

SOUTHSIDE COMMUNITY HEALTH SERVICES QUALITY UPDATE

10.17.2022

Authenticity

TRANSPARENCY + AGENCY

Growth

LEARNING + INNOVATION

Challenger
Safety

Learner
Safety

Inclusion
Safety

Contributor
Safety

Belonging

Integration

WELLBEING + ENGAGEMENT

COLLABORATION + INTERDEPENDENCE

Psychological Safety

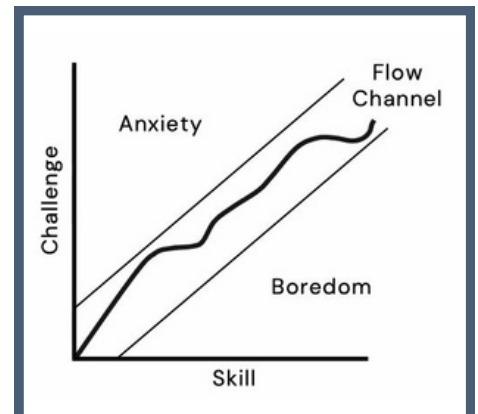
"A shared belief that a group is safe for interpersonal risk-taking."

-Amy Edmonson

Last week, a staff survey was sent out to all of Southside, requesting feedback for our Board of Directors' strategic planning retreat. In the spirit of **inclusion**, it was important to give everyone the opportunity to share what we are doing well and what we could be doing better. I was thankful to have the opportunity to share my own opinions, and I was grateful that with such a short turn around, **14 colleagues** dedicated their time to share their feedback as well. To be completely transparent, I found myself taking extra time to be sure I was being impeccable with my words when I reached the last question, *Are there any other*

comments you would like the board to know? I sat with my feelings for a moment. And then I realized something: I was in what is known as the **flow channel**. When it comes to taking risks, whether we are learning a new skill or trying something new, we experience a healthy level of anxiety where we are challenged, but not overwhelmed. If we become too anxious, we freeze and we don't take the risk needed to grow. The result is that we don't share valuable information or learn new skills, we become stagnant and we don't improve. However, if we can stay in that flow channel and allow ourselves the space to navigate through a challenge, *that* is where the magic happens. So, as I contemplated how to best describe what I wanted to share in the staff survey, I needed to work through what was making me anxious. I knew my intentions were good. I genuinely want a healthier, happier community; and I genuinely believe **Southside** is the perfect vessel to reach that vision. Where I was challenged was in my wording, knowing that I needed to **own both my intentions and my impact**. That is why being impeccable with my words was so important. And that is why giving myself a moment to acknowledge and honor where my emotions were at that moment was important (insert **Mood Elevator** plug here). 😊 Putting our thoughts out there requires a level of vulnerability that can cause anxiety. Perhaps that derives from not wanting to say the wrong thing, or fearing retaliation, or worrying the return on investment won't be large enough (i.e., the amount of courage it took to share your opinion didn't give you the results you'd hoped for.)

For many of us, sharing our opinions is a challenge, and one we must overcome if we want it to be easier for us. We must safely take that risk so that we can successfully deliver both our intentions and impact we hope for. Southside welcomes feedback from **everyone** and surveying is one way for us to collect that incredibly valuable feedback our brilliant staff have to offer. Moving forward, I will begin including upcoming policies and procedures that we review at our Quality Assurance Committee and I invite you to practice sharing your thoughts and feedback with me before we review and approve these policies at the committee level. *The people who do the work have the best ideas.* I appreciate you.



Alyssa



SOUTHSIDE COMMUNITY HEALTH SERVICES QUALITY UPDATE

10.31.2022

Trigger Warning: This newsletter contains content around parental loss.

The American Heart Association describes **high blood pressure** (also known as hypertension) as when the force of blood flowing through our blood vessels (blood pressure), is consistently too high. This means that our heart has to work extra hard to pump blood through our heart, putting it under **great strain**. Our blood pressure changes minute to minute. It is affected by activity and rest, body temperature, diet, medication, emotions, and even our posture. Hypertension is known as a **"silent killer."** When left untreated, the damage that high blood pressure causes on our bodies is a contributing factor to heart attack, stroke, and other **health threats**.

Ten years ago, I received the email response you see to the right from my father's physician after my dad passed away in Hong Kong in 2012. My father's hypertension had been **discovered incidentally** when he sought care for an infected insect bite. He was put on medication to treat his **hypertension**, but because he felt fine, he wrote to his physician on August 10th, 2012, "*considering that my leg has healed, I will keep you in mind if I am not feeling well in the future.*" On September 18, 2012, my dad suffered a fatal heart attack in his living room as he sipped on his orange juice in the early morning before his daily trip to China for work. The *"silent killer."*

Southside is special. We are armed with brilliant and passionate staff and clinicians, strong community partnerships, a robust EMR, and **patients who trust us.** We are set up for a beautiful integration of medical, behavioral health, dental and vision services to provide true whole-person care. Over the last few years, our dental department has increased the number of adults being screened for hypertension to **99%** (!). Let that sink in for a moment. I have never been to a dentist who has taken my blood pressure; let alone been uniquely set up to **help** me if they happened to discover, incidentally, that I have high blood pressure. When I see the number of patients seen at Southside for dental services who leave with an elevated blood pressure, I think of my dad and his bug bite... And then I wonder, **what can we do to make sure someone's dad/grandpa/son/brother doesn't leave our care and have a heart attack?** My dad is my **why**. What is yours?

At Southside, we have many measures we take to ensure we are doing our part to keep our community healthy. For example, when a patient is seen for dental services and they have an elevated blood pressure, it is our policy for them to be **referred for a medical follow up**. Depending on their individual circumstance, some patients return to see a nurse, and some are due to see a provider. We also do outreach to patients who have not yet followed up on their elevated blood pressure. Within our new **Hypertension Program**, we have home blood pressure monitors, nutrition and cooking classes, health coaching, one on one support, community health workers, social risk factor screening and community partners to address any **areas of social need**. We also are part of the Minnesota Department of Health's care coordination program called **Health Care Home (HCH)**. This program ensures that patients with chronic conditions and/or co-morbidities receive an extra hand to get the care they need to lead a happy, productive life based on a foundation of good health. Southside is in the process of revamping our HCH program. If you would like to **be a part of this project**, we invite you to join us! *Thank you ALL for your dedication and general awesomeness.*

BLOOD PRESSURE CATEGORY	SYSTOLIC mm Hg (upper number)	and/or	DIASTOLIC mm Hg (lower number)
NORMAL	LESS THAN 120	and	LESS THAN 80
ELEVATED	120 – 129	and	LESS THAN 80
HIGH BLOOD PRESSURE (HYPERTENSION) STAGE 1	130 – 139	or	80 – 89
HIGH BLOOD PRESSURE (HYPERTENSION) STAGE 2	140 OR HIGHER	or	90 OR HIGHER
HYPERTENSIVE CRISIS (consult your doctor immediately)	HIGHER THAN 180	and/or	HIGHER THAN 120

<https://www.heart.org/en/health-topics/high-blood-pressure>

Dear Alyssa,

Thank you for your email. I am shocked to hear of your fathers passing and sorry for your loss. I remember Jerry very well and thought he was a most pleasant gentleman.

I last saw your father on 9 Aug 2012 when I also referred him to a cardiologist. There was no evidence of any serious cardiac disease at that time. He was due for follow up of his blood pressure but did not return.

I attached the copies of reports, notes and correspondence.

My condolences to the family.

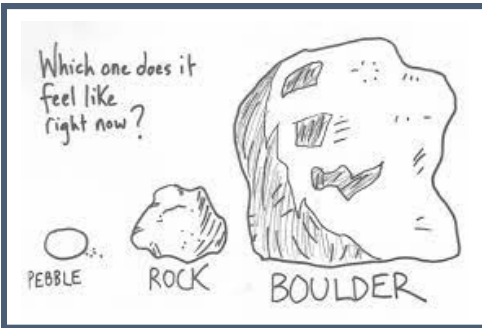
Dr Kim Chen



Alyssa

SOUTHSIDE COMMUNITY HEALTH SERVICES QUALITY UPDATE

12.19.22 A Culture of Feedback



At Southside, we talk about **pebbles and boulders**. When we have one little pebble in our shoe, it's noticeable, but we keep moving. When we have a whole shoe-full of pebbles, it becomes too uncomfortable and we have to stop. Boulders are bigger - if we are walking and there is a giant boulder in our way, we have to change our course entirely. It's too challenging and **overwhelming** to move it ourselves. We experience pebbles and boulders in all of life - at home, in the community, and at work. How many of us have been driving along in our cars and have been jolted by the traumatic thud of our car hitting a pothole? We look in our rearview mirror wondering where on Earth that came from and "*are all of my hubcaps still on?*" We continue to drive, maybe shaking our heads, wondering

why no one was addressing that giant hole in the road. *This* is the **importance of feedback**. Unknown issues cannot be fixed.

At last week's All Staff meeting, our new Medical Director, Dr. Sofia Ali, asked us to think about a time when we experienced poor customer **service**; and when we experienced great customer service. How did those situations make us **feel**? Stories are the best way to share the things **we deeply care about**. They transform us; and transformed people **transform** culture. What experiences are in **your story reservoir** that can help transform our culture at Southside?

Some of you know that the last several weeks have been a challenging time for my family as my mom fell critically ill in November. When my sisters and I brought her to the first E.D. (out of three hospitals in 24 hours), the clinician did not run standard labs and gave the advice to keep her scheduled MRI for the following week and a reassuring "*it will get better*" sentiment as he sent us on our way. By the time we completed the 15 minute drive from the hospital to her house, she could no longer walk. After another E.D. visit, labs and imaging were done that resulted in a transfer to another hospital for emergency surgery, a 2 week hospital stay, and 12 weeks of infused antibiotics. This experience left me feeling many things: invisible, unheard, disrespected, scared... and **grateful**. I had the privilege of knowing my mom's symptoms were not just "*going to get better*." I had the **privilege** of having the confidence and knowledge of how to **advocate** for the care she needed. I am well aware not all people have access to that level of advocacy. Had my mom listened to the first clinician's advice, we would be grieving something much more tragic today.

One day, as I sat with my mom in her sterile and chilly hospital room, watching The Price is Right (I forgot how fun that game show is!), she received a survey from the first hospital we visited. With my mom's permission, I completed the survey. I shared only the facts of what occurred that morning. I intentionally left all emotion out of my recollection of events. I strategically shared my ideas on what I thought would have made that morning a better experience for us. I received a call that afternoon from the Patient Experience Manager who had received my survey response. We discussed what had happened in more detail. She took notes. In the end, she told me she would follow up with me. I politely told her that was not necessary unless she had additional questions. Instead, I asked for our experience to be shared with the clinician and their colleagues so that they can learn from this event in an effort to improve their practice and service so that no others have a similar experience with a more dire outcome.



Feedback opens the door to transformation to better service and better outcomes. It allows us the opportunity to **know better and do better**. Over the next couple of weeks, we will be conducting our **Q4 patient and staff surveys**. Our patient surveys reflect on access and quality of care while our staff survey reflects on communication from leadership. Feedback is **critical** to how we learn about those rocks in your socks (pebbles and boulders), or those potholes that need to be repaired. It allows us to see what you deeply care about and how we can provide the best service to our community of patients and staff alike. Please take a moment to share that valuable insight. With gratitude for all I've learned from each of you, *Alyssa*