



34th Annual Virginia Association for Healthcare Quality Education Conference

Virginia: United in Quality and Innovation

2011 Conference Speakers



Crystal Clark, MD, MPH
Director, EMR Benefits Realization
Bon Secours Health System, Inc

Dr. Crystal Clark is Director of EMR Benefits Realization for the Bon Secours Health System. In this role, Dr. Clark is responsible for developing the evaluation plan for the enterprise-wide EPIC electronic medical record (EMR) implementation. She developed an enterprise wide benefit realization framework known as the *Five Stages of Benefit Realization* as well as our *Linkage Concept* – which is a driver-outcome pairing model to accelerate improvement and the accrual of benefit by linking *drivers* from automation (e.g. CPOE) to *outcome* commitments (e.g. Preventable ADE reduction). She also currently serves on the Board of Directors at Maryland Healthcare Education institute of the Maryland Hospital Association.

Some of her past leadership roles include Chief Medical Officer at the Bon Secours Baltimore Health System and served as Fellow at the Institute of Healthcare Improvement (IHI).

After graduating from the University of Louisville School of Medicine, Dr. Clark continued her post graduate studies at John Hopkins University earning a Master's Degree in Epidemiology and advanced studies at the Harvard School of Public health.



**David A. Collins, MHQ, CPHQ, CPHIMS, FHIMS
Director, Healthcare Information Systems
HIMSS**

David Collins is Director, Healthcare Information systems for HIMSS, the largest U.S. cause based, not for profit healthcare association focused on the optimal use of information technology and management systems for the betterment of healthcare. In his role, he has oversight of the HIMSS Davies Awards of Excellence Program, and the Patient Safety & Outcomes Committee (PS&QO). In selection of winners, he has attended over 30 Davies site visits across the four award categories assessing value and impact achieved by HER systems on quality and safety.

As staff liaison to the HIMSS PS&QO Committee, Collins has launched a CDS and e-Prescribing wiki, published the “Integrating Medical Devices with Clinical Documentation Systems—A Quick-Start Guide,” launched the HIMSS *Stories of Success!* Program (highlighting case studies of the use of health IT to fulfill national patient safety goals and priorities), and launched the HIMSS Quality 101 website (a resource to understand quality and quality measures related to health IT).

David previously served as Project Manager for the Doctor’s Office Quality-Information Technology (DOQ-IT) project at Virginia’s Quality Improvement Organization (QIO) in Glen Allen, Va., from 2001-2005. Other employment has included Trigon Blue Cross Blue Shield and Accenture Consulting.

Collins is a 2000 graduate of Virginia Commonwealth University’s Master of Health Administration program (MHA). Prior to his MHA, David served seven years as an advanced life support provider for EMS and in the emergency department setting.



Kathleen Wiley, RN, BSN, CPHQ
Quality Analyst
Bon Secours Health System, Inc.

Kathy Wiley has extensive healthcare experience with particular focus on healthcare quality since 1984. She is currently a Quality Analyst on the Outcomes Management Team with Bon Secours Health System. Kathy has particular expertise in CMS and JC Core Measures, Accountability Measures, Hospital Acquired Conditions, and Meaningful Use Measures as well as the analysis, data display focused review and oversight of abstraction for those areas. Kathy has also been part of the team to oversee the implementation of an Electronic Medical Record in seven of the fourteen Bon Secours facilities, including the development of the ongoing audits associated with that process

Before coming to the Bon Secours Health System, her previous positions included Quality Coordinator, Inova Health Care System in Fairfax, VA, Nursing Faculty, Wor-Wic Community College in Salisbury, Maryland, Director of Case Management at Atlantic General Hospital in Berlin, Maryland, Clinical Research Analyst for DynCorp AdvanceMed in Reston, VA, Quality Improvement/Utilization Management Coordinator at Loudoun Healthcare in Leesburg, Virginia, and Quality Assurance Coordinator at Springwood Psychiatric Institute in Leesburg, Virginia.

Kathy received her Bachelor of Science Degree in Nursing from George Mason University and Associates Degree from Mount Aloysius College. She is a Certified Professional in Healthcare Quality since 1987, a Juran Six Sigma Green Belt, a Diplomate with the American Board of Quality Assurance and Utilization Review Physicians since 1992 and a member of the American Case Management Association, Maryland Chapter since 2002. Kathy has also served on the Board of Virginia Association of Healthcare Quality.

Despite her passion in the area of healthcare quality, Kathy finds her greatest joy in spending time with her five children and families, including eleven terrific grandchildren.



Maria Hatfield, RN, BSN
Quality Analyst
Bon Secours Health System, Inc.

Maria is a retired Navy Nurse with a broad breadth of experience in many areas. Her clinical experience includes postpartum care, primary care clinic, medicine, ambulatory care, and of course, military nursing. She also has focused experience in leadership and quality analysis, particularly physician peer review. The newest member of the Quality Hub (QHUB) team, Maria has been involved in Electronic Medical Record implementation in two Bon Secours facilities, and has also assisted in audit development.

She is a member of the Healthcare Information and Management Systems Society, as well as the Virginia Association of Healthcare Quality. She is currently pursuing a Master's Degree in Nursing Informatics at the University of Maryland.



Jacqueline L. Cole, RN, MSN, CNOR, CPHQ, CMCN, CHC
Director of Compliance/Quality and Privacy Officer
DAKOTACARE

Jacque Cole is the Director of Compliance/Quality, and Privacy Officer for DAKOTACARE. As the Director, she leads the Corporate Compliance, Privacy and Quality efforts for all DAKOTACARE plans; including but not limited to: HMO, individual, and third party administrative subsidiary. Jacque specializes in directing compliance efforts, advocating for members, and directing efforts to insure members obtain the quality care in the most cost effective way. Jacque has been involved in quality and compliance since 1984; nursing since 1989; and healthcare specific compliance and privacy since 1996.

A graduate of University of South Dakota, South Dakota State University, Willmar and Worthington Community Colleges, Jacque holds a Master of Science degree in Healthcare Administration, Bachelor of Science in Biology and Chemistry and an Associate Degree in Nursing. Her professional certifications include: Certified peri-Operative Registered Nursing (CNOR), Certified Professional in Healthcare Quality (CPHQ), Certified Managed Care Nursing (CMCN) and Certified in Healthcare Compliance (CHC).

She has served on and chaired state and national boards for the Association of peri-Operative Registered Nursing (AORN), Greater Sioux Chapter of AORN, National Association of Healthcare Quality (NAHQ), South Dakota Association of Healthcare Quality (SDAHQ) and Health Connect of SD (formerly known as the Children's Medical Library). She has served on the NAHQ Governing Council, NAHQ Leadership Council, and SD Grow Healthy Initiative.

She is currently serving on the NAHQ Board of Directors, SD E-Health Collaborative, SD Colorectal Committee, AHIP SD State Strategy Team, Leavitt Group Health Care Reform Taskforce, SD Division of Insurance Health Care Reform Taskforce and Health Connect of SD.

Jacque also takes an active role in the Sioux Falls community, having served and chaired several local non-profit boards and stays involved in statewide fund raising activities for several organizations.

Jacque, a Midwest native, resides in Sioux Falls.



Karin E. Cox, RN, MSN, CPHQ
Quality Coordinator
INOVA Fairfax

Karin has been a Registered Nurse for over 30 years in acute care facilities in California and Kansas. While at Long Beach Memorial Medical Center, she was involved in numerous quality projects including patient flow and the Institute for Healthcare Improvement (IHI) Collaborative on Patient Flow. She was also primary site coordinator for the California Nursing Outcomes Coalition. She developed and implemented a hospital wide strategic plan for Night Shift retention that was recognized by the National Sleep Foundation.

In her current role as a Quality Coordinator at Inova Fairfax Hospital, Karin supports regulatory readiness and performance improvement including being a facilitator for the Patient Flow Committee. Inova Fairfax Hospital was also a participant in the IHI Flow Collaborative, so Karin has a perspective about patient flow from two different organizations.

She is a Certified Professional in Healthcare Quality (CPHQ) and an active member of the Virginia Association for Healthcare Quality. Karin received an Associate Nursing degree from El Camino College in California in 1978. She received a BS in nursing from Mount Saint Mary's college in Los Angeles in 1986 and an MSN in 2005 also from Mount Saint Mary's College.



Frances Collins RN, MSN
Quality Coordinator – Transplant and Ventricular Assist Device Programs
INOVA Fairfax Hospital

Frances has been a registered nurse for over 25 years. She has served in many different roles over her career including patient care director, education coordinator, clinical nurse specialist and quality consultant. Her current position is Quality Coordinator for the Transplant and Ventricular Assist Device Programs at Inova Fairfax Hospital. This includes ongoing monitoring of clinical indicators and process improvement.

Over her career, Frances has participated in multiple process improvement activities including patient flow. Frances is an active member of the American Association of Critical Care Nurses (AACN) and the Greater Washington Area Chapter. She has served as chair for Spotlight on Critical Care, a two day regional conference with over 400 participants and 75 vendors.

Frances received her BSN from George Mason University in 1983 and her MSN from George Mason University in 1993.



Sallie S. Cook, MD
Chief Medical Officer
Virginia Healthcare Quality Center (VHQC)

Sallie S. Cook, MD, serves as corporate medical officer and senior clinical advisor for quality improvement initiatives, review activities and other related VHQC functions, including the Virginia Health Information Technology (VHIT) Regional Extension Center. Dr. Cook joined the VHQC in 1990 after serving as a member of the medical staff and Medical Director of the Blood Bank at Virginia Commonwealth University Health System's Medical College of Virginia (MCV) Hospitals.

A Phi Beta Kappa graduate from Westhampton College of the University of Richmond, Dr. Cook received a B.S. in Biology. She earned her M.D. from the Medical College of Virginia (MCV), where she also served a residency in anatomic and clinical pathology. She joined the faculty of the VCU/MCV Department of Clinical Pathology after completing a fellowship in immunohematology. She is board certified in anatomic and clinical pathology and the subspecialty of blood banking. Dr. Cook is an Associate Clinical Professor of Pathology in the VCU/MCV School of Medicine.

She is past-president of the American Health Quality Association (AHQA). Dr. Cook is also the past-president of Virginians Improving Patient Care and Safety (VIPCS), a coalition of more than 40 organizations dedicated to improving health care quality and patient safety. VIPCS awarded Dr. Cook the Distinguished Leadership in Patient Safety Award for 2005 in recognition of her contributions to delivery of safe, effective, quality health care for all Virginians. Currently, she is also the chairman of the board of directors for Virginia Blood Services, central Virginia's regional blood center and serves as a board member for Centralized Credentials Verifications Services, a Virginia health care provider credentialing service. Dr. Cook has also recently been named to the Virginia Lawyers Media 2011 list of "Influential Women of Virginia".



**Thelma Baker, MSHA, RHIA, CPHQ
Senior Director
Virginia Healthcare Quality Center (VHQC)**

Thelma M. Baker is a credentialed expert in healthcare administration, health information administration, and healthcare quality improvement. Thelma joined the VHQC in January 2000 and leads a team of professionals that works with hospitals, nursing homes, and home health agencies to improve care, submit performance data, and reduce hospital readmissions.

Ms. Baker earned a bachelor's degree in medical records administration from East Carolina University in Greenville, NC and holds a certification as a registered health information administrator (RHIA). She also earned her Masters of Science degree in Health Administration from Virginia Commonwealth University. Ms. Baker is a certified professional in health care quality (CPHQ) as recognized by the National Association for Healthcare Quality.



Jean Moody – Williams, RN, MPP
Division Director, DQEHO
Center for Medicaid and State Operations, CMS

Jean D. Moody-Williams, RN, MPP, is the current Division Director for the Division of Quality, Evaluation, and Health Outcomes (DQEHO) for the Center for Medicaid and State Operations (CMSO) at CMS. She is responsible for leading quality improvement efforts for one of the world's largest purchasers of health care, the Medicaid Program. She is also responsible for leading quality improvement activities in the State Child Health Insurance Program (SCHIP). In this capacity she leads CMS' Medicaid and SCHIP quality improvement efforts to support States in implementing programs aimed at achieving safe, effective, efficient, patient-centered, timely and equitable care. The Division is also responsible for analyzing and supporting State demonstration evaluations and providing technical assistance to States on external quality review reporting, EPSDT, vaccinations programs and emerging issues in health care reform.

Prior to joining CMS, Ms. Moody-Williams served as the Division Chief for Facility Quality and Performance at the Maryland Health Care Commission (MHCC) where she was responsible for developing and maintaining a system to evaluate and publicly report the quality of care and performance of Nursing Homes, Hospitals, Ambulatory Surgical Facilities, and other health care facilities.

Ms. Moody-Williams has held several management and health policy positions including serving as the Associate Executive Director of the National Resource Center for Health Policy and Strategies, developing and implementing programs at both the Michigan and Pennsylvania Quality Improvement Organizations and serving as the Director of Quality Improvement for a Health Care System in Dallas. She has also published a series of articles and technical papers in the area of quality improvement. She received her Bachelors of Science in Nursing from Hampton University and a Masters of Public Policy and Management from the University of Maryland, College Park.



Janet Englert, RN
Director, QUEST Client Services
Premier Healthcare Alliance

Janet Englert is currently Director for QUEST Client Services at Premier healthcare alliance. Jan has over 40 years of experience in the healthcare industry and has worked as an RN for ten years before becoming Manager of the Clinical Outcomes Department at North Mississippi Health Services until 2007. During that time she also acted as leader/coordinator of the Baldrige Results team from 2004-2006. Jan then served as a System Quality Consultant at North Mississippi Health Services and focused her efforts on hard-wiring processes and system improvements.

Jan joined Premier in 2008 and supports the QUEST members in opportunities for improvement to ultimately reach the top performing threshold of the QUEST cohort. Ms. Englert has also been a National Baldrige Examiner since 2004.



Todd Anderson, JD
Attorney, LeClairRyan and Associates

Mr. Anderson represents clients in civil litigation in federal and state courts in Virginia and North Carolina. He focuses his practice on defending health care practitioners in claims alleging medical malpractice and in the defense of general tort and negligence claims. He has obtained defense verdicts as both first and second chair trial attorney in complex matters including claims for wrongful death.

Mr. Anderson has been representing health care providers in litigation for over a decade. His clients have included institutional providers such as hospitals, nursing homes and dialysis centers. In addition, he has represented health care providers in the following specialties: anesthesiology, dentistry, emergency medicine, family practice, gastroenterology, general surgery, internal medicine, neurosurgery, nursing, obstetrics and gynecology, oncology, ophthalmology, orthopedic surgery, pediatrics, podiatry, radiology, and urology.

Mr. Anderson also represents providers before the Board of Medicine and advises risk managers and others on legal issues related to patient care such as record-keeping and confidentiality. Mr. Anderson maintains membership in a number of healthcare organizations to stay abreast of issues pertinent to his healthcare clients and their needs.

Mr. Anderson also represents businesses in defending personal injury and property damage claims. Representative clients have included major retailers and other large corporations in matters involving fires, defective products, vehicle accidents and premises liability.



Anthony Tucker, MBA
Director of Ambulatory EHR Solutions for
HCA Physician Services
Hospital Corporation of America (HCA)

Anthony Tucker has 20 years of progressive healthcare experience, starting his career as a Licensed Practical Nurse in the Army. 16 of his 20 years of Healthcare experience has been working in or to support Physician Practices. He has a bachelor's degree in Organizational Management/Quality Improvement and a Master's of Business Administration in Healthcare. Anthony's clinical experience has an emphasis in Cardiology Services and Emergency Medicine and his roles have included Quality Improvement Manager, Practice Manager, Compliance Officer, Clinical Manager, EMR implementation, Medical Practice Consultant, and Healthcare Consultant.

Anthony is currently the Director of Ambulatory EHR Solutions for HCA Physician Services (HCAPS) supporting more than 2,500 physicians in 500 Medical clinics in 20 states. In this role he leads all corporate-driven, technology-related clinical initiatives for HCAPS. Anthony's team is responsible for building clinical content and clinical workflow design and functionality within the HCA-hosted EMR solution. Anthony also runs the HCAPS Physician Quality Reporting (PQRS) Registry and has implemented corporate Meaningful Use and e-Prescribing programs.

Anthony currently resides in Nashville, Tennessee with his wife, Pamella, who is also employed with HCA.