

Patient Safety Executive Development Program

March 2-8, 2017 · Cambridge, MA

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within the health care industry.

Michael Briddon, MA, Editorial Director, is responsible for the catalog of online courses within the IHI Open School, including those on quality improvement, patient safety, leadership, patient- and family-centered care, and managing health care operations. He also manages the content that appears on the IHI Open School website and any related publications. After earning his Master's Degree in Magazine, Newspaper, and Online Journalism from Syracuse University in 2003, he has worked in various editorial and managerial positions



and improvement fields, including frontline roles as a quality improvement specialist. Prior to joining IHI, she led the design, development, and implementation of a regional Patient Safety Collaborative in England.

Amelia Brooks, Director, Patient Safety and Europe, Institute for Healthcare Improvement (IHI), has expertise in quality improvement, patient safety, human factors, analytics for improvement, and safety culture. Amelia joined IHI in January 2016 as a Director in the Patient Safety Team, where her role includes teaching, diagnostics, and onsite coaching for organizations. She is also now IHI's Regional Director for the Europe Region and lives in the UK. Amelia leads a number of IHI's European programs and oversees all regional activity. Prior to joining IHI, Amelia worked in strategic and operational roles in the patient safety



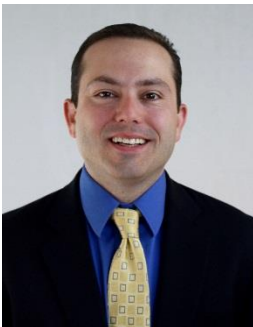
Tiffany Christensen, is the Patient and Family Engagement Specialist at the North Carolina Quality Center, working to operationalize patient and family engagement (PFE) best practices across the state. She approaches her work from the perspective of a life-long patient and a professional patient advocate. Ms. Christensen is a TeamSTEPPS Master Trainer, a Respecting Choices Advance Care Planning Instructor, an APPEAL certificate recipient, and the co-creator of a workshop series for developing and advancing Patient Advisory Councils. Nationally, she works with organizations on starting or improving their Patient and Family Advisory Council programs, addressing burnout with PFE

strategies and using TeamSTEPPS for Patients. She is also a nationally recognized public speaker and author of three books that explore advocacy, end-of-life planning, and partnership strategies in health care. She is a board member of the Beryl Institute for improving the patient experience, and formerly served as a Duke Hospital patient advocate and as the Program Coordinator for Duke Medicine's Patient Advisory Council Expansion Program.



Moshe Cohen, Independent Mediator and Lecturer with Boston University, has been teaching, mediating, coaching, writing, and speaking on the topics of negotiation, leadership, change management, influence, conflict resolution, mediation, facilitation, and communication for the past 15 years. Mr. Cohen has worked with many companies and organizations in the Boston area, as well as, nationally and internationally. He teaches on negotiation and leadership in the MBA program at Boston University where he has been teaching for ten years. As a mediator, Mr. Cohen specializes in employment, workplace, and discrimination-related disputes. Mr. Cohen has a background in Electrical Engineering from

McGill University and later received an MBA from Boston University.



Jeff Durney, MS, Senior Program Manager for Human Factors and Process Improvement, Dana-Farber Cancer Institute, is a quality and safety improvement professional with experience in both the health care and aviation industries. His primary focus is on human factors and the design of processes to prevent errors in complex systems. Prior to joining Dana-Farber, Mr. Durney was the Quality Improvement Advisor in the Safe Surgery program at Ariadne Labs, a joint center for health systems innovation at the Harvard T.H. Chan School of Public Health and Brigham and Women's Hospital. His work included implementation of the World Health

Organization's Surgical Safety Checklist and other proven safety interventions around the world. His health care experience includes quality improvement project management at Partners HealthCare and performance improvement consulting in the Center for Clinical Excellence at Brigham and Women's Hospital. Mr. Durney has served as a faculty member and improvement team coach in both the Partners Clinical Process Improvement Leadership program and the Brigham Lean Practitioner program. In his previous career, Mr. Durney was an airline pilot and flight instructor for ten years, where he was involved with several aviation safety and quality initiatives.



Frank A. Federico, RPh, Vice President, Institute for Healthcare Improvement (IHI), works in the areas of patient safety, application of reliability principles in health care, preventing surgical complications, and improving perinatal care. He is faculty for the IHI Patient Safety Executive Training Program and co-chaired a number of Patient Safety Collaboratives. Prior to joining IHI, Mr. Federico was the Program Director of the Office Practice Evaluation Program and a Loss Prevention/Patient Safety Specialist at Risk Management Foundation of the Harvard Affiliated Institutions, and Director of Pharmacy at Children's Hospital, Boston. He has authored numerous patient safety articles, co-authored a book

chapter in *Achieving Safe and Reliable Healthcare: Strategies and Solutions*, and is an Executive Producer of "First, Do No Harm, Part 2: Taking the Lead." Mr. Federico serves as Vice Chair of the

National Coordinating Council for Medication Error Reporting and Prevention (NCC-MERP). He coaches teams and lectures extensively, nationally and internationally, on patient safety.



Allan S. Frankel, MD, is a Principal in Safe & Reliable Healthcare, a group that works in patient safety, quality, organizational learning, leadership coaching and teamwork. He was one of the founders of Pascal Metrics Inc. and served for 6 years as its Co-Chief Medical Officer. Prior to that for 7 years he was the Director of Patient Safety for Partners Healthcare in Boston. He practiced pediatric, cardiac and general anesthesia in academic and private institutions before embarking on a journey to study and improve patient safety and healthcare reliability. Throughout he has been on the faculty of the Institute for Healthcare Improvement co-chairing Safety Collaboratives, teaching in IHI's Patient Safety Executive Officer Development Program, and as faculty on the UK's Safer Patients Initiatives and Scotland Patient Safety Program. Dr. Frankel has worked to improve the safety and reliability of health systems from Singapore to Saudi Arabia, in every state in the USA and all the provinces of Canada.



Carol Haraden, PhD, Vice President, Institute for Healthcare Improvement (IHI), is a member of the IHI team responsible for developing innovative designs in patient care. She currently leads IHI's work with Health Improvement Scotland aimed at transforming the safety of every Scottish hospital over five years. She also leads work in Denmark, the South of England, and the USA to improve the safety of health care systems in these countries. Dr. Haraden is the executive lead for the IHI Patient Safety Executive Development Program. She has been a dean in higher education, a clinician, consultant, and researcher. She served on the Institute of Medicine Committee on Engineering Approaches to Improve Health Care, is a judge for several national quality awards, and is an associate editor for the journal, *BMJ Quality and Safety*.



Michael Leonard, MD, is a Principal in Safe & Reliable Healthcare, a group that works in patient safety, quality and organizational learning. Until recently, he was the Co-Chief Medical Officer of Pascal Metrics. Previously he served as the National Physician Leader for Patient Safety for Kaiser Permanente, and Chief of Anesthesia, Chief of Surgical Services and Chairman of the Board of Directors for Kaiser Permanente Colorado. Dr. Leonard is a cardiac anesthesiologist by training. He has also worked with the University of Texas Human Factors Research Project to incorporate the human factors lessons in other high-risk industries into medical patient safety.

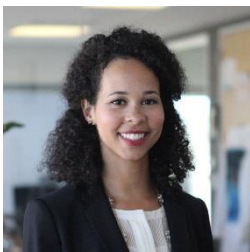


Jennifer Lenoci-Edwards, RN, MPH, CPPS, is the Director of the Patient Safety Focus Area at the Institute for Healthcare Improvement. Jennifer's career in healthcare started as a Registered Nurse in the Emergency Department in 1999 and In 2004, Jennifer received her Master's in Public Health at Johns Hopkins and then worked with the Maryland Department of Health and Mental Hygiene rolling out the Statewide Immunization Registry. In 2007, Jennifer relocated to Boston and while working as an ED RN, began to work in Patient Safety at Partners Healthcare with Dr. Tejal Gandhi. She then worked on the front lines as a consultant for Patient Centered Medical Home at Partners

Healthcare where she focused on using quality improvement to increase capacity and reliable systems in primary care.



Helen Macfie, PharmD, FABC, is Chief Transformation Officer for MemorialCare Health System in Southern California, a six-hospital, not-for-profit integrated health system that includes a medical foundation. She is responsible for facilitating system-level performance improvement for clinical quality, patient safety, risk management, Lean strategies, and patient and family experience and for overseeing the system's operational Value Added Teams and the MemorialCare Physician Society's clinical Best Practice Teams. She also facilitates MemorialCare's system-wide strategic planning processes and provides executive oversight for key strategic initiatives, including population health, bundled payment, and physician data transparency. Ms. Macfie serves as faculty for the Institute for Healthcare Improvement Patient Safety Executive course, as well as on a number of California statewide boards related to improving quality and safety.



Amy Reid, MPH, is a Director at IHI. In her work on the Results and Evaluation team, she implements a theory-driven formative evaluation approach for IHI's work in Africa, Latin America, and North America. In addition, she is leading IHI's efforts to integrate health equity into its five focus areas. Previously, Ms. Reid was a Research Assistant supporting QI programs at the North Carolina Area Health Education Center and at the University of North Carolina Gillings School of Global Public Health, where

she conducted a qualitative evaluation of a maternal and child health QI program in Ghana. A former Thomas J. Watson fellow, Ms. Reid received her MPH in Health Behavior and Health Education at the University of North Carolina Gillings School of Global Public Health.



Doug Salvador, MD, MPH, Vice President, Medical Affairs, Baystate Medical Center (BMC), is also Assistant Professor of Medicine at Tufts University School of Medicine. In the Department of Healthcare Quality at BMC, he works on clinical improvement projects such as bundled payments initiatives and the patient safety program. Using his training in medicine, engineering, and epidemiology, Dr. Salvador is focused on the redesign of health care delivery systems, diagnostic error, undergraduate and postgraduate education of quality and safety, and fostering a culture of patient safety. A graduate of the Johns Hopkins University (Biomedical Engineering) and Johns Hopkins University

School of Medicine, he trained in infectious diseases at the Beth Israel Deaconess Medical Center in Boston. Dr. Salvador practiced as a hospital epidemiologist after receiving a Masters in Public Health

degree from the Harvard School of Public Health. His post-graduate training includes Patient Safety Officer training from the Institute for Healthcare Improvement (IHI) and service on the Baldrige National Quality Award Program Board of Examiners. He is an IHI faculty member for the IHI Patient Safety Executive Development Program.



Jo Shapiro, MD, FACS, Dr. Shapiro is the director of the Center for Professionalism and Peer Support and a surgeon in the Department of Surgery at the Brigham and Women's Hospital (BWH) in Boston and an Associate Professor of Otolaryngology at Harvard Medical School. Dr. Shapiro launched the BWH Center for Professionalism and Peer Support in 2008. Since that time the Center has become a model for institutions seeking methods to enhance teamwork and respect and looking to help mitigate the epidemic of burnout that is plaguing the medical profession. She was recently appointed Honorary Professor of Professional Behavior and Peer Support in Medicine through the academic track at Groningen University Medical Center in The Netherlands. She serves on the Ethics and Professionalism Committee of the American Board of Medical Specialties and was invited to serve as Committee Chairperson. As a clinician leader Dr. Shapiro served as Chief of the Division of Otolaryngology at BWH from 1999 through March of 2016; she continues to maintain a surgical practice in the Division, specializing in oropharyngeal swallowing disorders. She is involved in global health medical education and training, serving as Visiting Professor and Otolaryngology Residency Program Advisor for Mbarara University of Science and Technology in Uganda. Dr. Shapiro received her B.A. from Cornell University and her M.D. from George Washington University Medical School. Her general surgery training was at University of California, San Diego and then UCLA. She did her otolaryngology training at Harvard followed by a year of a National Institute of Health Training Grant Fellowship in swallowing physiology. She has been a faculty member in the Department of Surgery at BWH since 1987. She is married to an internist, and they have three children.



Lauren Downing, Event and Program Manager, Institute for Healthcare Improvement, is responsible for the planning and implementation of IHI's professional development programs, including the Patient Safety Executive Development Program, Breakthrough Series College, Hospital Flow Professional Development, and Leading Population Health Transformation. She plans and manages the Excursions and Affiliate Events at IHI's annual conference, the National Forum, which gathers over 5,000 health care professionals from around the world each year. As IHI's Accreditation Manager, she oversees the compliance of ACCME, ANCC and ACPE Continuing Education policies and procedures in all of IHI's programs. She has a Bachelor's of Arts in Communications and Organizational Communications from Northeastern University.