

China Scholarship Council Visiting Scholar Program Report (Q3)

During the past quarter, my work shifted from clinical observation and various conferences to diving into programs I followed up on. I have been:

1. Taking part in workgroups and programs for quality improvement.

Programs/ Workgroup	How I was involved
Assistive Technology Outcome Measurement Program (ATOM)	I revised the ATOM assessment form, and set the formula to score each answer, to label the key phrases which are responded to as the issues. Waiting for the feedback.
Staff Education Process Map and Request Form for SEO Committee	I took the laboratory staff who need ARW to meet the COLA requirements as an example and reviewed and revised the feasibility of the process map and education request form. I created the outcome evaluation form for staff education.
Sentinel Event Program	I searched Shepherd's sentinel event policies, TJC's related standards, and Shepherd's RCA-related policies.
EVS competency skill check sheets	I did the electronic EVS skill check sheets according to the original paper forms, more user-friendly to achieve convenience.
Food Service Kitchen Quality Inspection data	I learned how to use PowerBI to illustrate the violation rate.
CARF and TJC standards	I got more familiar with CARF and TJC standards, I searched wounds (skin), food, nutrition, medication, and interpretation-related standards to the workgroups and committees for FYI.

2. Completed Observation:

(1) Pharmacy

- a. First week: I shadowed a technician with putting medications into Pyxis on floors. Shadowed a technician with packing medications for inpatients. Attended the meeting to adjust the number and positioning of medications in pyxis. Discussed with the buyer how to buy medications in the US and the supply chain. I also observed the preparation of intravenous and intrathecal medications, and how to calculate the contents of trace elements in parenteral nutrition solutions. Discussed with the manager how to do clinical research and how to review the prescriptions.
- b. Second week: I learned clinical services overview, clinical service outcome measures, the admission & discharge medication reconciliation procedure, medication errors & ADR reporting, and medication-related guidelines. I observed how to work on OSP data and inpatient medication education. And I also observed the Pharmacy-Physician Rounding.
- c. Inspiration from observation: The only way to promote Pharmacists' value is to do

more things that can support the clinic well, not only support for the patients but also for the doctors and nurses. And personalized services also matters. The more you do, the more important you are.

- (2) **Laboratory:** I learned the organizational structure, process, and services of the laboratory, and I discussed quality control in the laboratory.
- (3) **Guldmann sling observation:** I took the Guldmann staff to the floors, observed the therapists using the black slings, and recorded the outcomes.

3. Research, Lectures, and Education

(1) **Research:** I revised the draft of the lecture "Exploring International Best Practices for Rehabilitation from Practical, Functional, and Cultural Perspectives" and gave some recommendations. This lecture will be presented at the 2022 American Congress of Rehabilitation Medicine (ACRM) annual conference in Chicago.

(2) Lectures or Webinars:

- A. Pharmacy Resident Grand Rounds: A patient Case Presentation on Autoimmune Hepatitis. Presenter: India Dillard. Through this case, understanding the biochemical indicators of Autoimmune Hepatitis, medication, incompatibility, and precautions. Learned about the training process of the pharmacist resident program in the United States.
- B. learnRRn Webinar: Cara Lewis, Ph.D., HSPP presents, Pragmatic Measurement of Implementation Outcomes: How to Operationalize Outcomes Important to Health Systems. This talk offered a roadmap to operationalizing a learning health system, with an emphasis on how to design pragmatic measures and outcomes that matter to stakeholders and explored ways to balance rigor and burden in the context of learning health system impact evaluations.
- C. LeaRRn Grand Rounds: Catherine Quatman-Yates, PT, DPT, Ph.D. presents Selecting Rehabilitation Metrics that Matter to Guide Transformative Improvements for Patients, Clinicians, Health Systems & Society. This presentation covered theories, models, evidence, and case examples for selecting and leveraging meaningful metrics for monitoring, guiding, and driving best practices and outcomes for rehabilitation settings and stakeholders.
- D. CARF Webinar: A Standard and a Strength. Learned Standard 1.M.5 and 3.A.16. and how to do to reach the requirements from the administrative perspective. It also inspired the interpretation of other CARF standards. Learned how to promote Diversity, Equity & Inclusion from Jamie DuVerneay at Spectrum Health, MI. Learned the methods and tools used by healthcare organizations to improve hospital diversity, equity, and inclusion.

(3) **Education:** I am taking the healthcare improvement courses of the Institute for Healthcare Improvement (IHI), 13 courses in total, 3 completed.

4. Participating in other Events.

(1) **Quality Improvement Champion Program (QICP):** Attending Munch and Learn meeting to learn more about the quality improvement topic.

(2) Helped with orientation and Luncheon in Healthcare Quality Week

5. Facilitating communication and exchange between the US and China

- (1) 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.
 - (2) 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 whom we never hire in my Chinese hospital.
 - (3) 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 I can make to the Chinese regulatory body of medical insurance, to increase medical insurance spending on rehabilitation.
- 6. Gaining knowledge of office software and tools:** I studied Excel and PowerBI from Meena and dig into self-study online.
- 7. Volunteer work:** I have completed the inpatient mail delivery once a week for 7 hours.
- 8. The next quarter's plans**
- (1) I will keep up with ongoing programs and finish any tasks.
 - (2) I will complete my study summary and present it to QOM and parts of SMT members.
 - (3) I will complete the IHI study.
 - (4) I will continue to learn how to use PowerBI in data analysis.
 - (5) Focus on completing the work that hasn't been finished in the plan. Discuss these works with mentors weekly.
 - (6) I am planning to organize an exchange meeting between 2 hospitals if there is any opportunity.
 - (7) Learn CARF accreditation documents and how to do documentation at Shepherd.

Giayi has made a terrific job and contributed substantially to our center.

Jim 11/8/2022