



# Keck Medicine Professionalism Program

## *A Cornerstone of our Culture of Safety Initiative*

John L Brodhead, MD

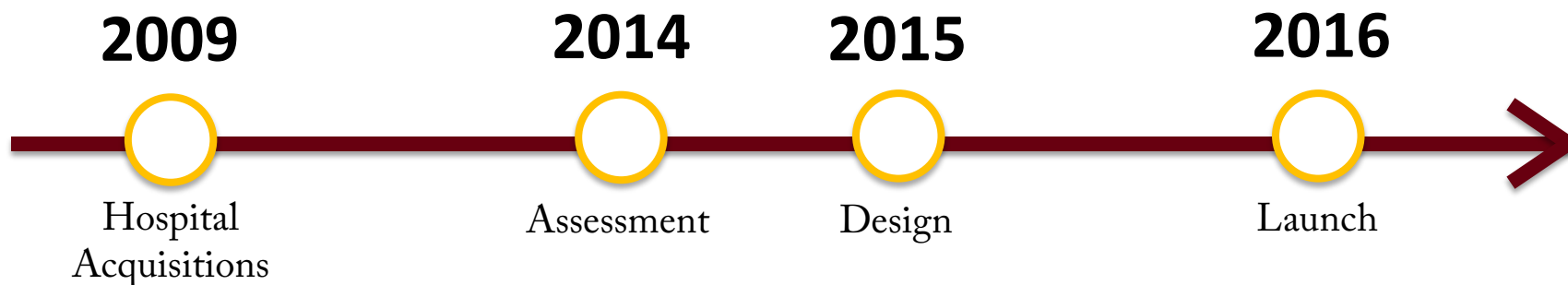
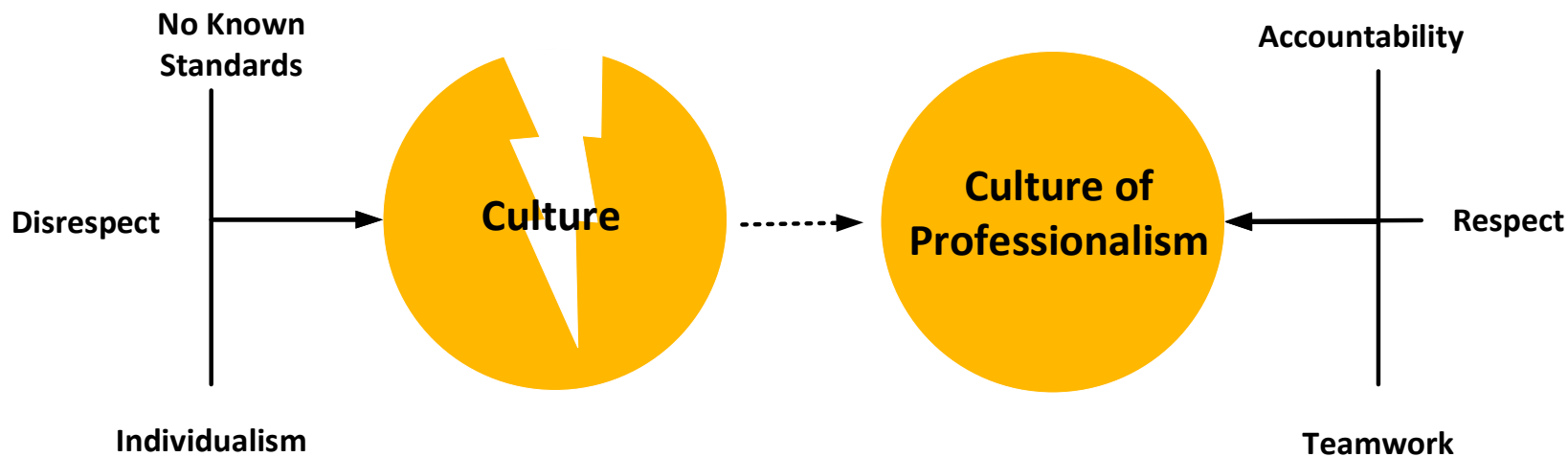
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# Keck Medicine Professionalism Program



# Vanderbilt Center for Patient and Professional Advocacy

- The Vanderbilt Program facilitates the delivery of patient and coworker complaints through a peer to peer delivery system and offers the professional the opportunity to self-correct
- A tiered, graduated coaching model provides a progressive pathway to allow the professional to correct a high complaint pattern through the following:
  - Peer to peer coaching
  - Joint action planning
  - Referral to peer review
- Vanderbilt's published literature illustrates the positive impact of this program over the costs of professional liability costs
- Academic and Health System Members include: Stanford, the UC System, Yale, Emory, John's Hopkins, University of Pennsylvania and Loyola

# Vanderbilt CPPA Partner Sites



## Academic Medical Center PARS® Partners

- Cornell University
- Columbia University
- Emory University
- Johns Hopkins University
- Johns Hopkins Bayview MC
- Loyola University
- Lucille Packard Children’s Hospital
- Saint Louis University
- Stanford University
- UCLA
- UC San Francisco
- UC Davis
- UC Irvine
- UC San Diego
- UC Riverside
- University of Illinois, Chicago
- University of Iowa
- University of Mississippi
- University of North Carolina
- University of Pennsylvania
- University of Southern California
- University of Toledo
- Vanderbilt University
- Wake Forest University

## System, Regional and Medical Practice PARS® Partners

- |  |                                |
|--|--------------------------------|
| ▪ Charlotte Ear, Eyes, Nose, Throat Assoc. | ▪ OrthoCarolina                |
| ▪ Edward Hospital System                   | ▪ Palo Alto Medical Foundation |
| ▪ Elmhurst Memorial Health Care            | ▪ Queen’s Medical Center       |
| ▪ Geisinger Health System                  | ▪ Rush Medical Center          |
| ▪ Hospital Sisters Health System           | ▪ Sanford Health               |
| ▪ Mercy STL                                | ▪ NY Presbyterian              |
| ▪ NorthShore University Health System      |                                |

# THE KECK COMMITMENT

A Statement of Professional Standards

We commit to delivering high quality care with kindness and consideration. We will do this by exhibiting **excellence** in all we do, incorporating sound **judgment** in our decisions, practicing civility in our interactions, and communicating with **respect** to patients, families and coworkers.

**Respect** is the cornerstone of the Keck Commitment and guides our pursuit of excellence in the workplace

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## THE KECK COMMITMENT

**We live our pillars of Excellence, Judgment & Respect through the following KECK COMMITMENT**

**We will create a collaborative and safe environment by:**

- Actively listening
- Being present in the moment
- Promoting teamwork and a positive work environment
- Acknowledging fellow colleague contributions
- Being respectful and open to new ideas and generously sharing knowledge
- Providing feedback constructively and receiving feedback willingly
- Continuously pursuing personal and professional growth

**We will commit to respectful interactions with colleagues, patients, and families by:**

- Greeting and acknowledging the presence of others
- Always engaging in courteous interactions
- Knocking before entering a patient's room, introducing ourselves, and stating the purpose of our visit
- Being considerate and sensitive to others and mindful of our language and tone of voice
- Engaging in authentic and honest communications

**We will responsibly follow Keck Medicine policies, support organizational improvement, and adhere to applicable regulations by:**

- Taking ownership of problems until they are resolved
- Supporting organizational improvement both intellectually and in practice
- Holding ourselves and others accountable for achieving performance expectations

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# Design and Launch of Keck Medicine Professionalism Program

## Driving Premise:

Professionals Self-Correct

National Experience (~18,000 physicians)

- 76% of identified providers **self-correct**;
- 17% **escalate to interventions**; and
- 7% **Depart**

## Key Elements:

- Statement of Professional Standards
- Peer-to-Peer Coaching
- Commitment to an intervention model

## Coaching Themes:

- Disrespectful/Unkind Communication
- Failure to Comply with Policy and Procedures that might impact the Safety of the Environment
- Failure to be Accessible



Pichert et al., ABIM Foundation Professionalism Prize, *Journal on Quality and Patient Safety*, 2014.

# Keck Medicine Peer Coaching Team (PCT)

**Chair** - Steven L. Giannotta, MD

**Co-Chairs** - John Brodhead, MD and Kiran K. Dhanireddy, MD

## Physician Coaches

Tay, Candice  
Liu, John  
Robinson, Jehni  
Cunningham, Mark  
Reder, Lindsay  
Amezcuca, Liliana  
Dunn, Matt  
Matthews, Ray  
Carey, Joseph  
Nelson, Maria  
Baron, David  
Mahli, Harshawn  
Jennelle, Richard  
Kauffman, Wayne  
Israel, Jennifer  
Oakes, Dan  
Lam, Linda  
Chang, Eric

Siegel, Steven  
Oghalai, John  
Muderspach, Laila  
Mosqueda, Laura  
Grant, Edward  
Chiu Helena  
Ahronowitz, Iris  
Buchanan, Thomas  
Hallows, Kenneth  
Hammond, Terese  
Karp, Michael  
Kumar, Santhi  
Lee, Sang  
Patel, Vivek  
Sattler, Fred  
Song, Jonathan  
Spicer, Darcy  
Strum, Earl

Urata, Mark  
Zhang-Nunes, Sandy  
Baker, Craig  
Botello, Tim  
Clavijo, Leonardo  
Dancz, Christina  
DeClerck, Brittany  
Fuchs, Gerhard  
Grazette, Luanda  
Hall, Stephanie  
Homeier, Diana  
Inaba Kenji  
Kokot, Niels  
LoPresti, Jonathan  
Naritoku, Wesley  
Opas, Lawrence  
Rajamohan, Anandh  
Rowe, Vincent  
Salazar, Adler

Shavelle, David  
Shoemaker, Erica  
Stevanvic, Milan  
Taira, Taku  
Takahashi, Stefani  
Varner, Chelsia  
Etcheverry, Josette  
Berber, Kevin  
Zada, Gabriel

# Keck Medicine Professionalism Program: Results to Date



69 Peer Coaches  
trained

32 Program Directors  
Trained for Resident  
Expansion

Exploring Expansion  
into Nursing



84 of ~900 Attending  
Physicians Addressed by Peer  
Coaches

Level 1: 18 Providers identified  
Level 2: 5 Providers identified  
Level 3: 3 Providers identified  
Departed: 2 Providers



# Vanderbilt Center for Patient and Professional Advocacy: Criteria for Cultural Change

People		<ul style="list-style-type: none"><li>• Committed Leadership</li><li>• Project Champions</li><li>• Implementation Teams</li></ul>
Process		<ul style="list-style-type: none"><li>• Clear Goals and Values</li><li>• Sufficient Resources</li></ul>
Systems		<ul style="list-style-type: none"><li>• Reliable Review Process</li><li>• Training</li></ul>