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
sheida@tamu.edu

E2: Equity Care Guides: Reducing Health Disparities by Transforming Care Delivery
Allina Health System
Amanda Hunt
amanda.hunt@allina.com

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@cftrrr.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
eresz@hy.health.gov.il

IC11: A Unique Data Capture Tool for Quality Improvement
Boston Children’s Hospital
Prema Kahanon
prema.kahanon@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
twike@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) at 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
maria.feola@nchmd.org

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
During this reception, presenters will be standing by their boards to answer questions.
IC32: Creating A Culture Of Quality: Rooting Quality Standards in the Daily Work of Front-Line Staff
St. Joseph’s Healthcare Hamilton
Yelena Potts
ypotts@stihoes.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.pasco@nhs.uk

IC35: Data to Drive Improvement in Pediatric Peripheral IV Infections
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
Hrishiliksh Navare
hnnavare@medicallpharmacies.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
Falun Hospital
Anna Garmo
bingitta.gothenman@ltldalarna.se

IC42: Discharge Multidisciplinary Rounds
University of Colorado School of Medicine
Amy Yu
amy.yu@ucdenver.edu

IC43: Do Not Hospitalize: Providing Acute Care at Home
North Shore-LIJ
Karen Abrashkin
kabarashkin@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 Letos
jennifer.yoon@lhsc.on.ca

IC46: ED Blood Culture Contamination Rates Decrease
NCH Healthcare System
Betsy Novakovitch
elisabeth.novakovitch@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@chcmc.org

IC49: EMS Direct to CT for Possible Stroke
Community Medical Center
Donna Bonacorso
dbonacorso@barnabashospital.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
ronald75@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 Facteau
sue.facteau@nchmd.org

IC57: Going with the Flow — The Danish Flow Collaborative
Danish Society for Patient Safety
Louise Rabal
louise.rabal@patientsikkerhed.dk

IC58: Hospital-Acquired Pressure Ulcer Reduction
NCH Healthcare System
Joan McInemey
joan.mcInemey@nchmd.org

IC59: How One Individual, YDU, Can Improve Communication and Collaboration on AD HOC teams, ANYWHERE!
Sunnybrook Health Sciences Centre
Irene McGhee
irene.mcghee@sunnybrook.ca

IC60: iDASH — In-house Dashboard for Antimicrobial Stewardship in Healthcare Department of Pharmacy, Singapore General Hospital
Lai Wei Lee
lee.laiwei@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.ca

IC62: Identifying Underweight Children during Community Screening in Rural Cambodia, July–November 2014
Improving Global Health, Thames Valley Leadership Academy, Wessex Deanery
Kaal Patel
kaalpatel4@gmail.com

IC63: iLead — Building (Even More) Capacity for Improvement
Sunnybrook Health Sciences Centre
Guna Budrevics
guna.budrevics@sunnybrook.ca

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
jennifer.yoon@lhsc.on.ca

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 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
Harinder Kaur-Singh
hksingh@hgh.ca
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

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
matiana.gonzalezwright@utrgv.edu

IC75: Improving Postpartum Care of Gestational Diabetes Patients at the Good Samaritan Hospital Faculty Medical Center

TriHealth Corporation
David Dhanraj
dave_dhanraj@trihealth.com

IC76: Improving Quality Measurement & Transitions Among Small and Rural Hospitals in Ontario’s Northwest Centre for Effective Practice

Lindsay Bevan
lindsay.bevan@effectivepractice.org

IC77: Improving Resident Discharge Efficiency Without Compromising Quality and Safety: From Resident Coaching to Friendly Competition

John D. Dingell VA Medical Center, Detroit Medical Center
Pierre Tannous
ptannous@med.wayne.edu

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 Dhillion
dhillong@thewrightcenter.org

IC80: Improving Theatre Efficiency — Using Data to Stimulate Improvement in a South African District Hospital

No Organization
Chinonso Nwoguh
chinonso nwoguh@gmail.com

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 Fusiiler
fusiiler@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
jennifer.yoon@lhsc.on.ca

IC85: Introducing a Departmental System Strengthening Approach: Quality Improvement Projects with South African Junior Doctors

Thames Valley and Wessex Leadership Academy
Charlotte Mitchell
clmitchell@gmail.com

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

Boston Children’s Hospital
Temitope Osinye
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
sinduru2790@gmail.com

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
lativissimo@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
mcgowanm@smh.ca

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
trevor.hall@sunnybrook.ca

IC98: Measuring Preventable Harm

Christus Health
Lissette Chavarria
lissette.chavarria@christushshealth.org

IC99: Measuring Quality in Public Health

Los Angeles County Department of Public Health
Quan Truong
qtruong@ph.lacounty.gov

IC100: Mental 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
andrew.r.canning@medstar.net

IC103: Monitoring Patient’s Telemetry for Necessity

NCH Healthcare System
Heather Dill
heather.dill@nchmd.org

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@sarnabashealth.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
depalo@signature-healthcare.org

IC110: People With Diabetes Receive Better Care — At The Push of a Button!
Faruq Al Turab
Kristina Erhling
bigritta.gothman@lt达尔纳.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 Damman
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
Maryam 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’Neill
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
erikaceknights.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
matthew.grossman@yale.edu

IC123: Removal of Indwelling Urinary Catheter with PCEA
NCH Healthcare System
Christina Carranza
christina.carranza@nchmd.org

IC124: Revolutionizing Nursing Shared Decision Making
NCH Healthcare System
Marie Hageman
marie.hageman@nchmd.org

IC125: Right Level of Care Without Waiting Time for Stroke Patients in Dalarna
Landstinget Dalarna
Birgitta Gothman
birgitta.gothman@lt达尔纳.se

IC126: Round & Round We Go — Multidisciplinary Rounds
NCH Healthcare System
Jennifer Ringle
jennifer.ringle@nchmd.org

IC127: Sanford Improvement: Unifying Improvement Efforts
Sanford Health
Annette Schultz
anette.schultz@sanfordhealth.org

IC128: Scaling Data-Driven Collaborative Improvement
Healthcare Council of Western PA
Jane Montgomery
montgomery@hcpp.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
Maria 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
Lakeeland Regional Health System
Robert Nolan
rnelon@lakeelandhealth.org

IC137: Stroke Action Plan: Using IHI Learning Collaborative Methodology across an Entire Health Jurisdiction
Alberta Health Services
Blair O’Neill
oneill2@ualberta.ca

Landstinget Dalarna, County Council of Dalarna
Helena de la Cour
bigritta.gothman@lt达尔纳.se

IC139: Supporting Advanced Stroke Treatment through Continuous Quality Improvement in Saskatchewan Canada.
Health Quality Council
Jessica Hamilton
jhamilton@hpc.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 APCP 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 Evaluate and Guide 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 newborns in Hospital
Singapore General Hospital
Liow Peck Hoon
liow.peck.hoon@sgh.com.sg
IC146: To Reduce the Processing Time for Home Delivery Service Prescriptions by 50% Within 6 Months
Singapore General Hospital
TEO Bee Hoon Doris
doris.teo.b.h@sgh.com.sg

IC147: Transformative Nursing Education in the ED
London Health Sciences Centre
Lucy Vermeulen
jennifer.yoon@lhsc.on.ca

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
ma14681@bjc.org

IC158: Workflow-Based Interventions to Improve Vaccination of Hepatitis C Patients in a VA Primary Care Clinic
Veterans Administration
John Zambrano
zajohn@yahoo.com
Storyboards
The 27th Annual National Forum on Quality Improvement in Health Care
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L1: Accelerating Innovation with Generative Change Leadership
   The Potential Group
   Danny Nashman
danny@potentialgroup.com

L2: Action Learning Projects: Three Key Elements for Building Success into Student QA Projects
   Dartmouth MHCDS
   Adrienne Faerber
   adrienne.e.faerber@dartmouth.edu

L3: Challenges in Transparency: Telling Stories, Publishing Data
   Greater Baltimore Medical Center
   John Saunders, Jr.
   jsaunder@gbmc.org

L4: Deepening a Case for a Fourth Aim
   The Potential Group
   Cate Creede
cate.crede@gmail.com

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
   pech0004@umn.edu

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
   naubin@hnsnsudbury.ca

L10: How to Use the Media as a Driver for Improvement
   Danish Society for Patient Safety
   Charlotte Frendved
   charlotte.frendved@patientsikkerhed.dk

L11: Improving Nurse–Physician Communication in an Urban Emergency Department
   Boston Medical Center
   Cassidy Dahn
   cassidy.dahn@bmc.org

L12: Integrating Organizational Cultures Post Merger or Post Acquisition
   Hotel-Dieu Grace Healthcare
   Terra Cadeau
terra.cadeau@hdgh.org

L13: Leading Through a Quality Cabinet
   Sanford Health
   Molly Clark
   molly.clark@sanfordhealth.org

L14: Physician Professionalism: Definition and Commitment
   Advocate Lutheran General Hospital
   Pam Hyziak
   pamela.hyziak@advocatehealth.com

L15: Physician Professionalism: Doctor: For Your Information
   Advocate Lutheran General Hospital
   Judi Gravdal
   judith.gravdal@advocatehealth.com

L16: Physician Professionalism: Feed In and Feed Back
   Advocate Lutheran General Hospital
   Judi Gravdal
   judith.gravdal@advocatehealth.com

L17: Promoting Research in a Busy Residency Program
   Hofstra NSLIU School of Medicine
   Maureen Grisson
   mgrisson@nshs.edu

L18: Resident QI Clinic: A Structured Educational Intervention to Provide Quality and Safety Training and Mentorship
   QI Innovation Institute
   Farbod Raiszadeh
   fraiszad@gmail.com

L19: The Science of Health Care Delivery: Improving the Healthcare System through Research and Education
   Arizona State University
   Kristen Will
   kkwill@asu.edu

L20: Transforming the Patient Safety Culture
   Mary Lanning Healthcare
   Charlene Sanders
csanders@marylanning.org

L21: Turning Physician Complaints into Positive Action
   Northwest Community Hospital
   Lucy Hammerberg
   lucyhammerberg@aol.com

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
brice.king@baylorhealth.edu

PS2: A 10-year Journey of Engaging Patients in Patient Safety Education, Research, and Improvement
MedStar Health Research Institute
Kelly Smith
kelly.m.smith@medstar.net

PS3: A Change in Culture to Improve Patient Safety
Hotel Dieu Grace Hospital
Kendra Truant
kendra.truant@hdgh.org

PS4: A Study on Effective Patient Safety Education for All Staff of Medical Institutions
Japan Association for Development of Community Medicine
Masahiko Ishikawa
masahikos@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
roberta.greenberg@mh.ccac-ont.ca

PS7: Age Based Guidelines to Decrease Narcotic Oversedation
NCH Healthcare System
Aileen Adams
aileen.adams@nchmd.org

PS8: All Hazard Preparedness Through Ebola Simulation
North Shore-LI
Robert Kerner
rkerner@nshs.edu

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@clinicasanfelipe.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’E'lite
Estelle Lecureux
estelle@statelite.ch

PS13: Building Quality and Safety Checks in Implementing New Clinical Services
National University Hospital
Diana Santos
diana_santos@nuhs.edu.sg

PS14: Charting the Course to Patient Safety Certification
Courtemanche & Associates
Kerrie Bellisario
kerrie@courtemanche-associats.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 Petarakos
rosemary.petarakos@wrh.on.ca

PS19: Creating a Culture of Safety in the O.R. by Implementing a Briefing and Time-Out Tool
Hartford HealthCare
Rekha Singh
rekha.singh@hhchealth.org

PS20: Creating a Safe Zone Through Adverse Event Review: Reflecting on the Past to Improve the Future
MedStar Health
Rebecca Anderson
rebecca.anderson@mountsinai.org

PS21: Creation of an Intake Process in OB Triage
Boston Medical Center
Kristine Smith
kristine.smith@bmc.org

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
allison.glasser@mountsinai.org

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
pyush_mathur@hotmail.com

PS26: Effective Prevention Bundle to Eliminate Hemodialysis Catheter Related Bloodstream Infection in Ambulatory Hemodialysis facilities
Hamad Medical Corporation
hicham bouanane
hbuanane@hamad.qa

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
r_ann76@yahoo.com

PS29: Emergency Department (ED) Front End Process (FEP) Redesign: Improved Door to Provider (DTP) Time
Methodist Hospital of Sacramento
Chasity Ware
chasy.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@nghp.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
Vasantha 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 Rentro
david.rentro@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
amina.habib@nationwidechildrens.org

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.
Sania Amar Khawaja
sania.amar@aku.edu

PS42: Have Manniquin, Will Travel: In Situ Simulation
Novant Health
Stacy Capel
scapel@novanthealth.org

PS43: Health Human Resource Factors: An Analysis on Patient Safety Indicators
Critical Care Services Ontario
Bernard Lawless
bernard.lawless@uhn.ca

PS44: Healthy Babies Team Redesign: Eliminating Early Term Elective Deliveries
Bon Secours St. Francis
Edward Heidman
saria_saccio@bsfhs.org

PS45: High Quality Care for the Older Person
Homerton University Hospital Foundation
Victoria Newlands-Bentley
victoria.newlands@homerton.nhs.uk

PS46: HRO Journey to Reduce Heparin Errors
William W Backus Hospital
Michael Smith
michael.smith@hhchealth.org

PS47: Identifying and Reducing Code Grey Events in the Acute Care Hospital Setting
NCH Healthcare System
Jeannie Kellogg
jeannie.kellogg@nchmd.org

PS48: Identifying Opportunities for Improving Safety from the Bedside: A Protocol for IVIG Administration
Northwestern Memorial Hospital
Trevor Barnum
tbarnum2@uic.edu

PS49: Impact of Influenza Like Illness on Critical Care Units: Early Findings from 206 Ontario ICUs
Critical Care Services Ontario
Bernard Lawless
bernard.lawless@uhn.ca

PS50: Implementation of a Nursing-Driven Sliding Scale Electrolyte Protocol in Five Adult Intensive Care Units
Boston Medical Center
William Vincent
william.vincent@bmc.org

PS51: Implementation of A Perioperative Nurse-to-Nurse Report Across Victoria Hospital and University Hospital
London Health Sciences Centre
Krisen Webb
webb.kristen@gmail.com

PS52: Implementation of a Surgical Safety Checklist in a Swiss University Hospital
University hospital
Estelle Lécureux
estelle.lecureux@chuv.ch

PS53: Implementation of Transsphenoidal Pituitary Surgery Clinical Pathway to Improve Quality of Care and Patient Safety
Singapore General Hospital
Ulina Santoso
ulina.santoso@sgh.com.sg

PS54: Improved Response to Serious Adverse Events as a Means to Culture Transformation
Mount Sinai School of Medicine
Bonnie Portnoy
bonnie.portnoy@mounsinai.org

PS55: Improvement of Resident Reported Patient Safety Events
University of Wisconsin Hospital and Clinics
Sarah Tevis
samend@gmail.com

PS56: Improving ACS Surgical Risk Calculator
Clinica San Felipe
Ernesto Aspillaga
easpillaga@clinicasanfelipe.com

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
abhinav.vemula@bmc.org

PS59: Improving HCW Influenza Vaccination
Castle Medical Center
Anne Massie
anne.massie@ah.org

PS60: Improving hospital Acquired CLABSI Rates by Culturing on Admission: An Inpatient Cancer Unit’s Journey
Penn State Hershey Medical Center
Ruth Gundermann
rgundermann@hmc.psu.edu

PS61: Improving Immunization Status in Peritoneal Dialysis Population
Hamad Medical Corporation
Yolanda Arroyo
yarroyo@hamad.qa

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
andrew.harris@uhospitals.org

PS63: Improving Patient Safety by Reducing Hypoglycemia Events
Mercy Hospital St. Louis
Julie Binder
Julie.Binder@Mercy.net

PS64: Improving the Response of Code Blue Team in the In-Patient Pediatric Units
Hamad General Hospital
Magda Wagy
myoussef@hamad.qa

PS65: Improving the Safety of Clinical Alarm Systems
New Hanover Regional Medical Center
Billie T. Robinson
billie.robinson@nhrc.org

PS66: Increased Error Reporting Through a Great Catch Program
Penn State Hershey Medical Center
Desiree Albright
dalbright@hmc.psu.edu

PS67: Inculcating Patient Safety Culture Among Junior Doctors Through Interactive Teaching
National University Hospital
Bhuvaneshwari Mohankumar
bhuvaneshwari@nuhs.sg
27TH ANNUAL NATIONAL FORUM STORYBOARDS: Patient Safety

PS106: rapidPASS: An Emergency Department Standardized Handoff
Boston Medical Center
Anton Manasco
anton.manasco@gmail.com

PS107: Reducing Bottleneck Delays in a South African Emergency Centre
Thames Valley and Wessex Leadership Academy
Lucy Parker
lucy.polsk@gmail.com

Rumford Hospital
Becky Hall
HallBe@cmhc.org

PS109: Reducing Harm from Opioids
Southern District Health Board
Lucia Magee
image191@gmail.com

PS110: Reducing Hospital-Acquired Pressure Ulcers at Florida Hospital
Florida Hospital
Namrata Sachdev
namrata.sachdev@flhosp.org

PS111: Reducing Hyperglycaemia in Fasting Diabetic Patients: Awaiting Procedures
Singapore General Hospital
Stephanie Chung Shuk Yang
Stephanie.chong.s.ts@sgh.com.sg

PS112: Reducing Radiation Dose During CT Exams
NCH Healthcare System
Lindsay DeLorme
lindsay.delorme@nchmd.org

PS113: Reducing the Risk of Venous Thromboembolism (VTE) Events: An Interprofessional Approach
Penn State Hershey Medical Center
Mary Trauger
mkost70@comcast.net

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

PS115: Reduction in Post Prostate Biopsy Infections
St. Luke’s Regional Medical Center
John Werdel
archibac@slhs.org

PS116: Reduction of Adverse Events (AEs) in an AMC Over a Decade — The NHU Experience
National University Hospital
Sucharita Hota
sucharita_hota@nuhs.edu.sg

PS117: Respiratory Therapist and Nurses Collaborate to Prevent Respiratory Device-Related Pressure Ulcers
Orlando Health
Tara Mahramus
tara.mahramus@orlandohealth.com

PS118: Risk-Scoring Systems Improve Patient Safety
Signature Healthcare Brockton Hospital
Cheryl McCollan
cmccollan@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 Decreases Massive Transfusion Requirements
Winnie Palmer Hospital-Arnold Palmer Medical Center
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
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
julie.niedermier@osumc.edu

PS123: Save a Life — Call an RRT! New Hanover Regional Medical Center
Steve Johnson
steve.johnson@nhrcmc.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
FMilligan@hmc.org.qa

PS126: Sentinel Events Eliminated by Implementation of Direct Admission Policy
Saint Michael’s Medical Center
Susanna Yim
susanna.yim@mail.mcgill.ca

PS127: Shining a Light on Patient Safety
Mercy Hospital St. Louis
Debbie Nihill
Deborah.Nihill@Mercy.net

PS128: Standardizing and Tightening Home Leave Process to Ensure Patient Safety
National University Hospital
Bhuvaneshwari Mohankumar
bhuvaneshwari@nuhs.edu.sg

PS129: Standardizing Total Parenteral Nutrition (TPN) to Reduce Errors
All Children’s Hospital Johns Hopkins Medicine
Jacquelyn Crews
jcrews7@jhmi.edu

PS130: Sticking it to the Flu
NCH Healthcare System
Paul Slack
paul.slack@nchmd.org

PS131: Strengthen the Hand Over Process
The Aga Khan University Hospital
Ambreen Memon
ambreen.memon@aku.edu

PS132: Surgical Antibiotic Prophylaxis: Choice and Dose Matters!
Yale New Haven Hospital
Nicole Colandrea
Nicole.Colandrea@ynhhs.org

PS133: Surgical Leadership Huddle to Review Debriefing
Thomas Jefferson University Hospital
Monica Young
stephanie.landmesser@jefferson.edu

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: TeamSTEPPS and Surgical Safety Checklist: Improving Patient Safety
Mount Sinai Medical Center
Yessenia Valentín-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
kamsorour@yahoo.com

PS138: The Development of an Anesthesia Department Communications Compact
H Lee Moffitt Cancer Center
Jonathan Cohen
jonathan.cohen@moffitt.org

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@nhrcmc.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
The Ohio State University Medical Center
Jeffrey Shapiro
jdshap56@gmail.com

PS143: The Telluride Experience: A New Approach to Patient Safety Education
MedStar Health
Stacey Gonzalez
stacey.m.gonzalez@medstar.net

PS144: To Improve Design of Limb Restrainer
Singapore General Hospital
Shanmugavalli Pramasamy
shanmugavalli63@gmail.com
<table>
<thead>
<tr>
<th>Storyboard Number</th>
<th>Title</th>
<th>Organization</th>
<th>Presenter</th>
<th>Email Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>PS145</td>
<td>To Improve Hand Hygiene Compliance Among Doctors</td>
<td>Singapore General Hospital</td>
<td>Shuwei Zheng</td>
<td><a href="mailto:shuwei.zheng@mohh.com.sg">shuwei.zheng@mohh.com.sg</a></td>
</tr>
<tr>
<td>PS146</td>
<td>To Improve Hand Hygiene Compliance Among Doctors</td>
<td>Singapore General Hospital</td>
<td>Shuwei Zheng</td>
<td><a href="mailto:shuwei.zheng@mohh.com.sg">shuwei.zheng@mohh.com.sg</a></td>
</tr>
<tr>
<td>PS147</td>
<td>Tracheostomy Care Optimization</td>
<td>Ann &amp; Robert H. Lurie Children’s Hospital of Chicago</td>
<td>Rowsha LaBranche</td>
<td><a href="mailto:rlabranche@luriechildrens.org">rlabranche@luriechildrens.org</a></td>
</tr>
<tr>
<td>PS148</td>
<td>Unsuitable Communication with Older People Declines the Heart Function</td>
<td>EGPRN; NAPCRG / member</td>
<td>Sofica Bistriceanu</td>
<td><a href="mailto:bistriis@hotmail.com">bistriis@hotmail.com</a></td>
</tr>
<tr>
<td>PS149</td>
<td>Use of High-Fidelity Simulation to Enhance Interdisciplinary Collaboration and Reduce Patient Falls</td>
<td>Mayo Clinic</td>
<td>April Bursiek</td>
<td><a href="mailto:bursiek.april@mayo.edu">bursiek.april@mayo.edu</a></td>
</tr>
<tr>
<td>PS150</td>
<td>Using Common Cause Analysis on the Journey to Zero Patient Harm</td>
<td>Memorial Hermann Health System</td>
<td>Anne-Claire France</td>
<td><a href="mailto:Anne-Claire.France@memorialhermann.org">Anne-Claire.France@memorialhermann.org</a></td>
</tr>
<tr>
<td>PS151</td>
<td>Using Fake Mommies to Change Real Patient Care</td>
<td>Novant Health</td>
<td>Lindsey Horne</td>
<td><a href="mailto:lrfoxmax@novanthealth.org">lrfoxmax@novanthealth.org</a></td>
</tr>
<tr>
<td>PS152</td>
<td>Using Medication Safety Data to Drive Performance Improvement</td>
<td>Pharmacy Systems, Inc.</td>
<td>Steven Johnson</td>
<td><a href="mailto:sjohnson@pharmacysystems.com">sjohnson@pharmacysystems.com</a></td>
</tr>
<tr>
<td>PS153</td>
<td>Using Mindfulness for Critical Thinking and Patient Safety During Medication Administration</td>
<td>University of Illinois at Chicago</td>
<td>Marianne Durham</td>
<td><a href="mailto:mdurham1@uic.edu">mdurham1@uic.edu</a></td>
</tr>
<tr>
<td>PS154</td>
<td>Using the Global Trigger Tool to Identify Adverse Events in a Brazilian Hospital</td>
<td>ACSC - Associação Congregação de Santa Catarina</td>
<td>Camila Lajolo</td>
<td><a href="mailto:clajolo@post.harvard.edu">clajolo@post.harvard.edu</a></td>
</tr>
<tr>
<td>PS155</td>
<td>Using Tracers to Evaluate Implementation of an Improvement Strategy</td>
<td>Center for Quality</td>
<td>Inge Pedersen</td>
<td><a href="mailto:inge.pedersen@rsyd.dk">inge.pedersen@rsyd.dk</a></td>
</tr>
<tr>
<td>PS156</td>
<td>Utilizing Electronic Triggers to Identify Adverse Events, Harm, and Improvement Opportunities in a Pediatric Hospital</td>
<td>Cook Childrens Health Care System</td>
<td>Shana Rasmussen</td>
<td><a href="mailto:shana.rasmussen@cookchildrens.org">shana.rasmussen@cookchildrens.org</a></td>
</tr>
<tr>
<td>PS157</td>
<td>Utilizing Slow-Pressure Volume Loops to Determine Optimal PEEP and Improve Patient Outcomes</td>
<td>Geisinger Medical Center</td>
<td>Michael Bingaman</td>
<td><a href="mailto:msbingaman@geisinger.edu">msbingaman@geisinger.edu</a></td>
</tr>
<tr>
<td>PS158</td>
<td>VA Palo Alto Health Care System Nursing Service Project RED Implementation of Teach Back</td>
<td>Va Palo Alto Health Care System</td>
<td>Denise Renfro</td>
<td><a href="mailto:Denise.Renfro@va.gov">Denise.Renfro@va.gov</a></td>
</tr>
<tr>
<td>PS159</td>
<td>Venous Thromboembolism: Establishing a Quality System for Hospital-wide Identification and Prevention</td>
<td>Nationwide Children’s Hospital</td>
<td>Sheila Harrison</td>
<td><a href="mailto:sheilah.harrison@nationwidechildrens.org">sheilah.harrison@nationwidechildrens.org</a></td>
</tr>
<tr>
<td>PS160</td>
<td>Ventilator-Associated Pneumonia: Using Evidence, Interdisciplinary Teamwork &amp; Continuous Rapid Improvement to Drive Culture Change</td>
<td>The Children’s Hospital of Philadelphia</td>
<td>Louise Hedaya</td>
<td><a href="mailto:hedaya1@email.chop.edu">hedaya1@email.chop.edu</a></td>
</tr>
<tr>
<td>PS161</td>
<td>Virtual Monitors Reduces Fall Rate in Hospital Intermediate Care Units</td>
<td>Brigham and Women’s Hospital</td>
<td>Escel Stanghellini</td>
<td><a href="mailto:estanghellini@partners.org">estanghellini@partners.org</a></td>
</tr>
<tr>
<td>PS162</td>
<td>Weighing in on Patient Safety</td>
<td>Novant Health</td>
<td>John Gardella MD</td>
<td><a href="mailto:jegardella@novanthealth.org">jegardella@novanthealth.org</a></td>
</tr>
<tr>
<td>PS163</td>
<td>Working Towards Zero, No Pressure: Preventing Pediatric Pressure Ulcers</td>
<td>All Children’s Hospital John’s Hopkins Medicine</td>
<td>Kris Rogers</td>
<td><a href="mailto:kroger17@jhmi.edu">kroger17@jhmi.edu</a></td>
</tr>
</tbody>
</table>
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
holmes13@pamf.org

**PFCC2:** A Patient Driven Approach to Endoscopy Shift Design
Mayo Clinic
Erin Pagel
pagel.erin@mayo.edu

**PFCC3:** A Patient-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
NSLU Forest Hills Hospital
Viviane Kempen
vstenerson@nshs.edu

**PFCC7:** A Approach to 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@patientsikkedhed.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
Beverley Johnson
bjohnson@ipfcc.org

**PFCC12:** Care Coordination Challenges Among the Sickest Individuals
OptumInsight
Timothy Wells
tim.wells@optum.com

**PFCC13:** Care Management Call Center Voicemails 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 Kornsawad
kornsawad@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 Orajaka
nkeiruka.orajaka@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

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

PFCC30: MEDS Chart: Eliciting Patient Voice to Address Medication Trauma  
CareOregon  
Paul Carson  
carsonsp@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  
Annamarie James  
Annmarie.James@sphp.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 Under-treated 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: 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

PFCC44: The Standardization of Care for the Cystic Fibrosis Patient  
Geisinger Health System  
Laurie Wallace  
lwallace@geisinger.edu

PFCC45: The Transition in Healthcare Delivery: Provider-Patient Communication in the New Era  
University of Illinois  
Eric Swirsky  
eswin@uiuc.edu

PFCC46: The Standardization of Care to Improve Patient Satisfaction  
Newark Beth Israel Medical Center  
Maryellen Wiggins  
mwiggins@barnabashealth.org

PFCC47: Utilizing Communication Boards to Improve the Discharge Process  
University Of Washington  
Reiko Emtman  
reikoh2@uw.edu
Storyboards
The 27th Annual National Forum on Quality Improvement in Health Care
December 6–9, 2015 · Orlando, FL

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
dvirteeka@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
Jacquiebober@gmail.com

QVC8: Biohazard Sharp Box Disposal Cost Savings Through The Introduction of Glass Recycling
National University Health System
Yiling Cheng
chengyilingcy@gmail.com

QVC9: Blood Conservation
Novant Health
Santosh R. Gopali, MD
jegardella@novanthealth.org

QVC10: CHOP is Opening & Ambulatory Sites Within 12 Months
The Children’s Hospital of Philadelphia
Eileen Serpieri
serpieri@email.chop.edu

QVC11: Communicating Health Care Efficiency to Consumers
American Institutes for Research
Kourtney Ikeler
ikeler@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
Suhaya Al-Banai
salbana@hamad.qa

QVC14: Decreasing Operating Room Time Turn-Around Time: One Service at a Time
The Children’s Hospital of Philadelphia
Cristina Jones
jonesci@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
Finelia Brito-Babapulle
finelia.brito@ipswichhospital.nhs.uk

QVC18: Enhanced Recovery After Surgery (ERAS) Collaborative in Orthopaedics
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
Mataroria Lyndon
mataroria.lyndon@middlemore.co.nz

QVC22: Evaluating Impact of Harm on Hospital Financial Outcomes: A Practical Approach
Florida Hospital
David Yi
davidyi2014@gmail.com

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
London Health Sciences Centre
Mataroria Lyndon
mataroria.lyndon@middlemore.co.nz

QVC25: Evaluating a Novel Structured Continence Care Program in a Long Term Care Facility
Medical Pharmacies Group Limited
Omid Zad
omid.zad@orlandohealth.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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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
vishalpatel@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.rafalsski@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 Witt
stephanie.wilt@hrhoneonline.org

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 Kuhnen
lkuhnen@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

Storyboards Reception
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Student Storyboards
The 27th Annual National Forum on Quality Improvement in Health Care
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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.ajakumar.menon@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:** Outsmarting 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
Brook University
Sierra Barrett
sb11jz@brooku.ca

**SR15:** Implementation and Improvement of a “Pediatric Rapid Assessment Clinic” Model in a Large Community Hospital
Brook University
Sierra Barrett
sb11jz@brooku.ca

**SR16:** Readmissions, Preventability & the Electronic Discharge Record: Results from a Single Center Community Based Hospital
Crozor-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
deriver14@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
mrichardson@geisinger.edu

**SR23:** The Optimization of Volume Re-Expansion Therapy for the Post-Operative Open Heart Patient
Geisinger Medical Center
Michael Richardson
mrichardson@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	bowman1@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

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*Student Storyboard Runner-Up

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**Storyboard Reception**
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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. Thoulous  
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 Gotthiel  
stephanie.gotthiel@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  
omehrayat.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  
bennyyan@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 Lobinger  
hlobinger@gmail.com

SR46: Launching IHI Open School Purdue Chapter: An Interdisciplinary Student Organization Devoted to Healthcare Improvement  
Purdue University  
Amanda Hobbs  
ahobbs@purdue.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 Throughput 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  
shi@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  
dewann@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  
Jyeon Son  
json@tulane.edu

SR54: Surgical Team Networks as a Basis for Quality Improvement  
Tulane University  
Jonathan Coleman  
Jcoleman4@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  
adsgupta@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  
heuzx.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.jones8@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  
roryao@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 Wadh  
wadheeg@mail.uc.edu

SR67: Provider Accuracy of Estimated Patient Discharge Date is Improved by Interdisciplinary Teams  
University of Cincinnati College of Medicine  
Ryan Gamlin  
gamlinr@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
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SR76: Improving Communication Between Hospital and Long-Term Care During Patient Transfers
University of Toronto
Joey Carson
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SR77: Patient Centeredness in Malaysian Hospitals
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SR78: Decreasing Patient Visit Durations at a Student-Run Free Clinic through a Clinic Flow Intervention
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SR79: Development of a Standardized Process for Review of Key Indicators Associated with Surgical Site Infections
UT Southwestern Medical Center
Chris Chan
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SR80: Effect of a “SMaRT” Enhanced Recovery Pathway for Elective Laparoscopic Colorectal Surgery
UT Southwestern Medical Center
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SR81: Epidemiological Study of Meticillin-Resistant Staphylococcus aureus Among Patients in a Burn ICU
UT Southwestern Medical Center
Bayless Drum
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SR82: Improving Patient Handoffs in OR-ICU and OR-OR Settings
UT Southwestern Medical Center
Jim Sheng
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SR83: Can Early Structured Communication Improve End-of-Life-Care in the ICU?
UW Health and St. Mary’s Hospital
Anne Mork
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SR84: Wayne State University School of Medicine Curriculum Development Team
Wayne State University
Kelsea Anderson
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SR85: Integrating Patient Safety and Quality Improvement (PSQI) into Undergraduate Medical Education
Western University
Juliya Hemmett
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*Student Storyboard Runner-Up
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

*Student Storyboard Runner-Up