

Storyboards

The 27th Annual National Forum on Quality
Improvement in Health Care

December 6–9, 2015 · Orlando, FL

Improvement Capability

IC1: The Optimization of Volume Re-Expansion Therapy for the Post- Operative Open Heart Patient

Geisinger Medical Center
Michael Richardson
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IC2: 90 Days to Sustainable Margin Improvement

Texas Health Resources
Jim DePaolo
JimDePaolo@texashealth.org

IC3: A Clinical Pathway for Guardianship at Dartmouth-Hitchcock Medical Center

Cheyenne Regional Medical Center
Jasper Chen
jasper.chen@crmcwy.org

IC4: A Coordinated Cardiovascular- Diabetes Service Delivery Model of Integrated Complex Chronic Disease Management

St. Joseph's Health Care London
Karen Unsworth
karen.unsworth@sjhc.london.on.ca

IC5: A Data-Driven Approach to Optimizing Workplace Safety

Beth Israel Deaconess Medical Center
Ross Simon
rwsimon@bidmc.harvard.edu

IC6: A Kaizen Approach To Improving Door To Needle Times Across A System Of Stroke Centers

Orlando Health
David Cassidy
dcassidy@cfl.rr.com

IC7: A Lean Six Sigma Partnership — Penn State Hershey Medical Center & Cardinal Health

Cardinal Health
Holly Stein
holly.stein@cardinalhealth.com

IC8: A M.A.P. for Improving Blood Pressure Control

American Medical Association
Omar Hasan
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IC9: A Roadmap to Sustaining a QI Portfolio

*Cincinnati Children's Hospital
Medical Center*
Betsy Gerrein
betsy.gerrein@cchmc.org

IC10: A Tool for Examining the Quality of Clinical Records

Hillel Yaffe medical center
Erez Nadir
erezn@hy.health.gov.il

IC11: A Unique Data Capture Tool for Quality Improvement

Boston Children's Hospital
Prerna Kahlon
prerna.kahlon@childrens.harvard.edu

IC12: Acceptability and Feasibility of a Nurse-Led Hepatitis B Tele- monitoring Service (NHMS) at Singapore General Hospital

Singapore General Hospital
KanchanaDevi Balasubramaniam
kanchanadevi.balasubramaniam@
sgh.com.sg

IC13: Alarm Management: From Confusion to Information to Wisdom

NCH Healthcare System
Kevin Smith
Kevin.smith@nchmd.org

IC14: Ambulatory Clinical Teaching Unit

London Health Sciences Centre
Jamie Gregor
jennifer.yoon@lhsc.on.ca

IC15: An Innovative Approach Improving and Sustaining Outcomes in a Clinical OBG Department

Sentara Northern Virginia Medical Center
Mark R. Fracasso
mfracasso@whealthcare.com

IC16: Appropriate Use Criteria — Is That Echo Really Necessary?

NCH Healthcare System
Lisa Davis
lisa.davis.org

IC17: Are We on the Right Track? Managing Staff Sign-off on Mandatory Training

London Health Sciences Centre
Cheryl Burt-Di Nino
jennifer.yoon@lhsc.on.ca

IC18: Benchmarks: An Evidence- Based Approach to Creating High Performance Nurses

*Galen Center for Professional
Development*
Ronda LaVigne
rlavigne@galencpd.com

IC19: Blueprint for a Successful Resident Quality and Safety Council

*University of Wisconsin Hospital
and Clinics*
Sarah Tevis
samend@gmail.com

IC20: BOOMR — A Medication Reconciliation (MedRec) Quality Improvement Initiative

Medical Pharmacies Group Limited
Carla Beaton
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IC21: Building Improvement Capability: A Novel Approach to Interprofessional Quality Improvement Methodology Training

University of Texas Southwestern
Eleanor Phelps
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IC22: Cardiac Resuscitation: Improving Performance Measures and Patient Outcomes for In-Hospital Cardiac Arrests

Newark Beth Israel Medical Center
Michael DiVita
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IC23: Catalyzing Innovation with External Grant Funding: Measurement of Organizational Capacity to Manage Grant-Funded Projects

Hanover Research
Teresa Wilke
twilke@hanoverresearch.com

IC24: Changing Hamad MOP Physicians Practice

Hamad Medical Corporation
Muna Al Rashid
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IC25: Changing the World through Robust Process Improvement

Citrus Valley Health Partners
William Choctaw
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IC26: Clinical Pathways and Quality Improvement at CHOP

The Children's Hospital of Philadelphia
Sarah Hadley
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IC27: Collaboration Creates a Culture of Mobility in the Neuroscience Population

Orlando Health
Suzanne Ashworth
suzanne.ashworth@orlandohealth.com

IC28: Combating Catheter Associated Urinary Tract Infection (CAUTI) in a Surgical Intensive Care Unit (SICU)

National University Hospital
Bhuvaneshwari Mohankumar
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IC29: Compassion Fatigue Meetings Promotes Care Model

NCH Healthcare System
Carolyn Smith
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IC30: Conquering CLABSI

NCH Healthcare System
Maria Feola
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IC31: Continuing Education Participation Among Occupational Therapy Staff

London Health Sciences Centre
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Storyboard Reception

Tuesday, December 8, 4:15 PM–6:30 PM, Palms Ballroom

During this reception, presenters will be standing by their boards to answer questions.

IC32: Creating A Culture Of Quality: Rooting Quality Standards in the Daily Work of Front-Line Staff

St. Joseph's Healthcare Hamilton
Yelena Potts
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IC33: Creating a Culture of Safety in Environmental & Support Services "The Amazing Safety Challenge"

London Health Sciences Centre
Karen Goldrick
jennifer.yoon@lhsc.on.ca

IC34: Curating an Evidence Base in the Virtual Age

National Health Service — Improving Quality
Polly Pascoe
polly.pascoe@nhs.uk

IC35: Data to Drive Improvement in Pediatric Peripheral IV Infiltrations

The Children's Hospital of Philadelphia
Sichao Li
LiS4@email.chop.edu

IC36: Decreasing Chest Radiography for Bronchiolitis in a Pediatric Emergency Department

New York Presbyterian Hospital
John Babineau
jb2358@columbia.edu

IC37: Decreasing Patient Visit Turnaround Time in Family and Internal Medicine with Lean-Six Sigma Methodology

Hospital Sisters Health System
Katie Castree
katie.castree@hshs.org

IC38: Developing a Dashboard for Quality Improvement in a Specialty Cancer Care Center

Cancer Treatment Centers of America
Roy Thomas
roy.thomas@ctca-hope.com

IC39: Development and Evaluation of a Comprehensive Diabetes Management Program in Long Term Care

Medical Pharmacies Group Limited
Hrshikesh Navare
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IC40: Development and Evaluation of a Scalable Healthcare Systems Engineering Regional Extension Center

Northeastern University
James Benneyan
benneyan@coe.neu.edu

IC41: Diabetes Care Process Project—Patient Focused Healthcare in County Council of Dalarna

Falu Hospital
Anna Garmo
birgitta.gothman@ltdalarna.se

IC42: Discharge Multidisciplinary Rounds

University of Colorado School of Medicine (For GME Residents and Faculty)
Amy Yu
amy.yu@ucdenver.edu

IC43: Do Not Hospitalize: Providing Acute Care at Home

North Shore-LIJ
Karen Abrashkin
kabrashkin@nshs.edu

IC44: Driving Nursing Professionalism while Achieving Clinical Excellence

Eastern Cancer Treatment Centers of America
Gerry Finkelston
Gerry.Finkelston@ctca-hope.com

IC45: Dysphagia Screening in Stroke — Measuring the Compliance with Best Practice Recommendations

London Health Sciences Centre
Penelope Letsos
jennifer.yoon@lhsc.on.ca

IC46: ED Blood Culture Contamination Rates Decrease

NCH Healthcare System
Betsy Novakovich
elisabeth.novakovich@nchmd.org

IC47: Effective Management of Unintended Radiotherapy Treatment Interruptions for Better Cancer Control Outcomes

National Cancer Centre Singapore
Alex Ong
Alex.Ong.H.K@nccs.com.sg

IC48: Effective Screening and Follow-up for Depression and/or Suicidal Ideation in Adolescents with Diabetes Mellitus

Cincinnati Children's Hospital Medical Center
Chris Alexander
christopher.alexander@cchmc.org

IC49: EMS Direct to CT for Possible Stroke

Community Medical Center
Donna Bonacorso
dbonacorso@barnabashealth.org

IC50: Enhancing an Organization's Analytic Capability

McKesson
Barbara Versage
Barbara.Versage@McKesson.com

IC51: Evaluation of Adherence: A Tool For Effective HIV Care, Experience of Grace Children's Hospital, 2010–2014

International Child Care — Grace Children's Hospital
Ronald Jean Charles
jronald75@yahoo.fr

IC52: Evolution of an Emergency Department Severe Sepsis Alert and Practice Protocol: Lessons Learned

Orlando Health
Darleen Williams
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IC53: Exploring the Etiologies of Ineffective Physician-Nurse Communication

London Health Sciences Centre
Alan Gob
jennifer.yoon@lhsc.on.ca

IC54: Florida Hospital's Change Management Leadership Training

Florida Hospital
Kathy Ross
kathy.ross@flhosp.org

IC55: Florida Hospital's Implementation of CHG Bathing and Perineal Care

Florida Hospital
Jennifer Waterbury
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IC56: Getting Supplies to the Front Line Caregivers Faster!

NCH Healthcare System
Sue Facticeau
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IC57: Going with the Flow — The Danish Flow Collaborative

Danish Society for Patient Safety
Louise Rabøl
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IC58: Hospital-Acquired Pressure Ulcer Reduction

NCH Healthcare System
Joan McInerney
joan.mcinerney@nchmd.org

IC59: How One Individual, YOU, Can Improve Communication and Collaboration on AD HOC teams, ANYWHERE!

Sunnybrook Health Sciences Centre
Irene McGhee
irene.mcgee@sunnybrook.ca

IC60: iDASH — In-house Dashboard for Antimicrobial Stewardship in Healthcare

Department of Pharmacy, Singapore General Hospital
Lai Wei Lee
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IC61: Identification of Factors Contributing to Prolonged Wait Times and Boarding of Medical Patients in ED

Hamad Medical Corporation
Muhammad Zahid
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IC62: Identifying Underweight Children during Community Screening in Rural Cambodia, July–November 2014

Improving Global Health, Thames Valley Leadership Academy, Wessex Deanery NHS, UK
Kaajal Patel
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IC63: iLead — Building (Even More) Capacity for Improvement

Sunnybrook Health Sciences Centre
Guna Budrevics
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IC64: Implementation and Evaluation of Infusion Pumps and Safety Practice Compliance at London Health Sciences Centre

London Health Sciences Centre
Jennifer Yoon
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IC65: Implementation of Risk Screening Assessment Improves Identification of Patients at Risk for Suicide or Elopement

Monmouth Medical Center Southern Campus
Dorothy Perez
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IC66: Implementation of a Nurse Training program for the Extra-Corporeal Membrane Oxygenator

London Health Sciences Centre
P. Allen
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IC67: Implementing an Electronic Business Platform that Supports Internal and External Customers

VHA ISO Consultation Division
Anthony D'Eramo
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IC68: Implementing of a Fast Track Recovery Pathway for Pancreatic Cancer Surgical Patients

Orlando Health
Patricia Geddie
patricia.geddie@orlandohealth.com

IC69: Improving Access to Care: Community Geriatric Psychiatry Service

Hawkesbury & District General Hospital
Harminder Kaur-Singh
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IC70: Improving Hospital Flow With Open Access Radiology

Kolding Hospital
Pica Andersen
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IC71: Improving Identification, Treatment of Observation Patients to Reduce Length of Stay at Florida Hospital

Florida Hospital
David Gootee
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IC72: Improving Insurance Verification Processes in the ED

NCH Healthcare System
Tatiana Robles
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IC73: Improving Operating Theatre Efficiency — It's Not Just About the Numbers

Tan Tock Seng Hospital
Vernon Yong
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IC74: Improving Physician Documentation for Coding and Billing at Family Medicine Residency Clinic

UTRGV School of Medicine
Matiana Gonzalez Wright
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IC75: Improving Postpartum Care of Gestational Diabetes Patients at the Good Samaritan Hospital Faculty Medical Center

TriHealth Corporation
David Dhanraj
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IC76: Improving Quality Measurement & Transitions Among Small and Rural Hospitals in Ontario's Northwest

Centre for Effective Practice
Lindsay Bevan
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IC77: Improving Resident Discharge Efficiency Without Compromising Quality and Safety: From Resident Coaching to Friendly Competition

John D. Dingle VA Medical Center, Detroit Medical Center
Pierre Tannous
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IC78: Improving Student Compliance in Mandatory Training at London Health Science Centre

London Health Sciences Centre
Kathy Rylett
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IC79: Improving the Self-Management of Patients with Type II Diabetes Mellitus in a Primary Care Setting

The Wright Center for Graduate Medical Education (WCGME)
Gagandeep Dhillon
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IC80: Improving Theatre Efficiency — Using Data to Stimulate Improvement in a South African District Hospital

No Organization
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IC81: Improving Transitions of Care: Results From a Pilot Study of a Data-Driven Model

Cerner Corporation
Marina Daldalian
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IC82: Increasing International Patient Services Volumes

Ann & Robert H. Lurie Children's Hospital of Chicago
Laurie Fusilero
lfusiler@luriechildrens.org

IC83: Insulin Therapy for Hyperglycemia in an Acute Rehabilitation Hospital: A Retrospective Study

Burke Rehabilitation Hospital
Thomas Grandville
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IC84: Integrating Simulation Technology into Hemodialysis Nursing Orientation Program at LHSC

London Health Sciences Centre
Paula Gaspar
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IC85: Introducing a Departmental System Strengthening Approach: Quality Improvement Projects with South African Junior Doctors

Thames Valley and Wessex Leadership Academy
Charlotte Mitchell
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IC86: Instrument-Based Vision Screening for Preschool-Aged Children: An Implementation Study

Boston Children's Hospital
Temitope Osineye
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IC87: It's In Your Hands: An Educational Initiative to Improve Family Hand Hygiene Compliance

Boston Children's Hospital
Celeste Chandonnet
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IC88: Joint Injection Simulation Session for Family Medicine Student Readiness

LSU Health (LSUHSC)
Spandana Induru
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IC89: Keep Scheduling Simple

Nationwide Children's Hospital
Veronica Weber
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IC90: Knowledge Competency — Improving Practice Care Team Functioning Through eLearning

Remedy Healthcare Consulting
Sheila Richmeier
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IC91: Leaders Facilitating Change

The Joint Commission
Dawn Allbee
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IC92: Lean Six Sigma Cultural Transformation: Multi-Sites and Multi-Companies

Hospital Sisters Health System
Peter Wong
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IC93: Learning Conversations in Practice; Improving Patient Care Outcomes

Hamad Medical Corporation
Fiona Milligan
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IC94: Lessons from the Trenches: Transforming the Experience of People with Advanced Illness

North Shore-LIJ
Lori Ann Attivissimo
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IC95: Low-Cost Solution to High-Risk Problem: Enhancing Communication of Emergency Physician X-Ray Interpretations to Reading Radiologist

St. Michael's Hospital
Melissa McGowan
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IC96: Make Better Ways in Healthcare Spread Like Virus

Central Denmark Region
Henrik Bendix
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IC97: Measuring Knowledge Retained by Participants of the Advanced HAZMAT Life Support Provider Course

Sunnybrook Health Sciences Centre
Trevor Hall
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IC98: Measuring Preventable Harm

Christus Health
Lissette Chavarria
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IC99: Measuring Quality in Public Health

Los Angeles County Department of Public Health
Quan Truong
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IC100: Meatal Care: Catheter Associated Urinary Tract Infection Reduction Project

Centegra Health System
Carrie Zbierski
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IC101: Medical Assistant Academies to Maximize Medical Home

Gundersen Health System
Robyn Borge
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IC102: MedStar PromptCare: Creating a Data Driven Culture

MedStar Health
Andrew Canning
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IC103: Monitoring Patient's Telemetry for Necessity

NCH Healthcare System
Heather Dill
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IC104: Moving from Data to Knowledge to Action

West Virginia University
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IC105: Nationally Recognized ASU PCMH Practicum Expands to ECU

Community Care of North Carolina
Marianne Ferlazzo
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IC106: Nursing Transitional Model of Care-Management of High Risk Populations

Monmouth Medical Center
Sharon Holden
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IC107: Optimizing Timing of Inpatient Echocardiography to Improve Efficiency

London Health Sciences Centre
S. Blissett
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IC108: Our Pain Committee: A Better Approach to Managing Pain

Cancer Treatment Centers of America
Tahitia Timmons
tahitia.timmons@ctca-hope.com

IC109: Our Quest to Meet the Challenge of the Triple Aim*Signature Healthcare*

Vera De Palo

vdepalo@signature-healthcare.org

IC110: People With Diabetes Receive Better Care — At The Push of a Button!*Falu Hospital*

Kristina Ehrling

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IC111: Perioperative Tracking Boards — Enhancing Communication — Peace of Mind*London Health Sciences Centre*

Karen Burnett

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IC112: Prematurely Discontinued Randomized Trials Are Frequently Labelled “Completed” in Trial Registries — A Systematic Review*King Fahad Specialist Hospital in Dammam*

Reem Al Turki

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IC113: Process Issues That Adversely Affect C Diff Rates in NHSN*Flagler Hospital*

William Hepler

bill.hepler@flaglerhospital.org

IC114: QI Gateway: Powerful Portal for Residents to Advance Improvement Work*QI Innovation Institute*

Farbod Raiszadeh

fraiszad@gmail.com

IC115: Quality Improvement Initiative to Improve Empirical Antibiotic Selection at the Time of Admission*The Wright Center Graduate**Medical Education*

Maryyam Ali

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IC116: Rapid Cycle Improvement: Building Improvement Capability to Drive Outcomes*The Children’s Hospital of Philadelphia*

Virginia Lederman

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IC117: Rapid Recovery Services (RRS)*Mississauga Halton Community Care**Access Centre*

Bobbi Greenberg

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IC118: Reducing CAUTIs: A Unit-Based Education and Leadership Bundled Approach*Yale New Haven Health System —**Bridgeport Hospital*

Jennifer O’Neil

jennifer.o’neil@bpthosp.org

IC119: Reducing Electronic Lab Order Errors to Improve Patient Care and Decrease Cost*Stanford Family Medicine*

Jimmy Chen

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IC120: Reducing Pediatric Emergency Department Utilization and Barriers to Care: An Interprofessional Approach using Care Coordination*University of Central Florida**College of Medicine*

Erika Cohen

erikac@knights.ucf.edu

IC121: Reducing Process Errors Related to the Respiratory Care Consult Service*NCH Healthcare System*

Megan Mejia

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IC122: Reduction in Length of Stay for Neonates with Neonatal Abstinence Syndrome Through Non-Pharmacological Interventions*Yale New Haven Health System*

Matthew Grossman

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IC123: Removal of Indwelling Urinary Catheter with PCEA*NCH Healthcare System*

Christina Carranza

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IC124: Revolutionizing Nursing Shared Decision Making*NCH Healthcare System*

Marie Hageman

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IC125: Right Level of Care Without Waiting Time for Stroke Patients in Dalarna*Landstinget Dalarna*

Birgitta Gothman

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IC126: Round & Round We Go — Multidisciplinary Rounds*NCH Healthcare System*

Jennifer Ringle

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IC127: Sanford Improvement: Unifying Improvement Efforts*Sanford Health*

Annette Schultz

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IC128: Scaling Data-Driven Collaborative Improvement*Healthcare Council of Western PA*

Jane Montgomery

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IC129: Scaling Up Peer Support at Beth Israel Deaconess Medical Center*Beth Israel Deaconess Medical Center*

Lisa Buchsbaum

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IC130: Sepsis Code: A Decade Long Journey Towards Mortality Reduction*Christiana Care Health System*

Vinay Maheshwari

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IC131: Sepsis Screening in Out-patient Adult Oncology Patients*Orlando Health*

Patricia Geddie

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IC132: So What is the Role of an Improvement Advisor?*Scottish Government*

Kathryn Paterson

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IC133: Socking It to Sepsis: A Journey to Improve Quality ED Sepsis Care*St. Michael’s Hospital*

Melissa McGowan

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IC134: Spreading Knowledge and Learning Through Mentoring in Public Schools in Chile*Fundacion Educacional Oportunidad*

María Trinidad Castro Ameníabar

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IC135: Statistical Thinking and Methods — Successful Adaptation of Deming’s Management Method*Northern Sydney Local Health District*

Helen Ganley

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IC136: Streamlining Sepsis with Novel Use of EHR*Lakeland Regional Health System*

Robert Nolan

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IC137: Stroke Action Plan: Using IHI Learning Collaborative Methodology across an Entire Health Jurisdiction*Alberta Health Services*

Blair O’Neill

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IC138: StrokePrio, Stroke Care Process Project- Patient Focused Healthcare in County Council of Dalarna*Landstinget Dalarna, County Council**of Dalarna*

Helena de la Cour

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IC139: Supporting Advanced Stroke Treatment through Continuous Quality Improvement in Saskatchewan Canada.*Health Quality Council*

Jessica Hamilton

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IC140: Sustainable Morbidity Surveillance in a South African Emergency Centre: Using a Standardised Coding Reference Sheet*Improving Global Health through**Leadership Development*

Judy Martin

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IC141: Technical Assistance for the FQHC ACPD Demonstration*American Institutes for Research*

Robert Madden

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IC142: The Impact of Process Re-engineering on Safety and Throughput in a Behavioral Health Crisis Center*ConnectionsAZ*

Margaret Balfour

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IC143: The Synergy among Five Key Success Factors Help to Conquer CAUTIs in Critically Ill Patients*Yale New Haven Hospital*

Sandra Fillion

Sandra.Fillion@ynhh.org

IC144: The Use of Simulation to Engage and Evaluate Personal Support Workers (PSWs)*London Health Sciences Centre*

Karen Goldrick

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IC145: To Increase 24 Hour Rooming in Rate of Postnatal Patients and Their Newborn in Hospital*Singapore General Hospital*

Liow Peck Hoon

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IC146: To Reduce the Processing Time for Home Delivery Service Prescriptions by 50% Within 6 Months

Singapore General Hospital
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IC147: Transformative Nursing Education in the ED

London Health Sciences Centre
Lucy Vermeulen
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IC148: Transforming the Healthcare Response to Domestic Violence

Kaiser Permanente
Brandon Choi
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IC149: Transitioning Breast Cancer Survivors: A Formative Evaluation

Cancer Care Ontario
Maria Grant
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IC150: Two Hours of Simulation Training Improves Teamwork in Cardiopulmonary Arrest Teams

Orlando Health
Tara Mahramus
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IC151: UHN QIP Discharge Summary-Innovative Quality Improvements and Collaborative Effort to Drive Focused Organizational Change

University Health Network
Andre D'Penha
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IC152: Using Clinical Dashboards and Decision Support to Enable Guideline-Concordant Mental Health Care

Ontario Shores Centre for Mental Health Sciences
Sanaz Riahi
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IC153: Using Patient-Reported Outcomes to Improve Pressure Ulcer Patient Education

Alberta Health Services
Laura Mumme
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IC154: Utilizing Lean Methods to Improve Patient Experience in the Rush University Cancer Center

Rush University Medical Center
Phil Shaw
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IC155: Walk This Way — Improving a Central Transportation Process

NCH Healthcare System
Magaly Del Valle
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IC156: What's All The Whoop About-Rapid ID of Pertussis

NCH Healthcare System
Maritza Lemes
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IC157: When Good Care Givers Experience Bad Outcomes

Barnes Jewish Hospital
Michele Gatzert
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IC158: Workflow-Based Interventions to Improve Vaccination of Hepatitis C Patients in a VA Primary Care Clinic

Veterans Administration
John Zambrano
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