 Final Roster

# Serious Reportable Events Guidance Technical Expert Panel (TEP B)

## Technical Expert Panel Members

Amanda J. Hays, PharmD, MHA, DPLA, BCPS, CPHQ, FASHP

Director, Medical Affairs, Becton, Dickinson & Co

San Diego, CA

Dr. Hays is a pharmacy leader with over 20 years of experience in clinical and operational pharmacy practice, medication safety, opioid and antimicrobial stewardship, and healthcare quality. In her current role, Dr. Hays leads cross-functional teams, serving as the voice of the clinician and patient while ensuring product safety and efficacy.

Dr. Hays is a 2002 graduate of UHSP and completed a PGY-1 residency at SSM-St. Mary’s. She has been an active member of the American Society of Health System Pharmacy (ASHP) and served as faculty on the ASHP Opioid Stewardship Certificate program, ASHP Opioid Stewardship Task Force, and is a co-author on the 2022 ASHP Controlled Substance Diversion Prevention Guidelines. Dr. Hays is the current Vice President of the Missouri National Association of Drug Diversion Investigators (NADDI), past President of the St. Louis Area Medication Safety Collaborative, and has served in numerous leadership roles for ASHP. Dr. Hays frequently publishes and presents at regional, state, and national meetings on various quality and safety topics. She has been honored at her healthcare organizations with Medication Safety Pharmacist of the Year in 2006, Director of the Team of the Year in 2012, and the Leader of the Year in 2018, and achieved Fellowship status with ASHP in 2021

Amrit Gill, MD, FAAP

Associate Chief Safety Officer, Cleveland Clinic

Cleveland, OH

Amrit Gill is the Associate Chief Safety Officer at Cleveland Clinic. She champions a culture of exceptionalism and high reliability, where teams work cohesively, because they implicitly trust each other. She is focused on developing well-designed systems that capitalize on human capabilities and compensate for human limitations. Her interests include human factors engineering, situational awareness and learning from excellence to improve quality and safety. Partnering with patients and their family members to optimize the delivery of care is of utmost importance to her.

She previously served as Patient Safety Officer for Cleveland Clinic Children’s. She led their high reliability transformation which demonstrated an 80% decrease in the serious safety event rate. Amrit has served on the Clinical Steering Team for the Solutions for Patient Safety Learning Network. She is a pediatric hospitalist and previously served as the Medical Director for the Department of Pediatric Hospital Medicine (Main Campus). Amrit completed her pediatric residency at the University of Texas Medical Branch. She has completed the Patient Safety Executive Development Program at the Institute for Healthcare Improvement (IHI) and the Cleveland Clinic Leading in Healthcare course.

The relentless pursuit of perfection in the way we deliver care inspires and drives Amrit to strive towards meaningful contributions and innovative solutions to improvement work. Outside of work Amrit enjoys traveling and playing the piano without an audience.

Andrew J. Bierhals, MD, MPH

Professor of Radiology, Medicine, and Pediatrics; Vice Chair, Quality & Safety; Director, Cardiothoracic Imaging at Barnes Jewish West County Hospital; Medical Director (CT), Center for Clinical Imaging Research, Cardiothoracic Imaging Section, Mallinckrodt Institute of Radiology, Washington University in St. Louis

St. Louis, MO

Andrew J. Bierhals, MD, is a professor of radiology and vice chair for quality and safety for Mallinckrodt Institute of Radiology (MIR) at Washington University School of Medicine in St. Louis. Bierhals joined MIR’s faculty in 2006 following a residency in diagnostic radiology and a cardiopulmonary fellowship. He has also served as the director of cardiothoracic imaging at Barnes-Jewish West County Hospital since 2009. When MIR began providing radiology services to Phelps Health in December 2018, Bierhals played a key role in updating quality and safety processes, which included a robust peer review. Bierhals also helped secure grant funding to establish a dedicated follow-up program to limit delay in diagnosis for patients with incidental imaging findings. As a member of the Radiological Society of North America, American College of Radiology and Society of Thoracic Radiology, he has participated in several educational, scientific, and quality committees. He earned his medical degree and a master’s degree in public health at the University of Pittsburgh.

Angela Hokanson, RN, MHA

Director of Quality and Patient Safety, SteadyMD

Davis, CA

Angela Hokanson is the Director of Quality and Patient Safety at SteadyMD, a provider of telehealth services in all 50 states. In this role she manages clinical quality assurance initiatives across the organization to maintain safe, high-quality, patient-centered care. Angela is passionate about using a systems-level perspective to reduce errors within healthcare workflows. Her clinical background includes more than five years of experience as an emergency room nurse. She holds CPHQ and CPPS certifications as well as an MHA.

Arun R. Patel, MD, JD, MBE

System Director of Patient Safety and Clinical Risk Management, Los Angeles County Department of Health Services

Los Angeles, CA

Arun R. Patel, MD, JD, MBE is the System Director of Patient Safety and Clinical Risk Management for the Los Angeles County Department of Health Services (DHS). In this position, Dr. Patel oversees innovative system-wide patient safety initiatives, safety data collection and reporting, and responses to adverse events, and claims and liability matters. During his time at the DHS, Dr. Patel has also served as the System Director of Quality Improvement, the System Director of Pharmacy Services, the System Chief Compliance Officer, and the Associate Chief Medical Officer of LA General Medical Center.

Dr. Patel is a passionate advocate for patient safety and has been instrumental in developing and implementing high reliability practices based on a culture of trust, support, and transparency to foster collaboration and continuous improvement. Prior to arrival at the DHS, Dr. Patel was an RWJF Health Policy Fellow, serving on the U.S. House Energy and Commerce Committee, and in the Policy Counselor’s Office of the Secretary of the Dept. of Health and Human Services. Prior to those roles, Dr. Patel spent nearly a decade as a healthcare transactions and compliance attorney. Dr. Patel is also a member of the fourth class of the Health Innovators Fellowship at the Aspen Institute, and a member of the Aspen Global Leadership Network.

Dr. Patel received his bachelor’s degree from MIT, his M.D. from the University of Mississippi, his J.D. from Stanford University, and his Master of Bioethics degree from the University of Pennsylvania. His unique perspective and expertise have made him a sought-after speaker and thought leader in the health care industry, having presented at national conferences on topics related to healthcare quality, patient safety, and risk management.

Bruce Spurlock, MD

President & CEO, Convergence Health

Napa, CA

Bruce Spurlock, M.D. is President & CEO of Convergence Health, a healthcare improvement organization whose vision is to create the day when suboptimal care is eliminated; when safe, reliable, and affordable healthcare is a reality for every patient. Dr. Spurlock also leads and advises large improvement collaboratives at the regional, state and national level designed to accelerate the implementation of evidence-based practices. Currently, he is an Adjunct Associate Professor with Stanford University and faculty for the American Association of Physician Leaders (AAPL). He is a nationally known speaker on a broad range of health care topics including translating policy into practice, health care trends and effectively engaging every stakeholder to drive improvement and co-edited the book “All In: Using Healthcare Collaboratives to Save Lives and Improve Care.”

Prior to developing his national consulting practice, Dr. Spurlock was the executive vice president for the California Healthcare Association (CHA) where he served as CHA’s expert in physician group relations, health policy, and quality and performance measurement. He also practiced internal medicine as a senior physician with The Permanente Medical Group, Inc. He participated on the American Hospital Association’s Quality Leadership Team and on state and national advisory committees, is published in local, state, and national journals and has served on the Boards of diverse healthcare organizations.

Carole Hemmelgarn, MS, MS

Founder Patients for Patient Safety US

Program Director, Executive Master’s Clinical Quality, Safety and Leadership, Georgetown University Littleton, CO

Carole Hemmelgarn, MS (Patient Safety), MS (Bioethics), is the Director for the Executive master’s program in Clinical Quality, Safety & Leadership at Georgetown University, and the Senior Director of Education at the MedStar Institute for Quality & Safety. Carole received a master’s degree in Patient Safety Leadership from the University of Illinois at Chicago, and a second master’s degree in health care ethics from Creighton University. She sits on the Leapfrog Patient & Family Caregiver Expert Panel, Board of Quality, Safety and Experience at Children’s Hospital Colorado, Board of Children’s Hospital Solutions for Patient Safety, and National Quality Forum Stakeholder Advisory Council. She is also a founding member of Patients for Patient Safety US.

Dahlia Mak, MHA

Senior Consultant, Strategy and Lean, Ellit Groups

Seattle, WA

Dahlia Mak is a Senior Consultant, Strategy and Lean at Ellit Groups. Working with institutions nationwide, she has experience in health care leadership and consulting, spanning over 20 years. Lean certified through Shingijutsu, Mak was part of one of the first teams to apply lean management systems in making ground-breaking improvements in U.S. healthcare. With her expertise in lean methodology, quality improvement and change management, she engages organizations at all levels, bringing together executives, boards, providers, frontline caregivers, and staff to develop and operationalize strategy and to solve complex problems. Her work has been grounded in collaborating with cross-functional teams within medical centers, large academic institutions, and public health departments to transform health care experience. She has performed organizational assessments on clinical quality and patient safety programs and has spearheaded the design and implementation of nationally recognized patient safety programs in large health care systems. Her experience includes training and coaching healthcare leaders and teams to identify improvement opportunities, to enhance quality at the point of care, and to achieve meaningful change in safety culture, safety event reporting, and harm reduction. Previously, Mak served as a Managing Director in Health Care Consulting at Moss Adams, as a principal at Rona Consulting Group, and as Administrative Director of Patient Safety at Virginia Mason Medical Center. She serves on the Board of Directors for The Collaborative for Accountability and Improvement, a Program of University of Washington Medicine, and on the Advisory Board for the University of Washington School of Nursing. She received her bachelor’s degree from the University of Washington and a Master of Health Administration from the University of Southern California

Danielle Galán, PA-C, MSHF

Director Accreditation and Patient Safety, Hospital for Special Surgery

New York, NY

Danielle Galán is a hospital administrator with a passion for patient safety expanding beyond a single hospital or healthcare institution. A clinician for fourteen years as a surgical Physician Assistant, she approaches safety with the lens of a front-line employee. Her success is rooted in comprehension of the complexities of patient care and the barriers that hospital employees face to deliver the highest quality care. With the knowledge that industries outside of healthcare have improved safety through high reliability, Danielle’s goal is to translate those successes to healthcare. She holds a Master of Science in Human Factors from Embry-Riddle University. Embry-Riddle has remained at the forefront of ground-breaking aeronautical milestones since the early days of flight. Many advances that have entered mainstream society come from aviation, where human factors are key; focusing on psychological principles and engineering fundamentals to maximize interaction of humans with machines, as well as human performance issues. Danielle’s goal is to take human factor lessons from aviation to improve the future of healthcare. Danielle is a Lean Six Sigma green belt, using those skills to reduce variability and error in clinical processes. She resides in New York City with her husband and two daughters.

Dawn M. Evans, DNP, MSN, MBA, RN, PHN, CPPS, CPHQ

Director of Patient Safety, Quality, Infection Prevention, and Population Health, Barton Health

Zephyr Cove, NV

Dr. Dawn Evans is a seasoned healthcare leader with over thirty years of experience as a Registered Nurse, specializing in Patient Safety and Quality for the past fourteen years. Currently serving as the Director of Patient Safety, Quality, Infection Prevention, and Population Health at Barton Health in South Lake Tahoe, California, Dawn oversees the organization’s event reporting system and drives initiatives to enhance healthcare outcomes.

Dawn holds a Doctor of Nursing Practice degree from the University of Phoenix, focusing her research on optimizing event reporting system efficiencies and usability. Her academic credentials also include a Master of Science in Nursing from the University of Nevada, Las Vegas, a Master of Business Administration in Healthcare Management from Western Governors University, and a Bachelor of Science in Nursing from Sonoma State University. She is distinguished as a Certified Professional in Patient Safety (CPPS), Certified Professional in Healthcare Quality (CPHQ), and a TeamSTEPPS Master Trainer.

Throughout her career, Dawn has championed transformative initiatives at Barton Health, including implementing organizational-wide Daily Safety Briefs, integrating the TeamSTEPPS methodology, establishing a Patient and Family Advisory Council, introducing bedside capnography monitoring, and leading successful inpatient fall reduction efforts. She is a sought-after speaker, presenting on topics such as capnography, rural healthcare challenges, and medication safety, and has shared her doctoral project findings at national conferences.

Dawn is recognized for her innovation in evidence-based practice integration within clinical settings. Her passion for advancing healthcare practices underscores her commitment to ensuring all patients receive safe, high-quality care.

Divvy K. Upadhyay, MD, MPH, CPHRM, CPPS

Program Leader, Diagnostic Safety, Geisinger Health System, Danville, PA

Assistant Professor, Health System Sciences, Geisinger Commonwealth School of Medicine

Scranton, PA

Dr. Upadhyay leads diagnostic safety efforts at Geisinger- a large integrated, mostly rural, health system in Pennsylvania. Dr. Upadhyay’s major focus is on establishing and learning from a system-wide program to identify and address diagnostic errors. He first started working on diagnostic errors more than a decade ago exploring health policy and diagnostic errors. For the last 7 years, he has worked full time on diagnostic safety at Geisinger managing a multi-disciplinary committee to improve clinical diagnosis and working closely with the organization’s patient safety, clinical risk management and grievance teams. He has collaborated with leading researchers and worked with local operations teams to implement diagnostic safety in practice. In 2021, he was appointed to the 12-member national advisory panel for The Leapfrog Group’s “Recognizing Excellence in Diagnosis” - a new national initiative to publicly report and recognize hospitals for preventing patient harm due to diagnostic errors. He Co-Chairs SIDM’s Practice Improvement Committee and has been on expert/advisory panels at NQF, IHI, RAND and ECRI. Prior to working on diagnostic errors, he was a health care policy analyst in Washington D.C. where he analyzed physician payment policy, primary care, Medicare, and the Affordable Care Act among other health care policy issues.

Eileen Kasda, DrPH, MHS

Vice President, Patient Safety, SafeTower

Baltimore, MD

Eileen Kasda is one of the inventors and a co-founder at SafeTower, a patient safety improvement company funded by Johns Hopkins. Using AI-informed solutions, Eileen helps health systems improve safety practices and design analytic solutions for safety and risk professionals. Eileen is passionate about improving patient safety practices and outcomes. At the Johns Hopkins Armstrong Institute for Quality and Patient Safety, Eileen was the former Director of Patient Safety. She led the development and launch of a novel, patient safety event reporting software. Eileen has consulted nationally and internationally on a variety of patient safety improvement programs. She has presented widely on strategies related to the use of data to improve culture and design better systems. Eileen holds a Doctorate degree in Public Health from Johns Hopkins Bloomberg School of Public Health. She founded the Healthcare Event Reporting Collaborative (HERC), a national learning community of patient safety leaders.

Emily Barr, OTD, MBA, OTR/L, BCG

Executive Director, Nebraska Coalition for Patient Safety

Omaha, NE

Emily Barr has served as the Executive Director for the Nebraska Coalition for Patient Safety (NCPS), a federally listed Patient Safety Organization, since 2022. Emily is a licensed and registered occupational therapist and holds a board certification in gerontology from the American Occupational Therapy Association. An Omaha native, she is a graduate of Creighton University with a BS in Health Sciences and a Doctorate of Occupational Therapy. She also holds an MBA in Healthcare from Nebraska Methodist College and a Black Belt in Lean Six Sigma. Emily has over 12 years of clinical and leadership experience in various practice settings including hospital acute care, post-acute rehabilitation, skilled nursing, and long-term care. In her clinical leadership roles, Emily was responsible for program development, operational and fiscal management, as well as quality assurance and process improvement initiatives. Emily has previous work experience as an Associate Professor and the founding program director for a Post-Professional Occupational Therapy Doctorate program. She is a member of the Nebraska Occupational Therapy Association and American Occupational Therapy Association, and has served in various leadership roles with both professional organizations. In addition, Emily has extensive experience with patient safety activities including best practices for: implementing a culture of safety across diverse settings, team-based improvement strategies, and adverse patient safety event investigation and analysis.

George Louli Tewfik, MD, MBA, FASA, CPE, MSBA

Associate Professor, Department of Anesthesiology; Director of Quality Assurance and Director of Clinical Informatics, Rutgers New Jersey Medical School

Randolph, NJ

Dr. George Tewfik is an Associate Professor of Anesthesiology at Rutgers New Jersey Medical School in Newark, New Jersey. After completing his residency at New Jersey Medical School, he entered private practice for five years, during which time he received an MBA at Rutgers Business School. For the past six years, he has been the Director of Quality Assurance, and the Director of Clinical Informatics for the last four years. As the Director of Quality Assurance, he oversees the reporting of all adverse events in the Department of Anesthesiology, evaluating all complications, gathering relevant statistics, and implementing interventions to address clinical and educational requirements. He is also responsible for the Grand Rounds morbidity and mortality conferences, anesthesiology resident case conference presentations and am a member of the University Hospital Committees on Quality and Patient Safety, Informatics, and Perioperative Quality.

Dr. Tewfik regularly conducts research on perioperative quality, patient safety, healthcare economics and resident education. His original research has been featured in such journals as British Journal of Anesthesia, Anesthesia and Analgesia and the Journal of Clinical Anesthesia. In addition, he has published numerous articles in the ASA Monitor, the Anesthesia Patient Safety Foundation Newsletter and on KevinMD. He currently serves as an Editor for the ASA Monitor. He is also an active member of numerous committees in the American Society of Anesthesiology, including the Committee on Patient Safety and Education, and the Committee on Quality Management and Departmental Administration.

John T. James, PhD, DBAT

Founder and CEO, Patient Safety America

Houston, TX

John T. James is retired from NASA where he served the agency as its Chief Toxicologist for 25 years. Academically, he has several advanced degrees, including a PhD in pathology from the University of Maryland School of Medicine. He was board-certified in Toxicology in 1986. In 2002 he lost his athletic, 19-year-old son, John Alexander James to sudden cardiac death after 5 days of evaluation in Waco, Texas hospitals. Since then, John has written a book that traces the genesis of that event, A Sea of Broken Hearts, and founded an organization, Patient Safety America, dedicated to educating the public about risks associated with medical care. In 2013, he published the article, a new, evidence-based estimate of patient harms associated with hospital care, the peer-reviewed publication that first moved the growing number of U.S. deaths associated with preventable medical harm over the 400,000 per year mark. In 2014 he testified before a Senate Subcommittee on the magnitude and causes of medical errors. In 2015 he published The Truth about Big Medicine in which he, as co-editor, assembled MDs, nurses, PhDs and change leaders to write about root causes of health system failures. In 2019 he published a study in BMJ Open in which he used a survey to determine the wishes of a ‘reasonable patient’ when facing the possibility of invasive surgery. John continues to speak, write, and advocate tirelessly for improved hospital safety and increased engagement of patients in their healthcare.

Julia Morrissey, JD, BSN, RN, CPPS

System Director - Patient Safety, Mercy Health

Chesterfield, MO

Julia Morrissey, JD, BSN, RN, CPPS, is a licensed, non-practicing attorney and registered nurse who serves as the System Director of Patient Safety for Mercy Health. In this role, she provides strategic direction for safety initiatives across one of the largest healthcare systems in the United States. Her leadership experience in healthcare operations, risk management, and quality improvement enables her to take a holistic and systems-based approach to addressing healthcare-associated harm, further allowing her to effectively design, implement, and evaluate safety practices across the organization to enhance culture and improve patient outcomes.

Katherine Du Fresne, RN, MSN, CPHRM

Executive Director, Clinical Risk Management, Indiana University Health

Indianapolis, IN

Katie is the Executive Director of Clinical Risk Management at Indiana University Health. She has been a registered nurse for over 20 years, having gained her clinical experience in inpatient hematology/oncology nursing. In 2003 Katie began working in healthcare risk management and in 2008 she earned the Certified Professional in Healthcare Risk Management designation.

Katie completed the Charles Warren Fairbanks Fellowship in Clinical Ethics in 2011-2012, and she continues as a volunteer member of the IU Health clinical ethics consultation service. She has previously served as an Adjunct Lecturer in the Department of Community and Health Systems at the Indiana University School of Nursing, teaching Applied Health Care Ethics to second-degree nursing students.

Katie served on the ASHRM Advocacy Task Force for four years and chaired the committee for two of the terms. She currently serves on the advisory board of ASHRM and also volunteers as a Board member on the Indianapolis Coalition for Patient Safety.

Katie earned a master’s degree in Nursing and Health Systems Leadership from the University of Indianapolis in May 2015. She received her bachelor’s degree from Ferris State University in Big Rapids, Michigan, in 1997

Katie Witherspoon, MSN, RN-BC, CPHQ

Quality Manger of Risk and Patient Safety, Henry Ford Health

Detroit, MI

Katie Witherspoon, MSN, RN-BC, CPHQ is a Registered Nurse with over 15 years of experience in healthcare and 7 years’ experience in healthcare quality improvement. She currently is a Quality Manger of the Risk department at an acute care teaching hospital in Detroit, MI, and President of the Michigan Quality Accreditation Network (QAN). Katie began her career as an Intensive Care Unit Nurse and received her master’s in Nursing Leadership and Informatics from the University of Michigan in 2017. She has extensive experience in Healthcare Regulation and Accreditation, Patient Safety, Quality Risk Management, Process Improvement and Policy Management.

Katie’s career goals are centered around improving healthcare for patients and clinicians by leading teams through interdepartmental and system wide process improvements, operationalizing regulatory standards of care, and promoting implementation of best practices. Katie has a passion for patient safety, reducing avoidable medical errors and preventable harm which led her to her role in Quality Risk Management.

Kelly Aldrich, DNP, RN, NI-BC, FHIMSS, FAAN

Professor of Nursing, Informatics and Director of Innovation, Vanderbilt University School of Nursing

Nashville, TN

Dr. Kelly Aldrich, DNP, RN, NI-BC, FHIMSS, FAAN, is a distinguished nursing informatics executive with over 40 years of healthcare expertise. She is a Board-Certified Informatics Nurse Specialist and a Fellow of both HIMSS and the American Academy of Nurses (FAAN). Having started her career at the bedside in cardiac and trauma critical care, Dr. Aldrich transitioned to executive leadership, serving as ED director, Chief Nursing Officer, Inaugural Chief Nursing Informatics Officer (CNIO) at HCA’s network of over 180 facilities, where she led groundbreaking innovations in nursing informatics. Her contributions, such as the development of VitalsNow, a solution for bar-coded patient identification and vitals capture, have set new standards in the industry. Her leadership extended to the Chief Nurse Executive position at The Center for Medical Interoperability, focusing on reducing medical device interoperability burden in healthcare environments. Currently, as a Professor and Director of Innovation at Vanderbilt University School of Nursing, Dr. Aldrich merges her clinical expertise with academic rigor. She holds a secondary appointment in the Department of Biomedical Informatics and impacts global healthcare as an Informatics Executive Nurse Consultant. Dr. Aldrich's career exemplifies a relentless pursuit of excellence in nursing, leadership, and healthcare technology. Her legacy is a testament to the power of blending clinical insight with informatics innovation to reduce burden on care teams, transform patient care and nurse education.

Keshia Sandidge, LCSW

Consumer Rights Officer Supervisor, Partners Health Management
Gastonia, NC

Keshia Sandidge has been a dedicated professional with Partners Health Management since 2016. With a strong background as a licensed clinical social worker, Keshia brings a wealth of knowledge and expertise to her role. Currently serving as the Consumer Rights Officer Supervisor, she supervises the team that reviews member incidents across 15 counties, ensuring the rights and well-being of consumers are protected and upheld.

In addition to her primary responsibilities, Keshia holds the distinction of being a National Certified Investigator, as recognized by the Council on Licensure, Enforcement, and Regulation. This certification highlights her proficiency in conducting thorough and ethical investigations, a skill that is invaluable in her supervisory role.

Keshia also collaborates with the quality management department to complete root cause analyses when requested by the Chief Medical Director. Her analytical skills and attention to detail ensure that all incidents are thoroughly examined and addressed, contributing to the continuous improvement of the organization’s practices.

Beyond her professional commitments, Keshia is a dedicated community servant. She was elected to the local board of education in 2020, demonstrating her commitment to improving the educational landscape and advocating for students’ needs. Keshia is also very active in community events, consistently engaging with local initiatives and fostering strong relationships within the community.

Throughout her tenure at Partners Health Management, Keshia has consistently demonstrated a deep commitment to advocacy, transparency, and the ethical treatment of all consumers. Her leadership and dedication play a crucial role in maintaining the integrity and effectiveness of the organization’s consumer rights initiatives. Keshia’s multifaceted involvement in both her professional and personal life showcases her unwavering dedication to serving others and making a positive impact in her community.

Komal Bajaj, MD, MS-HPEd

Chief Quality Officer, NYC Health + Hospitals/Jacobi/NCB

Medical Director of Sustainability, NYC Health + Hospitals

New York, NY

Komal Bajaj MD, MS-HPEd serves as chief quality officer of NYC Health + Hospitals/Jacobi/North Central Bronx, catalyzing transformation across all facets of healthcare delivery. She is also Medical Director for Sustainability for NYC Health + Hospitals. Dr. Bajaj chairs the health system’s Monitoring and Evaluation Subcommittee for its Equity and Access Council and is a member of the Artificial Intelligence Advisory Board. She is a Professor of Obstetrics and Gynecology at Albert Einstein College of Medicine. Dr. Bajaj serves on the AHRQ National Advisory Council and was named as one of Becker’s Hospital Review Top Patient Safety Experts.

Kristin Duncan, RN, BSN, MBA, CPPS

Sr. Director, Patient Safety-Risk Management, Texas Health

Arlington, TX

Kristin Duncan is a Registered Nurse and serves in the role of Sr. Director Patient Safety and Risk at System Services at Texas Health. She is responsible for facilitating the patient safety program at THR with a focus on high reliability initiatives and a culture of safety that supports zero preventable harm. She has 25 years of experience in healthcare as a registered nurse with 18 of those years dedicated to an emphasis and passion for patient safety. Kristin has a Bachelor of Science in Nursing, Master of Business Administration, and is a Certified Professional in Patient Safety.

Madeline Orange, MSN, RN

Social Services Manager, State of Maine Sentinel Event Program

Augusta, ME

Madeline Orange MSN, RN is the manager of the Maine Sentinel Event program. She is responsible for working with Maine healthcare facilities to ensure sentinel events are reported and reviewed with the intention of increasing the safety of patient care and ensuring a safe working environment for staff. Her prior experience in healthcare includes psychiatric nursing, teaching in an associate degree nursing program, and work in the Maine Sentinel Event program (she enjoyed it so much she moved across the country to return). These positions have provided a variety of opportunities for the advocacy and advancement of safety in healthcare.

Her current priority is working collaboratively with healthcare facilities to identify, review, and implement changes to prevent patient and staff safety events. She is most interested in how workplace culture, including psychological safety and a growth mindset, influences relationships and impacts the quality of patient care and employee satisfaction. Madeline greatly enjoys researching and writing the quarterly newsletter about patient safety topics yet finds the most meaning in working together with Maine healthcare facilities to improve safety for patients and staff.

Ralph Johnson, MS, CPHQ, FHIMSS

Vice President of Informatics and Technology, The Leapfrog Group

Washington, DC

Ralph Johnson currently serves as the Vice President of Informatics and Technology for The Leapfrog Group. At Leapfrog Ralph is responsible for the organization’s technology needs as well as managing public policy positions for Leapfrog. Ralph joined leapfrog after a 35-year career as a Chief Information Officer in Maine at various hospitals. As a hospital CIO Ralph led many hospital and physician practice EMR implementations. He has also led major initiatives to improve patient safety. His career includes past responsibilities for hospital quality programs, health information management, and risk management. He is recognized by the National Association for Healthcare Quality as a Certified Professional in Healthcare Quality (CPHQ) and is also a Fellow of HIMSS (FHIMSS). Ralph holds a BS in Healthcare Administration and a Master of Science in Leadership from Northeastern University. Ralph is a past president of the New England HIMSS chapter and continues to volunteer for HIMSS at the local and national level currently serving on the HIMSS Public Policy Committee.

Samuel T. Bauer, MD, MBA, FACHE, CPE, FACOG

Medical Director, Duke Perinatal, Quality, Digital Health, Certified Physician Executive, Fellow, American College of Healthcare Executives, Duke University

Raleigh, NC

Dr. Samuel T. Bauer is a board-certified Maternal-Fetal Medicine specialist and Associate Professor of Obstetrics and Gynecology at Duke University, where he serves as the Medical Director of Duke Perinatal, Quality, and Digital Health. Dr. Bauer is a certifying oral board examiner for the American Board of Obstetrics and Gynecology and holds Lean Six Sigma Green Belt Certification.

Dr. Bauer’s research focuses on strategies to reduce maternal morbidity through the establishment of quality metrics and safety bundle implementation. He leads multidisciplinary teams to enhance OB/GYN care at Duke Health and beyond. He serves on the American College of Obstetricians and Gynecologists Committee for Clinical Practice Guidelines, Society for Maternal-Fetal Medicine’s Patient Safety and Quality Committee and Practice Management Advisory Committee, Foundation for SMFM Development Committee, and chairs the OB/GYN Section of the Core Quality Measures Collaborative, the partnership between AHIP and CMS. Dr. Bauer is a recognized leader in the implementation of innovative healthcare models and maternal health research.

Susanne E. Schultz, RN, BSN, MBA, CPHQ

Vice President, Clinical Excellence, Quality & Patient Safety, Northwell Health

New Hyde Park, NY

Susanne E. Schultz, RN, BSN, MBA, CPHQ, is a healthcare professional with decades of experience encompassing both clinical and operational arenas, with extensive experience related to quality, process/performance improvement, patient safety inclusive of event management, accreditation and regulatory activities, leadership, and operations/directing patient care programs. Susanne is currently the Vice President for the Institute of Clinical Excellence, Quality & Patient Safety of Northwell Health, the largest private employer and health care provider in New York State with 21 hospitals, post-acute care services including Skilled Nursing Facilities, Home Care & Hospice Services, and over 900 ambulatory facilities. Current responsibilities include those related to overseeing accreditation, regulatory, quality, and patient safety activities for Northwell Health, involvement with Northwell’s Patient Safety Organization’s (PSO) Quality Committee, True North PSO and Northwell’s True North Healthcare Consulting activities. Select accomplishments include redesign and enhancement of the Root Cause Analysis process based on literature review and best practices across Northwell Health, development of processes to consistently review/trend/analyze system-wide serious safety/adverse events to eliminate preventable harm, including the implementation of an organizational safety surveillance reporting system, and the establishment of a successful system-wide continuous survey readiness program encompassing CMS, State DOH and Accrediting Organizations’ requirements. Successes through the years can be attributed to the use of various strategies – keeping the patient/community focus, building strong teams based on shared vision and goals, maintaining clear and open communication, being sensitive to front line needs, mentorship, collaboration, being proactive and innovative.

Tobias Gilk, MRSO, MRSE

Founder, Gilk Radiology Consultants

Overland Park, KS

Tobias Gilk began his journey in MRI safety more than 20 years ago as an architect focusing on the physical environment standards for the safety of MRI patients and caregivers. That initial beginning got him a seat on the prestigious ACR MRI Safety Committee (he’s a named co-author of the ACR’s 2007 Guidance Document on MR Safe Practices), where he realized how far beyond the ‘bricks-and-mortar’ interest in MRI safety to include equipment, operations, clinical uses, and training.

Following his involvement with the 2007 committee publication, Tobias became involved in international MRI safety training and standards, from work with the US FDA, to IEC MRI manufacturing standards, to ASTM International implant and device labeling standards. He is one of the founding Board Members and past-Chair of the American Board of Magnetic Resonance Safety (ABMRS), which has developed examination-based certification standards for MRI safety certification. He holds ABMRS certifications as MR Safety Officer (MRSO) and MR Safety Expert (MRSE). He has published papers on MRI injury accidents, MRI safety implant and device testing standards, and MRI safety regulatory / accreditation standards. He returned to the ACR MRI Safety Committee (and was again a named co-author) for the ACR’s 2020 Manual on MR Safety. He founded the MRI Safety Group on Facebook, a peer community dedicated to MRI safety questions and practices. Today the group has over 30,000 members from around the globe.

Today he continues to work as a radiology architect / planner for RAD-Planning, but also provides consulting services, including expert witness, for healthcare systems and manufacturers on MRI safety issues through his company, Gilk Radiology Consultants. He speaks internationally on issues of MRI facility planning and MRI safety.

## Federal Liaisons

Abigail Viall, ScD, MA

Data Policy and Standards Division/ Office of Public Health Data, Surveillance, and Technology/ Centers for Disease Control and Prevention

Atlanta, GA

Arjun Srinivasan, MD

Deputy Director for Program Improvement, Division of Healthcare Quality Promotion, Centers for Disease Control and Prevention

Atlanta, GA

Dr. Srinivasan is the Deputy Director for Program Improvement in the Division of Healthcare Quality Promotion at the Centers for Disease Control and Prevention and a retired Captain in the United States Public Health Service. He is board certified in Infectious Diseases. Before coming to CDC, he was as Assistant Professor of Medicine in the Infectious Diseases Division at the Johns Hopkins School of Medicine where he was the founding director of the Johns Hopkins Antibiotic Management Program and the associate hospital epidemiologist. His primary responsibilities include oversight and coordination of efforts to eliminate healthcare associated infections and reduce antimicrobial resistance. His research and investigative areas of concentration have included outbreak investigations, infection control, multi-drug resistant gram-negative pathogens and now focus on hospital antibiotic stewardship. Dr. Srinivasan has published more than 100 articles in peer-reviewed journals on his research in healthcare epidemiology, infection control and antimicrobial use and resistance.

Heather Sherman, PhD, MS, MPH

Health Science Administrator and Deputy Director; Division of Patient Safety Organization, Center for Quality Improvement and Patient Safety (CQuIPS), Agency for Healthcare Research and Quality (AHRQ)

Chicago, IL

Dr. Sherman is the Health Science Administrator and Deputy Director of the Division of Patient Safety Organizations in the Center for Quality Improvement and Patient Safety, Agency for Healthcare Research and Quality in the Department of Health and Human Services. She has significant and demonstrated experience in evaluating health policy and co-producing meaningful and complex projects in public health, patient safety, and quality improvement. Through her work with government, not-for-profit, corporate, and academic organizations, she has worked closely with national and international stakeholders including AHRQ, NQF, CMS, FDA and the WHO to collaboratively achieve strategic outcomes with far reaching consequences. Dr. Sherman has published in peer-reviewed journals, co-authored white papers, developed educational material for adult learners and presented to a variety of audiences in numerous settings.

In her roles at The Joint Commission, the World Health Organization, the GE Healthcare Patient Safety Organization and Anesthesia Quality Institute, Dr. Sherman ensured the reliability and validity of data by developing standardized conceptual definitions and technical standards for implementation.

Using both quantitative and qualitative approaches, she analyzed data to identify trends and detect emerging issues. She disseminated the findings in a usable format for stakeholders to make thoughtful decisions and draft standard operating protocols that were compliant with current regulatory requirements.

She earned a PhD in Public Health/Health Policy Administration as well as a Master of Public Health from the University of Illinois at Chicago School of Public Health and a Master of Public Administration from DePaul University. She has training in DMAIC/Lean/Six Sigma as well as failure modes effects analysis and root cause analysis from GE Healthcare and The Joint Commission. She also holds a certification in Data Analytics from Google.

Michelle Schreiber, MD

Deputy Director, Center for Clinical Standards and Quality; Director, Quality Measures and Value-Based Incentives Group, Centers for Medicare & Medicaid Services (CMS)

Salt Lake City, Utah

Dr. Schreiber is currently the Director of the Quality Measurement and Value-Based Incentives Group at CMS. Dr. Schreiber is a general internal medicine physician with over 25 years of health care experience. Most recently, she was the Senior Vice President and Chief Quality Officer of Henry Ford Health System (HFHS) in Detroit, Michigan. Prior roles at HFHS included the Division Head of General Internal Medicine, and the SVP of Clinical Transformation and IT Integration, where she was the clinical lead of the systemwide Epic implementation. The Epic implementation and use earned HFHS a Davies Award in 2018. She has also held senior leadership roles at the Detroit Medical Center, where she was the Chief Quality Officer, and with Trinity Health System where she was the national system Chief Medical Officer and acting interim Chief Medical Information Officer.

In addition to her health system roles, Dr. Schreiber has served on numerous quality committees including Michigan Hospital Association statewide quality committee, and Board of Directors for the MHA Keystone Center and the Patient Safety Organization, the Board of Directors of MPRO (Michigan Peer Review Organization – the Michigan QIO), the Board of Directors of Health Alliance Plan insurance company, the National Quality Forum Patient Safety Metrics Committee, and the National Quality Partners. She has worked with the Institute for Healthcare Improvement (IHI) including as part of its Leadership Alliance, the Pursuing Equity initiative, and an initiative to enhance Board of Trustees engagement in quality through a partnership with IHI and National Patient Safety Foundation. Dr. Schreiber has also served as a member of the Epic Safety Forum, and the Cerner Academic Advisory Group.

CDR Michelle Livingston, USPHS; MSN, RN, CNL, CIC, CCM, CPPS

Nurse Consultant Patient Safety, Indian Health Services (IHS)

Salem,Oregon

CDR Michelle Livingston is the Nurse Consultant for Patient Safety at the Indian Health Service. In this capacity, she spearheads the Indian Health Service Patient Safety Program and the implementation of the [Total System Safety Strategy](https://www.ihs.gov/sites/newsroom/themes/responsive2017/display_objects/documents/factsheets/IHS_Total_System_Safety_Strategy.pdf). Her collaborative approach involves working with diverse groups within the IHS to develop strategies, policies, processes, training, and education in support of patient safety agency-wide. CDR Livingston received her bachelor’s degree from Rutgers University and her Master of Science in Nursing as a Clinical Nurse Leader from the Medical College of Georgia. CDR Livingston has been privileged to serve with the Indian Health Service since 2016.

##### Susan Kirsh, MD, MPH, CMQ

Deputy Assistant Under Secretary for Health, Office of Discovery, Education and Affiliate Networks, Department of Veterans Affairs

Washington, DC

Susan R. Kirsh, MD, MPH, CMQ is currently serving as the Deputy Assistant Under Secretary for Health for Discovery, Education and Affiliate Networks (DEAN). This portfolio covers Research, Health Professions training and Innovations across the Veterans Health Administration. Dr. Kirsh served in numerous roles during her 26-year career with the Veterans Health Administration. She practiced as an internist for many years at the Cleveland VAMC and has led initiatives in VA Central Office in the National Primary Care Program Office and Specialty Care Program Offices. In 2018, Dr. Kirsh became the Senior Executive leading Access to care in the VA to improve access to care through telehealth and Clinical Contact Centers Modernization. Dr. Kirsh received her Doctor of Medicine degree from the University of Toledo in Ohio. She completed her residency in Internal Medicine at Northwestern Medical Center in Chicago, Illinois. Dr. Kirsh is certified with the American Board of Internal Medicine and received a Master of Public Health from Case Western University in Cleveland, Ohio. In 2023, she received a professional designation in Certified in Medical Quality (CMQ) from the American College of Medical Quality. She is a member of the American College of Healthcare Executives, Society of General Internal Medicine, Medical Group Management Association, and the American College of Physicians. Dr. Kirsh is a Professor of Medicine at Case Western Reserve University and an Assistant Professor at the Georgetown University School of Health.