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

Leaders and experts from the Institute for Healthcare Improvement (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, 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 can contact Joanna Clark at joanna@cxocommunication.com, providing a brief description of the story topic and deadline.

IHI sources available for comment include:

- **Derek Feeley, President and CEO**, can provide perspective on health system leadership and sustaining teamwork and organizational culture during times of crisis, including:
  - Workforce burnout and the urgency of leaders to engage with health professionals and staff in order to remove barriers and address safety concerns during this pandemic
  - Psychological safety within health systems and teams
  - Global learning and sharing of best practices within health care to address COVID-19

  Mr. Feeley joined IHI in 2013. Prior to that he served as Director General for Health and Social Care in the Scottish Government and Chief Executive of the National Health Service (NHS) in Scotland.

- **Kedar Mate, MD, Chief Innovation and Education Officer**, 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:
  - Telemedicine
  - Rapid fire “tests of change”
  - The science of improvement
  - Health equity
  - Care for older adults

  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
  - 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*. 