



ALLIANCE OF INDEPENDENT ACADEMIC MEDICAL CENTERS

Innovation Award Application Form

Institution Name:	<u>Saint Francis Care</u>		
City, State:	<u>Hartford, CT</u>		
Web Site:	<u>www.stfranciscare.org</u>		
Institution Contact:	<u>Gregory Makoul, PhD, MS</u>		
Title:	<u>Senior Vice President and Chief Innovation Officer/Chief Academic Officer</u>		
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1. Please describe how the nominee has developed and/or implemented *innovative medical education programs* for residents, physicians and other staff which have resulted in better patient outcomes:

Saint Francis was one of eight sites across the country selected to participate in a project designed to enhance humanistic teaching in medical settings, funded by The Arthur Vining Davis Foundations. We developed a unique faculty development program, in which a small group of faculty met together twice per month for 18 months, one time for lunch and the other for dinner. The Saint Francis group on Enhancing Humanistic Teaching included 9 physicians, representing Emergency Medicine, Family Medicine, Hospitalist Medicine, and Obstetrics & Gynecology; it was facilitated by two experienced medical educators. Most of the physicians only knew other group members from their own department.

We found that organizing the sessions around meals created a natural atmosphere of sharing that was entirely consistent with the content of the sessions. Topics, in the order discussed, include: Appreciative Inquiry; Feedback, Role Modeling & Bedside Teaching; Teaching Caring Attitudes; Experiential Learning of Humanistic Skills; Leadership; Boundaries; Counter-Transference & Physician Feelings; Social Networking; Attitudes toward Learners and Learning; Balint Groups; The Saint Francis Education Experience; Mindfulness vs 'Always-On New Technology' (the iLearners); Well-being, Burnout, Renewal & Balance.

Writing is a key component of the program. Appreciative Inquiry (AI) focuses attention on the root causes of success within people or organizations, focusing attention on when they are at their best, even in the midst of challenges. The group participated in three AI exercises over the course of 18 months, producing extremely powerful essays. In addition to devoting time to reflect upon and discuss the essays during group meetings, we printed them in a self-published journal called *Echos: Images from the*

Heart (samples attached as PDFs), which was distributed to all Saint Francis faculty, staff, and Board members; copies of *Echos* are also prominently displayed in patient and family areas of the hospital.

The program was evaluated in several ways. All sites participating in the grant from The Arthur Vining Davis Foundations used the Humanistic Teaching and Practice Evaluation (HTPE) Questionnaire to compare learner (i.e., resident and medical student) perceptions of participants vs. controls. The largest impact was seen at Saint Francis, which we attribute to innovative design and implementation of the program. Moreover, the experience was extremely valuable to the participants, as evidenced by the fact that these physicians continued meeting even after the formal program ended, and have led an effort to spread the program on Enhancing Humanistic Teaching throughout Saint Francis – they are now facilitating groups of other physicians. In addition, we are continuing to publish *Echos*, which now also includes essays from nurses and other members of the team.

In parallel, and as an outgrowth of the work on Enhancing Humanistic Teaching, we launched the *Saint Francis Faculty Fellows* program to recognize outstanding contribution to medical education by faculty members and to convey our organization's deep gratitude for their efforts. The charter group of 121 Saint Francis Faculty Fellows was inducted in 2013. We are building a vibrant community of educators through Interdisciplinary Case Conferences & Receptions as well as faculty development activities. Physicians who have been deeply committed to clinical care and education tell us that they have never engaged in such fulfilling conversations with their peers. As in the Enhancing Humanistic Teaching groups, getting to know people outside their department and/or usual circle of colleagues has proved rewarding, as well as beneficial for patient care. We have broken down barriers by building relationships.

2. Please describe how the nominee has developed and/or applied *scientific discoveries* which have resulted in better patient outcomes: (OR you may leave blank if question 1 has been completed)

3. Has the nominee received national recognition for innovative medical education and/or research contributions?

Yes

If yes, please describe:

Core member of AAMC Innovation/Transformation Leaders group
Invited speaker at National Healthcare Innovation Summit (2013)
Invited participant at Aspen Institute/Healthspottr Future Health 100 Retreat (2013)

4. If chosen for this award, will the nominee be present to receive it at the AIAMC 2014 Annual Meeting, to be held March 27th to 29th in San Diego, California? (*Please note the institution should ideally be represented by its CEO & CAO*)

Yes

**Please send this completed form to
Kimberly Pierce-Boggs, Executive Director,
by e-mailing Kimberly@aiamc.org or faxing 888-AIAMC11 (888-242-6211)
NO LATER THAN NOVEMBER 1, 2013**