

Moderators

Theresa Sievers, MS, RN, CPHQ, CPHRM
Vice President, Quality & Patient Safety
Lawrence General Hospital

Theresa (Terry) Sievers received a Bachelor of Science and Master of Science Degree from Boston University, and is currently the Vice President, Quality & Patient Safety at Lawrence General Hospital in Lawrence, Massachusetts. Lawrence General Hospital has 189 inpatient acute care beds and over 70,000 emergency visits annually. Responsibilities include quality management, risk management, coordination of physician peer review and quality-related credentialing data, infection prevention and control, patient relations and service excellence, compliance with accreditation and regulatory agencies, public reporting of quality measures and patient experience data, pay for performance measures, and submission of data and reports to voluntary agencies such as The Joint Commission, Leapfrog, and the HRET HEN project. Ms. Sievers is currently serving on the Clinical Issues Advisory Committee and the Substance Abuse Task Force of the Massachusetts Hospital Association. Ms. Sievers has authored publications on the topic of patient safety related to prevention of medication and chemotherapy errors and sedation for invasive procedures.

Mary Anna Sullivan, MD
Chief Medical Officer
Lahey Health Behavioral Services

Dr. Mary Anna Sullivan is the Chief Medical Officer for Lahey Health Behavioral Services. She has served on the Coalition Board of Directors since 2002 and as President since 2010. She served on the Massachusetts Board of Registration in Medicine for seven years, including two as Chair. While on the Board of Registration in Medicine, Dr. Sullivan also chaired the Board's Patient Care Assessment committee, which oversees the confidential reporting and review of all major incidents in Massachusetts hospitals. An active member of the Coalition for the Prevention of Medical Errors, Dr. Sullivan represented the Coalition on the Betsy Lehman Center/DPH Task Force on Bariatric Surgery. In addition, she serves on the boards of Physician Health Services and of Tufts Health Plan. Dr. Sullivan graduated from Columbia University College of Physicians and Surgeons and did her residency at McLean Hospital in Belmont, Massachusetts. She was the Chief Resident in Psychiatry at Brigham and Women's Hospital.

Presentations

Leadership for Patient Safety

Tejal K. Gandhi, MD, MPH, CPPS
President and Chief Executive Officer
National Patient Safety Foundation

Tejal K. Gandhi, MD, MPH, CPPS is President and Chief Executive Officer of the National Patient Safety Foundation, the NPSF Lucian Leape Institute, and the Certification Board for Professionals in Patient Safety. She is a prominent advocate for patient safety at the regional, national and international level, driving educational and professional certification efforts, and helping to create and spread innovative new safety ideas. Throughout her career, Dr. Gandhi has been committed to educating other clinicians on the topic of patient safety. She has been an invited speaker for numerous national and international organizations, and has frequently served on national and regional committees and boards. She was included in Modern Healthcare's 100 Most Influential People in Healthcare in 2014-2015 and was also one of their 2015 Top 25 Women in Healthcare. Dr. Gandhi is a board certified internist and Associate Professor of Medicine at Harvard Medical School, and she is a Certified Professional in Patient

Safety. She received her MD and MPH from Harvard Medical School and the Harvard School of Public Health, and trained at Duke University Medical Center. Her undergraduate training at Cornell University was in biochemistry.

Patricia A. McGaffigan, RN, MS
Chief Operating Officer and Senior Vice President of Programs
National Patient Safety Foundation

Patricia A. McGaffigan, RN, MS, is the Chief Operating Officer and Senior Vice President of Programs at the Boston-based National Patient Safety Foundation (NPSF). Her career includes roles as a staff nurse in pediatric critical care, faculty member for a baccalaureate nursing program, and education and marketing positions for several start-up and established medical device companies focused on improving patient safety. Ms. McGaffigan is a graduate of the NPSF-American Hospital Association Patient Safety Leadership Fellowship program and is a member of the American Society for Professionals in Patient Safety. She serves on a wide range of health care and patient safety related committees. Ms. McGaffigan was awarded a Lifetime Member of the American Association of Critical Care Nurses (AACN), and served as chairperson of AACN's Certification Corporation Board of Directors, and on AACN's Nominating Committee and AACN's President Search Committee. Ms. McGaffigan received her BS with a major in Nursing from Boston College, and her MS with a major in Nursing from Boston University.

One Community Hospital's Journey to Safer Patient Care

David Acker, MD
Director, OB Patient Safety and Quality
Winchester Hospital

Dr. David Acker is a 1968 graduate of New York University School of Medicine where he also received his undergraduate in 1964. From 1977-1979 Dr. Acker was a Maternal Fetal Medicine Fellow at Boston Hospital for Women. He currently works as the OB Quality and Safety Advisor at Winchester Hospital where he has worked since 2013. Previously, he served as the Chief of Obstetrics at Brigham and Women's Hospital for over 18 years. During 1994-2013, Dr. Acker served as Associate Professor of Obstetrics, Gynecology and Reproductive Biology for Harvard Medical School. While in his role of Chief of Obstetrics he also acted as Project Director of Project Health International, Doha Women's Hospital. Dr. Acker is a sought after expert in the field of Obstetrics having published 51 original publications, submitted 8 commentaries, written 11 abstracts, 3 books and 27 chapters.

Glen Dixon, MD
Chairman, OB/GYN
Winchester Hospital

Dr. Glen Dixon is a 1982 graduate of the University of Tennessee Center for Health Sciences. Dr. Dixon has a robust OB/GYN private practice in Stoneham MA. At Winchester Hospital he has served in the capacity of Chief of Staff and Department Chief for Obstetrics and Gynecology. Recently, Dr. Dixon accepted the role of Chairman of the Department of Obstetrics and Gynecology and Director of the In-House Obstetrics service. In addition, he is a member of the OB Senior Surgeon program at Winchester Hospital. Dr. Dixon is an active member of the American Society of Professionals in Patient Safety.

Susan Petrosino, RNC-OB, MSN, NE-BC
Nurse Manager L&D
Winchester Hospital

Susan Petrosino is the Nurse Manager of Labor and Delivery and the Maternal Child Health Float Pool at Winchester Hospital. Ms. Petrosino earned her nursing diploma from Lynn Hospital School of Nursing and her undergraduate and graduate nursing degrees from Salem State University. Ms. Petrosino is a

recipient of the Sigma Theta Tau International, ETA TAU Chapter, Grace L. Nangle Award. Ms. Petrosino is ANCC Board-Certified as a Nurse Executive and NCC Board Certified in In-patient Obstetrics. In 2007, Ms. Petrosino led the implementation of TeamSTEPPS in the MCH division at Winchester Hospital. With 40 years of Obstetrical experience Ms. Petrosino's passion remains steadfast in ensuring the safest environment and experience for patients, their families and staff.

Donna Sherrill, RN, BSN, MM, NE-BC
Director, Maternal Child Health
Winchester Hospital

Donna Sherrill is the Director of Nursing for MCH and In-patient Pediatrics at Winchester Hospital, a 200 bed, Magnet designated community hospital with more than 2000 deliveries annually. With over 27 years of experience, her nursing and leadership journey has included Maternal Child Health, Home Care, Post-Surgical Care, Critical Care and Cardio Thoracic. She earned an Associate in Nursing from Mass Bay Community College, a Bachelor of Nursing from the University of Jacksonville, and a Master in Management from Cambridge College, and is ANCC Board-Certified as a Nurse Executive. Ms. Sherrill serves as a member of the American Nurses Credentialing Center – Nurse Executive Content Expert Panel, and as a DAISY Foundation Ambassador. She is also the co-chair of Winchester Hospital Ethics committee and a Lean Six Sigma Green Belt. She is proud to have been named the 2013 March of Dimes Nurse of the Year in the administration category.

*MyICU: Utilizing an Inpatient Portal in the ICU Setting
to Enhance Patient, Family, and Provider Communication*

Kristin O'Reilly, RN, MPH
Manager of Critical Care Quality
Beth Israel Deaconess Medical Center

Ms. O'Reilly served as a front-line clinical nurse at the Massachusetts General Hospital for five years before moving into the healthcare quality field and obtaining her Master of Public Health in Health Services, Management, and Policy at Tufts University. This unique combination of formal training and real-world healthcare experience has made her exceptionally effective as a project leader in Critical Care Quality and Safety. She currently oversees a large portfolio of grant funded initiatives intended to reduce preventable harm in critical care.

*Nurse Leadership Improving the Culture of Safety through the Implementation
of Unit Based Nurse Safety Huddle*

Laurie Bausk, RN, BSN, MM, NE-BC
Nurse Manager, 6N
Cambridge Health Alliance

Ms. Bausk has over 20 years of nursing leadership experience focusing on nursing quality improvement, patient safety, and staff engagement. In addition, she has experience in project leadership and leveraging technology to aid in safe patient care. Ms. Bausk earned her Masters in Management from Cambridge College and her Bachelors of Science in Nursing from American University.

Stephanie Racca, RN, BSN
Nurse Manager, 4W
Cambridge Health Alliance

Ms. Racca has over 10 years of nursing leadership experience focusing on nursing quality improvement, patient safety, and staff engagement. She also has experience in managing within a unionized and non-

unionized environments within the acute and chronic hospital environments. Ms. Racca earned her Bachelors of Science in Nursing from Salem State University.

Emergency Department Reconciliation Pilot

Eunji Michelle Ko, PharmD
Patient Safety Pharmacy Resident
Brigham and Women's Hospital

Eunji Michelle Ko, PharmD, Patient Safety Pharmacy Resident, received her Doctor of Pharmacy degree from Massachusetts College of Pharmacy and Allied Health Sciences in Boston, Massachusetts. Ms. Ko served on Brigham and Women's Hospital (BWH) Emergency Department Medication Reconciliation Support Team helping to assure patients were admitted to the hospital with Best Possible Medication Histories (BPMH). Prior to joining BWH Department of Quality and Safety as a Resident, she was a Clinical Content Consultant for Alosa Foundation where she contributed to provider and patient educational materials. Ms. Ko helps oversee clinical rotation students while participating on multiple projects involving quality, safety and performance improvement initiatives across the healthcare system.

Hina Patel, PharmD
Emergency Room Medication Reconciliation Project Lead and Senior Clinical Pharmacist
Brigham & Women's Hospital

Hina Patel received her PharmD from the University of the Sciences in Philadelphia. Her expertise in patient care and leadership has been tempered extensively from her backgrounds in corporate pharmacy management and long-term care pharmacy. As the Emergency Room Medication Reconciliation Project Lead and Senior Clinical Pharmacist, Ms. Patel's dedication for optimizing patient care and improving patient safety is driven both by her compassion for her patients and her admiration for her profession. Ms. Patel enjoys immersing herself in new and unfamiliar positions within the Brigham and Women's Pharmacy Department to continue learning and growing as a healthcare professional in the rapidly changing American healthcare system.

Jeffrey L. Schnipper, MD, MPH
Hospitalist
Brigham and Women's Hospital; Harvard Medical School Faculty

Dr. Schnipper is an Associate Professor of Medicine at Harvard Medical School, Associate Physician at Brigham and Women's Hospital, and Director of Clinical Research for the Brigham and Women's Hospitalist Service. His research interests focus on improving the quality of health care delivery for general medical patients. Subject areas include safe and effective medication use, transitions in care, and communication among health care providers. The quality improvement interventions that he studies include innovations in health information technology, more effective use of hospital-based pharmacists, and process redesign using continuous quality improvement methods. Dr. Schnipper is a graduate of Harvard College. He received his M.D. from Harvard Medical School in 1996. He completed a residency in internal medicine and primary care at Massachusetts General Hospital. In 2001, he completed a fellowship in general internal medicine at Massachusetts General Hospital and earned an M.P.H. from the Harvard School of Public Health in Clinical Effectiveness.

Catherine Ulbricht, PharmD, MBA
Director of Clinical and Academic Programs, Patient Safety
Brigham and Women's Hospital

Catherine (Kate) Ulbricht, PharmD, MBA, received a Bachelor of Science degree from University of Connecticut, Doctorate of Pharmacy from Massachusetts College of Pharmacy and Allied Health Sciences, and Master in Business Administration from Northeastern University. Ms. Ulbricht has served

as a Senior Attending Clinical Pharmacist at Massachusetts General Hospital and Assistant Professor at multiple universities since 1996. She founded an international research collaboration providing evidence-based decision support tools promoting patient safety. Her publications include hundreds of peer-reviewed scientific articles, book chapters and texts. Ms. Ulbricht helps propel Brigham and Women's Hospital Joint Commission/National Patient Safety Goals, transparency, and related educational efforts forward.

Developing High Performing Teams: An Interdisciplinary Imperative for Improvement

Andrea J. Branchaud, MPH
QI Project Manager, Healthcare Quality
Beth Israel Deaconess Medical Center

Andrea J. Branchaud is a Quality Improvement Project Manager in the Healthcare Quality department at Beth Israel Deaconess Medical Center. She received her Bachelor of Arts in English with a concentration in Women's & Gender Studies from Virginia Wesleyan College, and holds a Master's Degree in Public Health with a concentration in International Health from Boston University's School of Public Health. Ms. Branchaud has over 12 years of local and international experience in quality improvement, operations, program start up and implementation, monitoring & evaluation, strategic planning and non-profit management. At BIDMC, Ms. Branchaud is responsible for developing project scope, goals and objectives, success criteria, assumptions, and team membership through rigorous analytical processes in collaboration with project sponsor(s). She manages and leads a variety of initiatives, including progressive care plans for inpatients who are delirious and at-risk for deconditioning; interdisciplinary team training and its effects on quality of care for inpatients; rigorous examination of post-mortem processes and improvement opportunities to ensure adherence to highest levels of respect and dignity; and pain management in the post-partum population. Ms. Branchaud is a staff advisor for both the hospital's Patient and Family Advisory Council, and the Employee Engagement Advisory Council.

Tracy Lee, MSN, RN
Nursing Director, Rosenberg 7
Beth Israel Deaconess Medical Center

Tracy Lee, MSN, RN is currently the Nursing Director on a General Medicine unit at Beth Israel Deaconess Medical Center (BIDMC). Ms. Lee graduated nursing school in Dublin, Ireland 1997. Tracy worked in both Ireland and Australia before coming to Boston in 2004. Ms. Lee has spent most of her nursing career working in the area of hematology/oncology. She is both an Oncology Certified Nurse and Bone Marrow Transplant Certified Nurse. She is also a past President of The Boston Oncology Nursing Society. Ms. Lee received her Masters of Science in Nursing Administration from Simmons College, Boston, 2015. Ms. Lee is the lead nurse on the Interdisciplinary Team Training project and successfully piloted this program on her General Medicine unit.

Joanne Pokaski
Director, Workforce Development
Beth Israel Deaconess Medical Center

Joanne Pokaski is the Director of Workforce Development at Beth Israel Deaconess Medical Center in Boston. Under Ms. Pokaski's leadership, BIDMC has launched programs that sponsor employees' training and promotion to nine hard-to-fill occupations, including medical coders and patient care technicians. Prior to BIDMC, Ms. Pokaski served as director of Boston Career Link, a one-stop career center in Boston. Before that, she worked at Goodwill Boston, the Clinton White House and as Special Assistant to the Administrator of the Medicare and Medicaid programs. Ms. Pokaski earned a Bachelor's degree in Government from Harvard College and a Master's degree in Public Affairs from Princeton University. Joanne is a member of Boston's and Massachusetts' workforce investment boards. She chairs

the Boston Healthcare Careers Consortium, which convenes Boston's employers, academic institutions and workforce system to improve training pathways that lead to healthcare jobs. Ms. Pokaski serves on the executive committee of CareerSTAT, an initiative encouraging more US healthcare employers to invest in frontline workers. She was an advisor to the Clinton Global Initiative America's workforce development committee in 2013 and 2014.

Daniel Ricotta, MD

Chief Resident, Department of Medicine

Beth Israel Deaconess Medical Center

Dr. Daniel Ricotta is a current chief medical resident for the Kurland firm at BIDMC and Instructor in Medicine at Harvard Medical School. He grew up in New York, received his BA in Economics and Pre-Medicine at The College of The Holy Cross '07 and his MD at New York Medical College '11. During residency Dr. Ricotta was a member of the Clinician Educator Track where he developed an interest in medical education, procedural training and simulation. Upon residency graduation Dr. Ricotta practiced as a hospitalist where he remained actively involved in medical education. His academic interest includes bedside teaching, team leadership and communication skills. He sits on the physicians-in-training subcommittee for the Society of Hospital Medicine and is a reviewer for Practical Reviews in Hospital Medicine.

Lauge Sokol-Hessner, MD

Associate Director, Inpatient Quality

Beth Israel Deaconess Medical Center

Dr. Lauge Sokol-Hessner is a hospitalist at Beth Israel Deaconess Medical Center (BIDMC), and the Associate Director of Inpatient Quality. He completed his medical school and residency at the University of Pennsylvania, worked in medical settings in several southern African settings, and also as a hospitalist at the University of Washington Medical Center in Seattle, before moving to Boston.

In his health care quality role he leads a number of projects: Conversation Ready at BIDMC, an initiative to improve end-of-life care; Preventing Emotional Harm by Treating Patients with Respect, a movement leveraging the existing preventable harm framework to rigorously address an important but traditionally neglected group of harms; and Interdisciplinary Team Training to improve coordination and the quality of care on the inpatient medicine wards. He serves as a staff member on the Patient Family Advisory Council at BIDMC, mentors a number of residents on quality and safety topics and serves as the Associate Site Director for the Harvard Medical School Fellowship in Patient Safety and Quality. Outside of BIDMC, he also serves as Faculty at the Institute for Healthcare Improvement, advising other medical centers and organizations about their efforts to become "Conversation Ready" and improve the care of patients near the end of life.

Julius Yang, PhD, MD

Medical Director, Healthcare Quality

Beth Israel Deaconess Medical Center

Dr. Julius Yang is a hospitalist in the Division of General Medicine and Primary Care at Beth Israel Deaconess Medical Center and an assistant professor at Harvard Medical School. Dr. Yang completed his undergraduate education at Williams College earned a Ph.D. in physical chemistry at the Massachusetts Institute of Technology (MIT), attended medical school at the University of Massachusetts Medical School, and completed his residency training in internal medicine at the Beth Israel Deaconess Medical Center (BIDMC). After serving one year as a chief resident at BIDMC, Dr. Yang completed a Fellowship in Medical Education at the Carl J. Shapiro Institute for Education and Research. In his role as a hospitalist and Associate Director of the Internal Medicine Residency Program, Dr. Yang teaches and mentors residents, interns, and medical students while providing clinical care to patients hospitalized at BIDMC. Dr. Yang serves as the Medical Director for Health Care Quality for the Silverman Institute for Health Care Quality and Safety at BIDMC. He directs the Post-Acute Care Transitions (PACT) Program

at BIDMC, funded through a CMS (Center for Medicare and Medicaid Services) Health Care Innovations Award, which seeks to reduce avoidable readmissions through enhanced care coordination and medication oversight after hospital discharge. He led BIDMC's participation in the Institute for Healthcare Improvement's State Action on Avoidable Rehospitalizations (STAAR) initiative, including leadership of BIDMC's Cross-Continuum Workgroup comprised of staff from the hospital, home health agencies, extended care facilities, primary care practices, payors as well as patients. Within the Department of Medicine, he serves as Director of Clinical Operations and co-chairs the Medical Patient Care Committee. He is the former chair of the BIDMC Resuscitation Committee and has been a core faculty member in medical simulation training at BIDMC.

Qualitative Research Exploring the Ecology of Conversations During Surgical Informed Consent

Adena Cohen-Bearak, M.Ed., MPH

Project Manager

The Institute for Professionalism and Ethical Practice, Boston Children's Hospital

Adena Cohen-Bearak, M.Ed., MPH, is a Master's-level public health researcher with over thirteen years' experience coordinating research projects, conducting program evaluations, and specializing in qualitative research, and an additional thirteen years' experience working in health education. For the first half of her career, Ms. Cohen-Bearak worked in the field of health education, teaching sex education to kids, training family planning counselors, coordinating a city-wide family planning training, and creating curricula and on-line health content for new media. After receiving her Masters of Public Health in 1999 from Boston University, she shifted her focus from health education to public health research. She worked on a wide variety of research projects, including: a qualitative evaluation of The School Health Index, designed to help schools improve nutrition and physical activity in students; a quantitative study testing a novel telephone-based approach to improving hypertension in low-income African American adults; and a 3-phase project on improving end-of-life care for children who die in the pediatric ICU. At Harvard Catalyst/Harvard Medical School, she focused on developing community-informed, evidence-based research projects to address challenging public health issues ranging from childhood obesity to Hepatitis C. Now at the Institute for Professionalism and Ethical Practice (IPEP) at Boston Children's Hospital, she manages *Aligning Family-Team Expectations During Surgical Consent*, a study that aims to improve the communication between surgical staff and parents prior to surgery in order to better "align" surgeon and parent expectations before, during, and after surgery.

Craig Lillehei, MD

Senior Associate in Surgery

Boston Children's Hospital

Dr. Craig Lillehei is a Senior Associate in Surgery in the Department of Surgery at Boston Children's Hospital and an Associate Professor of Surgery at Harvard Medical School. He is board certified in general surgery, pediatric surgery and surgical critical care. Dr. Lillehei graduated from Harvard Medical School in 1976. He completed his general surgery residency at Massachusetts General Hospital followed by his pediatric surgery fellowship at Boston Children's Hospital. Dr. Lillehei serves as the Program Director for the Pediatric Surgical Fellowship and the Chair for Surgical Education at Boston Children's Hospital. As such, he is very actively involved in the training of medical students, residents and fellows. He was the surgical director of both the kidney and lung transplant programs at Boston Children's Hospital for many years. He also served as a trustee for the New England Organ Bank and as the regional representative to the UNOS Board of Directors. He maintains an active clinical practice in pediatric thoracic and general surgery. His recent research projects have included the development of a risk-adjustment model for predicting mortality in non-cardiac neonatal surgery and methods to align family and team expectations around surgical consent.

Elaine C. Meyer, PhD., RN

Director

The Institute for Professionalism and Ethical Practice

Boston Children's Hospital

Elaine C. Meyer, Ph.D., R.N. is a nurse and clinical psychologist with over twenty years' experience in pediatric and neonatal intensive care settings. She is Director of the Institute for Professionalism and Ethical Practice at Boston Children's Hospital and Associate Professor of Psychology at Harvard Medical School. Dr. Meyer's teaching and academic work has focused on patient and family perspectives, pediatric end-of-life care, challenging conversations in healthcare, the ethics of everyday clinical encounters, and humanism across the spectrum of healthcare. Her collaborative research endeavors have successfully established the efficacy and cross-cultural applicability of the educational paradigm and workshops that have now been widely adapted to the fields of anesthesiology, neonatal and pediatric critical care, radiology, general surgery, ophthalmology, and neurology. She is currently engaged in carrying out two grants entitled, "Aligning Family-Staff Expectations in Surgical Informed Consent" and "Advancing Relational Learning Worldwide to Improve Patient Safety and Quality." Dr. Meyer has published nearly 100 peer-reviewed articles and chapter, and presents widely at national and international conferences. She reviews books for the Journal of the American Medical Association and serves as an Associate Editor for Simulation in Healthcare.

MRMC Elder Wellness Program: Helping Prevent Delirium

Elaine Willey

Director of Volunteer Services

Milford Regional Medical Center

Elaine Willey is Director of Volunteer Services at Milford Regional Medical Center a 145 bed community hospital in Milford Mass. With over 25 years experience as Director of Health Care Volunteer Services Ms. Willey has initiated and developed volunteer programs in both hospital and community health settings. She is a Boston University graduate with a degree in Medical Sociology and concentration in Gerontology.

Building a Safe Environment for All

Michael Crisp

Director, Public Safety

Tufts Medical Center

Michael Crisp is the Director of Public Safety and Police in command of 50 sworn and non-sworn public safety personnel responsible for safety and security of over 5,000 employees, patients, staff, family and visitors at an urban Level 1 Trauma Center and teaching hospital at Tufts Medical Center. He was previously State Police Deputy Commander of Investigations commanding over 200 State Police Detectives assigned to ten units throughout the state responsible for homicide, narcotics, violent fugitive apprehension, gang crimes and fire/explosives investigations and hazardous device response.

Ryan Flaherty

Safety Officer

Tufts Medical Center

Mr. Flaherty is the Safety Officer and Manager of EH&S/ Facilities Operations responsible for overall safety of over 5,000 employees, patients, staff, family and visitors at an urban Level 1 Trauma Center and teaching hospital at Tufts Medical Center. He previously worked on the consulting side of EH&S assisting clients in developing compliance programs. He is a 2005 graduate of Massachusetts Maritime Academy.

Therese Hudson-Jinks MSN, RN
Chief Nursing Officer, Senior VP Patient Care Services
Tufts Medical Center

Therese Hudson-Jinks, RN, MSN is the Chief Nursing Officer, Senior Vice President of Patient Care Services at Tufts Medical Center. As a member of the Senior Management Team, she is passionate in the vision of providing excellence in patient and family care, clinical knowledge, development and innovation in practices. Together with clinical and administrative leaders she collaborates in the design, and evaluation of patient care and services. She has clinical and operational oversight over Nursing Services, and other departments within Patient Care Services. She is a long standing member of the Tufts Medical Center leadership team, and is passionate about highly reliable systems ensuring safe patient care delivery. She is an active voice for patient safety and the role of nursing as a member of the Executive Board of the Organization of Nurse Leaders serving currently as Secretary and By Laws Chair. Ms. Hudson-Jinks received her BSN in Nursing and her BS in Biology from Simmons College and her Masters in Nursing Administration from Salem State College. She is a 2009 Fellow of the Center for Collaborative Leadership, College of Management, UMass Boston.

Collaboration in Post-Discharge Safety and Medication Management

John Loughnane, MD
Clinical Director of Innovation and Palliative Care/Life Choices
Commonwealth Care Alliance

John Loughnane, MD is currently the Clinical Director of Innovation and Palliative Care/Life Choices at Commonwealth Care Alliance (CCA) and formerly served as CCA's SVP of Medical Services. Dr. Loughnane founded CCA's Life Choices End of Life Program and has served as medical director since its inception. He is a graduate of the University of Massachusetts Medical School and completed a residency in Family Medicine at the University of Washington. He is board certified in Family Medicine and Hospice and Palliative Care.

“What’s In Your Health Care Plan?” How to Engage Patients in Planning Discussions to Know and Honor Their Care Choices at Every Phase of Health

Ellen DiPaola
President and CEO
Honoring Choices Massachusetts

Ms. DiPaola is the President and CEO of Honoring Choices Massachusetts. She is an attorney with a concentration in Guardianship and Conservatorship law. Ms. DiPaola has worked extensively in helping adults and families create personal health care plans as a Respecting Choices Certified Instructor. She is a certified Mediator, holds a Master’s degree in Special Education and is an experienced advocate for the rights of adults with cognitive challenges.

Sneak Peek: Online Tool for Reporting and Responding to Adverse Events

Barbara Fain, JD, MPP
Executive Director
Betsy Lehman Center for Patient Safety

Barbara Fain was appointed Executive Director of the Betsy Lehman Center in December 2013. Ms. Fain’s career has been devoted to health policy development and analysis, public engagement, and strategic

planning for government agencies, academic institutions, policy think tanks, and healthcare organizations. Her work for the MA Department of Public Health and the Institute of Medicine of the National Academies focused on developing standards and public engagement processes for allocating scarce medical resources in disasters. Before then Ms. Fain was executive director of a health policy research center at Harvard Law School. For over a decade she served as an Assistant Attorney General in the Massachusetts Attorney General's Office where she spearheaded the state's Community Benefit Guidelines for hospitals and health plans. She also has served on several nonprofit boards. Since 2010, Ms. Fain has taught public health law at the Tufts University School of Medicine. Ms. Fain received her BA from Brown University, a JD from UC Berkeley, and an MPP from Harvard Kennedy School.

Building Bridges in Primary Care

Karen Fiumara, PharmD, BCPS
Senior Director of Patient Safety
Brigham and Women's Hospital

Ms. Fiumara is the Senior Director of Patient Safety at Brigham and Women's Hospital (BWH), in Boston, Massachusetts. She received her PharmD from Massachusetts College of Pharmacy in 2002, and completed her residency in pharmacy practice at Brigham and Women's Hospital in 2003. Ms. Fiumara is a board certified pharmacotherapy specialist and is an Associate Professor of Pharmacy Practice at Massachusetts College of Pharmacy. She held the position of Medication Safety Officer and led the Anticoagulation Management Service at Brigham and Women's Hospital overseeing the care of over 3,000 patients. She works as Clinical Pharmacy Consultant for the New England Journal of Medicine and has authored papers in the fields of medication safety, adverse drug events, and anticoagulation management.

Beverly J. Loudin, MD, MPH, CPHRM
Medical Director of Patient Safety & Risk Management
Atrius Health

Beverly J. Loudin, MD, MPH, CPHRM, has been Medical Director of Patient Safety & Risk Management for Atrius Health since April 2011. Prior to joining Atrius Health, Dr. Loudin served as the Director of Patient Safety & Quality at North Shore Physicians Group (NSPG) in Salem, MA. In her role at NSPG Dr. Loudin convened and chaired the NSPG Quality Council whose mission is to identify opportunities to improve the safe and quality of the care delivered to patients in the office setting. Dr. Loudin has also served as the Medical Director, Women's Health & Health Programs at Tufts Health Plan from 1997-2005. Dr. Loudin received a B.S. in Zoology from the University of North Carolina, Chapel Hill and a M.D. from Boston University School of Medicine. She completed a residency in Obstetrics and Gynecology at Tufts University Affiliated Hospitals in Boston, MA and earned her Master's in Public Health, Concentration in Health Policy & Management from Harvard School of Public Health, Boston, MA. Dr. Loudin is an OB/GYN by training and currently sees patients twice a month at the Medford HVMA site. Dr. Loudin is a Fellow of the American College of Obstetricians and Gynecologists and the American Society of Healthcare Risk Managers. She is also a member of the Massachusetts Medical Society, the Massachusetts Society for Healthcare Risk Managers and the Obstetrical Society of Boston.

Lorraine Murphy, MS, RN
Ambulatory Clinical Risk and Patient Safety Manager
Cambridge Health Alliance

Lorraine Murphy, MS, RN is the Ambulatory Clinical Risk and Patient Safety Manager at the Cambridge Health Alliance. With a focus on staff engagement, education and partnerships, she has helped facilitate successful initiatives around reporting, effective risk mitigation and patient safety through a team approach. Her passion for patient safety and staff education has been a constant thread throughout her life-long career in healthcare within inpatient, outpatient and homecare settings. Ms. Murphy's wide-

range of roles have included leadership roles in Risk Management, Quality and Patient Safety, as well as Clinical Informatics.

Barbara Szeidler, RN, BS, LNC, CPHQ
Senior Patient Safety Program Director
CRICO

Barbara Szeidler, RN, BS, LNC, CPHQ is a Senior Patient Safety Program Director at CRICO RMF, where she is responsible for strengthening collaboration of patient safety efforts with the CRICO insured members. She is a registered nurse with more than 30 years' experience. Her background includes Quality Improvement, Patient Safety, Risk management, Regulatory and Accreditation in hospital, home care and ambulatory settings. She has presented in a variety of forums such as the National Patient Safety Foundation, Society to Improve Diagnosis in Medicine, and the Massachusetts Society for Healthcare Risk Management.

Enhancing Patient Safety and Quality of Care in the Pediatric Primary Care Setting

Jonathan Hatoun, MD, MPH, MS
Associate Medical Director
Pediatric Physicians' Organization at Children's

Dr. Hatoun received his MD and MPH at Columbia University, and completed his residency in the Boston Combined Residency Program in Pediatrics at Boston Children's Hospital and Boston Medical Center. He completed a General Academic Pediatric fellowship at Boston University, where he received his MS in Health Services Research. Dr. Hatoun's research and clinical interests are in primary care pediatrics and focus on health services research, quality improvement, childhood asthma, and patient safety. He is currently a Pediatrician at Boston Children's Primary Care at Longwood and is an Associate Medical Director at the Pediatric Physicians' Organization at Children's, an independent practice association of over 80 pediatric practices in Massachusetts.

Nicole Pelletier, MPH
Quality Improvement Consultant for Patient Safety
Pediatric Physicians' Organization at Children's

Nicole Pelletier's focus is in improving patient safety and quality across the continuum of care. She received her BS in Management and Health & Industry from Bentley University and her MPH from Boston University. Ms. Pelletier is currently a Quality Improvement Consultant for Patient Safety at the Pediatric Physicians' Organization at Children's, an independent practice association of over 80 pediatric practices in Massachusetts affiliated with Boston Children's Hospital.

Elene Scheff, PT
Patient Safety Manager
Pediatric Physicians' Organization at Children's

Elene Scheff received her BS in Physical Therapy from Sargent College of Allied Health at Boston University. Her career has since been focused in the field of pediatrics across the care continuum. Through her work she promotes a collaborative, integrated, and holistic approach to patient care. She has an expertise in the areas of patient safety, quality, rehabilitation, and care coordination specific to pediatrics. Ms. Scheff has brings her diverse background to her current role focused on pediatric primary care as a Patient Safety Manager at Boston Children's Hospital and the Pediatric Physicians' Organization at Children's, an independent practice association of over 80 pediatric practices in Massachusetts affiliated with Boston Children's Hospital.

The Academic Innovations Collaborative's Journey to Engineering a More Reliable and Coordinated Approach to Health Care Delivery

Sara J. Singer, MBA, PhD

Professor of Health Care Management and Policy

Harvard T.H. Chan School of Public Health

Sara J. Singer, M.B.A., Ph.D., is a Professor of Health Care Management and Policy at the Harvard T. H. Chan School of Public Health and the Department of Medicine at Harvard Medical School in the Mongan Institute for Health Policy, Massachusetts General Hospital. Her research in the field of health care management and policy focuses on how organizational leadership and culture impact efforts to implement health delivery innovations, integrate patient care, and improve safety and reliability of health care organizations. Dr. Singer acts as Co-Chair of the Harvard PhD in Health Policy Program Management Track (2013-present), Director of the Healthcare Management Field of Study for the Masters in Public Health Program at the Harvard Chan School (2015-present), Implementation Research Director for the Safe Surgery 2015 initiative (2010-present), and Evaluation team member for the Academic Innovations Collaborative / Comprehensive, Accessible, Reliable, Exceptional and Safe (AIC / CARES) Collaborative (2012-present), and Director of the Engineering High Reliability Learning Lab (2015-present). Previously, she was Evaluation Co-Chair for Massachusetts' Proactive Reduction in Outpatient Malpractice: Improving Safety Efficiency and Satisfaction (PROMISES) program (2010-2014). Dr. Singer has published more than 100 articles on healthcare management, health policy, and health system reform. She has conducted numerous studies for the Agency for Healthcare Research and Quality, Veterans Administration Health Services Research & Development, and private foundations related to measuring and improving organizational culture, learning, teamwork, patient safety, integrated patient care, and the financing and delivery of health care. She holds an A.B. degree in English from Princeton University, a M.B.A. degree with a Certificate in Public Management from Stanford University, and a Ph.D. from Harvard University in Health Policy/Management with a concentration in organizational behavior. She and her husband, Gordon Bloom live with their children in Newton, Massachusetts.

How to Improve Colorectal Cancer Screening Using the Model for Improvement

Yvonne Cheung, MD, MPH, CPPS

Chair, Department of Quality and Patient Safety

Mount Auburn Hospital

Dr. Cheung graduated from Harvard University with a baccalaureate degree in both History of Science and Biology. She received her medical degree from Columbia University's College of Physicians and Surgeons, where she was elected to Alpha Omega Alpha. She completed her internship in Internal Medicine at Mount Auburn Hospital before her residency in Anesthesiology at Massachusetts General Hospital. In 1996 she joined the Department of Anesthesiology at Mount Auburn Hospital. In recognition of her commitment to teaching, Dr. Cheung was appointed Director of the Anesthesia Residency Rotation. After 16 years in clinical practice, Dr. Cheung returned to Mount Auburn Hospital in 2012 as one of the inaugural class of the Harvard Medical School Fellowship in Quality and Patient Safety. After successful completion of this program, she was awarded her Master's in Public Health (MPH) from the Harvard School of Public Health in May, 2014. Concurrently, in October of 2013, Dr. Cheung assumed the role of Interim Medical Director, Department of Quality and Patient Safety, at Mount Auburn Hospital. Since July, 2014, she has been the Chair of the Department of Quality and Patient Safety at Mount Auburn. During her time in these roles, she has led efforts to improve quality and patient safety, including the establishment of Mount Auburn's anticoagulation clinic, peer support program, and enhanced safety infrastructure in ambulatory practices. She lives in Belmont with her husband and three children.

Andrew Cutler, MD**Medical Director****Mount Auburn Medical Associates**

Dr. Cutler has been a practicing internist for 23 years, 19 at Mount Auburn Hospital. During this time he has been involved in resident teaching and has served on several committees, currently on the Pharmacy and Therapeutic (P&T) committee. He did his residency at California Pacific Medical Center and is Board Certified in Internal Medicine. He is the medical director for Mount Auburn Medical Associates and the pod leader for the providers who make up their coverage group. Dr. Cutler has championed several office projects including the conversion to the electronic health record and our initial certification as a medical home. As the physician champion in the Mount Auburn Practice Improvement Program project, he reviewed the records of 320 patients on his panel between the ages of 50-80 who were listed as lacking in colon cancer screening and broke the data into several categories. He has participated in weekly meetings as the improvement team attempted to consolidate the list and reach out to requisite patients.

Sandra DeFrancisco**Practice Manager****Mount Auburn Medical Associates**

Sandra DeFrancisco manages all aspects of the day-to-day activities of Mount Auburn Medical Associates, including a wide variety of duties to ensure adequate staffing, manage patient flow, support Dr. Cutler, coordinate patient outreach for patient population with chronic illness, manage practice budget and respond to patient inquiries. Ms. DeFrancisco also leads the Mount Auburn Practice Improvement Program improvement team at Mount Auburn Medical Associates. Prior to her current position, Ms. DeFrancisco served as the Operation Supervisor at the Primary Care Center of Cambridge Health Alliance.

Sonya Sullivan**Director of Practice Operations****Mount Auburn Professional Services**

Sonya Sullivan has been in health care for over 40 years, and has been with Mount Auburn Professional Services since 1996. Ms. Sullivan is the Director of Practice Operations at MAPS overseeing practices such as Internal Medicine, Geriatrics, Podiatry and Neurosurgery. Prior to this, she was the manager at Mount Auburn Practice for Women. Ms. Sullivan loves working in healthcare. She works with the practice managers to improve the patient experience and heads the Service Excellence Committee. Ms. Sullivan enjoys cooking and spending time with her family, and is also fluent in Armenian.

Creating a Primary Care Risk Reduction Program**Maggie Janes JD, RN****Program Director, Patient Safety****CRICO**

Maggie Janes JD, RN is a Program Director in Patient Safety for the Controlled Risk Insurance Company/Risk Management Foundation of the Harvard Medical Institutions (CRICO/RMF). In this role, Ms. Janes is the liaison providing support for Beth Israel Deaconess Medical Center, North Shore Medical Center, McLean Hospital and Partners Continuing Care. Ms. Janes oversees CRICO's Office Practice Evaluation Program and works on other programmatic initiatives aimed to mitigate risk and vulnerabilities leading to patient harm. Prior to joining CRICO/RMF, Ms. Janes worked at Boston Children's Hospital for over 10 years as a nurse in the Multidisciplinary Intensive Care Unit and a Patient Safety Coordinator in the Program for Patient Safety and Quality.

Carol Keohane MS, RN
Assistant Vice President of Patient Safety
CRICO

Carol Keohane MS, RN is the Assistant Vice President of Patient Safety for the Controlled Risk Insurance Company/Risk Management Foundation of the Harvard Medical Institutions (CRICO/RMF). In this role, Ms. Keohane is responsible for CRICO's patient safety operations and programmatic initiatives aimed at mitigating risk and vulnerabilities leading to patient harm. Prior to joining CRICO/RMF, Ms. Keohane served for 10 years as Program Director for the Center for Patient Safety Research and Practice at Brigham and Women's Hospital, where she had oversight of a large patient safety research portfolio and was responsible for directing all research efforts conducted through the Center. Ms. Keohane has co-authored over 50 peer-reviewed publications on various patient safety issues including the evaluation of various health information technologies and their impact on patient care and clinician workflow. Ms. Keohane has broad clinical experience in high-risk obstetrics as well as general OB/GYN and Neonatal Nursing.