

**FOR MEDIA COVERING COVID-19:  
IHI LEADERS AND EXPERTS AVAILABLE FOR COMMENT**

Leaders and experts from the [Institute for Healthcare Improvement](https://www.ihionline.org/) (IHI) are available to provide insight and perspective on a wide range of COVID-19 issues related to health care safety and quality, including hospital and health system leadership, equity, surge capacity, hospital flow, telemedicine, rapid innovation, and patient and workforce safety.

A nonprofit dedicated to improving health and health care worldwide, IHI is closely monitoring the impact of the novel coronavirus, gathering and gleaning learnings and innovations from health care improvers on the frontlines of the global pandemic. As the press continues to cover the struggles, best practices, and bright spots emerging from the crisis, IHI is here to help make sense of the issues and shine a light on what's working to slow the spread and save lives.

To request an interview, members of the press may contact Joanna Clark at [joanna@cxocommunication.com](mailto:joanna@cxocommunication.com), providing a brief description of the story topic and deadline.

*IHI sources available for comment include:*

- **Kedar Mate, MD, President and CEO (as of July 2020)**, can discuss the critical role of rapid improvements and innovations taking place during this pandemic. His knowledge of best practices covers wide-ranging topics, including:
  - The disproportionate impact of COVID-19 on Black and Brown communities in the US and the pursuit of Health Equity
  - Becoming an anti-racist organization
  - Improving care for older adults across the continuum
  - Improving infection control in nursing homes
  - Telemedicine
  - Rapid fire “tests of change”
  - The Science of Improvement

In addition to his work with IHI, Dr. Mate is a research professor at Weill Cornell Medical College. His scholarly work has focused on health system design, health care quality, strategies for achieving large-scale change, and approaches to improving value.

- **Patricia A. McGaffigan, RN, MS, CPPS, Vice President, Safety Programs**, can address issues of communication, workforce wellbeing, and death and dying, including:
  - Educating and communicating with patients and families
  - Best practices for care transitions and patient handoffs
  - The relationship between patient and workforce safety
  - Second victim support (helping health professionals in their grief)
  - Health care proxies and advanced directives

Ms. McGaffigan is also president of the Certification Board for Professionals in Patient Safety. A patient safety expert and nursing leader, Ms. McGaffigan previously served as COO and senior VP of programs and interim president at the National Patient Safety Foundation, until its merger with IHI in 2017.

- **Saranya Loehrer, MD, MPH, Head of Innovation**, leads IHI’s innovation team, which is responsible for developing actionable theories and tools that can address seemingly intractable impediments to health and health care improvement. She also supports the COVID-19 improvement efforts emerging from the IHI Leadership Alliance, a group of 50+ leading US health care executives working collaboratively on health care’s biggest challenges. In these unprecedented times, the Alliance has come together to share and learn from the rapidly evolving COVID-19 preparedness and response efforts being put in place at their home organizations.

Dr. Loehrer can also comment on the role large health systems can play in designing large-scale change “outside the box” of what’s often deemed achievable, including:

- Improving workforce safety and equity
  - Exercising collective voice and collective action to propose new and urgently needed solutions in the COVID-19 environment, including improving EHRs for clinical care
- **Patricia Rutherford, RN, MS, Vice President**, can provide insight into strategies and interventions for matching health care system capacity to meet patient demand during the COVID-19 pandemic, including:
    - Achieving hospital-wide patient flow
    - Ensuring adequate nurse staffing
    - Planning for surge of patients with COVID-19 needing hospital care
    - Enhancement of community-based care in patient homes and in care settings in the community

Ms. Rutherford develops and tests innovations and new models of health care delivery. As lead faculty for several initiatives, she has helped generate numerous publications including the particularly relevant, [How-to Guide: Improving Transitions from the Hospital to Skilled Nursing Facilities to Reduce Avoidable Rehospitalizations](#). In addition, Ms. Rutherford has co-authored several significant white papers at IHI, including [Achieving Hospital-wide Patient Flow](#).

- **Jessica Perlo, MPH, Director and Lead: Joy in Work Portfolio**, can discuss IHI’s work to reverse burnout among health care professionals and support leaders at all levels in creating a positive work environment that fosters equity, camaraderie, meaning, choice, and a shared commitment to deliver high-quality care. Ms. Perlo can comment on specific issues that have arisen with the COVID-19 pandemic, including:
  - Psychological safety in the health care workforce
  - Strategies to address workforce trauma, wellbeing, and stigma that prevents health professionals from seeking mental health support

Ms. Perlo teaches and coaches around the globe, building individual and organizational capability for improvement and joy, and has authored several publications on these topics. For more than 10 years, Ms. Perlo has worked to design and implement health system improvement efforts, including roles at Finger Lakes Health Systems Agency, Brigham & Women’s Hospital, and Partners Healthcare. She is a member of the National Academy of Medicine Action Collaborative on Clinician Wellbeing and Resilience, trained in community organizing from the Harvard Kennedy School of Government, and is an IHI-certified Improvement Advisor.