

Storyboards

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

December 6–9, 2015 · Orlando, FL

Equity

E1: Addressing Equity in Health

**Care: Experience of Middle Eastern
American Women**

No Organization

Shaida Kalbasi

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E2: Equity Care Guides: Reducing Health Disparities by Transforming Care Delivery

Allina Health System

Amanda Hunt

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E3: Population Care Management and Team-Based Approach to Reduce Racial Disparities among Hypertensive Blacks /African Americans

Kaiser Permanente

Rowena Bartolome

Rowena.E.Bartolome@kp.org

E4: Population-Based Intervention to Reduce Disparities in Early Hospital Postpartum Readmissions at Connecticut's Hospitals

Brown University

M. Natalie Achong

M_Natalie_Achong@brown.edu

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.

Storyboards

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

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Improvement Capability

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

Geisinger Medical Center
Michael Richardson
mjrichardson@geisinger.edu

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
omar.hasan@ama-assn.org

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
cbeaton@medicalpharmacies.com

IC21: Building Improvement Capability: A Novel Approach to Interprofessional Quality Improvement Methodology Training

University of Texas Southwestern
Eleanor Phelps
eleanor.phelps@utsouthwestern.edu

IC22: Cardiac Resuscitation: Improving Performance Measures and Patient Outcomes for In-Hospital Cardiac Arrests

Newark Beth Israel Medical Center
Michael DiVita
mdivita@barnabashealth.org

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
malrashid@hmc.org.qa

IC25: Changing the World through Robust Process Improvement

Citrus Valley Health Partners
William Choctaw
wchoctaw@mail.cvhp.org

IC26: Clinical Pathways and Quality Improvement at CHOP

The Children's Hospital of Philadelphia
Sarah Hadley
hadleys@email.chop.edu

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
bhuvaneshwari@nuhs.edu.sg

IC29: Compassion Fatigue Meetings Promotes Care Model

NCH Healthcare System
Carolyn Smith
carolyn.smith@nchmd.org

IC30: Conquering CLABSI

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

London Health Sciences Centre
Kara Ludlow
jennifer.yoon@lhsc.on.ca

Storyboard Reception

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

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

St. Joseph's Healthcare Hamilton
Yelena Potts
ypotts@stjoes.ca

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
hnavare@medicalpharmacies.com

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
darleen.williams@orlandohealth.com

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
jennifer.waterbury@flhosp.org

IC56: Getting Supplies to the Front Line Caregivers Faster!

NCH Healthcare System
Sue Facticeau
sue.facticeau@nchmd.org

IC57: Going with the Flow — The Danish Flow Collaborative

Danish Society for Patient Safety
Louise Rabøl
louise.rabol@patientsikkerhed.dk

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
lee.lai.wei@sgh.com.sg

IC61: Identification of Factors Contributing to Prolonged Wait Times and Boarding of Medical Patients in ED

Hamad Medical Corporation
Muhammad Zahid
mzahid@hamad.qa

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
kaajalpatel4@gmail.com

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
jennifer.yoon@lhsc.on.ca

IC65: Implementation of Risk Screening Assessment Improves Identification of Patients at Risk for Suicide or Elopement

Monmouth Medical Center Southern Campus
Dorothy Perez
dperez@barnabashealth.org

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
anthony.d'eramo@va.gov

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
pica.ann.blackburn.andersen@rsyd.dk

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

Florida Hospital
David Gootee
davidgootee@aol.com

IC72: Improving Insurance Verification Processes in the ED

NCH Healthcare System
Tatiana Robles
lisa.leonard@nchmd.org

IC73: Improving Operating Theatre Efficiency — It's Not Just About the Numbers

Tan Tock Seng Hospital
Vernon Yong
Vernon_Yong@ttsh.com.sg

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
jennifer.yoon@lhsc.on.ca

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
marina.daldalian@cerner.com

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
tgrandvi@burke.org

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
clmmitchell@gmail.com

IC86: Instrument-Based Vision Screening for Preschool-Aged Children: An Implementation Study

Boston Children's Hospital
Temitope Osineye
topak4@yahoo.com

IC87: It's In Your Hands: An Educational Initiative to Improve Family Hand Hygiene Compliance

Boston Children's Hospital
Celeste Chandonnet
celeste.chandonnet@childrens.harvard.edu

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
veronica.weber@nationwidechildrens.org

IC90: Knowledge Competency — Improving Practice Care Team Functioning Through eLearning

Remedy Healthcare Consulting
Sheila Richmeier
Sheila@remedyhc.com

IC91: Leaders Facilitating Change

The Joint Commission
Dawn Allbee
dallbee@jointcommission.org

IC92: Lean Six Sigma Cultural Transformation: Multi-Sites and Multi-Companies

Hospital Sisters Health System
Peter Wong
peter.wong@hshs.org

IC93: Learning Conversations in Practice; Improving Patient Care Outcomes

Hamad Medical Corporation
Fiona Milligan
FMilligan@hmc.org.qa

IC94: Lessons from the Trenches: Transforming the Experience of People with Advanced Illness

North Shore-LIJ
Lori Ann Attivissimo
lattivissimo@hospicecarenetwork.org

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
henben@rm.dk

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
qtruong@ph.lacounty.gov

IC100: Meatal Care: Catheter Associated Urinary Tract Infection Reduction Project

Centegra Health System
Carrie Zbierski
czbierski@centegra.com

IC101: Medical Assistant Academies to Maximize Medical Home

Gundersen Health System
Robyn Borge
RABorge@gundersenhealth.org

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
Adam Baus
abaus@hsc.wvu.edu

IC105: Nationally Recognized ASU PCMH Practicum Expands to ECU

Community Care of North Carolina
Marianne Ferlazzo
mferlazzo@ncaccesscare.org

IC106: Nursing Transitional Model of Care-Management of High Risk Populations

Monmouth Medical Center
Sharon Holden
sholden@barnabashealth.org

IC107: Optimizing Timing of Inpatient Echocardiography to Improve Efficiency

London Health Sciences Centre
S. Blissett
jennifer.yoon@lhsc.on.ca

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

birgitta.gothman@ltdalarna.se

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

Karen Burnett

jennifer.yoon@lhsc.on.ca

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

Reem Al Turki

alturkirk@gmail.com

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

alim@thewrightcenter.org

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

Virginia Lederman

houckv@email.chop.edu

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

Bobbi Greenberg

roberta.greenberg@mh.ccac-ont.ca

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

jchen1017@gmail.com

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

megan.mejia@nchmd.org

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

birgitta.gothman@ltdalarna.se

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

annette.schultz@sanfordhealth.org

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

Jane Montgomery

montgomj@hcwp.org

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

Lisa Buchsbaum

lbuchsba@bidmc.harvard.edu

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

Vinay Maheshwari

vmaheshwari@christianacare.org

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

Patricia Geddie

patricia.geddie@orlandohealth.com

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

Kathryn Paterson

kathryn.paterson@scot.gov.uk

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

Melissa McGowan

mcgowanm@smh.ca

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

María Trinidad Castro Ameníabar

tcastro@fundacionoportunidad.cl

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

Helen Ganley

Helen.Ganley@health.nsw.gov.au

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

Robert Nolan

rnolan@lakelandhealth.org

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

Blair O'Neill

oneill2@ualberta.ca

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

Helena de la Cour

birgitta.gothman@ltdalarna.se

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

Jessica Hamilton

jhamilton@hqc.sk.ca

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

Judy Martin

judymartin3@googlemail.com

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

Robert Madden

rmadden@air.org

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

Margaret Balfour

margaret.balfour@gmail.com

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

jennifer.yoon@lhsc.on.ca

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
TEO Bee Hoon Doris
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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
brandon.choi@kp.org

IC149: Transitioning Breast Cancer Survivors: A Formative Evaluation

Cancer Care Ontario
Maria Grant
Maria.Grant@cancercare.on.ca

IC150: Two Hours of Simulation Training Improves Teamwork in Cardiopulmonary Arrest Teams

Orlando Health
Tara Mahramus
tara.mahramus@orlandohealth.com

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

University Health Network
Andre D'Penha
andre_dpenha@hotmail.com

IC152: Using Clinical Dashboards and Decision Support to Enable Guideline-Concordant Mental Health Care

Ontario Shores Centre for Mental Health Sciences
Sanaz Riahi
dewhurstm@ontarioshores.ca

IC153: Using Patient-Reported Outcomes to Improve Pressure Ulcer Patient Education

Alberta Health Services
Laura Mumme
laura.mumme@albertahealthservices.ca

IC154: Utilizing Lean Methods to Improve Patient Experience in the Rush University Cancer Center

Rush University Medical Center
Phil Shaw
phil_shaw@rush.edu

IC155: Walk This Way — Improving a Central Transportation Process

NCH Healthcare System
Magaly Del Valle
magaly.delvalle@nchmd.org

IC156: What's All The Whoop About-Rapid ID of Pertussis

NCH Healthcare System
Maritza Lemes
Maritza.Lemes@nchmd.org

IC157: When Good Care Givers Experience Bad Outcomes

Barnes Jewish Hospital
Michele Gatzert
mal4681@bjc.org

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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Storyboards

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**L1: Accelerating Innovation with
Generative Change Leadership**

The Potential Group

Danny Nashman

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**L2: Action Learning Projects: Three
Key Elements for Building Success into
Student QA Projects**

Dartmouth MHCDS

Adrienne Faerber

adrienne.e.ferber@dartmouth.edu

**L3: Challenges in Transparency: Telling
Stories, Publishing Data**

Greater Baltimore Medical Center

John Saunders, Jr.

jsaunders@gbmc.org

L4: Deepening a Case for a Fourth Aim

The Potential Group

Cate Creede

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**L5: Development of a “Lean”
Integrated/Enterprise Risk
Management Program to Manage
Organizational Risks**

HIROC

Joanna Noble

jnoble@hiroc.com

**L6: Doctor of Nursing Practice (DNP)
Projects Associated with Triple Aim
Outcomes: Implications for Academic-
Community Partnerships**

University of Minnesota

Judith Pechacek

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L7: Evaluating Accreditation Choices

Novant Health

Romona Carver

rscarver@novanthealth.org

**L8: Fatigue in the Workforce:
Where Do You Start?**

University of Wisconsin — Madison

School of Nursing

Barbara Pinekenstein

pinekenstein@wisc.edu

**L9: From Theory to Action: Development
and Implementation of Leader Standard
Work at Health Sciences North**

Health Sciences North

Natalie Aubin

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**L10: How to Use the Media as a Driver
for Improvement**

Danish Society for Patient Safety

Charlotte Frenved

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**L11: Improving Nurse-Physician
Communication in an Urban
Emergency Department**

Boston Medical Center

Cassidy Dahn

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**L12: Integrating Organizational Cultures
Post Merger or Post Acquisition**

Hotel-Dieu Grace Healthcare

Terra Cadeau

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L13: Leading Through a Quality Cabinet

Sanford Health

Molly Clark

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**L14: Physician Professionalism:
Definition and Commitment**

Advocate Lutheran General Hospital

Pam Hyziak

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**L15: Physician Professionalism:
Doctor: For Your Information**

Advocate Lutheran General Hospital

Judi Gravdal

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**L16: Physician Professionalism:
Feed In and Feed Back**

Advocate Lutheran General Hospital

Judi Gravdal

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**L17: Promoting Research in a Busy
Residency Program**

Hofstra NSLIJ School of Medicine

Maureen Grissom

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**L18: Resident QI Clinic: A Structured
Educational Intervention to Provide
Quality and Safety Training and
Mentorship**

QI Innovation Institute

Farbod Raiszadeh

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**L19: The Science of Health
Care Delivery: Improving the
Healthcare System through
Research and Education**

Arizona State University

Kristen Will

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**L20: Transforming the Patient
Safety Culture**

Mary Lanning Healthcare

Charlene Sanders

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**L21: Turning Physician Complaints into
Positive Action**

Northwest Community Hospital

Lucy Hammerberg

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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.

Storyboards

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

December 6–9, 2015 · Orlando, FL

Patient Safety

PS1: “I Will Fall,” A Team Approach to In-Patient Fall Reduction

Baylor Scott and White Medical Center At Irving

J. Brice King
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PS2: A 10-year Journey of Engaging Patients in Patient Safety Education, Research, and Improvement

MedStar Health Research Institute

Kelly Smith
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PS3: A Change in Culture to Improve Patient Safety

Hotel Dieu Grace Hospital

Kendra Truant
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PS4: A Study on Effective Patient Safety Education for All Staff of Medical Institutions

Japan Association for Development of Community Medicine

Masahiko Ishikawa
masahikois@jadecom.jp

PS5: Acute Care Toolkits: Supporting the Delivery of Acute Care

Royal College of Physicians

Kevin Stewart
Kevin.Stewart@rcplondon.ac.uk

PS6: Adverse Event Review: Reflecting on the Past to Improve the Future

Mississauga Halton Community Care Access Centre

Bobbi Greenberg
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PS7: Age Based Guidelines to Decrease Narcotic Oversedation

NCH Healthcare System

Aileen Adams
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PS8: All Hazard Preparedness Through Ebola Simulation

North Shore-LIJ

Robert Kerner
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PS9: Approach to Communication & Resolution Program Implementation

MedStar Health

Kyle Quigley
Kyle.W.Quigley@medstar.net

PS10: Appropriate Use of Antibiotic Prophylaxis in Surgical Procedures

Clinica San Felipe

Ernesto Aspillaga
easpillaga@clnicasanfelipe.com

PS11: Assessing Risk within the Health Care Supply Chain

Medbuy

Christopher Fernandes
cfernandes@medbuy.ca

PS12: Assessment of a Swiss Adverse Drug Event Prevention Collaborative

Stat'Elite

Estelle Lécurveux
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PS13: Building Quality and Safety Checks in Implementing New Clinical Services

National University Hospital

Diana Santos
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PS14: Charting the Course to Patient Safety Certification

Courtemanche & Associates

Kerrie Bellisario
kerrie@courtemanche-assocs.com

PS15: Code Blue: Using In-Hospital ACLS Simulation as a Multidisciplinary Quality Improvement Tool

Erie Family Health Center

John Hayes
JohnRyanHayes@gmail.com

PS16: Compliance With Infection Control Practices Among ED Nurses During the Outbreak of MERS-COV

Hamad Medical Corporation

Bejoy Chacko
Bchacko3@hmc.org.qa

PS17: Compliance of Surgical Handwashing Before Surgery by Remote Video Auditing

The Aga Khan University Hospital

Ambreen Khan
ambreen.khan@aku.edu

PS18: Console, Coach or Discipline? The Experience and Outcomes of Implementing a Just Culture

Windsor Regional Hospital

Rosemary Petrakos
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PS19: Creating a Culture of Safety in the O.R. by Implementing a Briefing and Time-Out Tool

Hartford HealthCare

Rekha Singh
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PS20: Creating a Safe Zone Through Fall Interventions

NCH Healthcare System

Jennifer Menendez
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PS21: Creation of an Intake Process in OB Triage

Boston Medical Center

Kristine Smith
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PS22: Decreasing Healthcare Acquired Multidrug-Resistant Organisms in a Surgical Intensive Care Unit (ICU)

The Mount Sinai Hospital

Rebecca Anderson
rebecca.anderson@mountsinai.org

PS23: Decreasing Sepsis Mortality through a Comprehensive Intervention in the Emergency Department and Inpatient Setting

Mount Sinai School of Medicine

Allison Glasser
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PS24: Development and Implementation of Measures to Promote Early Sepsis Detection of Adult Medical Inpatients

Rush University Medical Center

Barbara Gulczynski
barbara.gulczynski@gmail.com

PS25: Difficult Airway Identification — The Most Comprehensive Approach

Cleveland Clinic Health System

Piyush Mathur
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PS26: Effective Prevention Bundle to Eliminate Hemodialysis Catheter Related Bloodstream Infection in Ambulatory Hemodialysis facilities

Hamad Medical Corporation

hicham bouanane
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PS27: Electronic Safety Checklists Reduce Severe Errors and Increase Workflow Efficiency in a Radiation Oncology Department

University of Florida

Julie Greenwalt
Julie.Greenwalt@shands.ufl.edu

PS28: Eliminating Falls Across Health Care is Possible; No One Walks Alone

King Abdulaziz Medical City - National Guard Health Affairs

Rohana Yahya
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PS29: Emergency Department (ED) Front End Process (FEP) Redesign; Improved Door to Provider (DTP) Time

Methodist Hospital of Sacramento

Chasity Ware
chasity.ware@dignityhealth.org

PS30: Enhancing Patient Safety and Improving Organizational Culture of Safety

Wellspan Health

Vipul Bhatia
vbhatia@wellspan.org

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.

PS31: Ensure Patients Contact Details Are Correct

National Healthcare Group Polyclinics
Serene Foo
Serene_FOO@nhgp.com.sg

PS32: Establishing Safety Event Analysis Team (SEAT) “turned ordinary people into champions”

SEHA Tawam Hospital
Krishnan Sankaranarayanan
Krishnanks67@gmail.com

PS33: Extent of Diagnostic Uncertainty Among Medical Referrals

Mayo Clinic
Monica Van Such
vansuch.monica@mayo.edu

PS34: First Do No Harm

St. Mary's Hospital, SPHP
Vasanth Natarajan
vasantha.natarajan@sphp.com

PS35: Full Implementation and Sustainment of Project Re-Engineered Discharge at VA Palo Alto Health Care System

Va Palo Alto Health Care System
David Renfro
David.Renfro@va.gov

PS36: Game on! Use of Gamification to Engage With and Motivate Clinicians to Improve Sepsis Care

BC Patient Safety & Quality Council
Shari McKeown
smckeown@bcpsqc.ca

PS37: Glycemic Control in the Inpatient Hospital Setting

Dignity Health
Heather Kendall
Heather.Kendall@DignityHealth.org

PS38: Golden Hour for Extremely Premature Infants: Improving Time to Stability

Nationwide Children's Hospital
Amina Habib
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PS39: Guidelines for the Reversal or Perioperative Cessation of Antiplatelet and Anticoagulant Medications

Hartford HealthCare
Bogdan Musial
bogdan.musial@hhchealth.org

PS40: Hand Hygiene Compliance

NCH Healthcare System
Mark Flood
mark.flood@nchmd.org

PS41: Hand Hygiene: A Continual Challenge

The Aga Khan Secondary Hospital,
Hyderabad.
Saniya Amar Khawaja
saniya.amar@aku.edu

PS42: Have Mannequin, Will Travel: In Situ Simulation

Novant Health
Stacy Capel
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PS43: Health Human Resource Factors: An Analysis on Patient Safety Indicators

Critical Care Services Ontario
Bernard Lawless
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PS44: Healthy Babies Team Redesign: Eliminating Early Term Elective Deliveries

Bon Secours St. Francis
Edward Heidtman
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PS45: High Quality Care for the Older Person

Homerton University Hospital Foundation
NHS Trust
Victoria Newlands-Bentley
victoria.newlands@homerton.nhs.uk

PS46: HRO Journey to Reduce Heparin Errors

William W Backus Hospital
Michael Smith
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PS47: Identifying and Reducing Code Grey Events in the Acute Care Hospital Setting

NCH Healthcare System
Jeannie Kellogg
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PS48: Identifying Opportunities for Improving Safety from the Bedside: A Protocol for IVIG Administration

Northwestern Memorial Hospital
Trevor Barnum
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PS49: Impact of Influenza Like Illness on Critical Care Units: Early Findings from 206 Ontario ICUs

Critical Care Services Ontario
Bernard Lawless
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PS50: Implementation of a Nursing-Driven Sliding Scale Electrolyte Protocol in Five Adult Intensive Care Units

Boston Medical Center
William Vincent
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PS51: Implementation of A Perioperative Nurse-to-Nurse Report Across Victoria Hospital and University Hospital

London Health Sciences Centre
Kristen Webb
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PS52: Implementation of a Surgical Safety Checklist in a Swiss University Hospital

University hospital
Estelle Lécureux
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PS53: Implementation of Transsphenoidal Pituitary Surgery Clinical Pathway to Improve Quality of Care and Patient Safety

Singapore General Hospital
Ulina Santoso
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PS54: Improved Response to Serious Adverse Events as a Means to Culture Transformation

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Bonnie Portnoy
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PS55: Improvement of Resident Reported Patient Safety Events

University of Wisconsin Hospital and Clinics
Sarah Tevis
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PS56: Improving ACS Surgical Risk Calculator

Clínica San Felipe
Ernesto Aspillaga
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PS57: Improving Clinical Performance and Safety Culture through TeamSTEPPS Implementation

HCA
Bill Laxton
Bill.Laxton@hcahealthcare.com

PS58: Improving Compliance with VTE Prophylaxis Assessment Completion

Boston Medical Center
Abhinav Vemula
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PS59: Improving HCW Influenza Vaccination

Castle Medical Center
Anne Massie
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PS60: Improving hospital Acquired CLABSI Rates by Culturing on Admission: An Inpatient Cancer Unit's Journey

Penn State Hershey Medical Center
Ruth Gundermann
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PS61: Improving Immunization Status in Peritoneal Dialysis Population

Hamad Medical Corporation
Yolanda Arroyo
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PS62: Improving Medication Reconciliation Accuracy in a VA Resident Primary Care Clinic Using After Visit Summaries

University Hospitals Case Medical Center/
LSCVAMC Center of Excellence in Primary Care Education
Andrew Harris
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PS63: Improving Patient Safety by Reducing Hypoglycemia Events

Mercy Hospital St. Louis
Julie Binder
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PS64: Improving the Response of Code Blue Team in the In-Patient Pediatric Units Hamad General Hospital

Hamad General Hospital
Magda Wagdy
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PS65: Improving the Safety of Clinical Alarm Systems

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Billie T. Robinson
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PS66: Increased Error Reporting Through a Great Catch Program

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Desiree Albright
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PS67: Inculcating Patient Safety Culture Among Junior Doctors Through Interactive Teaching

National University Hospital
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PS68: In-Hospital Cardiac Arrest Response Redesign

Northwestern Memorial Hospital
Gabriel Kleinman
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PS69: Innovative Ideas for Preventing Falls from Frontline Staff

Boston Medical Center
Katherine Scanlon
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PS70: Inpatient Glucose Management Program in the Asian Healthcare Setting

Singapore General Hospital
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PS71: Inspiring a Culture of Safety through Patient Safety Event Reporting and Analysis

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PS72: Inventing Med Rec 2.0: Patient-centered Medication Reconciliation for Children

The Mount Sinai Hospital
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PS73: I-PASS with SAFETY: Standardized Nursing Bedside Handoff

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Katherine Scanlon
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PS74: It Takes a Village: Hospital Based Inpatient Psychiatric Services

Stanford Health Care
Catherine Mortl
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PS75: Lost to Follow-up Patients

Cincinnati Children's Hospital Medical Center
James Brown
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PS76: Medical Student Perceptions on Patient Safety Prior to Pilot of Healthcare Leadership Track

Georgetown University
Omar Rahman
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PS77: Mental Health Patient Placement Matters

Health Sciences North
Natalie Kennedy
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PS78: Mental Health Service Changes and Suicide: Examining the Impact by Age and Gender

The University of Manchester
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PS79: MISSION Asthma Modern Innovative SolutionS to Improve Outcomes in Asthma

Portsmouth Hospitals NHS Trust
Claire Roberts
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PS80: Monitoring Transfusion Reaction Activity Through Surveillance

Provincial Health Services Authority
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PS81: Nurse Led Implementation of the ABCDE Bundle

Dignity Health
Brenda Downs
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PS82: On a Journey to High-Reliability-A Systems Approach to Communication & Resolution Program Implementation

MedStar Health
Kyle Quigley
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PS83: One Year Post Life or Limb Policy Implementation: Evaluation to Support Acute Care Quality Services

Critical Care Services Ontario
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PS84: Partnering with Patients and Families to Dispel Misconceptions of Delirium - A System Approach

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PS85: Path to Develop a Toolbox for Undergraduates

Robert Gordon University
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PS86: Patient Safety from Boardroom to Bedside: Clinical Red/Green Meetings

Windsor Regional Hospital
Karen McCullough
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PS87: Patient-Involved Structured Debriefings after Cesareans Improve Labor and Delivery Team Perception of Communication and Safety

The University of Kansas School of Medicine - Wichita
Taylor Bertschy
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PS88: Patients as Partners in High Reliability- A Case Study of We Want to Know

MedStar Health Research Institute
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PS89: Pediatric Catheter Associated Urinary Tract Infection Reduction

Nationwide Children's Hospital
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PS90: Pharmacy Presence in the Pediatric Emergency Center- Cultivating Safer Practice

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PS91: Pressure Ulcer Incidence in Six Intensive Care Units — Data for Improvements

University of Michigan Health System
Candace Friedman
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PS92: Preventing Avoidable Death — An EMR-Powered Chief Quality Officer

Houston Methodist Medical Center
Stuart Dobbs
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PS93: Preventing Delays by Promptly Dealing Urgency of Cesarean Sections — The Implementation of Color Codes

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Sidrah Nausheen
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PS94: Preventing Falls in Outpatient Rehab

NCH Healthcare System
Vince Laz
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PS95: Preventing Insulin Dispensing Errors

Hamad Women's Hospital
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PS96: Preventing Kernicterus in Canadian Hospitals

HIROC
Joanna Noble
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PS97: Prevention of Catheter-Associated Urinary Tract Infections (CAUTI'S) Utilizing a Patent-Safe Automatic Bladder Management System

Foundation Fighting Fatal Infection & Disease
David Flinchbaugh
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PS98: Promoting a Culture of Safety In A Multi-Site Pediatric Hematology/Oncology Practice

All Children's Hospital John's Hopkins Medicine
Tracy West-Grubb
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PS99: Promoting an Ambulatory Care Culture of Safety with an Interdisciplinary Preventative Falls Program (Falling Leaves)

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PS100: Protecting Patients From Risks Associated With The Use of Electrosurgical Unit (ESU)

National University Hospital
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PS101: Providing Early Definitive Care: A Mitigating Measure for Patients Waiting for Beds at Emergency Department

National University Hospital
Sandhya Mujumdar
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PS102: Pulse Oximetry Alarms: Can We Take Alarms Down Another Notch

Boston Medical Center
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PS103: Pump In & Pump Out: Increasing Hand Hygiene Compliance and Observations through Mobile Form

Adventist HealthCare Physical Health and Rehabilitation
Marya De La Cruz Sabalbaro
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PS104: Quality Improvement Initiative of Pediatric Inpatient Discharge Summary

Metropolitan Hospital Center
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PS105: Rapid Start Up of a Large Scale Patient Safety Organization

HCA
Ruth Westcott
Ruth.Westcott@hcahealthcare.com

PS106: rapID-PASS: An Emergency Department Standardized Handoff
Boston Medical Center
 Anton Manasco
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PS107: Reducing Bottleneck Delays in a South African Emergency Centre
Thames Valley and Wessex Leadership Academy
 Lucy Parker
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PS108: Reducing Falls: A Critical Access Hospital Approach to Reducing Falls
Rumford Hospital
 Becky Hall
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PS109: Reducing Harm from Opioids
Southern District Health Board
 Lucia Magee
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PS110: Reducing Hospital-Acquired Pressure Ulcers at Florida Hospital
Florida Hospital
 Namrata Sachdev
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PS111: Reducing Hyperglycaemia in Fasting Diabetic Patients Awaiting Procedures
Singapore General Hospital
 Stephanie Chung Shuk Tyng
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PS112: Reducing Radiation Dose During CT Exams
NCH Healthcare System
 Lindsey DeLorme
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PS113: Reducing the Risk of Venous Thromboembolism (VTE) Events: An Interprofessional Approach
Penn State Hershey Medical Center
 Mary Trauger
 mkost07@comcast.net

PS114: Reducing Urinary Catheters at The Ottawa Hospital: Experience from the medicine ward
The Ottawa Hospital Research Institute
 Krista Wooller
 krwooller@toh.on.ca

PS115: Reduction in Post Prostate Biopsy Infections
St. Luke's Regional Medical Center
 John Werdel
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PS116: Reduction of Adverse Events (AEs) in an AMC Over a Decade — The NUH Experience
National University Hospital
 Sucharita Hota
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PS117: Respiratory Therapist and Nurses Collaborate to Prevent Respiratory Device-Related Pressure Ulcers
Orlando Health
 Tara Mahramus
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PS118: Risk-Scoring Systems Improve Patient Safety
Signature Healthcare Brockton Hospital
 Cheryl McCallion
 cmccallion@signature-healthcare.org

PS119: Safe Passage: Optimizing Transitions of Care to Labor and Delivery
University of Pennsylvania Hospital
 Daniel Lee
 daniel.lee@uphs.upenn.edu

PS120: Safety and Savings: Improve Obstetric Hemorrhage-Screening Requirements
Winnie Palmer Hospital: Arnold Palmer Medical Center a part of Orlando Health
 Sharon Sabella
 sharon.sabella@orlandohealth.com

PS121: Safety by Design: Creating the Prototype for Design Thinking in Patient Safety at Stanford
Lucile Packard Children's Hospital
 L. Krisa Hoyle Elgin
 kelgin@stanfordchildrens.org

PS122: Safety Initiatives Implemented on an Inpatient Unit for Patients with Substance Use Disorders
The Ohio State University Medical Center
 Julie Niedermier
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PS123: Save a Life — Call an RRT!
New Hanover Regional Medical Center
 Steve Johnson
 steve.johnson@nhrmc.org

PS124: Saving Sacrum: Reducing Pressure Ulcers
NCH Healthcare System
 Erin Raney
 erin.raney@nchmd.org

PS125: Screening for Anxiety and Depression in Cancer Patients: A Nursing Intervention
Hamad Medical Corporation
 Fiona Milligan
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PS126: Sentinel Events Eliminated by Implementation of Direct Admission Policy
Saint Michael's Medical Center
 Susanna Yim
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PS127: Shining a Light on Patient Safety
Mercy Hospital St. Louis
 Debbie Nihill
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PS128: Standardizing and Tightening Home Leave Process to Ensure Patient Safety
National University Hospital
 Bhuvaneshwari Mohankumar
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PS129: Standardizing Total Parenteral Nutrition (TPN) to Reduce Errors
All Children's Hospital Johns Hopkins Medicine
 Jacquelyn Crews
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PS130: Sticking it to the Flu
NCH Healthcare System
 Paul Slack
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PS131: Strengthen the Hand Over Process
The Aga Khan University Hospital
 Ambreen Memon
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PS132: Surgical Antibiotic Prophylaxis: Choice and Dose Matters!
Yale New Haven Hospital
 Nicole Colandrea
 Nicole.Colandrea@ynhh.org

PS133: Surgical Leadership Huddle to Review Debriefing
Thomas Jefferson University Hospital
 Monica Young
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PS134: Sustaining the Gain in Reducing Falls
Newark Beth Israel
 Sheri Cleaves
 scleaves@barnabashealth.org

PS135: Systems & Human Factors Engineering Approach to Reducing System-wide CAUTI at an Academic Medical Center
University of Texas Southwestern
 Eleanor Phelps
 eleanor.phelps@utsouthwestern.edu

PS136: TeamSTEPS and Surgical Safety Checklist: Improving Patient Safety
Mount Sinai Medical Center
 Yessenia Valentin-Salgado
 yessenia.valentin-salgado@mountsinai.org

PS137: The Addition of Cranberry and Bacitracin to the Standard Foley Bundle Significantly Reduced/Eliminated CAUTI
Signature Healthcare Brockton Hospital
 khaled Sorour
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PS138: The Development of an Anesthesia Department Communications Compact
H Lee Moffitt Cancer Center
 Jonathan Cohen
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PS139: The Impact of Influenza Like Illness on Critical Care Units: Early Findings from Ontario ICUs
Critical Care Services Ontario
 Bernard Lawless
 bernard.lawless@uhn.ca

PS140: The Journey Continues, Using Lean Methodology, an A3 Status Update
New Hanover Regional Medical Center
 Sandy Andrews
 sandy.andrews@nhrmc.org

PS141: The Role Of A Naloxone Task Force In Improving Safety
H Lee Moffitt Cancer Center
 Diane Garry
 diane.garry@moffitt.org

PS142: The Role of HeROs in the Creation of a Culture of Reliability
Mednax
 Jeffrey Shapiro
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PS143: The Telluride Experience: A New Approach to Patient Safety Education
MedStar Health
 Stacey Gonzalez
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PS144: To Improve Design of Limb Restrainer
Singapore General Hospital
 Shanmugavalli P.Ramasamy
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PS145: To Improve Hand Hygiene Compliance Among Doctors

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Shuwei Zheng
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PS146: Toronto Western Hospital Emergency Department Bed Utilization Project

University Health Network
Lucas Chartier
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PS147: Tracheostomy Care Optimization

Ann & Robert H. Lurie Children's Hospital of Chicago
Rowsha LaBranche
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PS148: Unsuitable Communication with Older People Declines the Heart Function

EGPRN; NAPCRG / member
Sofica Bistriceanu
bistriss@hotmail.com

PS149: Use of High-Fidelity Simulation to Enhance Interdisciplinary Collaboration and Reduce Patient Falls

Mayo Clinic
April Bursiek
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PS150: Using Common Cause Analysis on the Journey to Zero Patient Harm

Memorial Hermann Health System
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Anne-Claire.France@memorialhermann.org

PS151: Using Fake Mummies to Change Real Patient Care

Novant Health
Lindsey Horne
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PS152: Using Medication Safety Data to Drive Performance Improvement

Pharmacy Systems, Inc.
Steven Johnson
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PS153: Using Mindfulness for Critical Thinking and Patient Safety During Medication Administration

University of Illinois at Chicago
Marianne Durham
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PS154: Using the Global Trigger Tool to Identify Adverse Events in a Brazilian Hospital

ACSC - Associação Congregação de Santa Catarina
Camila Lajolo
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PS155: Using Tracers to Evaluate Implementation of an Improvement Strategy

Center for Quality
Inge Pedersen
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PS156: Utilizing Electronic Triggers to Identify Adverse Events, Harm, and Improvement Opportunities in a Pediatric Hospital

Cook Childrens Health Care System
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PS157: Utilizing Slow-Pressure Volume Loops to Determine Optimal PEEP and Improve Patient Outcomes

Geisinger Medical Center
Michael Bingaman
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PS158: VA Palo Alto Health Care System Nursing Service Project RED Implementation of Teach Back

Va Palo Alto Health Care System
Denise Renfro
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PS159: Venous Thromboembolism: Establishing a Quality System for Hospital-wide Identification and Prevention

Nationwide Children's Hospital
Sheilah Harrison
sheilah.harrison@nationwidechildrens.org

PS160: Ventilator-Associated Pneumonia: Using Evidence, Interdisciplinary Teamwork & Continuous Rapid Improvement to Drive Culture Change

The Children's Hospital of Philadelphia
Louise Hedaya
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PS161: Virtual Monitors Reduces Fall Rate in Hospital Intermediate Care Units

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PS162: Weighing in on Patient Safety

Novant Health
John Gardella MD
jegardella@novanthealth.org

PS163: Working Towards Zero, No Pressure: Preventing Pediatric Pressure Ulcers

All Children's Hospital John's Hopkins Medicine
Kris Rogers
kroger17@jhmi.edu

Storyboards

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

December 6–9, 2015 · Orlando, FL

Person- and Family- Centered Care

PFCC1: “What Matters to You?”

**Bringing the Patient’s Voice into Quality
and Affordability**

Palo Alto Medical Foundation
Laura Holmes
holmesl3@pamf.org

PFCC2: A Patient Driven Approach to Endoscopy Shift Design

Mayo Clinic
Erin Pagel
pagel.erin@mayo.edu

PFCC3: A Person-Centered Approach to Survey Design

Cancer Care Ontario
Heidi Amernic
Heidi.Amernic@cancercare.on.ca

PFCC4: An Approach to Increase Depression Screening Rates

UNM Truman Health Services
Marlinda Jefferson
mdjefferson@unmmg.org

PFCC5: An Exploration of Patient Experience At London Health Sciences Centre

London Health Sciences Centre
Theresa Malloy Miller
jennifer.yoon@lhsc.on.ca

PFCC6: An Innovative Way to Improve Quality by Engaging Patients and Families

NSLIJ Forest Hills Hospital
Viviane Kempen
Vstenson@nshs.edu

PFCC7: Approach to a Chronic Care Problem in Canada: Evaluative Results from the Atlantic Healthcare Collaboration

*Canadian Foundation for
Healthcare Improvement*
Claudia Amar
claudia.amar@cfhi-fcass.ca

PFCC8: Are Families Part of Your Team?

Danish Society for Patient Safety
Britt Wendelboe
britt.wendelboe@patientsikkerhed.dk

PFCC9: At the Heart of Care Redesign: Patient Engagement

Stanford Hospital and Clinics
Christine Thompson
chrthompson@stanfordhealthcare.org

PFCC10: Becoming Conversation Ready: Tracking Process and Policy Improvements on Discharged to ICU and Hospice Rates

Spaulding Hospital Cambridge
Susan Moore
smoore16@partners.org

PFCC11: Better Together: Partnering with Families Campaign

*Institute for Patient- and Family-
Centered Care*
Beverly Johnson
bjohnson@ipfcc.org

PFCC12: Care Coordination Challenges Among the Sickest Individuals

OptumInsight
Timothy Wells
tim.wells@optum.com

PFCC13: Care Management Call Center Voicemail Reduction Project

Cancer Treatment Centers of America
Louise Boone
louise.boone@ctca-hope.com

PFCC14: Communicating for Better Care: Proactive Communication Strategies

Singapore General Hospital
Tan Hui Li
tan.hui.li@sgh.com.sg

PFCC15: Communication Challenges in Partnering with Patients

Datix
Daniel Cohen
dcohen@datix.co.uk

PFCC16: Compassionate, Collaborative Care

*Schwartz Center for
Compassionate Healthcare*
Beth Lown
blown@mah.harvard.edu

PFCC17: From Great Intentions to Great Implementation: Standardizing Best Practices for Family Meetings

The Children’s Hospital of Philadelphia
Rachel Biblow
kratchmana@email.chop.edu

PFCC18: From Principle to Practice: Implementing a Person-Centred Care Guideline in the Ontario cancer system

Cancer Care Ontario
Simron Singh
simron.singh@sunnybrook.ca

PFCC19: Gaps in the Use of Palliative Care in US Hospitals

*University HealthSystem Consortium
(UHC)*
Jocelyn Vaughn
vaughn@uhc.edu

PFCC20: Impact of an Integrated Health Home for SMI on Wait Times and First Appointment Adherence

Barnabas Health
Stanley Evanowski
sevanowski@barnabashealth.org

PFCC21: Implementation of a Pet Assisted Therapy at University Hospital, London Health Sciences Centre

London Health Sciences Centre
Craig Watkin
jennifer.yoon@lhsc.on.ca

PFCC22: Implementing a Collaborative Care Model for Hospitalized Medical Patients: a Pilot Study

*University of Texas Health Science Center
San Antonio*
Kanapa Kornasawad
kornasawad@uthscsa.edu

PFCC23: Improving Care Delivery by Performing Electromyography Prior to Hand Surgery Evaluation for Carpal Tunnel Syndrome

Mayo Clinic Arizona
Katharine Connolly
connolly.katharine@gmail.com

PFCC24: Improving Patient Experience and Clinical Throughput in the Epilepsy Monitoring Unit

London Health Sciences Centre
Susan Hayman-Abello
jennifer.yoon@lhsc.on.ca

PFCC25: Improving Post-Discharge Follow-Up of Pediatric Asthma Patients at Harlem Hospital: A Resident-Led QI Project

HARLEM HOSPITAL PEDIATRICS
Nkeiruka Orajiaka
nkeiruka.orajiaka@nychhc.org

PFCC26: Improving the Patient Experience in a Radiation Therapy Department by Minimizing Daily Wait Times

Cancer Care Ontario
Laurie Stillwaugh
lstillwaugh@hsnsudbury.ca

PFCC27: Increasing Trichomonas Testing in the Pediatric Emergency Department

Nationwide Children’s Hospital
Don Buckingham
don.buckingham@nationwidechildrens.org

PFCC28: Kapi’olani Medical Center for Women & Children Emergency Department Project in Patient Satisfaction

John A Burns School of Medicine
Anik Cockroft
anik@hawaii.edu

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.

PFCC29: Measuring What Matters: Patient Reported Experience in Real Time as part of Quality Improvement Cycle
Cancer Care Ontario
 Simron Singh
 sarah.benn@cancercare.on.ca

PFCC30: MEDS Chart: Eliciting Patient Voice to Address Medication Trauma
CareOregon
 Paul Carson
 carsonp@careoregon.org

PFCC31: Mindfulness for Care Providers: A Salutogenic Win-Win
St. Joseph's Healthcare
 Peter Bieling
 pbieling@stjoes.ca

PFCC32: Patient Counselling From Compliance to Concordance
Hamad Women's Hospital
 suha gazar
 sgazar@hamad.qa

PFCC33: Patient/Family Centered Care Experience at St. Mary's Hospital Endoscopy Unit
Saint Mary's Hospital Of Troy
 Annmarie James
 Annmarie.James@sph.com

PFCC34: Patients as Partners in Co-designing Improvement
Canadian Foundation for Healthcare Improvement
 Jessie Checkley
 Jessie.Checkley@cfhi-fcass.ca

PFCC35: Physician Shadowing Impact on Doctor-Patient Communication
Rush University Medical Center
 Francis Fullam
 francis_fullam@rush.edu

PFCC36: Real-Time Patient Advisory Groups: Novel Opportunities for Learning and Improvement
Toronto Rehabilitation Institute
 Carol Fancott
 carol.fancott@utoronto.ca

PFCC37: Reproductive Health — In an Advanced Welfare State
Danish Society for Patient Safety
 Beth Lilja
 beth.lilja@patientsikkerhed.dk

PFCC38: Saving Lives of Little Angels and Their Mothers in The High Alps of Chitral, Pakistan
Aga Khan Health Service, Pakistan
 Shireen Punjwani
 shireen.punjwani@akhsp.org

PFCC39: Self-Care Texts Support Long Term Conditions
Mansfield & Ashfield Clinical Commissioning Group
 Sian Clark
 sian.clark@mansfieldandashfieldccg.nhs.uk

PFCC40: Sleep-Deprived: Overlooked and Undertreated an Update on Screening
Cancer Treatment Centers of America
 David Visco
 david.visco@ctca-hope.com

PFCC41: Success: Reducing Admissions by Care Navigation
University of Michigan Health System
 Margaret Jacobs
 jacobsmm@umich.edu

PFCC42: System Level Quality Indicators for Palliative Care in Ontario
Ontario Palliative Care Network Secretariat
 Sara Urowitz
 sara.urowitz@cancercare.on.ca

PFCC43: Systems Leadership for Person-Centered Care
DentaQuest Foundation
 Matthew Bond
 matthew.bond@dentaquestfoundation.org

PFCC44: The Impact of Collaborative Care on the Healthy Workplace environment of the Bedside Nurse
University Hospital
 Sean, Jennifer Moore, Ramos
 sean.moore2@uhs-sa.com and Jennifer.Ramos@uhs-sa.com

PFCC45: The Standardization of Care for the Cystic Fibrosis Patient
Geisinger Health System
 Laurie Wallace
 lwallace@geisinger.edu

PFCC46: Transitions in Healthcare Delivery: Provider-Patient Communication in the New Era
University of Illinois
 Eric Swirsky
 eswir@uic.edu

PFCC47: Using Six Sigma Methodology to Improve Patient Satisfaction
Newark Beth Israel Medical Center
 Maryellen Wiggins
 mwiggins@barnabashealth.org

PFCC48: Utilizing Communication Boards to Improve the Discharge Process
University Of Washington
 Reiko Emtman
 reikoh2@uw.edu

PFCC49: What Do Primary Care Patients Value?
Indiana University Purdue University Indianapolis
 Malgorzata Anna Fialkowska Filipek
 malfialk@iupui.edu

PFCC50: What Matters Most for Those Living with Dementia During Their Stay on an Orthopaedic Unit
Portsmouth Hospitals NHS Trust
 Ross Sherrington
 ross.sherrington@porthosp.nhs.uk

Storyboards

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Quality, Cost, and Value

QVC1: A Health System's Transformational Approach in Creating a Quality Focused Environment in Ambulatory Practice Settings

UT Southwestern Medical Center
Adrian White
adrian.white@utsouthwestern.edu

QVC2: A Multi-Dimensional Contextualization of Quality

The George Washington University
Wayne Psek
psek@gwu.edu

QVC3: A Multidisciplinary Approach to Improving Heart Failure Care: A Never Ending PDSA Cycle

Intermountain Healthcare
Jose Benuzillo
jose.benuzillo@imail.org

QVC4: Antimicrobial Stewardship Initiative Significantly Reduces Antibiotic Use By Using Serial Procalcitonin Measurements to Guide Therapy

Five Rivers Medical Center
Mike Broyles
mrbroyles@suddenlink.net

QVC5: Application of 6S in a Pediatric Emergency Medicine

*SUNY Downstate Medical Center at Long
Island College Hospital*
Virteeka Sinha
drvirteeka@yahoo.com

QVC6: Applying Discrete Event Simulation (DES) Modeling to Optimize Hemodialysis Scheduling in SW Ontario

London Health Sciences Centre
Monica Mamut Chuck Loblaw
monica.mamut@lhsc.on.ca

QVC7: Applying LEAN to Improve Time to Provider in a Pediatric Emergency Department

Kings County Hospital Center
Jacqueline Bober
Jackiebober@gmail.com

QVC8: Biohazard Sharp Box Disposal Cost Savings Through The Introduction of Glass Recycling

National University Health System
Yiling Cheng
chengyilingcyl@gmail.com

QVC9: Blood Conservation

Novant Health
Santosh R. Gopai, MD
jegardella@novanthealth.org

QVC10: CHOP is Opening 6 Ambulatory Sites Within 12 Months

The Children's Hospital of Philadelphia
Eileen Serpiello
serpiello@email.chop.edu

QVC11: Communicating Health Care Efficiency to Consumers

American Institutes for Research
Kourtney Ikeler
kikeler@air.org

QVC12: Comparisons of Spine Data Cohorts: Cohorts defined by Billing Code vs. Cohorts Clinically Defined

Intermountain Healthcare
Kristy Veale
kristy.veale@imail.org

QVC13: Consultant Prosthodontics

Hamad Rumailah Hospital
Suhayla Al-Banai
salbanai@hamad.qa

QVC14: Decreasing Operating Room Time Turn-Around Time: One Service at a Time

The Children's Hospital of Philadelphia
Cristina Jones
jonescl@email.chop.edu

QVC15: Decreasing Unnecessary Transfusions: Implementing & Sustaining High Value Care

Rush University Medical Center
Amanda Tosto
amanda_tosto@rush.edu

QVC16: Does a Central Population Health Coordinator Enhance Effective Population Management in Primary Care?

Massachusetts General Hospital
Daniel Horn
dmhorn@partners.org

QVC17: Economic Impact of the Referral of Low Level Paraproteins to a Haematology Department

The Ipswich Hospital NHS Trust
Finella Brito-Babapulle
finella.brito@ipswichhospital.nhs.uk

QVC18: Enhanced Recovery After Surgery (ERAS) Collaborative in Orthopaedics

Ko Awatea
Mataroria Lyndon
mataroria.lyndon@middlemore.co.nz

QVC19: Enhanced Recovery After Surgery Decreases Length of Stay and Post-operative Costs

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

QVC20: Ensuring Intensive Lifestyle Education for Newly Developed Diagnosed Pre-Diabetic Patients

National healthcare Group Polyclinics
Ziliang Lim
ziliang_Lim@nhgp.com.sg

QVC21: Establishing 'Toyota Specifications' for System Level Measures

Ko Awatea
Mataroria Lyndon
mataroria.lyndon@middlemore.co.nz

QVC22: Establishing an Acute Medical Assessment Unit to Improve In-Patient Quality in Hamad General Hospital, Qatar

Hamad Medical Corporation
Muhammad Zahid
mzahid@hamad.qa

QVC23: Evaluating direct medical costs of Adverse Events (AEs) in hospitalized patients in National University Hospital

National University Hospital
Sucharita Hota
sucharita_hota@nuhs.edu.sg

QVC24: Evaluating Impact of Harm on Hospital Financial Outcomes: A Practical Approach

Florida Hospital
David Yi
davidyi2014@gmail.com

QVC25: Evaluation of a Novel Structured Continence Care Program in a Long Term Care Facility

Medical Pharmacies Group Limited
Denis O'Donnell
dodonnell@medicalpharmacies.com

QVC26: Exploring the Variables That Impact on Self Reported Back in Nurses in Critical Care

Hamad Medical Corporation
Fiona Milligan
FMilligan@hmc.org.qa

QVC27: Fecal Occult Blood Tests: Valuable for Screening, Wasteful for Diagnostics

Orlando Health
Omid Zad
omid.zad@orlandohealth.com

QVC28: First-Dollar Medigap Plans and Healthcare Quality

OptumInsight
Timothy Wells
tim.wells@optum.com

QVC29: Geriatric Hip Fracture Care: Fixing a Fragmented System

*University of Colorado School of Medicine
(For GME Residents and Faculty)*
Mary Anderson
Mary.Anderson@ucdenver.edu

QVC30: Going Green: Reducing Amount of Charge Forms Used in Specialist Outpatient Clinic

Singapore General Hospital
Junhong Lee
lee.junhong@sgh.com.sg

Storyboard Reception

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QVC31: Gynecologic Robotic Surgery in a Community Institution with Focus on OR Efficiency, Quality, and Cost*Gundersen Health System*

Dana Benden

DMBenden@gundersenhealth.org

QVC32: Implementation of a Standard Approach to Diagnosis and Management of Obstetric Hemorrhage*Gundersen Health System*

Dana Benden

DMBenden@gundersenhealth.org

QVC33: Implementation of Antimicrobial Stewardship in a Rural Community Hospital*Hannibal Regional Hospital*

Jessica Gilmore

jessica.gilmore@hrhonline.org

QVC34: Improve Patient Access to Appointment Information and Effectively Manage Non-Appr Related Calls*Singapore National Eye Centre*

CHERYL ONG

cheryl.ong.l.k@sneec.com.sg

QVC35: Improving Outcomes for Joint Replacement Patients: One Hospital's Journey*Orlando Health*

Laura Williams

laura.williams@orlandohealth.com

QVC36: Improving Pain Management in the Pediatric Emergency Department for Dislocations and Fractures*Boston University School of Medicine*

Sara Holmstrom

sholms@bu.edu

QVC37: Improving Pharmaceutical Waste Management*Gundersen Health System*

Marilu Bintz

MBintz@gundersenhealth.org

QVC38: Improving Utilization of Head CT for head Pediatric Injury in Hamad General Hospital, Qatar*Hamad Medical Corporation*

Amr Elmoheen

aelmoheen@hamad.qa

QVC39: Improving Value in Pediatric T&A Through a Private Performance Feedback Report*Intermountain Healthcare*

Katie Liljestrand

katie.liljestrand@imail.org

QVC40: Interoperability: A Demonstration of Seamless Information Sharing*Cerner Corporation*

Marina Daldalian

marina.daldalian@cerner.com

QVC41: Leading Change in a Publicly-Funded System Through a System Wide Approach to Quality Improvement Plans*Health Quality Ontario*

Danyal Martin

Danyal.Martin@hqontario.ca

QVC42: Medication Adherence Patterns and Targeted Interventions*Advocate Healthcare*

Darcy Davis

darcy.davis@advocatehealth.com

QVC43: Missouri Baptist Medical Center Surgical Home*Dartmouth MHCDS*

David Robson

ddkeats@aol.com

QVC44: Optimising Management of Patients on Warfarin in General Practice, through Collaboration with Pharmacist-Led Anti-Coagulation Clinics*National healthcare Group Polyclinics*

Khai Wei Tan

khaiwei_tan@nhgp.com.sg

QVC45: Optimizing Surgical Patient Flow from the Post Anesthesia Care Unit to the Inpatient Units*Boston Children's Hospital*

Manneh Ghazarians

Manneh.ghazarians@childrens.harvard.edu

QVC46: Overcoming Barriers to Continuity of Care by Reducing the No-Show of Delivery*The Aga Khan University Hospital*

Saba Akbar

saba.akber@aku.edu

QVC47: Payer and Provider as Partners Driving the Triple Aim*Anthem*

Debra Southard

Debra.southard@anthem.com

QVC48: Percutaneous Coronary Intervention Through Radial Technique - Quality Indicator*Fundacion Cardioinfantil Instituto de Cardiologia*

Cadiologia

Maria Angelica Torres Silva

mtorres@cardioinfantil.org

QVC49: Preventing Bouncebacks with a Triple T Strategy*Gundersen Health System*

Michelle LaFleur

MMLafleu@gundersenhealth.org

QVC50: Primary Care Innovations (PCI)*Gundersen Health System*

David Bleidorn

DFBleido@gundersenhealth.org

QVC51: Redesign of Massive Transfusion Processes to Improve Efficiency, Reliability and Reduce Waste*Penn State Hershey Medical Center*

Scott Mincemoyer

smincemoyer@hmc.psu.edu

QVC52: Reducing Cancellations on the Day of Scheduled Surgery at a Children's Hospital*Cincinnati Children's Hospital Medical Center*

J. Nick Pratap

jayant.pratap@cchmc.org

QVC53: Reducing Central Line Associated Blood Stream Infection (CLABSI): By Bundle Approach*Prince Sultan Military Medical City*

Muhammad Kashif Malik

drkmalik71@hotmail.com

QVC54: Reducing Clostridium Difficile: Choose Your Poo, A Visual Aid*North Shore University Hospital*

Stephanie Fuentes

sliguori@nshs.edu

QVC55: Reducing Disaster Field Hospital Computing Infrastructure Activation Times Through Improving Human Factors*Sunnybrook Health Sciences Centre*

Trevor Hall

trevor.hall@sunnybrook.ca

QVC56: Reducing IVH in a Level III NICU*University Of Pennsylvania*

Lori Christ

lori.christ@uphs.upenn.edu

QVC57: Reducing Patient Harm and Improving Outcomes Using Technology*Mount Sinai Beth Israel*

Robbie Freeman

Robert.Freeman@mountsinai.org

QVC58: Reducing Surgical Site Infection after Major Gynecologic Cancer Surgery: Current Success and Future Opportunities*Mayo Clinic*

Sara Sandleback

sandleback.sara@mayo.edu

QVC59: Responding to high users of emergency services.*Hotel Dieu Grace Healthcare*

Robert Moroz

robert.moroz@hdgh.org

QVC60: Separating Emergency and Theatre PACU at CHUB*Centre Hospitalo-Universitaire de Butare*

OSWALD BENIMANA

benoswaldino05@yahoo.fr

QVC61: Surgical Performance Improvement in a Health System-Surgical Council as a Driver for Change*Hartford HealthCare*

Rekha Singh

rekha.singh@hhchealth.org

QVC62: System Level Measures*Ko Awatea*

Mataroria Lyndon

mataroria.lyndon@middlemore.co.nz

QVC63: Targeting The Heart of Readmissions*East Alabama Medical Center*

Lisa Harmon

lisa.harmon@eamc.org

QVC64: The Outcome Effect of Converting an Acuity Adaptable Cardiac Unit into Acuity Specific Cardiac Units*Geisinger*

Eric Reich

esreich@geisinger.edu

QVC65: Towards Excellent Care for All*Health Quality Ontario*

Lee Fairclough

Lee.Fairclough@hqontario.ca

QVC66: Using Personalized Reports to Fuel Quality Care*Health Quality Ontario*

Jonathan Lam

Jonathan.Lam@hqontario.ca

QVC67: Using Technology to Improve Sepsis Care*Middlesex Hospital*

Terri Savino

terri.savino@midhosp.org

QVC68: Walk-In Hospital: A Successful Experience in an Overcrowded Emergency Department*Fundacion Cardioinfantil**Instituto de Cardiologia*

Maria Andrea Jaramillo Portella

majaramillo@cardioinfantil.org

Storyboards

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Triple Aim for Populations

**TAP1: A Multi-stakeholder
Approach to Improving Quality
of Care for Hospitalized Older
Adults with Malnutrition**
Avalere Health
Eleanor Fitall
efitall@avalere.com

**TAP2: Addressing Prescription
Opiates: An Alternative Design to
Addressing the Opiate Epidemic**
Care Oregon
Safina Koreishi
ranitc@careoregon.org

**TAP3: Assessing and Building
a Culture of Safety Through
Multi-Channel Process**
Vestagen
Ben Favret
rachel.dejesus@vestagen.com

**TAP4: Community-Based Health &
Wellness Coaching: 320,000,000 Paths**
*Ammonoosuc Community
Health Services, Inc.*
Edward Shanshala II
ed.shanshala@achs-inc.org

**TAP5: Development of an Outpatient
Transfusion Program to Reduce
Avoidable Hospitalizations**
Hebrew Home at Riverdale
Zachary Palace
zachary.palace@hebrewhome.org

**TAP6: Getting With The Guidelines:
System-Level Sepsis Initiative**
MedStar Health
Vishal Patel
vishalrpatel@medstar.net

**TAP7: Improving Care Access
at Lurie Children's**
*Ann & Robert H. Lurie Children's
Hospital of Chicago*
Steve Lai
slai@luriechildrens.org

**TAP8: Improving Care for Epilepsy
Patients Reducing Hospital Utilization
Following QI Interventions**
Nationwide Children's Hospital
Eric Wood
eric.wood@nationwidechildrens.org

**TAP9: Improving Care for Patients
with Complex Conditions through
Health Links: An Ontario Approach**
Health Quality Ontario
Monique LeBrun
Monique.LeBrun@hqontario.ca

**TAP10: Improving Quality of Care for
Adult Survivors of Childhood Cancer
Through a Survivorship Transition Clinic**
University of Kansas Medical Center
Eyad Al-Hihi
eal-hihi@kumc.edu

**TAP11: Improving Transitions Across
the Continuum From an Acute Care
Hospital to Home**
Northeast Medical Group
John Palumbo
john.palumbo@ynhh.org

**TAP12: Innovative Approach to
Increasing Access to Primary Care at
Virginia Garcia Memorial Health Centers**
CareOregon
Jacquelyn Pawela-Crew
pawelacrewj@careoregon.org

**TAP13: Introducing a New Approach
to Care: Health Link Coordinated Care
Planning in South West LHIN**
South West LHIN
Kelly Gillis
Kelly.Gillis@LHINS.ON.CA

**TAP14: Key Performance Indicators
in Post-Acute Care**
The Camden Group
Tina Pike
tpike@thecamdengroup.com

**TAP15: LeBonheur CHAMP: Changing
High Risk Asthma in Memphis Through
Partnership**
Le Bonheur Children's Hospital
Christie Michael
cmichael@uthsc.edu

**TAP16: Managing High-Risk Patients in
a Value-Based World**
Baycare Health System
Edward Rafalski
edward.rafalsxki@baycare.org

**TAP17: Patient Family Advisors and
Hospital Governance**
Fort Belvoir Community Hospital
Kenneth L. Hamilton
khamilto@usa.net

**TAP18: Population Health in a
Rural Hospital**
Hannibal Regional Healthcare System
Stephanie Wilt
stephanie.wilt@hrhonline.org

**TAP19: Population Health
Management 2.0: The Future of
Population Health Management**
i2i Systems
Janice Nicholson
janicen@i2isys.com

**TAP20: Reducing Severity of Comorbid
Psychiatric Symptoms in an Epilepsy
Clinic Using a Co-location Model**
Cheyenne Regional Medical Center
Jasper James "JJ" Chen
jasper.chen@crmcwy.org

**TAP21: Sleep Apnea: If Your Patient
is at Risk, So Are You**
Ursuline College
Lisa Kuhen
lkuhen@ursuline.edu

**TAP22: Sustaining Staff and
Patient Engagement for
Behavioral Health Integration**
*University of Texas Health Science
Center at Tyler*
Carolyn Harvey
carolyn.harvey@uthct.edu

**TAP23: Transforming the
Safety Net in Texas**
University of Texas Medical Branch
Susan Seidensticker
smseiden@utmb.edu

**TAP24: Improving Population Health
— Team-Based Approach to Optimal
Diabetes Care**
Sanford Health West Region
Tessi Ross, BSN, MPA, RN, CPHQ
Tessi.Ross@SanfordHealth.org

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Student and Resident Storyboards

**SR1: Increasing IHI Open School
Curriculum Within Accreditation
Commission for Midwifery
Education Programs**

American College of Nurse-Midwives
Diana Jolles
diana.jolles@frontier.edu

**SR2: Leveraging the Quality Standards
to Achieve the National Quality Strategy**

American College of Nurse-Midwives
Diana Jolles
diana.jolles@frontier.edu

**SR3: Medical Students Driving
Performance Improvement:
A Lean Six Sigma Approach to
Inpatient Pain Control***

Bassett Healthcare Network
Daphne Monie
daphne.monie@bassett.org

**SR4: Bellin College IHI Open
School Chapter**

Bellin College
Abbey Miller
abbey.miller@bellincollege.edu

**SR5: Early Experience with
Implementation of the I-PASS
Handoff Bundle**

Boston Medical Center GME Program
Aravind Ajakumar Menon
aravind.ajakumarmenon@bmc.org

**SR6: Improving Order Sets — Creating
a Standard Process to Increase Quality
and Utilization**

Boston Medical Center GME Program
Nandini Setia
nandini.setia@gmail.com

**SR7: Reducing Overuse of Cardiac
Telemetry Through Implementation of
Guideline Specific Electronic Order Sets**

Boston Medical Center GME Program
Rajat Singh
rajat.singh@bmc.org

**SR8: Empowering Medical Students
to Improve Patient Care in the
Clerkship Curriculum**

Boston University
Justin Slade
slade@bu.edu

**SR9: Improving Patient Understanding
at Discharge: Medical Student
Enhanced Patient Education**

Boston University
Justin Slade
slade@bu.edu

**SR10: Addressing Health Disparity
by Increasing In-person Interpreter
Participation during Family-Centered
Morning Rounds***

Boston University School of Medicine
Lizzeth Alarcon
alarcon@bu.edu

**SR11: Out Smarting Trisomy 21
Standards of Care with EPIC
“Smartphrases”**

Boston University School of Medicine
Michael Stratton
mtstratt@bu.edu

**SR12: Postoperative Venous
Thromboembolism Prevention in
Thoracic Surgery: Implementing the
Caprini RAM**

Boston University School of Medicine
Helene Sterbling
helenes@bu.edu

**SR13: Reducing Unnecessary Lab
Orders on the Inpatient General Internal
Medicine Service**

Boston University School of Medicine
Sherif Aly
sshawky@bu.edu

**SR14: IHI Open School Change
Agent Network (I-CAN) International
Pledge-a-Thon**

Brock University
Sierra Barrett
sb11jz@brocku.ca

**SR15: Implementation and Improvement
of a “Pediatric Rapid Assessment
Clinic” Model in a Large Community
Hospital**

Brock University
Sierra Barrett
sb11jz@brocku.ca

**SR16: Readmissions, Preventability
& the Electronic Discharge Record:
Results from a Single Center
Community Based Hospital**

Crozer-Chester Medical Center
Anna Thomas
anjarlan@gmail.com

**SR17: QI Match: Connecting
People to Projects — Passion
to Possibility in the 21st Century
Clinical Learning Environment**

*Department of Internal Medicine,
University of Washington*
Chenwei Wu
wuchen@uw.edu

SR18: Leaders in Innovative Care

East Carolina University
Paige Driver
driverp14@students.ecu.edu

**SR19: Diabetes Passport to Health:
Development and Piloting of a Self-
Management Tool for High-Risk Patients**

Emory University
Janelle Petak
jpetak@emory.edu

**SR20: Integrating Health
Systems Science Education
into Five Graduate Programs**

Emory University School of Medicine
Ariadne DeSimone
ariadne.desimone@emory.edu

**SR21: The Surprising Complexity of
Decreasing Patient Visit Times at a
Student-Run Clinic**

Emory University School of Medicine
Julia Saltalamacchia
jsaltal@emory.edu

**SR22: Adaptive Support Ventilation and
the Post-operative Open Heart Patient**

Geisinger Medical Center
Michael Richardson
mjrRichardson@geisinger.edu

**SR23: The Optimization of Volume
Re-Expansion Therapy for the Post-
Operative Open Heart Patient**

Geisinger Medical Center
Michael Richardson
mjrRichardson@geisinger.edu

**SR24: Georgetown University Open
School Chapter Updates**

Georgetown University
Katrina Smith
ks1281@georgetown.edu

**SR25: Code Status Discussion and
Documentation Improvement**

Henry Ford Health System
Timothy Bowman
tbowman1@hfhs.org

**SR26: Detecting Overuse of Renal
Ultrasound to Diagnose Obstructive AKI**

Icahn School of Medicine at Mount Sinai
John Zech
john.zech@icahn.mssm.edu

**SR27: IHI Open School Change
Agent Network**

Institute for Healthcare Improvement
Jennifer Bailey
baileyje26@gmail.com

**SR28: A Resident Led QI Initiative to
Improve Outpatient Colorectal Cancer
Screening Rates**

Louis Stokes VA Medical Center
Leland Hull
leland.hull@uhhospitals.org

**SR29: QI Workshops- Basic QI
Competency for Trainees in One Hour**

*James Haley VA Hospital/University of
South Florida*
Nidhi Patel
npatel34@health.usf.edu

**SR30: James Madison University IHI
Open School Chapter Storyboard**

James Madison University
Jake McCormick
mccormj@dukes.jmu.edu

SR31: Improving Patient Readiness

Lakeland Regional Health
Sheena Butts
sheena.butts@mylrh.org

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.

SR32: Reducing Surgical Site Infections

Lakeland Regional Health
Sheena Butts
sheena.butts@mylrh.org

SR33: Let's Get Talking: Enhancing Patient-Provider Communication

London Health Sciences Centre
K. Thouless
jennifer.yoon@lhsc.on.ca

SR34: Screening for and Tracking Social Determinants of Health in a Federally Qualified Health Center

Oregon Health and Science University (OHSU)
Lisa Miller
lisabethdmiller@yahoo.com

SR35: Improving Resident Code Status Discussions: A Quality Improvement Project

London Health Sciences Centre
Stephanie Gottheil
stephanie.gottheil@gmail.com

SR36: Navigating Down the Knowledge Funnel: Applying a Quality Lens to Case Reports in Anesthesiology

London Health Sciences Centre
Bethany Oeming
bethanyoeming@gmail.com

SR37: Improving Patient Medication Adherence by Training Residents to Provide Motivational Interviewing and Health Literacy-Sensitive Counseling

Jackson Memorial Hospital
LoAnn Heuring
lheuring@gmail.com

SR38: A Resident-Led QI Initiative to Reduce Serum Folate Testing in a Primary Care Clinic

Louis Stokes VA Medical Center
Rohit Raj
Rohit.Raj@va.gov

SR39: Increasing Appropriate Statin Use in the Primary Care Clinic

Louis Stokes VA Medical Center
Omer Khan
omerhayat.bhatti@gmail.com

SR40: Implementing a System for Inferior Vena Cava Filter Retrieval: A Process to Improve Patient Safety

Mayo Clinic
Charles Stoneburner
stoneburner.charles@mayo.edu

SR41: Principles of Quality and Patient Safety Elective: Learning and Sharing from the Perspectives of MS4s

New York Medical College
Tracy Chang
Tracy_Chang@nymc.edu

SR42: Development and Evaluation of a Healthcare Systems Engineering Regional Extension Center

Northeastern University
James Benneyan
benneyan@coe.neu.edu

SR43: Planning an Interprofessional Conference: The First West Coast Regional Conference

Oregon Health and Science University (OHSU)
Kelsey Priest
priest@ohsu.edu

SR44: Designing A Simulations-Based Education and Evaluation Strategy at London Health Sciences Centre Central Nursing Orientation

London Health Sciences Centre
Jennifer Yoon
jennifer.yoon@lhsc.on.ca

SR45: Chapter Restructure & Redesign: Using Principles of Community Organizing to Support Chapter Engagement

Portland State University
Hannah Lobingier
hlobingier@gmail.com

SR46: Launching IHI Open School Purdue Chapter: An Interdisciplinary Student Organization Devoted to Healthcare Improvement

Purdue University
Amanda Hobbs
ajhobbs@clemson.edu

SR47: Trial and Error: The Challenge of Maximizing Operational Efficiency at a Student-Run Free Clinic

University of South Florida BRIDGE Healthcare Clinic
Stephanie Hudey
shudey@health.usf.edu

SR48: Using Process Flow Analysis and Little's Law to Improve Throughout in Radiology

Saint Mary's Hospital
Richard Baker
rjbakes@gmail.com

SR49: Tracking Volume of Patients Seen Per-Resident Per-Day, in a Program Using Multiple EMR's and Locations

Scranton Temple Health Center
Qi Shi
shiq@thewrightcenter.org

SR50: Origins of an IHI Open School Chapter: Experiences from Winthrop-University Hospital

Stony Brook University
Jennifer Brazier
jennifer.brazier@stonybrookmedicine.edu

SR51: Reducing Unnecessary Routine Post-Operative CBCs in the Pediatric Intensive Care Unit*

The Children's Hospital of Philadelphia
Maya Dewan
dewanm@email.chop.edu

SR52: International Healthcare Worker Meningococcal Vaccination

The Wright Center Graduate Medical Education
Gursukhmandeep Sidhu
sidhug@thewrightcenter.org

SR53: Improving Efficacy and Cost in Heart Procurement

Tulane School of Medicine
Jiyeon Son
json@tulane.edu

SR54: Surgical Team Networks as a Basis for Quality Improvement

Tulane University
Jonathan Coleman
jcolema4@tulane.edu

SR55: Formalizing Communication in Discharge Planning

Tulane University School of Medicine
Kelly O'Connor
koconno3@tulane.edu

SR56: Improving Consistency and Efficiency of Medicare Annual Wellness Visits

Tulane University School of Medicine
Isaac Jaben
ijaben@tulane.edu

SR57: Improving the Quality and Impact of Interdisciplinary Rounds at Tulane Medical Center

Tulane University School of Medicine
Beau Saccoccia
bsaccocc@tulane.edu

SR58: Keeping the List Active: A QIP to Reduce Inactive Patients on the Kidney Transplant Waitlist

Tulane University School of Medicine
Shannon McChesney
Smcches@tulane.edu

SR59: Lean Principles in the Anesthesiology Technician Workflow: Decreasing Waste to Improve Value Added Time

Tulane University School of Medicine
Aditi Dasgupta
ads Gupta@gmail.com

SR60: The Impact of Accountable Care Organization Participation on Hospital Patient Satisfaction

Tulane University School of Public Health & Tropical Medicine
Catherine Counts
ccounts@tulane.edu

SR61: Implementing QMS with Preliminary Requirements ISO 9001:2015 in a Mexican Nursery School

Universidad popular autónoma del estado de Puebla
Jesus Enrique Cruz Gatica
hexuz.je@gmail.com

SR62: Improving Intraoperative Fluid Management

University of Alberta
Calvin Tseng
ctseng@ualberta.ca

SR63: IHI Open School Canadian Region: Early Beginnings for the Newest Region

University of British Columbia
Andrea Jones
andrea.jones89@gmail.com

SR64: Integrating patient safety, QI, and IHI Resources into UBC's Case-Based Medical School Curriculum: IHIUBC's Strategy

University of British Columbia
Robert Yao
robert.rj.yao@gmail.com

SR65: Quality Improvement Practicum Projects: Bridging the Gap between Theory and Practice*

University of British Columbia
Melissa Wan
melissa@ihiubc.com

SR66: Community Clinic Improves Patient Health and Enhances Interprofessional Learning

University of Cincinnati
Esper Wadiah
wadiheg@mail.uc.edu

SR67: Provider Accuracy of Estimated Patient Discharge Date is Improved by Interdisciplinary Teams

University of Cincinnati College of Medicine
Ryan Gamlin
gamlinrn@mail.uc.edu

SR68: Massachusetts General Hospital Center for Perioperative Care Re-design

University of Michigan
Minakshi Raj
miraj@umich.edu

SR69: Nursing Shift Report: Perspectives on the Handoff and the Effects on Nursing Care

Purdue University
Katherine Ernst
ernstkm@gmail.com

SR70: Reducing Central Line Associated Blood Stream Infection in Unfunded Dialysis Patients

University of Texas Southwestern
Giang Nguyen
giang.nguyen@utsouthwestern.edu

SR71: Impact of a Physician Dashboard on Episiotomy Utilization at William P. Clements Jr. University Hospital

University of Texas Southwestern Medical Center
Katherine Xiong
Katherine.Xiong@utsouthwestern.edu

SR72: Improving Access and Wait Time in an Ambulatory Endocrinology Clinic

University of Texas Southwestern Medical Center
Benjamin Weia
benjamin.weia@utsouthwestern.edu

SR73: Improving Parent-Staff Communication in a County Neonatal Intensive Care Unit (NICU)

University of Texas Southwestern Medical Center
Patty Brown
Patty.Brown@UTSouthwestern.edu

SR74: Is Nitrofurantoin Use Really Dangerous for Older Adults? A Deeper Dive Into Beers Criteria

University of Texas Southwestern Medical Center
Karin Claussen
karin.claussen@utsouthwestern.edu

SR75: An Integrated Longitudinal Curriculum at University of Toledo College of Medicine and Life Sciences

University Of Toledo College of Medicine and Life Sciences
Pamela Sharaf
pamela.sharaf@rockets.utoledo.edu

SR76: Improving Communication Between Hospital and Long-Term Care During Patient Transfers

University of Toronto
Joey Carson
joey.carson@lhsc.on.ca

SR77: Patient Centeredness in Malaysian Hospitals

University Utara Malaysia
Mu'Taman Jarrar
mutaman.jarrar@yahoo.com

SR78: Decreasing Patient Visit Durations at a Student-Run Free Clinic through a Clinic Flow Intervention

UT Southwestern Medical Center
Thomas Das
Thomas.Das@UTSouthwestern.edu

SR79: Development of a Standardized Process for Review of Key Indicators Associated with Surgical Site Infections

UT Southwestern Medical Center
Chris Chan
christopher.chan@UTSouthwestern.edu

SR80: Effect of a "SMaRT" Enhanced Recovery Pathway for Elective Laparoscopic Colorectal Surgery

UT Southwestern Medical Center
Taylor, Patty Roberts, Brown
taylor.roberts@utsouthwestern.edu

SR81: Epidemiological Study of Methicillin-Resistant Staphylococcus aureus Among Patients in a Burn ICU

UT Southwestern Medical Center
Bayless Drum
Bayless.Drum@utsouthwestern.edu

SR82: Improving Patient Handoffs in OR-ICU and OR-OR Settings

UT Southwestern Medical Center
Jim Sheng
jim.sheng@utsouthwestern.edu

SR83: Can Early Structured Communication Improve End-of-Life-Care in the ICU?

UW Health and St. Mary's Hospital
Anne Mork
amorkno@gmail.com

SR84: Wayne State University School of Medicine Curriculum Development Team

Wayne State University
Kelsea Anderson
kwhittle@med.wayne.edu

SR85: Integrating Patient Safety and Quality Improvement (PSQI) into Undergraduate Medical Education

Western University
Juliya Hemmett
juliya.hemmett@gmail.com

Storyboard Walkaround Sessions

Storyboard Walkaround 1; Workshop A;
Early Years

- SWA1** **Building Blocks for a Healthy Beginning**
Anne Edwards, MD, Chair of Pediatrics,
Park Nicollet Health Services
- SWA2** **Making Things Better for Scotland's Wee Ones**
Kathryn Paterson, Improvement Advisor, Early
Years Collaborative
- SWA3** **Using Technology to Engage Kids in Health
Outcomes**
Julia Lodge, Pediatric Nurse Navigator,
St. Charles Health System
- SWA4** **Fit to Play, Fit to Learn. The Daily Mile**
Elaine Wyllie, Headteacher, St. Ninian's
Primary School

Storyboard Walkaround 2; Workshop A;
Community Partnerships

- SWA5** **Community and Clinical Partnerships-Lessons
from the Prevention Wellness Trust Fund Project**
Sai Cherala, Assistant Professor of Family Medicine
and Community Health, University of Massachusetts
Medical School
- SWA6** **Partnering on the Triple Aim: Better Health**
Leigh Caswell, Manager of Community Health
at Presbyterian Healthcare Services
- SWA7** **Empowering Women to Partner in their Healthcare**
Stacey E. Rosen MD, Vice President for the Katz
Institute for Women's Health
- SWA8** **Community-based Health & Wellness Coaching:
320,000,000 Paths**
Chad Proulx, Health Education Specialist,
Ammonoosuc Community Health Services, Inc.

Storyboard Walkaround 3; Workshop B;
Behavioral Health

- SWB1** **I Am "Joe" and I Am Behavioral Health**
John Santopietro, Chief Clinical Officer of Behavioral
Health, Carolinas HealthCare System
- SWB2** **Transforming Care: Integrating Behavioral Health**
Amy Armata, Senior Quality Consultant, Boston
Children's Hospital
- SWB3** **Outcomes from Integrated Behavioral Health Care**
Kristin Powers, Manager, Health Integration, Saint
Charles Health System Oregon
- SWB4** **Fully Integrated Co-Located Behavioral Health in
Primary Care: Can it Be Done?**
Andy Melton, Director of Integrated Behavioral
Health, Ross Behavioral Group

Storyboard Walkaround 4; Workshop B;
Chronic Conditions

- SWB5** **I-CAN breathe easier: pediatric asthma population**
Stephen Kennedy, Physician, All Children's
Hospitalist Program, John Hopkins
- SWB6** **Improving Memory and Quality of Life in Epilepsy**
Tracie Caller, Physician, Cheyenne Regional
Medical Center
- SWB7** **Supporting value centered care for chronic disease**
Craig Syrop, IVF Physician, University of Iowa
Carver College of Medicine
- SWB8** **Advancing Asthma Treatment Beyond the Clinic**
Sai Cherala, Assistant Professor of Family Medicine
and Community Health, University of Massachusetts
Medical School

Storyboard Walkaround 5; Workshop C;
Student Improvement Project Winners

- SR28** **A Resident Led QI Initiative to Improve Outpatient
Colorectal Cancer Screening Rates**
Leland Hull, Resident, Louis Stokes VA Medical Center
- SR34** **Screening for and Tracking Social Determinants of
Health in a Federally Qualified Health Center**
Lisa Miller, Student, Oregon Health and
Science University
- SR15** **Implementation and Improvement of a "Pediatric
Rapid Assessment Clinic" Model in a Large
Community Hospital**
Sierra Barrett, Student, Brock University
- SR47** **Trial and Error: The Challenge of Maximizing
Operational Efficiency at a Student-Run Free Clinic**
Stephanie Hudey, Student, University of South Florida
BRIDGE Healthcare Clinic