



## NATIONAL QUALITY FORUM

Driving measurable health  
improvements together

## Agenda

### Quality Leaders Symposium: Challenges, Adaptations, Opportunities and Innovations During a Pandemic

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**February 25, 2021**

**11:00 am - 3:00 pm ET**

Since the onset of the COVID-19, quality leaders have shifted operations and resources to meet the needs of their patients, families, and employees. During this NQF members-only symposium, quality leaders will discuss challenges to their internal quality improvement initiatives and adaptations they have made as well as concerns for the long-term impact of the pandemic on their work.

**11:00 am      Welcome and Opening Remarks**

*Jonathan Sullivan, Vice President, Product and Membership Design, National Quality Forum (NQF)*

**11:10 am      Keynote Speaker**

*Carolyn Clancy, Assistant Undersecretary for Health, Discovery, Education and Affiliate Networks (DEAN), Department of Veteran Affairs*

**11:30 am      Member Presentations: Challenges and Adaptations, Audience Question & Answer**

*Moderated by Jonathan Sullivan*

**Lessons Learned from the Pandemic: The Role of Quality and Safety Leadership in Addressing Pandemic Challenges**

*Presented by Elizabeth Mort, MD, MPH, Senior Vice President Quality & Safety, Massachusetts General Hospital*

**Patient and Workforce Safety Outcomes Before and During COVID-19**

*Presented by Patricia A. Quigley, PhD, APRN, CRRN, FAAN, FAANP, FARN, PA Quigley Nurse Consultants, LLC, and Lisbeth Votruba, MSN, RN, Chief Clinical Innovation Officer, AvaSure*

**12:30 pm      Break**

**12:45 pm      Panel Discussion: Addressing Healthcare Disparities in the Face of COVID-19 Through Redesign of Traditional Approaches**

*Moderated by Charles R. Gill, MD, MPH, FACMQ, American College of Medical Quality, Senior Director, SSM Health Medical Group*

*American College of Medical Quality Panelists:*

<http://www.qualityforum.org>

*Rick Afable, MD, MPH, FACP, CEO Be Well, Orange County/Mind OC*

*Abha Agrawal, MD, FACP, FACHE, CMO, Norwegian American Hospital*

*Jay Bhatt, MD, MPH, FACP, CCO, Medical Home Network*

*Richard Correa, MD, EdD, FACP, FACE, FAPCR, CMQ, Diversity Director, University of Arizona College of Medicine*

**1:45 pm**

**Member Presentations: Opportunities and Innovations, Audience Question & Answer**

*Moderated by Jonathan Sullivan*

**Integration of a Team Based Model of Care and Practice Facilitation and Rapid Cycle of Change in Primary Care Access**

*Presented by Christine Devine, DNP, RN, BC, MSHI, Network Director of Ambulatory Quality and Patient Safety, Hackensack Meridian Health*

**The Role of Registries in the Time of COVID-19**

*Presented by Christine Rutan, National Director, Real-World Evidence and Health Information Technology, American Heart Association, and Heather Alger, PhD, National Director of Research Bioinformatics, American Heart Association*

**2:45 pm**

**Closing Remarks**

*Chris Queram, Interim President/CEO, NQF*