

## 2013-2014 IHI Fellows Biographies



**Jameela Alkhowaiter Al-Ajmi, MD**, a 2013-2014 Hamad Medical Corporation Fellow is a Senior Consultant in Adult Infectious Diseases at the Hamad Medical Corporation (HMC) and Assistant Professor in Clinical Medicine at the Weill Cornell Medical College-Qatar (WCMC-Q). She was appointed as Assistant Executive Director of Corporate Infection Prevention and Control Program and works as Chairman of Infection Control Committee at different HMC facilities. She has served on many committees, including the corporate-level Prevention and Control of Infection Committee; head of the Outbreak Committee; Chairman of the Infection Control Polices Committee; and she has served as a member of the Advisory Board of the GCC Centre of Infection Control since 2008. Dr. Jameela also has made great contributions to the training program of Infection Control and Prevention, where she was selected to be Director of the Infection Control course at George Washington University and Medical Training Center HMC.

In addition to her elegant leadership abilities, she is a certified Lean Six Sigma black belt. Her contributions to the Lean Six Sigma Program are highly valued. She was involved in many quality improvement projects to promote patient safety by reducing the risk of acquiring and transmitting infections. She has consistently displayed a remarkable ability to cope with different areas like occupational health and safety programs related to infection prevention and control and preventing health care workers' exposure to TB. She has had significant oversight of the Clinical Microsystems coaching program, coaching improvement project teams aiming to reduce central line-associated bloodstream infections in the MICU and to reduce ventilator-associated pneumonia in the SICU. She was recognized in the Employee Awards and Recognition Program at HMC, receiving the Star of Excellence Award for best leadership project (reduction of HCAI in NICU 2010), the Glowing Star Award for distinction in practice, the Award of Merit for distinction in practice, and the Award of Merit for technological innovation.

Dr. Jameela is particularly interested in issues relating to general infectious diseases, infection control, and clinical risk management. Her works have been published in a variety of medical publications in different national and international journals.



**Barry Appleton, MA MChir, FRCS(Eng), FRCS(Gen Surg)**, a 2013-2014 Health Foundation Quality Improvement Fellow at the Institute for Healthcare Improvement (IHI), is a consultant colorectal surgeon working in the Princess of Wales Hospital, Bridgend. This is one of the four major hospitals within Abertawe Bro-Morgannwg University Health Board, one of the

## 2013-2014 IHI Fellows Bios

largest health providers in the UK. He was trained at Cambridge University and qualified in 1991. He then underwent rotational surgical training in East Anglia, Wessex, followed by a Royal College of Surgeons of England Research Fellowship in Swansea, in Wales. His training was completed with a year's Colorectal Surgical Fellowship at Flinders Medical Centre, Adelaide, South Australia.

He was appointed as substantive consultant in 2006 and since then has been appointed to a variety of high-profile positions. He currently stands as South Wales Chapter Representative for the Association of Coloproctology of Great Britain and Ireland, South Wales Multidisciplinary Team Network lead for colorectal cancer, and Health Board Foundation Programme Director. In addition, he is a founding member of the South Wales Laparoscopic Colorectal Training faculty and co-developer of a unique ex-vivo course for trainees learning laparoscopic right hemicolectomy. Barry was instrumental in founding and developing the Welsh National Enhanced Recovery After Surgery Programme utilising the IHI Breakthrough Series Collaborative Model and remains on the national steering committee. He has used this opportunity to develop links with the Welsh National Leadership and Innovation Agency for Healthcare, an organisation with whom he hopes to develop ever closer links.

Barry is very much looking forward to the opportunity to work as Health Foundation Quality Improvement Fellow at IHI, having developed an ethos of quality improvement during his previous overseas fellowship in Australia and seeing the benefits for patients that accrue from QI projects such as the Enhanced Recovery project within Wales. He hopes that with the deep understanding of process and variance, which will be afforded by his time at IHI, he will have success in persuading surgeons of the importance of these matters and in driving improvement forward at a time of vast uncertainty and organisational change within Wales. In addition, he hopes to earn the opportunity to work with the Association of Coloproctology to instill an ethos of quality improvement at the grassroots level and through UK multidisciplinary colorectal surgical teams. Outside of work, Barry is a reasonably accomplished musician, having played oboe in the National Youth Choir of Great Britain and sung bass in the National Youth Choir of Great Britain and more recently in the Swansea Bach Choir. He plays the piano and is a deputy church organist. Most free time is spent with his wife and two daughters, and his main sporting interests are cricket, rugby union, and skiing.



**Dr. Peter Chamberlain, BSc, MBChB, MRCP (UK), MRCGP, DRCOG**, a 2013-2014 Health Foundation Quality Improvement Fellow at the Institute for Healthcare Improvement (IHI), is a General Practitioner and Clinical Commissioner within South Sefton Clinical Commissioning Group in the UK. His main role is Clinical Lead for Strategy and Innovation, focusing on service development across a number of sectors. He is passionate about

## 2013-2014 IHI Fellows Bios

whole-system service design, integration, proactive care, and medical informatics. As a Clinical Commissioner his main areas of responsibility include urgent care, intermediate care, and the development of community services. Quality improvement projects that Pete is leading include horizontal integration of community services, vertical integration of IT systems across different health and social providers, and the streamlining of urgent care pathways. His major area of focus during his IHI fellowship is frailty and long-term conditions. Of particular interest is the application of cross-sector care planning, Lean management, an asset-based approach, and the development of sustainable self-care for this group of patients. The Triple Aim is one of the major initiatives Pete will seek to apply to the wider commissioning agenda. He intends to extend the use of quality improvement methods and tools across Merseyside through commissioning channels and the development of a quality and innovation network.

Pete graduated from The University of Liverpool. Following completion of Core Medical Training, he worked as a cardiology middle grade before moving to general practice. He also works as a Community Clinical Tutor within the University of Liverpool Medical School. Pete and his wife, Libby, have two young children.



**Hans Hartung, MD, MRCP**, a 2013-2014 Health Foundation Quality Improvement Fellow at the Institute for Healthcare Improvement (IHI), is a Consultant in Respiratory and General Medicine with a special interest in COPD at the University Hospital Crosshouse, NHS Ayrshire & Arran, UK. He obtained his medical degree from the University of Düsseldorf, Germany, and undertook his specialist training in Edinburgh (NHS Lothian University Hospitals) and Perth, Western Australia. In 2005, Hans was appointed to his current post. He has been the local lead of the Managed Clinical Network in Respiratory Medicine since 2010 and is a founding member of the Scottish National Reference Group in Respiratory Medicine.

Hans has a longstanding interest in person-centred collaborative care and community involvement. He has been the clinical lead of two major quality improvement initiatives. One of these has integrated the concept of self-management support in the management of long-term conditions. Care in partnership is now increasingly embedded in clinical practice and pathways across a range of specialities and services, such as renal and heart failure, COPD, and Parkinson's disease. In the second quality improvement project Hans explored the benefits of shifting care closer to home. The project facilitated a unique collaboration between primary care and respiratory specialist services. The empowerment of patients has been one of the most inspiring experiences Hans wishes to explore further in the IHI Fellowship programme.

## 2013-2014 IHI Fellows Bios

Person-centred care is an NHS and government priority and will be the main area of focus during his fellowship year. Furthermore, Hans is keen to acquire a deeper understanding about change methodology and whole system transformation.

Hans is married to a Community Gynaecology Consultant, and they have one son. In his personal time he enjoys walking in the Scottish hills.



**Chris Hayes, MD, MSc, MEd, FRCPC**, is the 2013-2014 Canadian Harkness Fellow in Health Care Policy and Practice. He is the Medical Officer for the Canadian Patient Safety Institute and an Assistant Professor in the Department of Medicine and the Institute of Health Policy, Management and Evaluation at the University of Toronto. He is a staff critical care physician, site lead for the Critical Care Response Team, and Medical Director of Quality and Patient Safety at St. Michaels Hospital in Toronto. Chris completed his medical training, a Masters of Education, and a research fellowship with the Wilson Centre for Research in Education at the University of Toronto and is a graduate of the Institute for Healthcare Improvement Patient Safety Officer Executive Development Program. He has led several quality improvement initiatives, including Rapid Response Team implementation, central line infection program, and venous thromboembolism prevention program, and he chaired the Canadian Safe Surgery Saves Lives Working Group.

Chris' research interests lie in best practice implementation, organizational safety culture, and quality improvement implementation and sustainability frameworks. He is a faculty member with the Canadian Patient Safety Officer Course, and a Master Facilitator with PSEP Canada, and a core faculty in the inaugural Masters of Quality Improvement and Patient Safety at the University of Toronto.

Chris is married with two young children, has two dogs, and loves to cook.



**Timmy Ho, MD**, a 2013-2014 Harvard Pediatric Health Services Research Fellow, is a second year neonatology fellow in the Harvard Neonatal-Perinatal Fellowship Training Program, training in the four Harvard hospitals with a neonatal intensive care unit, including Beth Israel Deaconess Medical Center, Boston Children's Hospital, Brigham and Women's Hospital, and Massachusetts General Hospital. He joins IHI as the first joint fellow between IHI and the Harvard Pediatric Health Services Research Fellowship Program.

## 2013-2014 IHI Fellows Bios

A Bostonian through and through, Timmy was born in Boston and has never left. After receiving his Bachelor of Science in Biology from the Massachusetts Institute of Technology, he obtained his medical degree from Harvard Medical school in the Harvard-MIT Health Sciences and Technology program. He recently completed pediatrics residency training in the Boston Combined Residency Program at Boston Children's Hospital and Boston Medical Center.

His research interests include exploring mechanisms to improve the efficiency, workflow, and patient experience of health care delivery, initially at a unit level, but hopes to later expand to a hospital-wide or even state-wide level. He hopes to apply fundamental skills in decision analysis and systems engineering to address issues obstructing optimization of health care delivery.

Outside of the hospital, he maintains a regular yoga practice, collects bowties, enjoys single malt Scotch whiskies, and has been a lifelong member of the Fenway Faithful.



**Dr. Jens Winther Jensen, MD** is the Danish Society for Patient Safety Senior Fellow at IHI. As CEO of health care in the North Denmark region, he has the responsibilities for primary and secondary care, overlooking the health and health care for a population of 580,000 and reporting to the regional board of elected politicians. He is a specialist in anesthesiology and intensive care medicine and has worked with trauma care in hospital and pre-hospital. He has been the Medical Director for the level one trauma care center at Aarhus University Hospital and project leader on the establishment of an emergency department at Aarhus University Hospital. In the hospital he oversaw a major revision of the hospital clinical structure, with an emphasis on patient pathways and a goal of improving efficiency by becoming a patient-oriented organization. He is involved in the planning and execution of strategies to establish and develop a University Hospital in Aalborg, embedding improvement science in the medical curriculum and funding an improvement research center together with Aalborg University.

Prior to the assignment in the North Denmark region he was the President and Chair of the Board at the Danish Medical Association. In that role he made valuable contributions to the centralization of specialized services and enacted changes to the malpractice laws making patient/doctor dialog an alternative to malpractice claims. As Vice-president in the Danish Society for Patient Safety he took part in the patient safety campaign "Operation Life," with the goal of saving 3,000 lives.

## 2013-2014 IHI Fellows Bios

On an international scale, Jens has brought the patient safety agenda forward in the Standing Committee of European Doctors influencing the European Union. He has been the Chair of the Medical Ethics Committee of the World Medical Association.

He is married and has three children. He spends his spare time with the family and loves cooking and sports.



**Anne Kilgallen, MB BCh, BAO (NUI), MPH, FFPH, FFPHMI**, a 2013-2014 Health Foundation Quality Improvement Fellow at the Institute for Healthcare Improvement (IHI), qualified MB BCh BAO (NUI) at University College Dublin (UCD) in 1985. She rotated through a number of hospital training posts until 1989, when she commenced working in Community Medicine and in General Practice. She undertook a Masters in Public Health at UCD, awarded First Class Honours in 1995. In 1997, she was appointed to Higher Specialist Training in Public Health Medicine. In 2001, she completed a Diploma in Health Economics through Aberdeen University.

In March 2002, following the award of her Certificate of Completion of Specialist Training, she was appointed as a Specialist in Public Health Medicine in the Republic of Ireland. In August 2003, she returned to work in Northern Ireland, following her appointment as a Consultant in Public Health Medicine working at the Western Health and Social Services Board. In January 2007, Anne was appointed as the first Medical Director of the Western Health and Social Care Trust (WHSCT). The Trust delivers health and social care through almost 12,500 staff, with a budget of £540 million. As the executive lead on the Trust Board for quality and safety, Anne has led and maintained improvement in safety and quality using a range of approaches, including implementation of evidence-based quality improvement plans and incorporating learning from adverse events. She is a Fellow of the Faculty of Public Health Medicine of Ireland and a Fellow of the UK Faculty of Public Health.



**Erica Reid**, a 2013-2014 Health Foundation Quality Improvement Fellow at the Institute for Healthcare Improvement (IHI), is currently the National Lead for Emergency Care Pathways Programme within the Quality and Efficiency Support Team of the Scottish Government. This is a national programme focused on delivering improvements in emergency access through reshaping patient pathways. She qualified as an adult general nurse in 1986 (Royal Infirmary of Edinburgh), and then as a paediatric nurse in the early 1990s

## 2013-2014 IHI Fellows Bios

(Royal Hospital for Sick Children, Edinburgh). She subsequently went on to become a senior staff nurse in vascular surgery, cardiothoracic surgery, cardiology, general medicine and intensive care, ultimately becoming Sister (Senior Nurse) in the largest Interventional Radiology Department in Scotland.

While having a broad nursing experience, her principle clinical experience is within acute care. She has also worked in Clinical Governance, leading a Clinical Audit Team across primary and secondary care. Erica has worked as an improvement advisor at the local and regional levels, and as a middle manager with responsibility for medicine, emergency medicine, and out-of-hours primary care. Her current role is her second at a national level. Previously she was Nursing Officer for Acute Care, Service Improvement and Quality for the Scottish Government. During her time in this post she developed the national three-year strategy for Nursing, Midwifery, and Allied Health Professionals; led the implementation framework of the revised national Senior Charge Nurse Role; introduced Productive Ward series into NHS Scotland; and developed an inpatient experience survey at the national level for local use. Erica has a BSc (Hons) from the Open University. Her undergraduate studies included psychology, history of politics, and the history of medicine. She also holds a Post Graduate Certificate in Business Management.

Erica is a native of the Isle of Lewis, a remote island off the north west of Scotland. She is a native Gaelic speaker and retains an interest in her cultural roots. Her interests include reading, writing, walking, and cooking for friends and family. She is married with two teenage children and a dog.



**Gilbert Salinas, MPA**, a 2013-2014 Kaiser Permanente Safety Net Fellow, has received many local and national awards for his excellent work in the field of violence prevention, youth advocacy, patient advocacy, and gun violence prevention. He has shared a podium at conferences with President Bill Clinton, State Assembly members, City Council members, and other dignitaries. Gilbert was part of the planning and review committee for the former Surgeon General, Dr. David Satcher, Dept. of Health and Human Services, “Report on Youth

Violence.” He is a Past Chairman of the Violence Prevention Coalition of Greater Los Angeles and was a part of the Transition Team for Mayor Antonio Villaraigosa. He was appointed to the oversight committee by the Mayor’s office of Gang Reduction and Youth Development Program. Gilbert is a past Program Director for the KnowBarriers Violence Prevention Program, the Violence Prevention Coalition of Greater LA, and YouthAlive’s hospital-based intervention program “Caught in the Crossfire.” He is currently serving as Director of Patient and Community Relations at Rancho Los Amigos National Rehabilitation Center, where he helped create the first Patient and Family

## **2013-2014 IHI Fellows Bios**

Advisory Council. Most recently he was chosen as Co-Chair for the Institute for Healthcare Improvements' 24th Annual National Forum. He is a sought out expert in the field of patient-centered care and patient safety.

For more than 15 years, Gilbert has presented workshops, keynote addresses, presentations, and conducted trainings on a broad range of topics, including patient-centered care, violence prevention, patient advocacy, cultural competency, disability rights, patient safety, motivational speaking, and nonprofit management. He has been featured in local, state, and national newspapers, in journals, and on radio and television, including PBS, CNN, and MTV.