, create a new code status ordering system for SHC that decreases rates of physician discordance by 50% in: a) code status ordering and b) code status interpretation.

**Current State:** Mock-ups of new Epic code status order sets have been created based on feedback on key drivers of discordance among providers. Next steps will be to test new code status ordering ontology among physicians and nurses across five departments.

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**Voalte Communications**

**Problem Statement:** There are communication difficulties with our current Voalte system including inability to reach correct providers and uncertainty about guidelines that affect patient outcomes.  

**SMART Goal:** By May 2020, we will establish a universal etiquette for hospital-wide Voalte communication piloted on one unit to improve satisfaction with Voalte communication in efforts to improve patient care among all facets.

**Current State:** We are measuring resident and nursing composite satisfaction of Voalte usage, as well as number of texts per day. Determining current protocols and culture of communication regarding specific issues such as critical results, patient requests, order changes, etc.

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Team Leads: Mukund Ramkumar, Jason Batten, Emmy Shearer  
Team Members: Kimberly Kopecky, Simran Sekhon, Bhoomika Kamath, Henry Zeng, Lan Jin, George Josten  
RN Lead: Christine Henley, Morgan Oliveira  
Faculty Mentors: David Magnus, Stephanie Harman, Winnie Teuteberg  
Co-Chair Advisor: Haley Manella

Team Leads: Conner Dixon, Ashley Titan  
Team Members: Chichen Qiu, Katherine Xiong, Nima Hirandi, Michael Pohlen, Sammita Satyanaranyan, Lawrence Cai, Garrison Carlos  
RN Lead: Jason Francis  
Faculty Mentors: Cliff Schmiesing  
Co-Chair Advisor: Josh Jaramillo
RRT Communication

**Problem Statement:** Physicians are often not documenting the care provided during rapid response events. Our aim is to improve documentation rates and evaluate culture of rapid response teams.

**SMART Goal:** Our goal is to improve RRT communication by 50% by June 1, 2020, based on baseline survey data collected before the new RRT workflow is implemented.

**Current State:** Needs assessment was conducted in which 46 IM residents were surveyed about their experience with RRTs: 52% felt that their role was not clear, 63% have missed an RRT on their patient because they were not notified. This led to creation of new multidisciplinary RRT workflow.

Inpatient MyHealth App

**Problem Statement:** Our objective is to address the underutilization of the MyHealth mobile app by inpatient at Stanford Hospital by improving provider awareness, engagement, and promotion of the app.

**SMART Goal:** Identify and measure barriers to healthcare provider engagement with the inpatient MyHealth app in an effort to increase active use among inpatient in the Medicine units (B3, C2, C3, M6, M7, L6) which is currently at 30% to a goal of at least 50% by the end of the calendar year 2021.

**Current State:** Baseline survey of medicine residents conducted showed limited awareness of app. Information on app included in nursing huddles, informational flyers in room and in welcome packets. Engineering team providing regular data collection on usage and tech support line.
High Value Innovation Challenge

Congratulations to this year’s winners!

Joshua Jaramillo (Co-Chair of the RSC and General Surgery Resident) for his project on “Reduction of Unnecessary SICU admissions for Rib Fracture Patients”

Branden Tarlow (GI Fellow) for his project on “Elimination of low-value inpatient fecal occult blood testing.”

Andrea Jonas (Pulmonary fellow) for her project “Improving End of Life Care for IPF (Idiopathic Pulmonary Fibrosis) Patients.”

Benjamin Weia (Internal Medicine resident) for his project “Reduction of low value serum magnesium testing.”

Jared Shenson (ENT resident) for his project “Prevention of tracheostomy-related pressure injuries (TRPIs).”

Erna Forgó (Pathology resident) for her project “Repatriation of Fecal Calprotectin Testing.”

Erik Blomain (Radiation Oncology resident) for his project “Eliminating redundant CT imaging during treatment planning for inpatient palliative radiotherapy.”

Given the current economic environment as well as evidence that high value care can be provided at lower cost, it is imperative to identify and eliminate waste in medical care while maintaining or improving quality. The purpose of the high value innovation challenge is to engage our residents and fellows to generate novel ideas to promote high value care and reduce unnecessary costs.


Winners are awarded $500 and their proposals will be referred to Stanford’s Cost Savings Reinvestment Program (CSRP)!
RSC QI Certification Program
Celebrating all 2019-2020 Graduates!

The Stanford Quality Improvement Certification Program honors the outstanding contributions to quality improvement and patient safety by our residents and fellows. Spearheaded by RSC Co-Chair Swati DiDonato and with the support of the RSC Executive Committee members, this was the first year that this unique certification opportunity was made available through the RSC. Each graduate of the RSC QI Certification Program has completed formal quality improvement training, as well as worked on and formally presented a quality improvement project. We are excited to highlight their achievement and contributions to improvements in hospital-wide patient care!

Nima Harandi
Garrison Carlos
Ioana Baiu
Maggie Moses
Benjamin Cantanese
Ashley Titan
Joanna Tu
Sarah Cheng
Simon Chen
Jingjing Chen
Iny Jhun

Jeff Choi
Jason Batten
Sammita Satyanarayan
John Chan
Haley Manella
Joshua Jaramillo
Erna Forgó
Swati DiDonato
Tiffany Lee
Hilary Wang

Announcing the new 2020-2022 RSC Co-Chairs

We are very excited to announce the selection of two new RSC Co-Chairs who will be joining our current RSC Co-Chairs Erna Forgó and Joshua Jaramillo in the new academic year: Aditya Ullal (Internal Medicine Resident) and Jingjing Chen (Neurology Resident).

For more information on RSC, please visit our website at: http://med.stanford.edu/rsc.html