

# Learn

Education that measurably improves patient care.



**HealthPartners®**

*Institute for Medical Education*

**Accomplishments 2011**



## Celebrating 15 Years

*Excerpts from a talk given by Dr. Carl Patow, Vice President and Executive Director, at the Institute's 15th Anniversary Celebration, December 13, 2011*

### Vivid Imagination

As a way of reflecting on the Institute (IME), I would like to talk about an educational toy that, for many of us, helped us to learn critical skills in language, cognition, hand-eye coordination and body parts – Mr. Potato Head. Like Mr. Potato Head, IME is an educational tool as well. Of course, IME does not have little plastic parts that get under foot. What parts does IME have? We have the visible parts that serve each of our major customers: students, faculty, patients, families, other organizations. Each of these parts is dedicated to an educational mission. Our goal is education that measurably improves patient care. Our major identifiable parts include the Medical Library, the Clinical Simulation Center, and Center for Undergraduate and Graduate Medical Education, Continuing Professional Development, and Experiential Education.

### Learning and Development

To make the picture a little more interesting, just like Mr. Potato Head, IME changes from time to time. IME is in continuous evolution as an organization, to better fit the needs of its customers. As the environment of care changes and the needs of learners change, IME changes to keep pace and to better serve their needs. Nimbleness, flexibility, innovation are what make IME unique and responsive.

Change does not happen in an organization without incredible support from its leadership. IME has thrived because of the vision of the leadership of HealthPartners 15 years ago. They created a unique learning organization in which there is tremendous freedom to experiment with new methods for learning. This freedom is rarely found these days, as it requires patience, faith and resources.

### Acquiring Critical Skills

Every so often we receive an email from a health professional who has learned critical patient skills from IME. For example, we recently received a testimonial letter from a physician who was able to safely perform an invasive procedure on a patient because he practiced it in our center for clinical simulation. For that patient, IME was the key to having a prepared, confident, competent clinician. This is IME's highest calling, measurably improving care for patients.

### Partnership

Finally, I'm going to risk taking the Mr. Potato Head metaphor just a bit too far, but much like Mr. Potato Head, IME works best with a partner – Mrs. Potato Head. Many of you are already partners with the Institute. IME has hundreds of internal partners, including

# 17,000

Approximate number of health care professionals who participated in the Institute's continuing professional development activities in 2011

health professionals, clinical departments and the HealthPartners Research Foundation. We also have many external partners, including the University of Minnesota, St. Thomas University, Augsburg College, ICSI and many others. We partner with community organizations, the county and state governments, and with national organizations. We partner with Mixed Blood Theater and the Guthrie Theatre. We partner with other care systems and hospitals. We partner with public television. We partner with the Armed Forces. It is through these partnerships, and many more, that we are able to magnify the efforts of a relatively small, but energetic, IME team to improve health and health care.

## The Important Early Years

Fifteen years ago the leadership of HealthPartners and Regions Hospital were truly visionary in creating a unique educational institute dedicated to improving health. A special thanks is in order for those visionaries. Today, the Institute is vibrant, exploring new educational methods, linking with new partners and communities, and constantly changing to improve its service to learners. Thank you for joining IME in celebrating our achievements and looking toward the future of clinical education at HealthPartners.

## People

### Improving Patient Care through Knowledge Bank Scholarships

Our mission is to **improve health by maximizing the abilities of people and systems to provide outstanding care**. This year, the Knowledge Bank scholarship fund provided a powerful example of how patient outcomes improve through training and education.

The Institute awarded the Behavioral Health Occupational Therapy team at Regions Hospital a scholarship for training in Sensory Integration (SI), an emerging best practice in caring for adults with serious and persistent mental illness. SI recognizes the sensitivity that many patients have to changes in light, sound, and other inputs, and provides strategies for regulating these sensitivities to improve their ability to function. Through a train-the-trainer model, Angie Balzarini-Leonhart, OTR/L, gained new knowledge and competencies in sensory-based interventions, and now serves as the lead SI trainer and consultant on her team.

“Our Behavioral Health patients have benefited greatly by the education and resources I was able to receive through this scholarship. I can't express how excited and grateful I am.”

*Angie Balzarini-Leonhart, OTR/L*



Download the NeoReader app (free) on your smart phone to scan this QR code.

In this video, you can hear Balzarini-Leonhart and Gretchen Prohofsky, Behavioral Health Manager, share a heart-warming story about how the incorporation of SI principles benefited one of their patients.

The Knowledge Bank is a scholarship and grant fund supported by contributions to HealthPartners' annual employee giving program, Sharing at Work. To learn more about the Knowledge Bank, please visit [healthpartners.com/ime/learning-resources/knowledge-bank](https://healthpartners.com/ime/learning-resources/knowledge-bank).

# Health

## An Equitable Health Collaborative:



One of HealthPartners' priorities is achieving optimal preventive care for all patients.

At the Brooklyn Center HealthPartners Clinic, the care team recognized a disparity in the percentage of patients of color completing the colon cancer screening test. A team of health professionals, joined by community members, explored the barriers and issues affecting patients of color as they seek health care. They tested different approaches to improve participation in this important screening test. After one year, the percentage of patients of color who received colon cancer screening increased from 45.7 percent to 55.7 percent.

The Brooklyn Center team, joined by eight other teams, completed this successful work as a part of The EBAN Experience™, An Equitable Health Learning Collaborative. Led by the Institute, the EBAN Experience™ focuses on improving health disparities through community dialogue, experiential education, and quality improvement projects. The collaborative is named after a symbol from the Asanti people of Ghana, representing security, safety and trust.

The Institute launched the EBAN Experience™ in March 2011 to provide participants with the tools and infrastructure needed to generate solutions to transform care delivery and reduce disparities in care. Each team selected a health issue to focus on improving, with topics including mammography completion, immunization rates, emergency room pain management, completion of advanced directives, and more.

The EBAN Experience™ differs from other quality improvement projects by including community members as participants. Community members worked alongside health professionals on the teams. They provided advice about cultural influences on health.

“ **The team's quality improvement projects benefited greatly from community input.** There is a real parallel between quality improvement and cultural understanding; both require a shifting of perspectives from one's own, to others, in order to make meaningful change.”

*Debra J. Bryan, Manager of Educational Program Development, IME*

To aid in demonstrating the patient experience and cultural influences on health, the Institute created three films in partnership with Mixed Blood Theater and Twin Cities Public Television. Screenwriters from the African-American, Latino, and Somali communities created plays, which were then acted and filmed locally. The films were viewed and discussed by participants, and provided new insights on culturally effective care. Clips from the films are available on the Institute's YouTube channel: **HealthPartnersMedEd**.

The EBAN Experience™ concludes in February 2012 with a presentation of each team's findings to leadership. For more information, please explore **ebanexperience.com**.

# 433

Number of literature searches performed by medical librarians, the majority in support of patient care and/or clinical decision making

# Experience

## HealthPartners Clinical Simulation and Learning Center Awarded Accreditation in Teaching and Education



Over the last several years, HealthPartners physicians, nurses, dentists, and other health professionals have shared stories of the impact simulation-based education has had on patient care – a successful lumbar puncture procedure or central line placement, recognizing signs of deterioration, and effective code management. Now, the exceptional education offered by the Clinical Simulation team has been recognized internationally.

In December, the HealthPartners Clinical Simulation was awarded accreditation for teaching and education by the Society for Simulation in Healthcare (SSH). Only 18 programs in the world have received this accreditation, which includes a rigorous review of policies, practices, records, and financial information, observation of simulation activities, and interviews with leaders, staff, customers, and participants during a day-long site visit. HealthPartners Clinical Simulation is the only program in the five-state area to have achieved this recognition from SSH.

“ The process of seeking accreditation benefited our program through the recognition and reinforcement of best practices in clinical simulation. Achieving accreditation provides us a competitive edge in recruitment, grant applications, and program participation.”

*Gail Johnson, Director, HealthPartners Clinical Simulation Center*

The mission of SSH is to facilitate excellence in health care education, practice, and research through simulation modalities. The accreditation process was launched in 2010 to advance this mission.



# Over 5,500

Health care professionals who participated in clinical simulation training in 2011; a 27 percent increase from 2010.

# Stewardship



## Health Care That's Healthy

What is the environmental footprint of a visit to the clinic or hospital? The individually wrapped medical supplies, rubber gloves, prescription vials, computers and equipment, the lighting, and more all contribute to this footprint. Hospitals are the second most energy-intensive buildings in the United States, and generate approximately 6,600 tons of waste per day nationwide.

In May 2011, the Institute partnered with the Environmental Initiative, a Minneapolis-based nonprofit, to advance the dialogue on health care and the environment. At a day and a half long conference, **Health Care That's Healthy: Advancing Sustainability in the Delivery of Care**, over 100 facility managers, food and nutrition specialists, purchasing agents, and others learned about the business case for environmental stewardship, current best practices, and tools available to health care facilities.

Douglas Baker, Chief Executive Officer of Ecolab, Inc., offered a compelling case for sustainability in his keynote address, and local health care organizations shared innovative strategies. For example:

- St. Luke's Hospital in Duluth and Hennepin County Medical Center both have rooftop gardens that produce fresh vegetables and herbs that are used in the hospitals' cafeterias.
- Regions Hospital reprocesses (cleans, tests, and sterilizes) single-use medical devices that in the past would have been thrown away, saving \$300,000 per year.
- Gundersen Lutheran in La Crosse, Wisconsin, is on a path to be energy independent by 2014! In one of their renewable energy projects, they convert methane discharged from a local brewery's waste treatment facility to electricity, producing three million kilowatt hours of electricity per year.

HealthPartners has adopted a commitment to environmental sustainability this past year, forming a sustainability steering team and creating a program manager position to coordinate efforts.

For additional resources on health care sustainability, please visit [healthcarethatshealthy.com](http://healthcarethatshealthy.com).



“ Environmental Initiative was thrilled to partner with IME on this ground-breaking event. Health Care That's Healthy generated substantial enthusiasm for and discussion around environmental sustainability in the health care sector and how this work aligns with the mission to improve health.”

*Mike Harley, Executive Director, Environmental Initiative*



*Powerful Partnerships, Effective Solutions*

# Approximately 1,600

Medical students, nursing students, PAs, DPMs, and allied health professionals who participated in clinical rotations coordinated by the Center for Undergraduate and Graduate Clinical Education

# Around the Institute

## Executive Director Receives Courage to Lead Award

Carl Patow, MD, MPH, FACS, vice president and executive director of IME, was honored in 2011 with the Accreditation Council for Graduate Medical Education's Parker J. Palmer Courage to Lead Award. This award, given by the ACGME, acknowledges the leadership and commitment of leaders who foster an excellent educational environment for resident education.

Dr. Patow is known as a courageous, innovative and committed leader in medical education. A recent Emergency Medicine residency graduate Kara Kim, MD, shares, "Dr. Patow is an excellent leader and role model to our residents in the organization. It is truly an honor to work with him."

Each year the ACGME honors three people with the Parker J. Palmer Courage to Lead Award. The award is named after Parker J. Palmer, PhD, a sociologist and senior adviser at the Fetzer Institute, who wrote *The Courage to Teach* and several other books.

## Emergency Medicine and Trauma Course Attracts Record Attendance

In 2011, the surgery and emergency medicine departments of six regional hospitals, joined the trauma and acute nursing departments of Regions Hospital and Gillette Children's Specialty Healthcare, to sponsor **Emergency Medicine and Trauma Update: Beyond the Golden Hour**. This collaborative conference provided combined plenary sessions, parallel tracks, and breakout sessions. There was a record attendance of more than 300 emergency medicine and family medicine physicians, surgeons, nurses, residents and health care professionals from the five-state region. The conference emphasized education in both adult and pediatric trauma care and offered a variety of breakout sessions, several of which offered hands-on training and simulation.

## EXTREME MAKEOVER: Web Edition

The Institute launched a new website this summer with a brand new look and feel, and a new intranet site for Regions Hospital Medical Library. The easy to navigate library site offers a comprehensive collection of online journals, databases and resources such as research management, mobile resources, and specialty pages. The Institute site provides the latest news on courses, allows you to explore our residency programs, and provides information about how we can partner with you to plan continuing education. Check out what the Institute has to offer!



## New Clinical Education Programs

The Institute's Graduate Clinical Education expanded this year to include programs for physician assistants and pharmacists and in the areas of pediatric trauma and psychiatry.

- The pharmacy residency program (PGY-1) is focused on clinical pharmacy and provides both learning and research opportunities.
- Recruitment is underway for the first class of residents in the Emergency Medicine Physician Assistant program. The program will begin in July 2012.
- Regions Hospital now serves as the ACGME approved sponsor of the Pediatric Emergency Medicine Fellowship at Children's Hospital. Regions has served as a rotation site for the fellowship since 1995.
- A 12-month fellowship in psychiatry for physician assistants and nurse practitioners is focused on adult inpatient, outpatient, and crisis services.



**HealthPartners®**

*Institute for Medical Education*

- Center for Undergraduate and Graduate Clinical Education
- Continuing Professional Development
- HealthPartners Clinical Simulation
- Program Development/Experiential Learning
- Regions Hospital Medical Library

**healthpartnersIME.com**

HealthPartners Institute for Medical Education

8170 33rd Avenue South  
Bloomington, Minnesota 55425

[learn@healthpartners.com](mailto:learn@healthpartners.com)