

## Upcoming Events

[Click here](#)

for an at-a-glance view of our upcoming events  
for the next 3 months

## Carilion Clinic's CME Office – Innovation and Service

A primary goal of Carilion Clinic's Continuing Medical Education (CME) Program is to provide **innovative** formats for education and **service** to our departments to increase knowledge and competence as well as to enhance performance.

Innovative Elements	How We Can Help with Innovation and Teamwork
<b>Open innovation</b> - The practice of businesses and organizations sourcing ideas from external sources as well as internal ones. <sup>1</sup>	Innovation is a team sport! The CME Office staff are available to help facilitate open innovation that will work best for your circumstances in ways that are practical.  The OCPD can also help to turn your innovations into scholarship.
<b>Teamwork</b> – Work done by several associates with each doing a part but all subordinating personal prominence to the efficiency of the whole. <sup>2</sup>	We encourage departments to implement new educational interventions and technologies to increase productivity and generate quality outcomes. We are available to consult on what might work best for variable situations while also meeting ACCME Criteria for Commendation and also offer suggestions for additional collaborative partners for those who are interested.

The value of open innovation is underscored by a story I was told years ago, a company had won a million-dollar contract to design a sensor that could detect pollutants at very small concentrations underwater. The company felt it would be an unusually complex problem, so the firm set up a Research & Development team of top-notch microchip designers in the company and asked a local marine biologist to join the team. This high-level design team had been meeting for about 45 minutes when the marine biologist walked in with a bag of clams and set them on the table. Seeing the confused looks on the microchip designers' faces, he explained that clams can detect pollutants at just a few parts per million, and when that happens, they open their shells. As it turned out, they didn't really need a fancy chip developed to detect pollutants – just a simple one that could alert the system to clams opening their shells. Many dollars were saved and the team ate the clams for dinner, validating **Open-Innovation** and **Teamwork** are powerful resources.

Innovation can be costly and the idiom "Costs an arm and a leg" may deter creativity. However, innovation can be reproduced from past experience to generate a greater output with the same input at little or no cost and, as illustrated with the "pollutant-detecting clams" story, expanding skill domains and perspectives can foster innovation and save time, effort, and money.

For a local example, an educational event was submitted for **AMA PRA Category 1 Credits™** for classroom lectures. In reviewing the outline, it was noticed that self-reflection in the workplace was not included in the request for credits. Simply adding a self-reflection checklist (tool to measure outcomes) helped the program meet the requirements for **AMA PRA Category 1 Credits™**. The concept of adding the checklist for credit was duplicated from another educational event which included classroom lectures, and homework with a checklist for homework studies completed. Including the self-reflection in this event provided a bonus for participants by saving both time and money – a win-win!

The CME Office reviews numerous educational events which yield a wealth of innovative ideas. Sharing new, innovative, and refreshing ideas with others, and being of assistance in developing CE events is just one of the many ways the CME Office and OCPD can be of service to you.

- Linda Wells, CHCP (Senior Manager, Continuing Medical Education)

### References:

1. Livescault, J. (n.d.). What exactly is Open Innovation? Braineet. Retrieved May 30, 2022, from <https://www.braineet.com/blog/open-innovation#:~:text=Open%20innovation%20is%20the%20practice,business%20for%20solutions%20and%20suggestions>.

2. What does teamwork mean? (2022). Definitions. Retrieved May 30, 2022, from <https://www.definitions.net/definition/teamwork#:~:text=Teamwork%20is%20%22work%20done%20by,the%20efficiency%20of%20the%20whole%22%20>.

"Innovation is the ability to see change as an opportunity - not a threat."

- Steve Jobs

## Dean's Corner

*Continuing our series of interviews with the Health Systems Science and Interprofessionalism (HSSIP) Clinical Champion cohort participants, Sarah Harendt sat down with Dr. Jaclyn Nunziato, assistant clerkship director for Health Systems Science with the Department of Obstetrics and Gynecology and assistant professor at Virginia Tech Carilion School of Medicine (VTCOSM), to discuss her passions within the Health Systems Science (HSS) framework and what drives her to put HSS concepts into practice daily.*

Dr. Nunziato has focused her clinical work on carefully considering how to move the needle on more positive outcomes for marginalized populations, particularly around maternal mortality, support during the 4th trimester (the three-month period following birth when the mother, infant(s) recover from childbirth and the mother and family system adjust to caring for the infant), and educating broadly about the social determinants of health and trauma-informed care. Many HSS domains cut across, inform, and influence Dr. Nunziato's clinical work. Domains of particular saliency to the work she is committed to are healthcare policy, change agency and advocacy, and utilizing clinical informatics to practice data-informed care.

Throughout the conversation, it was clear that Dr. Nunziato is passionate about the patients and the greater community she serves and equally passionate about educating the current generation of learners whom she sees as catalysts for the coming changes that need to take place within healthcare systems more broadly.

In Dr. Nunziato's view, "the culture of healthcare systems and the infrastructure of healthcare delivery needs to change" and for her "to be on the ground floor of an institution adopting a new way of looking at healthcare is really exciting." She explained further, "there are a lot of opportunities for growth and a lot of opportunities for education." Integrating and expanding HSS across the continuum, through mechanisms like the HSSIP Clinical Champion Cohort program, is paving the way for strengthening the bonds that create cultural shifts leading to change. One of the keys, according to Dr. Nunziato, to making this happen, according to Dr. Nunziato, is by employing HSS in a way that "offers concrete examples of how we can both build and make changes within existing systems while still strengthening the foundation."

This "foundational strengthening" can happen in a myriad of ways. One of those, according to Dr. Nunziato, is to dissect and identify the gaps that allow us to create some tangible solutions for change, and for her, it starts personally with individual change and what you can influence. This is something she lives out daily in her interactions with patients, learners, colleagues, and the broader community. A second way is to "empower students to participate so they feel like they're already part of the solution." Dr. Nunziato sees learners expecting those they are learning from to "provide mentorship, have difficult conversations, lead by example" and HSS supports taking that approach to being a systems citizen.

As the conversation wrapped up, Dr. Nunziato stressed that her experience in the HSSIP Clinical Champion Cohort has encouraged her to continue striving to find those tangible solutions and support "foundational strengthening." "When you find people who are truly passionate about changing the healthcare system for the better from an institutional and an educational standpoint, and who really drive the mission of serving the community at large, it is always inspiring".

-Sarah Harendt, MS (Manager, Education and Faculty Development, Office of Continuing Professional Development)

### Office of Continuing Professional Development (OCPD)

Shari Whicker, EdD, MEd  
Senior Director, Office of Continuing Professional Development  
Assistant Dean, Faculty Development  
Director, TEACH (Teaching Excellence Academy for Collaborative Healthcare)  
Associate Professor, Department of Pediatrics  
Carilion Clinic  
Virginia Tech Carilion School of Medicine

### Professional Development

Mariah Rudd, MEd, Director  
Sarah Harendt, MS, Manager  
Deborah Ferron, Administrative Coordinator

### Continuing Medical Education

Paul Dallas, MD, Senior Director  
Linda Wells, CHCP, Senior Manager  
Paula Robertson, CHCP, Senior CME Program Specialist  
Carol Gibson, CME Program Specialist  
Susan Curtiss, Secretary

[OCPD Website](#)

Call Us at: 540-588-3103

Share this email:



[Manage](#) your preferences | [Opt out](#) using TrueRemove™

Got this as a forward? [Sign up](#) to receive our future emails.

View this email [online](#).

15 Old Woods Ave  
Roanoke, VA | 24016 US

This email was sent to .

To continue receiving our emails, add us to your address book.

emma

[Subscribe](#) to our email list.