

# 2012 National Quality Conference

LIVE April 18th - 19th

OnDemand May 1st - October 15th

Kaiser Permanente Health Plans  
Receive High Marks in 'NCQA's Health  
Insurance Plan Rankings 2011-2012'

10 Kaiser Permanente Hospitals Honored  
as 'Top Performer' in Quality and Safety  
Joint Commission

Kaiser Permanente Leads the Nation in 20  
Effectiveness of Care Measures

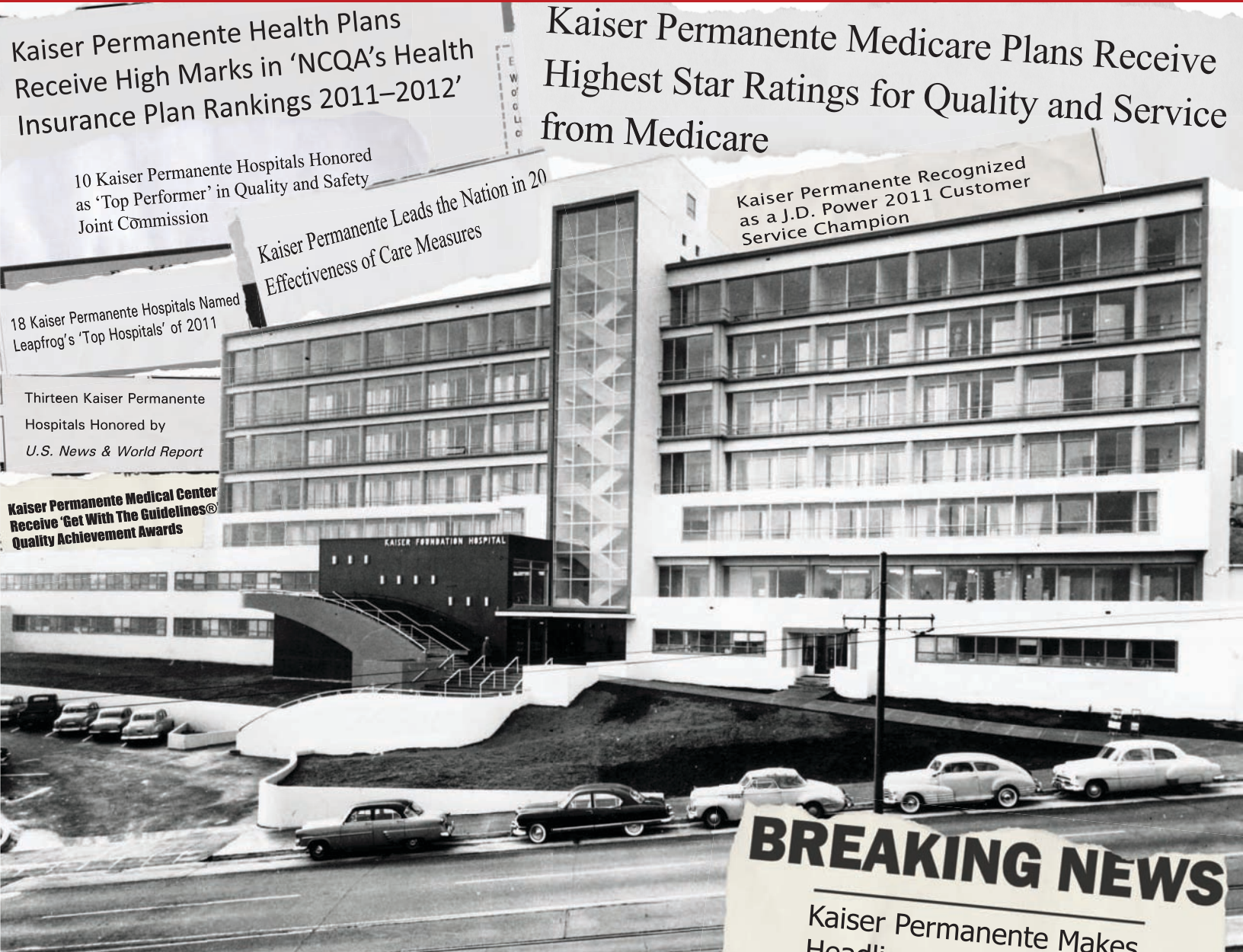
Kaiser Permanente Medicare Plans Receive  
Highest Star Ratings for Quality and Service  
from Medicare

Kaiser Permanente Recognized  
as a J.D. Power 2011 Customer  
Service Champion

18 Kaiser Permanente Hospitals Named  
Leapfrog's 'Top Hospitals' of 2011

Thirteen Kaiser Permanente  
Hospitals Honored by  
*U.S. News & World Report*

Kaiser Permanente Medical Center  
Receive 'Get With The Guidelines®'  
Quality Achievement Awards



**BREAKING NEWS**

Kaiser Permanente Makes  
Headlines with Quality Care

## LEADING THE NATION

best care, each patient, every time

## TUESDAY, APRIL 17

7:30 a.m. - 5:00 p.m.	Registration Open	South Lounge
7:30 a.m. - 8:30 a.m.	Continental Breakfast	South Exhibit Hall
8:30 a.m. - 10:00 a.m.	Minicourses all day and AM sessions	(Details on Pages 8-11)
10:00 a.m. - 10:15 a.m.	BREAK	
10:15 a.m. - 12:00 p.m.	Sessions resume all day and AM sessions	(Details on Pages 8-11)
12:00 p.m. - 1:00 p.m.	LUNCH	Adventure Lawn
1:00 p.m. - 2:30 p.m.	Sessions resume all day and PM sessions	(Details on Pages 8-11)
2:30 p.m. - 2:45 p.m.	BREAK	
2:45 p.m. - 4:30 p.m.	Sessions resume all day and PM sessions	(Details on Pages 8-11)
4:30 p.m.	Dinner on your own	

## WEDNESDAY, APRIL 18

5:45 a.m. - 7:00 a.m.	Thrive Activity: Power Walk thru CA Adventure Park	Grand Californian Hotel Lobby
7:00 a.m. - 5:00 p.m.	Registration Open	South Lounge
7:00 a.m. - 8:00 a.m.	Continental Breakfast	South Exhibit Hall
8:00 a.m. - 9:45 a.m.	Opening and Welcome Alide Chase, Amy Compton-Phillips, MD	Disneyland Grand Ballroom
	Plenary Session I: Transforming Health Care: Our Challenge and Opportunity Jack Cochran, MD	
	The Power of Storytelling Alide Chase, Berny Gould, Estee Neuwirth	
9:45 a.m. - 10:00 a.m.	BREAK	
10:00 a.m. - 11:25 a.m.	Plenary Session II: Why Health Plans Should Fly John Nance, JD	Disneyland Grand Ballroom
11:25 a.m. - 12:25 p.m.	LUNCH	Adventure Lawn
12:25 p.m. - 1:25 p.m.	Breakout Sessions A1 – A8	(Details on Pages 12-13)
1:25 p.m. - 1:40 p.m.	BREAK	
1:40 p.m. - 3:05 p.m.	Plenary Session III: Improving Quality and Achieving Equity: Pivoting towards the Future Joseph Betancourt, MD	Disneyland Grand Ballroom
	Connecting to Our Members Grantland Johnson	
3:05 p.m. - 3:20 p.m.	BREAK	
3:20 p.m. - 4:20 p.m.	Breakout Sessions B1 – B8	(Details on Pages 14-15)
4:30 p.m. - 6:00 p.m.	Networking Reception	Adventure Lawn
6:00 p.m.	Dinner on your own	

Following the conference, please don't forget to provide us with your evaluation: [www.2012nqcSURVEY.com](http://www.2012nqcSURVEY.com)

## THURSDAY, APRIL 19

5:45 a.m. - 7:00 a.m.	Thrive Activity: Power Walk thru CA Adventure Park	Grand Californian Hotel Lobby
7:00 a.m. - 5:00 p.m.	Registration Open	South Lounge
7:00 a.m. - 8:00 a.m.	Continental Breakfast	South Exhibit Hall
8:00 a.m. - 9:30 a.m.	<p>Plenary Session IV:                      State of the Union for KP Quality:                      A Celebration of Where We've Been and Where We're Going                      Jed Weissberg, MD, Scott Young, MD, Amy Compton-Phillips, MD</p> <p>Southern California Welcome                      Michael Kanter, MD</p> <p>The Bridge Between What is Right for The Patient &amp; What is Right for The Organization Leadership                      Patti Harvey</p> <p>Audience Survey                      Berny Gould</p>	Disneyland Grand Ballroom
9:30 a.m. - 9:45 a.m.	BREAK	
9:45 a.m. - 10:45 a.m.	Breakout Sessions C1 – C8	(Details on Pages 16-17)
10:45 a.m. - 11:00 a.m.	BREAK	
11:00 a.m. - 12:00 p.m.	Breakout Sessions D1 – D8	(Details on Pages 18-19)
12:00 p.m. - 1:00 p.m.	LUNCH	Adventure Lawn
1:00 p.m. - 3:10 p.m.	<p>Plenary Session V:                      Kaiser Permanente Total Health                      Ray Baxter, MD</p> <p>Bernard Tyson                      Alide Chase</p>	Disneyland Grand Ballroom
3:10 p.m. - 3:25 p.m.	BREAK	
3:25 p.m. - 4:25 p.m.	Breakout Sessions E1 – E7	(Details on Pages 20-21)

# CONFERENCE FEEDBACK

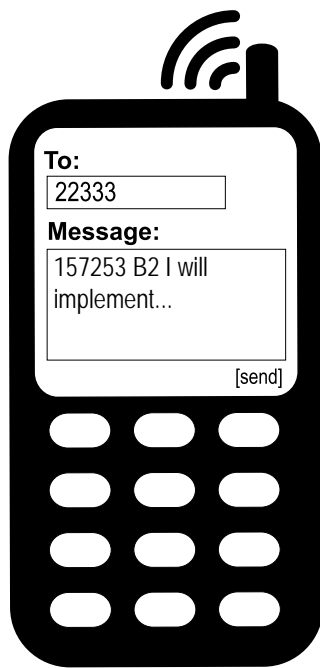
This year in an effort to make the conference more interactive and capture feedback in real time, we are utilizing a service (PollEverywhere.com) which collects data from SMS (phone text messaging). This service will allow us to receive information about how you plan to implement the lessons from the conference in your work and what obstacles/challenges you will have to overcome. We will use your feedback to assess CME credits and also help us to evaluate the content offered at the conference. Please be sure to carefully follow the directions included below and submit your feedback on each session you attend.

## Directions for submitting your feedback on sessions you attend

- From your mobile phone, enter "22333" in the "To:" field.
- In the "Message" field, begin your SMS with the appropriate poll number, followed by the session number, then your feedback

-Example: For Breakout Session B2, you would enter: "157253 B2 I will implement..."

- Your messages should be brief and less than 140 characters, including the identification and session numbers.
- Hit send to submit your feedback.
- The first time you send an SMS, you will receive a response from the service acknowledging your message has been received.



*\* this is a sample only*

Poll Number	Sessions
156250	Plenary Sessions I, II, & III
157005	Plenary Sessions IV, & V
157253	Breakout Sessions A & B
157512	Breakout Sessions C, D, & E

- Standard texting rates apply
- We do not have access to your phone number
- Capitalization does not matter but spaces and spelling do matter

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# WELCOME

## table of contents

This year, the National Quality Conference will return to being a live event held at the Disneyland Resort in Anaheim, CA, on April 17-19. Our theme this year, “Leading the Nation: best care, each patient, every time,” reflects where we are as an organization - 18 top hospitals in the nation according to a recent Leapfrog report, more number 1 rankings for 2011 effectiveness of care measures than any other health plan in the nation, 5-star ratings (the highest possible rating) for Medicare plans in five of our regions, and four of the top 50 Medicare health plans and four of the top 25 Commercial health plans in the nation according to the National Committee for Quality Assurance. However, there is still room for us to improve on the care that we deliver to every patient, every time.

This annual conference is a great forum to bring together the best from across the Program and to share actionable organization improvements in the areas of quality, service, patient safety and care delivery. In addition, there will be added focus on how we are transforming care delivery, our service culture and building equity in the Kaiser Permanente brand. Don't miss this opportunity to learn more about new strategies and initiatives, hear from industry experts, and network with your Kaiser Permanente peers.

Attendance at this year's live conference is limited, so be sure to check with your manager and register for the sessions as soon as possible. For those who cannot attend in person, many of the sessions from the conference will also be broadcast live and available at a later date for on-demand viewing. Registration and information about remote viewing of the conference will be sent at a later date.

We look forward seeing many of you at the live conference and hope that it will give you and your fellow attendees the opportunities to learn and network.

Thank you,

The National Quality Conference Planning Committee

- 2 conference feedback
- 3 welcome letter
- 4 performance expectations
- 5 cme information
- 6 breakout sessions
- 16 plenary speakers
- 20 speaker biographies

Conference materials available for download April 11th - October 15th:

[www.2012nqcCONTENT.com](http://www.2012nqcCONTENT.com)

## Target Audience

The target audience for this conference is any clinician who is responsible for some aspect of caring for patients. Traditionally, most attendees have been from Regional and Program Offices, leaders and staff from quality, utilization management, credentialing, risk management, patient safety, service improvement, operations, and other interested healthcare professionals.

## Performance Expectations

**1. Care Experience** - At the conclusion of this session, learners will be able to:

- Describe and use strategies to increase use and accountability of evidenced based care experience and leadership practices
- Describe ways to implement multiple strategies to increase care experience, and implement at least one strategy to improve the care experience
- Describe strategies to incorporate core components of Patient Family Centered Care, including cultural competency, into daily work.

**2. Infection Prevention and Control** - At the conclusion of this session, learners will be able to:

- Describe and use strategies to decrease infection rates
- Describe and use strategies to increase use of evidence based infection prevention activities
- Describe and use strategies to increase use of tools for early detection and prevention of sepsis

**3. KP HealthConnect** - At the conclusion of this session, learners will be able to:

- Describe best practices and use KP HealthConnect to meet KP quality goals
- Describe and use strategies to increase awareness among colleagues of the use of KP HealthConnect in the quality arena

**4. Risk Management** - At the conclusion of this session, learners will be able to:

- Describe and use strategies to increase involvement of the patient and family in their care planning and delivery in order to decrease the likelihood of malpractice claims
- Describe and use strategies to respond in the aftermath of adverse events
- Describe and use strategies to increase identification of potentially compensable events
- Describe and use strategies to decrease errors in care delivery

**5. Safety** - At the conclusion of this session, learners will be able to:

- Describe and use strategies to increase the use of safety practices and culture
- Describe and use strategies to decrease serious reportable adverse events
- Describe and use strategies to increase patient involvement in care and care planning
- Apply latest evidence based effective practices to decrease errors

**6. Performance Improvement** - At the conclusion of this session, learners will be able to:

- Describe and use performance improvement strategies in a medical center setting that combine the alignment of priorities and leadership focus with team-based PI efforts to decrease waste in cost, patient injury, and worker injury while still improving quality
- Describe the medical center goals and targets broken down for team and cross-functional improvement
- Discuss and use strategies of management development that enhance skills necessary to achieve goals (e.g., STAR leadership, Leadership academy curriculum)
- Describe and use visual management boards and value stream maps

**7. Resource Stewardship** - At the conclusion of this session, learners will be able to:

- Use quality metrics to identify and implement successful resource stewardship practices
- Describe standard training for UM Case Managers to economize on resources by providing standard core material.
- Promote and reinforce estimates and actual financial impact for all process improvement projects

**8. Total Health** - At the conclusion of this session, learners will be able to:

- Implement strategies to increase the use of member health assessments in clinical practices
- Using the information in the member's health assessment, work with the member in a culturally sensitive way to develop a tailored action plan to maintain/improve their health
- Inform members about, and encourage them to connect with, community resources that can address upstream determinants of health

**9. Equitable Care** - At the conclusion of this session, learners will be able to:

- Describe and use strategies to decrease disparities in HTN control including medication adherence and treatment intensification
- Describe and use strategies to decrease the disparities in colorectal cancer screening
- Describe and use strategies to decrease the e-disparity gap
- Describe and use strategies to increase trust with members through culturally competent interactions and describe and use strategies to link quality processes with diversity activities to close racial and ethnic health care gaps

**10. Clinical Effectiveness** - At the conclusion of this session, learners will be able to:

- Describe and use strategies for best practices for transitions in care, primarily for hospital to outpatient and hospital to SNF, but applicable to all settings.
- Describe and use strategies to increase effectiveness of Palliative Care programs
- Describe and use strategies to reduce readmissions in complex, high risk patients (Note: assumption that there is not a problem in identifying population. CMI collaborated with the regions in 2010 and 2011 to define readmission focus.)
- Describe and use strategies to increase care coordination for both inpatients and outpatients

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## Faculty Disclosure Accreditation and CME Credit

The Kaiser Permanente National CME Program is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

## Disclosure Information and Resolution of Conflicts of Interest

Kaiser Permanente requires that all planners and faculty participating in CME activities disclose any financial relationship with a commercial interest that might pose a potential, apparent, or real conflict of interest with regard to the individual's contribution to the activity. A commercial interest is defined by the ACCME as any entity producing, marketing, re-selling, or distributing health care goods or services consumed by, or used on patients; the most common examples are pharmaceutical and medical device companies.

All conflicts of interest are resolved by the planning committee prior to the beginning of the activity to ensure that all CME presentations give balanced, evidence-based views of diagnostic and therapeutic options. Disclosure of the relationships of all planners and faculty will be listed in the final program material available to conference participants at the start of the conference.

## CME Committee: National Quality Conference

Kaiser Permanente requires that those having influence over the content of a National CME activity disclose to the audience any relationship with a pharmaceutical or industrial concern which might pose a potential, apparent or real conflict of interest with regard to the faculty's contribution to the program. The planning committee has nothing to disclose.

- Jed Weissberg, MD
- Kerry Litman, MD
- Scott Young, MD
- Amy Compton-Phillips, MD, Co-chair
- Alide Chase, Co-chair
- Berny Gould, RN
- Bill Plautz, MD
- Joseph Schifilliti, MD
- John August
- Carolyn Mustille, RN
- Mindy Walker

## Certified Professional in Healthcare Risk Management (CPHRM)

This educational activity is certified for up to 18 hours. The available hours include the recorded sessions.

## Certified Professional in Healthcare Quality (CPHQ)

This educational activity is certified for up to 18 hours. The available hours include the recorded sessions.

## Credit Designation Statement – Live Conference

The Kaiser Permanente National CME Program designates this live activity for a maximum of 18 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

## Credit Designation Statement – Live WebEx

The Kaiser Permanente National CME Program designates this live activity for a maximum of 11 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

## Credit Designation Statement – Recorded WebEx Sessions

The Kaiser Permanente National CME Program designates this live activity for a maximum of 45 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

## Nursing CE Credit

This educational activity has been designated for up to 18 AMA PRA Category 1 Credits™ by the Kaiser Permanente National CME Program, an ACCME accredited provider. Nurses may report up to 18 contact hours toward the continuing education requirements for license renewal by their state Board of Registered Nursing. The available hours include the recorded sessions.

### A1 Coaching for Excellence, In the Moment: “How Can I Help You Be Successful?”

Help your team be successful when learning new tactics and processes. Investment Coaching gives managers a skill based, six step approach to coaching and rewarding and recognizing employees in the moment. Hear from others who have successfully used this tactic in both the NCAL and Ohio regions.

#### Learning Objectives

- Utilize the 6 step coaching model to have in the moment coaching and reward/recognition conversations with staff
- Sustain and hardwire evidence based practices
- Apply this coaching model to improve accountability and performance

#### Speakers

Dexter Borrowman  
Hans Donkersloot  
Courtenay Glass

### A2 Patient-Centered Care: Committed Leaders, Engaged Members, Awesome Outcomes

Partnering with members, patients and families is the key ingredient to transforming the health care system and improving our members’ health, health outcomes and care experience. This work will require courageous leadership. We must find deeper ways to hear our members’ voices, respond to their wishes, and lead in an organization where member-centered care is our core value.

#### Learning Objectives

- Explain why Patient and Family Centered Care is the core value that will allow KP to improve quality, safety, service, and affordability
- Describe at least 3 tools or tactics to increase partnerships with members, patients and families
- Apply core components of PFCC into one’s own leadership philosophy, vision and values

#### Speakers

Alide Chase  
Hannah King  
Amy Compton-Phillips, MD

### A3 Changing the Role of the Specialist: Population Care Management of CKD

Learn how KP-Hawaii’s Vohs Award winning program transformed care for chronic kidney disease (CKD) patients through specialist engagement and directing nephrology care to those at highest risk while deepening primary care providers’ ability to care for CKD patients and reducing ESRD incidence.

#### Learning Objectives

- Describe how KP-Hawaii risk-stratified its Chronic Kidney Disease (CKD) population to identify those most at risk for CKD progression—glomerular filtration rate (GFR) and proteinuria—and designed a computer program to create a concise, at-a-glance profile for every patient with CKD
- Learn how Nephrology proactively worked with primary care providers to assure appropriate referrals and provided unsolicited consultations that ultimately reduced End Stage Renal Disease (ESRD) incidence by 12% and decreased relative risk of progression from CKD stage 3a to 3b by 23% and from CKD stage 3b to 4/5 by 46%
- Apply lessons from how Hawaii addressed barriers and cultural change to your own region or area’s efforts to maximize specialty resources and coordination with primary care

#### Speaker

Brian J Lee, MD

### A4 Standardized Opioid Prescribing

Group Health recently rolled out new standard work for prescribing opioids safely for patients with chronic non-cancer pain. This was built on our Medical Home platform and allows us to leverage our entire system to provide safer and better clinical care.

#### Learning Objectives

- Describe the role of collaborative care planning in providing safer, more patient-centered clinical care
- Understand the role of standardized work in making system-wide changes in a faster, more sustainable manner
- Obtain a new multidisciplinary guideline for safe opioid prescribing in a large integrated group

#### Speakers

Paul Fletcher, MD



A5

## 2011: A Year of Prevention

This session will engage the participant in the “Year of Prevention.” During 2011, the San Diego Service area pursued preventive and population health as a major focus and set 12 new Guinness World Records for preventive health. It will highlight the numerous benefits of this approach to care.

## Learning Objectives

- Identify strategies to conduct systemwide initiatives that improve population health
- Describe various incentives to increase member participation in taking responsibility for their health
- Understand how the pursuit of a World Record can serve as a major impetus to the success of an event at member, staff and organizational levels

## Speakers

Annie Russell, RN, MSN, MBA  
Paul Bernstein, MD

A7

## Research as the Foundation of a Learning Organization: An Introduction to CESR

KP is one of the largest research institutions in the country. Our contributions to the field are contributing to the transformation of care delivery at KP and beyond. Learn how we are expanding those efforts through the creation of the Center for Effectiveness and Safety Research.

## Learning Objectives

- Describe how effectiveness and safety research allows us to make the most informed choice for the “individual” patient comparing different treatment options, including cost
- Identify where to find the latest information about Kaiser Permanente research findings

## Speakers

Elizabeth A McGlynn, PhD

A6

## Nurse Workarounds and Why they Occur: A Case for Interconnectedness

This dynamic presentation will describe a current project the Innovation Consultancy is working on called the READY ROOM. We will define nurse workarounds on the unit and explore insights into why they occur; a theoretical model will be proposed to use to change this pervasive practice.

## Learning Objectives

- Understand Trigger Gaps, Knowledge Gaps, Action Oversight as it relates to nurse workarounds on the unit
- Discuss reasons for the causes of the nurse workarounds and the roles ancillary departments play in causing workarounds and ways they can mitigate them
- Apply knowledge of causes of nurse workarounds to their department to begin to reduce them and provide improved resource management of the unit

## Speakers

Scott Heisler  
Christine Richter

A8

## eDisparities Evaluations &amp; Solutions: Racial/Ethnic Disparities in Access to kp.org

Populations of color are less likely to register for kp.org than non-hispanic white members. Language preference is a significant obstacle for kp.org access. Once registered in kp.org and using secure email (MyHealthmanager), all race/ethnic groups enjoy similar improvement of HEDIS.

## Learning Objectives

- Describe disparities in access to kp.org in ethnic minority compared to non-Hispanic white
- Recognize language preference being a significant obstacle for kp.org access
- Understand the email translation pilot we are conducting to improve members’ use of kp.org

## Speakers

Michael Kanter, MD  
Terhilda Garrido  
Di Meng

B1

### Building a Service Culture Through Communication Skills

Participants will learn how the North Valley Medical Center's focus on enhanced communication skills of physicians became the foundation for leading the Northern California Region in care experience scores for 2+ years.

#### Learning Objectives

- Identify specific leadership practices and organizational infrastructure required to build and maintain a robust culture of patient centered care
- Describe how providers' perceptions and expectations impact the patient care experience.
  - Participant will be able to identify two techniques they can use to improve the patient care experience.
- Identify the effect that communication style has on the patient's care experience
  - Identify two strategies for improving communication style
  - Describe the direct and indirect relationship between communication skills and the quality of care

#### Speaker

Louise Glaser, MD  
Maurice Dunn, PhD

B2

### Got Advisors? If You Don't, You Are Missing Out!

Come meet some of our Patient/Member & Family Advisors. Learn about the roles they are playing in our organization. Find out what we are learning from them. Get help finding your own. Patient Advisory Councils are an increasingly important way to improve patient safety and improve the patient focus of medical care. We will discuss practical aspects of planning and supporting effective Patient Advisory Councils at any level in your organization: Unit, Hospital or Region based.

#### Learning Objectives

- Recognize areas in your organization that may benefit from a Member/Patient Advisory Council- this could be specific units (eg. NICU), an outpatient medical office, a hospital or an entire region or system of hospitals
- Apply knowledge learned to implement a productive Member/Patient Advisory Council to increase involvement of members (some of whom may never have been 'patients') and family in their care planning and delivery
- Participants will be able to recognize the attributes that make for a good Advisor
- Participants will be able to describe the roles patients, members and families can play in performance improvement

#### Speakers

Kathleen Nelson, RN, MPH, CPHRM      Jonathan Bullock  
Suzanne Graham, RN, PhD  
Kerry Litman, MD

B3

### Saving Lives by Improving Blood Pressure Control and Coordinating Patient Outreach

The session will describe how staff from two primary care departments from KP Mid-Atlantic States region utilized process improvement tools to address blood pressure control in patients with hypertension. Through well-coordinated and collaborative processes within Unit Based Teams, the two departments were able to increase HEDIS outcomes to exceed regional targets. Session will describe successful strategies to engage various members of the health care team including receptionists, Certified Diabetes Educators, RN Case Managers and pharmacists.

#### Learning Objectives

- Implement small tests of change to improve blood pressure control
- Recognize opportunities for improvement within a specific patient population in primary care
- Identify successful strategies to improve collaboration and coordination within the health care teams in the management of chronic conditions

#### Speakers

Cynthia K Fields, RN  
Angela Edwards, RN  
Cynthia H O'Brien, CNP  
Marianne Henson, RN

B4

### Making It Real – Translating Evidence Into Practice in Specialty Care

Kaiser Permanente has excelled in driving evidence based, high performing, reliable care, measured by HEDIS, but specialty care has historically been under-represented in this work. KP Specialists are now filling this opportunity, leveraging many of the same methods primary care used to drive widespread care improvements: focusing on the evidence and research, building a multidisciplinary approach, identifying variation and applying performance improvement methods to improve patient care.

#### Learning Objectives

- Describe KP's method to translate external and internal research into clinical practice
- Introduce two case studies and tools used to translate research findings into improvements of patient care
- Identify key clinical findings from Total Joint Registry research and describe changes of clinical practice
- Identify key clinical findings from Urology-related research and describe changes of clinical practice

#### Speakers

Rebecca Love, MPH, RN  
Amy Compton-Phillips, MD  
Ronald Loo, MD

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B5

### ABCs of Falls and Falls with Injury Prevention: Applying Transformative Solutions in the Hospital Setting

In a collaboration between Nursing, Risk, Safety and HealthConnect, the group leveraged multi-pronged approaches at the Regional, Facility and Program Office levels to tackle a complex issue of falls and falls with injury prevention. They determined the optimal approach to increase standardization, decrease variation, improve communication and support reliability for transforming KP practice, patient care and safety.

#### Learning Objectives

- Describe the evidence-based fall and fall related injury reduction intervention bundles implemented across the NCal Region, including the three vital behaviors to prevent falls with injury for high-risk patients
- Apply evidence-based interventions for patients with delirium, a KP high-risk factor for falls with injury
- Implement patient education strategies for fall and falls with injury reduction to increase the care experience

#### Speakers

Donna Patey, RN, CNS  
Cindy Navarro, RN  
Lorraine Woo, MPH

B6

### Valuable Tools for Addressing Healthcare Disparities: Equitable Care Reports, POINT Registry and Cultural Tailoring of Breast Cancer Screening Outreach Letters

In this session, strategies to use KP Health Connect data on race, ethnicity and language preference (RELP) to develop equitable care data and measurement methodology will be discussed. Session will describe process utilized by Southern California region to integrate self-reported RELP data into POINT to develop culturally responsive quality improvement programs. Regional experts will discuss the expansion of its centrally coordinated mammography outreach program to include cultural tailoring of outreach letters for African American and Hispanic populations.

#### Learning Objectives

- Understand the methodology for stratifying HEDIS rates by race/ethnicity, using a combination of self-reported race/ethnicity data from KP HealthConnect and imputed race/ethnicity, based on geocoding, surname analysis, and Census Bureau data
- Understand how population care management databases like POINT can leverage race/ethnicity data in KP HealthConnect to develop strategies for addressing disparities
- Identify opportunities to apply a culturally responsive approach to ongoing outreach activities in your region, to be measured for impact on desired response rate

#### Speakers

Gary Wong, MD, MPH  
Chris Jones, MBA, RN  
Sharon Platt, PhD  
Ruthie Goldberg, MHA

B7

### Golden Care in the Golden Years: Proactive, Consistent Care for Elders

This session will describe how the Planned Care team at KP Colorado implemented pro active, systematic, consistent, scalable, and coordinated processes, in collaboration with multiple departments and teams, to improve the way we care for our elderly members.

#### Learning Objectives

- Describe the Planned Care pro active outreach process for elderly members and how the program decreased variation in addressing care gaps and comprehensive care needs
- Identify how the Planned Care program contributed to improved care coordination and access to care resources for elder members
- Describe the importance of working in collaboration across multiple departments to leverage resources and expertise to best serve and care for the senior population

#### Speakers

Sue Schreiner, RN, MSN  
Jennifer Stamps, RN, BS  
Ann Wells, MD

B8

### Patient Centered Medical Home (PCMH): KP Riverside Medical Center, Vision for Change, Vital Ingredients

Riverside Medical Center, Southern California was the first organization in the State of California and in the KP National Program to receive NCQA Physician Practice Connections Patient-Centered Medical Home Recognition. This session will discuss the reasons to pursue the certification and describe the journey to improve care delivery systems and optimize patient-centeredness to achieve the highest level of designation, level 3. The session will discuss the unique role of the Ambulatory Care Clinical Pharmacist as a member of the Health Care Team to optimize medication management, improve patient and physician satisfaction while maintaining a budget neutral plan for expansion.

#### Learning Objectives

- Examine the essential characteristics of a recognized Primary Care Patient Centered Medical Home
- Describe the benefits of a Primary Care Patient Centered Medical Home Care Delivery Model and NCQA Certification
- Identify the roles and responsibilities of clinical pharmacists in medication optimization, transitions of care and care coordination as part of the PCMH Health Care Team

#### Speakers

Richard Rajaratnam, MD, FRCS, FACS  
Patricia Gray, PharmD, FCSHP  
Frank Flowers, MD



C1

Person-Focused Care: Imagine the Possibilities

Come and see how KPSC begins a cultural transformation journey through Person Focused Total Health, building Teams Without Walls and align our improvement work through a Regional Driver Diagram.

Learning Objectives

- Participants will understand the rationale for KPSC person focused total health journey
- Participants will define the 'Teams Without Walls' concept of effective improvement by teams in widespread locations
- Participants will identify the benefit of the driver diagram and aligning the improvement projects across the continuum of care

Speakers

Patti Harvey, RN  
Helen Lau, RN  
Gail Lindsay, RN  
Kerry Litman, MD

C3

TeenScreen: Implementing Adolescent Mental Health Screening in Primary Care

Review reliable screening tools to implement in primary care to help detect depression, suicide risk and other mental health issues. Participants will learn how to utilize tools available through TeenScreen, assess patients' results, and coordination of care with behavioral health providers.

Learning Objectives

- Implement the TeenScreen program within primary or specialty clinic setting to help identify adolescent patients who may be at-risk for depression, suicide or other mental/behavioral health concerns
- Analyze the results of evidence-based screening tool
- Develop an individualized treatment plan based on the screening results

Speakers

Melanie Richey, RN, MBA  
Richard Spurlock, MD, MBA  
Christopher Dennis, MD, MBA  
Christina Newport

C2

Healing Environments and the Arts: How They Effect Patient Outcomes, from Concept to Practice

Healing environments are an important part of Patient & Family Centered Care. This session will explore the many components that can affect healing. Research and outcome studies conducted in this area will be shared. This session will describe the journey taken by the Roseville Medical Center to spread improvements (using KP's spread toolkit) related to quiet/healing environment from one area of the hospital (ICU) to a dissimilar area (Med/Surg Unit).

Learning Objectives

- Participants will be able to describe numerous components that effect healing environments
- Participants will be able to identify which components of healing environments have the greatest effect on clinical outcomes
- Participants will understand how the KP Spread Toolkit is applied in a hospital setting where the receiving unit has a significantly different structure, but a very similar challenge
- Participants will be able to identify specific interventions that can be immediately tested at their home facility in their pursuit for a quiet, restful environment

Speakers

Kathleen Nelson, RN, MPA  
Ryan Darke, MHA  
Liesel Buchner, RN, CCRN  
Linda Leavell, RN, PhD

C4

Medication Adherence Vital Signs: Vital for Improving Outcomes

Your patients say they are taking their medications, but their clinical status says otherwise. Learn how adherence can be assessed and addressed in primary care visits, with proactive pharmacy encounters, and with automated outreach.

Learning Objectives

- Demonstrate a method for identifying and addressing medication adherence issues in a primary care visit
- Describe the workflow and outcomes of a proactive pharmacy encounter program designed to support medication adherence
- Implement automated outreach programs to improve primary and secondary adherence

Speakers

Joel Hyatt, MD  
Kelley Green, RN, PhD  
Abir Makarem, Pharm.D

Following the conference, please don't forget to provide us with your evaluation: [www.2012nqcSURVEY.com](http://www.2012nqcSURVEY.com)

**C5** Leading a Culture of Improvement: Measuring and Managing Performance and Appropriate Risk-Taking

Explore medical center strategies that combine top-down strategy, alignment of priorities, effective execution and leadership focus together with bottom-up team-based PI efforts to drive out waste in three areas: cost, patient injury and worker injury, while still improving quality using a performance improvement approach. Discuss and use strategies of management development needs to enhance skills necessary to achieve goals (eg. STAR leadership, Leadership Academy curriculum).

Learning Objectives

- Identify critical drivers and indicators of Quality, Service, Efficiency and People, and integrate these into a Balanced Scorecard approach for managing performance
- Create a forum for leaders and managers to engage in regular Business Performance Reviews of these critical indicators
- Provide awareness and enhancement of the skills that leaders require to effectively manage performance and risk
- Explore appropriate risk taking with peers and direct reports: learn how to take appropriate risks, as well as support risk taking aimed at increased performance
- Enable leaders to make proactive decisions and allocate resources that can positively impact future outcomes

Speakers

Tina Maloney  
Hassina Jamal, RN, MBA, CPHQ

**C7** Making Every Referral Count: Primary Care Referral Optimization

Learn the strategies KPNW deployed to reduce the overall rate of referral from Primary Care to targeted specialty departments by 10 - 20%. We will share tips and tools for partnering with your Specialty Care colleagues to improve referral quality and reduce unwarranted demand on high cost resources.

Learning Objectives

- Identify system-measurable metrics to provide provider-level feedback on referral practices
- Describe three strategies to be deployed to reduce unwarranted referrals from Primary Care to Specialty Care
- Recognize the critical success factors in collaboration between Primary Care and Specialty Care on improving referral quality

Speakers

Robert Unitan, MD  
Leong Koh, MD  
Jennifer Johnston, MPH

**C6** "Infection Prevention" - Use of Improvement Advisors To Drive Change

Successful Infection Prevention efforts require the buy-in from front-line staff. We used IA's to drive the change process using the team-based PDSA cycle. The Three Performance Improvement Projects were: 1) C. Difficile, 2) Room Cleaning and 3) CUSP-CAUTI.

Learning Objectives

- After this presentation you will be able to describe, utilize, apply and implement projects to reduce infections and understand the use of Improvement Advisors to drive change using PDSA

Speakers

Alison Miyasaki  
Michelle Olo  
Sandra Kakiuchi

**C8** Cancer Survivorship: The Development of Two Novel Approaches in KP

The pathway includes clinical surveillance and identification of the psycho-social needs of breast cancer survivors. Developed by a group KP experts and KP members using a consensus approach. The pathway will be shown and explained. New implementation pilots in regions will be presented.

Learning Objectives

- Describe the Breast Cancer survivorship pathway
- Describe the key elements in the survivorship pathway
- Describe how KP members participated in the development of the pathway

Speakers

Robert M Cooper, MD  
Michele Lagana  
Jerilyn Crain  
Joanne Schottinger, MD

D1

### You Don't Know What You Don't Know - How to Shine a Light by Shadowing

Describe how shadowing can help us understand the patient's journey through their care. Pilots in KP Orange County radiology and KP Sacramento helped provide new insights, confirm assumptions about how our system of care is received by our members, and identify where opportunity exists.

#### Learning Objectives

- Prepare to perform shadowing
- Identify opportunities where shadowing would be an effective tool to identify opportunities for process improvement
- Describe why this tool is a very efficient way to learn about the patient's experience with our system

#### Speaker

Amy Compton-Phillips, MD  
Michelle Cramer  
Janet Sohal  
Ryan Darke, MHA

D2

### Transforming Care Through Patient-Centered Care Plans

This session describes the NW's Care Plan tool, its documentation of patient-centered goals and key implementation success factors. In addition, Hawaii will describe its inpatient care plan optimization work that redefined patient-centered care, clinical practice, and interdisciplinary teamwork.

#### Learning Objectives

- Understand how to leverage KP HealthConnect functionality to support care plans across the continuum of care
- Recognize the importance of training team members to enhance their skills and confidence to insure patient-centered goals and actions are created
- Understand the importance and challenges of defining multidisciplinary integrated workflow processes for use of the care plan
- Apply key "lessons learned" from prior implementations

#### Speakers

Nancy Louie Lee, MS, RPh  
Alison Miyasaki, RN, MS  
Adrienne Feldstein, MD, MS  
Ruth Ishida

D3

### Improving Exclusive Breast Milk Feeding in the Hospital: The Power of a Collaborative

KP has made a commitment to improve breast feeding rates in the hospital as a key intervention strategy in the national health care effort to reduce childhood obesity. The Breast Feeding Collaborative uses the IHI methodology to implement a Breast Feeding Bundle of evidence-based interventions.

#### Learning Objectives

- Describe the evidence based interventions in the NCAL breast feeding bundle
- Describe the application of the IHI Model for improvement as a strategy to improve breast feeding rates in the hospital
- Identify key elements of successful implementation of a change in clinical practice using the Collaborative Model

#### Speakers

Carmen Adams, RN, DNSc  
Nancy Taquino, RN, MSN

D4

### Antimicrobial Stewardship: A "How To" Guide for Pharmacists and Physicians

This course will demonstrate how to structure inpatient Antimicrobial Stewardship using Healthconnect in order to generate usage and cost data to further patient safety and cost efficacy in the inpatient setting.

#### Learning Objectives

- Use the HealthConnect IVENT system to capture antibiotic stewardship interventions
- Manage stewardship data
- Analyze stewardship data for cost savings and patient safety initiatives

#### Speakers

Kalvin C Yu, MD  
Keith Sakamoto, Pharm.D  
Dan B Ehrlich, Pharm.D

**D5** Preventing Obesity Through Clinic-Community Integration and Media Partnerships

KP's strategy for obesity prevention and treatment necessarily goes well beyond care delivery. This session will describe early examples of clinic-community integration and our national public health campaign, including HBO documentaries and a wide range of supportive online materials.

Learning Objectives

- Learn how clinic-community integration has informed Kaiser Permanente's work in obesity prevention and treatment
- Learn how to utilize evidence-based materials produced in partnership with IOM, CDC and NIH to support KP's Obesity Prevention Initiative
- Understand how these initiatives support KP's Total Health Strategy

Speaker

Loel Solomon, PhD  
Sandy Hoyt Stenmark, MD  
Jean Rystrom

**D7** Performance Improvement Methodology in Clinical Effectiveness for Care of the Stroke Patient

Riverside and San Jose Medical Centers used the Rapid Improvement Model in pursuit of TJC stroke certification and then moved beyond stroke certification to improve door to thrombolytic times. Riverside Medical Center drives the learner to develop care processes in management and treatment of stroke patients across the continuum. San Jose Medical Center describes how to utilize a multi-disciplinary team focus to decrease door to thrombolytic time from 97 to 47 minutes.

Learning Objectives

- Describe how to change the stroke culture in your hospital using a multi-disciplinary team approach
- Understand how to collect and communicate data over time to guide performance improvement
- Decrease variability for stroke patients to provide better outcomes and improve patient care

Speakers

Barbara Finnegan  
Jeanie Taylor, RN  
Jorge Lipiz, MD  
Robin Parsons

**D6** Use of S.P.C. Charts for Assessing Performance Improvement in Meeting Area CSG

To illustrate the advantages of SPC charts over more conventional reporting methods in evaluating service area performance trends in Clinical Strategic goals on both an absolute basis and relative to other areas.

Learning Objectives

- Apply the concepts of Statistical Process Control (SPC) Charts to achieve greater insight into area performance measures and trends in meeting Clinical Strategic Goals
- Appreciate the advantages of SPC charts in generally evaluating medical center performance trends on both an absolute basis and relative to other medical center areas
- Through enhanced understanding of what is significant and is not a significant variation in performance, so as to recognize and avoid the pitfalls of more conventional reporting methods

Speakers

Jim McLoughlin, MPA  
Leland Okubo, MD  
Mike Mertens

**D8** CUSP "Bundle" For HAI Prevention

This session will review how the CUSP (Comprehensive Unit Based Safety Program) five-step checklist has been used to optimize HAI prevention regardless of the type of infection.

Learning Objectives

- After this presentation you will be able to describe and define CUSP
- After this presentation you will be able to describe how to use CUSP "bundle" to enhance infection prevention efforts already in place
- After this presentation you will be able to describe how to get more information on CUSP and how your medical center can join

Speakers

Peter J. Pronovost, MD, PhD, FCCM

E1

Shared Decision Making & KP: Impact & Strategies for Deployment

For patients, deciding among multiple treatment options is challenging. In 2011, we initiated pilots in SCAL & CO to test the impact of a decision aid on treatment choices for prostate cancer, knee and hip surgery, and back pain. This session reviews lessons learned and long term strategies.

Learning Objectives

- Understand the role of decision aids where multiple treatment options exist
- Recognize the importance of workflows and training to maximize utilization of the decision aids and automation
- Apply the lessons learned from the pilots to the creation of effective shared decision making programs

Speaker

Al Ibrahim  
Patti Schreiner, BSN, MEd  
Joel Hyatt, MD

E2

Bringing It Home: The CARE EXPERIENCE Through Our Patients' Eyes

Home health plays a vital role with over 700,000 patient visits across 19 Kaiser agencies, serving over 60,000 patients in 2010. Home Health CAHPS goes public in April 2012. This session outlines key themes from patient interviews and how the themes connect with evidence based improvement practices.

Learning Objectives

- Participants will learn how to leverage messages from video ethnography into evidence based practices sustainment
- Participants will identify key actionable messages from home health patients from the San Diego Home Health agency
- Participants will apply key themes from SCAL video ethnography example and connect themes with the HHCAHPS key drivers and evidence based improvement practices

Speakers

Shruti Kothari, MPH  
Kristine Hillary, RN, MSN  
Renee Haynes, RN, MSN

E3

NKEplus Story: Inspiring & Hardwiring Reliable Practices

This dynamic presentation will highlight innovative, reliable practices that emerged during the KP SCAL NKEplus implementation. Insights and learnings into hardwiring standardization, accountability, collaboration, storytelling, safety awareness, and patient/family engagement will be explored.

Learning Objectives

- Adopt NKEplus effective practices demonstrated to enhance teamwork, patient and family engagement, and safe, quality care
- Discuss the power of storytelling, video ethnography, and small tests of change to promote ownership and a culture of continuous improvement
- Utilize infrastructure support (i.e., CNE & Union Sponsorship, Front Line Teams, Innovation Consultancy NKEplus model, standardized workflow processes, monthly collaborative calls) and leverage effective practice innovations to change culture and enhance accountability

Speakers

Juli McGinnis, RN, MSN  
Teri Whiffen, RN, MHA  
Scott Heisler, RN, MBA

E4

KP's Total Health Strategy: What It Is and What It Means for You

KP's Total Health Strategy represents an exciting new chapter in our work to improve population health. This session will describe this strategy and engage participants in an interactive conversation about implications, opportunities and gaps we must fill in order to deliver Total Health.

Learning Objectives

- Describe Kaiser Permanente's Total Health Strategy and its key elements
- Understand how this strategy is connected to existing assets and initiatives
- Understand how Total Health can support key clinical and business objectives and our mission

Speakers

Loel Solomon  
John Vu  
Matt Stiefel



E5

Diversity & Health Film Series

The goals of the DHS are to achieve enhanced patient/provider interactions and health outcomes, respectful and productive relationships in the workplace, and collaborative relationships with the communities we serve in order to eliminate healthcare disparities.

Learning Objectives

- Enhanced patient interactions and health outcomes
- Facilitate discussion of diverse viewpoints
- Incorporate skills into the work environment that will increase member/patient satisfaction and raise cultural awareness
- Respectful and productive relationships in the workplace
- Collaborative relationships with the communities we serve to find solutions to eliminate health disparities

Speaker

Deborah J Jackson, RN, MPH

E7

Optimizing ICU Outcomes

Improvements in ICU outcomes and efficiency represent a major opportunity for KPNC. The ICU pilot aligns the work of performance improvement in four clinical areas: reducing incidence of delirium, promoting sleep, optimizing ventilation management and promoting early mobilization of all ICU patients.

Learning Objectives

- Describe use of tools to reduce variation in practice
- Identify teamwork as a matrix for improving delivery of care in the ICU
- Recognize the interaction of sedation, delirium, mobility and optimization of ventilator management in reducing ICU mortality

Speakers

Carmen L Adams, RNC  
 Elizabeth Scruth, RN, CCNS, PhD  
 Joan M Romero, RN  
 Chiara E Conrado, MD

E6

Medication Reconciliation - There is More than One Way to Achieve Success

Poor medication management is cause for high readmissions and other safety concerns. Our goal is a sustainable process for medication management within the ambulatory application of KPHC. Learn how various regions have found different ways to successfully engage their physicians and staff to improve the quality of our medication lists maintained in KPHC in our clinical setting. Learn how they were able to engage physicians and succeed through small tests of change.

Learning Objectives

- Understand the importance of medication management for patients and providers and recognize the implications for our patients and providers when a patient's medication list maintained in KPHC is not up-to-date and accurate
- Describe the different successful strategies you can use to achieve the same results in your facility/region (KPHC training and coaching, how to measure performance)
- Utilize the techniques and tools that already exist to achieve success in your facility/region

Speakers

Kerry Dease, RN, BSN, CPHRM , CPPS  
 Samer Khodor, MD  
 Reena Pathak  
 Mark Lindberg



### Raymond Baxter, PhD

Senior Vice President - Community Benefit, Research and Health Policy  
Kaiser Foundation Health Plan, Inc. and Kaiser Foundation Hospitals

Raymond J. Baxter, PhD, is Kaiser Permanente's senior vice president for Community Benefit, Research and Health Policy. As a member of Kaiser Permanente's National Leadership Team, Dr. Baxter leads the organization's activities to fulfill its social mission, including care and coverage for low-income people, community health initiatives, health equity, environmental stewardship and support for community-based organizations. He also leads Kaiser Permanente's work in research, health policy and diversity, and serves as president of Kaiser Permanente International. Dr. Baxter holds a doctorate from the Woodrow Wilson School of Public and International Affairs, Princeton University. He serves on the board of directors of Grantmakers in Health, the advisory board of the University of California, Berkeley, School of Public Health, the technical board of the Milbank Memorial Fund, the Global Agenda Council on Health of the World Economic Forum, and the board of Archimedes, Inc.



### Joseph Betancourt, MD

Director of Disparities Solutions Center, Senior Scientist, James J. Mongan, MD,  
Mongan Institute for Health Policy, Director of Multicultural Education, Multicultural Affairs Office,  
Massachusetts General Hospital, Associate Professor of Medicine, Harvard Medical School

Dr. Betancourt directs the Disparities Solutions Center, which works with healthcare organizations to improve quality of care, address racial and ethnic disparities, and achieve equity. He is Director of Multicultural Education for Massachusetts General Hospital (MGH), and an expert in cross-cultural care and communication. Dr. Betancourt served on several Institute of Medicine committees, including those that produced *Unequal Treatment: Confronting Racial/Ethnic Disparities in Health Care* and *Guidance for a National Health Care Disparities Report*. He has also advised federal, state and local government, foundations, health plans, hospitals, health centers, professional societies, trade organizations, pharma, and private industry on strategies to improve quality of care and eliminate disparities. He has received grants from foundations and the federal government, and published extensively in these areas. He is a practicing internist, co-chairs the MGH Committee on Racial and Ethnic Disparities, and sits on the Boston Board of Health as well as Health Equity Committee, and the Massachusetts Disparities Council.



### Alide Chase

Sr. Vice President, Medicare Clinical Operations and Population Care,  
Kaiser Foundation Health Plan, Inc. and Kaiser Foundation Hospitals

Alide Chase is the Sr. Vice President, Medicare Clinical Operations and Population Care, Kaiser Foundation Health Plan, Inc., and Kaiser Foundation Hospitals. In close partnership with The Permanente Federation, The Permanente Medical Groups and the regions, the Vice President, Medicare Clinical Operations and Population Care oversees programs that support the development and implementation of the national Medicare Clinical Care Delivery Strategy and our members total health. Alide has served in a variety of roles, including Hospital Administrator for both Kaiser Sunnyside Medical Center and Bess Kaiser Hospital. In her role as Area Administrator, she also had the opportunity to manage Medical Offices in the Northwest (NW). Most recently, she has served in the role of NW Vice President for Medical Operations. Alide holds a Masters of Science from University of Washington and Bachelor of Science Degree from the University of Portland. Alide's hobbies include birding, gardening and ballroom dancing.



## Jack Cochran, MD

Executive Director  
The Permanente Federation

Jack H. Cochran, MD, FACS, is the Executive Director of The Permanente Federation, the national umbrella organization for the regional Permanente Medical Groups, which comprise the physician component of Kaiser Permanente. The Permanente Medical Groups employ more than 14,000 physicians who care for approximately 8.6 million Kaiser Permanente members. Prior to his appointment to this position in October 2007, Dr. Cochran served as Executive Medical Director and President of the Colorado Permanente Medical Group (CPMG) for Kaiser Permanente. Dr. Cochran began his career with CPMG as founder of the Plastic Surgery Department in 1990. Dr. Cochran currently serves as a member of the Board of Directors of the American Medical Group Association (AMGA), the Board of Directors of the Alliance of Community Health Plans (ACHP), and the Advisory Board of the Global Health Group at the University of California in San Francisco. Earning his medical degree from the University of Colorado, Dr. Cochran served residencies at Stanford University Medical Center and the University of Wisconsin Hospital. He is board certified in Otolaryngology (head and neck surgery) and in Plastic and Reconstructive surgery.



## Amy Compton-Phillips, MD

Associate Executive Director of Quality  
The Permanente Federation

Amy Compton-Phillips, MD is the Associate Executive Director for Quality for The Permanente Federation. In her role, she helps gain alignment on quality goals and performance across all of the PMGs. Amy joined MAPMG in 1993 as an internist. She served in a variety of roles through years including Service Chief and Physician Director for Population Care before moving to California in 2010. In her spare time, she enjoys skiing, biking, sailing, and carting her children to never-ending activities.



## Berny Gould, RN

National Senior Director of Quality  
Hospital Oversight and Equitable Care

Berny Gould, RN, MNA, is the National Senior Director of Quality, Hospital Oversight and Equitable Care. She partners across the KP program working on the quality and hospital oversight program, assisting the KFHP/KFH Board of Director's QHIC in its fiduciary responsibilities, and assists with closing the race ethnic health care gap. Prior to this role, Berny was the Assistant Administrator for Quality & Compliance at Kaiser Foundation Hospital—Fresno Medical Center. Before joining Kaiser Permanente she held the position of Nurse Executive.



## Patti Harvey, RN

Senior Vice President  
Quality and Risk Management, Patient Care Services, and Clinical Operation Support, KPSC

Patti Harvey, RN, MPH, CPHQ, is senior vice president, Quality and Risk Management, Patient Care Services, and Clinical Operation Support, KPSC. She directs the programs, policies, and procedures that ensure high-quality patient care and safety to the 3 million Kaiser Permanente members in Southern California. Harvey is responsible for adhering to all licensing and accreditation requirements that govern the clinical services delivered through the region's hospitals and medical offices. She also has executive accountability for Patient Care Services, which includes hospital nursing services and patient care experience improvement efforts. Patti also manages the executive leadership over our continuing care areas, including utilization management, home care services, and outside medical care. Named to this position in 2006, Harvey has been an employee of KP since 1997. She holds a bachelor's degree in nursing from West Texas A&M University and a master's degree in public health with a health services management concentration from the University of California, Los Angeles. She completed post-graduate executive leadership coursework at the University of North Carolina and at Northwestern University's Kellogg Management School. Harvey has been certified as a health care insurance executive by America's Health Insurance Plans. She also completed Patient Safety Officer training and Intermountain Healthcare's Advanced Training Program.



## Grantland Johnson

Former Secretary of CA Health & Human Services Agency

Grantland served as Senior Advisor for Strategic Planning at Community Housing Opportunities Corporation (CHOC), an Affordable Housing and Housing Development Corporation located in Davis, California from May 2007 until July 2009. He served as the Director of Community and Economic Development for the Sacramento Central Labor Council, AFL-CIO between July 2004 and December 2006.

Prior to that position he served as the Secretary of the California Health & Human Services Agency during the Administration of former Governor Gray Davis from January 1999 to November 2003. Secretary Johnson was the Governor's chief advisor on policies in the areas of aging and long-term care, alcohol and substance abuse prevention/treatment, health, mental health, employment and workforce development, rehabilitation, developmental disabilities, hospital oversight, emergency medical services, social services, and child support services.

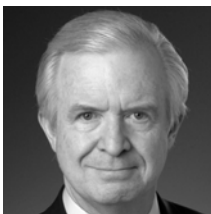
From November 1993 through December 1998, he served as the Region IX Director for the U.S. Department of Health & Human Services and reported to former Cabinet Secretary Donna Shalala during the administration of former President William Jefferson Clinton. He received an Executive Masters in Leadership from the University of Southern California.



## Michael Kanter, MD

Regional Medical Director of Quality & Clinical Analysis, KPSC

Dr. Kanter has been Southern California Permanente Medical Group's (SCPMG) Medical Director of Quality & Clinical Analysis since January 2003. In that position, he is responsible for the regional coordination and support of medical care programs, quality assessment and improvement, utilization management, technology assessment, clinical practice guideline development, population care management, member health education, continuing and graduate medical education, and clinical research activities for the Southern California Region of Kaiser Permanente, which serves 3.1 million members. Dr. Kanter joined SCPMG as a pathologist at the Woodland Hills Medical Center in 1984. From 1999 to 2003, he was the Assistant to the Area Associate Medical Director at Woodland Hills. Dr. Kanter received a B.S. Degree in 1976 and his M.D. from the University of California, San Francisco School of Medicine in 1980. He's board certified in Anatomic & Clinical Pathology. He's an Assistant Clinical Professor, Department of Pathology at the University of California, Los Angeles.



## John Nance

Pilot, Aviation Safety Expert, and Author

John J. Nance is well known and cited by a wide array of Healthcare leaders around the world. Among other distinctions, he is the author of the paradigm-setting work called: *WHY HOSPITALS SHOULD FLY*, which was named the 2009 Book of the Year by the American College of Healthcare Executives, and is one of the major voices pushing and leading us to dramatic change and improvement of American Healthcare. John Nance is also one of the founding board members of the National Patient Safety Foundation, and has been an energetic part of our medical community for just over twenty years. John is an Air Force Lieutenant Colonel who flew Lockheed C-141 transports through Vietnam and Operation Desert Storm, and a Veteran Airline Pilot who has flown most of the Jetliners Boeing's produced. John's flying career alone spans 46 years and 13-thousand HOURS, and he still flies his own plane.



## Estee Neuwirth

Director of Field Studies with the Center of Evaluation and Analytics  
KP's Care Management Institute

Estee Neuwirth is Director of Field Studies with the Center for Evaluation and Analytics at KP's Care Management Institute. Her expertise is in identifying, evaluating, and spreading leading practices. She has pioneered development and implementation of new methods at KP such as video ethnography and the readmission diagnostic and authored numerous tool kits and publications. Estee earned her PhD in Sociology and is a certified KP Improvement Advisor. She currently manages a field work team with a diverse portfolio of operationally relevant evaluation and analytic projects that motivate, guide, and accelerate performance.



## Bernard Tyson

President & Chief Operating Officer  
Kaiser Foundation Health Plan, Inc. and Kaiser Foundation Hospitals

Bernard Tyson is president and chief operating officer of Kaiser Permanente, one of America's leading health care providers and not-for-profit health plans with annual operating revenue in excess of \$45 billion. Tyson is chair of The Executive Leadership Council, a respected organization that provides more than 450 African-American executives of major U.S. companies with a professional network and forum to offer perspective and direction on business and public policy issues. He also serves on the board of directors of Occidental College and the American Heart Association. Tyson has been recognized for his work both within and outside of health care. He was named one of the most powerful minorities in health care by Modern Healthcare in 2010.



## Jed Weissberg, MD

Sr. Vice President, Hospitals, Quality and Care Delivery Excellence  
Medical Director of Medicare Advantage, 1876 Cost, and Part D Pharmacy Plans  
Kaiser Foundation Health Plan, Inc. and Kaiser Foundation Hospitals

Jed Weissberg, MD, is the Senior Vice President of Hospitals, Quality and Care Delivery Excellence and Medical Director of Medicare Advantage, 1876 Cost, and Part D Pharmacy Plans at Kaiser Permanente in Oakland, CA. He is responsible for overseeing Kaiser Permanente's national quality agenda and quality assurance activities affecting Medicare members. Dr. Weissberg has been with Kaiser Permanente for 27 years, previously serving as associate executive director for quality and performance improvement for the Permanente Federation and physician in chief of the Fremont Medical Center. Upon receiving a BA from the University of Pennsylvania, and his MD from Albert Einstein College of Medicine, Dr. Weissberg completed his internal medicine residency at Boston City Hospital, and fellowships at Stanford University School of Medicine in gastroenterology and at the VA Hospital in Palo Alto in alcoholism and substance abuse.



## Scott Young, MD

Associate Executive Director, Clinical Care and Innovation,  
Senior Medical Director & Executive Director, KP's Care Management Institute  
The Permanente Federation

Scott Young, MD, leads The Permanente Federation's efforts to determine strategies for the creation of relevant information and practices in the areas of clinical process improvement, delivery system innovation, and resource stewardship. He also serves as co-executive director of Kaiser Permanente's Care Management Institute. At CMI, he leads a nationwide team that is integral to Kaiser Permanente's commitment to improve the care and wellness of its 8.6 million members. Dr. Young is the former director for Health IT at the Agency for Healthcare Research and Quality. Prior to joining AHRQ, he served as a senior clinical advisor in the Centers for Medicare and Medicaid Services. Scott's policy experience also includes service as a RWJ health policy fellow in the office of U.S. Senator Jeff Bingaman of New Mexico. He is the former executive vice president of the Utah HealthCare Institute, a not-for-profit organization providing clinical care, outreach programs, medical education, research, informatics, and health policy services. Dr. Young is a founding member of Intermountain Health Care's Utah Valley Family Practice Residency. Dr. Young received his medical degree from the University of Oklahoma in 1987 and completed his training at the Fairfax Family Practice Residency. He is board certified in family medicine and a fellow of the American Academy of Family Physicians.



#### Adams, Carmen - RN, DNSc

Carmen Adams earned her doctorate in Nursing at Yale University. Her passion has led to positions in Quality & Performance Improvement. In 2008, Dr Adams attended the year-long training offered by the Institute for Healthcare Improvement to become a certified Improvement Advisor. She currently serves as the NCal Regional Strategic Lead for the Clinical Effectiveness Team and oversees several projects including the Sepsis Initiative and Core Measures, among others.



#### Bernstein, Paul - MD

San Diego Area Medical Director, Dr. Paul Bernstein, is board certified in Head and Neck Surgery and a fellow in both the American College of Surgeons and American Academy of Facial Plastic Surgery. He was awarded the Physicians' Exceptional Contribution Award in 2005 and Compassionate Care Award in 2007. Dr. Bernstein is the author of *Courage to Heal*, the award-winning novel based on KP's history. He started the KP Historical Society to preserve our unique culture. Dr. Bernstein has been the Chairman of the American Cancer Society and works with Project Access to provide surgical care to the uninsured.



#### Borrowman, Dexter

Dexter Janet Borrowman is a Principal Consultant for National Service Quality. She began her career at Kaiser as a Sr. Learning Consultant for HealthConnect Optimization. She was previously the Associate Director of Operations for the English Center at Mills College and for EastBay Works Multilingual Career Center. Her background is in instructional design, customer service and operations. Dexter spent time as a Coro Foundation Community Leader Fellow with a focus area in healthcare.



#### Buchner, Liesel - RN, CCRN

Liesel Buchner is Clinical Adult Services Director for Kaiser Permanente - Roseville Medical Center. Prior to her current position, she was manager of the Intensive Care Unit in Roseville. Liesel is an Improvement Advisor Graduate of the KP National Improvement Institute.



#### Bullock, Jonathan

Bio not available prior to publication



### Chase, Alide

Alide Chase is the Sr. Vice President, Medicare Clinical Operations and Population Care, Kaiser Foundation Health Plan, Inc., and Kaiser Foundation Hospitals. In close partnership with The Permanente Federation, The Permanente Medical Groups and the regions, the Vice President, Medicare Clinical Operations and Population Care oversees programs that support the development and implementation of the national Medicare Clinical Care Delivery Strategy and our members total health. Alide has served in a variety of roles, including Hospital Administrator for both Kaiser Sunnyside Medical Center and Bess Kaiser Hospital. In her role as Area Administrator, she also had the opportunity to manage Medical Offices in the Northwest (NW). Most recently, she has served in the role of NW Vice President for Medical Operations. Alide holds a Masters of Science from University of Washington and Bachelor of Science Degree from the University of Portland. Alide's hobbies include birding, gardening and ballroom dancing.



### Compton-Phillips, Amy - MD

Amy Compton-Phillips, MD is the Associate Executive Director for Quality for The Permanente Federation. In her role, she helps gain alignment on quality goals and performance across all of the PMGs. Amy joined MAPMG in 1993 as an internist. She served in a variety of roles through years including Service Chief and Physician Director for Population Care before moving to California in 2010. In her spare time, she enjoys skiing, biking, sailing, and carting her children to never-ending activities



### Conrado, Chiara E- MD

Physician-in-Charge of Critical Care and ICU Medical Director at Kaiser Panorama City, Proponent of Evidenced Based practice medicine, Lecturer.



### Cooper, Robert M - MD

Dr. Robert Cooper is a pediatric Hematologist/Oncologist and has been with Kaiser Permanente at the Los Angeles Medical Center for 15 years. Currently, he serves as the regional coordinating chief of Pediatric Hematology/Oncology and is the Principal Investigator for the Pediatric Oncology clinical trials program in Southern California.



### Crain, Jerilyn

Jerilyn Crain's own experience with breast cancer gives her the drive to enlighten others who are going through their own fight. On October 22, 2012, she will celebrate 10 years of survivorship. In addition to her committee work, she sits on panels and speaks at events where she represents the voice of the patient. Jerilyn is the wife of Lattimore Crain; has 3 children, 6 grandchildren. Her grandchildren are her pride and joy! Since 2000 she is Customer Service Manager at MK Diamond Products.



### Cramer, Michelle

Bio not available prior to publication



### Darke, Ryan - MHA

Ryan Darke is Performance Improvement Director for Kaiser Permanente–Roseville Medical Center. He brings 20 years health care experience to his role (15 years with Kaiser Permanente). Ryan’s passion for improving the care experience for our patients/members is influenced by his previous roles in Member Outreach & Integration, Women’s Health, Administration, and as care giver to family members. He has used this passion to lead and teach performance improvement and patient care experience efforts, like Video Ethnography, Patient Shadowing, and Leader/ Manager Rounding. Ryan has a BS in Physiology from UC Davis, and a MHA from the University of Missouri.



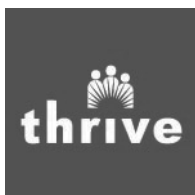
### Dease, Kerry - RN, BSN, CPHRM , CPPS

Kerry Dease is a Registered Nurse with over 10 years experience with Kaiser Permanente in the Ohio Region. She has held the position of Regional Patient Safety Lead and is currently the Clinical Risk Manager. Her projects have included: Perinatal Patient Safety, Highly Reliable Surgical Team, High Alert Medications, Simulation Based Education and Medication Reconciliation. Recently Kerry has been involved with a mutlitidiciplinary team thourgh the National Patient Safety Foundation to develop the new Certified Professional in Patient Safety (CPPS) credential.



### Dennis, Christopher - MD, MBA

Dr. Dennis is the Senior Vice President and Chief Medical Officer for ValueOptions. In that role, he is responsible for the psychiatric oversight of over 14 million members nationwide and works as a liaison between health plans. Dr. Dennis is an administrator of several psychiatric programs, Assistant Profession of Psychiatry at Albert Einstein College of Medicine, as well as a clinician with a private practice to several New York area nursing homes. Dr. Dennis earned his MD fro St. George’s University School of Medicine and MBA from Baruch College/ Mount Sinai School of Medicine. He is board certified in Psychiatry.



### Donkersloot, Hans

Hans Donkersloot is the Patient Care Experience Leader at the KP Hayward Medical Center. After graduating from Cornell University with a hospitality management degree in 1995, he worked in the restaurant industry for several years before transitioning into healthcare in 2002 after completing a MSHA/MBA program at the University of Alabama at Birmingham. He held a variety of operational and support positions at an academic medical center prior to joining Kaiser Permanente in 2008.





### Dunn, Maurice - PhD

Maurice Dunn, PhD is a Consultant, Physician Leadership Development for the North Valley Service Area. In his current role his duties include design and implementation of leadership assessment tools and processes. Maurice joined Kaiser Permanente in 2001. Prior to joining KP he worked as an organizational development consultant for the United States Postal Service.



### Edwards, Angela - RN

Angela Edwards is the lead nurse for the Burke Internal Medicine/Family Practice department. She is the labor co-lead for the Burke Primary Care UBT. Angela has worked for KP for 9 years and loves helping her patients THRIVE.



### Ehrlich, Dan B - PharmD

Daniel Ehrlich, PharmD is the Director of Inpatient Pharmacy at the Kaiser Permanente West Los Angeles Medical Center. Prior to taking on this role, Dan served as Inpatient Pharmacy Supervisor to both Kaiser Permanente's West Los Angeles Medical Center and its tertiary care facility, the Los Angeles Medical Center. Dan is a graduate of the University of Maryland at Baltimore School of Pharmacy and completed an ASHP accredited post-graduate residency program at Kaiser Permanente, Valleys Service Area. Dan has been active in numerous pharmacy organizations and has served as President of the San Fernando Valley Society of Health-System Pharmacists.



### Feldstein, Adrienne - MD, MS

Adrienne Feldstein practices as a physician at Kaiser Permanente Northwest (KPNW) and conducts research using KPNW's data resources. Dr. Feldstein received her MD with distinction from the George Washington University School of Medicine and her MS in Public Health Nutrition from Columbia University. She has been at KPNW for more than 15 years, specializing in public health, preventive medicine, and occupational medicine. Dr. Feldstein is also the director of Population Care at KPNW, and has joint appointments in the departments of Quality Management and Systems and Informatics. Her interests are in improving systems to prevent injury and chronic disease.



### Fields, Cynthia K - RN

Cynthia Fields, RN - 17 year employee with Kaiser Mid-Atlantic. Currently the Clinical Operations Manager for the Largo Internal Medicine department



### Finnegan, Barbara

Ms. Finnegan has a BSN and MA in nursing. She has held a variety of nursing positions including manager, educator, risk and safety officer. Currently she is a nurse project coordinator in the quality outcomes department and stroke program coordinator at San Jose Kaiser Permanente in San Jose, CA. She is PI trained as an Improvement Advisor from Wave 5.

**Fletcher, Paul - MD**

Associate Medical Director of Priamry Care and leader of implementation of Opioid standard work. Family Physician for many years, past medical director of HR and district Medical Director.

**Flowers, Frank - MD**

Dr. Frank Flowers is a Family Medicine Physician who joined SCPMG at the Riverside Medical Center (RMC) in 1987 and became a partner in 1989. He has served as PIC of Corona MOB, Chief of Family Medicine and Urgent Care at RMC and Chief of Family Medicine at KFH, Moreno Valley Community Hospital. Most recently he was appointed Assistant Area Medical Director in 2010. Dr. Flowers received a BS in Biology from Wofford College and graduated from the Medical University of South Carolina. He completed his residency at San Bernardino County Medical Center. He is board certified in Family Medicine.

**Garrido, Terhilda**

Terhilda Garrido is VP, HIT Transformation & Analytics. She leads efforts in Kaiser to understand, study, disseminate, and facilitate strategic value realization opportunities from KP HealthConnect™ and further our quality agenda. She has published articles on the topic in Health Affairs, BMJ and other journals. Terhilda has done economic modeling for the European Economic Community and others. She earned a BSE in Operations Research (Princeton) and an MPH in Biostatistics (UC Berkeley).

**Glaser, Louise - MD**

Louise Glaser, MD is a Pediatrician and Chief of Leadership and Communication Development in NCAL's North Valley. She has also been the Chairperson of the Interregional Clinician Patient Communication Leaders Group, 2010 - present. Prior to joining KP 14 years ago, Louise worked for 5 years in a rural private practice in Virginia.

**Glass, Courtenay**

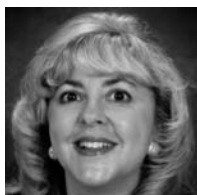
Courtenay Glass graduated with Honors from DePaul University with a BA in Industrial/Organizational Psychology. She began her career in Sales, which helped inform her current service-oriented work. Courtenay has worked in multiple industries with Fortune 500 companies as an internal, and at times, external OE consultant. She is a certified trainer in the DiSC(c) assessment as well as Crucial Conversations and has a passion for systemic solutions to organizational implementations.

**Goldberg, Ruthie - MHA**

Ruthie Goldberg is Group Leader for Kaiser Permanente Clinical Operations in Southern California. In this role, she oversees the Regional Outreach and Care Support department that helps consistently impact the outpatient quality of care for KPSC's 3.3 million members. Ruthie's work has significantly impacted quality performance in Southern California, including cancer screening and centralized outreach. After completing a 2-year Administrative Fellowship with KPSC, Ruthie joined SCPMG as a project manager in 2006, and her role has continued to evolve since.

**Graham, Suzanne - RN, PhD**

Suzanne Graham is Executive Director of Patient Safety for Kaiser Permanente. Suzanne has served in multiple roles within Kaiser Permanente at the medical center, regional and national levels. Educational background includes a BSN in Nursing as well as Master's Degrees in School Health and Developmental Disabilities from San Francisco State University. Her doctoral degree is from the University of Texas. Suzanne is a graduate of the University of North Carolina Kenan-Flagler Business School Kaiser Permanente Advanced Leadership Program and the AHA Health Forum patient Safety Leadership Fellowship Program. Suzanne completed the IHI Patient Safety Officer Executive training program. She is a member of several national patient safety groups including the Joint Commission National Patient Safety Goal Advisory Board. In 2006 Suzanne received the first National Patient Safety Foundation Chairman's Medal in recognition of leadership in patient Safety.

**Gray, Patricia - PharmD**

Patricia Gray, PharmD, FCSHP, Riverside Pharmacy Clinical Operations Manager (COM) and Residency Coordinator. Started at KP in 1982 as an intern while attending USC School of Pharmacy. Worked in the Fontana Area Inpatient Pharmacy for 7 years and first Antibiotic Surveillance Infectious Disease Pharmacist, serving 13 years as the Pharmacy Liaison to the SCPMG Infectious Disease and Laboratory Committee. Fontana Area Drug Education Coordinator for 11 years and in 1988, helped develop the first Integrated Outpatient/Inpatient Anticoagulation Service and other new clinical pharmacy services. In 1999, became the first Fontana and Riverside Service Area's COM, managing over 20 services and the Residency program.

**Green, Kelley - RN, PhD**

Kelley Green, RN, PhD is Senior Consultant in Clinical Operations, KPSC. Kelley works with regional and local leaders for CVD Complete Care and Medication Adherence to develop infrastructures that support improved outcomes of our members with cardiovascular disease and promote appropriate medication-taking behaviors among our members taking medications for chronic conditions.



#### Harvey, Patti - RN

Patti Harvey, RN, MPH, CPHQ is the Senior Vice President, Quality and Risk Management, Patient Care Services, and Clinical Operations Support for Kaiser Foundation Health Plan and Hospitals Southern California region. She received her BSN from West Texas A&M University and a master's degree in public health with a health services management concentration from the UCLA. She completed post-graduate executive leadership course at the University of North Carolina and at Northwestern University's Kellogg Management School. She is a certified health-care insurance executive by America's Health Insurance Plans. Patti has completed Patient Safety Officer training and Intermountain Healthcare ATP.



#### Haynes, Renee - RN, MSN

Renee is the Regional Continuing Care Quality Director. Renee has 23 years of Home Care Experience and leads HHCAHPS efforts in SCAL. Renee participates in the Care Experience and Inter-Regional Steering Committees. She participated on the implementation of AIDET, Rounding, Service Recovery, and the production of the SCAL Home Health Video ethnography. Renee received her B.S. in Nursing from Mount Saint Mary's College and her M.S. in Nursing from the University of Phoenix.



#### Heisler, Scott - RN, MBA

Scott Heisler is an Innovation Specialist for the Innovation Consultancy for Kaiser Permanente. He has been with the organization since December 1996. Scott was previously Service Initiative Leader for Kaiser Permanente at South Sacramento Medical Center. Prior to that, he worked as Pediatric Group Practice Manager in South Sacramento



#### Henson, Marianne - RN

Bio not available prior to publication



#### Hillary, Kristine - RN, MSN

Kris Hillary is the Regional Director of Home Care for Kaiser Permanente Southern California. Ms Hillary is a nurse practitioner and has worked in home health, hospice and palliative care since 1986. Ms Hillary has lead and participated in several research projects to improve care at end-of-life. She is a 2001 Soros Faculty Scholar and co-authored a Toolkit for Palliative Care Program implementation. Ms Hillary holds a BSN and MSN from California State University, Los Angeles.



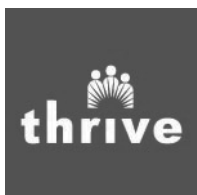
### Hyatt, Joel - MD

Joel D. Hyatt, MD is Assistant Regional Medical Director for Quality with Kaiser Permanente Southern California. Current responsibilities include population health management, medication management, and health & productivity management. He is experienced in clinical performance improvement, with special attention to clinical systems support (IT). A graduate from Stanford University, he completed his medical training and Family Medicine residency at UCLA School of Medicine



### Ibrahim, Al

Al Ibrahim, Executive Director for Strategic Optimization, joined the department of HIT Transformation & Analytics in February 2010. Al oversees projects that leverage KP HealthConnect, as well as introducing new and emerging technologies that improve the care experience. Prior to his current role, Al worked for 14 years within TPMG. He began in the Department of Quality and Operations Support in 1996 and worked to improve quality, access and efficiency. In 2006 he moved into Operations and worked as an Assistant Medical Group Administrator for the Greater Southern Alameda Area.



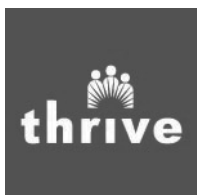
### Ishida, Ruth

Ruth Ishida is an Inpatient Clinical Documentation Application Coordinator with Hawaii's KP HealthConnect team. In 2011, the Hawaii Clinical Documentation team led the region's efforts in Flowsheet Streamlining, Acuity Scoring, and Care Planning. Ruth's experience in nursing includes Outpatient Cardiac Rehabilitation, Professional Office Practice Management, and Critical Care. Ruth was the first RN hired into Hawaii's Outpatient Medical Records as the Scanning Area Supervisor to add clinical expertise to records functionality.



### Jackson, Deborah J - RN, MPH

Deborah is the Director of Regional Diversity Operations, National Diversity for Kaiser Permanente. In her role as Director, Deborah provides consultation to Diversity directors, Diversity Council chairs, and other key customers in order to assist them in prioritizing, developing, designing, and implementing a customized, business-aligned diversity strategy that will support growth, quality care, and workforce development. She and her team are responsible for the successful development, strategic alignment, and full integration of a comprehensive diversity strategy in each region that enables achievement of Kaiser Permanente's National Diversity Agenda while enhancing regional and national business objectives, and the Kaiser Permanente mission.



### Jamal, Hassina - RN, MBA, CPHQ

Bio not available prior to publication



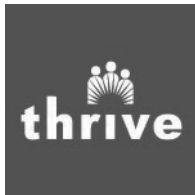
#### Johnston, Jennifer - MPH

Jennifer Johnston is Program Manager within KPNW's Performance Improvement group. With over 15 years experience in healthcare consulting, research and program development, Jennifer is most enthused when pursuing opportunities to promote evidence based-practice to improve quality, cost or service outcomes within the communities we serve.



#### Jones, Chris - MBA, RN

Chris Jones, Senior Management Consultant for Clinical Information Systems (CIS) and Decision Support (DS), partners with Gary Wong, MD, to provide consulting and leadership in the strategic and tactical use of technology to provide CIS and DS for SCPMG and the SCAL Region. She has overseen the development of POINT and KPHC Complete Care DS and tools. In her 36 years with Kaiser, she has worked regionally in population/complete care management and population care information systems and worked locally at Panorama City, Los Angeles, and Woodland Hills in hospital and Continuing Care settings, as a staff nurse, educator and manager.



#### Kakiuchi, Sandra

Bio not available prior to publication



#### Kanter, Michael - MD

As the Medical Director of Quality and Clinical Analysis, Dr. Michael Kanter plays a crucial role in SCPMG Executive Medical Director Dr. Jeffrey Weisz's administration. Dr. Kanter joined SCPMG as a Pathologist in 1984, and was the Assistant to the Area Medical Director for the Woodland Hills Medical Center from 1999-2003, where he also served as chair of the Patient Safety Committee and secretary of the Medical Executive Committee.



#### Khodor, Samer

Bio not available prior to publication



#### King, Hannah

Hannah King, MPH, Director, National Service Quality leads initiatives related to improving our members' care experience. Her recent work has focused on developing a Patient and Family Centered Care Tool Kit, improving the ambulatory care experience, and understanding and improving the care experience for members with deductible plans. Before taking this position, Hannah worked for KP's Care Experience Council, the 21st Century Care Innovation Collaborative, and the Delivery System Leaders.

**Koh, Leong - MD**

Wui-Leong (Leong) Koh, MD, attended Loma Linda University School of Medicine and finished his residency at SCPMG in Fontana California. He practiced for four years in private practice in Seattle, WA, prior to joining Northwest Permanente in 2003. He has been fortunate to hold a number of leadership positions, with his most current role as the Medical Operations Director for Primary Care for the East Metro Portland Area, which encompasses four medical office buildings serving approximately 180,000 members. He is married to another NWP family physician and is the proud father of two lovely daughters.

**Kothari, Shruti - MPH**

Shruti works to improve the continuum care experience across SCAL, NCAL, Northwest, and Hawaii. Prior to working at KP She was a health educator and programs Manager for the American Cancer Society. Shruti has also worked for Stanford Hospital and School of Medicine improving community clinic partnerships. Shruti has conducted research on integrating cultural humility into med school curriculum and disparities in cancer screening rates. She has a BA from UCLA, and a MPH from UC Berkeley.

**Lagana, Michele - MPA**

Michele Lagana joined The Permanente Company in 1998, as a Senior Consultant whose work addressed a variety of both strategic and operations projects. Now working in the Permanente Federation in the Department of Clinical Care Innovation and Quality, Michele's work focuses on Clinical Pathways Improvement and supporting interregional clinical groups. Her background includes 11 years as a managed care group practice and IPA administrator and 3 years as a consultant. Michele has a BA in Biology from the University of California, Santa Barbara, and a Masters in Public Administration from the University of San Francisco. She has completed Intermountain Healthcare's Advanced Training Program and Six Sigma Green Belt training.

**Lau, Helen - RN**

Helen Lau RN, KPSC Regional Hospital Performance Director. Her experiences include leadership roles in quality, accreditation, patient safety, risk, utilization, case management, medical staff credentialing, critical care, cardiac catheterization lab, home care and hospice. Helen also serves at the National Quality Foundation as a member of Serious Reportable Events steering committee (2010-2011) and the Common Formats Expert Panel since 2009. Helen was an examiner on the National Malcolm Baldrige Quality Award Program (2001-03). Helen received her BSN from St. Mary's College, BMus from San Francisco Conservatory of Music and Master in Human Resource Organizational Development from University of San Francisco.



#### Leavell, Linda - RN, PhD

Linda Leavell is the Director of Operations for National Patient Care Services (N.P.C.S.). In this capacity, she supports the work of N.P.C.S. and the National Nursing Leadership Council. She is responsible for the overall operations, performance, and functioning of N.P.C.S. and reports directly to Marilyn Chow. Linda has been with KP for five years and has served as Chief Nursing Officer at Sacramento Medical Center for two of those years, before joining N.P.C.S. in her current role.



#### Lee, Brian J - MD

Dr. Brian J. Lee is a Nephrologist at Hawaii Permanente Medical Group. A native of Connecticut, he studied physics at Harvard University, then designed integrated circuits at Mitsubishi Electric in Kita-Itami, Japan. He trained in Internal Medicine at Mount Sinai Hospital in New York, then Nephrology at the University of Pennsylvania. Before joining HPMG, he worked in private practice in Massachusetts. Dr. Lee is Chair of the HPMG Research Symposium and Chief of Analytics. He has presented his work at the American Society of Nephrology, the Society of General Internal Medicine and the American Medical Informatics Association.



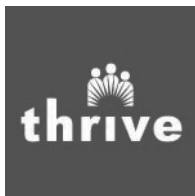
#### Lee, Nancy Louie - MS, RPh

Nancy has served in leadership positions in health care quality improvement for over 25 years. She is a pharmacist by training who has championed the talents of interdisciplinary health care teams, patients and their families to provide and support high quality, affordable patient-centered care throughout her career. Nancy has served as Director of Clinical Pharmacy Services at KPNW for the last 20 years. For the last 6 years, she has led improvement work in Clinical Quality and Population Health including the award-winning interdisciplinary Transition Care, Cardiovascular Risk-Factor Management program, Golden New Member Services and Panel Support Tool Implementation.



#### Lindberg, Mark

Mark Lindberg is a National Care Reporting Lead in HIT Transformation & Analytics, specializing in quality and patient safety reporting initiatives. Prior to joining Kaiser-Permanente 6 years ago, he worked 18 years in the healthcare software industry and before that was a medical technologist at a major medical center in California. He has a BA in Biology from Humboldt State University and an MS in Electrical Engineering from Long Beach State University.



#### Lindsay, Gail - RN

Gail Lindsay is the Managing Director of Clinical Program Development for SCPMG. She joined Kaiser Permanente in 1981 and has held various leadership positions for medical staff credentialing and governance, risk management, accreditation and licensure and quality management. Gail is a graduate of St. Vincent's Hospital School of Nursing in New York City and completed undergraduate and graduate degrees at Chapman University in Orange, Ca. She currently leads the SCPMG Clinical Operations including Proactive Office Encounter, Proactive Office Support, Panel and Care Management for Chronic Conditions, Regional Outreach and Safety Net, and Medication Adherence.





### Lipiz, Jorge - MD

Jorge Lipiz has been with Kaiser Permanente for 28 years. Dr. Lipiz practiced at Fontana Medical Center for six years and has been at Riverside Medical Center since its doors opened in 1989. Board Certified in Neurology, Dr. Lipiz has been Chief of Neurology Services since 1990. He is a member of the American Academy of Neurology, the California Medical Association, and the Riverside Medical Association. Dr. Lipiz is the Medical Director of Riverside Medical Center's Stroke program



### Litman, Kerry - MD

Kerry Litman is a Family Physician and Assistant Medical Director for Quality and Performance Improvement at the Kaiser Permanente Fontana and Ontario Medical Centers. Since 2007 he has coordinated the KPSC mortality review program, the 'eAutopsy'. Dr. Litman presented sessions about this at Kaiser National Quality Conferences in 2008 and 2009 and at the IHI National Forums in 2009, 10 and 11; 'Saving Lives by Studying Deaths: the eAutopsy'. He is also KPSC physician coordinator for the Regional Member Advisory Council and developed the 'Patient in the Room' video program using video-recording technology to capture and share patient experiences.



### Loo, Ronald - MD

Ronald Loo is Regional Coordinating Chief of Urology – SCPMG. He has been with the organization since 1985 and began his career with KP by completing his residency in Urology at the Los Angeles Medical Center. He joined the medical staff at the Bellflower Medical Center in 1991, where he currently serves as Chief of Urology. Dr Loo has also served as chair of the KP Inter-regional Chiefs of Urology for the past 3 years. He completed his medical school training at USC.



### Love, Rebecca - MPH, RN

Rebecca Love, MPH, RN, is a project manager with the Surgical Outcomes and Analysis unit of Clinical Analysis, where she serves as the lead for the Total Joint Replacement Registry. Her responsibilities include registry operations, reporting, and strategic planning. Prior to working at Kaiser Permanente she was a senior policy advisor with the Maryland Department of Health and Mental Hygiene. She earned her BA from Haverford College and an MPH from George Washington University.



### Makarem, Abir - PharmD

Abir Makarem, PharmD, is currently the regional manager of the Outpatient Pharmacy Clinical Services (OPCS) Program in KPSC leading the development, training, implementation and the outcome measurements of the program. By incorporating a BSMART consultation methodology, consultations by OPCS pharmacists have led to great improvements in medication adherence and clinical outcomes among patients who have diabetes or dyslipidemia and are non-adherent to their medications.



### Maloney, Tina

Tina Maloney is a Principal Consultant of Organizational Effectiveness for Program Offices and has led the design and delivery of 15/45 dialogues nationally to support leaders in creating a climate of performance. She currently leads the innovation learning strategy.



### McGinnis, Juli - RN, MSN

Juli McGinnis is a Registered Nurse and a Certified Public Accountant. She holds bachelor degrees in both business administration & nursing, and obtained her Master's degree in Nursing from the University of California, Los Angeles (UCLA). Prior to entering the healthcare field, she worked for the public accounting firm KPMG Peat Marwick. She has over 17 years of clinical experience in a variety of RN leadership roles. During the last several years she has worked at Kaiser Permanente's South



### McGlynn, Elizabeth A - PhD

McGlynn is an internationally known expert on evaluating health care delivery. She is director of the Center for Effectiveness and Safety Research. Prior to joining KP, she held the RAND Distinguished Chair in Health Care Quality. Her leadership in developing a comprehensive method for evaluating the technical quality of care delivered to adults and children in the U.S. produced a seminal national study that demonstrated the magnitude of the quality problem in the United States for everyone.



### McLoughlin, Jim - MPA

Jim McLoughlin is Practice Specialist, Complete Care Services for the Fontana Area. During 18 years at Kaiser, Jim has held senior consulting and management roles with expertise in population management, performance improvement, and service access and utilization. Previously, as a senior consultant/management engineer, he served as president of HIMMS of Southern California. Jim holds a Masters in Public Administration from the USC Graduate Programs in Health Services Administration.



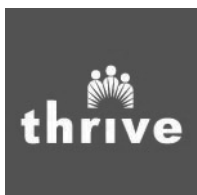
### Meng, Di

Di Meng Joined Kaiser Program Office HITTA organization as the Director of Analytics and Evaluation in December 2010. Di leads a team of statistical analysts to support national and regional efforts in analyzing and evaluating the value and impact of health information technology, innovation and enhanced intervention on improvement of quality of care. Di is educated in Medicine (Harbin Medical Univ. China), Finance (MS Liaoning Univ. China) and Economics research (PhD, Middle Tenn State Univ.)



### Mertens, Mike

Mike Mertens is a Mentor in Kaiser Permanente's National Performance Improvement Department supporting Fontana, Ontario, Riverside and Moreno Valley Medical Centers. Mike has extensive experience in Lean Six Sigma in multiple large global companies. He has been dedicated to Performance Improvement for over 15 years. Prior to joining Kaiser Permanente Mike led deployments of Lean Six Sigma at Beckman Coulter as the Director of Six Sigma and Six Sigma Plus and Design for Six Sigma at Honeywell.



### Miyasaki, Alison - RN, MS

Alison Miyasaki is the Inpatient Nurse Champion for KP HealthConnect and Patient Safety Lead in Hawaii. Her breath of responsibilities include care plan optimization, Stage 1 Meaningful Use, Pyxis Stage 1 Implementation, medication reconciliation, SBAR communication, and patient safety rounds.



### Navarro, Cindy - RN

Supports the Medicine Service Line with PI projects. Successfully implemented falls reduction programs in TCU and telemetry, HAPU prevention in med/surg, workplace safety in chronic conditions, and Glitch Book in inpatient. Recent graduate of the Wave V PI Institute. Involved in various hospital wide initiatives such as C-Diff reduction, Telemetry Optimization and BOOST. Nurse Champion for the PNA Core Measure. Loves traveling and adores my 4-legged kids Murphy, Shelby and Ella.



### Nelson, Kathleen - RN, MPA, CPHRM

Kathleen Nelson, RN, MPA, CPHRM a National Leader for Patient Safety and Risk Management with Kaiser Permanente. Nationally, Kathleen worked closely with the Perinatal Patient Safety, Risk and Patient Safety Education, Patient and Family Centered Care and HealthCare Ombudsman/Mediator (HCOM) Programs. She joined Kaiser in 2001 as Director of Quality, Risk Management and Accreditation, Regulation & Licensing. From 2003 – 2006 Kathleen was the HealthCare Ombudsman/Mediator for the Diablo Service Area and trainer for "Communicating Unanticipated Adverse Outcomes". She has an extensive Behavioral Health background. Has an undergraduate degree in Nursing and Psychology and graduate degree in Public Administration/Health Services Administration.



### Newport, Christina

Christina Newport is Program Manager for the TeenScreen program at TeenScreen National Center for Mental Health Checkups, Columbia University, where she began her career in 2004. In this capacity, Christina acts as a consultant, working directly with health care providers in primary care and medical settings to assist in the development, training and implementation of mental health screening initiatives to help identify adolescents who may be at risk for mental illness or suicide. Christina manages TeenScreen's partnerships with a variety of health care systems. Christina received a Bachelor's degree in Psychology & Communication Studies from Towson University, Towson, Maryland.



#### O'Brien, Cynthia H - CNP

Cynthia O'Brien, MSN is a Nurse Practitioner Care Manager with the Adult Primary Care Department at Largo Medical Center. Cindy has been with Kaiser Permanente since 1993. She started her KP career in Preventive Medicine, later moving to Internal Medicine. She transitioned to her current role as a Nurse Practitioner Care Manager in February 2008. She is a UFCW shop steward and UBT Co-Lead. She is the current Co-Lead of the Advanced Practice Council. She received Certification as an Adult Nurse Practitioner from ANCC. Cindy earned her BSN from the University of Maryland and MSN from the Catholic University of America.



#### Okubo, Leland - MD

Leland M Okubo, MD, is Director of Population Care Management for the Fontana and Ontario Medical Center area. A family medicine practitioner for the past 25 years, Dr. Okubo also served as Physician-in-Charge of the Colton Medical Office. He is a graduate of the University of California Los Angeles David Geffen School of Medicine.



#### Olo, Michelle

Michelle Olo is a Program Manager for the KP Moanalua Medical Center in the Hawaii Region. She is also the Lead Improvement Advisor in Hawaii and is responsible for leading projects that impact clinical or service areas using KP's Performance Improvement Model, which integrates Lean and Six Sigma principles and methods. Michelle has a dual masters degree in health administration and gerontology and a bachelors in gerontology from the University of Southern California. Her previous work experience includes Strategic Planning at Banner Health in Phoenix, AZ and Government Relations in at Gundersen Lutheran in La Crosse, WI.



#### Parsons, Robin

Bio not available prior to publication

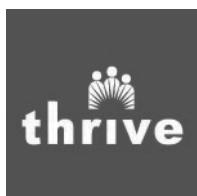


#### Patey, Donna - RN, CNS

Donna Patey is a NCal Risk Management Clinical Practice Consultant and project lead for HEROES. Reducing the frequency of falls and falls with injury are key components of the HEROES Project. She was previously the Medical/Surgical Clinical Nurse Specialist for the Napa Solano facilities (Vallejo and Vacaville). In that role, she was an active participant in the opening of two new hospitals. She received a Bachelor of Science in Nursing from the University of Arizona and a Master of Nursing from the University of California, Los Angeles. She is also a graduate of the WOCN Education Program at Emory University.



**Pathak, Reena**  
Bio not available prior to publication



**Platt, Sharon - PhD**  
Sharon Takeda Platt is a Principal Consultant in Quality and Care Delivery Excellence. Since 2009, she has been responsible for the measurement, analysis, and reporting of equitable care for KP regions and programwide. She began her Kaiser career in Northern California in 1989. Her experience includes analytic manager responsible for HEDIS reporting, quality goal studies, and outreach projects; analytic lead for adult and pediatric asthma population management; influenza vaccination studies; pharmacy benefit rating; and analysis of policy issues for new benefits and technologies. She received PhD and MA degrees in Sociology from Stanford University.



**Pronovost, Peter J - MD, PhD, FCCM**  
Peter J. Pronovost, MD, PhD is a practicing anesthesiologist and critical care physician, teacher, researcher, and international patient safety leader. Dr. Pronovost is a Professor in the Johns Hopkins University School of Medicine (Departments of Anesthesiology and Critical Care Medicine, and Surgery); in the Bloomberg School of Public Health (Department of Health Policy and Management) and in the School of Nursing.



**Rajaratnam, Richard - MD, FRCS, FACS**  
Richard Rajaratnam, MD, FRCS, FACS is the Area Medical Director, for the Kaiser Permanente Riverside Medical Center. Dr. Rajaratnam began with the Medical Group in 1985, became a Partner in 1987 and has been a board member since January 1, 2000. A graduate of the University of Colombo Faculty of Medicine, Sri Lanka, Dr. Rajaratnam completed his residency in General Surgery at the University of Colombo Faculty of Medicine, Sri Lanka, St. Bartholomew's Hospital Medical School London, UK, and St. Agnes HealthCare, Baltimore, Maryland. He also completed his residency in Otolaryngology at Loma Linda University Medical Center. He is board certified by the American Board of Otolaryngology and the American Board of Quality of Utilization Review. He's a fellow of the Royal College of Surgeons of England and the American College of Surgeons. He's the immediate past president of Riverside County Medical Association.



#### Richey, Melanie - RN, MBA

Melanie Richey, BSN, MBA, is the Director, Community Quality and Collaborative Systems Development. Mel oversees the development and implementation of clinical quality programs with contracted physicians to develop and implement clinical quality programs as part of the Southern CO market expansion. She is also responsible for the implementation of the new Collaborative Care model. She brings over 20 years experience in positions of increasing responsibility within the health care industry. Over 10 years experience in quality program strategic planning. Melanie received her BSN from Wright State University, and her MBA from the University of Phoenix.



#### Richter, Christine

Christine Richter is an Innovation Advisor for the Innovation Consultancy for Kaiser Permanente. She has been with the organization for over 13 years. An expert in project management and social norm change; Christine facilitates innovation at the frontline.



#### Romero, Joan M - RN

Joan Romero had been a registered nurse for 17 years. Her area of expertise is cardiac nursing. She has an extensive background in the care of heart and lung transplant patients. She is a proponent of evidence-based practice in nursing and conducted projects and research throughout her career. She led her ICU team to conduct a research on a protocol for rounding in the Intensive Care Unit called E.A.S.E, which obtained an award from UCLA as #1 Evidence-Based Poster in their Evidence - Based Practice Conference in 2011.



#### Russell, Annie - RN, MSN, MBA

Annie Russell is the Associate Medical Group Administrator for the San Diego Service Area. In her role, she has responsibilities for Primary Services and Complete Care Management. Annie is a seasoned health care executive with over 25 years of experience.



#### Rystrom, Jean

Jean Rystrom has over 27 years of experience in health care administration at Kaiser Permanente Northwest, including 16 years as Department Administrator for Pediatrics. In addition to medical operations responsibility, Jean has implemented several innovative programs to address both medical care delivery and public health issues, especially those related to three areas of special interest: obesity prevention, autism, and the treatment and prevention of child abuse. Jean collaborates extensively with other health care systems and governmental agencies in the search for cost effective ways to improve the health and well-being of children.



#### Sakamoto, Keith - PharmD

Keith Sakamoto, PharmD has served as an Inpatient Pharmacist Specialist at the Kaiser West Los Angeles Medical Center since 1999. His experience with the Anti-microbial Stewardship Program began in November 2010 with the pilot program initiation, and continues in that role currently. He also serves as the Inpatient Pharmacy Preceptor for pharmacy students and residents and is a member of the Infection Control Committee.



#### Schottinger, Joanne - MD

Joanne Schottinger MD is a medical oncologist in SCPMG, a regional assistant medical director for quality and clinical analysis in SCAL and the clinical lead for the CMI cancer initiative. Her areas of responsibility in SCPMG include the regional cancer program, including cancer screening and regional outreach; the Beacon oncology module deployment; technology assessment and clinical practice guidelines; biotechnology drugs; lab/radiology/surgery utilization teams; and support for the medical chiefs of service groups.



#### Schreiner, Patti - BSN, MEd

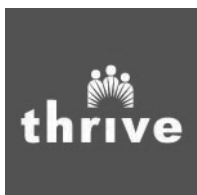
Patti Schreiner BSN, MEd, MA is Supervisor of Health Education and Promotion for KP Colorado. Patti oversees programs that focus on healthy living and risk reduction, creating and leveraging online learning opportunities for members (Webinars), chronic disease self-management, shared decision making, and member centered communication including KP Health Connect.

In 25 years of health care experience, Patti has worked in direct patient care, hospital based wellness/adult fitness, cardiac and pulmonary rehabilitation, and prevention. She has served as a clinical and project manager, health coach/counselor and educator. Patti holds graduate degrees in Kinesiology: Health Promotion and Fitness as well as Counseling.



#### Schreiner, Sue - RN, MSN

Susan Schreiner is the Director for Planned Care and Disease Management for Kaiser Permanente Colorado. She has been in this position since December of 2008. In her current role, Susan, co-led the implementation of Planned Care, a highly successful quality improvement program for the Colorado region. Previous roles at Kaiser Permanente include Director of Nursing Education, Nurse Manager for Pediatrics/Family Medicine/Ob-Gyn, and Nurse Practitioner for Pediatrics/Developmental Pediatrics.



#### Scruth, Elizabeth - RN, CCNS, PhD

Clinical Practice Consultant for Regional Quality and Regulatory Services. Elizabeth has an extensive background in Critical Care and is currently completing her PhD.



#### Sohal, Janet

Janet is Director of Performance Improvement at KP, Sacramento Medical Center. She leads performance improvement efforts around processes, services and experiences resulting in the achievement of organizational strategy and goals. As a nurse she has worked in areas of ICU, clinical education and for the nationally acclaimed patient centered care program Planetree. She is a certified KP improvement advisor, and earned her MSN, from Dominican Hills, and BSN from UOP.



#### Solomon, Loel - PhD

Loel Solomon joined Kaiser Permanente's Community Benefit Program in 2003 and currently serves as Vice President for Community Health. In that position, Dr. Solomon works with other health plan and medical group leaders to establish the strategic direction for Kaiser Permanente's multi-faceted approach to prevention and community health and develops national partnerships to advance those ends. He was a co-founder of the Healthy Eating/Active Living Convergence Partnership, a collaborative of national funders working to advance policy and environmental approaches to community health and currently serves on the Convergence Partnership's steering committee. Dr. Solomon also convenes Kaiser Permanente's Community Benefit leaders and oversees the program's evaluation and community health needs assessment activities. Prior to coming to Kaiser Permanente, Dr. Solomon served as Deputy Director of the California Office of Statewide Health Planning and Development (OSHPD) for Healthcare Quality and Analysis where he oversaw the state's hospital outcomes reporting program, analyses of racial and ethnic health disparities and dissemination of healthcare data to researchers and members of the public. He served as a senior manager at the Lewin Group in Washington, D.C. and as a member of Senator Edward Kennedy's health staff. Dr. Solomon received his Ph.D. in Health Policy from Harvard University and a Master of Public Policy degree at University of California, Berkeley.



#### Spurlock, Richard - MD, MBA

Dr. Spurlock is currently the KP Medical Director for Southern Colorado. The service area encompasses four counties with approximately 57,000 Kaiser Permanente members. He oversees a network of 800 contracted physicians, 7 hospitals and various other facilities. He has responsibility for the KP southern Colorado market expansion with two new clinics and a new Collaborative Model. Dr. Spurlock has worked 17 years for KP CPMG, as Regional Chief of Pathology for 13 years. He is board certified and has broad experience in pathology disciplines. He received his medical degree from the WVUSM, and earned an MBA from the USF.



#### Stamps, Jennifer - RN, BS

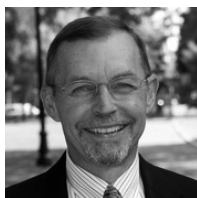
Jennifer Stamps is the Manager for Planned Care for Kaiser Permanente Colorado. She has been in this position since April of 2010. In her current role Jennifer helped develop and implement the Planned Care Medicare outreach program adopted by the Colorado region. Previous roles at Kaiser Permanente include Planned Care Registered Nurse and Internal Medicine Registered Nurse.





#### Stenmark, Sandy Hoyt - MD

Sandy Stenmark is the physician lead for KP Colorado's Community Health Initiative Team. In that role, she has developed a screening program, referral strategy and advocacy initiative around hunger.



#### Stiefel, Matt

Matt Stiefel is a Senior Director in KP's Department of Care and Service Quality. His areas of focus are population health and strategic planning/initiatives. He was a 2008-09 fellow with the Institute for Healthcare Improvement, and continues as a faculty member for the IHI Triple Aim. Matt joined KP in 1981 as a medical economist, and later held management positions in KP Northwest, directing planning, marketing, and medical economics. He joined the Care Management Institute as the director of measurement in 1998 and became the associate director of CMI in 2000. Prior to KP, he served as a policy analyst on the Carter Administration Domestic Policy Staff and in the US Department of Health, Education and Welfare, and as a local health planner in the Bay Area. His academic background includes the Harvard School of Public Health Program in Clinical Effectiveness, coursework in the Systems Science PhD Program at Portland State University, a Master's degree in Public Administration from Wharton, and a Bachelor's degree from Stanford.



#### Taquino, Nancy - RN, MSN

Nancy Taquino serves as a Clinical Practice Consultant on the Clinical Effectiveness team for NCAL Regional Quality and Regulatory Services and in that role supports NCAL Regional Pediatric Performance Improvement initiatives. Nancy has an extensive background in nursing leadership and hospital operations, education and clinical practice in maternal child nursing. In 2009 she attended the IHI Improvement Advisor Training and received the IHI IA certification.



#### Taylor, Jeanie - RN

Bio not available prior to publication



#### Unitan, Robert - MD

Dr. Rob Unitan is a pulmonary/critical care physician who has served Northwest Permanente in a variety of roles over the past 23 years. As Regional Director of Optimization and Innovation, he helps oversee the work of the Pharmacy, Radiology, and Laboratory Utilization Action Teams. Rob co-invented the Panel Support Tool in 2005, and continues to lead PST development for KPNW. He also serves on the KPIT Innovation Fund Board of Directors and the kp.org Health Strategy and Governance group.



#### Vu, John

John Vu is Director of Strategy for Kaiser Permanente's Senior Vice President, Community Benefit, Research and Health Policy. In that role, he plays a key role in the design and execution of KP's Total Health strategy.



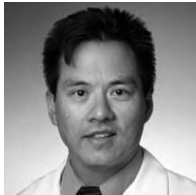
#### Wells, Ann - MD

Ann Wells, MD has been practicing medicine for over 17 years and is currently an Internist at KPCO. Dr. Wells has led various regional health initiatives for Diabetes, Heart Failure, Hypertension and Planned Care at KPCO. Dr. Wells received her medical degree from the University of Virginia and completed her residency in Internal Medicine at the David Grant Medical Center, Travis Air Force Base.



#### Whiffen, Teri - RN, MHA

Teri Whiffen is a Registered Nurse with a Bachelor of Science in Nursing & PHN certification. She earned her Masters in Healthcare Administration She earned her certificate as an Improvement Advisor at the National Kaiser Permanente Performance Improvement Institute as well as her Lean Six Sigma Black Belt from Villa Nova University. Her background includes med/surg, neonatal intensive care, case management, quality, and Sr UBT consultant. Currently she is working at So Cal Regional PCS depart.



#### Wong, Gary - MD, MPH

Dr. Gary Wong is Physician Lead of Population Care Systems and HealthConnect Online for Kaiser Permanente Southern California. He is currently working to develop disease management population registries and integrating information from KPHealthConnect and the POINT Population Care Management System. He also specializes in Preventive Medicine at the Fontana Medical Center.



#### Woo, Lorraine - MPH

Lorraine Woo joined National Patient Care Services in 2005 and is currently Senior Quality and Safety Project Manager. She works with the National Nursing Leadership Council's Quality and Safety Workgroup to address cross-regional Nursing priorities. Her previous health care experience includes the University of California, San Francisco's Center for the Health Professions and the Center for Medicare and Medicaid Services, Region IX. She received a MPH in Health Policy and Management at the University of California, Berkeley in the School of Public Health.



### Yu, Calvin C - MD

Kalvin C Yu attended UCLA School of Medicine and did his internship and residency at Cedars-Sinai Medical Center in Los Angeles. He is Board certified in Infectious Disease by the American Board of Internal Medicine. Dr. Yu joined Kaiser Permanente in 2001 and serves as the Chief of Infectious Disease at the West Los Angeles Medical Center as well as SCPMG Chair of Chiefs of Internal Medicine for the Southern California Region. Dr. Yu has set a three goals in three years program to decrease hospital acquired infections, have cost efficient antibiotic use and assure compliance with state and Joint Commission requirements.

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