The Institute for Healthcare Improvement is a leader in health and health care improvement worldwide. An independent not-for-profit organization based in Boston, MA, for more than 25 years, IHI has partnered with an ever-growing community of visionaries, leaders, and frontline practitioners around the globe to spark bold, inventive ways to improve the health of individuals and populations. IHI is proud to have a leadership team with a broad range of expertise and is eager to help reporters with stories, from breaking news to features. Below please find brief backgrounds and descriptions of some of our experts to guide your inquiries. If you would like to speak with any one of these individuals or learn more about IHI’s work, please contact Joanna Clark of CXO Communication at joanna@cxocommunication.com or (207) 712-1404.

Kedar Mate, MD – President and CEO

Kedar Mate is President and Chief Executive Officer at the Institute for Healthcare Improvement (IHI), President of the IHI Lucian Leape Institute, and a member of the faculty 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. Previously Dr. Mate worked at Partners In Health, the World Health Organization, Brigham and Women’s Hospital, and served as IHI’s Chief Innovation and Education Officer. He has published numerous peer-reviewed articles, book chapters, and white papers and has received multiple honors, including serving as a Soros Fellow, Fulbright Specialist, Zetema Panelist, and an Aspen Institute Health Innovators Fellow. Dr. Mate graduated from Brown University with a degree in American History and from Harvard Medical School with a medical degree.

Areas of expertise include:

- Health and health care system design and innovation
- Improving health equity
- Becoming an anti-racist organization
- Improving care for older adults across the continuum
- Improving infection control in nursing homes
- Telemedicine
- Science of improvement

Kedar Mate, MD – President and CEO
Pierre M. Barker, MD, MBChB – Chief Global Partnerships and Programs Officer

Pierre Barker a pediatrician by training and a South African by birth, is a renowned authority on improving health systems. He is responsible for IHI’s Strategic Partnerships across the globe and for IHI’s programming in countries around the world outside North America. In addition to advising governments and large organizations on quality strategies, IHI uses the science of improvement to promote improved outcomes in health and health care. Dr. Barker also leads IHI’s extensive global programming in maternal and child health. In that capacity he is working with the WHO to help develop a global implementation strategy to improve quality of care for mothers and newborns. He attended medical school in South Africa and trained in pediatrics in the UK and US. Before joining IHI, he was Medical Director of University of North Carolina (UNC) Children’s Hospital clinics and was responsible for leading health-system-wide initiatives on improving access to care and chronic disease management. He is a Clinical Professor of Pediatrics in the Maternal and Child Health Department at Gillings School of Global Public Health at UNC Chapel Hill.

Areas of expertise include:
- Improving health systems in low- and middle-income countries
- Enhancing systems of care in the areas of maternal and child health and HIV/AIDS
- Improving access to care
- Reducing unnecessary C-sections
- Improving outcomes for patients with chronic diseases

Frank A. Federico, RPh – Vice President

Frank Federico 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.

Areas of expertise include:
- Patient safety
- Telemedicine
- Medication safety and the role of pharmacists
- High Reliability Organizations
- Failure modes and effects analysis
- Human factors
Patricia A. McGaffigan, RN, MS, CPPS – Vice President, Safety; President, CBPPS

Patricia McGaffigan is Vice President of Safety Programs at IHI and President of the Certification Board for Professionals in Patient Safety (CBPPS). Previously, Ms. Gaffigan served as COO and Senior VP of Programs at the National Patient Safety Foundation (NPSF) until 2017, when NPSF merged with IHI. Her prior experience includes clinical practice, academia, and leadership roles in education and marketing positions for several start-up and established medical device companies focused on innovative safety solutions. Ms. McGaffigan is a Certified Professional in Patient Safety, a graduate of the AHA-NPSF Patient Safety Leadership Fellowship Program, and a member of the American Society for Professionals in Patient Safety. She was awarded the distinguished Lifetime Member Award from the American Association of Critical Care Nurses. She serves on a wide range of national committees related to safety, including the Joint Commission National Patient Safety Committee and the Board of Directors for Medically Induced Trauma Support Services. She received her BS with a major in Nursing from Boston College, and her MS with a major in Nursing from Boston University.

Areas of expertise include:
- Patient and workforce safety
- Joy and meaning in work
- The impact of physical and emotional harm on patients, families, and the workforce
- Culture of safety
- Technology safety
- Professional issues in Nursing
- Interprofessional education and collaboration
- End of life care

Leslie Pelton, MPA – Senior Director

Leslie Pelton has more than 17 years of experience managing, leading, and facilitating successful organization transformation and performance improvement in the health care industry. She works in academic medical centers, community hospitals, physician practices and community health centers to advise leaders on improvement strategies, especially as they relate to design and implementation of accessible and effective care. In addition to advising leaders and teams, Ms. Pelton conducts individual leadership development coaching with a specialization in supporting physicians as leaders. She brings to each of these individuals and organizations in-depth experience with strategic planning, leadership and team development, and organizational change. Prior to joining IHI, Ms. Pelton was Principal of LJP Consulting which she founded and led after eight years at Deloitte Consulting. She has her Master’s in Public Administration from the University of Pennsylvania and her BA from Connecticut College.

Areas of expertise include:
- Age-friendly health systems
- Organizational development & strategy
- Process improvement
Amy Reid, MPH – Director

Amy Reid leads IHI’s efforts to advance health equity. Ms. Reid’s health equity leadership encompasses strategy development; initiative design, implementation, and evaluation; teaching and coaching. This includes directing IHI’s Pursuing Equity Initiative to narrow equity gaps and understand how health care can leverage its resources to advance equity. In addition, Ms. Reid coaches community coalitions to advance health, well-being, and equity. She has received training in improvement coaching and in advancing racial justice. Before joining IHI, Ms. Reid supported quality improvement programs at the North Carolina Area Health Education Center (NC AHEC) 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 quality improvement program in Ghana. She has published peer reviewed articles and blog posts on topics including formative evaluation, community engagement in quality improvement, health equity, and scale up. Ms. Reid received an MPH in Health Behavior and Health Education from the University of North Carolina at Chapel Hill and a BS in Biology from Davidson College.

Areas of expertise include:
- Health equity
- Community engagement in quality improvement

Jessica Perlo, MPH – Director

Jessica Perlo leads IHI’s Joy in Work Portfolio, which aims to reverse the worrying trend of burnout in health care 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 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.

Areas of expertise include:
- Joy in work
- Psychological safety in the health care workforce
- Strategies to address workforce trauma, wellbeing, and stigma that prevents health professionals from seeking mental health support
Mara Laderman, MSPH – Director

Mara Laderman leads IHI’s work in behavioral health, developing content and programming to improve behavioral health care. In addition, as a member of IHI’s innovation team, she researches, tests, and disseminates innovative content to advance IHI’s strategic priorities. Prior to IHI, she served as an external program evaluator for the Centers for Disease Control and Prevention and the Massachusetts Department of Public Health. At the Center for Multicultural Mental Health Research, she managed the National Latino and Asian American Study (NLAAS), a nationally representative psychiatric epidemiologic survey that investigated the effect of social and environmental factors on the mental health outcomes of Latinos and Asian Americans. Ms. Laderman received a Master of Public Health from the Harvard School of Public Health and a Bachelor of Arts in Psychology from Smith College.

Areas of expertise include:
- Behavioral health integration
- Multi-faceted approaches to address the opioid crisis

Jeffrey Rakover, MPP – Senior Research Associate

Jeffrey Rakover is a senior research associate focused on defining and improving value delivered by health care systems through measurement, management, and innovation. He also serves as a technical content expert for IHI’s global work in this area. Over the course of his career, Mr. Rakover’s research has spanned many areas of improvement, including obstetrical care, ambulatory safety, and telemedicine. Mr. Rakover received a Master in Public Policy from the Harvard University Kennedy School of Government, where he studied the Affordable Care Act’s impact in Massachusetts as well as health care delivery system reform, including the accountable care movement. He also received a Bachelor of Arts from Harvard.

Areas of expertise include:
- Value improvement; technical assistance with improving quality and efficiency
- Telemedicine
- Management systems
- Co-design of health care services
- Quality measurement science
Niñon Lewis, MS – Head of Content Portfolios

Niñon Lewis oversees the portfolios’ aligned content, projects, and programs based on IHI customer needs throughout the world. Portfolios oversee content development and evolution from across the organization to ensure the strength of the content, reliable harvesting from R&D and projects in the field, and dissemination through IHI programs, publications, messaging, and online presence. In addition, Ms. Lewis leads results-oriented initiatives and content development in the areas of population health, the Triple Aim, and community-wide improvement efforts, and serves on the leadership team for the 100 Million Healthier Lives initiative. Throughout her time at IHI, she has led strategic initiatives such as the IHI Triple Aim Initiative and the Scotland Early Years Collaborative, overseen the former IHI Triple Aim for Populations portfolio, and led IHI’s New Business Development team. Prior to joining IHI in 2008, Ms. Lewis developed and implemented national direct-to-patient education programs, and managed a national initiative launched by the Office of the US Surgeon General in partnership with the American Academy of Pediatrics to identify community-driven solutions to the nation’s childhood obesity crisis. Her experience includes program design and management, organizational development, coalition building, community health and development, and academic research in stakeholder engagement theory, community organizing, health communication, and community dialogue and collaboration.

Areas of expertise include:
- Population health, including improvement methods to reduce homelessness, poverty, and to address numerous "upstream" issues
- The Triple Aim and IHI Triple Aim Framework
- Large scale learning systems

Pedro Delgado, MSc – Head of Europe and Latin America Regions

Pedro Delgado has a unique ability to work across cultures, languages, and systems. Based in the United Kingdom, he has been a driving force in IHI’s global strategy. From work on reducing C-sections in Brazil, to improving early years education in Chile, to improving patient safety in Portugal and mental health in London, Mr. Delgado has led the key senior relationships and design and implementation of large-scale health system improvement efforts and networks globally. He coaches senior leaders and teams, and lectures extensively worldwide on large-scale change, patient safety, and quality improvement. During his time at IHI, he also facilitated the Quality and Innovation Centers network, which included Kaiser Permanente’s Performance Improvement Institute, Qulturum in Jönköping County (Sweden), and the James Anderson Center for Clinical Excellence at Cincinnati Children’s Hospital. His background is rich in diversity, including a brief period as a professional football (soccer) player, roles in hospital management and large-scale improvement leadership in the UK, and experience working in mental health in Venezuela and the UK. He holds summa cum laude degrees in Psychology and in Global Business, and an MSc in Healthcare Management and Leadership.

Areas of expertise include:
- Large-scale health system improvement / quality improvement at scale
- Quality improvement in early years education
- Patient safety initiatives in Brazil, Mexico, Portugal, and England
Jennifer Lenoci-Edwards, RN, MPH, CPPS – Head of the North America Region

Jennifer Lenoci-Edwards, RN, MPH, CPPS leads a team responsible for the development and execution of regional priorities in service of achieving IHI’s mission. Her team works in partnership with others at IHI to cultivate collaborative relationships, support new business development, and design large-scale initiatives that help organizations meet their aims and aspirations. Ms. Lenoci-Edwards began her career in health care as a Registered Nurse in 1999, working in a variety of emergency departments over 15 years. In 2004, she went on to implement a statewide immunization registry at the Maryland Department of Health and Mental Hygiene. Back in Boston at Partners Healthcare, she supported the development of standards for timely reporting and escalation of lab and radiology results across the Partners system, started an ambulatory patient safety workgroup, represented patient safety concerns in the Epic electronic health record rollout, and worked with primary care teams as consultant to Partners’ Patient Centered Medical Home effort. Since joining IHI in 2015, she has led teams and contributed to IHI’s knowledge base for reducing diagnostic error, patient safety reporting systems, ambulatory patient safety, and improved care in nursing homes. As the lead for IHI’s Strategic Partnership with the Military Health System, Ms. Lenoci-Edwards oversees the overall strategy for the partnership. She has also led several North America-based safety and quality diagnostics for partnering organizations.

Areas of expertise include:
- Patient safety culture and systems across inpatient and ambulatory settings
- Primary care transformation
- Model for Improvement

Sodzi Sodzi-Tettey, MD, MPH – Head of Africa Region

Sodzi Sodzi-Tettey provides strategic technical and relationship guidance for IHI’s work in Africa while also securing new business opportunities in the region. Prior to this role, he was IHI’s Senior Technical Director, Africa, leading Project Fives Alive! in Ghana to deliver a large-scale quality improvement project in more than 80 percent of public sector hospitals and 30 percent of Ghanaian sub-districts, contributing to a 34 percent reduction in facility-based child deaths. He also supported the design of a large-scale improvement initiative in Ethiopia. Additionally, he is leading IHI’s ongoing support to the Liberian Health Ministry’s health system rebuilding efforts post Ebola. A public health physician, Quality Improvement Advisor, and a Fellow of the International Society for Quality in Healthcare, Dr. Sodzi-Tettey also has years of clinical and management experience in frontline district medical practice. Before joining IHI, he conducted high-level trainings and short-term consultancies in quality improvement with organizations in Saudi Arabia, India, Ethiopia, Liberia, Nigeria, and the US. He serves on the governing board of Ghana’s National Health Insurance Authority and the Council of the University of Health and Allied Sciences.

Areas of expertise include:
- Large-scale change, improving health and health care quality on a national scale
- Quality improvement initiatives in Ghana, Ethiopia, and Liberia
- Public health
About the Institute for Healthcare Improvement
The Institute for Healthcare Improvement (IHI) is an independent not-for-profit organization based in Boston, Massachusetts, USA. For more than 25 years, IHI has used improvement science to advance and sustain better outcomes in health and health systems across the world. IHI brings awareness of safety and quality to millions, catalyzes learning and the systematic improvement of care, develops solutions to previously intractable challenges, and mobilizes health systems, communities, regions, and nations to reduce harm and deaths. IHI collaborates with a growing community to spark bold, inventive ways to improve the health of individuals and populations. IHI generates optimism, harvests fresh ideas, and supports anyone, anywhere who wants to profoundly change health and health care for the better. Learn more at ihi.org.

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