

INSTITUTE FOR HEALTHCARE IMPROVEMENT

A List for Media: Selected Experts and Areas of Expertise

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 front-line 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.

Derek Feeley – President and CEO

Derek Feeley, President and CEO, Institute for Healthcare Improvement (IHI), previously served as IHI's Executive Vice President from 2013 to 2015, during which time he had executive-level responsibility for driving IHI's strategy in five focus areas: Improvement Capability; Person- and Family-Centered Care; Patient Safety; Quality, Cost, and Value; and the Triple Aim. Prior to joining IHI in 2013, Mr. Feeley served as Director General for Health and Social Care in the Scottish Government and Chief Executive of the National Health Service (NHS) in Scotland. In that role he was the principal advisor to the Scottish Government on health and health care policy and on public service improvement. He also provided leadership to NHS Scotland's 140,000 staff in their delivery of high-quality health and health care. In 2013, Mr. Feeley was made a Companion of the Order of the Bath by Her Majesty, Queen Elizabeth II, in recognition of his services to health and health care.

Areas of expertise include:

- Large-scale change, improving health and health care quality on a national scale
- IHI Triple Aim and population health management
- Equity
- Joy in work
- Leadership

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

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

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
- Medication safety and the role of pharmacists
- High Reliability Organizations
- Failure modes and effects analysis
- Human factors

Tejal K. Gandhi, MD, MPH, CPPS – Chief Clinical and Safety Officer

Tejal Gandhi leads IHI programs focusing on improving patient and workforce safety. Dr. Gandhi was President and Chief Executive Officer of the National Patient Safety Foundation (NPSF) from 2013 until 2017, when the Foundation merged with IHI. She continues to serve as President of the Lucian Leape Institute, a think tank founded by NPSF that now operates as a program of IHI. She also holds an appointment as Associate Professor of Medicine at Harvard Medical School. Dr. Gandhi is a prominent advocate for patient safety at the regional, national, and international levels, driving educational and professional certification efforts, and helping to create and spread innovative new safety ideas. In 2009, she received the John M. Eisenberg Patient Safety and Quality Award for her contributions to understanding the epidemiology and possible prevention strategies for medical errors in the outpatient setting. An internist by training, Dr. Gandhi previously served as Executive Director of Quality and Safety at Brigham and Women's Hospital, and Chief Quality and Safety Officer at Partners Healthcare. She received her MD and MPH from Harvard Medical School and the Harvard School of Public Health, and trained at Duke University Medical Center.

Areas of expertise include:

- Patient and workforce safety
- Safety culture and systems of safety across the continuum
- Reducing medical error using information systems and other system-based approaches

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

Niñon Lewis, MS – Executive Director

Niñon Lewis currently leads IHI's Triple Aim for Populations Focus Area, which encompasses innovation, content, and programming in the areas of the Triple Aim, population health, population management, primary care, and community-wide improvement efforts. During her time at IHI, her work has focused on leading large-scale initiatives on population health and the Triple Aim, including the IHI Triple Aim Improvement Community and the Scotland Early Years Collaborative. In addition, she has led IHI's New Business Development team, developing large-scale programs and initiatives for the organization. Prior to joining IHI in 2008, Ms. Lewis developed and implemented national direct-to-patient education programs for the health care and food industries, and was the Program Manager of 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, 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

Kedar Mate, MD – Chief Innovation and Education Officer

Kedar Mate is the Chief Innovation and Education Officer at IHI and a research professor at Weill Cornell Medical College. Dr. Mate's scholarly work has focused on health system design, health care quality, strategies for achieving large-scale change, and approaches to improving value. He is the recipient of the Paul & Daisy Soros Fellowship and has been recognized as an Aspen Institute Healthcare Innovator. Previously Dr. Mate worked at Partners In Health, served as a special assistant to the Director of the HIV/AIDS Department at the World Health Organization, and led IHI's national program in South Africa. Dr. Mate has published numerous peer-reviewed articles, book chapters, and white papers. He 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
- Age-friendly health systems
- Science of improvement
- International quality improvement efforts
- Role of hospitalists

Kelly McCutcheon Adams, MSW, LICSW – Director

Kelly McCutcheon Adams has been a director at IHI since 2004. Her primary areas of work have been in critical care and end-of-life care. She is an experienced medical social worker who has worked in emergency department, ICU, nursing home, sub-acute rehabilitation, and hospice settings. Ms. McCutcheon Adams served on the faculty of the U.S. Department of Health and Human Services Organ Donation and Transplantation Collaboratives and served as faculty of the Gift of Life Institute in Philadelphia. She has a B.A. in Political Science from Wellesley College and an MSW from Boston College.

Areas of expertise include:

- End-of-life care
- Reliable systems
- Effective use of BTS Collaborative model

Patricia A. McGaffigan, RN, MS, CPPS – Vice President

Patricia McGaffigan, now Vice President of Safety Programs at IHI, previously served as COO and Senior VP of Programs at the National Patient Safety Foundation until 2017, when the Foundation 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 improving patient safety. 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 and serves on 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 safety
- Joy and meaning in work and workforce safety
- Culture of safety
- Technology safety
- Nursing

Jessica Perlo, MPH– Network Director

Jessica Perlo works closely with the network of Chapters of IHI's Open School – a global interprofessional community that provides health students and professionals with the skills they need to become change leaders in health care – to foster their development and engagement with quality improvement, patient safety, leadership, and patient- and family-centered care initiatives. Ms. Perlo is charged with leading IHI's effort to mobilize students to take action to improve the health of their communities through the Open School's Change Agent Network (I-CAN) in collaboration with Kate Hilton, Dr. Donald Berwick and Derek Feeley. I-CAN's purpose is to coach, train and support a learning network of students, faculty and professionals to organize to improve health and advance quality improvement. Ms. Perlo is also the Director of IHI's strategic priority to improve the joy of health care workforce and is a member of the Leadership Team of 100 Million Healthier Lives, a health equity social movement convened by IHI. She holds a Bachelors in Science from the University of Vermont and a Master's in Public Health from Boston University School of Public Health. She is trained in community organizing from the Harvard Kennedy School of Government and facilitative leadership from the Interaction Institute for Social Change.

Areas of expertise include:

- Joy in work
- Quality improvement and safety training in education
- 100 Million Healthier Lives

Amy Reid, MPH – Director

Amy Reid is a leader in IHI's efforts to advance health equity through strategy development and operationalization, initiative design, and education. Ms. Reid co-chairs IHI's Diversity & Inclusion Council to improve diversity, inclusion and equity in the IHI workforce. In her work on the Results & Evaluation Team, she sets priorities for learning and evaluation, implements a theory-driven formative evaluation approach in health care and community health programs, and speaks internationally on evaluation. Prior to her work at IHI, Ms. Reid supported QI 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 scaling up successful initiatives. Ms. Reid received a Master of Public Health degree in Health Behavior and Health Education from the University of North Carolina at Chapel Hill Gillings School of Global Public Health and a Bachelor of Science in Biology from Davidson College.

Areas of expertise include:

- Health equity
- Community engagement in quality improvement
- Measurement

Patricia A. Rutherford, RN, MS – Vice President

Pat Rutherford is responsible for developing and testing innovations and new models of care in innovations in patient- and family-centered care; improving access to the right care, in the right place, at the right time; Transforming Care at the Bedside; optimizing care coordination and transitions in care; and clinical office practice redesign (in primary care and specialty practices). She was Project Director for the Transforming Care at the Bedside initiative, funded by the Robert Wood Johnson Foundation, and she served as Co-Investigator for the STate Action on Avoidable Rehospitalizations (STAAR) initiative, funded by the Commonwealth Fund. Her skills include knowledge of process improvement, innovation, and idealized design; coaching clinicians, staff, and senior leaders in organizations on process improvement; and management of all aspects of large-scale performance improvement initiatives.

Areas of expertise include:

- Creating effective partnerships with patients and family members
- Improving hospital-wide patient flow
- Improving care transitions and reducing readmissions
- Engaging frontline clinicians and staff in quality improvement and innovation
- Redesigning care in clinical office practices and on medical and surgical units

Somava (Soma) Stout, MD, MS – Vice President

Soma Stout is deeply committed to improving health, wellbeing, and equity globally. A global public health practitioner for more than 20 years, she has also worked as a safety net primary care internist and pediatrician. She serves as Executive Lead of 100 Million Healthier Lives, convened by IHI, which brings together hundreds of partners across sectors and communities to support 100 million people globally to live healthier lives by 2020. Dr. Stout has consulted with health system leaders from across the world in Guyana, Sweden, the UK, Singapore, Australia, Tunisia, and Brazil. Previously, she served as Vice President for Patient Centered Medical Home Development at Cambridge Health Alliance (CHA), where she led a whole system transformation that garnered numerous national awards for achieving breakthrough results in health outcomes and cost. She also served as Co-Director of Leadership Development at the Harvard Medical School (HMS) Center for Primary Care, where she helped develop a cadre of change leaders across the system. She continues as faculty at both CHA and HMS. In 2012, Dr. Stout was recognized as one of ten inaugural Robert Wood Johnson Foundation Young Leaders for her contributions to improving the health of the nation.

Areas of expertise include:

- Innovative, community-level approaches to health and health care improvement
- Health systems transformation, particularly in underserved and vulnerable communities
- Creating sustainable networks for change

Trissa Torres, MD, MSPH, FACPM – Chief Operations and North America Programs Officer

Trissa Torres is responsible for leading IHI toward operational excellence, and executing on IHI's strategy in North America to accelerate the pace of improvement in health care and innovate and partner with organizations and communities to improve health. A preventive medicine physician by training, she completed her residency at Meharry Medical College. Dr. Torres has extensive experience in clinical preventive medicine, population management, and public, community, and population health. Prior to joining IHI, she led population health initiatives at Genesys Health System in Flint, Michigan, guiding the organization in transforming care delivery to improve the health of its community, with particular emphasis on the underserved. Dr. Torres has been involved with IHI's Triple Aim strategy since its prototyping phase, serving initially as champion for Genesys Health System, then as Triple Aim faculty, and now as an IHI senior leader in support of Triple Aim initiatives. She works closely with health and health care leaders, providers, organizations, and communities to leverage this unique time in history to transform health care to improve care, reduce costs, and create partnerships across the public and social sectors to improve health for all.

Areas of expertise include:

- Primary care
- Care transitions
- Health equity
- Population health, including engagement with community partners
- Health system transformation

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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