# HEALTH HATS – 2016 in Review

I've been feeling my oats in 2016 as an advocate and catalyst for Empowering people as they travel together toward best health. As my dear friend, Mary Sue said, *Danny, you've found your calling!* Wearing my many hats, I often feel like I know enough to be dangerous about much of healthcare. When I walk into a room of experts in their fields - clinicians, researchers, policy makers, techies, insurers, executives, I think, *What am I doing here? I’m way over my head.* It takes two minutes to understand that I'm the connector of their considerable expertise to the workflow and life flow of patients, clinicians, caregivers, and staff. I’m also the translator among their jargons. I can shift the conversation by offering a voice for some experiences of patients, caregivers, and clinicians.

I've refined my work this year as a connector, translator, and advisor while working as a technical expert in patient-centered research, behavioral health information technology, community health, and health payment innovation. I've benefited from the warm embrace of Wellesley Partners during this transition year after leaving my 40+ years as an employee and boss. I am grateful that they believed in me and helped me polish a few rough edges of inexperience. I also appreciate the counsel of many - Doug, Geri, Pat(s), Juhan, Bevin, Eve, Jarred, Keren, Jonathan, Sarah, and Lauren to name a few. You all know who you are. Thanks. I’m grateful for the many inspiring people in the patient/caregiver/clinician experience space. Thanks for all you do. You keep my embers glowing.

But with all this wisdom and energy I still feel that person-centered healthcare is crawling forward slower than a snail in molasses. It’s discouraging and crazy-making. So, I’m determined to learn what works for change agents and catalysts. This year I’m surer than ever that person-centered is more likely to improve health, change the conversation, and breach silos than clinician, setting, or diagnosis-centered. I learned that workflow and life flow needs to be easier for people and communities close to the work. Make it easier, or the rampant burnout of many on the front lines will not diminish. We need to foster self-care plus care for each other. As much as I’m an early adopter of technology, I see that it's not about technology first. Whatever problem we're trying to solve needs to work for, and with people in their work/life setting and then technology can help it speed up and spread. Dysfunction plus technology is just faster dysfunction. I also heard loud and clear this year that people don't have time to learn new stuff unless it makes something else in their life remarkably easier no matter how brilliant the solution.

I’ve learned that I need to have the image of a particular person in my mind who has a problem that needs to be solved. Lately, it’s almost always a caregiver or a supervisor of frontline clinicians and staff. Caregivers because they provide most of the nation's healthcare. Caregivers help while trying to do their day jobs and washing the dishes. Frontline supervisors because they impact the healing culture of clinicians and staff in their spheres. Clinicians and staff have their heads down, trying to get the health work done, day in and day out. Their bosses set the tone, fight for them, serve them, appreciate them. Next year my efforts need to help caregivers and supervisors continue their good work and stay healthy. That will have an outsized impact.

I'm obsessed with how people learn what works as they navigate their health journey, both what works for groups of people (research) and how individuals figure out what works for them or their team member (the experiment of one). We experiment naturally, but not often mindfully. The art is to marry what works for groups and what works for individuals. I will continue my work with communication and dissemination of learning, informed decision support, access to health data by patients and caregivers, and communication at transitions in care.

My biggest aha about effective advocacy action came when I started to say: *I can commit 4 hours a week and $0* to whatever opportunity. Being specific about our ability to invest helps us be real with ourselves and seems appreciated by our collaborators. Finally, I absolutely know that we must have some fun doing this hard work.

So where am I heading in 2017? I'll do more of what I love - listening, thinking, writing, collaborating, coaching and playing my horn. I'd like to make more money at it. I'm worth it. My focus will be #CarePlanning and the Experiment of One. I'm 50% sure☺ Thanks for all you do. See you around the block.

Health Hats

* Growing blog readership and recognition (year 4 of weekly posts)
* Guest posts
  1. 3/29 *Engaged With Sax* for Association for Patient Experience
  2. 6/4 *“Sister” Organization! AACH: American Academy of Communication in Healthcare* for Society for Participatory Medicine
  3. 11/11 *OpenID HEART: Sharing our data gives patients power* for Society for Participatory Medicine
  4. 11/17 *I Wasn't Born with a Tattoo Telling Me How Long I Had to Live* for EMMI Solutions
  5. 12/9 *Communicate What? #CarePlanning* for Society for Participatory Medicine
* Whites Pines Systems: Collaborated on three grant applications, advised on redesign of SPINN telehealth platform, and marketed at the National Council for Behavioral Health conference
* A patient and caregiver stakeholder expert on the Academy of Health Research and Quality (AHRQ)’s Technical Expert Panels for Shared Decision Support and for PCORnet (PCORI’s data networks)
* Continued as co-chair of PCORI's Communication and Dissemination Advisory Panel
* Advisory Team member for RTI's Clinical Decision Support Learning Network
* Faculty for the Organization of Nurse Leaders of MA, RI, NH, & CT’s Leadership Academy
* Reviewed PCORI funding applications for Improving Health Systems and Reducing Opioid Use in Chronic Noncancer Pain
* On Planning Committee for PCORI's Annual meeting
* Continuing and completing my appointment to MassHealth's Payment and Care Delivery Innovation QI Task Force
* Advised Sharp Healthcare (San Diego) on an instrument for patient engagement
* Hosted a Society of Participatory Medicine reception at Health 2.0
* Participating on the OpenID HEART workgroup (developing standards for individual control of access to personal health data)
* Active member of American Academy for Communication in Healthcare, Northeast HIMSS, the Beryl Institute, and Society of Participatory Medicine
* First external guest for Elsevier's Hot Topics, an internal company-wide webinar, *Marrying Work Flow and Life Flow: A Patient and Clinician Story*
* Attended American Academy of Communication in Healthcare ENRICH conference (Yale), Health 2.0 (Santa Clara), National Council for Behavioral Health conference (Las Vegas), Cleveland Clinic Patient Experience Summit, PCORI Annual Meeting (DC)
* Business relationships

1. Engaged in sustained contract with White Pines. Serve as Director of Professional Services. Three funding opportunities pending.
2. Contracted with Five Rivers Consulting as expert about Multiple Sclerosis decision support
3. Co-chair of PCORI’s Communication and Dissemination Advisory Panel
4. Completing a monthly retainer agreement with Involution Studios, working on design of person-centered care planning
5. Contracted with Patient's View Institute as *A Team* advisor and consultant
6. On roster as patient and business advisor with WEGO Health
7. Bid on five-year position on MassHealth's Delivery System Reform Advisory Council

* Networking with the experts for Experience of People at the Center of Care (partial list)

1. Adrian Gropper, HealthURL
2. Amy Edgar, Children’s Integrated Center for Success
3. Andrew Hopper, WEGO Health
4. Barry Blumenfeld, RTI
5. Bevin Croft, HSRI
6. Bonnie Engelbart, Cambridge Health Alliance
7. Dave DeBronkart, e-Patient Dave
8. Doug Dormer, White Pines Systems
9. Eve Maler, Forge Rock
10. Harry Sleeper, The MITRE Corp
11. Ileana Balcu, S4PM
12. Jarred Younger, UAB
13. Jonathan Wald, RTI
14. Joy Goldsmith, U of Memphis
15. Juhan Sonin, Involution Studios
16. Katherine Beale-Roblin, Kirby Bates Executive Recruiters
17. Keren Ladin, Tufts University
18. Lauren McCormack, RTI
19. Lissanthea Taylor, Designing Pain Care Solutions in Digital Health
20. Luc Pelletier, Sharp Healthcare
21. Lygeia Ricciardia, Clear Voice
22. Marc Williams, MD, Geisinger Health
23. Mary Quilty, The MITRE Corp
24. Michelle Christie, Marion County (FL) Health Dept
25. Michelle Troseth, Elsevier
26. Nananda Col, U of New England
27. Pat Mastors, GoPVI
28. Pat Rioux, NEHIMSS
29. Rich Antonelli, Boston Children’s
30. Rosalind Joffee, Med, ciCoach
31. Sarah Krug, Cancer 101
32. Sergei Savenko, Your.MD
33. Stephen Schoenbaum, The Josiah Macey Foundation
34. Sue Donnelley, Spaulding Rehab Hospital
35. Tyson Ortiz, S4PM

Affiliating with Wellesley Partners

* Signed a consulting and sales agreement
* Wrote *Communication at Transitions* White Paper that informed further Patient Experience opportunities
* Attended several Patient Experience Strategy meetings
* Participated in marketing visits to three potential clients
* Completed two consulting engagements as an affiliate of WP under contractual terms established 1/13/16 (one a behavioral health information technology readiness review and one advising on a behavioral health capacity assessment for a county in the Northwest)
* Completed one internal consulting engagement
* Received marketing and business coaching
* Marketed WP Virtual Immersive Learning platform at
  1. PCOR Technical Advisory Panel, DC, 1/20
  2. ERT Innovation Lab, Cambridge, 2/9
  3. Jeff Adams, Workforce Outcomes Research Learning Development Institute (BWH, U AZ) 2/23
  4. National Council for Behavioral Health conference, Las Vegas, 3/5-9
  5. Jay Patel, Senior Link, 3/22
  6. Community Engagement and Research Symposium, UMass Medical School, 3/25
  7. Geri Lynn Baumblatt, EMMI Solutions, 4/6
  8. MassHealth, 5 meetings
  9. Cleveland Clinic Patient Experience Summit, 5/15-18
  10. Don Berwick, CMS Administrator and MA gubernatorial candidate 6/2
  11. AACH ENRICH Forum, New Haven, 6/16-19
  12. Glyn Elwyn, Clinical Decision Support Researcher, Dartmouth, 6/20
  13. Healthcare Simulation Technologies Webinar, 6/29
  14. Patient Centered Outcomes Research Learning Network Advisory Committee, Wash DC, 4 meetings
  15. Health 2.0 Conference, San Francisco, 9/25-28, James Madara, MD, CEO AMA
  16. Susan Skochelak, MD & Kevin Heckman, AMA, 10/25
  17. Michelle Troseth, Sr VP, Elsevier 11/10
  18. PCORI Annual Meeting, 11/17-19
  19. Jonathan Wald, MD, RTI 12/6
  20. Stephen Schoenbaum, MD, The Josiah Macy Foundation 12/31