

## **Morris Heights Health Center Celebrates Annual Healthcare Quality Week with Inaugural Three-day Quality Symposium**

**Bronx** – Morris Heights Health Center (MHHC), a Federally Qualified Health Center, celebrated October's Healthcare Quality by holding a three-day Quality Symposium, from October 23-25, to share best practices and build staff capacity in quality improvement science and safety management.

The Symposium's theme was "Improving Quality. Transforming Lives." MHHC's Chief Medical Officer, Dr. Lois Bookhardt-Murray, reflected on those words during her opening remarks, "It is important for each and every one of us to see the bigger picture in healthcare." She reminded staff in the packed conference room, "the work of Morris Heights Health Center is transformative to the community." From business associates to medical providers to facility staff, you have to see beyond the job title. "Your work is important," she concluded.

The event keynote presenter was none other than former MHHC Director of Performance Improvement Sonia Panigrahy, who currently serves as the Senior Director of Quality at Community Health Care Association of New York State (CHCANYS). She kicked off the event with a presentation focused on the role of quality improvement in value-based services delivery. "It is wonderful to be invited," she said. "To see all the work that is happening to provide great care to the community."

The three-day event was broken down into themed sessions.

The first day consisted of two skills building sessions: *Leading Teams in a Value Based Environment* and *Care Coordination in a PCMH Environment*. Both parts were facilitated by Luc Josaphat, Director of Performance Improvement and Quality Assurance.

The second day focused on *Best Practices* with three sessions. Dr. Jordan Teglassi, a medical internist at MHHC Burnside Adult Medicine, along with her medical assistant Jill Lithgow and care coordinator Joselyn Kaitlin, presented *Improving Health Outcomes for High Risk Patients – A Pilot Program*. They shared progress on a pilot project targeting high risk patients and improving health outcomes using a modified version of the team-based care and chronic care coordination models.

This session was followed by Dr. Samistha Mukherjee's *Improving Quality Through Clinical Practices: Childhood Immunization*. As the Director of Pediatrics, Dr. Mukherjee shared her best practices for improving childhood immunization in her department, which was recognized as a top performer in state wide Healthfirst Quality Symposium.

Dr. Tammy Gruenberg closed the second day with her session *Using eCW to Achieve Quality Care*. In her role as the Clinical Director for Women's Health Pavilion, Dr. Gruenberg shared best practices utilizing eCW as a tool to support quality care delivery including information sharing, action items, and accountability.

On the third and final day of the Symposium, Dr. Kenneth Jones, Deputy Chief Medical Officer, facilitated *Safety Management Systems: Delivering Safe Quality Healthcare for All*. Touching on all aspects of safety, Dr. Jones's session informative. "I learned a lot about supporting a culture of safety," said a medical assistant.

Staff responded well to the Symposium. “The Quality Symposium was timely and necessary as we look forward to a value-based future,” said Jonelle Chang, Nurse Manager at Burnside Adult Medicine.

The Quality Symposium was organized by the Quality Department with the support of Affinity Health Plan.