All Children Thrive
Virtual Learning Session

December 13, 2021

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Learning Session Objectives:

- **Strengthen existing** and **create new connections among community partners and families** to **solve problems** across All Children Thrive
- **Build** new Quality Improvement **skills** or strengthen existing ones to **accelerate** our **progress** to **achieve** our **shared goals**
- **Celebrating improvements and learnings** for **spread** across our network
- **Listen and be responsive to stakeholders and work together to create a plan** and a sense of urgency to **action** for the next 6 months

Time	Sessions	Objectives	Zoom Links
1:00–1:10 p.m.	**Welcome and Overview** Jenny Oehler, Senior Quality Outcomes Manager, Leadership Academy, Cincinnati Children's Dr. Ndidi Unaka, Associate Professor Pediatrics, Cincinnati Children's	- Review learning session objectives and orient attendees to the event	**Join the Plenary Session:** https://us02web.zoom.us/j/86863291728?pwd=cWplQWVyeG84ZzJmdjFZL3g2eW1NUT09 Meeting ID: 868 6329 1728 Passcode: 185721
1:10–1:29 p.m.	**State/Pride of the Network** **Video:** "I am All Children Thrive" **Presentations:** Excellent and Equitable Health Outcomes, Safe and Supported Families, and Path to Full Potential	- Highlight and celebrate quality improvement successes across the network since the last learning session	
1:29–1:36 p.m.	**Ignite Talk: The Importance of Relationships** Hiawatha Francisco, Principal, Cincinnati Public Schools		
1:37–2:05 p.m.	**Networking Lounge** Kristen Gasperetti, Senior Project Management Specialist, All Children Thrive Katie Pendergraft, Senior Communications Specialist, All Children Thrive	- Strengthen existing connections and build new relationships by joining casual conversations in breakout rooms	
Break			

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2:15–2:42 p.m.	**Keynote Presentation** Kate Hilton, Senior Engagement Consultant, Rippel's ReThink Health Initiative, Leadership Faculty, Institute for Healthcare Improvement, and Leadership Director, Atlantic Fellows for Health Equity, George Washington University Carley Riley, Safe and Supported Families Improvement Team Lead and Assistant Professor and Attending Physician with the Division of Critical Care at Cincinnati Children's Mary Reid, Social Services Director at the Society of St. Vincent de Paul	- Discuss how strengthened connections and strong partnerships can make change happen within our systems to provide better care and achieve better outcomes.	
2:45–3:35 p.m.	**QI Capability Skill Building Breakouts:** 1. **Co-Production & Visioning Our Tomorrow Together:** Nora Buzek, Quality Improvement Specialist, All Children Thrive; and Vivian Sevilla, Quality Improvement Specialist, All Children Thrive 2. **Using Data to Drive Action: Data collection, run charts, dashboards, variation, common vs. special cause, analysis, and interpretation:** Melody Siska, Vice President of QI and Analytics, James M. Anderson Center for Health Systems Excellence, Cincinnati Children's; and Tony Spitznagel, Quality Improvement Specialist, All Children Thrive	- Define co-production - Discuss ways to use co-production: A Case Study - Engage and apply co-production - Recognize the purpose and importance of measurement and using data for action and improvement - Identify Key Performance Indicators (KPIs) as a means to drive action towards improving outcomes - Identify at least one learning about data to drive action to take back and apply to their work or home	**Join Breakout Room 1:** https://us02web.zoom.us/j/89235892579?pwd=VHYvTytHd25kM0V4S0hpWVhuVG9Wdz09 Meeting ID: 892 3589 2579 Passcode: 229092 **Join Breakout Room 2:** https://us02web.zoom.us/j/84272179046?pwd=Ymk3ejZYNi81bFhMS3BSOThyazFaQT09 Meeting ID: 842 7217 9046 Passcode: 398530

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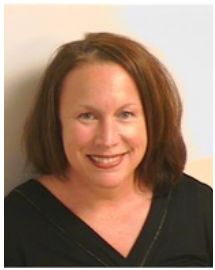
	3. Building High Reliability and Sustaining Improved Performance: Includes Effective Huddling: Dwayne Spencer, Senior Quality Improvement Specialist, Leadership Academy, Cincinnati Children's; Chris Alexander, Senior Quality Improvement Specialist, All Children Thrive; and Christina Harding, Senior Quality Improvement Specialist, All Children Thrive	- Recognize the importance of building high reliability interventions to solve problems - Gain an understanding of the concept of different levels of reliability in interventions (1, 2 and 3) - Identify at least one learning about reliability to take back and apply to their work or home	**Join Breakout Room 3:** https://us02web.zoom.us/j/87916746360?pwd=b0pIZzltWDkwcFAzNnlwWG1xWHdoZz09 Meeting ID: 879 1674 6360 Passcode: 950668
3:40–3:50 p.m.	**Call To Action** **Look Ahead** Excellent and Equitable Health Outcomes, Safe and Supported Families, and Path to Full Potential **Reflection and Commitment to Action** Geneita Singletary, Community Engagement Specialist, All Children Thrive	- Share ways in which we commit to connecting to our colleagues across the network to improve our work	**Join the Plenary Session:** https://us02web.zoom.us/j/86863291728?pwd=cWplQWVyeG84ZzJmdjFZL3g2eW1NUT09 Meeting ID: 868 6329 1728 Passcode: 185721
3:50–4:00 p.m.	**Closing Remarks and Next Steps** Rob Kahn, Executive Lead, All Children Thrive		

If you have any questions, contact communityhealth@cchmc.org.

Learning Session Speaker Bios

Jenny Oheler

Jenny Oehler is a Senior Specialist of Clinical Quality in the James M. Anderson Center at Cincinnati Children's Hospital. Jenny is currently the course Director for ImpactU. ImpactU is a six-month hands-on course designed to provide community leaders with an in-depth understanding of Improvement Science and build a broader community of improvement leaders. Jenny has a zest for teaching and a passion for coaching others.

Jenny has worked at Cincinnati Children's Hospital for over 20 years. She began her career as a pediatric inpatient, medical-surgical/neurological nurse and then an Emergency Room nurse. Jenny's various experiences in education and quality improvement include doing active improvement projects as a bedside nurse, educating, and coaching teams in quality improvement methodology.

Ndidi Unaka

As a pediatric hospitalist, Dr. Unaka cares for children with common general pediatric diagnoses who are admitted to the hospital and also care for medically complex patients. Dr. Unaka believes in providing family-centered, evidenced-based and compassionate care. She is committed to meeting the unique needs of patients and families in partnership with all members of the healthcare team.

Dr. Unaka is passionate about diversity and inclusion, and the benefits we can all enjoy when our healthcare workforce reflects the population it serves. Additionally, Dr. Unaka teaches and mentors students and pediatric trainees and work to foster their understanding of the importance of health equity and hopes trainees embrace their role as an advocate for children and families.
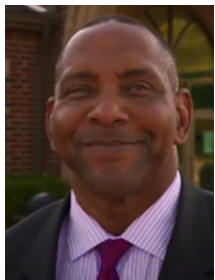
Hiawatha Francisco

Hiawatha Francisco has spent nearly 20 years in educational administration. He received his BA from the University of Notre Dame. Where he graduated in 3 1/2 years. Francisco got his MS In Technical Education form the University of Akron. Hiawatha started his Ph.D in Education Administration at The Ohio State University. Although he did not complete the program he did obtain the ABD (All But Dissertation) status.

Hiawatha Francisco is a product of Cincinnati Public Schools from Preschool to 8th Grade. Hiawatha truly believes that he got his educational foundation from CPS. He attended Cincinnati Archbishop Moeller High School from 79-83. Moeller is an all boys school, where he had to work all summer to pay for his tuition each year. Although he did not see any money, he did benefit from the decision when he received a full athletic scholarship to the University of Notre Dame for football.

His mother, who was an educator for Cincinnati Public Schools for 18 years, became a big influence on his decision to go into education. She was a great inspiration to his family. With her love and determination they were able to obtain college degrees and continue in their chosen professional fields. She told Hiawatha at a young age that she saw great potential in his ability to someday be a leader, both on and off the field. His Mom believed that he would make a great Administrator someday and he attempts to live up to her expectations everyday.

He is grateful for the opportunity to work with great teachers and young people and look forward to making a difference and helping to make Cincinnati Public Schools a better place to learn and grow.

Katie Pendergraft

Katie Pendergraft is the Senior Communications Specialist for the All Children Thrive (ACT) network. She received her Bachelor of Science in Public Health and Health Promotion from Miami University of Ohio. Katie is passionate about reducing health inequities and disparities in the Greater Cincinnati area and working to ensure that every person has the opportunity to attain his or her full health potential.
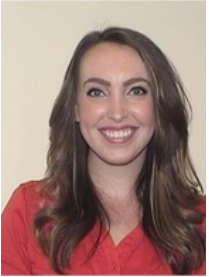
Kristen Gasperetti

Kristen Gasperetti, a Project Management Specialist within the All Children Thrive (ACT) network, dedicates her efforts towards supporting the Well-being with Community team as part of Safe and Supported Families. She has a Bachelor of Science in Health Sciences from the University of Cincinnati and is currently working on her Master of Public Administration, with a concentration in Social Justice at the University of Cincinnati. Kristen has worked in a variety of non-profits prior to coming to Cincinnati Children's. Her previous experience focused on several social determinants of health, including housing, economic mobility, and education. She earned a graduate non-profit management certification from Northern Kentucky University in 2013.

Kate Hilton

Kate Hilton coaches people around the globe to build individual and organizational capability to address the adaptive, human-side of change. As Leadership Faculty at the Institute for Healthcare Improvement, Kate supports IHI's teams, collaboratives and large-scale change efforts in the use of leadership, organizing and change management methods to advance and sustain improvement, health equity, population health and joy in work. She authors peer-reviewed articles and white papers, including IHI's Psychology of Change Framework. Kate also serves as Leadership Director in the Atlantic Fellows for Health Equity program at the Fitzhugh Mullen Institute for Workforce Equity at the Milken Institute School of Public Health at the George Washington University.

Carley Riley

Carley L. Riley is the Safe and Supported Families Improvement Team Lead and Assistant Professor and Attending Physician with the Division of Critical Care at Cincinnati Children's. Carley is a lead investigator within the Well-being Research Team, an academic-industry research collaboration between Yale University Center on Outcomes Research and Evaluation and Healthways, Inc. Carley is also a member of the 100 MillionHealthier Lives Metrics Hub, as well as a 100 Million Healthier Lives Measurement Advisor.

Mary Reid

Mary Reid has over 30 years of experience in working with children and families impacted by poverty. Earning her Master's degree in Social Work from Howard University in Washington, DC and her law degree from UIC John Marshall Law School in Chicago, IL, she has worked as a social worker in the child welfare, mental health and school settings. She has practiced law as a GAL-Attorney with Hamilton County's Public Defender's office. Currently she is the Social Services Director at the Society of St. Vincent de Paul – Cincinnati District Council.   She is on the boards of Strategies to End Homelessness and eXclusive Services – Integrated Healthcare Facility as well as the Advisory Board for the Social Work Department of Mt St. Joseph's. Mary is the single mother of a 27 year old son who is a graduate of The Ohio State University and Xavier University and who is currently a School Counselor in Middletown. Her motto is "Be kind to everyone you meet, for everyone is fighting some kind of battle."

Nora Buzek

Nora Buzek is a Quality Improvement Specialist within All Children Thrive and supports the Excellent and Equitable Health Outcomes community and population health work.

Vivian Sevilla

Vivian Sevilla, Quality Improvement Specialist within All Children Thrive (ACT), has extensive experience in continuous improvement and affecting change in health and social outcomes. Before coming to Cincinnati, she led population health and criminal justice improvement efforts in Asheville, NC. She holds a Master's Degree in Business Administration with a concentration in healthcare. When she is not working, she enjoys the outdoors, spending time with her spouse, and making floral arrangements!

Melody Siska

Melody Siska is the Vice President of Quality and Advanced Analytics at Cincinnati Children's Hospital Medical Center. She leads a team of Quality Improvement Consultants, Quality Outcome Managers, Data Analysts, Project Managers and other health care and quality experts to change the outcome for pediatric health initiatives. She and her colleagues work to improve clinical outcomes and process improvements with a patient centered focus. The work happens within the walls of the hospital, in the community, and across the country through learning networks designed to learn and spread. She and her team are responsible for establishing quality programs, training, and obtaining results on strategic projects. Her background includes multiple industries mainly through her work with IBM's global business consulting. Melody was responsible for implementing quality improvement systems for the Department of Defense, Barclays Bank in London, Bank of America, American Airlines, Transportation Security Administration and numerous other clients.

Tony Spitznagel

Tony Spitznagel, Quality Improvement Specialist within the All Children Thrive (ACT) network, dedicates his efforts towards supporting Cincinnati Public Schools and their adoption of quality improvement as the "CPS Way". He has a Bachelor of Science in Chemical Engineering from the University of Cincinnati. Tony holds multiple certifications in quality improvement methodologies and change management. Tony managed a team as a process improvement engineer in the manufacturing industry for seven years before pursuing a new career direction with Cincinnati Children's in 2018.

Dwayne Spencer

Dwayne Spencer is a Senior Quality Improvement Specialist within the Leadership Academy at the James M. Anderson Center for Health Systems Excellence. Dwayne is also the co-director of the Lean Collaborative and has been teaching Lean and employee engagement techniques for nearly 30 years. Dwayne has an MS in Human Resource Training and Development from Villanova University and joined Cincinnati Children's six years ago to to apply his Lean skills in the healthcare setting.

Dwayne lives on a small farm in the country with his wife of 43 years, has two daughters (which thankfully live in the area), nine grandchildren who keep him very busy, a rescue border Collie, and two donkeys who keep his fields trimmed!

Chris Alexander

Chris Alexander has a Master of Science degree in Quality Systems Management. He has been a quality improvement specialist with Children's since June 2014. For the last 3.5 years he has supported quality improvement efforts within Cincinnati Public Schools. His interest with reliability science is based upon his experience as a retired pilot and aviation safety officer in the Coast Guard.

Christina Harding

Christina Harding, MS, is a Senior Quality Improvement Specialist within the All Children Thrive (ACT) network dedicated to supporting teams to achieve transformational and sustainable change using improvement science principles. Christina has been with Cincinnati Children's since 2012, and prior to joining Cincinnati Children's, Christina directed quality and patient safety initiatives at the Ohio Hospital Association leading both national and statewide initiatives to reduce adverse events and improve the culture of safety in Ohio hospitals. Leading policy work at the Ohio Business Roundtable, she successfully brought together over 25 public and private organizations and partnered with the state legislature to co-author the "Healthy Choices for Healthy Children Act" (HB 373/SB 210) that passed in 2010 helping schools to improve the health of their students with stricter requirements for vending machines, physical activity, and BMI measurement. Christina attended Stanford University for undergraduate and graduate school, completing her graduate research in India. She holds various certifications in leadership and quality improvement methodologies.

Geneita Singletary

Geneita Singletary is a Community Engagement Specialist within the All Children Thrive (ACT) network and has extensive involvements in community service, engagement, and partnership development. She has a Bachelor of Science degree in Human Resource Development with a concentration in Labor and Employment Studies from the Oakland University of Michigan. Three years ago, before coming to Cincinnati Children's from Michigan, she managed a healthcare clinic and led development and implementation of community outreach strategy and programs to impact health outcomes for chronic disease for the Hispanic and African American communities. She enjoys the outdoors, traveling, and spending time with her two grandchildren.

Rob Kahn

Robert (Rob) Kahn, MD, MPH, is the executive leader of the All Children Thrive network. Rob is a general pediatrician and health researcher. His main interest lies at the intersection of poverty and child health, trying to understand what leads to worse health among poor children, and where we might intervene most effectively. Rob attended Princeton University and Vanderbilt University School of Medicine, he completed his residency in pediatrics and a fellowship in primary care research at Children's Hospital in Boston. He is the director of the Community Health initiative and of the Cincinnati Child-Health Law Partnership.

Zoom Best Practice Meeting Tips

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How to Join the Zoom

- Download Zoom software to the computer(s) being used for the Learning Session. Zoom will automatically download when clicking on a session login link, but completing this step in advance will cut down on set-up time and may help identify any potential issues.
- Click the link for the session you'd like to enter on the agenda.

How to Test your Computer's Connection and Audio Prior to Joining Zoom

- Visit the following link and follow the prompts: https://zoom.us/test

How to Unmute

- All attendees will automatically join the webinar on mute. You may unmute yourself during designated discussion times if your computer has a functioning microphone.
- Click "audio settings" and Test that your speaker and microphone are plugged in and functioning
- Once you've checked to see if your microphone is functioning correctly, message the organizers using the Q&A function and ask to be unmuted. The organizers will then enable your audio control. Hit the "unmute myself" option.

How to Ask Questions

- Click the Q&A or Chat feature to contact Learning Session planning staff with any questions or technical assistance.

How to Interact with Others

- Use the Chat feature to communicate with organizers, presenters, and all other attendees.
- Note that you may chat with either the organizer and presenters (panelists) or the whole group (panelists and attendees).

Zoom Best Practice Meeting Tips

How to Change your Name

- Find your name in the "participants" panel (HINT: it will say "Me" at the end)
- Hover over your name to see a blue button that says "rename"
- Click "rename" and change your name to: Abbreviated Team Name – first name, last name (Example: John Doe – ACT; Jane Smith - CPS)

How Breakout Sessions will Work

- If a session utilizes automatic breakouts, you will automatically be placed in a breakout room.
- If a session utilizes self-select breakout, a box will pop up on the screen and you will have the option to click and join the breakout of your choosing.

How to Participate in Zoom Polling

- The Zoom Polling feature may be used at various times throughout the Learning Session. To participate in a Zoom Poll:
    - A question with answers will pop up on your screen
    - Select the answer to your question
    - An ACT Planning Staff member will present the results

How to Access Tech Support

- Dial +1.888.799.9666 ext. 2
- Visit https://support.zoom.us/hc/en-us/articles/201362003

How to Change Your Background

- Click on your profile picture then click Settings
- Select Virtual Background
- Click on an image to select the desired virtual background or add your own image by clicking + and choosing if you want to upload an image or a video.

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If you have any questions, contact communityhealth@cchmc.org.

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Join in on the conversation by following us on Twitter and sharing what you are learning!

We encourage you to use the hashtags #ACTLearningSession and #HealthierTogether.

Follow and mention @ACTNOWCINCY as we live tweet during the Virtual Learning Session!

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