



## PARTNERSHIP FOR PATIENTS- NJHIIN UPDATES

### HRET's Interpreter Training for Bilingual Staff in Healthcare

NJHA's Health Research and Educational Trust of New Jersey (HRET) offers a one-day, eight-hour training course designed to provide bilingual staff with skills and knowledge needed to properly serve as dual-role interpreters and enhance communication between providers and diverse patient populations.

HRET's Interpreter Training for Bilingual Staff in Healthcare is taught by expert instructors in the fields of medicine, health equity and quality improvement and includes major components from more extensive training models with special emphasis on standards, policies and procedures for interpreter services as well as cultural competency. To date, more than 1,000 bilingual staff from 80 healthcare organizations have been successfully trained.

Effective communication and cultural competency is paramount for achieving high-quality care and patient safety – a standard of care recognized and required by The Joint Commission (TJC). HRET's training program offers a cost-effective alternative for advancing workforce competency and meeting TJC's requirements. HRET's program is the first step in preparing participants and building the number of training hours needed to meet this prerequisite. Eligible participants are able to receive up to 7.0 hours of CMEs.

The next training is scheduled for March 30 at CarePoint Health – Hoboken University Medical Center. For any questions or more information on HRET's interpreter training, contact Kimberly Hewitson at khewitson@njha.com.

### HENtrack DATA REMINDER

Please remember to enter your January 2017 data for the following areas of harm:

- Adverse Drug Events - Warfarin Events
- Falls and Pressure Ulcers (for those hospitals that do not submit to NDNQI)

**Link to HENtrack data portal:**

<https://hentrack.njha.com/Account/Logon>

*(Please enter data going back to January 2015 so we may have a continuous trend of your progress.)*

## SPOTLIGHT ON SAFETY

### Robert Wood Johnson University Hospital Somerset –

### Opening Doors to PROUD Family Health

Robert Wood Johnson University Hospital Somerset (RWJ Somerset) has become the first hospital in New Jersey to offer specialized primary care services for the LGBTQIA community when the hospital opened PROUD Family Health at the RWJ Somerset Family Practice on Monday, Jan. 30.

PROUD Family Health will provide services tailored to meet the unique health care needs of the LGBTQIA (lesbian, gay, bisexual, transgender, queer, intersex, asexual) community in a safe, supportive environment. Services include primary medical care for children and adults, hormone therapy and monitoring, HIV care, health education, counseling, support groups and referrals for specialty services such as behavioral health services. All employees at RWJ Somerset have undergone LGBTQIA sensitivity training.

RWJUH is nationally recognized for providing culturally competent care and reducing healthcare disparities. The



*L to R: Christian Fuscarino, exec. dir., Garden State Equality; Michael Antoniadis, president/CEO, RWJ University Hospital; Amy Mansue, president, Southern Region, RWJBarnabas Health; Nicole Brownstein, president, the Pride Center of N.J.; Dennis Sullivan, Somerville Borough Council; Dr. Lalitha Hansch, dir., Somerset Family Practice; Jackie Baras, RN, facilitator, Transgender Family Support Group, RWJ University Hospital Somerset; Trina Parks, corp. chief diversity and inclusion officer, RWJBarnabas Health; Tony Cava, chief admin. officer, RWJ University Hospital Somerset; Peter Palmer, Somerset County Freeholder; Steve Jones, chief academic officer, RWJBarnabas Health; Milt Anderson, chief admin. officer, RWJBarnabas Health; and Dr. Jim Salwitz, president, medical/dental staff, RWJ University Hospital.*

Human Rights Campaign has honored the hospital as a Leader in LGBT Healthcare Equality. In 2015, the hospital

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was recognized by the American Hospital Association with its Equity of Care Award and was named as one of Diversity MBA Magazine's 50 Out Front Companies for Diversity.

Last March, RWJ Somerset and The Pride Center of New Jersey launched a Transgender Family Support Group – the first of its kind in the region designed to help spouses, partners and adult children better understand, accept and cope with their transgender family members. In July of last year, the Somerset campus hosted the U.S. Department of Justice's Civil Rights Roundtable focusing on LGBT equality.

On Sun., Jan. 29, RWJ Somerset received The Pride Center of New Jersey's 2016 Community Partnership Award presented for contributions and support to New Jersey's LGBTQIA Community. Members of the RWJ Somerset Family Practice PROUD Family Health team include Lalitha Hansch, MD, program dir.; Donna Kaminski, DO, asst. dir.; Ian Martinez, MD, clinical faculty and Melissa Rivers-Richardson, DNP, RN, nurse practitioner.

PROUD Family Health is open on Mondays from 6 p.m. to 9 p.m. Medicare, Medicaid and most major insurance plans are accepted. For more information or to schedule an appointment, call 1-855- PROUD-FH (1-855-776-8334).

## MEET YOUR NJHA HIINnovators!



### Lauren Rava

Lauren Rava is a program coordinator for NJHA's Health Research and Educational Trust located in Princeton, N.J. She graduated from the Edward J. Bloustein School of Planning and Public Policy in 2015 with a Masters in Public Policy, Health Policy.

At NJHA, Lauren's primary tasks include projects associated with the Partnerships for Patients-NJ campaign and is one of the Master Trainers for the TeamSTEPPS program. As part of the NJHIIN work, she coordinates the NJHA Antimicrobial Stewardship Collaborative, falls prevention efforts and the patient-and-family engagement (PFE) activities including the LGBT Community Health program.

Lauren previously worked as a consultant with the John J. Heldrich Center for Workforce Development in program evaluation on the New Jersey Action Coalition - RN Transitions into Practice Nurse Residency Model for Long Term Care program.

## UPCOMING NJHIIN OFFERINGS

### Webinars

Call-in numbers for all webinars:

1-877-668-4490 / 1-408-792-6300

#### NJHA Patient and Family Engagement Collaborative

- March 20, 11 a.m. EST
  - "Patient and Family Engagement: Internal Champions and Family Faculty"

Presenters: Donna Provenzano, *director of family-centered care, Children's Specialized Hospital* and Rev. Pamela Bell, *director of patient-and-family-centered care at The Valley Hospital*

Event address for attendees: [Register Here](#)

#### HAI Webinar Series

Series Presenter: Linda Greene, RN, MPS, CIC, University of Rochester Medical Center, president-elect of APIC

- March 16, 1 p.m. EST
  - "The Power of ZERO: HAI Kills – VAE"

Event address for attendees: [Register Here](#)

#### NJHA Antimicrobial Stewardship Collaborative

- March 9, 12 noon EST
  - "NJHA Antimicrobial Stewardship Collaborative Webinar – Leadership Commitment and Accountability"

Event address for attendees: [Register Here](#)

#### VTE

- March 17, 12 noon EST
  - "Assessing Risk for VTE in Hospitalized Patients"

Presenter: Alex C. Spyropoulos, MD, *professor of medicine, Hofstra Northwell School of Medicine*

Event address for attendees: [Register Here](#)

## In Case You Missed It

To access the select previously recorded webinars, click on the links below:

- January 30 – Launching the New Jersey High Reliability Collaborative: Learning from the Journey of Others – [PLAY RECORDING](#)
- February 9: The Power of ZERO: HAI Kills - Surgical Site Infections – [PLAY RECORDING](#)
- February 9: NJHA Antimicrobial Stewardship Collaborative Webinar – Overview of Metrics and QI Approach – [PLAY RECORDING](#)