



NEW JERSEY  
HEALTH CARE  
**QUALITY  
INSTITUTE**

A BI-WEEKLY LOOK AT THE BUSINESS & POLITICS OF HEALTH CARE IN NEW JERSEY



# SCHWIMMER SCRIPT

**PRESIDENT & CEO, LINDA SCHWIMMER**  
**[How to Advance an Unbiased Approach to Care](#)**

Today, I am turning this space over to [Kate Shamszad, MS, MPH](#), who is a Senior Program Officer at the Quality Institute's [Medicaid Policy Center](#). Kate led a workshop yesterday at [Mount Sinai Kravis Children's Hospital](#) on Reflective Supervision, which is a way for clinicians to examine their own biases and improve care for patients. Kate is among our many staff members bringing their talents and valuable real-world experience to support our members as they work to improve the safety, quality, and affordability of health care for everyone.

# KATE SHAMSZAD, MS, MPH



**Sneak Peek:** I know that I've personally benefited from reflective practice. I was able to address many of the unspoken biases that I saw, experienced, and probably exhibited daily. I became a better clinician as a result of sharing my own preconceptions and also hearing those of my peers. As part of Reflective Supervision, we examine our own potential biases — explicit or implicit. Did we not understand the needs of the patient? Why was a case especially challenging? As I moved on from my training at Bellevue and worked both as a clinician and leader in large hospitals throughout the country, I saw the positive impact of Reflective Supervision in recognizing, learning from, and growing toward an unbiased approach to care.

The Quality Institute and many of our members have been calling for a heightened awareness of racial bias in health care and for ways to address racial and other forms of bias. While I found value in a formal clinical Reflective Supervision program, there are other ways to recognize and share complex cases to enhance clinicians' skills at providing unbiased care to patients and families...

[Read Full Story](#)



## DR. DON LISS

CHIEF MEDICAL OFFICER AT  
HORIZON BLUE CROSS BLUE  
SHIELD OF NEW JERSEY



### TAKE FIVE INTERVIEW

Don Liss, M.D., is Vice President and Chief Medical Officer at Horizon Blue Cross Blue Shield of New Jersey, a member of the Quality Institute's Leadership Council. In this interview, he talks about the challenges of providing high quality health care that's still affordable.

**Interview Sneak Peek:** *We are in a time of health care transformation. Can you tell us what innovations you think will do the most to make sure that people get the right care, at the right time, in the right setting?*

There are lots of ways to answer that question. Advances in information technology and medical science are bringing all kinds of new opportunities to health care. And perhaps the challenge is balancing human interaction with these advances to make sure that folks are getting the care they need and deserve — and that they're getting care in a way that's patient-centric, that's human, that demonstrates the fundamentals of care that we should expect from a system intended to deliver health care.

[Read Full Interview](#)

## QUALITY CORNER

# Quality Data Briefing



**New Release:** The Leapfrog Group today released the Fall 2019 Hospital Safety Grades, which evaluate hospitals on their ability to protect patients from harm. New Jersey hospitals were assigned a letter grade on a scale from A to F, which reflects how safe their facilities are for patients.

**Shockingly, 440,000 people die each year from preventable harm and medical errors.** These errors can also lead to other dangerous complications and slower recoveries. But there are things you can do to help protect yourself, such as comparing hospitals to choose one that is best for you, and speaking up right away when you see something that isn't safe.

**In New Jersey, eighty percent of hospitals received an A or B** Find out more about Hospital Safety Grades and the safety of hospitals in New Jersey by reading our press release. **Members: educate your employees and members on what they can do to help protect themselves from harm — share the Quality Briefing on New Jersey Safety Grade Data today.**

Questions? Please reach out to our Director of Quality, [Adelisa Perez-Hudgins](#).

[Read Press Release](#)

[Read Quality Briefing on Hospital Safety Grades for Employees](#)

# Get Covered NJ

OPEN ENROLLMENT

**Get Covered NJ**

**For Whatever Life Brings.**

Financial help available.

**GetCovered.NJ.gov**

**Open Enrollment for Health Insurance ends Dec 15.**

Open Enrollment for 2020 is here! New Jersey has an individual mandate, which requires all New Jerseyans to enroll in health insurance or face a penalty, it is crucial that all New Jersey residents are aware that Open Enrollment is here.

**Members, please help the Quality Institute support the New Jersey Department of Banking and Insurance's *Get Covered NJ* Open Enrollment Campaign by bringing awareness and encouraging New Jerseyans to sign up for health coverage by December 15, 2019.** The more people who are aware, the more people can receive the care they need.

**Learn More About Get Covered  
NJ**

**NJDOBI Press  
Release**



For information on how to join, please contact Virginia Tesser at [vtesser@njhcqi.org](mailto:vtesser@njhcqi.org).

To learn more about our current initiatives, please visit our website at [www.njhcqi.org](http://www.njhcqi.org).

*Copyright 2019\* \*|NJHCQI, All rights reserved.*

**Our mailing address is:**

New Jersey Health Care Quality Institute  
Stone House at Carnegie Center  
3628 Route 1  
Princeton, New Jersey 08540

Want to change how you receive these emails?

You can [update your preferences](#) or [unsubscribe from this list](#).