
China Scholarship Council Visiting Scholar Program Report (Q4)

I continued with the Assistive Technology Outcome Measurement (ATOM) Program and Sentinel Event Program over the past quarter. Dug into the payment of DRGs and health insurance. learned about hospital regulation by CMS. focused on CARF measures, customer service data, outpatient demographics, and fall management. I attended the meetings of the Medication Safety Workgroup and the Opioid Stewardship Program (OPS). I completed the IHI courses and also finished the final summary presentation.

To summary this year, I have been:

1. I went to many meetings, but these affected me the most.
 - a. First of all, in Power BI meetings, I enjoyed running data and creating charts on Power Bi and other software.
 - b. The safety huddle meeting, it's the most effective meeting to keep the Senior Management Team (SMT) knowing the basic situation and anything urgent or important every morning. Its notes are also effective for reminders and notices.
 - c. I enjoyed listening to the patient's success stories at Clinic Operations meetings because they motivate me to keep on with what I'm doing. The charts on the SMT Scorecard let us always pursue our goals.
 - d. One of CARF's recommendations following our first accreditation was to view the policies. Thanks to the policies and procedures meeting, I've got the answer to improving it.
 - e. I enjoyed the monthly Quality and Outcome Management (QOM) huddles because everyone was willing to collaborate and help each other. The QOM strategic planning meeting, however, really moved me since everyone was truly engaged, and all the members effectively planned follow-up meetings. That was so effective! Jamie then arrived to share Shepherd's strategic plan; It was important that the Chief Operation Officer (COO) was here to share the center's strategic plan to correct the direction.
 - f. Meetings on good catch, opioids, and medication safety helped me understand how to run a hospital safely and scientifically.
2. Completed observations. I almost observed every department at Shepherd.
 - a. Transition Support Program (TSP) and Peer Support. All the program can help patients return to communities successfully, increase their confidence, increase patient compliance and self-efficacy, and reduce readmission rates. It is another kind of therapy services after hospital.
 - b. Assistive Technology. Observed Seating Clinic, Driver Clinic and Environment Access Clinic which are extra support patients in addition to medical services.
 - c. Recreation therapy. include recreation therapy in the Gymnasium, outings for shopping

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- and dining, instructions in hotel travel skills, and pottery making. I'm pleased to be their eyes since our Chinese therapists were interested in recreation therapy.
- d. Outpatient Clinics: Include Physical therapy and procedure observation at the Pain Clinic, Botox Injections observation at the Multi-Specialty Clinic, for Telehealth consultation and infusion procedures observations at the MS clinic and measuring wounds at the Wound Clinic.
 - e. Acquired Brain Injury (ABI) and Comprehensive Rehab Unit (CRU) Program Observations for Physical Therapy, Occupational Therapy, Speech Therapy, and nursing, including assessment of cognition, speech, vision, and cushion, training for muscles, bikes, gaits, wheelchair navigation, life skills, catheterization, and reducing swelling.
 - f. ABI Residential program and Post-Acute Outpatient and Day Program: Learned the concept of the Day Program as well as Residential Programs, and how they function.
 - g. Life Skills Vocational Services: I completed an outing to the patient's family home, learned how to manage the patient's schedules, and how to assist with activities of daily living (ADLs).
 - h. Administrator On-Call (AOC) Round with my mentor to observe what the administrator did for clinic.
 - i. Pharmacy. Shadowed the technicians, the buyer and the pharmacists for refilling, dispensing and supplying medications, for clinical services, the admission & discharge medication reconciliation procedure, and medication errors & Advise Drug Report (ADR). Observed the preparation of intravenous and intrathecal medications and parenteral nutrition solutions, and the Pharmacy-Physician Rounding.
 - j. Laboratory: I learned the organizational structure, process, and services of the laboratory, and I discussed quality control in the laboratory.
3. Took part in workgroups and programs for quality improvement.
- a. The Bedframe/Mattress Program introduced me to the Kaizen tool for program improvement and showed me how to organize each department participating in the process to ensure a smooth and efficient one.
 - b. The Pain Score, CARF Disclosure Letter, and Sentinel Event Program taught me about Joint Commission and CARF standards, how to improve to match the standards.
 - c. I was grateful to have participated in the Quality Champion Improvement Program (QCIP), which allowed me to talk with and learn from quality champions. I was also thankful to have taken 13 courses from the Institute for Healthcare Improvement (IHI) on healthcare improvement, which gave me a wealth of knowledge to bring back to China.
 - d. I created the Process Map and Request Form for Staff Education Oversight (SEO) Committee. Took the laboratory staff who need annually education to meet the COLA requirements as an example, reviewed and revised the feasibility of the process map and education request form. I created the outcome evaluation form for staff education.
 - e. I established Food Service Kitchen Quality Inspection using Microsoft (MS) Forms and used Power Bi to illustrate the violation rate.

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- f. I helped with the ATOM assessment form, and set the formula to score each answer, to label the key phrases which are responded to as the issues.

4. Took part in researches, Lectures, and Education

A. Research:

- a. Patient-Report Shared Outcome database. To establish a core-set of shared patient-reported outcomes that can be used to demonstrate improvement among patients. The outcome selection can be applied to all patient populations focusing on global community-based outcomes that have relevance to all rehabilitation populations. I gathered recommendations for outcome consideration and establish database to score. Found out outcome measure scales and literatures to help scoring.
- b. Help with the lecture "Aspiring to International Best Practice: Practical, Functional & Cultural Perspectives" at the 2022 American Congress of Rehabilitation Medicine (ACRM). This lecture contrasted "top-down" vs. "bottom-up" approaches to developing best-practice models of rehabilitation driven by what is practical, functional, and culturally appropriate for the person and family served. Due to the various cultural aspects that are important in designing rehab treatment, MLIC may do better using a "bottom-up" approach to develop best-practice models of rehab. I Collected the Chinese rehab materials and translation, discussed Tradition Chinese Medicine and did SWOT analysis.

B. Lectures or Webinars:

- a. Pharmacy Resident Grand Rounds: Minority Within a Minority: Women with Spinal Cord Injury. Supercalifragilistic hemophagocytic lymphohistiocytosis. A patient Case Presentation on Autoimmune Hepatitis
- b. The Art and Science of Distinguishing Disorders of Consciousness.
- c. ADA Day Celebration & Presentation: The Americans with Disabilities Act: Barriers, Intersections and Moving Forward
- d. learnRRn Webinars: Pragmatic Measurement of Implementation Outcomes: How to Operationalize Outcomes Important to Health Systems; Presents Selecting Rehabilitation Metrics that Matter to Guide Transformative Improvements for Patients, Clinicians, Health Systems & Society

C. Education: I completed the healthcare improvement courses of the Institute for Healthcare Improvement (IHI), 13 courses in total.

5. Participated in Events.

- A. Assisted in Diamond Scorecard – an internal competition for inpatient settings assessing the standard clinical safety outcomes.
- B. Worked on Skin Skills Day – Assisted in tracking and facilitating training of nurses and Patient Care Technicians (PCTs) for Skin Skills day.
- C. Helped in Patient Safety Week and Healthcare Quality Week

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6. Facilitated communication and exchange between the US and China
- A. To strengthen the cordial ties between our two nations, I invited Dr. Yochelson and Charge Nurse Ifeya Johnson to say hello to Chinese physicians and nurses on Chinese Physicians' Day and International Nurses' Day.
 - B. I presented Traditional Chinese Medicine on alternative therapies for pain at the Opioid Stewardship Program meeting. Provided another way to address the pain instead of opioids.
 - C. I discussed employee benefits with the Director of Benefits to seek if there are any opportunities to encourage employees to promote themselves both in work and in life. Although there are huge gaps between the 2 countries, increasing flexibility in hiring employees may be a good way to improve, such as hiring part-time and float employees.
 - D. I discussed the US medical insurance system with the Director of Revenue Cycle Patient Finance and the Director of Contracting and Payer Relations to see if there are any recommendations that can increase medical insurance spending on rehabilitation.
 - E. I organized an exchange meeting between Shepherd and Southwest University Hospital to exchange the Transition Support Program and peer support.
 - F. I presented Chinese calligraphy works for Shepherd's patients and chaplain services.
 - G. I worked on a medication education video with the pharmacy for the Chinese public. the video will be released on China Pharmacy's media platform.
7. What did I gain this year?
- A. Update Concepts. Such as effectively using donations to improve patient care, strategic planning, Transition Support Program, CARF and TJC standards, and people-centered social services.
 - B. I learned how to use tools like Excel, MS Form, Visio, and Power BI to make process maps for staff education and sentinel events, score kitchen quality forms and analyze data, and set up ATOM forms and measure results.
 - C. Science of quality and safety improvement. I acquired many methods and tools which help me set KPIs and analyze data to improve performance. Such as Kaizen, RCA, fall management, infection prevention and software. Knew how to develop outcomes to meet regulatory requirements. Get inspiration to analyze metrics.
 - D. I gained cultural competence, and enjoyed the diversity of cultures.
 - a. Cultural Events. Hispanic Heritage Month celebration. Diwali celebration. Thanksgiving Dinner with supervisor's family. Americans with Disabilities Act (ADA) day celebration. Halloween Costume Contests.
 - b. Staff Education Events are different from China. Orientation to new hires. Patient Safety and Health Quality Week. State of Center presentation.
 - c. Cultural Competence Education. Jimmy Carter Library and Museum, National Museum of American History, National Museum of African American History and Culture, The High Museum of Art, etc.

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- E. The Society Services. I learned the value of giving back to society rather than taking. I also want to give something back to society.
- a. Attended the James Shepherd JR. Fund Run & Roll 5K event to help recreation therapies.
 - b. Donate to Shepherd Center Pursuing Possible Campaign for patient residential building.
 - c. Blood Donation.
 - d. Being a volunteer at Shepherd for almost 20 hours.
8. My plans after the CSC program
- A. Merge what I have learned into routine work, especially in the second CARF accreditation and Grade Certification.
 - B. Present the American health insurance system and DRGs payment to Healthcare Security Administration in the district.
 - C. I've already applied for two Chongqing continuing education programs about how to set quality metrics and respond to the adverse event and RCA, the programs will start in 2023.
 - D. I will be committed to quality improvement in hospitals in my district as a member of the rehab quality control center.
 - E. The DRG payment will begin shortly in China, and all the inspiration will undoubtedly help me manage the brand-new payment.
 - F. I am delighted to serve as a bridge to exchanges and communication between two countries.

Jiayi has been an amazing scholar
and colleague. She has met all the goals
set and more. She will be greatly missed!

Jmu 12/22/22