CEO Presentation to the CCRHB

October 15, 2021

James K. Gilman, MD
NIH CC CEO

Welcome CC Leaders

David Lang, M.D.
Chief, CC Office of Patient Safety
& Clinical Quality

Brooke Decker, M.D.
CC Hospital Epidemiologist
Chief, NIH CC Hospital Epidemiology Service

NOTE: Drs. Decker and Lang assumed their positions on 30 August 2021
1 DAY PRIOR TO TJC arrival!!

Current Staffing Vacancies

Pending Announcement:

- CC Chief Medical Officer

Active Searches:

- CC Chief Nurse Officer
- CC Chief of Materials Management & Environmental Services and
- Director, Education & Training; Executive Director, Graduate Medical Education

Annual Awards– Recent & Upcoming

2021 NIH Director's Awards:

- **129 CC employees are recognized in 153 of these awards (5 individuals and 24 groups)**

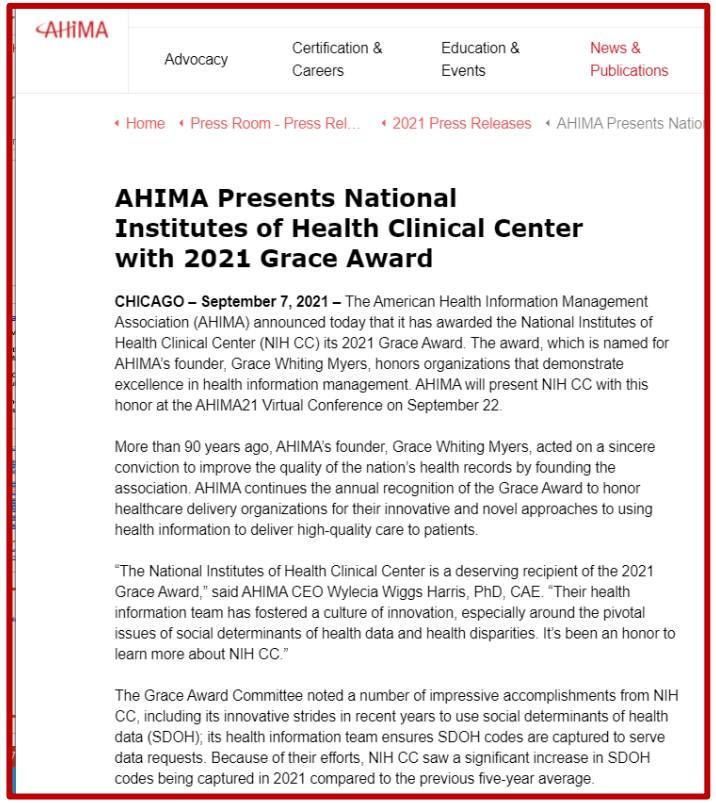
CC Director's Awards: Virtual Ceremony on December 17, 2021

- **2020: 900+ awardees (special category: *"Making an Impact Category:COVID-19 ")***
- **2021: ~700 nominees being considered**

Clinical Recognition & CC Administrators of the Year

- **2021: 5 awardees to be announced by Dr. Collins at upcoming CC Quarterly Town Hall**

2021 American Health Information Management Association (AHIMA) Grace Award



AHIMA

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AHIMA Presents National Institutes of Health Clinical Center with 2021 Grace Award

CHICAGO – September 7, 2021 – The American Health Information Management Association (AHIMA) announced today that it has awarded the National Institutes of Health Clinical Center (NIH CC) its 2021 Grace Award. The award, which is named for AHIMA's founder, Grace Whiting Myers, honors organizations that demonstrate excellence in health information management. AHIMA will present NIH CC with this honor at the AHIMA21 Virtual Conference on September 22.

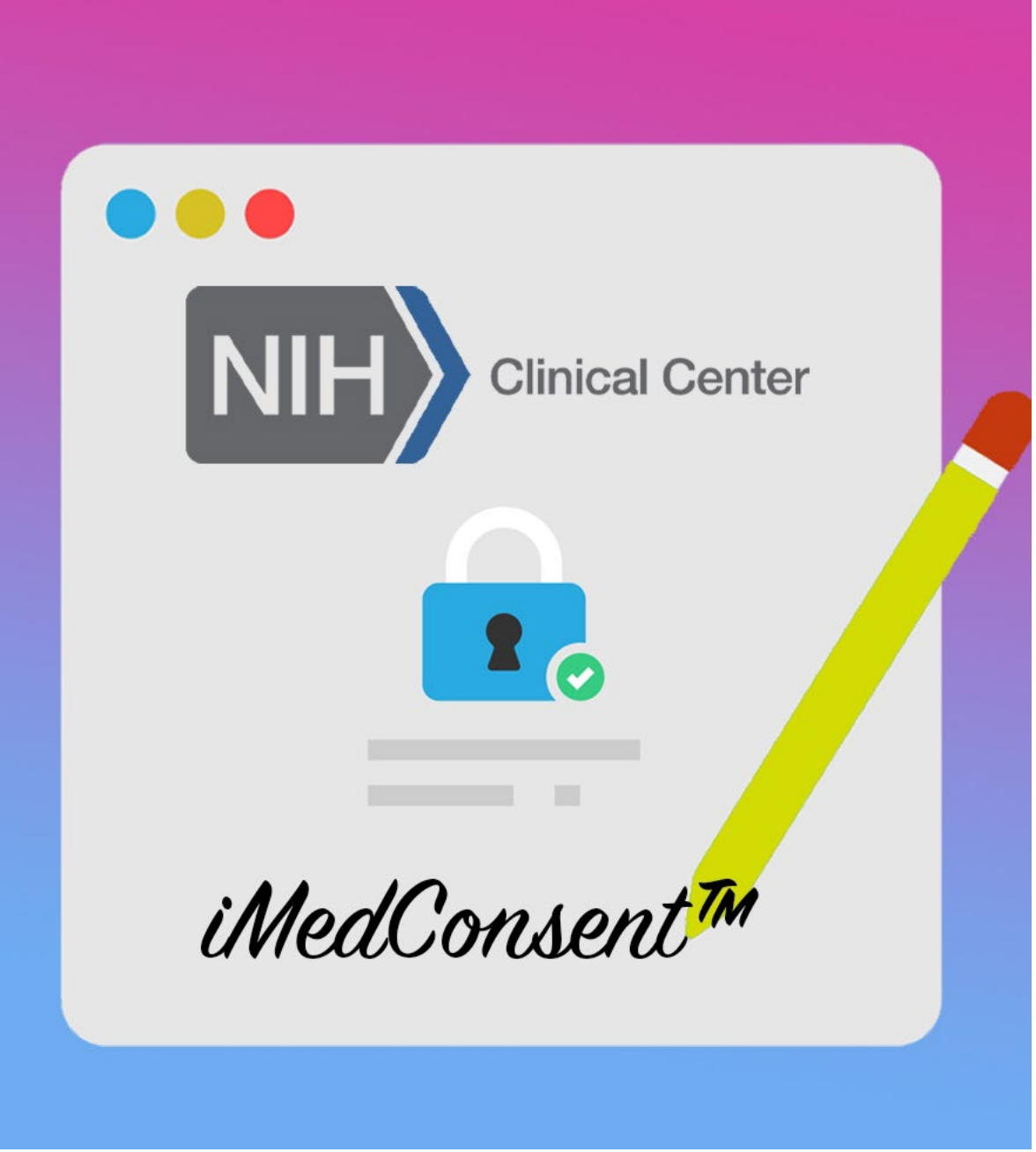
More than 90 years ago, AHIMA's founder, Grace Whiting Myers, acted on a sincere conviction to improve the quality of the nation's health records by founding the association. AHIMA continues the annual recognition of the Grace Award to honor healthcare delivery organizations for their innovative and novel approaches to using health information to deliver high-quality care to patients.

"The National Institutes of Health Clinical Center is a deserving recipient of the 2021 Grace Award," said AHIMA CEO Wylecia Wiggs Harris, PhD, CAE. "Their health information team has fostered a culture of innovation, especially around the pivotal issues of social determinants of health data and health disparities. It's been an honor to learn more about NIH CC."

The Grace Award Committee noted a number of impressive accomplishments from NIH CC, including its innovative strides in recent years to use social determinants of health data (SDOH); its health information team ensures SDOH codes are captured to serve data requests. Because of their efforts, NIH CC saw a significant increase in SDOH codes being captured in 2021 compared to the previous five-year average.

- **Announced in CHICAGO – September 7, 2021:**
  - **This award, honors organizations that demonstrate excellence in health information management.**

- **Comments from Award Committee:**
  - ***"Their health information team has fostered a culture of innovation, especially around the pivotal issues of social determinants of health data and health disparities."***
  - ***"The focus on SDOH is especially important for a government entity like the NIH that serves all Americans."***
  - ***"The (CC) health information team is involved in a new project that is establishing measurement protocols to help inform effective interventions that can reduce health disparities"***
  - ***"It's an honor to award the NIH CC with the 2021 Grace Award for their visionary advances in both health information management and public health initiatives" …Their innovation and passion for services that bundle high quality data and superior care for every life they serve, while simultaneously developing and nurturing leaders within the organization, sets the stage for a bright future each person who walks through their doors."***



New Electronic Consenting System

- Easy to use
- Immediate upload of signed consents to CRIS once finalized
- Completed consents available in the Patient Portal

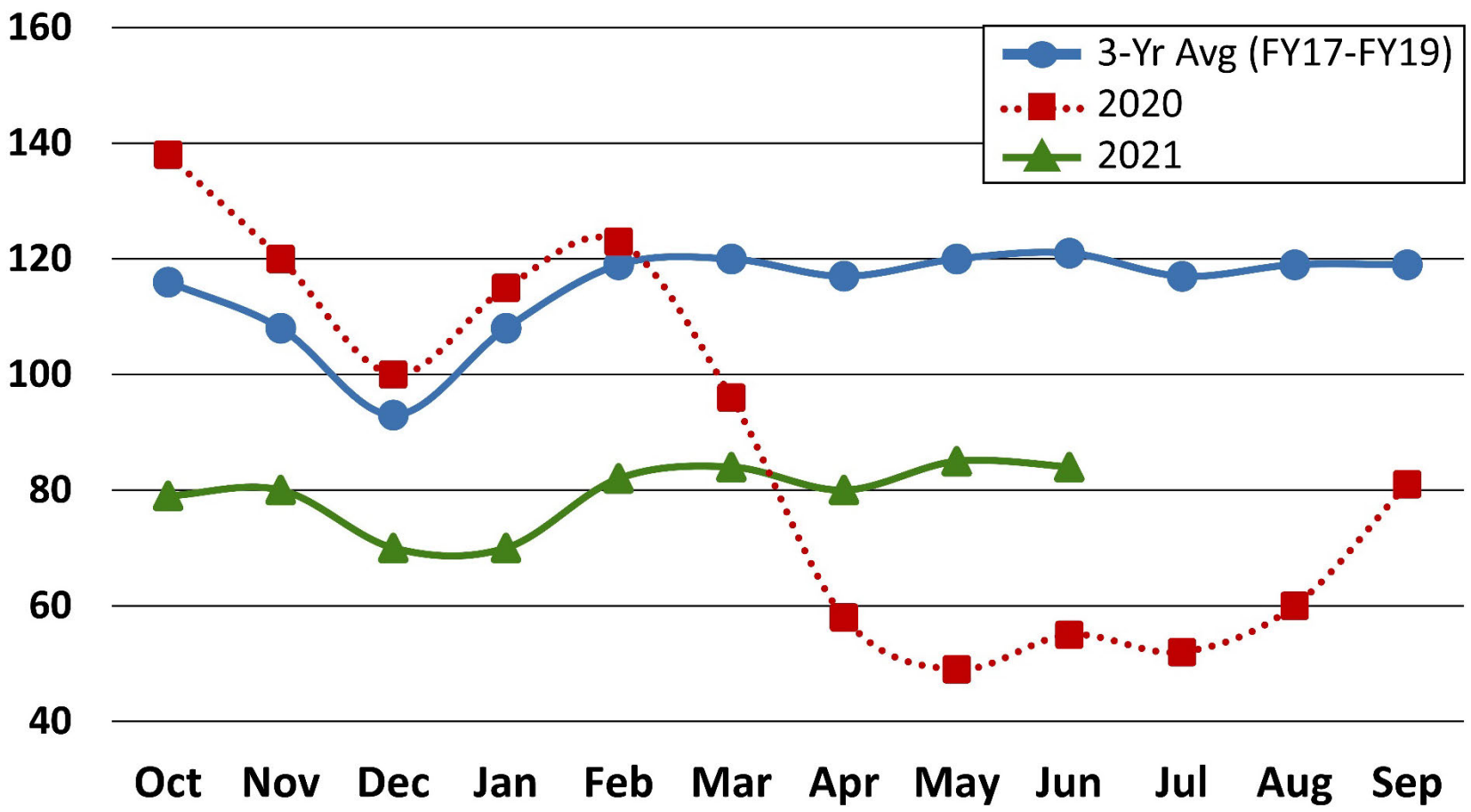
We remain committed to a thorough, thoughtful and detailed consenting process. The iMedConsent application will help streamline documentation and filing after the important conversations are completed!

NIH Staff Resources
(VPN or Citrix Required)

Questions? CC-HIMDiMedSupport@mail.nih.gov

Average Daily Census

Through September 30, 2021



ADC Stats

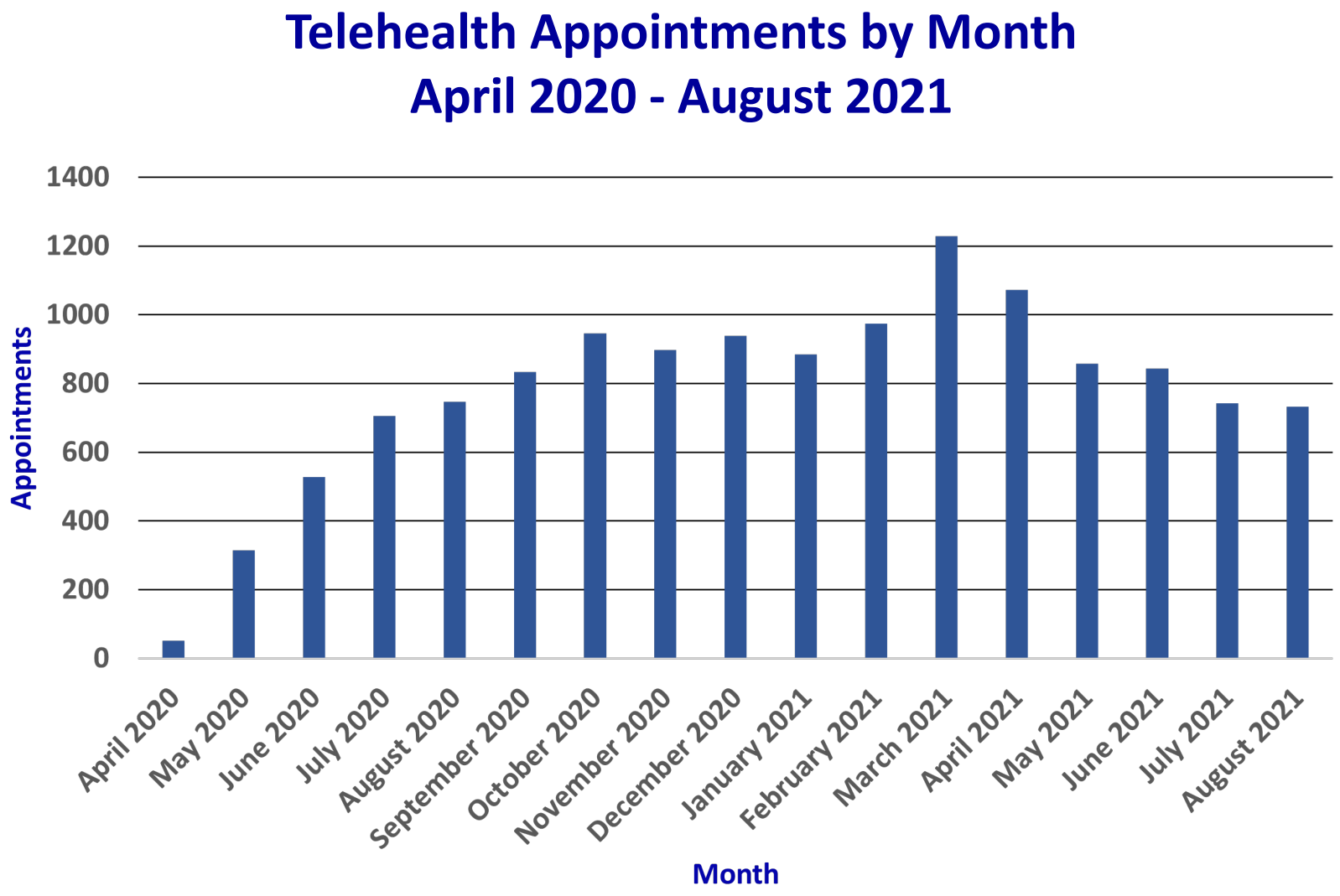
- 3-Year Average (FY 2017-2019) = 118.6
- Year End FY 2020: 86.7
- Year-End FY 2021 (as of 9/30/2021): 79.4

FY21 Year-to-Date Patient Activity

Through September 30, 2021

	YTD FY2020	YTD FY2021	% Change YTD FY20-21
Inpatient Admissions	3,120	2,990	-4%
Average Length of Stay	10.6	9.4	-11%
Inpatient Days	31,728	28,967	-9%
Average Daily Census	86.7	79.4	-8%
Outpatient Total Visits	62,499	68,566	10%
Clinic Visits	*46,770*	*51,713*	*11%*
Day Hospital Visits	*15,729*	*18,853*	*7%*
New Patients	5,390	5,372	0%

Telehealth Appointments



Institutes	# of Appts
NCI	4,543
NIAID	1,461
NICHD	1,382
NIAMS	1,146
NHLBI	1,143
NIDDK	992
NIAAA	787
NIMH	636
NHGRI	485
NINDS	243
CC	191
NIDCR	170
NEI	44
NIEHS	42
NCCIH	20
NINR	9
Total	13,294

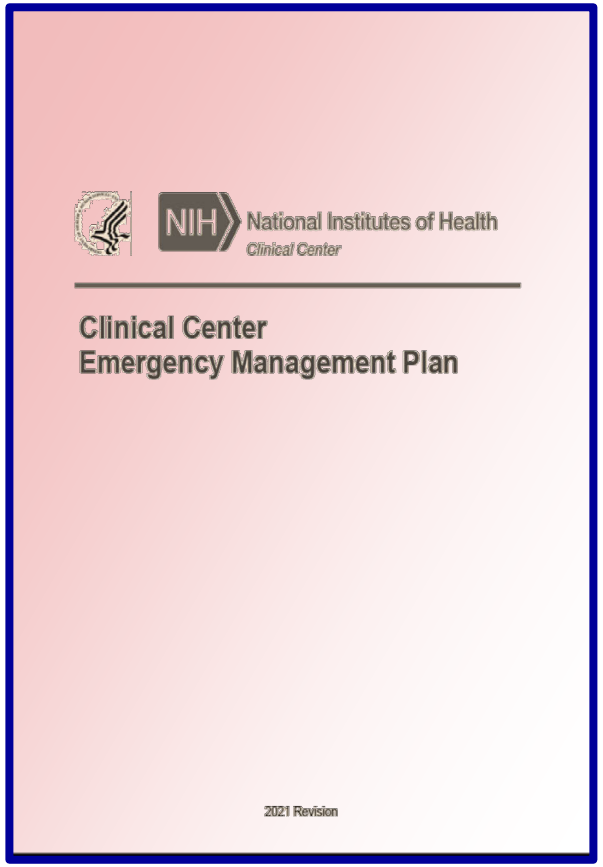
CC Emergency Management Fall Exercise 2021
November 2021

Lessons Learned from Successful Spring Exercise (June 10th):

- **Refine Communications processes:** add redundancy into messaging
- **Review/Improve CC emergency leadership role sheets**
- **Virtual platforms:** effective in emergency situations,; refine with positions required on-site vs. positions that can be virtual

Fall Exercise:

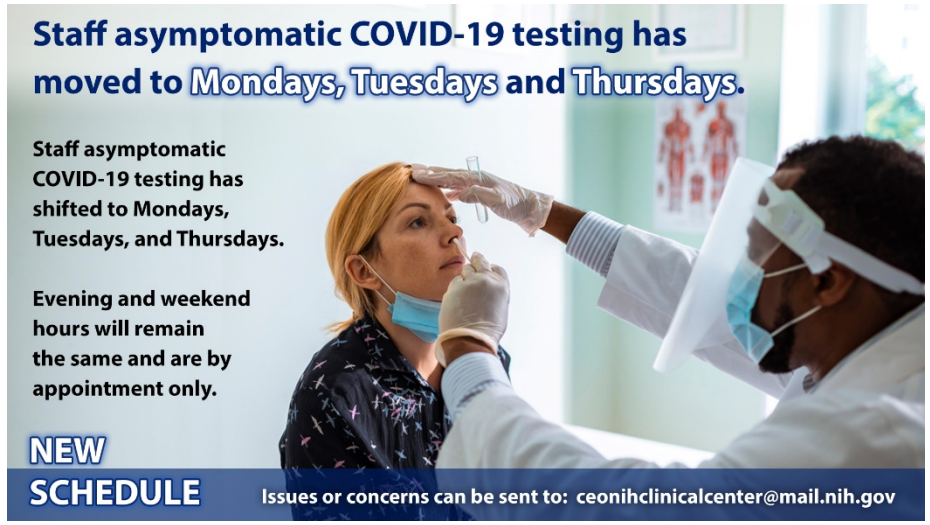
- **Goal:** Further enhancement of our emergency management capabilities, eliminate redundancies and adapt technological resources
- **Testing refinements in a larger scale:** in addition to CC, will include
  - other ICs (e.g., NCI, and CIT)
  - NIH Fire and Rescue Services – *will be involved and plans to use this exercise as a training module for fire fighters*
  - NIH Police
  - DEM, ORF, and BHEPP partners – Suburban Hospital, Walter Reed National Military Medical Center, and NLM



NIHCC Treasure Tour

Interactive, child-friendly game

COVID-19 Screening & Testing, in Building 10

Screening *(as of 10/05/21)*	**Asymptomatic Testing: CC site** *(as of 10/06/21)*
• **1,977,447** persons screened • Highest day *(8/10/2021)*: **6,367** • Average **5,600**/day during week and **800-1,000**/weekends 	• Total tests done: **132,532** • Weekly tests average **1,500** • Total # employees tested = **13,390**  https://clinweb.cc.nih.gov/cct

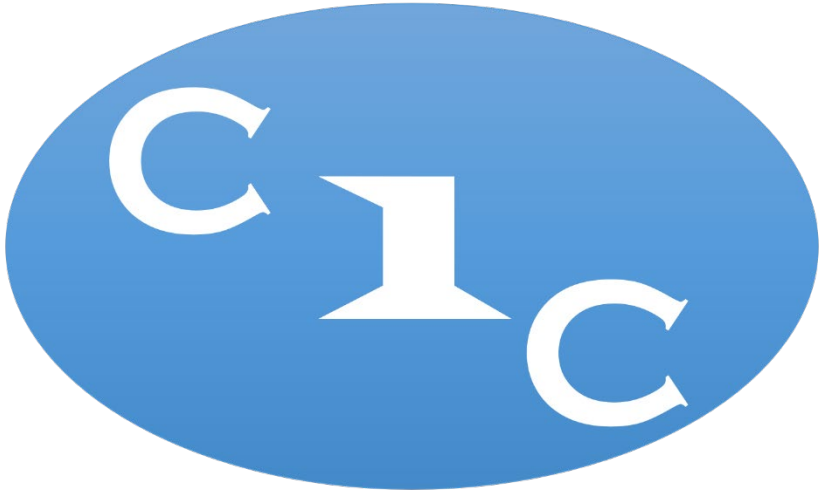
COVID-19 Vaccinations for CC Employees

NIH Employee Vaccination Guidance for NIH Federal Employees: NIH federal employees are required to be fully vaccinated with a COVID-19 vaccine by November 22, 2021, unless approved for a medical or religious exemption by NIH.

- Federal employees must receive the last shot of the series no later than November 8, 2021, to meet the fully vaccinated requirement by November 22, 2021.
- This requirement applies to all NIH federal employees, including those working onsite at an NIH facility, maximum telework and remotely.
- New NIH federal employees who start their tour of duty after November 22, 2021, will need to be fully vaccinated prior to their start date unless approved for a medical or religious exemption by NIH.

5 Years Ago

- **Jan. 9, 2017: Swearing in by Dr. Collins**
- **Jan. 13th: Four days later -** Presentation to CCRHB
- **Jan. 17th – 18th : Meet the CEO**
  - these sessions for all CC and Building 10 staff offered 3 times to cover day, evening and night shifts



Many Successes

- Creation of Office of Research Support & Compliance (ORSC)
- Creation of Patient Safety, Clinical Practice & Quality Committee
- Failure Mode & Effects Analysis (FMEA) integrated into culture
- CC Construction in collaboration with NIH Office of Research Facilities (ORF)
  - Expansion for Center for Cellular Engineering
  - Major renovations to Inpatient & Outpatient Pharmacy
  - Surgery, Radiology and Laboratory Medicine (SRLM) – construction planned 2022-2028
- Behavioral Emergency Response Team (Code BERT) & Anti-Harassment Response Team (AHaRT)
- IT – Electronic Health Record (EHR) Improvements, Enhanced Telemedicine, eICU
- Expanded Pediatrics: New Observation Unit, hired Peds Anesthesiologist & Peds Hospitalists
- Expanded Community Collaborations: Walter Reed, Children's National, Suburban Hospital, Maryland Institute for Emergency Medical Services Systems (MIEMSS)
- Collaborative, successful Pandemic Response to-date
- Progress on Journey to High Reliability
- More to come….

Thank You, Francis…

Godspeed

Nineteenth Meeting of the Clinical Center Research Hospital Board
National Institutes of Health (NIH)

AGENDA

Friday, October 15, 2021

OPEN SESSION

9:00 AM	**Welcome & Board Chair's Overview** ➢ **Laura Forese, MD,** *NewYork-Presbyterian, and Hospital Board Chair*
9:10 AM	**NIH Director's Remarks** ➢ **Francis Collins, MD, PhD**, *Director, NIH*
9:30 AM	**NIH CC CEO Update** ➢ **James Gilman, MD,** *Chief Executive Officer, NIH Clinical Center*
10:00 AM	**Report: The Joint Commission Accreditation Survey Visit** ➢ **James Gilman, MD,** *Chief Executive Officer, NIH Clinical Center*
10:30 AM	**Clinical & Safety Performance Metrics** ➢ **David Lang, MD, MPH,** *Director, Office Patient Safety and Clinical Quality, CC*
10:50 AM	**Discussion**
11:00 AM	**New CC Patient Survey** ➢ **Colleen Hadigan, MD,** *Acting Chief Medical Officer, NIH Clinical Center*
11:20 AM	**Update: Magnet Journey** ➢ **Barbara A. Jordan, DNP, RN, NEA-BC,** *Acting Chief Nurse Officer, NIH Clinical Center*
11:40 AM	**BREAK**
11:50 AM	**CC Hospice Care: Spiritual Care Department and Pain & Palliative Care Service** ➢ **John M. Pollack, MDiv, BCC,** *Chief, Spiritual Care Department, CC* ➢ **Ann Berger, MSN, MD,** *Chief, Pain and Palliative Care Service, CC*
12:20 PM	**NIH and CC Interactions with Pharma** ➢ **Lawrence A. Tabak, DDS, PhD,** *Principal Deputy Director, NIH*
12:40 PM	**Discussion**
1:00 PM	**Adjournment**