

2019 Spring Symposium

Track B: Customer Service in Healthcare

Session 1

Topic: Creating a Welcoming Environment in the EHR for our LGBTQ Patients

Speakers: Eileen Phillips, Epic Nurse Leader, Main Line Health

Joanne Glusman, Social Worker, Main Line Health

Speaker Bios

Eileen Phillips, Epic Nurse Leader, Main Line Health

Eileen Phillips DNP, RN NE-BC is the Epic Nurse Leader for the Main Line Health System, a five hospital health system, with its corporate office in Radnor, Pa. A registered nurse for over 35 years, she has held positions as a Critical Care Nurse, Supervisor, Nurse Manager, and Director of Acute Care Services at Main Line Health and Assistant Chief Nursing Officer at Chestnut Hill Hospital. In Eileen's current position, she manages a team of 17 inter-professional Clinical Informatics Specialists. Her role is to serve as the clinical liaison between the analysts and the end-users to assist in deciphering what the end user needs in the clinical record. Eileen has a passion for wanting to make the experience for all patients be the best it can be.

Ms. Phillips leads the System Elsevier Clinical Practice Model (CPM) team and co-chairs the CI/CPM system council. Eileen is a member of the Diversity, Respect and Inclusion Committee.

She served as co-chairs of both the System Nursing Research and Leadership Councils. Ms. Phillips is a member of the American Organization of Nurse Executives (AONE), Sigma Theta Tau and is a Board Certified Nurse Executive. She is Epic certified in Clinical Informatics. She is a graduate of AONE's Nurse Director Fellowship Program. Her Doctorate in Nursing Practice is from Thomas Jefferson University, MSN from Villanova University, BSN from Penn State University.

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Joanne Glusman, Social Worker, Main Line Health

Joanne Glusman is a social worker with over 30 years of experience in health care. Joanne holds several positions. At Bryn Mawr Hospital, she is a member of the Palliative Care Team. She is faculty at the hospital's Family Practice Residency Program and teaches physician assistant students, as faculty, at Jefferson University (formerly Philadelphia University PA Program). She is also Faculty, for Main Line Health's DR&I Initiative. Joanne teaches providers to communicate more effectively, and has expertise in sexual health history taking, creating welcoming medical environments to the LGBTQ communities, advance care planning, crisis intervention, and delivering bad news. She lectures extensively on screening for intimate partner violence, as well. She provides k-12 systems, and other community organizations with LGBTQ education. Together, with her colleague, Joseph Greco, MD., she is training MLH physician and office practices, to be LGBTQ competent and inclusive. In her spare time, Joanne is president of a non-profit youth group for LGBTQ youth ages 14-22.

Joanne has lectured at several national conferences on the above topics, most recently, at a National Palliative Care conference, on LGBTQ issues at end of life. Joanne serves at the system level on the Diversity and Inclusion committee, D & I Education Committee, hospital Bioethics Committee, Schwartz Committee, and co-chairs the hospital Diversity & Inclusion Committee as well. She is the facilitator for the hospital Schwartz Rounds, a once a month forum to support hospital employees. She has a Master's degree in Social Work, from The University of Pennsylvania.