

# **CEO Update to CCRHB**

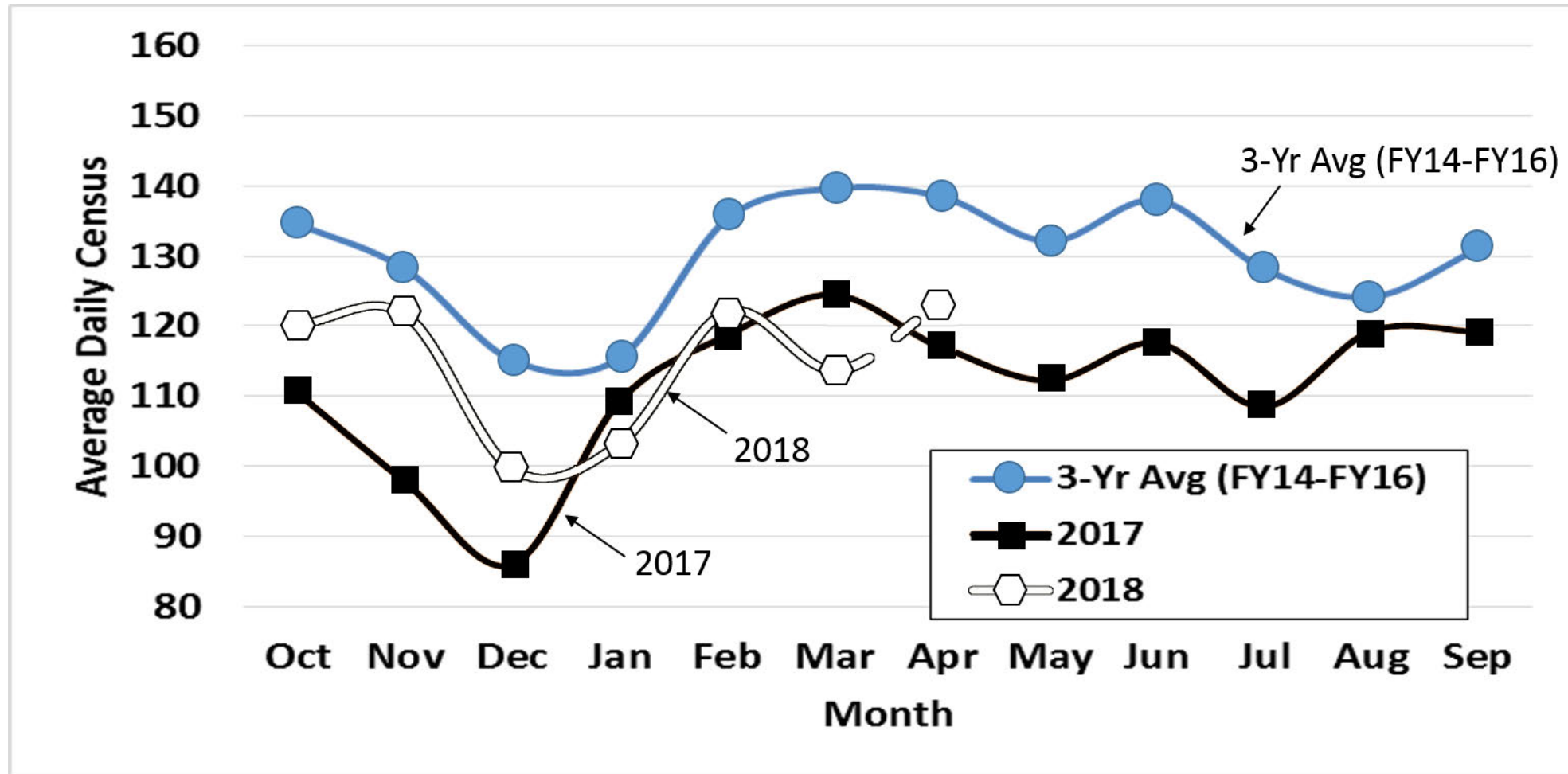
**20 April 2018**

**James K. Gilman, MD**

**MG, USA (ret)**

# Average Daily Census

as of April 11, 2018



## ADC Stats

- 3-Year Average (FY 2014-2016) = 130.0
- Year End FY 2017: 111.5
- Year-to-Date FY 2018 (as of 4/11/2018): 113.8

# FY18 Year-to-Date Patient Activity

as of April 11, 2018

Activity	2017	2018	% Change FY17 - 18
Average Length of Stay	8.7	8.6	-1%
Inpatient Days	20,910	21,958	5%
Average Daily Census (7-Day)	108.3	113.8	5%
Outpatient Total Visits	47,536	49,602	4%
<i>Clinic Visits</i>	38,865	39,863	3%
<i>Day Hospital Visits</i>	8,671	9,739	12%
New Patients	5,105	4,984	-2%

A professional headshot of a middle-aged Black man with a receding hairline, wearing black-rimmed glasses, a dark grey suit jacket, a white dress shirt, and a dark tie with a light-colored geometric pattern. He is smiling slightly and looking directly at the camera against a plain grey background.



# More CC Staffing Updates



**Elizabeth Jones, MD, MPH, MBA**  
**Acting Chief,**  
**Radiology & Imaging Sciences**



**Naomi P. O'Grady, MD**  
**Chief, Internal Medicine Service**



Clinical Center

***TV Channel 8***

**THE C.A.R.E.<sup>®</sup> CHANNEL**

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*Use The C.A.R.E. Channel to enjoy  
beautiful nature imagery and  
soothing instrumental music.*



# Since Our Last Meeting

## 1) Pharmacy:

- IV Opioid Shortage
- IV Fluids Shortage
- A day to remember: Tuesday, February 27<sup>th</sup>! - *lost 1 hazardous drug hood in the pharmacy*

## 2) CC Operations:

- Emphasis on Orientation/Medical Clearance for ALL care providers (CC and Institute employees)
- New policies for urgent transport, unplanned admissions, and conflict resolution
- Visit by National Academies to look at facilities

## 3) CCE:

- 11 cell processing rooms are now available – 7 rooms recently completed in 2J and 4 rooms in 3T
- Capacity nearly tripled since last year
- 18 rooms by 2021 projected

# Organizational Reviews: Joint Commission 2018 Triennial Visit

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- The site visit could occur anytime between now and September 11<sup>th</sup>
- Usually consists of 3-day visit by 5-person team including:
  - physician
  - nurse
  - administrator
  - 2 life safety specialists
- This cycle, Joint Commission will:
  - issue Recommendations for Improvement based on a single observation
  - use the Survey Analysis for Evaluating Risk (SAFER) matrix approach for identifying and communicating risk levels associated with deficiencies
  - focus on Joint Commission areas of interest including
    - pain management
    - active shooter emergency preparedness



# Clinical Center Staff Celebrate the NRC 2017 Excellence Award for Emotional Support to Patients



- 1 7SE N Medicine/Telemetry
- 2 Department of Laboratory Medicine-Phlebotomy
- 3 Office of Workforce Management & Development
- 4 Hospital Epidemiology Service
- 5 OP4 NIMH
- 6 3SE N Short Stay Unit
- 7 1SW Pediatric Behavioral Health
- 8 Travel Office
- 9 5NW Medical Service
- 10 5SW N Metabolic Unit
- 11 Patient Library
- 12 Rehabilitation Medicine Department
- 13 Pharmacy Department
- 14 Department of Clinical Research Informatics
- 15 OP8 NIAID
- 16 OP11 NIAID
- 17 3NE Hematology Transplant
- 18 3NW Adult Oncology
- 19 3SW S Intensive Care Unit
- 20 Positron Emission Tomography Department
- 21 Department of Perioperative Medicine
- 22 Edmond J Safra Family Lodge
- 23 Office of Administrative Management
- 24 5SW N Neurology
- 25 Hospitality Services
- 26 Department of Bioethics
- 27 Nursing - Administrative Coordination
- 28 Office of Patient Recruitment
- 29 OP3 NCI Surgical Oncology Clinic
- 30 Social Work Department - Interpretation
- 31 Pain & Palliative Care Service
- 32 NIAAA 1SE Clinic
- 33 3SE Oncology Day Hospital
- 34 Pediatric Services
- 35 5SW Medical/Surgical Day Hospital
- 36 Department of Spiritual Care
- 37 Nutrition Department
- 38 Office of Communications & Media Relations
- 39 OP7 NHLBI
- 40 OP11 Eye Clinic
- 41 The Children's Inn at NIH
- 42 Admissions Department
- 43 1SE Adult Behavioral Health
- 44 Social Work Department
- 45 Radiology Department - B2
- 46 Patient Representative
- 47 OP10 NEI
- 48 Radiology Department - CT
- 49 Radiology Department - Imaging Services

Downloadable images are at:  
<https://goo.gl/YKHxUe>



# Patient Advisory Group

## April 2018



**20 Year Anniversary!**  
**(1<sup>st</sup> meeting was April 27, 1998)**



# CC Welcome Video for Patients



<https://www.youtube.com/watch?v=yBX9tJiEuil>

## CLINICAL CENTER HAND HYGIENE CAMPAIGN 2018



**THE POWER  
OF  
CLEAN  
HANDS**

<https://www.youtube.com/watch?v=kuXVNku1Cul>



# 2018 Big Projects for the Year

- |                                                                                                                                                 |                                                                |
|-------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|
| <b>1. Conquer CC Space: the Last Frontier</b>                                                                                                   | <b>Colleen McGowan</b>                                         |
| <b>2. Leadership Development/Supervisory Training</b>                                                                                           | <b>Colleen McGowan/<br/>Maureen McDonnell<br/>(Dr. Gilman)</b> |
| <div data-bbox="366 612 1702 876" data-label="Text"><p><b>Unconscious Bias Training</b><br/><b>Walter Jones</b><br/><b>Dr. Gilman</b></p></div> |                                                                |
| <b>3. Review “Protocol Resource Impact Assessment”<br/>(PRIA) Process</b>                                                                       | <b>Dr. Henderson</b>                                           |
| <b>4. Operations in Outpatient Clinics/Day Hospitals</b>                                                                                        | <b>Dr. Wallen</b>                                              |

# Today's Agenda

Eighth Meeting of the Clinical Center Research Hospital Board  
National Institutes of Health (NIH)  
Building 31, 6<sup>th</sup> Floor, Conference Room 6C6, NIH Campus, Bethesda, Maryland

## REVISED AGENDA

Friday, April 20, 2018

### OPEN SESSION

9:00 AM	<b>Welcome &amp; Board Chair's Overview</b> ➤ Laura Forese, MD, <i>NewYork-Presbyterian, and Hospital Board Chair</i>
9:05 AM	<b>NIH CC CEO Update</b> ➤ James Gilman, MD, <i>Chief Executive Officer, NIH Clinical Center</i>
9:30 AM	<b>NIH Director's Remarks</b> ➤ Francis Collins, MD, PhD, <i>Director, NIH</i>
9:40 AM	<b>Discussion</b>
10:10 AM	<b>Break</b>
10:25 AM	<b>Patient Safety &amp; Clinical Quality Update</b> ➤ Laura M. Lee, MS, RN, <i>Director, Clinical Center Office of Patient Safety &amp; Clinical Quality</i>
11:05 AM	<b>Pediatrics at the NIH Clinical Center</b> ➤ Deborah Merke, MD, MS, <i>Senior Investigator and Chief, Pediatric Service, CC</i> ➤ Zenaide Quezado, MD, <i>Chief, Pediatric Anesthesiology &amp; Critical Care, CC</i> ➤ Krista Cato, MHA, BSN, RN, <i>Nurse Manager, Pediatric Program of Care, CC Nursing Department</i>
11:55 AM	<b>Vision: Surgeon-in-Chief</b> ➤ Jeremy Davis, MD, <i>CC Surgeon-in-Chief, Staff Clinician, NCI, Thoracic &amp; Gastrointestinal Oncology Branch</i>
12:25 PM	<b>Lunch</b>
1:25 PM	<b>Patient Safety at the CC – Right Path?</b> ➤ H. Clifford Lane, MD, <i>NIAID Deputy Director for Clinical Research and Special Projects</i>
2:05 PM	<b>Expanding Extramural Research Opportunities at the CC</b> ➤ H. Clifford Lane, MD, <i>NIAID Deputy Director for Clinical Research and Special Projects</i>
2:45 PM	<b>Clinical Center Facilities Update</b> ➤ Dan Wheeland, Director, NIH Office of Research Facilities
3:25 PM	<b>Adjournment</b>