

## 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 Cambridge, 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 Sandy George of CXO Communication at [sandy@cxocommunication.com](mailto:sandy@cxocommunication.com) or (617) 413-6126.

#### **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
- 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
- Redesigning HIV care and infant feeding guidelines
- Payer-led national initiatives to improve quality of health systems
- Improving access to care
- Improving outcomes for patients with chronic diseases

## **Pedro Delgado, MSc – Head of Europe and Latin America**

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

## **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
- Reliable process design
- 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 under the IHI patient safety focus area. 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 safety
- Safety culture and systems of safety across the continuum
- Reducing medical error using information systems and other system-based approaches

*[continues]*

## **Donald A. Goldmann, MD – Chief Medical and Scientific Officer**

Don Goldmann works both internally and externally to deepen IHI's profile, credibility, and influence in health care and health promotion. An essential part of his work is to harvest expertise, knowledge, and innovation from the field while forging relationships with key allies, partners, professional and academic societies, and membership organizations to further IHI's strategic aims and reach. As Chief Scientific Officer, his primary goal is to strengthen ties between IHI and the health services research and academic communities. In this capacity, he works with IHI colleagues, especially the Results and Evaluation Team, to ensure the rigor of IHI's results-oriented work, and to disseminate these results in presentations at national meetings and peer-reviewed publications. To this end, Dr. Goldmann develops and nurtures alliances and relationships with translational, pragmatic researchers and organizations nationally and globally. He also serves as senior lead for the IHI Fellowship Program, and he continues to train and mentor emerging investigators at Harvard Medical School, Boston Children's Hospital, and the Harvard School of Public Health. He is exploring new ways to teach and learn, and is lead faculty for the Massive Open Online Course (MOOC) developed in collaboration with HarvardX and the Harvard T.H. Chan School of Public Health. He is a member of the Agency for Healthcare Research and Quality's National Advisory Council.

Areas of expertise include:

- Health care innovation
- Quality metrics and measurement
- Health equity
- Health services research with a focus on improvement science and implementation research
- Health care-associated infections and infectious disease

## **Sue Gullo, RN, BSN, MS – Director**

Sue Gullo brings thirty-three years of health care experience to IHI, focusing for the past nine years on leading and directing organizations across multiple improvement work streams. Ms. Gullo has led the IHI Perinatal Community since 2004, the longest continuous perinatal safety collaborative nationally and internationally. She has been elected to the 2014 AWHONN (Association of Women's Health, Obstetrical and Neonatal Nursing) Board of Directors and is currently a member of multiple national Maternal-Child Health Advisory Committees. Previously, Ms. Gullo was a Director of Women's Services at Elliot Hospital in Manchester, NH. Her nursing experience also includes oncology and medical-surgical nursing. She feels fortunate to have been at the beginning of the patient safety movement and continues this focus as the core of her work at IHI.

Areas of expertise include:

- Maternal-child health
- Patient safety

*[continues]*

### **Carol R. Haraden, PhD – Vice President**

Carol Harden is a member of the IHI team responsible for developing innovative designs in patient care. She currently leads IHI's work with Health Improvement Scotland aimed at transforming the safety of every Scottish hospital over five years. She also leads work in Denmark, the South of England, and the USA to improve the safety of health care systems in these countries. Dr. Haraden is the executive lead for the IHI Patient Safety Executive Development Program. She has been a dean in higher education, a clinician, consultant, and researcher. She served on the Institute of Medicine Committee on Engineering Approaches to Improve Health Care, is a judge for several national quality awards, and is an associate editor for the journal, *BMJ Quality and Safety*.

Areas of expertise include:

- Improving patient safety
- The US and UK hospital systems
- Large-scale change
- Implementing health care improvement

### **Mara Laderman, MSPH – Senior Research Associate**

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
- Addressing the opioid crisis

*[continues]*

## **Kedar Mate, MD – Chief Innovation and Education Officer**

Kedar Mate, MD, oversees the development of innovative new systems designs to implement high-quality, low-cost health care both in the US and in international settings. An internal medicine physician, Dr. Mate is also an Assistant Professor of Medicine at Weill-Cornell Medical College and a Research Associate at Harvard Medical School's Division of Global Health Equity. His current research activities include improving population management, behavioral health integration, health equity, addressing complex needs patients, and ambulatory patient safety. Dr. Mate serves as a senior advisor to IHI's programs in the US, Asia, and the Middle East and he serves as an IHI principal investigator on multiple research awards. Previously he worked with 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 and he has delivered keynote speeches in forums all over the world. 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
- 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

*[continues]*

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

Patricia McGaffigan, now Vice President of Patient 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 is a Board of Director 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.

- Patient safety
- Joy and meaning in work and workforce safety
- Culture of safety
- Technology safety
- Nursing

## **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

*[continues]*

### **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:

- Improving flow in health systems
- Determining appropriate care settings

### **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

*[continues]*



## **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**

IHI is a leader in health and health care improvement worldwide. For more than 25 years, we have partnered with visionaries, leaders, and front-line practitioners around the globe to spark bold, inventive ways to improve the health of individuals and populations. Recognized as an innovator, convener, trustworthy partner, and driver of results, we are the first place to turn for expertise, help, and encouragement for anyone, anywhere who wants to change health and health care profoundly for the better. Learn more at [ihi.org](http://ihi.org).

###