

CEO Update to CCRHB

October 20, 2017

James K. Gilman, MD

MG, USA (ret)

Town Hall in July with Length of Service Recognition



Dr. Harvey Alter



Dr. Clara Chen

Director's Awards 2017

- 62 CC employees recognized at Sept. 1st NIH Director's Awards Ceremony



Nutrition Care

Team Ebola



STARS TEAM



First in Human

August 2017



Dimension Award for Emotional Support: NIH Clinical Center

NRC Health recognizes top-performing hospitals and health systems that have exhibited an exceptional commitment to understanding every individual's complete care journey.

Their desire to better understand the people they care for, and their aspiration to design experiences that inspire loyalty, embodies NRC Health's mission of human understanding.

Excellence Awards: based on highest ratings in overall satisfaction by patients and families.



Our award took a walk...
To all those who made it happen!





Key Positions

Pending:

- **CNO/CNE**
- **COO**
- **Radiology and Imaging Science Chief**
- **Director, MRSP and Pediatric Cardiologist (*dual appointment*)**
- **Clinical Positions:**
 - **New Surgeon-in-Chief**
 - **Tenure or Senior Investigator, Immunology, Dept. of Lab Medicine**
 - **2 Assistant Clinical Investigators, CCMD**

Pharmacy Update



Majid Tanas
Pharmacy Chief



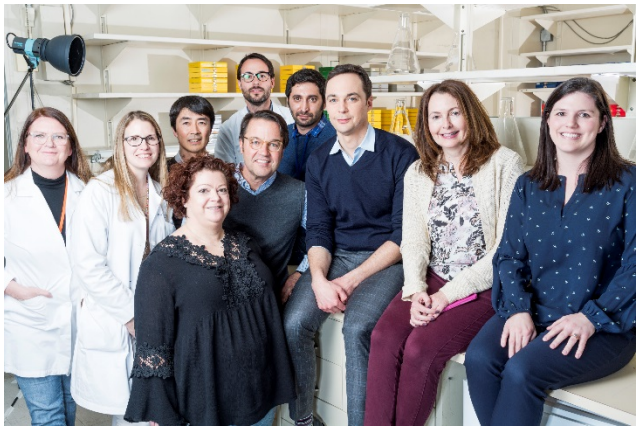
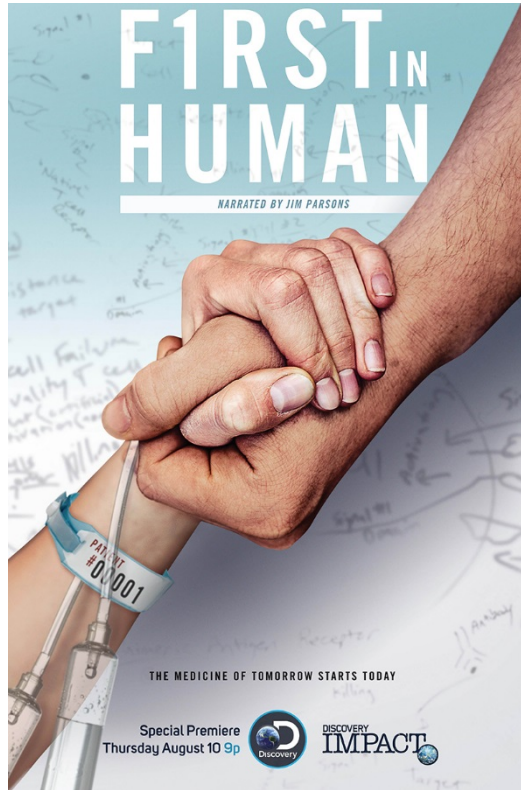
Barry Goldspiel
Deputy Chief



Wafa Samara
Operations



Jeff Carrico
Research & Clinical



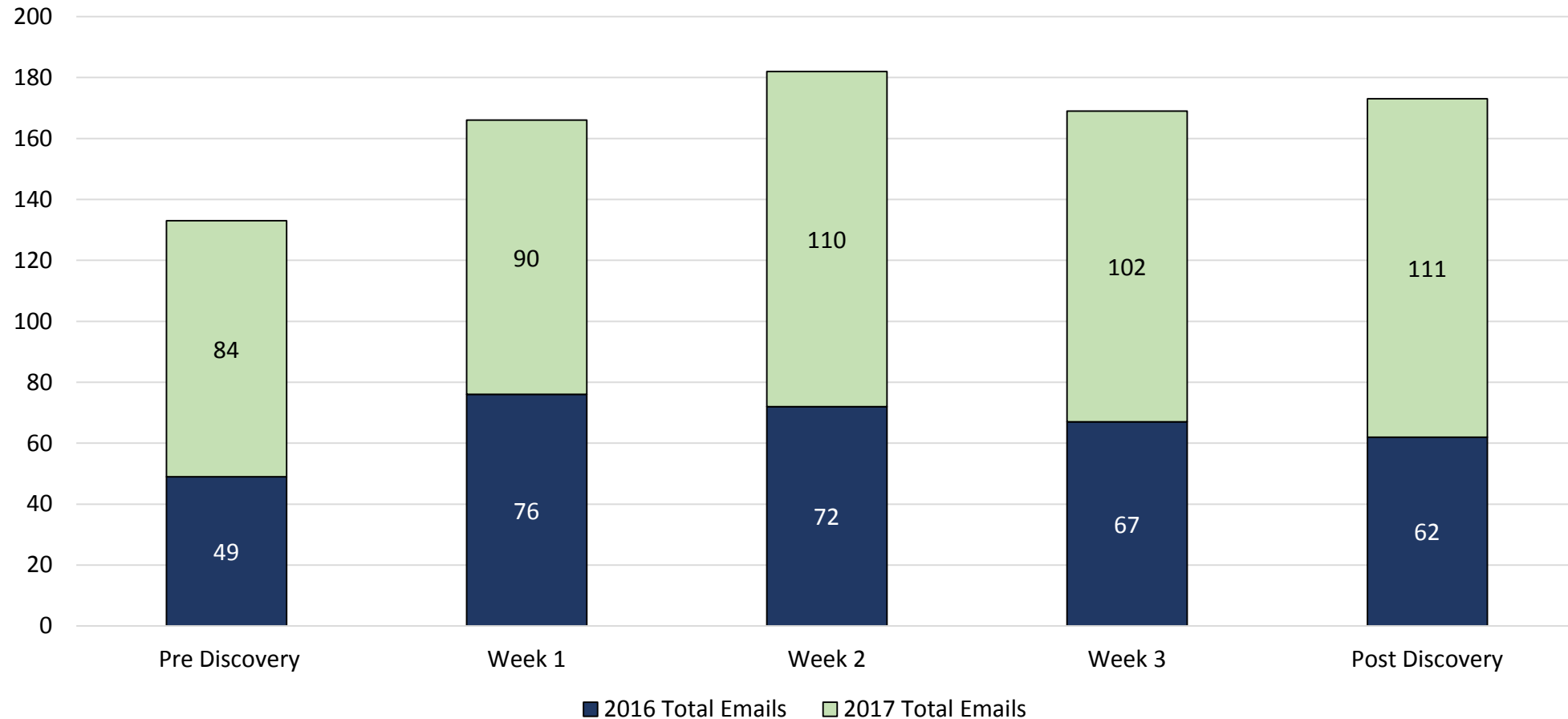
Ramping up for First in Human

- *The Clinical Center's Office of Patient Recruitment (OPR) works with 19 ICs to increase participation in clinical trials offered at the hospital. In FY 2016, OPR received more than 40,000 phone inquiries and more than 5,000 email inquiries. This has resulted in thousands of well-screened referrals, as well as responses to general info requests about the hospital, NIH, and clinical trials generally.*
- First In Human aired on three consecutive Thursdays: August 11th, 18th, and 25th. OPR was well-prepared for an immediate surge in interest.

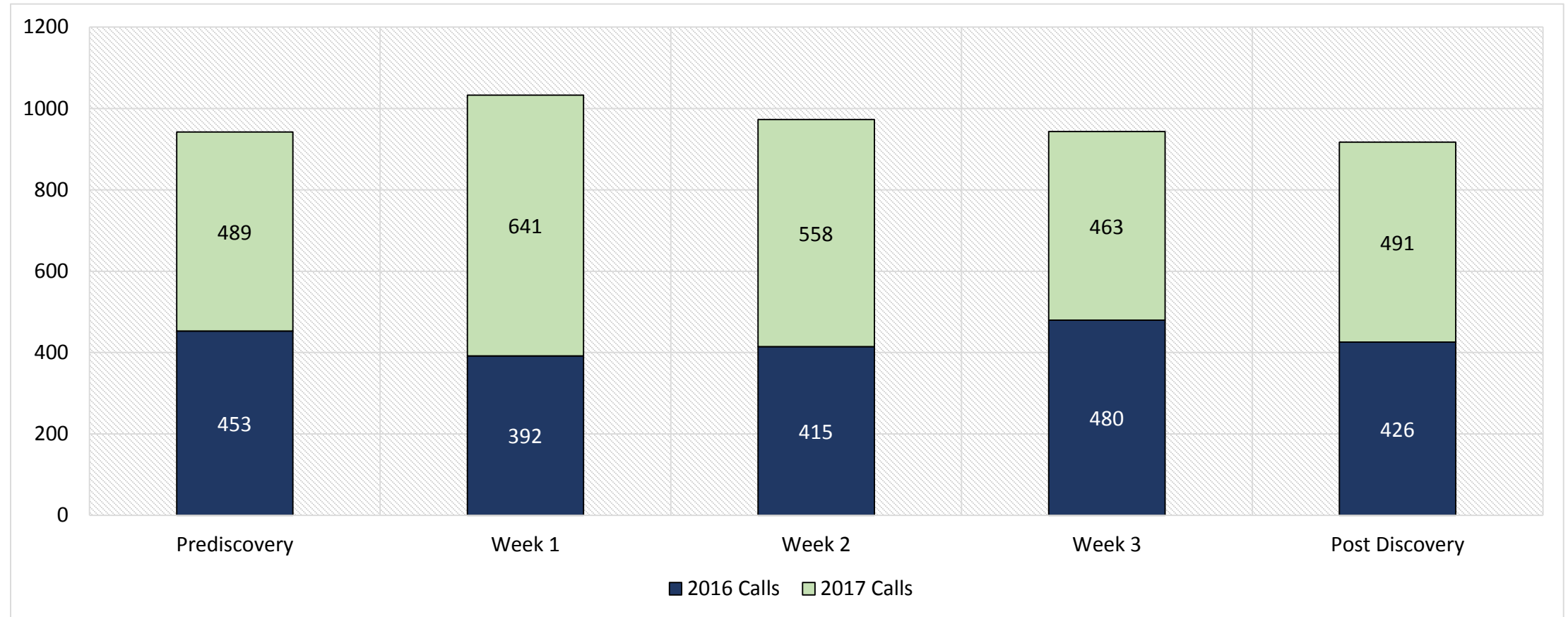
Examples of steps included:

- Phone coverage hours were extended to 7 am - 6 pm (normally 8 am - 4 pm).
- Staffing was increased from 4-6 agents to a minimum of 8-10 available at all times.
- Line capacity was increased so if needed we could flex to as many as 25 agents taking calls.
- In the unlikely event all of the agents got tied up on the lines, the size of our queue system was increased so that up to 25 additional callers can be on hold (up from the normal max of 13) awaiting an agent to pick up.
- The extra staffing came from CC communications staff, CC volunteer office, medically reassigned nursing staff, Pathway program employee, and a recruitment specialist from another IC. All received extensive training.

Total Email Inquiries Comparison 2016-2017



Call Center Data Comparison 2016 -2017 Discovery Campaign

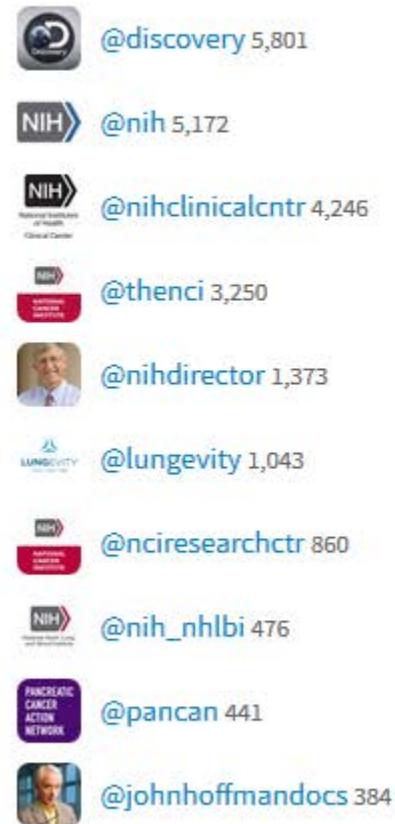


* Total Calls include inbound and outbound

First in Human – Social Media Impact

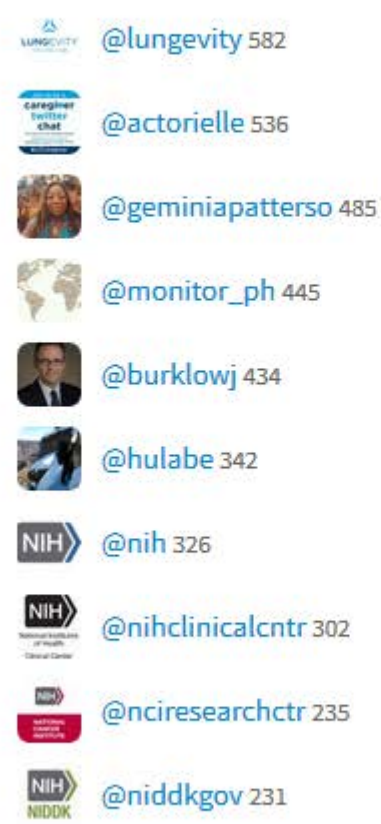
The #FirstinHuman Influencers

Top 10 by Mentions



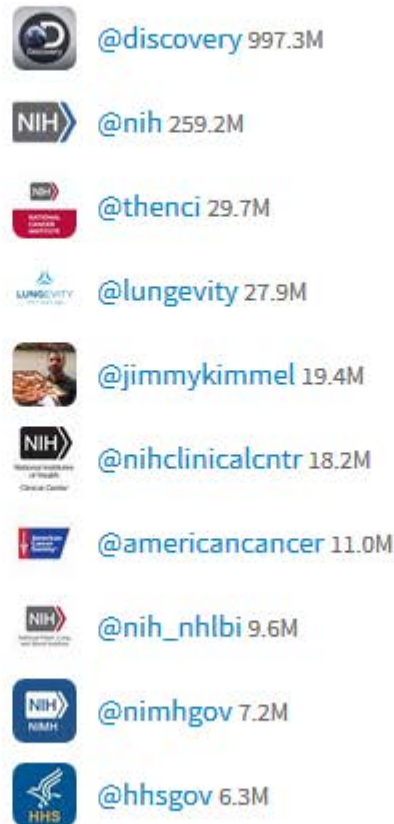
Tweet

Top 10 by Tweets



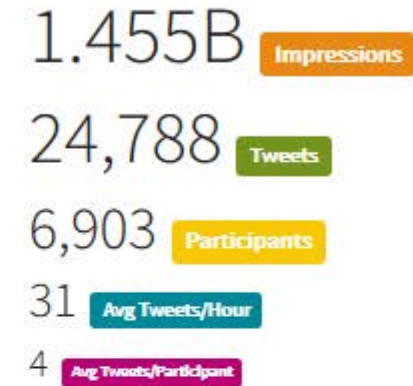
Tweet

Top 10 by Impressions



Tweet

The Numbers



Tweet

Like

Twitter data from the #FirstinHuman hashtag from Wed, July 26th 2017, 4:05PM to Mon, August 28th 2017, 4:05PM (America/New_York).



3 Strategic Thinking Summer Sessions

- **Immediate Goal:** Select 5 – 7 top strategic priorities from these leadership sessions to be endorsed by CCGB, NIH Director and NIH Deputy Director before proceeding with full plan development
- **End Goal:** develop a strategic plan as a ‘living document’ acknowledging that the environment and major organizational influences likely will change in the next 6 months and definitely change in the next year, requiring adjustments to the plan
- **Proposed Priorities:**
 1. Balancing Clinical Research & Clinical Research Support
 2. Foster Team Science
 3. Talent Management
 4. Patient Safety & Clinical Quality
 5. Compliance & Regulatory Requirements
 6. Business Expertise
 7. Metrics
 8. Learning Environment
 9. Branding

Responses to Focus Group Recommendations

- **51 recommendations in July 2017 “*NIH Clinical Center Engagement Project Report*”**
 - **All 51 assigned to one lead CC senior staff to CEO**
 - **Reports given at quarterly CC Town Hall meetings on select recommendations**
 - **~10 responses completed or near-completion**
 - **Evaluation / assessments at the NIH level**

1. Concept approved
2. Priority of projects established
3. Full business plan completed
4. 2J Online Jan 2018

Looking Ahead



Department of Transfusion Medicine

CENTER FOR CELLULAR ENGINEERING

Night of 17/18 August 2017

- Patient with bone marrow failure (aplastic anemia) being conditioned for bone marrow transplant developed febrile neutropenia
- We had prepared for this eventuality
- We knew the patient was colonized with resistant organisms
- We had done the advanced planning to have the right antibiotics on hand
- Yet it took far too long to get antibiotics for Gram negative coverage into the patient