Rebecca A. Stametz, DEd, MPH, named vice president for digital transformation

Congratulations to Dr. Stametz on her exciting promotion. Dr. Stametz has served Geisinger for 10 years in multiple research and innovation roles. She most recently served as Geisinger’s associate vice president for product innovation, where she led a cross-functional team to successfully design, develop and implement various new products, services and innovative care systems that support Geisinger’s track record as a leader in clinical innovation.

As she moves into her new role, Dr. Stametz will continue to be responsible for the Product Innovation Department as well as for the development of the Office for Digital Transformation. The Office for Digital Transformation will drive the future of Geisinger’s digital impact, focusing on an enhanced customer experience as well as on business growth opportunities. Dr. Stametz’s role will support the organization with strategic planning, the execution of digital strategies and business transformation.

“I'm very excited that Rebecca will be leading this important initiative, making healthcare easier and improving patient experience.”

– Karen Murphy, PhD, RN, Executive Vice President and Chief Innovation Officer

Steele Institute takes part in Geisinger’s contact tracing efforts

Teams across Geisinger are pursuing ways to track people at high risk of developing COVID-19 due to exposure to a COVID-positive patient. This proactive approach — spearheaded early in the pandemic by the Research Institute, the Oversight Committee and Dr. Lester Kirchner — mitigates the risk of further transmission and lets us provide care and treatment options sooner, where appropriate.

Project resourcing for set up and platform management is provided by the Steele Institute’s Digital Transformation Office. The contract tracing program is staffed by GPS specialists under the direction on Sharon Kemberling, MSN, BSN, and Stephanie Gryboski, MS, CHEC.

As of May 8 the contact tracing team had reached 1,116 COVID-positive people and 721 of their close contacts.

Once a close contact has been identified, the team informs them and educates them on resources available at Geisinger. If the person is an existing patient with an upcoming appointment scheduled, the team notifies their providers. If they’re an employee, the team notifies Employee Health.

After the threat of COVID-19 has passed, the team will implement the system they’re currently developing to manage future risks.
Geisinger’s response to COVID-19 to date

Even before the COVID-19 pandemic hit Pennsylvania, the Steele Institute was preparing. That’s why, when the crisis occurred, we were able to rapidly deploy numerous digital and in-person initiatives to address screening, testing and monitoring for employees, patients and members. The teams continue to collaborate with departments across the enterprise and look forward to sharing their achievements in future newsletters. Accomplishments to date include:

- **91,040** patients, visitors and vendors have been screened at hospital/outpatient entrances.
- **467** food insecure patients were provided food (does not reflect how many are repeat customers).
- On average, **6,908** employees complete health shift screenings each weekday.
- **190** employees received emergency relief funds.
- **1,692** employees were redeployed across the system.
- **35,325** COVID-19 routing interactions have been handled by Syllable Bots.
- **13,723** telemedicine interactions have occurred in AMP.

### COVID-19 Response: Go-Live Timeline

- Syllable Phone & Web Bots: Live 3/14
- Stress Management: Live 3/24
- EMS Go: Live 3/26
- Emergency Food Distribution: Live 3/30
- ED Tent Training: Live 4/10
- EE Shift Screening: Live 4/12
- EE Emergency Relief Fund: Live 4/25
- 500th COVID-19 Discharge: Live 6/9
- First Positive Test Results at Geisinger: Live 3/17
- Patient digital screening: Live 3/25
- EH surveillance bot: Live 3/30 (put on hold 4/03)
- HR Redeployment & Assistance: Live 4/10
- Telemedicine Option in AMP: Live 4/10
- Analytics: Tracking PA State Reopenings: Live 5/07

### Employee Health COVID-19 Tracker Application/Database

When Geisinger’s employee health department began tracking employees’ COVID-related symptoms and monitoring the workforce daily, it quickly discovered that spreadsheets were no way to manage the influx of data. Adam Brown’s application and interoperability team stepped in and developed a database-driven application that lets employee health nurses easily manage and maintain daily surveillance of COVID-19 symptoms in the workforce. The application helped streamline, standardize and organize the data collection process and feed the analytics built by the delivery teams under Chad Francis. Special thanks to Greg Snyder for his work in developing and deploying this application in such a quick timeframe.

The team also built an automated process to ingest the Redcap survey data that flows into the COVID Tracker, minimizing the number of calls the team needs to make. Special thanks to Rob Buehler and Jason Vincent for their work in this area.
Steele Institute helps Human Resources with employee reassignment

When the COVID-19 pandemic brought about big changes at Geisinger, Becky Miller, associate vice president for Human Resources, and her team turned to the Steele Institute for Health Innovation for help.

“Our patients’ needs changed dramatically,” Ms. Miller explains. “Some Geisinger facilities closed or reduced visits, while our hospitals had greater needs for staff in other areas including our treatment and screening tents. Inpatient managers needed more staff and many outpatient managers had staff available. We needed to train staff, refresh skills and match staff needs with availability.”

The Steele Institute’s first solution was to design a questionnaire for managers asking if they had jobs to fill or, if they were cutting back in their departments, did they have people who could be reassigned? And if so, what were their skill sets?

Once the results were in, Emily Lafeir and her team created a bot to validate the managers’ responses by comparing them to information in the Lawson system. “Before this bot was created, we were working from an Excel sheet with data for 6,000 employees,” says Ms. Miller. “Using Excel and SharePoint for this large volume process came with technical difficulties and was not a good solution.”

For the final piece of the puzzle, Geisinger partnered with QuickBase, a company that specializes in workflow development applications, to create a platform to track and manage the reassignments.

“QuickBase trained 15 of us remotely on a Thursday afternoon. We were live the next day,” says Ms. Miller. “I can’t say enough about the teams that came together to make this happen. These are smart, innovative people and we could never have done it without them.”

Assisting with the Employee Relief Fund, too

Geisinger has always had an Employee Relief Fund to help when employees are hit with unexpected financial challenges, but COVID-19 made the need for economic help more pressing. A special fund was developed and the QuickBase and Steele Institute partnership helped build a system that allows employees to apply for relief and for Human Resources to review the applications and grant funds within 48 hours.
Examining how Geisinger’s response to COVID-19 can improve care delivery

The Steele Institute is using lessons learned during the COVID-19 pandemic to transform future healthcare delivery. Questions being asked include:

• If we lived without something during the pandemic, did it really have value?
• What transformations took place that could have a positive impact in the future?
• What do we want to expand once the crisis is over?

Read more [here](#).

Geisinger program tackles postpartum depression

Crying spells, anxiety, trouble sleeping and irritability are all signs of postpartum depression, which affects one in nine women and often goes undiagnosed. Recognizing this, the Steele Institute and the Women's & Children's Institute partnered to create a program to screen for postpartum depression when mothers visit their providers for routine checkups or bring their children to the pediatrician's office.

Steele Institute Product Manager Amanda Milo, MBA, and her team worked closely with a cross-functional group consisting of institute leadership, providers, nurses and operations managers to provide standardized postpartum depression screenings across a woman’s pregnancy journey — from Women's Health to Pediatrics — empowering mothers to thrive physically, psychologically and socially.

The team developed a schedule to have women take the Edinburgh Postnatal Depression Scale (EPDS), a validated 10-item questionnaire commonly used to screen for postpartum mood disorders. Moms are screened during their initial obstetrician visit, at the 28-week and 34-week checkups, during the 6-week postpartum visit and during the 1-year postpartum checkup visit. The program expands to pediatric appointments, where mothers are screened as part of their child’s well-child visits from 2 weeks to 12 months.

The team also designed training sessions and toolkits for physicians, midwives and nurse practitioners to help them identify symptoms of depression. The toolkit includes clinical decision support and close-the-loop processes to ensure mothers get the care they need.

To complete the program, Geisinger created an online pregnancy hub called MyPregnancy Center, which hosts tools and resources for women's health, pregnancy, breastfeeding, postpartum depression and newborn care.
“This project provided an amazing opportunity to unite standardized care with innovation to change the way care delivery occurs across a woman’s pregnancy journey,” says Ms. Milo. “Through compassionately designed screening, integrated clinical decision support and close-the-loop processes, we present providers with the tools they need to ensure mothers receive the best and most appropriate care. It’s been truly rewarding to see the teams come together in partnership and produce such an impactful program.”
NeighborlyPA connects Scranton residents with much-needed resources

The Steele Institute was a key supporter of NeighborlyPA’s launch in the Scranton area. The easy-to-use web-based community program provides up-to-the-minute information on community-based resources for locations across the state. Because so many in the Scranton community were impacted by COVID-19, the program’s launch there was accelerated. Community resources developed in response to the pandemic are easily found using a COVID-19 identification tag, and the information can be translated into 100 different languages.

See for yourself at NeighborlyPA.com.
Geisinger as a learning health system

A paper examining Geisinger’s effort to realize its potential as a learning health system has been published by F. Daniel Davis, PhD, Marc S. Williams, MD, and Rebecca A. Stametz, DEd, MPH. Read it for yourself [here](#).

Steele Institute in the news

Congratulations to Dr. Karen Murphy on being named one of the top 20 women to watch by Becker’s Hospital Review.

Closing care gaps with the Keystone Accountable Care Organization (ACO)

Keystone ACO is a joint venture consisting of Geisinger Health System and the Steele Institute for Health Innovation, two independent hospitals, a graduate medical organization and a collection of independent physician practices. The program sends community health assistants (CHAs) into the community to identify high-risk, high-need Medicare beneficiaries and people with dual Medicaid-Medicare enrollments who are struggling with housing instability and quality, food insecurity, utility needs, interpersonal violence and transportation. Once these care gaps and other healthcare needs have been found, the CHAs help beneficiaries navigate the healthcare system and serve as a bridge between them and clinicians and community organizations that can help.

Read the case study [here](#).