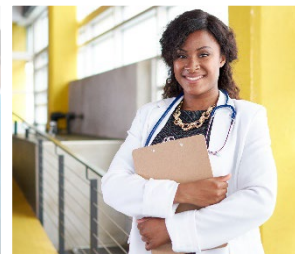# Quality Improvement Program-New Jersey (QIP-NJ)

Social Determinants of Health (SDOH) Learning Collaborative (SDOHLC)

Learning Session 2 (LS2) Syllabus

Contents

Meeting Overview

Meeting Location

Zoom Registration link: https://us06web.zoom.us/meeting/register/tZYscu2srD0tHtD2FcNwtiDi-qx3K_syZfoO
Meeting ID: 821 5442 6744

Target Audience:

Interprofessional members of each hospital's SDOHLC team, including representatives from community partners and patients.

Objectives:

At the end of Learning Session 2, participants should be able to:

- Identify changes to test during Action Period 2 from peer experiences, NJ-based resources, and the Change Package.
- Explore how to leverage measurement to support improvement activities
- Explore plans to continue to engage patients in identifying and testing changes.

SDOH Learning Collaborative

In alignment with the Institute for Healthcare Improvement's (IHI's) Breakthrough Series Collaborative Model, today's LS2 is the first of three such sessions that will take place over the course of the SDOHLC.
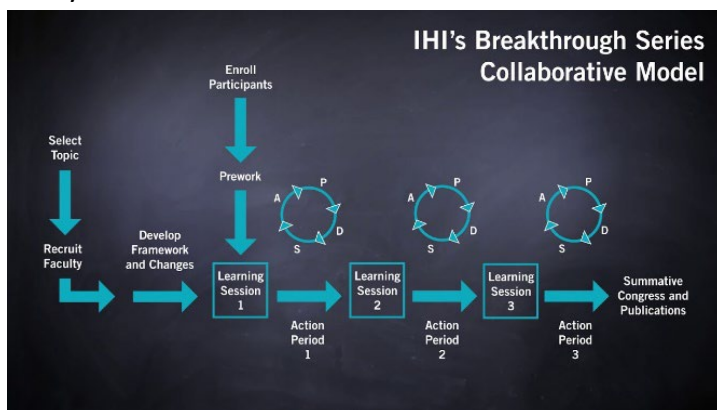
Faculty and Planner Information[1]

NJ Department of Health Key Contact

Christina Cartisano
Analyst, QIP-NJ SDOHLC State Representative
Office of Health Care Financing

Faculty and Planners

Michael Callahan
Director, Office of Homelessness Prevention
Department of Community Affairs

Rodney Dawkins
PWLE/context expert

Edna Dickson
Population Health Navigator/Centering Coordinator
University Hospital

Lindsey Galli
Vice President of Programs
PCFFpartners

Max Kursh
Director, Community Health
Cooper University Health Care

Christina Norman
Director, Integration of Care, QIP
Bergen New Bridge Medical Center

Danielle Santiago-Roach
SDOH Manager, Population Health
Cooper University Health Care

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[1] Please note that no planners or faculty have relevant financial relationships to disclose. Moreover, faculty does not plan on discussing unlabeled/investigational uses of a commercial product.

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Dak Ojuka
Consultant, Collaborative Coordinator
Public Consulting Group

Grace-Rebecca Mecha
Consultant, Interim Collaborative Director
Public Consulting Group

GraceAnn Friederick, MBA
Business Analyst, Collaborative Coordinator
Public Consulting Group

Agenda

Zoom invitations for all events have been sent to all registered participants.

Day 1: December 11, 2024, 10:00 AM - 1:00 PM EST

9:55   **Participants Can Enter Virtual Event**

10:00   **Welcome & Collaborative Overview**

Grace-Rebecca Mecha, Interim SDOHLC Director, Public Consulting Group (PCG)

Christina Southey, MSc, PCG

10:15   **Cooper University Health Care Spotlight Presentation & Q&A***

Max Kursh, Director, Community Health, Cooper University Health Care

Danielle Santiago-Roach, SDOH Manager, Population Health, Cooper University Health Care

10:40   **Bergen New Bridge Medical Center Spotlight Presentation & Q&A***

Christina Norman, Director, Integration of Care, QIP, Bergen New Bridge Medical Center

11:05   **5-minute Break**

11:10   **Patient Listening Session: Lived Experience with Social Drivers of Health***

Lindsey Galli, Vice President of Programs, PCFFpartners

Rodney Dawkins, Person with Lived Experience/Context expert

11:55   **5-Minute Break**

12:00   **Storyboard Rounds Sessions & Closing Remarks**

Participant storyboard presentations in small breakout groups

*Continuing Education Units

Day 2: December 12, 2024, 10:00 AM - 1:00 PM EST

9:55   **Participants Can Enter Virtual Event**

10:00   **Opening Remarks & Day 1 Recap**

GraceAnn Friederick, Collaborative Coordinator, PCG

Grace-Rebecca Mecha, Interim SDOHLC Director, PCG

Dak Ojuka, Collaborative Coordinator, PCG

Christina Southey, MSc, Improvement Advisor, PCG

10:10 **University Hospital Spotlight Presentation & Q&A***

Minh Tran, QAPI Coordinator II, University Hospital

Edna Dickson, Population Health Navigator/Centering Coordinator, University Hospital

10:45 **Collaborative Measurement Session***

Christina Southey, MSc, Improvement Advisor, PCG

Dak Ojuka, Collaborative Coordinator, PCG

11:20 **10-Minute Break**

11:30 **Housing Services and Supports Presentation: NJ Department of Community Affairs Office of Homelessness Prevention***

Michael Callahan, Director, Office of Homelessness Prevention, NJ Department of Community Affairs

12:50 **Closing Remarks**

*Continuing Education Units

One-on-One Coaching Opportunity After Learning Session #1
Each team may sign-up for a one-on-one coaching session after LS2. The objective of these coaching sessions is to ensure each team is ready for their initial test of change. Teams can sign-up using the following link, which is also available on the Learning Session 2 tab in the navigation bar of the SDOHLC portal: https://docs.google.com/spreadsheets/d/1CiWd4qsHeeGURKzUycPPdQ2pcdTuzYZ7t2qIf0nHySI/edit?usp=sharing

Session Specific Information

Cooper University Health Care Spotlight Presentation & Q&A

Primary Drivers 2, 4, and 5: Leveraging Data & Data-Tracking Systems, Staffing & Coordination, Integrating Universal Screening

Session Objectives:
By the end of this presentation, participants should be able to:
- Understand the Cooper team's workflow development to increase connections to transportation supports
- Reflect on key lessons from Cooper piloting Roundtrip and their strategies for aligning its use across teams/units
- Explore funding sources and ideas on how to calculate return on investment and other topics related to sustainability

Target Audience:
All team members.

Speaker:
Max Kursh
Director, Community Health
Cooper University Health Care

Danielle Santiago-Roach
SDOH Manager, Population Health
Cooper University Health Care

Zoom Registration link: https://us06web.zoom.us/meeting/register/tZYscu2srD0tHtD2FcNwtiDi-qx3K_syZfoO
Meeting ID: 821 5442 6744
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Bergen New Bridge Medical Center Spotlight Presentation & Q&A

Primary Driver 2, 3, and 4: Leveraging Technology & Data-Tracking Systems, Establishing Referral Protocols with CBOs, Staffing & Coordination

Session Objectives:

At the end of this session, participants should be able to:

- Learn from Bergen New Bridge's tests of change related to improving warm handoffs and strengthening follow-ups protocols
- Discuss the process and goals of obtaining release-of-information (ROI) for patient services
- Explore approaches to strengthening relationships and data-sharing with CBOs

Target Audience:

All Team Members.

Speaker:

Christina Norman
Director, Integration of Care, QIP
Bergen New Bridge Medical Center

Zoom Registration link: https://us06web.zoom.us/meeting/register/tZYscu2srD0tHtD2FcNwtiDi-qx3K_syZfoO
Meeting ID: 821 5442 6744

Patient Listening Session: Lived Experience with Social Drivers of Health

Primary Driver 1: Patient Experience

Session Objectives:
At the end of this session, participants should be able to:
- Have a deeper understanding of the impact of SDOH from the perspective of individuals with lived experience
- Identify strategies for incorporating patient and family caregiver feedback into care processes
Explore methods for ongoing collaboration with patients and family caregivers, including organizing their own listening session

Target Audience:
All Team Members.

Speakers:
Lindsey Galli
Vice President of Programs
PCFFpartners
lindsey@pfccpartners.com

PFCCpartners is a patient-powered organization. Our mission is to catalyze system transformation by centering the inclusive human experience of health and reinvent through radical collaboration. Our vision is a health system transformed. One that works with people and through communities as a partners in their well-being.

Lindsey Galli is the Vice President of Programs at PFCCpartners with a mission to facilitate equitable collaboration among healthcare stakeholders, including patients and family caregivers. As the VP of Programs, Lindsey supports organizations, patients, and family caregivers to partner authentically, promoting improvement in their organizations. In 2016, Lindsey was hospitalized for 9 days, diagnosed with multiple blood clots in the lungs and a blood clot in the leg. This experience grew the passion she had to create solutions for patients and family caregivers to engage in their care from the bedside to the boardroom.

Rodney Dawkins
Person with Lived Experience/Context expert

Zoom Registration link: https://us06web.zoom.us/meeting/register/tZYscu2srD0tHtD2FcNwtiDi-qx3K_syZfoO
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Storyboard Rounds Session

Session Objectives:

At the end of these presentations, participants should be able to:
- Identify how other teams are tailoring the target population and domain of SDOHLC aim to reflect their specific goal
- Recognize what is important to key stakeholders, including patients, staff, and community-based organizations, at peer hospitals.
- Identify shared strengths and opportunities for improvement across different SDOHLC teams
- Network, build relationships, and open lines of communication across different teams

Target Audience:

Interprofessional members of each hospital's LC team, including representatives from community partners and patients.

Speakers:

Each hospital will designate members of their Collaborative team to present their storyboard.

Zoom Registration link: https://us06web.zoom.us/meeting/register/tZYscu2srD0tHtD2FcNwtiDi-qx3K_syZfoO
Meeting ID: 821 5442 6744

University Hospital Spotlight Presentation & Q&A

Primary Drivers 3 and 4: Establishing Referral Protocols with CBOs, Staffing & Coordination

Target Audience:
Executive Leaders, Team Leaders, Clinical Team Members, Other Staff Members

Session Objective:
At the end of this session, participants will be able to:

- Understand University Hospital's insights from the initial stages of building relationships with CBOs
- Learn through their strategies for navigating eligibility criteria to match their target population
- Discuss success stories and future plans to strengthen both internal and CBO partnerships

Speaker:
Minh Tran
QAPI Coordinator II
University Hospital

Edna Dickson
Population Health Navigator/Centering Coordinator
University Hospital

Zoom Registration link: https://us06web.zoom.us/meeting/register/tZYscu2srD0tHtD2FcNwtiDi-qx3K_syZfoO
Meeting ID: 821 5442 6744

Collaborative Measurement Session

Target Audience:
All Team Members

Session Objective:
At the end of this session, participants will be able to:
- Identify themes from storyboard baseline data collection approaches.
- State initial findings from patient experience learnings during pre-work.
- Identify the data collection and submission process and interact with the data visualization tool.
- State the importance of data visualization for improvement.

Speakers:
Dak Ojuka
Collaborative Coordinator
Public Consulting Group

Dak Ojuka is a Consultant within PCG's Health Policy and Program Evaluation team and is based in Austin, TX. Within QIP, Dak serves as a data coordinator in the SDOH collaborative, where he oversees the measurement strategy development and dashboard creation within the program. Dak is committed to bridging the gap between health policy and data analytics to foster improvements in healthcare delivery and outcomes.

Christina Southey, MSc
Improvement Advisor
Public Consulting Group

Christina Southey is an Improvement advisor and facilitator who supports improvement projects in the US and Canada. She has supported numerous Breakthrough Series Collaboratives across multiple topics. She teaches improvement skills to professionals in small and large group settings in north America and internationally.

Zoom Registration link: https://us06web.zoom.us/meeting/register/tZYscu2srD0tHtD2FcNwtiDi-qx3K_syZfoO
Meeting ID: 821 5442 6744

Housing Services and Supports Presentation: NJ Department of Community Affairs Office of Homelessness Prevention

Session Objectives:

At the end of this session, participants will be able to

- Understand the range of housing services and supports available through the NJ Department of Community Affairs Office of Homelessness Prevention
- Identify strategies for integrating housing services into hospital workflows to support patients with housing needs
- Explore best practices for collaborating with community partners to address homelessness and housing insecurity

Target Audience:

NJ acute care hospital executives; departmental leaders from population health, quality, social work and ED and Obstetric clinical settings; direct care staff including physicians, nurses, social workers, patient navigators/peers/CHWs.

This is a great session to encourage your executive sponsor to attend!

Speakers:

Michael Callahan
Director, Office of Homelessness Prevention
NJ Department of Community Affairs

Zoom Registration link: https://us06web.zoom.us/meeting/register/tZYscu2srD0tHtD2FcNwtiDi-qx3K_syZfoO
Meeting ID: 821 5442 6744

Accreditation Information

Accreditation and Credit Designation
Quality Improvement Program-New Jersey (QIP-NJ)
Social Determinants of Health (SDOH) Learning Collaborative (SDOHLC)
December 11 &12, 2024.

In support of improving patient care, this activity has been jointly planned and implemented by New Jersey Department of Health, Public Consulting Group, UBHC and Rutgers Biomedical Health Sciences. Rutgers Biomedical Health Sciences is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.

Physicians: Rutgers Biomedical and Health Sciences designates this activity for a maximum of 5.0 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Nurses: This activity is awarded 5.0 contact hours. (60 minute CH) Nurses should claim only those contact hours actually spent participating in the activity.

Psychologists: Continuing Education (CE) credits for psychologists are provided through the co-sponsorship of the American Psychological Association (APA) Office of Continuing Education in Psychology (CEP). The APA CEP Office maintains responsibility for the content of the programs. This activity will offer 5.0 CE credits for psychologists.
Professional counselors may clam APA credits.

Social Workers: This program is approved for social work continuing education hours by Rutgers University Behavioral Health Care in accordance with ***New Jersey*** administrative code 13:44G-6.4 and recognized by The New Jersey Board of Social Work Examiners. This program is approved for 5.0 general social work continuing education hours.

Pharmacists: The knowledge-based activity qualifies for 5 contact hour of continuing pharmacy education credit. UAN JA0000855-9999-24-039-L01-P.

Pharmacists' NABP e-Profile ID and date of birth will be collected during attendance attestation completion. CPE credit will be processed approximately 30 days after completion of the program evaluation.

Peer Review Statement
In order to help ensure content objectivity, independence, and fair balance, and to ensure that the content is aligned with the interest of the public, RBHS has resolved all potential and real conflicts of interest through content review by non-conflicted, qualified reviewers. This activity was peer-reviewed

for relevance, accuracy of content, and balance of presentation by: Stephanie Marcello PhD, Laura Burns, LCSW, Michele Miller, MSN, RN, Madhulika Sharma, MD, Richa Shah, PharmD, Rutgers University Behavioral Health Care.

Disclosure: In accordance with the disclosure policies of Rutgers, New Jersey Department of Health and Public Consulting Group are to conform with Joint Accreditation requirements and FDA guidelines, individuals in a position to control the content of this education activity are required to disclose to the activity participants: the existence of any relevant financial relationship with any entity producing, marketing, re-selling, or distributing health care goods or services consumed by, or used on, patients, with the exemption of non-profit or government organizations and non-health care related companies, within the past 24 months; and the identification of a commercial product/device that is unlabeled for use or an investigational use of a product/device that is not yet approved.

<u>Peer Reviewers</u>
Laura Burns, LCSW, Stephanie Marcello, PhD, Michele Miller, MSN, RN, Madhulika Sharma, MD, Richa Shah, PharmD have no relevant financial relationships to disclose.

<u>Faculty & Planners</u>
The following faculty and planners have no relevant financial relationships to disclose: Grace Friederick, MBA, Grace-Rebecca Mecha, Dak Ojuka, Christina Southey, MSc, Emma Trucks, MPH, Lindsey Galli, Rodney Dawkins, Michael Callahan, Max Kursh, Christina Norman, Minh Tran, Edna Dickman.

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Laura Burns, LCSW, Stephanie Marcello, PhD, Michele Miller, MSN, RN, Madhulika Sharma, MD, Richa Shah, PharmD have no relevant financial relationships to disclose.

Off-Label/Investigational Use Disclosure: Faculty are required to disclose discussion of off-label/investigational uses of commercial products/devices in their presentation. These disclosures will be made to the audience at the time of the activity.

Content Disclaimer: The views expressed in this activity are those of the faculty. It should not be inferred or assumed that they are expressing the views of any manufacturer of pharmaceuticals or devices, Rutgers University or New Jersey Department of Health.

It should be noted that the recommendations made herein with regard to the use of therapeutic agents, varying disease states, and assessments of risk, are based upon a combination of clinical trials, current guidelines, and the clinical practice experience of the participating presenters. The drug selection and dosage information presented in this activity are believed to be accurate. However, participants are urged to consult all available data on products or procedures before using them in clinical practice.

Questions: Please direct content, CE-related questions or concerns to Rutgers UBHC (CCE) by email at cce@ubhc.rutgers.edu.

How to Claim Credit

The Following Instructions have been provided by the Rutgers University Behavioral Health Care Center for Continuing Education.

First time Rutgers Health CloudCME Users:

1. You will receive an email from Rutgers University – Rutgers Health with a link or visit https://rutgers.cloud-cme.com .

2. Your profile creation has been initiated with the e-mail submitted on your sign in sheet or the email used to register for the program online through Rutgers RBHS CloudCME (not ANCOR)

3. Select the option **Forgot Your Password?**

4. Enter the email submitted on your sign in sheet or used during the registration process on line through Rutgers RBHS CloudCME.

5. Click *Reset Passsword.* This will trigger an email link (**check your spam and junk mail) that prompts you to reset or generate a password to access your account information.**

6. With your password created, and linked to your email- you may access your profile. Click "My CE" to complete your profile-Select "General Attendance" along with any other credit types that pertain to your degree/licensure. For example: *Professional counselors in NJ may clam APA credits*

7. Log in with email and password. In the "My CE" portal, you will then be able to click **"Evaluations and Certificates" and complete your evaluation for the event.**

8. You must fill out every mandatory field (noted in red) to submit the evaluation. If you click "submit" and nothing happens, please scroll back up to see which field was not completed.

9. After completing the course evaluation in the Rutgers Health CloudCME system, your CE Certificate will be accessible for PDF download or email. Your CE Certificate will also be available in the system for 3 months following the program and continue to appear on your profile indefinitely.

If you get stuck, email CCE@ubhc.rutgers.edu.

Here's a video if you need help: https://youtu.be/bK308vJeCeI

Returning Rutgers Health CloudCME Users:

1. You will receive an email from Rutgers University – Rutgers Health with a link or visit https://rutgers.cloud-cme.com . If you do not receive a link – go to step 2.

2. Log in with email and password. In the "My CE" portal, you will then be able to click "Evaluations and Certificates" and complete your evaluation for the event.

3. You must fill out every mandatory field (noted in red) to submit the evaluation. If you click "submit" and nothing happens, please scroll back up to see which **field was not completed.**

4. After completing the course evaluation in the **Rutgers RBHS CloudCME system, your CE Certificate will be accessible for PDF download or email. Your CE Certificate will also be available in the system for 3 months following the program and continue to appear on your profile indefinitely.**

- If **you need your password reset or account unlocked, Rutgers UBHC CCE staff can assist.**

- If more than one profile or email has been created for your account Rutgers UBHC CCE staff can merge the account.

If you get stuck, email CCE@ubhc.rutgers.edu.

Here's a video if you need help: https://youtu.be/bK308vJeCeI