PATRICIA A. MCGAFFIGAN
CHIEF OPERATING OFFICER AND SENIOR VICE PRESIDENT
NATIONAL PATIENT SAFETY FOUNDATION

Patricia A. McGaffigan is the Vice President of Safety Programs at the Institute for Healthcare Improvement. Her prior experience includes clinical practice, academia, and leadership roles in education and marketing positions for several start-up and established medical device companies focused on improving patient safety. Patricia is a Certified Professional in Patient Safety, a graduate of the AHA-NPSF Patient Safety Leadership Fellowship Program, and a member of the American Society for Professionals in Patient Safety. She was awarded the distinguished Lifetime Member Award from the American Association of Critical Care Nurses. She serves on a wide range of national committees related to safety and is a Board of Director for Medically Induced Trauma Support Services. Patricia received her BS with a major in Nursing from Boston College, and her MS with a major in Nursing from Boston University.

CAPTAIN STEPHEN W. HARDEN
CHAIRMAN AND CHIEF EXECUTIVE OFFICER
LIFEWINGS PARTNERS, LLC

Stephen W. Harden believes that every leader has—with the right coaching, inspiration, and motivation—the ability to succeed, achieve, and do worthwhile work that makes a dent in the universe. A coach, trainer, speaker, author, and entrepreneur, Steve is the founder, Chairman and Chief Executive Officer of LifeWings Partners LLC. LifeWings is a team of pilots, astronauts, physicians, nurses, and Toyota-trained Lean experts that have helped than 180 health care organizations around the world to become high reliability organizations as they eliminate patient harm and drive out waste and inefficiency in their patient care processes. Captain Harden has trained and coached over 20,000 administrators, physicians, nurses, and staff. Nothing is more satisfying to him than seeing a health care institution achieve zero patient harm, create a great working environment, and improve patient care quality measures. Captain Harden shares his knowledge about personal and organizational excellence around the world in conferences, workshops, presentations and group and one-on-one coaching sessions. He has authored, or co-authored, three books on patient safety, written hundreds of articles and newsletters, and designed over 40 separate training programs for commercial aviation, military flight squadrons, heavy construction, military contractors, and health care.
CATHERINE E. LIVINGSTON
PARTNER
JONES DAY

Catherine E. Livingston is a leading authority on the Affordable Care Act (ACA). She has in-depth knowledge of the many tax provisions contained in the ACA and ongoing issues over enforcement. She assists clients in understanding agency decisions interpreting the ACA, legislative proposals to amend the ACA, and pending ACA litigation. Cathy also practices in the area of tax-exempt organizations. She advises nonprofits on the tax implications of their operations and transactions, and assists them in IRS audits, ruling requests, and exemption applications. She works with nonprofits involved in health care, education, environmental conservation, technology innovation, issue advocacy, and social enterprise. She also advises organizations and their boards on nonprofit corporate governance. Prior to joining Jones Day in 2013, Cathy was Health Care Counsel in the IRS Office of Chief Counsel where she served as principal legal advisor to IRS senior leadership on all aspects of the ACA. She worked closely with the White House, the Department of Health and Human Services, and the Department of Justice. From 2002 until 2010, Cathy oversaw all IRS legal work with respect to tax-exempt organizations. From 1994 to 1998, she had principal responsibility for tax-exempt organizations in the Treasury Department’s Office of Tax Policy. She helped draft the tax guidance about most of the significant issues for tax-exempt organizations of the past two decades, including excess benefit transactions, joint ventures, unrelated business income tax, and political and lobbying activities. Cathy is a Fellow of the American College of Tax Counsel.

JOY M. PETERS, DNP, RN, MSN, MBA, NEA-BC
VICE PRESIDENT OF PATIENT CARE SERVICES & CNO
JEFFERSON HOSPITAL/ALLEGHENY HEALTH NETWORK

Joy M. Peters has worked closely with the Pittsburgh Regional Healthcare Initiative and is passionate about utilizing the principles of the Toyota Production System in the prevention of infections in health care. She has delivered many presentations on the application of Lean in the elimination of central line associated bloodstream infections both locally and nationally, as well as appeared on ABC’s 20/20 on a program titled “Germs – The Dirty Dozen.” Most recently, she was the Allegheny Health Network collaborative lead in the prevention of C.difficile.

CINDIE ANDREWS, BS, RN
INFECTION PREVENTION PRACTITIONER
JEFFERSON HOSPITAL

Cindie Andrews has worked at Jefferson Hospital for more than ten years, first as a staff nurse on a post-operative telemetry unit, where she served as the unit representative on the Care Delivery Partnership Program communicating unit concerns to leadership and bringing new initiatives to the staff. Next, she served as the physician liaison for development of our CPOE implementation, working with specialist physicians and contracted IT personnel in the development of electronic protocols and order sets. Since 2013, she has been in the Infection Prevention Department and has worked closely with nursing and physician leadership, conducting surveillance, reporting as appropriate and educating patients, family and staff regarding infections and multi-drug resistant organisms. As part of multi-disciplinary collaborative teams, she has been involved in the development and implementation of best practice processes to improve patient outcomes. She has presented to, and gained participation in, initiatives to all levels of staff, from physicians and nurses to housekeeping and transporters. She also was a poster presenter at the 2016 HAP Symposium as part of a team from Jefferson Hospital.
Chas Hoffman graduated with his PharmD from the University of Pittsburgh School of Pharmacy in 2012 and completed an ASHP-accredited Post-Graduate Year-1 Pharmacy Practice Residency at Firelands Regional Medical Center in Sandusky, OH and an ASHP-accredited Post-Graduate Year-2 Infectious Diseases Pharmacy Residency at the University of Rochester Medical Center in Rochester, NY. He recently completed a Post-Doctoral Epidemiology/Outcomes Research Fellowship at Wegmans School of Pharmacy at St. John Fisher College in Rochester, NY. Currently, he is a Clinical Pharmacy Specialist in Infectious Diseases at Jefferson Hospital, part of Allegheny Health Network.

Catherine Harmer is the System Director, Patient Experience at Main Line Health. As the system leader for Patient Experience, Cathy has responsibility to lead patient and family centered efforts and activities at all MLH entities (including five hospitals, a drug and alcohol treatment center, home care and hospice and physician practices). Cathy has responsibility for implementing educational programs designed to enhance knowledge and change behaviors with the goal of a superior experience for patients and families. Cathy leads the Patient Experience Steering Committee, the MLH Patient Guest Relations Committee, the MLH Patient Family Advisory council and work teams that have implemented video remote interpretation to enhance our interpreter services and the C.A.R.E. Channel to provide music and images in patient rooms. She is currently working on a project to implement a real-time feedback tool which will be used as a rounding application by nurse leaders and to collect and report quality data. Cathy has a certificate in Six Sigma Green Belt and Lean Six Sigma in HealthCare from Villanova University. Cathy has experience as a Magnet Project Director and has contributed to the writing of every MLH application. Recently, Cathy completed training to become a Baldrige Examiner with the Mid-Atlantic Alliance for Performance Excellence.

Barbara Wadsworth is the Senior Vice President of Patient Services and the Chief Nursing Officer at Main Line Health. As the MLH System CNO, Barbara has responsibility for all patient care services including, all inpatient care areas, care management, home care and hospice, the emergency departments, respiratory, and pharmacy. Barbara has responsibility for implementation of culture of safety embedding, diversity, inclusion and respect, the Future of Nursing Action Plan, and superior patient experience. She holds a doctor in nursing practice, Health Systems Leadership from Vanderbilt University. Barbara is a Fellow in the American Academy of Nursing, and a Fellow in the American College of Healthcare Executives and is presently in the Baldrige Executives Fellows program. Barbara has more than 30 years of experience in nursing and has held a variety of staff and management positions. Barbara is a 2009 Robert Wood Johnson Executive Nurse Fellow. Barbara holds several board appointments including president of the Pennsylvania Organization of Nurse Leaders and president of Nightingale Awards of PA. Barbara also serves on the Immaculata University MSN Advisory Board, PHL Convention & Visitors Center Board Nursing Leadership Committee (chair) and the Montgomery County Board of Health. Recently, Main Line Health history was made when the American Nurses Credentialing Center (ANCC) announced MLH’s achievement as one of only 22 health systems in the nation to achieve Magnet® status. Riddle Hospital, Bryn Mawr Rehab Hospital, and the Main Line Health HomeCare & Hospice division have received initial designation, and Lankenau Medical Center, Bryn Mawr Hospital and Paoli Hospital have been designated for the third time. With this designation, MLH is the only health system in the nation to bring on two initially designating entities and a home care and hospice division, along with three re-designating
hospitals. Likewise, Bryn Mawr Rehab Hospital became the fourth acute freestanding rehabilitation facility in the country, and the only one on the East Coast, to receive Magnet designation.

**PAUL ALPER, BA**
**SENIOR VICE PRESIDENT PATIENT SAFETY STRATEGY, DEBMED**
**CHAIRMAN, THE ELECTRONIC HAND HYGIENE COMPLIANCE ORGANIZATION**

A researcher, innovator and strategist for over 35 years, Paul Alper has been a significant contributor to advancements in hand hygiene, infection prevention, and patient safety. He led the launch of PURELL Hand Sanitizer in the North American hospital and consumer markets in the 1980s and 1990s. During the past nine years at DebMed, he has been a leading researcher, inventor and pioneer in the electronic monitoring of hand hygiene and has over 100 publications, abstracts, lectures and conference presentations about the topic to his credit. He is the Chairman and founder of EHCO - The Electronic Hand Hygiene Compliance Organization, Inc., a nonprofit organization dedicated to eliminating the risk of harming patients as a result of poor hand hygiene by influencing change in the standards and guidelines at accreditation organizations, government agencies and hospitals. EHCO has been working directly with CMS, The Joint Commission, DNV, the CDC, APIC, Leapfrog, The Patient Safety Movement and others to bring the emerging evidence that strongly supports adoption of electronic monitoring to these influential organizations.

**CONNIE STEED, RN, MSN, CIC**
**DIRECTOR OF INFECTION PREVENTION**
**GREENVILLE HEALTH SYSTEM**

Connie Steed is currently the corporate Director of Infection Prevention for the Greenville Health System in Greenville, South Carolina. She has contributed to clinical practice, education, and research in the field of infection prevention for more than 35 years. Connie’s recent focus and passion has been hand hygiene compliance and monitoring alternatives. Nationally, she has served on APIC’s Membership and Governmental Affairs Committee(s) and on the APIC Board as a Director and Secretary. Connie has held a number of APIC chapter offices and positions, including chapter president of two different chapters. Connie has also served on the South Carolina DHEC Hospital Infections Disclosure Act (HIDA) Advisory Committee; the NQF Steering Committee for Surgical Endorsement Maintenance project; and as APIC Liaison to the CBIC Board. She is currently serving on the CDC NHSN Work Steering Group and is the APIC Liaison to the CDC Occupational Health guidelines writing group. Connie has been the recipient of many awards for her leadership and clinical achievements including the Leadership Award from APIC and Infection Preventionist of the Year from her local chapter.

**JODI M. SERRAPERE MSN, RN, CCRN-K**
**HIGH RISK CARE SUPERVISOR**
**WEST PENN HOSPITAL, ALLEGHENY HEALTH NETWORK**

Jodi M. Serrapere is the High Risk Care Supervisor for West Penn Hospital, Allegheny Health Network. She received her BSN from the University of Pittsburgh and her MSN from Carlow University. She has more than 20 years of clinical experience working with medical, surgical, ICU, transplant, and oncology patients. She is critical care certified and is the current co-chairs the Complex Case Committee for West Penn Hospital. In her current role, she works with high risk and core measure patients to provide patient and family education, care coordination and post-acute follow-up to improve outcomes for both the patient and the hospital.
JENNIFER DAVIS, PHARMD, MBA
DIRECTOR, AMBULATORY PHARMACY SERVICES
WEST PENN HOSPITAL, ALLEGHENY HEALTH NETWORK

Jennifer Davis is the Director for Ambulatory Pharmacy Services at Allegheny Health Network. She received her PharmD and MBA from Shenandoah University and completed a Pharmacy Practice Residency in Managed Care at Scott and White Healthcare. Her management experience includes Grady Health System, the Pharmacy Services Support Center at APhA, and as a consultant for Health Sciences at Ernst & Young, working with large hospitals and academic medical centers. Other experiences include working extensively with the 340b program and with pharmacy benefit managers, employer groups and state Medicaid programs.

BRIAN JOHNSON, MD
CHIEF MEDICAL OFFICER
WEST PENN HOSPITAL

Brian Johnson has been a staff physician at West Penn Hospital since 2009, and has served on numerous hospital committees. Presently, he serves as treasurer-secretary for the hospital’s Medical Executive Committee. He also led efforts to improve West Penn’s length-of-stay and hospital throughput, among other operational initiatives that have benefitted West Penn’s patients, families and staff. In his new role, Dr. Johnson will work closely with physician leaders, hospital staff and department directors to ensure that West Penn maintains the highest standards of clinical quality and patient service.

SHELLY MCGONIGAL, DNP, RN
DIRECTOR OF QUALITY, SAFETY AND VALUE
ALLEGHENY HEALTH NETWORK, ALLEGHENY GENERAL HOSPITAL

Shelly McGonigal is the Director of Quality, Safety and Value at Allegheny General Hospital in Pittsburgh, PA and has worked in quality improvement since 2008. In this role, she is responsible for achieving the strategic objectives in quality, safety, process improvement, clinical/care process management, and pay-for-performance programs. Ms. McGonigal works with senior leaders, physicians, entity chief medical officers, and system directors to coordinate a consistent strategy of comprehensive patient-centered care. She has authored articles and completed lectures both regionally and nationally focusing on process improvement and achieving quality outcomes.

J. CHRISTOPHER POST, MD, PHD, MSS, FACS
MEDICAL DIRECTOR OF QUALITY
ALLEGHENY HEALTH NETWORK, ALLEGHENY GENERAL HOSPITAL

J. Christopher Post is the Medical Director of Quality, Allegheny General Hospital, Pittsburgh, PA; and the Medical Director of the Center for Genomic Sciences. A practicing pediatric otolaryngologist, he is a Professor of Otolaryngology, and Microbiology & Immunology at Temple University School of Medicine, and the Drexel University College of Medicine. He also has served as the Primate Consultant for the Pittsburgh Zoo. The author of more than 140 scientific articles and chapters, he has lectured extensively worldwide. His research interests include such topics as bacterial biofilms and their role in otolaryngology and chronic orthopedic infections, and human gene discovery. He is a Colonel in the United States Army Reserve with two tours in Afghanistan, a graduate of the Army War College, and the former Reserve Otolaryngology Consultant to the Army Surgeon General. Dr. Post has received the Fowler Award from the Triological Society, Best Doctors in America since 1999, the Bronze Star, and a Combat Medic Badge. He is a member of the Collegium Oto-Rhino-Laryngologicum Amicitiae Sacrum and was the Neel Lecturer for the 2011 Meeting of the American Academy of Otolaryngology-Head and Neck Surgery.
ELLEN S. DEUTSCH, MD, MS, FACS, FAAP, CPPS  
MEDICAL DIRECTOR  
PENNSYLVANIA PATIENT SAFETY AUTHORITY  

Ellen S. Deutsch serves as Medical Director of the Pennsylvania Patient Safety Authority, responsible for analysis and education based on data in the Pennsylvania Patient Safety Report System (PA-PSRS), and Editor of the quarterly peer-reviewed patient safety journal, the Pennsylvania Patient Safety Advisory. Dr. Deutsch practiced as a pediatric otolaryngologist in the Philadelphia area for 20 years and served as Director of Peri-Operative Simulation and Systems Integration for the Center for Simulation, Advanced Education and Innovation at the Children’s Hospital of Philadelphia before joining the Pennsylvania Patient Safety Authority. Dr. Deutsch has held leadership roles in international and national professional organizations, including serving as President of the American BronchoEsophagological Association, Inaugural Chair of the Simulation Education Committee for the American Academy of Otolaryngology-Head and Neck Surgery, Executive Committee Member for the Section on Otolaryngology and Bronchoesophagology of the American Academy of Pediatrics, Chair of the Accreditation Council for the Society for Simulation in Healthcare, and Board of Directors Member at Large for the American Society of Pediatric Otolaryngology. Dr. Deutsch has presented more than 75 invited lectures, and authored more than 40 peer reviewed articles and 50 peer reviewed chapters, editorials and reviews.

WENDY S. FITTS, MHA, BSN, RN, CPHQ, LSSBB  
DIRECTOR OF PERFORMANCE IMPROVEMENT  
LANCASTER GENERAL HEALTH/PENN MEDICINE  

After spending 25 years working as an RN in the Emergency Department and EMS at Lancaster General Hospital, Wendy S. Fitts has served as the Director of the Performance Improvement team for the past 12 years. She has worked on Lean implementation and deployment within the health system since 2010, most recently partnering with operational leaders throughout LGH to transform the culture to one of continuous improvement and utilizing Lean as a daily management system throughout all levels of the organization.

KIMBERLY B. SARGENT, BSN, MSN, NE-BC  
NETWORK HOSPITAL APPLICATIONS IT PROJECT MANAGER  
ST. LUKE’S UNIVERSITY HEALTH NETWORK  

Kimberly B. Sargent is a 26-year veteran of St. Luke's University Health Network, where she began her career in critical care nursing and during 2007 entered nursing management. Kim served as the Vice President of patient care services at St. Luke's Hospital Miners Campus for seven years and is currently a Network Hospital Applications IT Project Manager. Her passion for ensuring optimal staff work environment and patient experience has led her to participate in numerous workflow improvement projects. Most recently Kim was the project manager of a newly constructed inpatient floor where electronic whiteboards were implemented. She is a member of Sigma Theta Tau Honor Society of Nursing and is a certified Nurse Executive. She has been a member of the Lehigh Valley Division Advisory Board of the American Lung Association (ALA) of PA since 2008, volunteers with ACS, completed Community Care for Kids Mission work in Ecuador, and participates in various events and initiatives in her local community.

ANDREW HOFFMAN  
PRESIDENT MEDI + SIGN AND MEMBER OF CAHME STANDARD COMMITTEE  
MEDI+SIGN  

Andrew Hoffman is currently serving as President of MEDI+SIGN and has been responsible for the implementation of new sales systems resulting in improved efficiency and reporting capabilities. Andrew has been with Noventri since 1996 and began his journey with the company as an electronics technician. Andrew
attended HCC where he excelled in mathematics and physics. He has received multiple certifications as an Electronics Technician for Broadcast Video service from Panasonic and JVC including Pro HD Camera Servicing, JVC BR-D40, Panasonic AG-DVX100 and Panasonic AG-HVX200 certifications. During 2003, he stepped into management roles with oversight over the service and video sales departments, which included management of 15 electronic technicians as well as the e-commerce and direct-sales efforts of broadcast video gear including the design-build and installations of TV studios for clients. In 2008, Andrew transitioned to oversight of all operations and is presently serving in executive, administrative and medical sales capacities within the company and maintains certification for Patient Rights, Confidentiality and HIPAA for the organization and for health system Business Associate agreements. In 2017, Andrew was invited to serve on the Commission on Accreditation of Healthcare Management Education (CAHME) Standards Committee and is active in the health care industry with health care leadership groups.

**MARISSA MCMEEN, MPH, MLS (ASCP), CIC INFECTION CONTROL PRACTITIONER THOMAS JEFFERSON UNIVERSITY HOSPITAL**

Marissa McMeen has been an Infection Control Practitioner at Thomas Jefferson University Hospital since 2011, with a particular focus on the prevention of infections in bone marrow transplant patients. During that time, she has worked closely with members of the transplant team on numerous successful initiatives. Marissa has been an active member of the Association in Infection Prevention & Control (APIC) since 2011 and has been Certified Infection Control since 2013. She also presented a poster at the annual IDSA conference in Vancouver, Canada in 2010 regarding the Evolution of Gram-Negative Bacilli Fluoroquinolone Resistance in Pediatric Patients. Her article on the same subject was published in the Pediatric Infectious Disease Journal in 2014 and the Journal of Medical Microbiology in 2015. More recently, Marissa and two of her colleagues were winners of the Pennsylvania Patient Safety Authority’s 2017 annual “I Am Patient Safety” contest for their work with central line-associated bloodstream infections (CLABSI) in bone marrow transplant patients and presented a poster on the topic at the Annual Nursing Research Conference at Thomas Jefferson University Hospital. She was awarded a Certificate in Medical Technology from Robert Packer Hospital School of Clinical Laboratory Sciences in 2005.

**DONNA MILLER, RN, MSN UNIT MANAGER THOMAS JEFFERSON UNIVERSITY HOSPITAL**

Donna Miller has been employed by Thomas Jefferson University since 2012. She has been the nurse manager of the Bone Marrow Transplant Unit from September, 2015 to present, managing a 12-bed unit specific to bone marrow transplant and associated complications. From February, 2012 through September, 2015, she was employed as a Nurse Manager, Oncology Outpatient Infusion Center. Prior to her nurse manager role, Donna was the Patient Safety Officer at a three campus health care system in Philadelphia, and worked in various nursing roles with the oncology patient population over the last 25 years. Donna has recently been recognized for CLABSI prevention and leadership by Thomas Jefferson University Hospital in 2016 by being recognized and rewarded the Empirical Outcomes Award Honorable Mention. She was a recipient, along with two of her colleagues, of the Pennsylvania Patient Safety Authority, “I Am Safety Award” for CLABSI prevention this year and had a poster on the topic presented May 2017 at the Annual Nursing Research Conference at Thomas Jefferson University Hospital.

**JESSICA RADICKE, RN, BSN NURSING ADMINISTRATIVE CHARGE THOMAS JEFFERSON UNIVERSITY HOSPITAL**

Jessica Radicke has been employed by Thomas Jefferson University since 2008. She has spent her entire career on the Bone Marrow Transplant Unit. Jessica first started on the unit in a nurse externship. After
successful completion of her NCLEX exam Jessica transitioned into the role of a staff nurse. In 2016, Jessica accepted the Administrative Charge position on the BMTU, which is a 12-bed unit. The patients cared for on this unit require all levels of care from medical surgical to critical care. She maintains her OCN and ONS Chemotherapy/Biotherapy Certification. Since the beginning of her career Jessica has always been an active participant on the infection control committee and the CLABSI working group. Jessica has recently been recognized for CLABSI prevention and leadership by Thomas Jefferson University Hospital by receiving the Empirical Outcomes Award Honorable Mention. She was a recipient, along with two of her colleagues, of the Pennsylvania Patient Safety Authority, “I Am Safety Award” for CLABSI prevention this year and had a poster of the topic presented at the Annual Nursing Research Conference and Thomas Jefferson University Hospital.

RYAN DONOHUE
CORPORATE DIRECTOR OF PROGRAM DEVELOPMENT
NATIONAL RESEARCH CORPORATION

Ryan Donohue is a thought leader in the realm of health care consumerism. Ryan’s mission is to inspire and persuade hospital and health system leaders to embrace and engage the health care consumer. Over the past decade, Ryan has conducted extensive research on the effects of consumerism on the US health care industry. Ryan is currently the corporate director of program development with National Research Corporation, the largest surveyor of health care consumers in the U.S. Through his research and subsequent findings, Ryan has authored several publications on the topics of health care consumerism, brand strategy, and effective marketing tactics including his most recent work: “Considering the Customer: Understanding & Influencing Healthcare’s Newest Change Agent” published by The Governance Institute. Ryan also shares his message across the country via national, regional and local health care and hospital associations. Ryan has worked directly with clients such as Mayo Clinic, Baylor Scott & White, Tenet, Trinity Health, Middlesex Hospital, and other organizations big and small to understand and influence consumer decision making in healthcare.

DEBBIE FUEHRER, MA LPCC
MIND BODY MEDICINE COORDINATOR
MAYO CLINIC

Debbie Fuehrer is employed as a Mind-Body Medicine Counselor in Integrative Medicine and Health at Mayo Clinic, working with Dr. Amit Sood since 2010. She has a masters degree in counseling and psychological services and is a Licensed Professional Clinical Counselor with the academic rank of Instructor in Medicine, Mayo College of Medicine. She provides counseling services to patients, educational activities and presentations related to IMH Mind-Body practices, including the topics of stress management, anxiety reduction and hypnosis to other health care professionals and groups external to Mayo. She coordinates Integrative Medicine and Health, Mind-Body program/services including clinical practice, education and research initiatives. She provided crisis assessment and counseling for Olmsted County Diversion Program as a mental health professional through Zumbro Valley Health Center for several years. During her internship at the Federal Medical Center – Rochester, she started the theatre program for inmates at the mental health unit, directing plays and substituting for actors when needed.

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