

## HRSA Celebrates Achievements in Patient Safety, Health Outcomes

HRSA has recognized health care teams from across the nation that have achieved dramatic improvements in patient safety and health outcomes as part of the HRSA Patient Safety and Clinical Pharmacy Services Collaborative (PSPC). The PSPC is a national breakthrough effort to improve the quality of U.S. health care by integrating medical management into the care of high-risk, high-cost patients.

The teams were recognized at a recent PSPC Learning Session in Arlington, Virginia. Learning Sessions provide a forum for sharing leading practices among teams, who then implement these practices in their local health care communities throughout the country. The PSPC is spreading an innovative delivery system to save and improve the lives of chronically ill patients with high medication risk, and emphasizing medication safety systems. Advanced teams are pursuing opportunities to bring the PSPC delivery systems to full scale and PSPC is engaging a number of national partners to accelerate the spread of the delivery model across communities, with a goal of reaching 3,000 communities by 2015.

The teams received PSPC awards for outstanding achievements in executive and quality leadership, outstanding performance and lifesaving patient safety through detection and reduction of adverse drug events, shown growth and adaptability to the PSPC principles and implementing the change package, integrating medication management services, notable innovations, and exemplary QIO partner performance. Additionally, the Frank Zampiello Memorial Award was presented to an exceptional individual for his or her outstanding dedication and commitment to PSPC.

For more information, visit [www.hrsa.gov/patientsafety](http://www.hrsa.gov/patientsafety). A list of all awardees is below.

### **PSPC Award Winners**

**Outstanding Executive Leader Award** – Awarded to an executive leader who demonstrated outstanding support of their organization's involvement in the PSPC national collaborative and a commitment to developing a powerful value proposition.

- **Ed Shanshala II, MSHSA**, CEO, Ammonoosuc Community Health Services, Inc, Littleton, NH
- **Rina Ramirez , MD, FACP**, CMO, Zufall Health Center, Dover, NJ
- **Theresa Berger, MD**, CEO, Ocean Health Initiatives, Inc, Lakewood, NJ
- **Patrick Grotton**, Chief Information Officer, Greater Lawrence Family Health Center, Lawrence, MA
- **Guillermo Diaz, MD**, QueensCare Family Clinics, Los Angeles, CA
- **Arthur Martinez, MD, MSHA**, CMO, El Rio Health Center, Tucson, AZ
- **Nancy Tham, MD, MBA, FACOG**, CMO, Ocean Health Initiatives, Inc, Lakewood, NJ

**Quality Leadership Award** – Awarded to an individual PSPC team member who removes barriers in the most dramatic way for an organization to expand the delivery of integrated medication management services and/or the refinement of their care delivery system to improve patient safety and medication management.

- **Michelle Hopkins**, Stratis QIO, Minnesota & Park Nicollet Health System
- **Deepika Shama**, Stratis QIO, Minnesota & Park Nicollet Health System
- **Mayra Soto**, NA, PCMH, Care Team Coordinator, Zufall Health Center, Dover, NJ
- **Leslie Pelkey**, MD, West Michigan Team, Grand Rapids, MI
- **Maria Judith Reyes**, PharmD, MHP, Pharmacy Services Director, Gurabo Community Health Center, Gurabo, Puerto Rico

**Change Package Implementation Award** – Awarded to teams that have posted outstanding examples of Change Package actions in any of the Change Package Strategy Areas.

- Leadership Commitment – **AZPSPC (El Rio Health Center)**, Tuscon, AZ
- Integrated Care Delivery – **Mission Anticoagulation Clinic**, Asheville, NC
- Safe Medication Use Systems – **Jefferson County Collaborative**, Birmingham, AL
- Measureable Improvement – **Primary Care Coalition of Montgomery County**, Silver Spring, MD
- Patient-Centered Care – **Gurabo Community Health Center**, Gurabo, PR

**PSPC Transformation Award** – Awarded to new PSPC 4.0 teams that have shown the ability over the course of PSPC 4.0 to quickly adopt and embrace the principles of PSPC. These teams have participated in 80% of the monthly progress tracking polls and advanced from their initial color tier to Blue or Gold status.

- **Park Nicollet Health Services, St. Louis Park, MN**
  - Park Nicollet Clinic
  - Stratis Health
- **Safe Med, Winston-Salem, NC**
  - Novant Medical Group
  - Carolinas Center for Medical Excellence
- **Kaleida Health/Geriatric Center of Western New York, North Tonawanda, NY**
  - Kaleida Health/ Geriatric Center of WNY
  - IPRO
- **The Wright Scripts, Jermyn, PA**
  - Wright Center Medical Group – Mid Valley
  - Wilkes University, The Nesbitt College of Pharmacy and Nursing

- Pennsylvania Academy of Family Physicians
- **Virgin Islands Community, Frederiksted, VI**
  - Federikstad Health Center, Inc.
  - St. Thomas East End Medical Center (Second Primary Health Care Home)
  - Virgin Islands Department of Health (VIDOH)
  - Virgin Islands Medical Institute, Inc. (VIMI)

**Innovator Award** – Awarded to an individual, team or organization that has shared an innovative tool, resource or idea that has had a significant impact on PSPC.

- **AZPSPC (El Rio Health Center), Tucson, AZ**
- **Medication Education Treatment (M.E.T.) Team, Dover, NJ**
- **Steven W. Chen, PharmD, CDM, FCSHP** Associate Professor and Hygeia Centennial Char in Clinical Pharmacy and Pharmaceutical Economics & Policy, USC School of Pharmacy

**Integrated Medication Management Services Award**– Awarded to teams that have implemented an integrated medication management services (IMMS) element into their delivery system that is now an established best practice to positively impact patient care.

- **SOS (Share Our Selves), Costa Mesa, CA**
  - Share Our Selves Medical Center
  - USC School of Pharmacy
  - Loma Linda School of Pharmacy
- **University of Mississippi School of Pharmacy: Canton Site**
  - G.A. Carmichael Family Health Center
  - University of Mississippi School of Pharmacy
- **AHF (AIDS Healthcare Foundation) Clinical Team, Safety Harbor, FL**
  - AHF Healthcare Center Tampa Bay Area
  - AHF (AIDS Healthcare Foundation) Pharmacy
- **Mission Anticoagulation Clinic, Asheville, NC**
  - Mission Hospital
  - The Carolinas Center for Medical Excellence
  - Asheville Cardiology Associates
- **Shands Jacksonville and University of Florida, Jacksonville, FL**
  - Shands Jacksonville
  - University of Florida
- **Medication Education Treatment (M.E.T.) Team, Dover, NJ**
  - Zufall Health Center
  - Saint Clare's Hospital
  - Goodale Pharmacy

- New Jersey Primary Care Association
- Healthcare Quality Strategies
- **Health Partners of Western Ohio, Lima, OH**
  - Health Partners of Western Ohio
  - The University of Findlay College of Pharmacy
  - Ohio KePRO
- **University of Mississippi Delta Pharmacy Partnership, Yazoo City, Mississippi**
  - G.A. Carmichael Family Health Center
  - University of Mississippi School of Pharmacy
- **Marshfield Clinic, Marshfield, WI**
  - Marshfield Clinic
  - Metastar
  - Family Health Center of Marshfield, Inc.
- **The Wright Script, Jermyn, PA**
  - Wright Center Medical Group – Mid Valley
  - Wilkes University; The Nesbitt College of Pharmacy and Nursing
  - Pennsylvania Academy of Family Physicians
- **Virginia Garcia Clinic, Hillsboro, OR**
  - Virginia Garcia Memorial Health Center
  - Acumentra Health

**PSPC Outstanding Performance Award**– Awarded to teams that documented performance and results for their PoF, using data, that demonstrated: 1. Improved health outcomes and 2. ADEs and pADEs being identified and prevented.

- **Medication Education Treatment (M.E.T.) Team, Dover, NJ**
  - Zufall Health Center
  - Saint Clare’s Hospital
  - Goodale Pharmacy
  - New Jersey Primary Care Association
  - Healthcare Quality Strategies
- **Utah Navajo Health System, Montezuma Creek, UT**
  - Utah Navajo Health Systems, Inc.
  - Association for Utah Community Health (AUCH)
  - University of Utah College of Pharmacy
  - Utah Navajo Health System
  - Utah Poison Control Center
  - Healthinsight
- **LACHC (Los Angeles Christian Health Center), Los Angeles, CA**
  - Los Angeles Christian Health Center
  - University of Southern California

**Life Saving Patient Safety Award**– Awarded to teams that established systems and processes for detecting, identifying, and preventing ADE's and pADE's...and have saved at least one patient's life by detecting and preventing a life-threatening ADE

- AZPSPC (El Rio Health Center), Tucson, AZ
- AHF (AIDS Healthcare Foundation) Clinical Team, Safety Harbor, FL
- Medication Education Treatment (M.E.T.) Team, Dover, NJ
- QueensCare Family Clinics, Los Angeles, CA
- Virginia Garcia Clinic, Hillsboro, OR

**QIO Partner Award**– Awarded to a QIO individual or organization that has adopted the PSPC culture and works tirelessly to support all teams in their region and often outside their region. The awardee has worked closely with their RCC, engaged teams in reporting data and self-assessments, assisted teams to rapidly progress and embraced the philosophy of All Team, All Learn!

- **Kim Harris-Salamone and Matt Lincoln**, Health Services Advisory Group, AZ & CA
- **Jennifer Thomas**, Delmarva Foundation for Medical Care, DC & MD
- **Jeana Partington**, The Carolinas Center for Medical Excellence, NC
- **Risa Nielsen**, Virgin Islands Medical Institute
- **Peggy Braden**, Alabama Quality Assurance Foundation

**Frank Zampello Memorial Award** – Awarded to an individual for his or her outstanding dedication and commitment to PSPC. This individual consistently participates in PSPC team and faculty events and shares great ideas and suggestions to help enhance PSPC. Always ready and willing to contribute to PSPC efforts, the recipient goes above and beyond to help other teams progress through their own development as they work to improve their patients' health outcomes and safety.

- **Kathie Baldwin**, Team Development and Support for PSPC

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