



the medical center hour

Medicine & Society in Conversation

A program of the Center for Health Humanities and Ethics
University of Virginia School of Medicine

Provided by the University of Virginia School of Medicine and School of Nursing

Wednesday, May 1, 2024

12:00-1:00 p.m. (EST)

In Person at Pinn Hall Conference Center Auditorium

Zoom Webinar: <https://us02web.zoom.us/j/85229005887>

Jessie Stewart Richardson Memorial Lecture in Patient Quality and Safety

Embracing the Healthcare Needs of our Communities

Peter Paige, MD, MMM, CPE, FACEP, FACPE
Chief Clinical Officer at UVA Health

Tracey Hoke, MD, MSc, FAAP, Moderator
Chief of Quality and Performance Improvement at UVA Health

The lecture will be focused on our mission, vision and values here at UVA Health as they relate to providing the best care for our communities. Now that we have a four-hospital system, our primary communities for service have expanded. How do we work to better meet the needs of these communities (and beyond) while trying to maintain care as close to home as possible? We will review some statistics describing our current state across the health system. This will include our transfer center which is responsible for transfers at our main campus and encompasses multiple other services (including bed management, medcom and discharge transportation services). As we continue to expand our services to respond to the demand in our communities, how do we prepare and strengthen our approach to handling these volumes? We'll discuss initiatives currently underway in our Emergency Departments, our Operating Rooms and in Patient Progression as we help make a patient's hospital stay as seamless as possible. We'll also explore future opportunities in these areas. We will examine the future of the transfer processes as we launch a system transfer center to accommodate the needs of the health system. Lastly, we will discuss a strategy to develop a capacity command center—a model that has been deployed at numerous academic health systems across the country.

Lunch will be provided for the first 75 in-person attendees

Resources:

1. UVA Health 2022 – 2032 Strategic Plan: One Future Together, Health and Hope for All ([uvahealth-strategicplan-2022-32.pdf](#)).
2. Franklin BJ, Mueller SK, Bates DW, Gandhi TK, Morris CA, Goralnick E. Use of Hospital Capacity Command Centers to Improve Patient Flow and Safety: A Scoping Review. *J Patient Saf.* 2022 Sep 1;18(6):e912-e921. doi: 10.1097/PTS.0000000000000976. Epub 2022 Feb 3. PMID: 35435429.

Accreditation & Designation Statements



In support of improving patient care, the University of Virginia School of Medicine and School of Nursing 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.

The University of Virginia School of Medicine and School of Nursing designates this live activity for a maximum of **1 AMA PRA Category 1 Credit™ Physicians** should claim only the credit commensurate with the extent of their participation in the activity. The University of Virginia School of Medicine and School of Nursing awards **1 contact hour** for nurses who participate in this educational activity and complete the post activity evaluation.

The University of Virginia School of Medicine and School of Nursing awards **1 hour of participation** (consistent with the designated number of *AMA PRA Category 1 Credit(s)™* or ANCC contact hours) to a participant who successfully completes this educational activity. The University of Virginia School of Medicine and School of Nursing maintains a record of participation for six (6) years.

Full Disclosure Policy Affecting CME Activities: As a joint accredited provider, the University of Virginia Office of CME/CE requires attested and signed global disclosure of the existence of all financial interests or relationships with commercial interest from any individual in a position to control the content of a CME activity sponsored by OCME.

Disclosure Summary:

No one in a position to control the content of this educational activity has disclosed a relevant financial interest or relationship with any commercial interest

Disclosure of faculty financial affiliations

The University of Virginia School of Medicine and School of Nursing as a Joint Accreditation Provider adhere to the ACCME Standards for Integrity and Independence in Accredited Continuing Education, released in December 2020, as well as Commonwealth of Virginia statutes, University of Virginia policies and procedures, and associated federal and private regulations and guidelines. As the accredited provider for this CE/IPCE activity, we are responsible for ensuring that healthcare professionals have access to professional development activities that are based on best practices and scientific integrity that ultimately supports the care of patients and the public.

All individuals involved in the development and delivery of content for an accredited CE/IPCE activity are expected to disclose relevant financial relationships with ineligible companies occurring within the past 24 months (such as grants or research support, employee, consultant, stock holder, member of speakers bureau, etc.). The University of Virginia School of Medicine and School of Nursing employ appropriate mechanisms to resolve potential conflicts of interest and ensure the educational design reflects content validity, scientific rigor and balance for participants. Questions about specific strategies can be directed to the University of Virginia School of Medicine and School of Nursing of the University of Virginia, Charlottesville, Virginia.

The faculty, staff, CE Advisory Committee and planning committee engaged in the development and/or peer review of this CE/IPCE activity in the Joint Accreditation CE Office of the School of Medicine and School of Nursing have no financial affiliations to disclose.

Disclosure of discussion of non-FDA approved uses for pharmaceutical products and/or medical devices

As a Joint Accreditation provider, the University of Virginia School of Medicine and School of Nursing, requires that all faculty presenters identify and disclose any off-label or experimental uses for pharmaceutical and medical device products. It is recommended that each clinician fully review all the available data on new products or procedures prior to clinical use.

Peter Paige, MD, is UVA Health's inaugural chief clinical officer. He is responsible for the efficiency and standardization of clinical operations and enhancing quality across all four of our hospitals and wherever we provide clinical care. Dr. Paige guides clinical operations and quality of care across the entire health system, ensuring the maintenance of best practices to secure and elevate patient satisfaction and outcomes. In his previous role, Dr. Paige served as chief executive officer of the Albany Medical Center Hospital. He previously worked at Jackson Health System and the University of Miami, where he served as an executive vice president, chief physician executive, and chief clinical officer.

Dr. Paige received a bachelor's degree from Lemoyne College and studied medicine at SUNY Upstate Medical University, earning a master's in medical management from Carnegie Mellon University. He completed his residency in emergency medicine at the University of Massachusetts Medical School.

Tracey Hoke, MD, is a pediatrician and pediatric cardiologist. Dr. Hoke earned her undergraduate degree in biology from Dartmouth College and her medical degree from the University of Maryland. She completed her residency in pediatrics at UVA and a fellowship in cardiology at Johns Hopkins. Dr. Hoke holds a graduate degree in outcomes research from the Johns Hopkins Bloomberg School of Public Health and has also served as medical officer at the National Heart, Lung and Blood Institute, National Institutes of Health. She joined UVA in 2006, as the director of quality and safety initiatives in the Department of Pediatrics.

In 2013, she was named chief of quality and performance improvement and senior associate chief medical officer for quality for UVA Health. In these roles, she works with other senior leaders and staff to provide leadership and direction for the development and implementation of improvements in the care delivery at UVA health.



How to claim Continuing Education (CE) credit:

At the end of the conference!

**Thank you for attending the
Medical Center Hour on May 1, 2024**

1. Go to www.cmevillage.com.
2. Click on the "Learning Portal" button and select "CE Certificate".
3. Sign in with your email and password or create an account if you are a new user.
4. Enter CE Activity Code **150962** and click "Submit" and "Continue".
5. Complete the evaluation and click "Done".
6. Certificate Preparation; indicate the number of credits you wish to claim for attending this activity. Click "Submit"
7. Click "Print Certificate" or you can access later by visiting our website, Click "Learning Portal", Sign in at the top of the page and click "Credit History & Past Certificate".
8. For problems, contact the CME office at uvacme@virginia.edu

PLEASE NOTE: The post activity evaluation will only be available for a 30 day period. Credit will not be issued after the evaluation period has closed.

Medical Center Hour is free of charge and open to the public. For more information, see Center for Health Humanities and Ethics: <https://med.virginia.edu/biomedical-ethics/medical-center-hour/>

Watch Medical Center Hour recordings at <https://www.youtube.com/user/UVAMCH>