

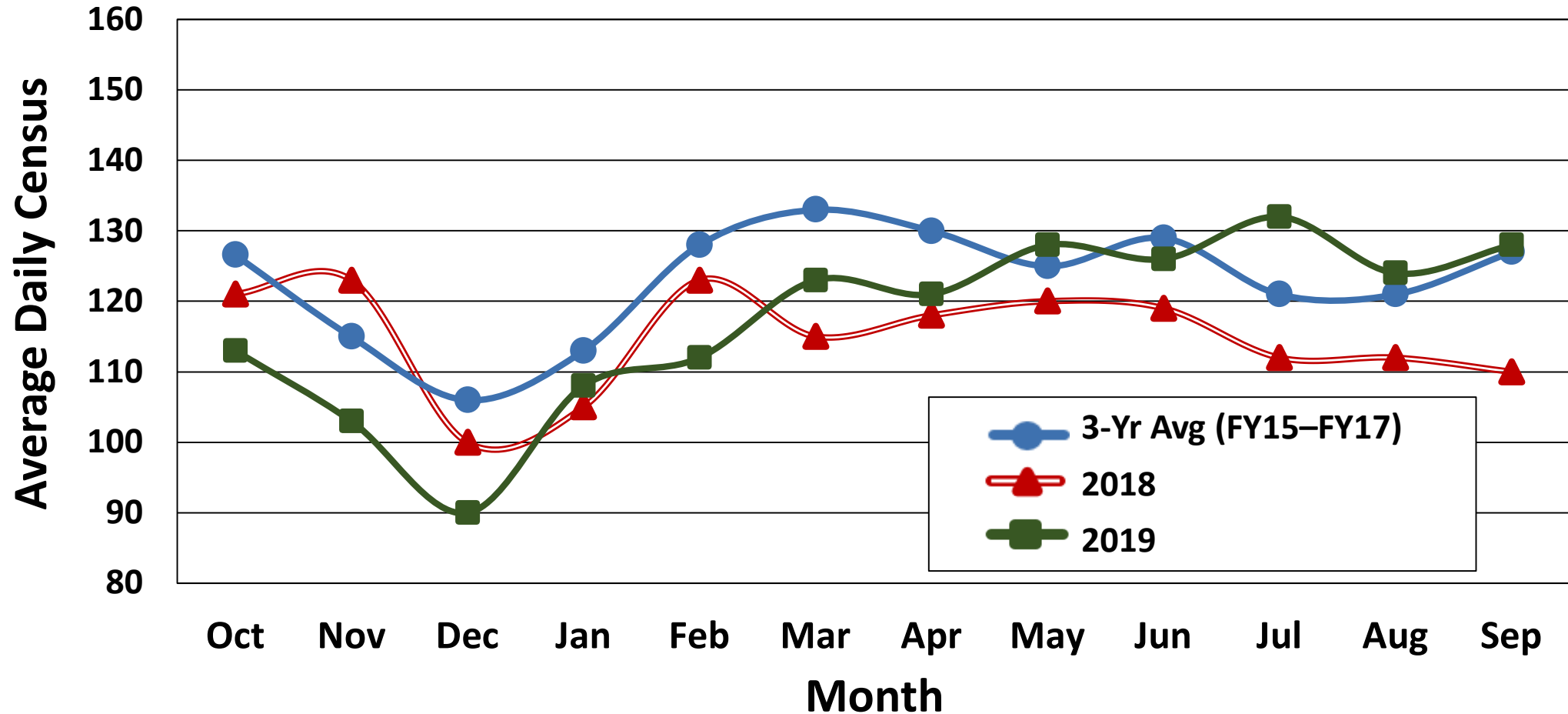
CEO Presentation to the CCRHB

18 October 2019

**James K. Gilman, MD
NIH CC CEO**

Average Daily Census

FY 2019 Year-End



ADC Stats

- 3-Year Average (FY 2015-2017) = 126.6
- Year End FY 2018: 113.9
- Year End FY 2019: 116.6

2nd Annual Clinical Recognition Program: Trans-NIH Awards

For outstanding clinical excellence and compassion in the care of CC patients

- **Staff Clinician of the Year:** Doug Rosing, MD, NHLBI
- **Nurse Practitioner of the Year:** Ruth Parker, DNP, CRNP
- **Physician Assistant of the Year:** Elise Ferre, PA-C, MPH, NIAID

*For outstanding administrative excellence in supporting the mission of the NIH
Clinical Center (NEW!)*

- **Clinical Center Administrator of the Year:** Maureen McDonnell, CC

RECENT HONORS

American College of Physicians Award for Outstanding Work in Science as Related to Medicine



Joseph A. Kovacs, MD

Critical Care Medicine

Senior Investigator, Head, AIDS Section,
Head, Scientific Director, 4D Lab



**2019 University of Toledo College
of Medicine Distinguished
Alumni Award:** for national/
international distinction in her
profession and whose
accomplishments reflect
admirably on the University of
Toledo College of Medicine

Ann Berger MSN, MD

Chief, Pain and Palliative Care



2019 ASBH Lifetime Achievement Award:
Society's highest honor ...in recognition of
longstanding achievement in bioethics
and/or the medical humanities



Christine Grady, MSN, PhD

Chief, Bioethics & Head, Section on
Human Subjects Research

Staffing Updates

Dan Lonnerdal Appointed CC Executive Officer



CAPT Rick Decederfelt, Acting Chief, Pharmacy Department



Dr. Cathy Conry-Cantilena, Acting Chief, DTM



Dr. Jose Galvez, Chief, BTRIS (Biomedical Translational Information System) departs to FDA

- Dr. Jon McKeeby, CC CIO to serve as Acting Chief, BTRIS



2 Search Committees in Process

- Chief Medical Officer
- Chief, Transfusion Medicine Department

Dr. Harvey Klein Retired September 2019



- 36 years at NIH
- Appointed NIH Scientist Emeritus

Peer Tributes

"Dr. Klein is among the top 1 % of physician-scientists I have encountered. He has encyclopedic medical knowledge, Oslerian clinical skills, a great facility for translational research and the proven ability to lead his field...and to lead the Department of Transfusion Medicine..."

"He is the most knowledgeable, most accomplished, most respected, and overall, the single best practitioner of transfusion medicine in the world. Anything else to add would be superfluous; there is nowhere to go beyond the best in the world."


Team: The cells!! **#1**

Grand Pappy II

The Boss; The Blood Bank Chief
Born: May 8th. Home: Boston, MA

SEASON HIGHLIGHTS:

Avid Boston Red Sox fan. Great fan of the Washington Redskins. Both teams have provided many frustrating memories but also great ones too. Avid runner and has enjoyed running through cities worldwide at record paces! Will enjoy time in retirement with his great wife and family! BEST DAYS TO COME!!



DTM CHIEF

Farewell Dr. David Henderson!

A 40 Year Journey.....



After climbing the mountain, you can finally enjoy the view



Leadership is about making others better as result of your presence and making sure that impact lasts in your absence



NEWS

The National Academies of
SCIENCES • ENGINEERING • MEDICINE

Managing the NIH Bethesda Campus' Capital Assets – New Report August 26

The evolving needs of biomedical research and clinical science place high demands on the buildings, laboratories, and other infrastructure involved. Without adequate infrastructure, the National Institutes of Health (NIH) — or any scientific entity — is unable to successfully carry out its work.

Managing the NIH Bethesda Campus' Capital Assets for Success in a Highly Competitive Global Biomedical Research Environment, a new report from the National Academies of Sciences, Engineering, and Medicine, identifies facilities at the Bethesda, Maryland main campus in greatest need of repair, assesses the rationale and composition of projects to bring the NIH main campus facilities up to current standards, and evaluates the accuracy of cost estimates for proposed projects.



RECOMMENDATION 5.2:

NIH should utilize the changes in the Building and Facilities (B&F) prioritization model to complete an analysis of projects to modify or replace Building 12, the Building 14/28 complex, and **various active or planned projects to renovate or replace portions of Building 10 occupied by the Clinical Center.**

If the analysis supports a high priority for these projects, then NIH should continue with efforts to move forward as quickly as possible with these projects.

OUTPATIENT PHARMACY RELOCATING NOVEMBER 18, 2019

Outpatient Pharmacy now located at 1N259



Turn right past glass doors



Turn left, past Phlebotomy



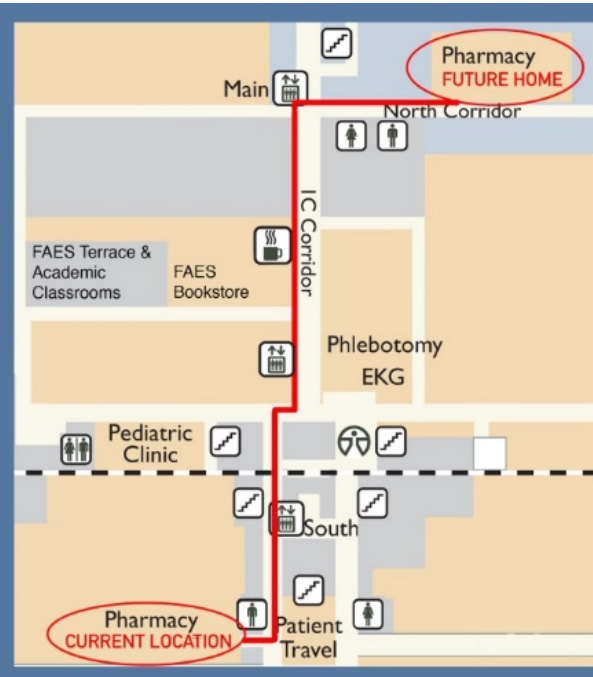
Pass coffee shop, turn right



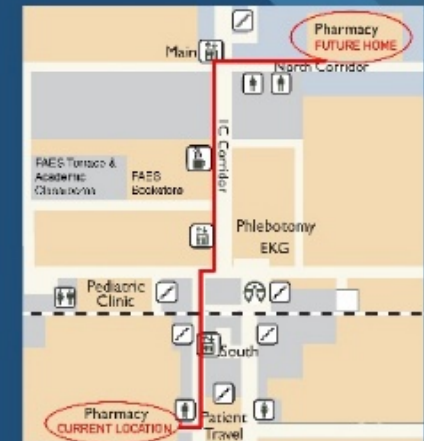
Pharmacy is down the hall on left

Outpatient
Pharmacy is
temporarily
relocating

Fall 2019
to
Summer 2021



Outpatient
Pharmacy
is moving
down the hall
this Fall



Same Services!
Same Hours!
Different Location (1N259)!
Fall 2019 - Summer 2021

Status: 2019 Priorities

- **Violence in the workplace**
 - **Anti-harassment campaign**
 - Professionalism
 - Clinical Space
- Related – *staff safety* – but not the same**

NIH CC Workplace Safety Response Program

CC Framework:

- **Established Behavioral Emergency Response Team (BeRT):** group of healthcare professionals trained in crisis prevention to manage disruptive behavior
 - Resource supports nurses/healthcare staff in managing behavioral emergencies
- BeRT Team members with clearly defined roles and responsibilities identified
- Additional contract Patient Care Technicians hired to augment the BeRT Team
- Standardized training program to include de-escalation and response to BeRT members and other staff members

Next Steps:

- Provide training to BeRT members:
 - Crisis Prevention and Intervention
 - Team Training
- Conduct Response Team simulation exercise and drills
- Roll out communication plan – CC-wide

Back to: [Clinical Center Home Page](#) > [About the Clinical Center](#) > [Welcome and Overview](#) > [Promoting a Hospital Free of Harassment and Discrimination](#)

Clinical Center Overview

[Facts at a Glance](#)

[Frequently Asked Questions](#)

[Clinical Center Telephone Numbers](#)

[Language Services](#)

[Mission and Guiding Principles \(En Español\)](#)

[Our Organization](#)

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[Our History](#)

[Promoting a Hospital Free of Harassment and Discrimination](#)

[Research at the Clinical Center](#)

[Training at the Clinical Center](#)

Promoting a Hospital Free of Harassment and Discrimination



At the most fundamental level, the NIH Clinical Center's mission is about the respect for human life. All of us – patients, staff, and visitors – have a right to be in a safe environment, free of hostility or harassment.

The NIH and Clinical Center encourages employees, contractors, trainees and visitors to create a workplace free of harassment and discrimination and to come forward if you believe you've been harassed in the workplace. We are partners in medical discovery, and we want to ensure the safety of everyone at the Clinical Center in order to continue providing hope through pioneering clinical research to improve human health.

We encourage you to use the NIH resources available:


- [NIH Anti-Harassment Policy](#)
- [NIH Personal Relationships in the Workplace Policy](#)
- [NIH Working Group of the Advisory Council to the Director \(ACD\) on Changing the Culture to End Sexual Harassment](#)
- [NIH Civil Program](#)
- [NIH Anti-Harassment Hotline: 833-224-3829](#)

NOTE: PDF documents require the free [Adobe Reader](#).

This page last updated on 10/02/2019

CC Anti-Harassment Response Team (AHaRT)

- Multidisciplinary team composed of NIH and CC staff
- **Goal:** Develop multifaceted program to addresses inappropriate behavior and harassment by patients and visitors towards CC staff
- **Across NIH:** Foster an organizational culture that encourages staff, patient, and visitor safety
- **Go-Live in Early 2020:**
 - **Staff Reporting Systems**
 - Email account
 - Telephone line
 - Anonymous option available
 - **AHaRT Training**
 - Civil
 - Cultural Competence
 - **Policy/SOP**
 - **Educational toolkit (frontline staff and supervisor)**
 - 5 minute forum




At the most fundamental level, the Clinical Center's mission is about the respect for human life. All of us – patients, staff, and visitors – have a right to be in a safe environment, free of **hostility or harassment**.


To ensure that we provide a nurturing environment, the following examples of inappropriate or harassing behavior are not acceptable:

- Verbal Threats, Attempts to Intimidate
- Profanity, Name Calling, Racist Comments
- Inappropriate, Unwelcome Touching
- Sexual Comments or Suggestions
- Damage to Physical Property
- Physical Violence

We are partners in medical discovery, and by ensuring the safety of everyone at the Clinical Center we can continue to provide hope through pioneering clinical research to improve human health.



Dr. James Gilman
Chief Executive Officer
NIH Clinical Center



Antoinette Jones
Patient Representative
NIH Clinical Center

NIH CC Patient Safety Leadership

Creating a Culture of Trust and Respect: Organizational and Leadership Principles

Jo Shapiro, MD, FACS

Founder, Center for Professionalism and Peer Support

Brigham and Women's Hospital

Associate Professor of Otolaryngology Head and Neck Surgery

Harvard Medical School

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July 23 -24, 2019 Visit with Dr. Jo Shapiro

Focus: A Culture of Trust & Respect

NIH CC Grand Rounds

Respect and Trust: Key to a Culture of Safety

Jo Shapiro, MD, FACS

Founder, Center for Professionalism and Peer Support

Brigham and Women's Hospital

Associate Professor, Otolaryngology Head and Neck Surgery

Harvard Medical School

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Friday, October 18, 2019

OPEN SESSION

| | |
|----------|---|
| 9:00 AM | Welcome & Board Chair's Overview ➤ Laura Forese, MD, NewYork-Presbyterian, and Hospital Board Chair |
| 9:05 AM | NIH Director's Remarks ➤ Francis Collins, MD, PhD, Director, NIH |
| 9:20 AM | NIH CC CEO Update ➤ James Gilman, MD, Chief Executive Officer, NIH Clinical Center |
| 10:05 AM | Medical Research Scholars Program (MRSP) ➤ Thomas R. Burklow, MD, Director, MRSP |
| 10:45 AM | Discussion |
| 11:00 AM | Break |
| 11:20 AM | Patient Safety & Clinical Quality Update ➤ Laura Lee, MS, RN, Director, Clinical Center Office of Patient Safety & Clinical Quality |
| 12:00 PM | Lunch |
| 1:00 PM | Update on the Quality Improvement Assessment (QIA) from CC Office of Research Support & Compliance (ORSC) ➤ Virginia Gupthill, PhD, Director, CC ORSC ➤ Alissa Mun, MS, CC ORSC |
| 1:45 PM | <i>Sphingomonas koreensis</i> Investigation and Management of Nosocomial Reservoirs ➤ Tara N. Palmore, MD, Hospital Epidemiologist, CC ➤ Julia A. Segre, PhD, Senior Investigator, Microbial Genomics Section, NHGRI ➤ Anna F. Lau, PhD, Chief, Sterility Testing Service, DLM, CC ➤ Jonathan N. Yoo, BS, Engineering Team Chief, Division of Facilities Operations & Maintenance, ORF |
| 2:45 PM | Adjournment |