

IHI Open School Coaches

Open School Coaches (OSC's) are ambassadors of IHI and the IHI Open School and provide crucial support to our ever-growing Chapter Network. This group of dedicated current or former Chapter Leaders have demonstrated agility in quality improvement, community organizing, and leadership competencies, and are committed to providing high-quality coaching to IHI Open School Chapters. These coaches also build capacity and opportunities for connectivity across the entire Chapter Network. To request a call with an IHI Open School coach, email openschool@ihi.org today.

Open School Coaching Team 2019-2020



Mohammed Albaadani

Mohammed received a BSN degree in Yemen in 2004. Two years later, he received an advance diploma in Nursing Leadership and Management from Yemen Ministry of Public Health in cooperation with International Council of Nurses –ICN Geneva. In 2010, he received an advance certificate of Risk Management and Patient Safety Improvement by Ministry of Health and Consumer Affairs of Spain Kingdom. He was selected as a WHO Patient for Patient Safety Champion in 2007, and in this role he contributed in implementing the advocacy plan to empower Yemeni patients and families. Mohammed also has been involved in developing Infection Control guidelines for primary health care facilities of Yemen and worked in the WHO's East Mediterranean Regional Office on the Regional Project on Patient Safety Research "Assessing Patient Harm & Adverse Events" in selected public hospitals as a retrospective reviewer and participated in developing national strategy for Patient Safety in Yemen based on the Patient Safety research findings. Currently, he is working as quality improvement officer at the department of Continued Quality Improvement & Patient Safety in Prince Sultan Military Medical City, conducting various quality improvement and proactive risk management projects.



Fatima Al-Roubaiai

Fatima is a daughter, a sister, an aunty, a nurse, a student, a foodie and a yoga lover who lives in British Columbia, Canada. After ten years working in quality improvement across hospitals, long-term care, universities, and government, she's gone back to school to pursue a Masters Degree in nursing. As the current IHI Open School President at University of British Columbia Okanagan, she is dedicated to building improvement skills in current and future leaders in healthcare. Her coaching style as a mix of humility and curiosity with a bias towards action. This year, her Chapter pursued events related to raising awareness and promoting recovery-focused language for the Recover Hope Campaign.



Samuel Tufour Benyah

Samuel is currently in his last year as a medical student at VN Karazin National University in Ukraine, ultimately striving to specialize in hematology. He has previously worked at the St. Theresa Hospital - Upper West, as well as the Regional Hospital, Sunyani - Ghana. Here he was responsible for collecting and analyzing blood samples, as well as data for Hospital Administration and Management Systems. Samuel chartered the first IHI Open School in Ukraine and currently serves as a Chapter Leader. He is excited to be a part of the coaching team and connect with Chapters around the globe!



Julie Finnigan

Julie is currently completing a Master's in Health Care Quality Improvement in the Faculty of Applied Health Science at Brock University. She has been a member of the Brock IHI Open School Chapter since 2016 and has served as a Chapter Leader since 2017. She spent her undergraduate degree working on a project to improve patient outcomes during care transitions from acute to long-term care facilities. Currently, she is doing research in evaluating the impact of engaging health professionals in practical quality improvement projects early in their education. Julie is passionate about engaging future and existing healthcare professionals in quality improvement and connecting them with resources for enacting change. She is very excited to be part of the Open School Coaching Team this year and hopes to positively impact the lives of patients and health care providers around the world.



Sonal Gagrani

Sonal is a third year medical student at University of Texas Southwestern Medical Center in Dallas, TX. She has been involved as a Chapter Leader with the Quality Improvement and Patient Safety department at UTSW since her first year through a distinction program offered by the school. Her project work has been in improving physician opioid prescription practices via the creation of new EMR tools to improve accessibility. Her work has been closely linked with the Recover Hope campaign via attendance at the Open School Leadership Academy in 2018, a student storyboard featured at the National Forum 2018, and a storyboard featured at a workshop at the Patient Safety Congress in 2019. She is working with the QI department at UTSW to recruit new members to the Chapter, develop new projects, and create greater awareness of QI on the campus overall. She hopes to use skills learned through her journey with the Open School and UTSW to help others navigate healthcare improvement in their own Chapters.



Stijn de Jonge

Stijn de Jonge is a MD, PhD candidate affiliated with the University of Amsterdam. His fields of interests include infectious complications after surgery, their prevention, and antibiotic stewardship. He has worked as a research associate with the World Health Organization and published in international peer reviewed journals including the Lancet Infectious disease, the British Journal of Surgery the British Journal of Anesthesiology and others. Quality improvement inspires him because it brings research findings to the bedside and provides tangible improvements to everyday care. He founded and now leads the Open School Chapter at the University of Amsterdam to help frontline healthcare workers develop the skills and tools to translate the challenges on the work floor to solutions that contribute to the best possible care. If you are considering starting a chapter, scaling up existing operations, or just getting your first project started, he would love to help you find your way!



Florencia Koch

Florencia is an internal medicine physician in Tucuman, Argentina. She has been committed to quality and patient safety for the past ten years. She has a masters degree in clinical effectiveness and works at a public hospital in Tucuman as the Quality committee coordinator there. She leads an Open School Chapter and is passionate about spreading the science of improvement and patient safety concepts among young people. She also works at the School of Medicine as an internal medicine professor.



Amar Latchman

Amar is an Industrial Engineering Student at Ryerson University in Toronto, Ontario, Canada. He has been involved in the Open School since 2016 when he started the Chapter at Ryerson University and served as Chapter President. At Ryerson, Amar is currently pursuing his Bachelor's in Industrial Engineering. He is Lean Six Sigma Greenbelt Certified and quality improvement is something Amar strives for in his work and his own self-improvement. He currently looks for solutions in the supply chain to secure products from counterfeiting to help create more efficient and easier access for downstream patients. Amar's past QI projects include the restructuring of accessibility services and devices, such as wheelchairs and first aid kits at the Ryerson Student Services Centre, and data stewardship for therapeutic drug classifications within Apotex's commercial databases. Amar is passionate about finding new methods to improve health care.



Sherry Liang

Sherry is a fourth year medical student at the Oregon Health & Science University (OHSU) in Portland, Oregon. She learned about the IHI Open School as an undergraduate junior in 2015 upon attending the Open School West Coast Regional Conference. Inspired by the change agents at this event, she partnered with a friend to co-create an Open School Chapter at her alma mater, Willamette University, to foster a community of students committed to improving healthcare. In medical school, she spent two years as Co-President of the Portland State University & OHSU Chapter. During this time, she participated in the Open School's summer Leadership Academy in Boston, Massachusetts, and completed the 10-week Leadership & Organizing for Change course with a project focused on developing a quality improvement learning series. She expanded her interests in quality improvement to the scholarly arena, and incorporated the IHI Open School Quality Improvement Practicum (QI 301) course into her design and implementation of a novel improvement curriculum for pre-clinical medical students. Sherry is interested in a career in internal medicine dedicated to improving systems of integrated care for underserved communities.



Alexa McWhinnie, RN, BSN

Lexi is a Master's of Science in Nursing student at the MGH Institute of Health Professions (IHP) in Boston, Massachusetts, currently completing her final year in the Pediatric Nurse Practitioner primary care track. Lexi currently works as a substitute school nurse in New Hampshire, as a teaching assistant for the MGH IHP School of Nursing, and volunteers as a Senior Director at the Boston Healthcare for the Homeless Night Center through Harvard University's Crimson Care Collaborative. She has served as a board member of the MGH IHP Open School chapter since 2017, where she had the honor of working on several interprofessional collaborations, including developing curriculum changes within the Institute's Center for Climate Change, Climate Justice, and Health. She is a Schwartz Center Compassion Scholar passionate about bringing healthcare improvement and patient safety initiatives to marginalized communities, with her most recent project focusing on an interdisciplinary hotspotting team that identifies high-need, high-cost patients and develops interventional strategies tailored to the patient's needs. She looks forward to learning from and engaging with Chapter Leaders across the Open School network, and is excited by the opportunity to help others reach their goals through her role as an Open School Coach.



Ricarven Ovil

Ricarven is a fifth year medical student studying at Université Notre Dame d'Haïti, where he serves as a Chapter Leader of the Open School Chapter that he chartered in December 2018. He is currently completing an online course with the University of North Carolina at Chapel Hill in Epidemiology and Public Health and is a recent graduate of the IHI Leadership and Organizing for Change virtual course. Ricarven is extremely passionate about the science of improvement, as he strives to improve healthcare in Haiti by sharing his knowledge of quality improvement with his colleagues and community.



Njimafo (Armand) Tiam, MD

Armand is a general practitioner working in CBC Health Services in Douala, Cameroon. He has completed his medical degree with the University of Antananarivo (Madagascar), during which he was involved with the IHI Open School. He has led several organizing projects there and has founded the first IHI Open School Chapter of Madagascar. He has served as a New Chapter Coach for the Open School since August of 2017 and is very excited to again bring his support to new Chapters as they build their own capacities locally.



Mariana Torquato

Mariana Torquato is currently in her fourth year of medical school at Faculdade Israelita de Ciências da Saúde Albert Einstein, in São Paulo, Brasil. Her institution is an IHI strategic partner in Latin America and is how she got involved with the IHI Open School, in 2017. Passionate about improvement in healthcare in several ways, she has been part of research on how new technologies affect the learning of medical graduates and is currently exploring ways to engage students and professionals in improvement science at her institution. Within the Open School she has also helped translating some resources to Portuguese, as she believes that knowledge on quality improvement must be spread equally around the world. She is very excited to be an Open School Coach and hopes to be able to disseminate her knowledge with new Chapters, as well as learn from their challenges!



Mercy Nafula Wanjala, MD

Mercy is a Family Medicine resident at Universidad de Ciencias Medicas de La Habana in Cuba. Mercy is also an MBA-HCM candidate at Strathmore University where she learnt about and joined the Open School community. Previously, she worked as medical superintendent at a health center and later on at a district hospital in Kenya. Mercy was also divisional chair at Kenya Medical Association. She is passionate about quality improvement, equity, clinical leadership and patient safety, especially at primary healthcare level. This is her first year as an open school coach and is very excited to work with the Open School to support the various chapters around the world.