



Pediatric Developments

VOLUME 3 ISSUE 5

SEPTEMBER 2017

Department of Pediatrics

Chair's Corner: Reducing Anxiety, Improving Outcomes With AIDET Plus the Promise

Dayton

Children's

Values

- Safety
- Compassion
- Ownership
- Collaboration
- Innovation
- Value Creation

Inside this issue:

Faculty Development Opportunities	2
Maria Nanagas receives national award	3
Duffee AAP Home Visiting Policy	3
Journal Club	4

As we continue our journey toward Destination Always, Dayton Children's is expanding and strengthening its commitment to the integration of AIDET Plus the Promise across the hospital. We can all support our teams in sustaining this effort.

AIDET Plus the PromiseSM is an acronym that stands for **A**cknowledge, **I**ntroduce, **D**uration, **E**xplanation, and **T**hank You. The Promise of AIDET[®] can be incorporated at any juncture in the framework and offers the patient/family a personal commitment to excellent care or an exemplary experience. AIDET Plus the PromiseSM is a communication framework that:

- Decreases anxiety
- Increases compliance with plan of care
- Improves clinical outcomes
- Ensures that all caregivers demonstrate empathy, concern, and appreciation.

AIDET Plus the PromiseSM is not just a clinical communication tool. The elements of AIDET Plus the PromiseSM are important in every interaction. With that in mind, it is not a script. Elements of AIDET Plus

The Keys to Effective Patient and Customer Communication Include:

Acknowledge— Acknowledge the patient by name. Make eye contact, smile and acknowledge everyone in the room (patient and families).

Introduce —Introduce yourself, your skillset, your professional certification and experience.

Duration —Give an accurate time expectation for tests, physician arrival and communicate next steps. When this is not possible, give a time in which you will update the patient on progress.

Explanation —Explain step by step what will happen, answer questions, and leave a way to contact you, such as a nurse call button or phone number. Use language a patient can understand.

Thank You —Thank the patient. You may thank them for choosing your hospital, and for their communication and cooperation. Thank the family for assistance and being there to support the patient.

the PromiseSM do not have to be delivered in any specific order.

Tips for Physician/Provider AIDET Plus the PromiseSM

Sit down when entering the room (increases the perception of time).

Shake hands with patients and family members (78% of patients prefer a hand shake – sign of courtesy and respect).

Address patients by name (91% of patients want to be addressed by name).

Use a standardized open and close with patients to hardwire the first and last impression.

Opening Example: "Hello. My name is Dr. Smith and I am your hospitalist today..."

Closing Example: "Thank you for choosing us ...Thank you for waiting ... Thank you for coming in today...What other questions do you have?"

Manage up co-workers, hospital, support services (shows coordination of care, decreases complaints, and reduces anxiety of patients).

Upcoming Faculty Development Opportunities

Session 1: Peer Instruction

When: Choose One of these dates: **Wednesday, September 13** or **October 4 @ 11:00 a.m.**

Location: 101 White Hall (Gandhi Auditorium)

Audience: Novice and Experienced Educators

Facilitator: Mark Rich, M.D., Ph.D.

Overview:

Dr. Rich has based his instructional techniques on methods developed by Eric Mazur. Effective forms of learning, such as retrieval based learning, self-explanation and elaborative integration are all utilized in the PI process, allowing students to learn more deeply through the development of critical thinking skills and application of knowledge. Plus, in our experience, students enjoy the PI process!

Session 2: WrightQ Facilitator Training 2.0

When: To Be Determined

Location:

Audience: Experienced WrightQ facilitators

Facilitator: Amanda Bell, M.D.

Overview:

This session is geared towards those faculty who have previously facilitated in a WrightQ small group here at Boonshoft SOM

Session 3: Team-Based Learning™ Training

When: Thursday, November 16, 12:30 - 2:30 p.m.

Location: 130 A White Hall

Audience: Novice and Experienced Educators

Facilitator(s): Smita Krishnamurthy, M.D., Ken Miller, M.D., and Dean Parmelee, M.D.

Overview:

Team-Based Learning™ (TBL) is an active learning instructional strategy that is very much learner-centered and engages students with the kinds of problems they will encounter in clinical practice. It also promotes the development of professional competencies.

Session 4: How to Navigate the Medical Education Literature

Date/Time: Thursday, March 22, 2018, 12:30 p.m. - Bring Your Own Lunch

Location: 101 White Hall, Gandhi Auditorium

Audience: Novice and Expe-

rienced Educators

Facilitator: Bette Sydelko, M.Ed, MSLS

Session 5: "Who's on First?" Determining Authorship Order in Medical Education Research

Date/Time: Tuesday, April 10, 2018 at Noon - Bring Your Own Lunch

Location: 101 Gandhi Auditorium

Audience: Novice and Experienced Educators

Facilitator(s): Adrienne Stolfi, MSPH, and Brenda Roman, M.D.

Register for each session at:

BSOM_FacDev@wright.edu



Maria Nanagas to Receive Job Lewis Smith Award at AAP National Conference and Exhibition

Congratulations to Maria Nanagas, recipient of the 2017 Job Lewis Smith Award. The Job Lewis Smith Award recognizes lifelong outstanding career achievement in community pediatrics. Recipients of the award have demonstrated a history of achievement in community pediatric practice, research, advocacy, and/or training. The award is named for Job Lewis Smith, MD, who was one of the founding fathers of the American Pediatric Society and chief pioneer of American pediatrics.

During her 40 year career in community pediatrics at Dayton Children's Hospital, Maria has dedicated herself to caring for the most underserved pediatric populations in the Dayton community while concurrently training over 250 pediatric residents, 500 family medicine residents, and more than 1000 medical students from Wright State University Boonshoft School of Medicine clerkships and residency programs. Many of her students and residents have gone on to careers in community based primary care pediatrics due to her contributions as a role model and mentor. As a community based medical school, the Boonshoft School of Medicine emphasizes preparing students for primary care,

community-based practice. Dr. Nanagas has been a leader in the pediatric faculty since the very earliest years of the medical school's beginnings.

Many of us have been inspired by her commitment to serving the neediest and most complex patients, including children and families facing significant social stressors. She has consistently been an early adopter of programs and quality improvement efforts to enhance the quality and breadth of the care offered by her colleagues in the Dayton Children's Hospital primary care clinic as well as in the residents' continuity clinic. She has been a champion for Reach Out and Read, developmental screening, integrating behavioral health into pediatric residency training, and integrating a systematic approach to assessing and intervening for social determinants of health using the Health Leads model.

In addition, she has dedicated herself to serving the underserved in multiple sites across the Dayton region, including in migrant farm camps and free clinics.

She has been recognized for her passion and sustained commitment with the Ohio Chapter of the American Academy

of Pediatrics Community Pediatrician of the Year Award, and with the Dayton Children's Hospital Child Advocacy Award.

Maria will be honored at the Community Pediatrics Awards and Poster display Event at the AAP National conference and Exhibition in Chicago on Saturday September 16, 2017. If you are in Chicago for the conference, plan to attend the event in McCormick Place Room WW185 A-c from 5:30-7:00 PM. Light refreshments will be served.



Jim Duffee Lead Author on AAP Home Visiting Report

Jim Duffee is the lead author of the AAP policy statement Early Childhood Home Visiting, published in [Pediatrics, September 2017](#). Jim is Vice Chair of the Executive committee of the AAP Council on Community Pediatrics and is featured in the latest issue of [AAP News](#).

The new policy highlights the benefits of the the Maternal , Infant, and Early Childhood Home Visiting Program, which is federally funded through the Affordable Care Act of 2010. and emphasizes the importance of integrating home visiting into the pediatric family-

centered medical home as a way to extend team-based care into the neighborhood.

Recommendations include:

- Provide community-based leadership to promote home-visiting services to at-risk young mothers, children and families.
- Be familiar with state and local programs to identify and refer eligible children and pregnant mothers.

- Consider ways to integrate or co-locate home visitors in the family-centered medical home.
- Recognize home-visiting programs as an evidence-based method to enhance school readiness and reduce child maltreatment.
- Recognize these programs as a strategy to buffer the effects of stress related to the social determinants of health, including poverty.

Wright State University Boonshoft School of Medicine and Dayton Children's Hospital

Department of Pediatrics
Dayton Children's Hospital
One Children's Plaza
Dayton, Ohio 45404

John DUBY, MD, FAAP, CPE, Chair
Phone: 937-641-3484
Cell: 330-524-9109
Fax: 937-641-5408
Email: john.duby@wright.edu

MEDICINE.WRIGHT.EDU/
PEDIATRICS



Pediatric Journal Club

October 11, 2017 Wednesday 5-6 PM OPC-C

Presenter: Melissa Mahabee, MD

January 23, 2018 Tuesday 12-1 PM OPC-C

Presenter: John DUBY, MD

CME Available. Please join us.

Great Quote:

From a BSOM student after their pediatric clerkship:

"I developed techniques on how to effectively interview kids and was able to practice my physical exam skills on a wide variety of patients. Being able to care for diverse patient population because the requirements for a newborn are very different than a 17-year-old will prepare me well for my future career. Many of the diseases I studied are important to know for all fields. I have also become more mindful of the importance of the social determinants of health as I have seen their impact directly during this rotation."

Vision for Pediatric Research at Dayton Children's Hospital

To be a model community of innovation in pediatric research and medical care.

Strategic Imperatives

- Establish research leadership for building capability, focus and access to support
- Transform culture to value research, embracing the spirit of innovation and discovery required
- Build infrastructure through collaborations and dedicated staff and resources required to support research endeavors.
- Develop a financial model that leverages multiple sources of funds to launch and sustain a center of research excellence
- Identify areas of focus that strengthen programs of distinction, enhance patient experience (safety and quality) and improve children's health and wellbeing