Equity

E1: Addressing Equity in Health Care: Experience of Middle Eastern American Women
Shaida Kalbasi
sheida@tamu.edu

E2: Equity Care Guides: Reducing Health Disparities by Transforming Care Delivery
Allina Health System
Amanda Hunt
amanda.hunt@allina.com

E3: Population Care Management and Team-Based Approach to Reduce Racial Disparities among Hypertensive Blacks/African Americans
Kaiser Permanente
Rowena Bartolome
Rowena.E.Bartolome@kp.org

E4: Population-Based Intervention to Reduce Disparities in Early Hospital Postpartum Readmissions at Connecticut's Hospitals
Brown University
M. Natalie Achong
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ContextMedia:Health

Jordan Armstrong
Patient Engagement Consultant
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Storyboard Reception

Tuesday, December 8, 4:15 PM–6:30 PM, Palms Ballroom
During this reception, presenters will be standing by their boards to answer questions.
Improvement Capability

IC1: The Optimization of Volume Re-Expansion Therapy for the Post-Operative Open Heart Patient
Geisinger Medical Center
Michael Richardson
mrichardson@geisinger.edu

IC2: 90 Days to Sustainable Margin Improvement
Texas Health Resources
Jim DePaolo
JimDepaolo@texashealth.org

IC3: A Clinical Pathway for Guardianship at Dartmouth-Hitchcock Medical Center
Cheyenne Regional Medical Center
Jasper Chen
jasper.chen@crrcwy.org

IC4: A Coordinated Cardiovascular-Diabetes Service Delivery Model of Integrated Complex Chronic Disease Management
St. Joseph’s Health Care London
Karen Unsworth
karen.unsworth@sjhc.london.on.ca

IC5: A Data-Driven Approach to Optimizing Workplace Safety
Beth Israel Deaconess Medical Center
Ross Simon
rwsimon@bidmc.harvard.edu

IC6: A Kaizen Approach To Improving Door To Needle Times Across A System Of Stroke Centers
Orlando Health
David Cassidy
dcassidy@cft rr.com

IC7: A Lean Six Sigma Partnership — Penn State Hershey Medical Center & Cardinal Health
Cardinal Health
Holly Stein
holly.stein@cardinalhealth.com

IC8: A M.A.P. for Improving Blood Pressure Control
American Medical Association
Omar Hasan
omar.hasan@ama-assn.org

IC9: A Roadmap to Sustaining a QI Portfolio
Cincinnati Children’s Hospital Medical Center
Betsy Gerrein
betsy.gerrein@cchmc.org

IC10: A Tool for Examining the Quality of Clinical Records
Hilfest Yaffe medical center
Erez Nadir
erez@hy.health.gov.il

IC11: A Unique Data Capture Tool for Quality Improvement
Boston Children’s Hospital
Prerna Kahlon
prerna.kahlon@childrens.harvard.edu

IC12: Acceptability and Feasibility of a Nurse-Led Hepatitis B Tele-monitoring Service (NHMS) at Singapore General Hospital
Singapore General Hospital
KanchanaDevi Balasubramaniam
kanchanadevi.balasubramaniam@sgh.com.sg

IC13: Alarm Management: From Confusion to Information to Wisdom
NCH Healthcare System
Kevin Smith
Kevin.smith@nchmd.org

IC14: Ambulatory Clinical Teaching Unit
London Health Sciences Centre
Jamie Gregor
jennifer.yoon@lhsc.on.ca

IC15: An Innovative Approach Improving and Sustaining Outcomes in a Clinical OBG Department
Sentara Northern Virginia Medical Center
Mark R. Fracasso
mfracasso@whealthcare.com

IC16: Appropriate Use Criteria — Is That Echo Really Necessary?
NCH Healthcare System
Lisa Davis
lisa.davis.org

IC17: Are We on the Right Track? Managing Staff Sign-off on Mandatory Training
London Health Sciences Centre
Cheryl Burt-Di Nino
jennifer.yoon@lhsc.on.ca

IC18: Benchmarks: An Evidence-Based Approach to Creating High Performance Nurses
Galen Center for Professional Development
Ronda LaVigne
rlavigne@galencdn.com

IC19: Blueprint for a Successful Resident Quality and Safety Council
University of Wisconsin Hospital and Clinics
Sarah Tevis
samend@gmail.com

IC20: BOOMR — A Medication Reconciliation (MedRec) Quality Improvement Initiative
Medical Pharmacies Group Limited
Carla Beaton
cbeaton@medicalpharmacies.com

IC21: Building Improvement Capability: A Novel Approach to Interprofessional Quality Improvement Methodology Training
University of Texas Southwestern
Eleanor Phelps
eleanor.phelps@utsouthwestern.edu

IC22: Cardiac Resuscitation: Improving Performance Measures and Patient Outcomes for In-Hospital Cardiac Arrests
Newark Beth Israel Medical Center
Michael DiVita
mdivita@barnabashealth.org

IC23: Catalyzing Innovation with Alarm Management: From Confusion to Information to Wisdom
NCH Healthcare System
Kevin Smith
Kevin.smith@nchmd.org

IC24: Changing Hamad MOP Physicians Practice
Hamad Medical Corporation
Muna Al Rashid
mal rashid@hmcd.org.qa

IC25: Changing the World through Robust Process Improvement
Citrus Valley Health Partners
William Choctaw
wchoctaw@mail.cvhp.org

IC26: Clinical Pathways and Quality Improvement at CHOP
The Children’s Hospital of Philadelphia
Sarah Hadley
hadleys@email.chop.edu

IC27: Collaboration Creates a Culture of Mobility in the Neuroscience Population
Orlando Health
Suzanne Ashworth
suzanne.ashworth@orlandohealth.com

IC28: Combating Catheter Associated Urinary Tract Infection (CAUTI) in a Surgical Intensive Care Unit (SICU) National University Hospital
Bhuvaneshwari Mohankumar
bhuvaneshwari@nuhs.edu.sg

IC29: Compassion Fatigue Meetings Promotes Care Model
NCH Healthcare System
Carolyn Smith
carolyn.smith@nchmd.org

IC30: Conquering CLABSI
NCH Healthcare System
Maria Feola
maria.feola@nchmd.org

IC31: Continuing Education Participation Among Occupational Therapy Staff
London Health Sciences Centre
Kara Ludlow
jennifer.yoon@lhsc.on.ca

Storyboards
The 27th Annual National Forum on Quality Improvement in Health Care
December 6–9, 2015 · Orlando, FL

Storyboard Reception
Tuesday, December 8, 4:15 PM–6:30 PM, Palms Ballroom
During this reception, presenters will be standing by their boards to answer questions.
IC32: Creating A Culture Of Quality: Rooting Quality Standards in the Daily Work of Front-Line Staff
St. Joseph’s Healthcare Hamilton
Yelena Potts
ypotts@stjose.ca

IC33: Creating a Culture of Safety in Environmental & Support Services “The Amazing Safety Challenge”
London Health Sciences Centre
Karen Goldrick
jennifer.yoon@lhsc.on.ca

IC34: Curating an Evidence Base in the Virtual Age
National Health Service — Improving Quality
Polly Pascoe
polly.pascoe@nhsiq.nhs.uk

IC35: Data to Drive Improvements in Pediatric Peripheral IV Infections
The Children’s Hospital of Philadelphia
Sichao Li
LiS4@email.chop.edu

IC36: Decreasing Chest Radiography for Bronchiolitis in a Pediatric Emergency Department
New York Presbyterian Hospital
John Babineau
jb2358@columbia.edu

IC37: Decreasing Patient Visit Turnaround Time in Family and Internal Medicine with Lean-Six Sigma Methodology
Hospital Sisters Health System
Katie Castree
katie.castree@hsfs.org

IC38: Developing a Dashboard for Quality Improvement in a Specialty Cancer Care Center
Cancer Treatment Centers of America
Roy Thomas
roy.thomas@ctca-hope.com

IC39: Development and Evaluation of a Comprehensive Diabetes Management Program in Long Term Care
Medical Pharmacies Group Limited
Hrishikesh Navare
hnavare@medicalpharmacies.com

IC40: Development and Evaluation of a Scalable Healthcare Systems Engineering Regional Extension Center
Northeastern University
James Benneyan
benneyan@coe.neu.edu

IC41: Diabetes Care Process Project-Patient Focused Healthcare in County Council of Dalarna
Falun Hospital
Anna Garmo
biggittagothman@itdalarna.se

IC42: Discharge Multidisciplinary Rounds University of Colorado School of Medicine
Amy Yu
amy.yu@ucdenver.edu

IC43: Do Not Hospitalize: Providing Acute Care at Home
North Shore-LIJ
Karen Atrashkin
karashkkin@nshs.edu

IC44: Driving Nursing Professionalism while Achieving Clinical Excellence
Eastern Cancer Treatment Centers of America
Gerry Finkelston
Gerry.Finkelston@ctca-hope.com

IC45: Dysphagia Screening in Stroke — Measuring the Compliance with Best Practice Recommendations
London Health Sciences Centre
Penelope Letsoas
jennifer.yoon@lhsc.on.ca

IC46: ED Blood Culture Contamination Rates Decrease
NCH Healthcare System
Betsy Novakovich
elisabeth.novakovich@nchmd.org

IC47: Effective Management of Unintended Radiotherapy Treatment Interruptions for Better Cancer Control Outcomes
National Cancer Centre Singapore
Alex Ong
Alex.Ong.H.K@nccs.com.sg

IC48: Effective Screening and Follow-up for Depression and/or Suicidal Ideation in Adolescents with Diabetes Mellitus
Cincinnati Children’s Hospital Medical Center
Chris Alexander
christopher.alexander@ccmc.org

IC49: EMS Direct to CT for Possible Stroke
Community Medical Center
Donna Bonacorso
dbonacorso@barnabashealth.org

IC50: Enhancing an Organization’s Analytic Capability
McKesson
Barbara Versage
Barbara.Versage@McKesson.com

IC51: Evaluation of Adherence: A Tool For Effective HIV Care, Experience of Grace Children’s Hospital, 2010–2014
International Child Care — Grace Children’s Hospital
Ronald Jean Charles
ronald75@yahoo.fr

IC52: Evolution of an Emergency Department Severe Sepsis Alert and Practice Protocol: Lessons Learned
Orlando Health
Darleen Williams
darleen.williams@orlandohealth.com

IC53: Exploring the Etiologies of Ineffective Physician-Nurse Communication
London Health Sciences Centre
Alan Gob
jennifer.yoon@lhsc.on.ca

IC54: Florida Hospital’s Change Management Leadership Training
Florida Hospital
Kathy Ross
kathy.ross@flhosp.org

IC55: Florida Hospital’s Implementation of CHG Bathing and Perineal Care
Florida Hospital
Jennifer Waterbury
jennifer.waterbury@flhosp.org

IC56: Getting Supplies to the Front Line Caregivers Faster!
NCH Healthcare System
Sue Facteau
sue.facteau@nchmd.org

IC57: Going with the Flow — The Danish Flow Collaborative
Danish Society for Patient Safety
Louise Rabøl
louise.rabol@patientsikkerhed.dk

IC58: Hospital-Acquired Pressure Ulcer Reduction
NCH Healthcare System
Joan McNemey
joan.mcнемey@nchmd.org

IC59: How One Individual, YDU, Can Improve Communication and Collaboration on AD HOC teams, ANYWHERE!
Sunnybrook Health Sciences Centre
Irene McGhee
irene.mcghee@sunnybrook.ca

IC60: iDASH — In-house Dashboard for Antimicrobial Stewardship in Healthcare Department of Pharmacy, Singapore General Hospital
Lai Wei Lee
lee.laiwei@sgh.com.sg

IC61: Identification of Factors Contributing to Prolonged Wait Times and Boarding of Medical Patients in ED
Hamad Medical Corporation
Muhammad Zahid
mzahid@hamad.ca

IC62: Identifying Underweight Children during Community Screening in Rural Cambodia, July–November 2014
Improving Global Health, Thames Valley Leadership Academy, Wessex Deanery
NHS, UK
Kajal Patel
kaajalpatel4@gmail.com

IC63: iLead — Building (Even More) Capacity for Improvement
Sunnybrook Health Sciences Centre
Guna Budrevics
guna.budrevics@sunnybrook.ca

IC64: Implementation and Evaluation of Infusion Pumps and Safety Practice Compliance at London Health Sciences Centre
London Health Sciences Centre
Jennifer Yoon
jennifer.yoon@lhsc.on.ca

IC65: Implementation of Risk Screening Assessment Improves Identification of Patients at Risk for Suicide or Elopement
Monmouth Medical Center Southern Campus
Dorothy Perez
dperez@barnabashealth.org

IC66: Implementation of a Nurse Training program for the Extra-Corporeal Membrane Oxygenator
London Health Sciences Centre
P. Allen
jennifer.yoon@lhsc.on.ca

IC67: Implementing an Electronic Business Platform that Supports Internal and External Customers
VHA ISO Consultation Division
Anthony D’Eramo
anthony.d’eramo@va.gov

IC68: Implementing a Fast Track Recovery Pathway for Pancreatic Cancer Surgical Patients
Orlando Health
Patricia Geddie
patricia.geddie@orlandohealth.com

IC69: Improving Access to Care: Community Geriatric Psychiatry Service
Hawkesbury & District General Hospital
Harinder Kaur-Singh
hksingh@hgh.ca
IC70: Improving Hospital Flow With Open Access Radiology
Holding Hospital
Pica Anderson
Pica.ann.blackburn.andersen@rsyd.dk

IC71: Improving Identification, Treatment of Observation Patients to Reduce Length of Stay at Florida Hospital
Florida Hospital
David Gootee
davidgootee@aol.com

IC72: Improving Insurance Verification Processes in the ED
NCH Healthcare System
Tatiana Robles
lisa.leonard@nchmd.org

IC73: Improving Operating Theatre Efficiency — It’s Not Just About the Numbers
Tan Tock Seng Hospital
Vernon Yong
Vernon_Yong@ttsh.com.sg

IC74: Improving Physician Documentation for Coding and Billing at Family Medicine Residency Clinic
UTRGV School of Medicine
Matiana Gonzalez Wright
matiana.gonzalezwright@utrgv.edu

IC75: Improving Postpartum Care of Gestational Diabetes Patients at the Good Samaritan Hospital Faculty Medical Center
TriHealth Corporation
David Dhanraj
dave_dhanraj@trihealth.com

IC76: Improving Quality Measurement & Transitions Among Small and Rural Hospitals in Ontario’s Northwest Centre for Effective Practice
Lindsay Bevan
lindsay.bevan@effectivepractice.org

IC77: Improving Resident Discharge Efficiency Without Compromising Quality and Safety: From Resident Coaching to Friendly Competition
John D. Dingell VA Medical Center, Detroit Medical Center
Pierre Tannous
ptannous@med.wayne.edu

IC78: Improving Student Compliance in Mandatory Training at London Health Science Centre
London Health Sciences Centre
Kathy Rylett
jennifer.yoon@lhsc.on.ca

IC79: Improving the Self-Management of Patients with Type II Diabetes Mellitus in a Primary Care Setting
The Wright Center for Graduate Medical Education (WCGME)
Gagandeep Dhillion
dhillong@thewrightcenter.org

IC80: Improving Theatre Efficiency — Using Data to Stimulate Improvement in a South African District Hospital
No Organization
Chinonso Nwoguh
chinonsonwoguh@gmail.com

IC81: Improving Transitions of Care: Results From a Pilot Study of a Data-Driven Model
Cerner Corporation
Marina Dalldalian
marina.dalldalian@cerner.com

IC82: Increasing International Patient Services Volumes
Ann & Robert H. Lurie Children’s Hospital of Chicago
Laurie Fusilero
lfusilero@luriechildrens.org

IC83: Insulin Therapy for Hyperglycemia in an Acute Rehabilitation Hospital: A Retrospective Study
Burke Rehabilitation Hospital
Thomas Grandville
tgrandvi@burke.org

IC84: Integrating Simulation Technology into Hemodialysis Nursing Orientation Program at LHSC
London Health Sciences Centre
Paula Gaspar
jennifer.yoon@lhsc.on.ca

IC85: Introducing a Departmental System Strengthening Approach: Quality Improvement Projects with South African Junior Doctors
Thames Valley and Wessex Leadership Academy
Charlotte Mitchell
clmitchell@gmail.com

IC86: Intrument-Based Vision Screening for Preschool-Aged Children: An Implementation Study
Boston Children’s Hospital
Temitope Osin耶
topak4@yahoo.com

IC87: It’s In Your Hands: An Educational Initiative to Improve Family Hand Hygiene Compliance
Boston Children’s Hospital
Celeste Chandonnet
celeste.chandonnet@childrens.harvard.edu

IC88: Joint Injection Simulation Session for Family Medicine Student Readiness
LSU Health (LSUHSC)
Spandana Induru
spandana2790@gmail.com

IC89: Keep Scheduling Simple
Nationwide Children’s Hospital
Veronica Weber
veronica.weber@nationwidechildrens.org

IC90: Knowledge Competency — Improving Practice Care Team Functioning Through eLearning
Remedy Healthcare Consulting
Sheila Richmeier
sheila@remedyhc.com

IC91: Leaders Facilitating Change
The Joint Commission
Dawn Allbee
dallbee@jointcommission.org

IC92: Lean Six Sigma Cultural Transformation: Multi-Sites and Multi-Companies
Hospital Sisters Health System
Peter Wong
peter.wong@hssh.org

IC93: Learning Conversations in Practice; Improving Patient Care Outcomes
Hamad Medical Corporation
Fiona Milligan
fmilligan@hmcc.org.qa

IC94: Lessons from the Trenches: Transforming the Experience of People with Advanced Illness
North Shore-LIJ
Lori Ann Attivissimo
lattivissimo@ospicecarenetwork.org

IC95: Low-Cost Solution to High-Risk Problem: Enhancing Communication of Emergency Physician X-Ray Interpretations to Reading Radiologist
St. Michael’s Hospital
Melissa McGowan
mcgowanm@smh.ca

IC96: Make Better Ways in Healthcare Spread Like Virus
Central Denmark Region
Henrik Bendix
henben@rm.dk

IC97: Measuring Knowledge Retained by Participants of the Advanced HAZMAT Life Support Provider Course
Sunnybrook Health Sciences Centre
Trevor Hall
trevor.hall@sunnybrook.ca

IC98: Measuring Preventable Harm
Christus Health
Lissette Chavarria
lissette.chavarria@christushealth.org

IC99: Measuring Quality in Public Health
Los Angeles County Department of Public Health
Quan Truong
qtruong@ph.lacounty.gov

IC100: Meatal Care: Catheter Associated Urinary Tract Infection Reduction Project
Centegra Health System
Carrie Zbierski
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IC101: Medical Assistant Academies to Maximize Medical Home
Gundersen Health System
Robyn Borge
RABorge@gundersenhealth.org

IC102: MedStar PromptCare: Creating a Data Driven Culture
MedStar Health
Andrew Canning
andrew.c.canning@medstar.net

IC103: Monitoring Patient’s Telemetry for Necessity
NCH Healthcare System
Heather Dill
heather.dill@nchmd.org

IC104: Moving from Data to Knowledge to Action
West Virginia University
Adam Baus
abaus@hsc.wvu.edu

IC105: Nationally Recognized ASU PCMH Practicum Expands to ECU
Community Care of North Carolina
Marianne Ferlazzo
mferlazzo@ncaccesscare.org

IC106: Nursing Transitional Model of Care—Management of High Risk Populations
Monmouth Medical Center
Sharon Holden
sholden@barnabashealth.org

IC107: Optimizing Timing of Inpatient Echocardiography to Improve Efficiency
London Health Sciences Centre
S. Blissett
jennifer.yoon@lhsc.on.ca

IC108: Our Pain Committee: A Better Approach to Managing Pain
Cancer Treatment Centers of America
Tahitia Timmons
tahitia.timmons@ctca-hope.com
IC109: Our Quest to Meet the Challenge of the Triple Aim
Signature Healthcare
Vera De Palo
vde palo@signature-healthcare.org

IC110: People With Diabetes Receive Better Care — At The Push of a Button!
Fulu Hospital
Kristina Ehrling
birgitta.gothman@ltdalarna.se

IC111: Perioperative Tracking Boards — Enhancing Communication — Peace of Mind
London Health Sciences Centre
Karen Burnett
jennifer.yoon@lhsc.on.ca

IC112: Prematurely Discontinued Randomized Trials Are Frequently Labelled “Complete” in Trial Registries — A Systematic Review
King Fahad Specialist Hospital in Dammam
Reem Al Turki
alturkirk@gmail.com

IC113: Process Issues That Adversely Affect C Diff Rates in NHSN
Flagler Hospital
William Hepler
bill.hepler@flaglerhospital.org

IC114: QI Gateway: Powerful Portal for Residents to Advance Improvement Work QI Innovation Institute
Farbod Raiszadeh
fraizad@gmail.com

IC115: Quality Improvement Initiative to Improve Empirical Antibiotic Selection at the Time of Admission
The Wright Center Graduate Medical Education
Maryam Ali
alim@thewrightcenter.org

IC116: Rapid Cycle Improvement: Building Improvement Capability to Drive Outcomes
The Children’s Hospital of Philadelphia
Virginia Lederman
houckv@email.chop.edu

IC117: Rapid Recovery Services (RRS) Mississauga Halton Community Care Access Centre
Bobbi Greenberg
roberta.greenberg@mh.ccac-ont.ca

IC118: Reducing CAUTIs: A Unit-Based Education and Leadership Bundled Approach
Yale New Haven Health System — Bridgeport Hospital
Jennifer O’Neill
jennifer.o.neil@bpthosp.org

IC119: Reducing Electronic Lab Order Errors to Improve Patient Care and Decrease Cost
Stanford Family Medicine
Jimmy Chen
jchen1017@gmail.com

IC120: Reducing Pediatric Emergency Department Utilization and Barriers to Care: An Interprofessional approach using Care Coordination
University of Central Florida College of Medicine
Erika Cohen
erikaknights.ucf.edu

IC121: Reducing Process Errors Related to the Respiratory Care Consult Service
NCH Healthcare System
Megan Mejia
megan.mejia@nchmd.org

IC122: Reduction in Length of Stay for Neonates with Neonatal Abstinence Syndrome Through Non-Pharmacological Interventions
Yale New Haven Health System
Matthew Grossman
matthew.grossman@yale.edu

IC123: Removal of Indwelling Urinary Catheter with PCEA
NCH Healthcare System
Christina Carranza
christina.carranza@nchmd.org

IC124: Revolutionizing Nursing Shared Decision Making
NCH Healthcare System
Marie Hageman
marie.hageman@nchmd.org

IC125: Right Level of Care Without Waiting Time for Stroke Patients in Dalarna
Landstinget Dalarna
Birgitta Gothman
birgitta.gothman@ltdalarna.se

IC126: Round & Round We Go — Multidisciplinary Rounds
NCH Healthcare System
Jennifer Ringle
jennifer.ringle@nchmd.org

IC127: Sanford Improvement: Unifying Improvement Efforts
Sanford Health
Annette Schultz
annette.schultz@sanfordhealth.org

IC128: Scaling Data-Driven Collaborative Improvement
Healthcare Council of Western PA
Jane Montgomery
montgomery@hcwp.org

IC129: Scaling Up Peer Support at Beth Israel Deaconess Medical Center
Beth Israel Deaconess Medical Center
Lisa Buchsbaum
lbuchsba@bidmc.harvard.edu

IC130: Sepsis Code: A Decade Long Journey Towards Mortality Reduction
Christiana Care Health System
Vinay Maheshwari
vmaheshwari@christianacare.org

IC131: Sepsis Screening in Out-patient Adult Oncology Patients
Orlando Health
Patricia Geddie
patricia.geddie@orlandohealth.com

IC132: So What is the Role of an Improvement Advisor?
Scottish Government
Kathryn Paterson
kathryn.paterno@scot.gov.uk

IC133: Sockeying It to Sepsis: A Journey to Improve Quality ED Sepsis Care
St. Michael’s Hospital
Melissa McGowan
mgcowann@smh.ca

IC134: Spreading Knowledge and Learning Through Mentoring in Public Schools in Chile
Fundacion Educacional Oportunidad
Maria Trinidad Castro Ameníbar
tcastro@fundacionoopportunidad.cl

IC135: Statistical Thinking and Methods — Successful Adaptation of Deming’s Management Method
Northern Sydney Local Health District
Helen Ganley
Helen.Ganley@health.nsw.gov.au

IC136: Streamlining Sepsis with Novel Use of EHR
Lakeland Regional Health System
Robert Nolan
rnelan@lakelandhealth.org

IC137: Stroke Action Plan: Using IHI Learning Collaborative Methodology across an Entire Health Jurisdiction
Alberta Health Services
Blair O’Neil
oneill2@ualberta.ca

IC138: StrokePrio, Stroke Care Process Project - Patient Focused Healthcare in County Council of Dalarna
Landstinget Dalarna, County Council of Dalarna
Helena de la Cour
birgitta.gothman@ltdalarna.se

IC139: Supporting Advanced Stroke Treatment through Continuous Quality Improvement in Saskatchewan Canada.
Health Quality Council
Jessica Hamilton
jhamilton@hqc.sk.ca

IC140: Sustainable Morbidity Surveillance in a South African Emergency Centre: Using a Standardised Coding Reference Sheet
Improving Global Health through Leadership Development
Judy Martin
judymartin3@googlemail.com

IC141: Technical Assistance for the FQHC APCP Demonstration
American Institutes for Research
Robert Madden
rmadden@air.org

IC142: The Impact of Process Re-engineering on Safety and Throughput in a Behavioral Health Crisis Center
ConnectionsAZ
Margaret Balfour
margaret.balfour@gmail.com

IC143: The Synergy among Five Key Success Factors Help to Conquer CAUTIs in Critically Ill Patients
Yale New Haven Hospital
Sandra Fillion
Sandra.Fillion@ynh.org

IC144: The Use of Simulation to Engage and Evaluate Personal Support Workers (PSWs)
London Health Sciences Centre
Karen Goldrick
jennifer.yoon@lhsc.on.ca

IC145: To Increase 24 Hour Rooming in Rate of Postnatal Patients and Their Newborn in Hospital
Singapore General Hospital
Liow Peck Hoon
liow.peck.hoon@sgh.com.sg
IC146: To Reduce the Processing Time for Home Delivery Service Prescriptions by 50% Within 6 Months  
Singapore General Hospital  
TEO Bee Hoon Doris  
doris.teo.b.h@sgh.com.sg

IC147: Transformative Nursing Education in the ED  
London Health Sciences Centre  
Lucy Vermeulen  
jennifer.yoon@lhsc.on.ca

IC148: Transforming the Healthcare Response to Domestic Violence  
Kaiser Permanente  
Brandon Choi  
brandon.choi@kp.org

IC149: Transitioning Breast Cancer Survivors: A Formative Evaluation  
Cancer Care Ontario  
Maria Grant  
Maria.Grant@cancercare.on.ca

IC150: Two Hours of Simulation Training Improves Teamwork in Cardiopulmonary Arrest Teams  
Orlando Health  
Tara Mahramus  
tara.mahramus@orlandohealth.com

IC151: UHN QIP Discharge Summary—Innovative Quality Improvements and Collaborative Effort to Drive Focused Organizational Change  
University Health Network  
Andre D’Penha  
andre_dpenha@hotmail.com

IC152: Using Clinical Dashboards and Decision Support to Enable Guideline-Concordant Mental Health Care  
Ontario Shores Centre for Mental Health Sciences  
Sanaz Riahi  
dewhurstm@ontarioshores.ca

IC153: Using Patient-Reported Outcomes to Improve Pressure Ulcer Patient Education  
Alberta Health Services  
Laura Mumme  
laura.mumme@albertahealthservices.ca

IC154: Utilizing Lean Methods to Improve Patient Experience in the Rush University Cancer Center  
Rush University Medical Center  
Phil Shaw  
phil_shaw@rush.edu

IC155: Walk This Way — Improving a Central Transportation Process  
NCH Healthcare System  
Magaly Del Val  
magaly.delvalle@nchmd.org

IC156: What’s All The Whoop About—Rapid ID of Pertussis  
NCH Healthcare System  
Maritza Lemes  
Maritza.Lemes@nchmd.org

IC157: When Good Care Givers Experience Bad Outcomes  
Barnes Jewish Hospital  
Michele Gatzert  
ma4681@bjc.org

IC158: Workflow-Based Interventions to Improve Vaccination of Hepatitis C Patients in a VA Primary Care Clinic  
Veterans Administration  
John Zambrano  
zajohn@yahoo.com
Storyboards

The 27th Annual National Forum on Quality Improvement in Health Care

December 6–9, 2015 · Orlando, FL

L1: Accelerating Innovation with Generative Change Leadership
The Potential Group
Danny Nashman
danny@potentialgroup.com

L2: Action Learning Projects: Three Key Elements for Building Success into Student QA Projects
Dartmouth MHCDS
Adrienne Faerber
adrienne.e.faerber@dartmouth.edu

L3: Challenges in Transparency: Telling Stories, Publishing Data
Greater Baltimore Medical Center
John Saunders, Jr.
jsauner@gbmc.org

L4: Deepening a Case for a Fourth Aim
The Potential Group
Cate Creede
cate.crede@gmail.com

L5: Development of a “Lean” Integrated/Enterprise Risk Management Program to Manage Organizational Risks
HIROC
Joanna Noble
jnoble@hiroc.com

L6: Doctor of Nursing Practice (DNP) Projects Associated with Triple Aim Outcomes: Implications for Academic-Community Partnerships
University of Minnesota
Judith Pechacek
pech0004@umn.edu

L7: Evaluating Accreditation Choices
Novant Health
Romona Carver
rscarver@novanthealth.org

L8: Fatigue in the Workforce: Where Do You Start?
University of Wisconsin — Madison School of Nursing
Barbara Pinekenstein
pinekenstein@wisc.edu

L9: From Theory to Action: Development and Implementation of Leader Standard Work at Health Sciences North
Health Sciences North
Natalie Aubin
naubin@hnsudbury.ca

L10: How to Use the Media as a Driver for Improvement
Danish Society for Patient Safety
Charlotte Frendved
charlotte.frendved@patientsikkerhed.dk

L11: Improving Nurse-Physician Communication in an Urban Emergency Department
Boston Medical Center
Cassidy Dahn
cassidy.dahn@bmc.org

L12: Integrating Organizational Cultures: Post Merger or Post Acquisition
Hotel-Dieu Grace Healthcare
Terra Cadeau
terra.cadeau@hdgh.org

L13: Leading Through a Quality Cabinet
Sanford Health
Molly Clark
molly.clark@sanfordhealth.org

L14: Physician Professionalism: Definition and Commitment
Advocate Lutheran General Hospital
Pam Hyziak
pamela.hyziak@advocatehealth.com

L15: Physician Professionalism: Doctor: For Your Information
Advocate Lutheran General Hospital
Judi Gravdal
judith.gravdal@advocatehealth.com

L16: Physician Professionalism: Feed In and Feed Back
Advocate Lutheran General Hospital
Judi Gravdal
judith.gravdal@advocatehealth.com

L17: Promoting Research in a Busy Residency Program
Hofstra NSLIJ School of Medicine
Maureen Grissom
mgrissom@nshs.edu

L18: Resident QI Clinic: A Structured Educational Intervention to Provide Quality and Safety Training and Mentorship
QI Innovation Institute
Farbod Raiszadeh
fraiszad@gmail.com

L19: The Science of Health Care Delivery: Improving the Healthcare System through Research and Education
Arizona State University
Kristen Will
kwill@asu.edu

L20: Transforming the Patient Safety Culture
Mary Lanning Healthcare
Charlene Sanders
csanders@marylanning.org

L21: Turning Physician Complaints into Positive Action
Northwest Community Hospital
Lucy Hammerberg
lucyhammerberg@aol.com

Storyboard Reception

Tuesday, December 8, 4:15 PM–6:30 PM, Palms Ballroom

During this reception, presenters will be standing by their boards to answer questions.
Patient Safety
PS1: “I Will Fall,” A Team Approach to In-Patient Fall Reduction
Baylor Scott and White Medical Center At Irving
J. Brice King
brice.king@baylorhealth.edu
PS2: A 10-year Journey of Engaging Patients in Patient Safety Education, Research, and Improvement
MedStar Health Research Institute
Kelly Smith
kelly.m.smith@medstar.net
PS3: A Change in Culture to Improve Patient Safety
Hotel Dieu Grace Hospital
Kendra Truant
truant.kendra@hdgh.org
PS4: A Study on Effective Patient Safety Education for All Staff of Medical Institutions
Japan Association for Development of Community Medicine
Masahiko Ishikawa
masahikois@jadecom.jp
PS5: Acute Care Toolkits: Supporting the Delivery of Acute Care
Royal College of Physicians
Kevin Stewart
Kevin.Stewart@rcplondon.ac.uk
PS6: Adverse Event Review: Reflecting on the Past to Improve the Future
Mississauga Halton Community Care Access Centre
Bobbi Greenberg
roberta.greenberg@mh.ccac-ont.ca
PS7: Age Based Guidelines to Decrease Narcotic Oversedation
NCH Healthcare System
Aileen Adams
aileen.adams@nchmd.org
PS8: All Hazard Preparedness Through Ebola Simulation
North Shore-LIJ
Robert Kerner
rkerner@nshs.edu
PS9: Approach to Communication & Resolution Program Implementation
MedStar Health
Kyle Quigley
Kyle.W.Quigley@medstar.net
PS10: Appropriate Use of Antibiotic Prophylaxis in Surgical Procedures
Clinica San Felipe
Ernesto Aspillaga
easpillaga@clinicasanfelipe.com
PS11: Assessing Risk within the Health Care Supply Chain
Medbuy
Christopher Fernandes
cfernandes@medbuy.ca
PS12: Assessment of a Swiss Adverse Drug Event Prevention Collaborative
Stat’Elite
Estelle Lécureux
estelle@stateelite.ch
PS13: Building Quality and Safety Checks in Implementing New Clinical Services
National University Hospital
Diana Santos
diana_santos@nuhs.edu.sg
PS14: Charting the Course to Patient Safety Certification
Courtemanche & Associates
Kerrie Bellisario
kerrie@courtemanche-assocs.com
PS15: Code Blue: Using In-Hospital ACLS Simulation as a Multidisciplinary Quality Improvement Tool
Erie Family Health Center
John Hayes
JohnRyanHayes@gmail.com
PS16: Compliance With Infection Control Practices Among ED Nurses During the Outbreak of MERS-COV
Hamad Medical Corporation
Bechacko
Bchacko3@hmc.org.qa
PS17: Compliance of Surgical Handwashing Before Surgery by Remote Video Auditing
The Aga Khan University Hospital
Ambreen Khan
ambreen.khan@aku.edu
PS18: Console, Coach or Discipline? The Experience and Outcomes of Implementing a Just Culture
Windsor Regional Hospital
Rosemary Pettrakos
rosemary.petrakos@wrh.on.ca
PS19: Creating a Culture of Safety in the O.R. by Implementing a Briefing and Time-Out Tool
Hartford HealthCare
Rekha Singh
rekha.singh@hhchealth.org
PS20: Creating a Safe Zone Through Fall Interventions
NCH Healthcare System
Jennifer Menendez
jennifer.tonseca@nchmd.org
PS21: Creation of an Intake Process in OB Triage
Boston Medical Center
Kristine Smith
Kristine.smith@bmc.org
PS22: Decreasing Healthcare Acquired Multidrug-Resistant Organisms in a Surgical Intensive Care Unit (ICU)
The Mount Sinai Hospital
Rebecca Anderson
rebecca.anderson@mountsinai.org
PS23: Decreasing Sepsis Mortality through a Comprehensive Intervention In the Emergency Department and Inpatient Setting
Mount Sinai School of Medicine
Alison Glasser
alison.glasser@mountsinai.org
PS24: Development and Implementation of Measures to Promote Early Sepsis Detection of Adult Medical Inpatients
Rush University Medical Center
Barbara Gulczynski
barbara.gulczynski@gmail.com
PS25: Difficult Airway Identification — The Most Comprehensive Approach
Cleveland Clinic Health System
Piyush Mathur
piyush_mathur@hotmail.com
PS26: Effective Prevention Bundle to Eliminate Hemodialysis Catheter Related Bloodstream Infection in Ambulatory Hemodialysis facilities
Hamad Medical Corporation
hicham bouanane
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PS27: Electronic Safety Checklists Reduce Severe Errors and Increase Workflow Efficiency in a Radiation Oncology Department
University of Florida
Julie Greenwalt
Julie.Greenwalt@shands.ufl.edu
PS28: Eliminating Falls Across Health Care is Possible; No One Walks Alone
King Abdulaziz Medical City - National Guard Health Affairs
Rohana Yahya
r_ann76@yahoo.com
PS29: Emergency Department (ED) Front End Process (FEP) Redesign: Improved Door to Provider (DTP) Time Methodist Hospital of Sacramento
Chasity Ware
chasity.ware@dignityhealth.org
PS30: Enhancing Patient Safety and Improving Organizational Culture of Safety
Wellspan Health
Vipul Bhatia
vbhatia@wellspan.org
PS31: Ensure Patients Contact Details Are Correct
National Healthcare Group Polyclinics
Serene Foo
Serene_FOO@nhgp.com.sg

PS32: Establishing Safety Event Analysis Team (SEAT) “turned ordinary people into champions”
SEHA Tawam Hospital
Krishnan Sankaranarayanan
Krishnanks67@gmail.com

PS33: Extent of Diagnostic Uncertainty Among Medical Referrals
Mayo Clinic
Monica Van Such
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PS34: First Do No Harm
St. Mary’s Hospital, SPHP
Vasanthi Natarajan
vasanthi.natarajan@sphp.com

PS35: Full Implementation and Sustained Improvement of Project Re-Engineered Discharge at VA Palo Alto Health Care System
Va Palo Alto Health Care System
David Renfro
David.Renfro@va.gov

PS36: Game on! Use of Gamification to Engage With and Motivate Clinicians to Improve Sepsis Care
BC Patient Safety & Quality Council
Shari McKeown
smckeown@bcsqsc.ca

PS37: Glycemic Control in the Inpatient Hospital Setting
Dignity Health
Heather Kendall
Heather.Kendall@DignityHealth.org

PS38: Golden Hour for Extremely Premature Infants: Improving Time to Stability
Nationwide Children’s Hospital
Amina Habib
amina.habib@nationwidechildrens.org

PS39: Guidelines for the Reversal or Perioperative Cessation of Antiplatelet and Anticoagulant Medications
Hartford HealthCare
Bogdan Musial
bogdan.musial@hhchealth.org

PS40: Hand Hygiene Compliance
NCH Healthcare System
Mark Flood
mark.flood@nchmd.org

PS41: Hand Hygiene: A Continual Challenge
The Aga Khan Secondary Hospital, Hyderabad.
Sanjaya Amar Khowaja
sanjaya.aman@aku.edu

PS42: Have Mannequin, Will Travel: In Situ Simulation
Novant Health
Stacy Capel
scapel@novanthealth.org

PS43: Health Human Resource Factors: An Analysis on Patient Safety Indicators
Critical Care Services Ontario
Bernard Lawless
bernard.lawless@uhn.ca

PS44: Healthy Babies Team Redesign: Eliminating Early Term Elective Deliveries
Bon Secours St. Francis
Edward Heidtman
saria_saccocio@bshsi.org

PS45: High Quality Care for the Older Person
Homerton University Hospital Foundation
Victoria Newlands-Bentley
victoria.newlands@homerton.nhs.uk

PS46: HRO Journey to Reduce Heparin Errors
William & Backus Hospital
Michael Smith
michael.smith@hhchealth.org

PS47: Identifying and Reducing Code Grey Events in the Acute Care Hospital Setting
NCH Healthcare System
Jeannie Kellogg
jeannie.kellogg@nchmd.org

PS48: Identifying Opportunities for Improving Safety from the Bedside: A Protocol for IVIG Administration
Northwestern Memorial Hospital
Trevor Barnum
tbarnum2@uic.edu

PS49: Impact of Influenza Like Illness on Critical Care Units: Early Findings from 206 Ontario ICUs
Critical Care Services Ontario
Bernard Lawless
bernard.lawless@uhn.ca

PS50: Implementation of a Nursing-Driven Sliding Scale Electrolyte Protocol in Five Adult Intensive Care Units
Boston Medical Center
William Vincent
william.vincent@bmc.org

PS51: Implementation of A Perioperative Nurse-to-Nurse Report Across Victoria Hospital and University Hospital
London Health Sciences Centre
Kristen Webb
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PS52: Implementation of a Surgical Safety Checklist in a Swiss University Hospital
University hospital
Estelle Lécureux
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PS53: Implementation of Transsphenoidal Pituitary Surgery Clinical Pathway to Improve Quality of Care and Patient Safety
Singapore General Hospital
Ulina Santoso
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PS54: Improved Response to Serious Adverse Events as a Means to Culture Transformation
Mount Sinai School of Medicine
Bonnie Portnoy
bonnie.portnoy@mounsinai.org

PS55: Improvement of Resident Reported Patient Safety Events
University of Wisconsin Hospital and Clinics
Sarah Tevis
samend@gmail.com

PS56: Improving ACS Surgical Risk Calculator
Clinica San Felipe
Ernesto Aspillaga
easpillaga@clinicasanfelipe.com

PS57: Improving Clinical Performance and Safety Culture through TeamSTEPPS Implementation
HCA
Bill Laxton
Bill.Laxton@hcahealthcare.com

PS58: Improving Compliance with VTE Prophylaxis Assessment Completion
Boston Medical Center
Abhinav Vemula
abhinav.vemula@bmc.org

PS59: Improving HCW Influenza Vaccination
Castle Medical Center
Anne Massie
anne.massie@ah.org

PS60: Improving hospital Acquired CLABSI Rates by Culturing on Admission: An Inpatient Cancer Unit’s Journey
Penn State Hershey Medical Center
Ruth Gundermann
rgundermann@hmc.psu.edu

PS61: Improving Immunization Status in Peritoneal Dialysis Population
Hamad Medical Corporation
Yolanda Arroyo
yarroyo@hamad.qa

PS62: Improving Medication Reconciliation Accuracy in a VA Resident Primary Care Clinic Using After Visit Summaries
University Hospitals Case Medical Center/LSCVAMC Center of Excellence in Primary Care Education
Andrew Harris
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PS63: Improving Patient Safety by Reducing Hypoglycemia Events
Mercy Hospital St. Louis
Julie Binder
Julie.Binder@Mercy.net

PS64: Improving the Response of Code Blue Team in the In-Patient Pediatric Units
Hamad General Hospital
Magda Wagdy
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PS65: Improving the Safety of Clinical Alarm Systems
New Hanover Regional Medical Center
Billie T. Robinson
billie.robinson@nhrmc.org

PS66: Increased Error Reporting Through a Great Catch Program
Penn State Hershey Medical Center
Desiree Albright
dalbright@hmc.psu.edu

PS67: Inculcating Patient Safety Culture Among Junior Doctors Through Interactive Teaching
National University Hospital
Bhuvaneshwari Mohankumar
bhuvaneshwari@nuhs.edu.sg
PS68: In-Hospital Cardiac Arrest Response Redesign
Northwestern Memorial Hospital
Gabriel Kleinman
gabriel.kleinman@northwestern.edu

PS69: Innovative Ideas for Preventing Falls from Frontline Staff
Boston Medical Center
Katherine Scanlon
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PS70: Inpatient Glucose Management Program in the Asian Healthcare Setting
Singapore General Hospital
Desmond Lee
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PS71: Inspiring a Culture of Safety through Patient Safety Event Reporting and Analysis
Penn State Hershey Medical Center
Brian Lentes
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PS72: Inventing Med Rec 2.0: Patient-centered Medication Reconciliation for Children
The Mount Sinai Hospital
Rebecca Anderson
rebecca.anderson@mountsinai.org

PS73: I-PASS with SAFETY: Standardized Nursing Bedside Handoff
Boston Medical Center
Katherine Scanlon
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PS74: It Takes a Village: Hospital Based Inpatient Psychiatric Services
Stanford Health Care
Catherine Mortl
CMortl@stanfordhealthcare.org

PS75: Lost to Follow-up Patients—The Challenge of Retaining Patients
Cincinnati Children’s Hospital Medical Center
James Brown
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PS76: Medical Student Perceptions on Patient Safety Prior to Pilot of Healthcare Leadership Track
Georgetown University
Omar Rahman
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PS77: Mental Health Patient Placement Matters
Health Sciences North
Natalie Kennedy
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PS78: Mental Health Service Changes and Suicide: Examining the Impact by Age and Gender
The University of Manchester
Adam Moreton
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PS79: MISSION Asthma Modern Innovative Solutions to Improve Outcomes in Asthma
Portsmouth Hospitals NHS Trust
Claire Roberts
claire.roberts@porthosp.nhs.uk

PS80: Monitoring Transfusion Reaction Activity Through Surveillance
Provincial Health Services Authority
Aimee Beauchamp
abeauca@phsa.ca

PS81: Nurse Led Implementation of the ABCDE Bundle
Dignity Health
Brenda Downs
brenda.downs@dignityhealth.org

PS82: On a Journey to High-Reliability- A Systems Approach to Communication & Resolution Program Implementation
MedStar Health
Kyle Quigley
kyle.w.quigley@medstar.net

PS83: One Year Post Life or Limb Policy Implementation: Evaluation to Support Acute Care Quality Services
Critical Care Services Ontario
Bernard Lawless
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PS84: Partnering with Patients and Families to Dispel Misconceptions of Delirium - A System Approach
MedStar Health / H2Pi
Armando Nahum
anahum@safeircampaign.org

PS85: Path to Develop a Toolbox for Undergraduates
Robert Gordon University
Jennifer Ross
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PS86: Patient Safety from Boardroom to Bedside: Clinical Red/Green Meetings
Windsor Regional Hospital
Karen McCullough
karen.mccullough@wrb.on.ca

PS87: Patient-Involved Structured Debriefings after Cesareans Improve Labor and Delivery Team Perception of Communication and Safety
The University of Kansas School of Medicine - Wichita
Taylor Bertschy
tbertschy@kumc.edu

PS88: Patients as Partners in High Reliability- A Case Study of We Want to Know
MedStar Health Research Institute
Caitlin Quigley
kyle.w.quigley@medstar.net

PS89: Pediatric Catheter Associated Urinary Tract Infection Reduction Nationwide Children’s Hospital
Mike Fetzer
mike.fetzer@nationwidechildrens.org

PS90: Pharmacy Presence in the Pediatric Emergency Center- Cultivating Safer Practice
All Children’s Hospital
Pamela Neely
pneely1@hmu.edu

PS91: Pressure Ulcer Incidence in Six Intensive Care Units — Data for Improvements
University of Michigan Health System
Candace Friedman
candacef@med.umich.edu

PS92: Preventing Avoidable Death — An EMR-Powered Chief Quality Officer
Houston Methodist Medical Center
Stuart Dobbs
sdobbs@tmhs.org

PS93: Preventing Delays by Promptly Dealing Urgency of Cesarean Sections — The Implementation of Color Codes
The Agha Khan University Hospital
Sidrah Nauehsh
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PS94: Preventing Falls in Outpatient Rehab
NCH Healthcare System
Vince Laz
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PS95: Preventing Insulin Dispensing Errors
Hamad Women’s Hospital
hanan.khalifa
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PS96: Preventing Kernicterus in Canadian Hospitals
HIROC
Joanna Noble
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Foundation Fighting Fatal Infection & Disease
David Flinchbaugh
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PS98: Promoting a Culture of Safety In A Multi-Site Pediatric Hematology/Oncology Practice
All Children’s Hospital
John’s Hopkins Medicine
Tracy West-Grubb
twestgr1@jhmi.edu

PS99: Promoting an Ambulatory Care Culture of Safety with an Interdisciplinary Preventative Falls Program (Falling Leaves)
Penn State Hershey Medical Center
Paula Sheaffer
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PS100: Protecting Patients From Risks Associated With The Use of Electrosurgical Unit (ESU)
National University Hospital
Sandhya Mujumdar
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PS101: Providing Early Definitive Care: A Mitigating Measure for Patients Waiting for Beds at Emergency Department
National University Hospital
Sandhya Mujumdar
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PS102: Pulse Oximetry Alarms: Can We Take Alarms Down Another Notch
Boston Medical Center
Deborah Whalen
deborah.whalen@bmc.org

PS103: Pump In & Pump Out: Increasing Hand Hygiene Compliance and Observations through Mobile Form
Adventist HealthCare Physical Health and Rehabilitation
Mary De La Cruz Sabinbaro
MSababar@adventisthealthcare.com

PS104: Quality Improvement Initiative of Pediatric Inpatient Discharge Summary
Metropolitan Hospital Center
Visalakshi Sethuraman
shaluraja82@gmail.com

PS105: Rapid Start Up of a Large Scale Patient Safety Organization
HCA
Ruth Westcott
Ruth.Westcott@hcahealthcare.com
PS106: rapID-PASS: An Emergency Department Standardized Handoff  
Boston Medical Center  
Anton Manasco  
anton.manasco@gmail.com

PS107: Reducing Bottleneck Delays in a South African Emergency Centre  
Thames Valley and Wessex Leadership Academy  
Lucy Parker  
lucy.polsk@gmail.com

Rumford Hospital  
Becky Hall  
HallBe@cmmc.org

PS109: Reducing Harm from Opioids  
Southern District Health Board  
Lucia Magee  
Imagee191@gmail.com

PS110: Reducing Hospital-Acquired Pressure Ulcers at Florida Hospital  
Florida Hospital  
Namrata Sachdev  
namrata.sachdev@flhosp.org

PS111: Reducing Hyperglycaemia in Fasting Diabetic Patients  
Awaiting Procedures  
Singapore General Hospital  
Stephanie Chung Shuk Ying  
Stephanie.chong.s.t@sgh.com.sg

PS112: Reducing Radiation Dose During CT Exams  
NCH Healthcare System  
Lindsay DeLorme  
lindsay.delorme@nchmd.org

PS113: Reducing the Risk of Venous Thromboembolism (VTE) Events: An Interprofessional Approach  
Penn State Hershey Medical Center  
Mary Trauger  
mkost70@comcast.net

PS114: Reducing Urinary Catheters at The Ottawa Hospital: Experience from the medicine ward  
The Ottawa Hospital Research Institute  
Krista Wooller  
kwoller@toh.on.ca

PS115: Reduction in Post Prostate Biopsy Infections  
St. Luke’s Regional Medical Center  
John Werdel  
archibac@slhs.org

PS116: Reduction of Adverse Events (AEs) in an AMC Over a Decade — The NUH Experience  
National University Hospital  
Suchanita Hota  
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PS117: Respiratory Therapist and Nurses Collaborate to Prevent Respiratory Device-Related Pressure Ulcers  
Orlando Health  
Tara Mahramus  
tara.mahramus@orlandohealth.com

PS118: Risk-Scoring Systems Improve Patient Safety  
Signature Healthcare Brockton Hospital  
Cheryl McCallion  
cmcallion@signature-healthcare.org

PS119: Safe Passage: Optimizing Transitions of Care to Labor and Delivery  
University of Pennsylvania Hospital  
Daniel Lee  
daniel.lee@uphs.upenn.edu

PS120: Safety and Savings: Improve Obstetric Hemorrhage-Screening Decreases Massive Transfusion Requirements  
Winnie Palmer Hospital—Arnold Palmer Medical Center a part of Orlando Health  
Sharin Sabella  
sharin.sabella@orlandohealth.com

PS121: Safety by Design: Creating the Prototype for Design Thinking in Patient Safety at Stanford  
Lucile Packard Children’s Hospital  
L. Kissa Hoyle Elgin  
elgin@stanfordchildrens.org

PS122: Safety Initiatives Implemented on an Inpatient Unit for Patients with Substance Use Disorders  
The Ohio State University Medical Center  
Julie Niedermier  
julie.niedermier@osumc.edu

PS123: Save a Life — Call an RRT!  
New Hanover Regional Medical Center  
Steve Johnson  
steve.johnson@nhrmc.org

PS124: Saving Sacrums: Reducing Pressure Ulcers  
NCH Healthcare System  
Erin Raney  
erin.raney@nchmd.org

PS125: Screening for Anxiety and Depression in Cancer Patients: A Nursing Intervention  
Hamad Medical Corporation  
Fiona Milligan  
fmilligan@hmc.org.qa

PS126: Sentinel Events Eliminated by Implementation of Direct Admission Policy  
Saint Michael’s Medical Center  
Susanna Yim  
susanna.yim@mail.mcgill.ca

PS127: Shining a Light on Patient Safety  
Mercy Hospital St. Louis  
Debbie Nihill  
deborah.nihill@mercy.net

PS128: Standardizing and Tightening Home Leave Process to Ensure Patient Safety  
National University Hospital  
Bhavaneswar Mohankumar  
bhavaneswar@nuhs.edu.sg

PS129: Standardizing Total Parenteral Nutrition (TPN) to Reduce Errors  
All Children’s Hospital Johns Hopkins Medicine  
Jacquelyn Crews  
jcrews7@jhu.edu

PS130: Sticking it to the Flu  
NCH Healthcare System  
Paul Slack  
paul.slack@nchmd.org

PS131: Strengthen the Hand Over Process  
The Aga Khan University Hospital  
Ambreen Memon  
ambreen.memon@aku.edu

PS132: Surgical Antibiotic Prophylaxis: Choice and Dose Matters!  
Yale New Haven Hospital  
Nicole Colandrea  
nicole.colandrea@ynhh.org

PS133: Surgical Leadership Huddle to Review Debriefing  
Thomas Jefferson University Hospital  
Monica Young  
stephanie.landmesser@jefferson.edu

PS134: Sustaining the Gain in Reducing Falls  
Newark Beth Israel  
Shen Cleaves  
scleaves@barnabashealth.org

PS135: Systems & Human Factors  
Engineering Approach to Reducing System-wide CAUTI at an Academic Medical Center  
University of Texas Southwestern  
Eleanor Phelps  
eleanor.phelps@utsouthwestern.edu

PS136: TEAMSTEPPS and Surgical Safety Checklist: Improving Patient Safety  
Mount Sinai Medical Center  
Yessenia Valentín-Salgado  
yessenia.valentín-salgado@mountsinai.org

PS137: The Addition of Cranberry and Bacitracin to the Standard Foley Bundle  
Significantly Reduced/Eliminated CAUTI  
Signature Healthcare Brockton Hospital  
khaled Sorour  
kamsorour@yahoo.com

PS138: The Development of an Anesthesia Department Communications Compact  
H Lee Moffitt Cancer Center  
Jonathan Cohen  
jonathan.cohen@moffitt.org

PS139: The Impact of Influenza Like Illness on Critical Care Units: Early Findings from Ontario ICUs  
Critical Care Services Ontario  
Bernard Lawless  
bernard.lawless@uhn.ca

PS140: The Journey Continues, Using Lean Methodology, an A3 Status Update  
New Hanover Regional Medical Center  
Sandy Andrews  
sandy.andrews@nhrmc.org

PS141: The Role Of A Naloxone Task Force In Improving Safety  
H Lee Moffitt Cancer Center  
Diane Garry  
diane.garry@moffitt.org

PS142: The Role of HeROs in the Creation of a Culture of Reliability  
Mednax  
Jeffrey Shapiro  
jdshap56@gmail.com

PS143: The Telluride Experience: A New Approach to Patient Safety Education  
MedStar Health  
Stacey Gonzalez  
stacey.m.gonzalez@medstar.net

PS144: To Improve Design of Limb Restrainer  
Singapore General Hospital  
Shanmugavalli P. Ramasamy  
shanmugavalli63@gmail.com
PS145: To Improve Hand Hygiene Compliance Among Doctors
Singapore General Hospital
Shuwei Zheng
shuwei.zheng@mohh.com.sg

PS146: Toronto Western Hospital Emergency Department Bed Utilization Project
University Health Network
Lucas Chartier
lucas.chartier@uhn.ca

PS147: Tracheostomy Care Optimization
Ann & Robert H. Lurie Children’s Hospital of Chicago
Rowsha LaBranche
rlabranche@luriechildrens.org

PS148: Unsuitable Communication with Older People Declines the Heart Function
EGPRN; NAPCRG / member
Sofica Bistriceanu
bistriss@hotmail.com

PS149: Use of High-Fidelity Simulation to Enhance Interdisciplinary Collaboration and Reduce Patient Falls
Mayo Clinic
April Bursiek
bursiek.april@mayo.edu

PS150: Using Common Cause Analysis on the Journey to Zero Patient Harm
Memorial Hermann Health System
Anne-Claire France
Anne-Claire.France@memorialhermann.org

PS151: Using Fake Mommies to Change Real Patient Care
Novant Health
Lindsey Horne
lrlomax@novanthealth.org

PS152: Using Medication Safety Data to Drive Performance Improvement
Pharmacy Systems, Inc.
Steven Johnson
sjohnson@pharmacysystems.com

PS153: Using Mindfulness for Critical Thinking and Patient Safety During Medication Administration
University of Illinois at Chicago
Marianne Durham
mdurham1@uic.edu

PS154: Using the Global Trigger Tool to Identify Adverse Events in a Brazilian Hospital
ACSC - Associação Congregação de Santa Catarina
Camila Lajolo
clajolo@post.harvard.edu

PS155: Using Tracers to Evaluate Implementation of an Improvement Strategy
Center for Quality
Inge Pedersen
inge.pedersen@rsyd.dk

PS156: Utilizing Electronic Triggers to Identify Adverse Events, Harm, and Improvement Opportunities in a Pediatric Hospital
Cook Childrens Health Care System
Shana Rasmussen
shana.rasmussen@cookchildrens.org

PS157: Utilizing Slow-Pressure Volume Loops to Determine Optimal PEEP and Improve Patient Outcomes
Geisinger Medical Center
Michael Bingaman
msbingaman@geisinger.edu

PS158: VA Palo Alto Health Care System Nursing Service Project RED Implementation of Teach Back
Va Palo Alto Health Care System
Denise Renfro
Denise.Renfro@va.gov

PS159: Venous Thromboembolism: Establishing a Quality System for Hospital-wide Identification and Prevention
Nationwide Children’s Hospital
Sheilah Harrison
sheilah.harrison@nationwidechildrens.org

PS160: Ventilator-Associated Pneumonia: Using Evidence, Interdisciplinary Teamwork & Continuous Rapid Improvement to Drive Culture Change
The Children’s Hospital of Philadelphia
Louise Hedaya
hedayal@email.chop.edu

PS161: Virtual Monitors Reduces Fall Rate in Hospital Intermediate Care Units
Brigham and Women’s Hospital
Escel Stanghellini
estanghellini@partners.org

PS162: Weighing in on Patient Safety
Novant Health
John Gardella MD
jegardella@novanthealth.org

PS163: Working Towards Zero, No Pressure: Preventing Pediatric Pressure Ulcers
All Children’s Hospital John’s Hopkins Medicine
Kris Rogers
kroger17@jhmi.edu
Storyboards
The 27th Annual National Forum on Quality Improvement in Health Care
December 6–9, 2015 · Orlando, FL

Person- and Family-Centered Care

PFCC1: “What Matters to You?”
Bringing the Patient’s Voice into Quality and Affordability
Palo Alto Medical Foundation
Laura Holmes
holmesl@pamf.org

PFCC2: A Patient Driven Approach to Endoscopy Shift Design
Mayo Clinic
Erin Pagel
pagel.erin@mayo.edu

PFCC3: A Person-Centered Approach to Survey Design
Cancer Care Ontario
Heidi Amernic
Heidi.Amernic@cancercare.on.ca

PFCC4: An Approach to Increase Depression Screening Rates
UNM Truman Health Services
Marinda Jefferson
mjjefferson@unm.edu

PFCC5: An Exploration of Patient Experience At London Health Sciences Centre
London Health Sciences Centre
Theresa Malloy Miller
jennifer.yoon@lhsc.on.ca

PFCC6: An Innovative Way to Improve Quality by Engaging Patients and Families
NSLU Forest Hills Hospital
Viviane Kempen
Vstenerson@nshs.edu

PFCC7: Approach to a Chronic Care Problem in Canada: Evaluative Results from the Atlantic Healthcare Collaboration
Canadian Foundation for Healthcare Improvement
Claudia Amar
claudia.amar@cfhi-fcass.ca

PFCC8: Are Families Part of Your Team? Danish Society for Patient Safety
Britt Wendelboe
britt.wendelboe@patientsikkerhed.dk

PFCC9: At the Heart of Care Redesign: Patient Engagement
Stanford Hospital and Clinics
Christine Thompson
chtthompson@stanfordhealthcare.org

PFCC10: Becoming Conversation Ready: Tracking Process and Policy Improvements on Discharged to ICU and Hospice Rates
Spaulding Hospital Cambridge
Susan Moore
smoore16@partners.org

PFCC11: Better Together: Partnering with Families Campaign
Institute for Patient- and Family-Centered Care
Beverley Johnson
bjohnson@ipfcc.org

PFCC12: Care Coordination Challenges Among the Sickest Individuals
OptumInsight
Timothy Wells
tim.wells@optum.com

PFCC13: Care Management Call Center Voicemail Reduction Project
Cancer Treatment Centers of America
Louise Boone
louise.boone@ctca-hope.com

PFCC14: Communicating for Better Care: Proactive Communication Strategies
Singapore General Hospital
Tan Hui Li
tan.hui.li@sgh.com.sg

PFCC15: Communication Challenges in Partnering with Patients
Datix
Daniel Cohen
dcohen@datix.co.uk

PFCC16: Compassionate, Collaborative Care
Schwartz Center for Compassionate Healthcare
Beth Lown
blown@mah.harvard.edu

PFCC17: From Great Intentions to Great Implementation: Standardizing Best Practices for Family Meetings
The Children’s Hospital of Philadelphia
Rachel Biblow
kratchmana@email.chop.edu

PFCC18: From Principle to Practice: Implementing a Person-Centred Care Guideline in the Ontario cancer system
Cancer Care Ontario
Simron Singh
simron.singh@sunnybrook.ca

PFCC19: Gaps in the Use of Palliative Care in US Hospitals
University HealthSystem Consortium (UHC)
Jocelyn Vaughn
vaughn@uhc.edu

PFCC20: Impact of an Integrated Health Home for SMI on Wait Times and First Appointment Adherence
Barnabas Health
Stanley Evanowski
sevanowski@barnabashealth.org

PFCC21: Implementation of a Pet Assisted Therapy at University Hospital, London Health Sciences Centre
London Health Sciences Centre
Craig Watkin
jennifer.yoon@lhsc.on.ca

PFCC22: Implementing a Collaborative Care Model for Hospitalized Medical Patients: a Pilot Study
University of Texas Health Science Center
San Antonio
Kanapa Kornsawad
kornsawad@uthscsa.edu

PFCC23: Improving Care Delivery by Performing Electromyography Prior to Hand Surgery Evaluation for Carpal Tunnel Syndrome
Mayo Clinic Arizona
Katharine Connolly
connolly.katharine@gmail.com

PFCC24: Improving Patient Experience and Clinical Throughput in the Epilepsy Monitoring Unit
London Health Sciences Centre
Susan Hayman-Abello
jennifer.yoon@lhsc.on.ca

PFCC25: Improving Post-DischARGE Follow-Up of Pediatric Asthma Patients at Harlem Hospital: A Resident-Led QI Project
HARLEM HOSPITAL PEDIATRICS
Nkeiruka Orajiaka
nkeiruka.orajiaka@nychhc.org

PFCC26: Improving the Patient Experience in a Radiation Therapy Department by Minimizing Daily Wait Times
Cancer Care Ontario
Laurie Stillwaugh
lstillwaugh@hsnsudbury.ca

PFCC27: Increasing Trichomonas Testing in the Pediatric Emergency Department
Nationwide Children’s Hospital
Don Buckingham
don.buckingham@nationwidechildrens.org

PFCC28: Kapi’olani Medical Center for Women & Children Emergency Department Project in Patient Satisfaction
John A Burns School of Medicine
Anik Cockroft
anik@hawaii.edu

IHI Storyboard Reception
Tuesday, December 8, 4:15 PM–6:30 PM, Palms Ballroom

During this reception, presenters will be standing by their boards to answer questions.
PFCC29: Measuring What Matters: Patient Reported Experience in Real Time as part of Quality Improvement Cycle  
Cancer Care Ontario  
Srinon Singh  
sarah.benn@cancercare.on.ca

PFCC30: MEDES Chart: Eliciting Patient Voice to Address Medication Trauma  
CareOregon  
Paul Carson  
carsonnp@careoregon.org

PFCC31: Mindfulness for Care Providers: A Salutogenic Win-Win  
St. Joseph’s Healthcare  
Peter Bieling  
Pbieling@stjoes.ca

PFCC32: Patient Counselling From Compliance to Concordance  
Hamad Women’s Hospital  
suha gazar  
sgazar@hamad.qa

PFCC33: Patient/Family Centered Care Experience at St. Mary’s Hospital Endoscopy Unit  
Saint Mary’s Hospital Of Troy  
Annamie James  
Annmarie.James@sphp.com

PFCC34: Patients as Partners in Co-designing Improvement  
Canadian Foundation for Healthcare Improvement  
Jessie Checkley  
Jessie.Checkley@cfhi-fcass.ca

PFCC35: Physician Shadowing Impact on Doctor-Patient Communication  
Rush University Medical Center  
Francis Fullam  
francis_fullam@rush.edu

PFCC36: Real-Time Patient Advisory Groups: Novel Opportunities for Learning and Improvement  
Toronto Rehabilitation Institute  
Carol Fancott  
carol.fancott@utoronto.ca

PFCC37: Reproductive Health — In an Advanced Welfare State  
Danish Society for Patient Safety  
Beth Lilja  
beth.lilja@patientsikkerhed.dk

PFCC38: Saving Lives of Little Angels and Their Mothers in The High Alps of Chitral, Pakistan  
Aga Khan Health Service, Pakistan  
Shireen Punjwani  
shireen.punjwani@akhsp.org

PFCC39: Self-Care Texts Support Long Term Conditions  
Mansfield & Ashfield Clinical Commissioning Group  
Sian Clark  
sian.clark@mansfieldandashfieldccg.nhs.uk

PFCC40: Sleep-Deprived: Overlooked and Undertreated an Update on Screening  
Cancer Treatment Centers of America  
David Visco  
david.visco@ctca-hope.com

PFCC41: Success: Reducing Admissions by Care Navigation  
University of Michigan Health System  
Margaret Jacobs  
jacobsmm@umich.edu

PFCC42: System Level Quality Indicators for Palliative Care in Ontario  
Ontario Palliative Care Network Secretariat  
Sara Urowitz  
sara.urowitz@cancercare.on.ca

PFCC43: Systems Leadership for Person-Centered Care  
DentaQuest Foundation  
Matthew Bond  
matthew.bond@dentaquestfoundation.org

PFCC44: The Impact of Collaborative Care on the Healthy Workplace environment of the Bedside Nurse  
University Hospital  
Sean, Jennifer Moore, Ramos  
sean.moore2@uhs-sa.com and Jennifer. Ramos@uhs-sa.com

PFCC45: The Standardization of Care for the Cystic Fibrosis Patient  
Geisinger Health System  
Laurie Wallace  
lwallace@geisinger.edu

PFCC46: Transitions in Healthcare Delivery: Provider-Patient Communication in the New Era  
University of Illinois  
Eric Swirsky  
eswin@uic.edu

PFCC47: Using Six Sigma Methodology to Improve Patient Satisfaction  
Newark Beth Israel Medical Center  
Maryellen Wiggins  
mwiggins@barnabashealth.org

PFCC48: Utilizing Communication Boards to Improve the Discharge Process  
University Of Washington  
Reiko Emtman  
reikoh2@uw.edu

PFCC49: What Do Primary Care Patients Value?  
Indiana University Purdue University Indianapolis  
Malgorzata Anna Fialkowska Filipek  
mafialk@iupui.edu

PFCC50: What Matters Most for Those Living with Dementia During Their Stay on an Orthopaedic Unit  
Portsmouth Hospitals NHS Trust  
Ross Sherrington  
ross.sherrington@porthosp.nhs.uk
Quality, Cost, and Value

**QVC1**: A Health System’s Transformational Approach in Creating a Quality Focused Environment in Ambulatory Practice Settings
UT Southwestern Medical Center
Adrian White
adrian.white@utsouthwestern.edu

**QVC2**: A Multi-Dimensional Contextualization of Quality
The George Washington University
Wayne Psek
psek@gwu.edu

**QVC3**: A Multidisciplinary Approach to Improving Heart Failure Care: A Never Ending PDSA Cycle
Intermountain Healthcare
Jose Benuzillo
jose.benuzillo@imail.org

**QVC4**: Antimicrobial Stewardship Initiative Significantly Reduces Antibiotic Use By Using Serial Procalcitonin Measurements to Guide Therapy
Five Rivers Medical Center
Mike Broyles
mbroyles@suddenlink.net

**QVC5**: Application of 6S in a Pediatric Emergency Medicine
SUNY Downstate Medical Center at Long Island College Hospital
Virtueek Sinha
dvirtueek@yahoo.com

**QVC6**: Applying Discrete Event Simulation (DES) Modeling to Optimize Hemodialysis Scheduling in SW Ontario
London Health Sciences Centre
Monica Mamut Chuck Loblaw
monica.mamut@lhsc.on.ca

**QVC7**: Applying LEAN to Improve Time to Provider in a Pediatric Emergency Department
Kings County Hospital Center
Jacqueline Bober
Jackiebober@gmail.com

**QVC8**: Biohazard Sharp Box Disposal Cost Savings Through The Introduction of Glass Recycling
National University Health System
Yiling Cheng
chengyilingcy@gmail.com

**QVC9**: Blood Conservation
Novant Health
Santosh R. Gopali, MD
jegardella@novanthealth.org

**QVC10**: CHOP is Opening & Ambulatory Sites Within 12 Months
The Children’s Hospital of Philadelphia
Eileen Serpieri
serpieri@email.chop.edu

**QVC11**: Communicating Health Care Efficiency to Consumers
American Institutes for Research
Kourtney Ikeler
ikeler@air.org

**QVC12**: Comparisons of Spine Data Cohorts: Cohorts defined by Billing Code vs. Cohorts Clinically Defined
Intermountain Healthcare
Kristy Veale
kristy.veale@imail.org

**QVC13**: Consultant Prosthodontics
Hamad Rumailah Hospital
Suhayla Al-Banai
sulibanai@hamad.qa

**QVC14**: Decreasing Operating Room Time Turn-Around Time: One Service at a Time
The Children’s Hospital of Philadelphia
Cristina Jones
jonesc@email.chop.edu

**QVC15**: Decreasing Unnecessary Transfusions: Implementing & Sustaining High Value Care
Rush University Medical Center
Amanda Tosto
amanda_tosto@rush.edu

**QVC16**: Does a Central Population Health Coordinator Enhance Effective Population Management in Primary Care?
Massachusetts General Hospital
Daniel Horn
dmhorn@partners.org

**QVC17**: Economic Impact of the Referral of Low Level Paraproteins to a Haematology Department
The Ipswich Hospital NHS Trust
Finelia Brito-Babapulle
finelia.brito@ipswichhospital.nhs.uk

**QVC18**: Enhanced Recovery After Surgery (ERAS) Collaborative in Orthopaedics
Ko Awatea
Mataroria Lyndon
mataroria.lyndon@middlemore.co.nz

**QVC19**: Enhanced Recovery After Surgery Decreases Length of Stay and Post-operative Costs
University of Wisconsin Hospital and Clinics
Sarah Tevis
samend@gmail.com

**QVC20**: Ensuring Intensive Lifestyle Education for Newly Developed Diagnosed Pre-Diabetic Patients
National healthcare Group Polyclinics
Ziliang Lim
ziliang.Lim@nhgp.com.sg

**QVC21**: Establishing ‘Toyota Specifications’ for System Level Measures
Ko Awatea
Mataroria Lyndon
mataroria.lyndon@middlemore.co.nz

**QVC22**: Establishing an Acute Medical Assessment Unit to Improve In-Patient Quality in Hamad General Hospital, Qatar
Hamad Medical Corporation
Muhammad Zahid
mzahid@hamad.qa

**QVC23**: Evaluating direct medical costs of Adverse Events (AEs) in hospitalized patients in National University Hospital National University Hospital
Sucharita Hota
sucharita_hota@nuhs.edu.sg

**QVC24**: Evaluating Impact of Harm on Hospital Financial Outcomes: A Practical Approach
Florida Hospital
David Yi
davidyi2014@gmail.com

**QVC25**: Evaluation of a Novel Structured Continence Care Program in a Long Term Care Facility
Medical Pharmacies Group Limited
Denis O’Donnell
dodonnell@medpharmacies.com

**QVC26**: Exploring the Variables That Impact on Self Reported Back in Nurses in Critical Care
Hamad Medical Corporation
Fiona Milligan
FMilligan@hmc.org.qa

**QVC27**: Fecal Occult Blood Tests: Valuable for Screening, Wasteful for Diagnostics
Orlando Health
Omid Zad
omid.zad@orlandohealth.com

**QVC28**: First-Dollar Medigap Plans and Healthcare Quality
OptumInsight
Timothy Wells
tim.wells@optum.com

**QVC29**: Geriatric Hip Fracture Care: Fixing a Fragmented System
University of Colorado School of Medicine (For GME Residents and Faculty)
Mary Anderson
Mary.Anderson@ucdenver.edu

**QVC30**: Going Green: Reducing Amount of Charge Forms Used in Specialist Outpatient Clinic
Singapore General Hospital
Junhong Lee
lee.junhong@sgh.com.sg

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**Storyboard Reception**
Tuesday, December 8, 4:15 PM–6:30 PM, Palms Ballroom

During this reception, presenters will be standing by their boards to answer questions.
**QVC31:** Gynecologic Robotic Surgery in a Community Institution with Focus on OR Efficiency, Quality, and Cost
Gundersen Health System
Dana Benden
dmbenden@gundersenhealth.org

**QVC32:** Implementation of a Standard Approach to Diagnosis and Management of Obstetric Hemorrhage
Gundersen Health System
Dana Benden
dmbenden@gundersenhealth.org

**QVC33:** Implementation of Antimicrobial Stewardship in a Rural Community Hospital
Hannibal Regional Hospital
Jessica Gilmore
jessica.gilmore@hrhonline.org

**QVC34:** Improve Patient Access to Appointment Information and Effectively Manage Non-Appt Related Calls
Singapore National Eye Centre
CHERYL ONG
cheryl.ong.l.k@snec.com.sg

**QVC35:** Improving Outcomes for Joint Replacement Patients: One Hospital’s Journey
Orlando Health
Laura Williams
laura.williams@orlandohealth.com

**QVC36:** Improving Pain Management in the Pediatric Emergency Department for Dislocations and Fractures
Boston University School of Medicine
Sara Holmstrom
sholmbs@bu.edu

**QVC37:** Improving Pharmaceutical Waste Management
Gundersen Health System
Marilu Bintz
mbintz@gundersenhealth.org

**QVC38:** Improving Utilization of Head CT for head Pediatric Injury in Hamad General Hospital, Qatar
Hamad Medical Corporation
Amr Elmoheen
aelmoheen@hamad.qa

**QVC39:** Improving Value in Pediatric T&A Through a Private Performance Feedback Report
Intermountain Healthcare
Katie Lijestrand
katie.lijestrand@imail.org

**QVC40:** Interoperability: A Demonstration of Seamless Information Sharing
Cerner Corporation
Marina Daldalian
marina.daldalian@cerner.com

**QVC41:** Leading Change in a Publicly-Funded System Through a System Wide Approach to Quality Improvement Plans
Health Quality Ontario
Danyal Martin
danyal.martin@hqontario.ca

**QVC42:** Medication Adherence Patterns and Targeted Interventions
Advocate Healthcare
Darcy Davis
darcy.davis@advocatehealth.com

**QVC43:** Missouri Baptist Medical Center Surgical Home
Dartmouth MHCDS
David Robson
dkdeats@aol.com

**QVC44:** Optimising Management of Patients on Warfarin in General Practice, through Collaboration with Pharmacist-Led Anti-Coagulation Clinics
National healthcare Group Polyclinics
Khai Wei Tan
khaiwei_tan@nhgp.com.sg

**QVC45:** Optimizing Surgical Patient Flow from the Post Anesthesia Care Unit to the Inpatient Units
Boston Children's Hospital
Manneh Ghazarians
manneh.ghazarians@childrens.harvard.edu

**QVC46:** Overcoming Barriers to Continuity of Care by Reducing the No-Show of Delivery
The Aga Khan University Hospital
Saba Akbar
saba.akber@aku.edu

**QVC47:** Payer and Provider as Partners Driving the Triple Aim
Anthem
Debra Southard
debrasanthard@anthem.com

**QVC48:** Percutaneous Coronary Intervention Through Radial Technique - Quality Indicator
Fundacion Cardioinfantil Istituto de Cardiologia
Maria Angelica Torres Silva
mторес@cardioinfantil.org

**QVC49:** Preventing Bouncebacks with a Triple T Strategy
Gundersen Health System
Michelle LaFleur
mm_laflue@gundersenhealth.org

**QVC50:** Primary Care Innovations (PCI)
Gundersen Health System
David Bleidorn
DFBleido@gundersenhealth.org

**QVC51:** Redesign of Massive Transfusion Processes to Improve Efficiency, Reliability and Reduce Waste
Penn State Hershey Medical Center
Scott Mincaremoy
smincaremoy@hmc.psu.edu

**QVC52:** Reducing Cancellations on the Day of Scheduled Surgery at a Children’s Hospital
Cincinnati Children’s Hospital Medical Center
J. Nick Prapat
jayant.prapat@cchmc.org

**QVC53:** Reducing Central Line Associated Blood Stream Infection (CLABSI): By Bundle Approach
Prince Sultan Military Medical City
Muhammad Kashif Malik
drkmalik71@hotmail.com

**QVC54:** Reducing Clostridium Difficile: Choose Your Poo, A Visual Aid
North Shore University Hospital
Stephanie Fuentes
silguori@nshs.edu

**QVC55:** Reducing Disaster Field Hospital Computing Infrastructure Activation Times Through Improving Human Factors
Sunnybrook Health Sciences Centre
Trevor Hall
trevor.hall@sunnybrook.ca

**QVC56:** Reducing IVH in a Level III NICU
University Of Pennsylvania
Lori Christ
lori.christ@uphs.upenn.edu

**QVC57:** Reducing Patient Harm and Improving Outcomes Using Technology
Mount Sinai Beth Israel
Robbie Freeman
Robert.freeman@mountsinai.org

**QVC58:** Reducing Surgical Site Infection after Major Gynecologic Cancer Surgery: Current Success and Future Opportunities
Mayo Clinic
Sara Sandleback
sandleback.sara@mayo.edu

**QVC59:** Responding to high users of emergency services.
Hotel Dieu Grace Healthcare
Robert Moroz
robert.moroz@hdgh.org

**QVC60:** Separating Emergency and Theatre PACU at CHUB
Centre Hospitalo-Universitaire de Butare
OSWALD BENIMANA
benoswaldino05@yahoo.fr

**QVC61:** Surgical Performance Improvement in a Health System-Surgical Council as a Driver for Change
Hartford HealthCare
Rrekha Singh
rekha.singh@hhchealth.org

**QVC62:** System Level Measures
Mataroria Lyndon
mataroria.lyndon@middlemore.co.nz

**QVC63:** Targeting The Heart of Readmissions
East Alabama Medical Center
Lisa Harmon
lisa.harmon@eamc.org

**QVC64:** The Outcome Effect of Converting an Acuity Adaptable Cardiac Unit into Acuity Specific Cardiac Units
Geisinger
Eric Reich
esreich@geisinger.edu

**QVC65:** Towards Excellent Care for All
Health Quality Ontario
Lee Fairclough
Lee.Fairclough@hqontario.ca

**QVC66:** Using Personalized Reports to Fuel Quality Care
Health Quality Ontario
Jonathan Lam
Jonathan.Lam@hqontario.ca

**QVC67:** Using Technology to Improve Sepsis Care
Middlesex Hospital
Terri Savino
terrisavinomidhosp.org

**QVC68:** Walk-In Hospital: A Successful Experience in an Overcrowded Emergency Department
Fundacion Cardioinfantil Instituto de Cariologia
Maria Andrea Jaramillo Portella
matorria.lyndon@middlemore.co.nz
Triple Aim for Populations

TAP1: A Multi-stakeholder Approach to Improving Quality of Care for Hospitalized Older Adults with Malnutrition
Avalere Health
Eleanor Fitall
efitall@avalere.com

TAP2: Addressing Prescription Opiates: An Alternative Design to Addressing the Opiate Epidemic
Care Oregon
Safina Koreishi
ranitc@careoregon.org

TAP3: Assessing and Building a Culture of Safety Through Multi-Channel Process
Vestagen
Ben Favret
rael.dejesus@vestagen.com

TAP4: Community-Based Health & Wellness Coaching; 320,000,000 Paths
Ammoanosus Community Health Services, Inc.
Edward Shanshala II
ed.shanshala@achs-inc.org

TAP5: Development of an Outpatient Transfusion Program to Reduce Avoidable Hospitalizations
Hebrew Home at Riverdale
Zachary Palace
zachary.palace@hebrewhome.org

TAP6: Getting With The Guidelines: System-Level Sepsis Initiative
MedStar Health
Vishal Patel
vishalpatel@medstar.net

TAP7: Improving Care Access at Lurie Children’s
Ann & Robert H. Lurie Children’s Hospital of Chicago
Steve Lai
slai@luriechildrens.org

TAP8: Improving Care for Epilepsy Patients Reducing Hospital Utilization Following QI Interventions
Nationwide Children’s Hospital
Eric Wood
eric.wood@nationwidechildrens.org

TAP9: Improving Care for Patients with Complex Conditions through Health Links: An Ontario Approach
Health Quality Ontario
Monique LeBrun
Monique.LeBrun@hqontario.ca

TAP10: Improving Quality of Care for Adult Survivors of Childhood Cancer Through a Survivorship Transition Clinic
University of Kansas Medical Center
Eyad Al-Hihi
eal-hihi@kumc.edu

TAP11: Improving Transitions Across the Continuum From an Acute Care Hospital to Home
Northeast Medical Group
John Palumbo
john.palumbo@ynhh.org

TAP12: Innovative Approach to Increasing Access to Primary Care at Virginia Garcia Memorial Health Centers
CareOregon
Jacquelyn Pawela-Crew
pawelacrewj@careoregon.org

TAP13: Introducing a New Approach to Care: Health Link Coordinated Care Planning in South West LHIN
South West LHIN
Kelly Gillis
Kelly.Gillis@LHINS.ON.CA

TAP14: Key Performance Indicators in Post-Acute Care
The Camden Group
Tina Pike
tpike@thecamdengroup.com

TAP15: LeBonheur CHAMP: Changing High Risk Asthma in Memphis Through Partnership
Le Bonheur Children’s Hospital
Christie Michael
cmichael@uthsc.edu

TAP16: Managing High-Risk Patients in a Value-Based World
Baycare Health System
Edward Rafalski
edward.rafaslki@baycare.org

TAP17: Patient Family Advisors and Hospital Governance
Fort Belvoir Community Hospital
Kenneth L. Hamilton
khamilto@usa.net

TAP18: Population Health in a Rural Hospital
Hannibal Regional Healthcare System
Stephanie Witt
stephanie.wilt@hrhonline.org

i2i Systems
Janice Nicholson
janicen@i2isys.com

TAP20: Reducing Severity of Comorbid Psychiatric Symptoms in an Epilepsy Clinic Using a Co-location Model
Cheyenne Regional Medical Center
Jasper James “JJ” Chen
jasper.chen@crmcwy.org

TAP21: Sleep Apnea: If Your Patient is at Risk, So Are You
Ursuline College
Lisa Kuhnen
lkuhen@ursuline.edu

TAP22: Sustaining Staff and Patient Engagement for Behavioral Health Integration
University of Texas Health Science Center at Tyler
Carolyn Harvey
carolyn.harvey@uthct.edu

TAP23: Transforming the Safety Net in Texas
University of Texas Medical Branch
Susan Seidensticker
smseiden@utmb.edu

TAP24: Improving Population Health — Team-Based Approach to Optimal Diabetes Care
Sanford Health West Region
Tessi Ross, BSN, MPA, RN, CPHQ
Tessi.Ross@sanfordhealth.org

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Storyboards
The 27th Annual National Forum on Quality Improvement in Health Care
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Triple Aim for Populations

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Ann & Robert H. Lurie Children’s Hospital of Chicago
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Kelly Gillis
Kelly.Gillis@LHINS.ON.CA

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Tina Pike
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Christie Michael
cmichael@uthsc.edu

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Kenneth L. Hamilton
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Hannibal Regional Healthcare System
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Jasper James “JJ” Chen
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Ursuline College
Lisa Kuhlen
lkuhen@ursuline.edu

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University of Texas Health Science Center at Tyler
Carolyn Harvey
carolyn.harvey@uthct.edu

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University of Texas Medical Branch
Susan Seidensticker
smselden@utmb.edu

TAP24: Improving Population Health — Team-Based Approach to Optimal Diabetes Care
Sanford Health West Region
Tessi Ross, BSN, MPA, RN, CPHQ
Tessi.Ross@SanfordHealth.org

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