



Patient Safety—SRE Steering Committee

**Gregg S. Meyer, MD, MSc (Co-Chair) Senior Vice President, Center for Quality and Safety—
Massachusetts General Hospital**

Gregg S. Meyer, MD, MSc, was named senior vice president for the Edward P. Lawrence Center for Quality and Safety at the Massachusetts General Hospital and Massachusetts General Physicians Organization in December 2006. A national leader in the area of quality and safety, Dr. Meyer heads the multi-faceted efforts of the MGH/MGPO in quality and safety. Prior to this position, Dr. Meyer served as the medical director of the MGPO, the largest physician group practice in New England. There Dr. Meyer, a practicing internist, provided leadership to the MGPO's medical management efforts. Dr. Meyer was previously the director of the Center for Quality Improvement and Patient Safety at the Agency for Healthcare Research and Quality (AHRQ). He took the lead position in articulating the Department of Health and Human Service's quality and safety agenda, and coordinating activity with other federal and non-governmental entities. He has served on numerous key committees related to quality and safety including The Joint Commission's Board of Commissioners, National Committee for Quality Assurance's Committee on Performance Measurement, World Health Organization's Scientific Peer Review Group on Health Systems Performance Assessment, Institute of Medicine panels, Advisory Committee to the Massachusetts Healthcare Cost and Quality Council, and NASA's Medical Policy Board. He is currently the co-chair of the National Quality Forum's Safe Practices Maintenance Committee.

Sally Tyler, MPA (Co-Chair) Health Policy Analyst—AFSCME

Sally Tyler, MPA, has worked at AFSCME since 1999. AFSCME is the nation's largest union of public employees, which has within its 1.3 million members significant numbers of professional and non-professional workers in public health, mental health, and direct healthcare services, in settings ranging from home healthcare to nursing homes, to hospitals and clinics. For the past nine years, she has served as senior policy analyst and specializes in healthcare, including healthcare quality standards and performance. Ms. Tyler serves on the Healthcare Information Technology Standards Panel (HITSP) and the advisory board to the American Academy of Developmental Medicine.

Ms. Tyler holds a master's degree in public administration from the Kennedy School of Government at Harvard University. She earned her undergraduate degree at Emory University.

Leah Binder, MA, MGA CEO—The Leapfrog Group

Leah Binder, MA, MGA, is CEO of The Leapfrog Group, an organization of employers and purchasers working to make great leaps forward in the safety, quality, and value of healthcare. Leapfrog administers the Leapfrog Hospital Survey, the results of which are publicly reported and used by purchasers and consumers to make informed healthcare decisions.



Prior to joining Leapfrog, Ms. Binder was vice president of Franklin Community Health Network, and executive director of the Healthy Community Coalition and Franklin Health Access in Maine. Before that she served as senior policy advisor to former New York City Mayor Rudolph W. Giuliani.

Patrick J. Brennan, MD **Chief Medical Officer and Senior Vice President—
University of Pennsylvania Health System**

Patrick J. Brennan, MD, is an infectious diseases physician and chief medical officer at the University of Pennsylvania. He leads patient safety and quality initiatives, focusing on reducing healthcare associated infections and unplanned readmissions and on improving medication safety. Dr. Brennan chairs the Healthcare Infection Control Practices Advisory Committee to the Department of Health and Human Services and is a fellow of the Infectious Diseases Society of America and the Society for Healthcare Epidemiology of America (SHEA) and served as its president in 2008. He is a member of the Sentinel Event Advisory Group of The Joint Commission.

Tejal K. Gandhi, MD, MPH **Executive Director of Quality and Safety—
Brigham and Women's Hospital**

Tejal K. Gandhi, MD, MPH, is a board certified internist and associate professor of medicine at Harvard Medical School. Dr. Gandhi's research focuses on patient safety and reducing error using information systems. She won the 2009 John Eisenberg award for her contributions to understanding outpatient medical errors. Dr. Gandhi is also the executive director of quality and safety at Brigham and Women's Hospital, and director of patient safety at Partners Healthcare. In these roles, she is leading the efforts to standardize and implement patient safety best practices across all of Partners Healthcare.

Dr. Gandhi received her MD and MPH from Harvard University.

Susan Gentilli, MBA, RHIA, CPHQ **Director, Quality Measurement and Improvement—
HealthPartners**

In her current position as the director of quality measurement and improvement at HealthPartners, Inc., a 700,000 member managed care organization in Minneapolis, Minnesota, Susan Gentilli, MBA, RHIA, CPHQ, is responsible for health plan quality improvement, patient safety, clinical performance measurement and HEDIS reporting, NCQA accreditation, and regulatory compliance. She has over 25 years of management experience in clinical quality improvement and health information management and has worked in both acute care hospitals and managed care organizations.

Ms. Gentilli has a master's degree in business from the University of St. Thomas and a BA in health information administration from the College of St. Scholastica.



**Christine A. Goeschel, RN, MPA, MPS Director, Quality and Patient Safety Initiatives—
Johns Hopkins University School of Medicine**

Christine A. Goeschel, RN, MPA, MPS, is a clinical instructor in the Johns Hopkins School of Nursing and associate faculty in the Johns Hopkins Bloomberg School of Public Health. An executive with more than 20 years of acute care experience, Ms. Goeschel has held positions that include both pediatric and adult critical care RN, chief nursing officer, chief operating officer, and chief compliance officer. Ms. Goeschel has a long and successful record of accomplishment in strategic and program development, project management, and education/training for health system leaders' at all structural levels.

In 2000, she created a non-profit division at the Michigan Health & Hospital Association dedicated to Quality and Patient Safety Improvement, the "MHA Keystone Center" serving as its executive director. A major Keystone project involved ICUs across Michigan, conducted in collaboration with Hopkins Patient Safety Leader, Dr. Peter Pronovost and his research group. success of that project was the subject of lead articles in *The New England Journal of Medicine* and fostered a number of national and international projects that are still evolving. Ms. Goeschel was a national Patient Safety Leadership fellow in 2003-2004, and has served on a variety of state and national nursing and healthcare leadership boards.

Ms. Goeschel is a frequent speaker on topics of quality, safety, and leading change, and currently focuses her efforts on the development and implementation of large collaborative projects nationally and, through an evolving relationship between the QSRG and the World Health Organization, internationally.

Dr. Goeschel is a doctoral candidate in Health Systems Management at the Tulane School of Public Health and Tropical Medicine where her research explores characteristics of hospital boards and their association with hospital quality and safety performance.

**Kevin P. High, MD, MS Chief, Section on Infectious Diseases—
Wake Forest University School of Medicine**

Kevin P. High, MD, MS, is chief of the infectious diseases (ID) section and an attending physician at Wake Forest University School of Medicine. While Dr. High has numerous clinical and academic responsibilities, his primary area of focus has been infections in older adults and he has twice authored guidelines on evaluation of fever and infection in long-term care. In addition, Dr. High is currently chair of the Data Safety Monitoring Board of a National Institutes of Health-sponsored interventional study to decrease nursing home-acquired pneumonia.



Cynthia N. Hoen, Esq, MPH, FACHE Assistant General Counsel, Corporate Director Risk Management, Claims Management— Atlantic Health

Cynthia N. Hoen, Esq, MPH, FACHE, has been assistant general counsel at Atlantic Health System in Morristown, New Jersey since 2002. She is responsible for the oversight of all litigation involving Atlantic Health, its physicians, and nurses; Atlantic Health's in-house claims department; captive and commercial insurance programs; and its risk management and patient advocate programs. She implemented and serves on the Preventable Event Review Committees in accordance with the New Jersey Patient Safety Act and developed a proactive risk management program with electronic event and near miss reporting. She is the liaison to the Atlantic Health medical staffs and Quality department.

Prior to joining Atlantic Health, Ms. Hoen engaged in the private practice of law, defending complex actions, including medical malpractice claims against physicians, nurses, and hospitals for 14 years.

Ms. Hoen is a member of the New Jersey, New York, and Colorado Bars; a fellow in the American College of Healthcare Executives; and a member of the American Society of Healthcare Risk Managers and American Health Lawyers Association.

Ms. Hoen received her BA from the University of New Hampshire, her JD from the University of Denver, and her MPH from the University of Massachusetts, Amherst.

Helen Lau, RN, MHRD, BSN, BMus National Program Leader—Kaiser Permanente

Helen Lau, RN, MHRD, BSN, BMus, is a national program leader—quality at Kaiser Permanente Program Offices. Ms Lau's experience includes healthcare administration and leadership roles in quality and nursing. Ms Lau's recent work includes designing and implementing a mortality study for all 32 Kaiser Permanente's Medical Centers. Prior to Ms Lau's current role at program offices, she was a practice leader at Kaiser Northern California supporting regional core measures improvement and survey readiness. Before joining Kaiser Permanente, Helen was the administrative director for quality services with responsibilities and oversight of quality, risk, accreditation, case management, infection control, medical staff affairs, and medical records at Sutter Hospitals. Ms Lau also has clinical and operational oversight experience in clinical nursing units such as critical care, cardiac catheterization lab, and staffing and home care and hospice. From 2001 to 2003, Ms. Lau was appointed by the US Department of Commerce to serve as an examiner on the National Malcolm Baldrige National Quality Award program. In 2008, Ms Lau was appointed to serve at the National Quality Forum (NQF) as a member of the Common Formats Expert Panel .

Ms Lau's educational background includes a BSN from St. Mary's College, a BMus from the San Francisco Conservatory of Music, and a master's in human resource and organizational development from the University of San Francisco.



Kathryn J. McDonagh, PhD

Vice President Executive Relations—Hospira

Kathryn J. McDonagh, Ph.D, is an innovative and experienced healthcare executive with a successful record of accomplishment in a variety of healthcare settings. Dr. McDonagh has more than 34 years of experience in healthcare, with two decades of chief executive officer experience. She is a known leader of high-performance leadership teams with outstanding results. Dr. McDonagh has recognized expertise in achieving nursing clinical excellence, improvements in patient care, and increased patient and physician satisfaction with nursing care. Dr. McDonagh is also an expert on shared governance, shared decision making models, and leadership preparation for the Nursing Magnet program.

Dr. McDonagh has published extensively on topics such as healthcare governing board effectiveness, leadership development and succession planning, and shared governance and patient care improvement. Dr. McDonagh's presentations include governing board best practices, chief executive officer development, executive and leadership development, women in the world of business, and excellence in clinical patient care.

Dr. McDonagh is a fellow in the American Academy of Nursing and the American College of Healthcare Executives. Her work has been recognized by awards including a national Telly Award for her role as host and creator of the cable television show *Focus on Health*, Good Scout Award, Newsmaker of the Year, and the YWCA Women of Achievement Award.

Dr. McDonagh is a graduate of Providence Hospital School of Nursing in Southfield, Michigan and the University of Detroit. She received her master's degree with honors from the University of Michigan in Ann Arbor and her PhD in health sciences from Touro University International in California.

John N. Morley, MD, FACP

**Medical Director—State of New York Department of Health,
Office of Health Systems Management**

John N. Morley, MD, FACP, joined the New York State Department of Health as the medical director for the Office of Health Systems Management in August of 2005. Prior to this position, he served as vice president for Medical Affairs and Medical Director at the Albany Medical Center Hospital. He has trained in and received board certification in anesthesiology, internal medicine, pulmonary, and critical care medicine. He has practiced critical care medicine at The Albany Medical Center Hospital in the Surgical ICU and has published and spoken on safety and quality improvement with particular focus on standardization of clinical care, processes for wrong sided surgery, and office based surgery. He was chosen to be "Physician of the Year" by the Capital District Center for Donation and Transplant in May 2005.



**Deborah Nadzam, PhD, RN, FAAN Practice Leader, Patient Safety—
Joint Commission Resources, Inc.**

Deborah Nadzam, PhD, RN, FAAN, has more than 30 years of experience in healthcare as a practitioner, educator, administrator, and researcher. She joined Joint Commission Resources, Inc. (JCR) and Joint Commission International (JCI) in 2006, as consultant practice leader for Patient Safety. Before joining JCR, Dr. Nadzam served as executive director of The Quality Institute of the Cleveland Clinic health system. In this role she coordinated quality measurement and improvement activities for the ten-hospital health system in northeast Ohio, including standardized collection and reporting of clinical measures and patient experience (satisfaction) in multiple settings. In addition, Dr. Nadzam led the launching of a system-wide patient safety committee and program based on seven strategies associated with preventing harm to the patient. During her tenure at Cleveland Clinic, the accredited network won two Codman awards for demonstrating improvement in heart failure care (2001) and stroke care (2003).

Dr. Nadzam has held staff nurse positions and served as a mental health consultant and clinical nurse specialist. Faculty positions include those at Kent State University, Case Western Reserve University, University of Illinois, and Ursuline College. She has held multiple positions associated with quality measurement and improvement, ranging from the nursing unit and division levels, to directing a ten-hospital system quality measurement program at Cleveland Clinic, to a position of national scope at The Joint Commission, where she was vice president for performance measurement and participated in the development and launch of the ORYX initiative. Dr. Nadzam has also had extensive experience related to healthcare informatics and implementation of performance measurement systems at the institutional level, as well as at the national level.

Dr. Nadzam has also been active in National Quality Forum (NQF) activities, serving as vice chair of the Research and Quality Council for NQF's first four years, and most recently serving on the Ad Hoc Committee on Improving the Consensus Development Process. She has also been a member of the National Coordinating Council for Medication Error Reporting and Prevention since its inception in 1995, and is the current council chairperson. Dr. Nadzam chairs the National Coordinating Council for Medication Error Reporting and Prevention, which won the 2008 John M. Eisenberg Patient Safety and Quality Award for Innovation in Patient Safety and Quality at the National Level. Dr. Nadzam has a BSN from the University of Michigan, and an MSN and PhD from Case Western Reserve University, with a minor concentration in applied statistics. She also has a green belt in Six Sigma and has experience with the use of Lean tools.

**Martha J. Radford, MD, FACC, FAHA Chief Quality Officer, Professor of Medicine (Cardiology)—
NYU School of Medicine**

Since 1998 Martha J. Radford, MD, FACC, FAHA, has devoted her professional life to quality and outcomes of care as director of clinical quality for the Yale New Haven Health System (1998-2005) and chief quality officer for NYU Langone Medical Center (since 2005). She has demonstrated leadership in



understanding and improving quality of care for all disciplines in two large, complex academic health systems.

Dr. Radford first became involved with quality improvement and quality related research in 1993, when she became associated with the Connecticut Peer Review Organization and the Health Care Financing Administration (later the Center for Medicare and Medicaid Services) through its innovative Cooperative Cardiovascular Project. She has actively collaborated with the Cardiovascular Outcomes Research Group with Dr. Harlan Krumholz at Yale University School of Medicine, the Atrial Fibrillation Outcomes Research Group with Dr. Brian Gage at Washington University (St. Louis) School of Medicine, and other outcomes research groups. Dr. Radford received her bachelor of science in genetics from University of California, Berkeley in 1970, her master of arts in molecular biology from University of California, Berkeley in 1973, and her MD degree from Harvard Medical School in 1978. She trained in internal medicine at Brigham and Women's Hospital, and cardiovascular disease at Duke University Medical Center. Between 1984 and 1998, she was a member of the cardiology faculty at the University of Connecticut School of Medicine.

**Stancel M. Riley, Jr., MD, MPA, MPH Executive Director—
Massachusetts Board of Registration in Medicine**

After 22 years as a practicing cardiothoracic surgeon, Stancel M. Riley, Jr., MD, MPA, MPH, became director of patient care assessment (PCA) at the Massachusetts Board of Registration in medicine in 2006. PCA coordinates programs in quality assurance, patient safety, risk management, peer review, utilization review, and credentialing. The division analyzes healthcare systems statewide, detecting early-warning signs and alerting hospitals and physicians to prevent medical errors. Dr. Riley was appointed executive director of the board in 2009 and also advises other state agencies on patient safety and healthcare quality issues.

**Diane Rydrych, MA Assistant Director, Division of Health Policy—
Minnesota Department of Health**

Diane Rydrych, MA, is the assistant director of the division of health policy at the Minnesota Department of Health. Ms. Rydrych is the department's lead staff person on Adverse Health Events reporting and patient safety issues. She has managed the state's adverse events reporting system for nearly five years. In that capacity, she writes about trends in patient safety and produces a widely read annual report on adverse health events, as well as working with the Minnesota Alliance for Patient Safety, the Minnesota Hospital Association, and other stakeholder groups both in Minnesota and other states to identify and implement system changes that may lead to safer patient care and a cultural shift in how we view medical errors. Ms. Rydrych's areas of focus over the last three years have included prevention of wrong-site, wrong-patient, and wrong-procedure events in Minnesota, including the development (with human factors researchers from the University of Minnesota) of a more robust pre-operative verification and time-out procedure that was recently approved by The Joint Commission as an official alternative to the Universal Protocol and is being implemented statewide, and the prevention of



retained foreign objects in labor and delivery. Ms. Rydrych also works closely with the Minnesota Hospital Association to develop and disseminate implementation guidance for hospitals that report National Quality Forum Serious Reportable Events as part of Minnesota's reporting system.

Ms. Rydrych has a master's in public policy from the Humphrey Institute at the University of Minnesota, and has worked at the Health Department for 10 years.

Doron Schneider, MD, FACP **Medical Director, Center for Patient Safety and
Healthcare Quality—Abington Memorial Hospital**

Doron Schneider, MD, FACP, is a practicing internist at Abington Memorial Hospital. There he serves as medical director of the Center for Patient Safety and Healthcare Quality and deputy program director for the Internal Medicine Residency. He has helped oversee the cultural transformation of the organization towards one of high reliability, safety, learning, and reporting. His work has led to numerous awards and recognitions for the hospital. On a national level Dr Schneider works with the ACP to improve quality in ambulatory settings and with SHM to improve hospital care.

Philip J. Schneider, MS, FASHP **Clinical Professor and Associate Dean for Academic and
Professional Affairs—University of Arizona College of Pharmacy**

Philip J. Schneider, MS, FASHP, has provided leadership in reducing adverse drug events for more than 50 years, including development of a program for the reporting and analysis of adverse drug events that is now widely used in healthcare and served as the basis for the system used by USP. During his 38 years of professional and academic service, he has published more than 170 articles and abstracts in professional and scientific journals, 38 book chapters, edited seven books, and given more than 500 contributed or invited presentations in 22 countries and the United States. He is past president of the American Society of Health-System Pharmacists and the American Society for Parenteral and Enteral Nutrition. He was selected as the recipient of the 2008 Harvey A.K Whitney award, health-system pharmacy's highest honor, for his outstanding contributions.

Eric G. Tangalos, MD, FACP, AGSF, CMD **Chair (Emeritus) Primary Care Internal Medicine,
Professor of Medicine—Mayo Clinic**

Eric G. Tangalos, MD, FACP, AGSF, CMD, is a professor of medicine at Mayo Clinic College of Medicine. Previously, he was president of the American Medical Directors Association, from 1992 to 1994. He was an appointment by President Clinton to the Advisory Committee White House Conference on Aging and a gubernatorial appointee to the White House Conference on Aging. Dr. Tangalos served on three Institute of Medicine committees and worked with the RAND Corporation on Assessing Care of the Vulnerable Elderly. He was chair of the National Institute on Aging (NIA) Alzheimer's Disease Center's Education Core Steering Committee. Dr. Tangalos' research has been continuously funded by the NIA since 1986.



Michael Victoroff, MD

Chief Medical Officer—Lynxcare

Michael S. Victoroff, MD, is risk management consultant for Copic Insurance Company, researching error epidemiology, causation, and prevention. Dr. Victoroff is also chief medical officer at Lynxcare, an advocacy organization for patients with complex conditions, where he has acquired a large cache of stories about medical misadventures. Dr. Victoroff has over 30 years' experience in quality improvement, medical error reporting and analysis, medical informatics, health system management, and bioethics. He practiced FP/OB for 19 years and has been an HMO medical director. He authored the *Taxonomy of Medical Error* (1992), and has written and taught extensively on topics in medical quality and evidence-based medicine.