



**5<sup>th</sup> Annual Unified Quality Improvement Symposium**  
*Hosted by The REACH Initiative and Vidant Health Quality Office*  
**Virtual Conference**  
**February 3, 2021**

The symposium is a showcase of initiatives happening throughout East Carolina University's Health Sciences Campus and Vidant Medical Center/Vidant Health related to quality improvement, patient safety, population health, and interprofessional practice. The goal of the symposium is to provide academic and community physicians, health professionals, health care teams, residents, fellows, and students the opportunity to present their work in systems improvement and practice redesign to an audience of peers and health system leaders.

**REGISTRATION**

Registration is online only at <https://www.easternahec.net/courses-and-events/63253> and requires a current MyAHEC account. If you do not have a MyAHEC account, you will need to create one at <https://my.ncahec.net/login.php>. There is no fee for registration.

**SYMPOSIUM OBJECTIVES**

At the end of this symposium, participants will be able to:

1. Explain the quality improvement process as illustrated through inpatient, acute care, ambulatory practice and interprofessional improvement projects.
2. Describe how the quality improvement process can impact clinical care and system's based practice.
3. Provide a platform for participants to describe how they would change rules, habits, policies, or procedures to improve care delivery.

**AGENDA**

7:45-8:00      **Login and Troubleshoot**  
*Zoom*

8:00-8:15      **Welcome and Overview**  
Timothy Reeder, MD, Associate Professor of Emergency Medicine

8:15-9:25      **Podium Session**  
**Moderator:** Timothy Reeder, MD, Associate Professor of Emergency Medicine

**Bridging Communities and Primary Care: Addressing Unmet Social Health Needs via Process Improvement**

Lisa Hager, MBA, ECU Family Medicine-Research Division; Erika Taylor, MS, LMFT, ECU Family Medicine – Behavioral Medicine Division; Hannah M. Barnett, MPH, ECU Family Medicine – Research Division; Megan Thomas BSN, RN, ECU Physicians; Judy Wade, BSN, RN, ECU Family Medicine – Gold Module; Kathryn Clary, M4, Brody School of Medicine; Caroline Porter-Miller, ECU Department of Health Psychology; Kayla Neal, BSN, ECU College of Nursing; Kaitlyn Vinson, M4, Brody School of Medicine; Rachel Roeth, MHA, Vidant Health; Megan Freeze, M3, Research Scholar, Brody School of Medicine

**Screening for Depression and Anxiety in Adolescents with Chronic Medical Conditions Cared for at the ECU Physicians Pediatric Specialty Clinic**

Jennifer Sutter, MD, Division Chief ECU Pediatric Endocrinology, Co-Pediatric Outpatient Medical Director, Rhonda Strickland, MBA, BSN, RN, Nurse Manager, Pediatric Specialty Care Clinic, Crystal Garman, MSW, LCSW, Pediatric Specialty Care Clinic and Emily Downs, M2, LINC Scholar, Brody School of Medicine

**Survey, Education, and Vaccine Consent Alterations: Improving Hepatitis B Vaccination Timeliness for Very Low Birth Weight Infants in the NICU**

Arjun Patel, M4, LINC Scholar, Brody School of Medicine and Ryan Moore, MD, ECU Department of Pediatrics

**Medical Intensive Care Unit Throughput: Optimizing the ED to ICU Transfer Process**

Jennifer Stahl, MD, ECU Department of Emergency Medicine, Melanie Porter, Vidant Medical Center, Transfer Center, Christel Molnar, M3, LINC Scholar, Brody School of Medicine and Wendy Lutgens, Vidant Medical Center

**Improving accessibility of long acting reversible contraceptives in eastern North Carolina**

Amber Gautam, MPH, M4, LINC Scholar, Brody School of Medicine, Anita Gandhi, M3, LINC Scholar, Brody School of Medicine and James deVente, MD, PhD, ECU Department of Obstetrics & Gynecology

9:25-9:35

**Break**

9:35-10:20

**Quick Shot Podium Session**

**Moderator:** Teresa Anderson, PhD, RN, NE-BC, Vice President of Quality, Vidant Health

**Culture Shock: Bundling a Culture of Compliance**

Melissa Reason, RN, Christine Smith, MSN, RN, OCN, Erin Williams, MSN, RN, OCN, Vickie Downing, MSN, RN, OCN and Chelsea Passwater, MSN, RN, AGCNS-BC, OCN, Medical Oncology/Vidant Medical Center

**SWARM: A Regional Health System's Intervention Approach to Addressing COVID-19 Outbreaks in Nursing and Adult Care Homes in Rural Eastern North Carolina**

Pamela Cowin, PhD, RN, Vidant Health, Todd Hickey, Vidant Health, Bennett Wall, Vidant Health, Jeffrey Shovelin, Vidant Health, Michael Waldrum, MD, MSc, MBA, Vidant Health, Debra Thompson, Vidant Health and Gregory D. Kearney, DrPh, MPH, ECU Department of Public Health

**Improving Follow Up of Anemia Screening Laboratory Results at Pediatrics Visit**

Yingying Zheng, MD, Bianca Rad, DO, Nicole Stephenson, MD, Luisa Fernanda Bonilla Hernandez, MD, Kyle Pipkin, DO, Nicholas Preziosi, MD, Tamima Hossain, DO, Jennifer Crotty, MD and Amanda Higginson, MD, ECU Department of Pediatrics

**Initial Impact of a Palliative Care Program in a Community Hospital**

Sherrill Beaman, RHIA, CPHQ, MPH and Vicki McLawhorn, DNP, RN, FNP-BC, Vidant Edgecombe Hospital

**Improving Pediatric Asthma Management by Utilizing a Scoring System and Care Pathway**

Julie Brown, M4, LINC Scholar, Brody School of Medicine and Kathleen Bryant, MD, ECU Department of Emergency Medicine

**InHouse Call: Streamlining Communication to Optimize Efficiency and Patient Care in a Hospital**

George Schilling, DO and Leonardo Villarosa, MD, ECU Department of Physical Medicine & Rehabilitation

**Optimizing Telehealth for Greenville Community Shelter Clinic operations during the Covid-19 Pandemic**

Grant O'Brien, M2, LINC Scholar, Brody School of Medicine, Anna Beth Robertson, M2, Service-Learning Scholar, Brody School of Medicine, Jessica Barbee, LCSW, Access East, David Collier, MD, ECU Department of Pediatrics, Ryan Moore, MD, ECU Department of Pediatrics and Shantell Cheek, RN, MAEd, Access East

10:20-10:30 **Break**

10:30-11:15 **Poster Session**

*Session presenters listed below*

11:15-11:25 **Break**

11:25-12:00 **Works in Progress Poster Session**

*Session presenters listed below*

12:00-12:30 **Awards and Lunch Break**

**Moderator:** Lou Reida, MSN, RN, CPHQ, Vice President of Quality, Vidant Health  
*Podium, Quick Shot Podium, and Poster Session awards will be announced at the beginning of the session*

12:30-2:30 **Concurrent Education Sessions**

**I. Leading Change**

Presenter: Robin R. Hemphill, MD, MPH, Chief of Staff, Cincinnati Veterans Affairs Health System

This session will discuss why change is hard, identify leadership skills that may help manage your team, and explore tools to help create change in your organization.

**II. By What Method? - How Understanding Variation Transforms Performance**

Presenter: David Williams, PhD, Senior Improvement Advisor, Institute for Healthcare Improvement

In the early 20th century, the application of statistical thinking to understanding and improving systems transformed our sense of quality and continually improve results. Data can serve as both a diagnostic tool and vital signs to guide us to figure out what needs fixing, learn as we use scientific problem solving, and confirm when our changes lead to improvement. Data helps us appreciate how and where to act and then provides guidance as we improve. In this session, join senior improvement advisor David M. Williams, Ph.D. and discover a practical and tactical approach to applying data for learning and improvement to anything.



2:30

**Adjourn**

**Symposium Judges**

**Niti Armistead, MD**, Chief Medical Officer, Vidant Health

**Lorrie Basnight, MD**, Executive Director, Eastern AHEC, Associate Dean, Continuing Medical Education, Associate Professor, Department of Pediatrics, Brody School of Medicine

**Eric Bonner, MD**, Regional Medical Director, Vidant Medical Group

**Cassandra Bradby, MD**, Assistant Professor, Residency Program Director, Department of Emergency Medicine, Brody School of Medicine

**Amy Campbell, PhD, RN, LSBB**, Quality Nurse Specialist III, Vidant Health

**Paul R.G. Cunningham, MD**, Dean Emeritus, Brody School of Medicine

**Diane Hatfield, MA, BSN, RN, CPBQ**, Quality Nurse Specialist III, Vidant Health

**Amanda Higginson, MD**, Assistant Dean for Student Affairs, Clinical Associate Professor, Department of Pediatrics, Brody School of Medicine

**Keli A. Hurley, RN, MSN, CCM, NE-BC**, Manager, Vidant Wound Healing Center

**Robert J. LaGessee, MSM, CMPE, FACHE**, Chief Operations Executive, Interim Executive Director, ECU Physicians

**Aundrea Oliver, MD**, Assistant Professor, Division of Thoracic Surgery, Brody School of Medicine

**Joseph Pye, MD**, Regional Vice President of Medical Affairs, Vidant Health

**Shannon Tyler, MD, FAPA**, Clinical Associate Professor, Program Director-Adult Psychiatry Residency, Department of Psychiatry and Behavioral Medicine, Brody School of Medicine

**Danielle Walsh, MD**, Associate Professor of Surgery

## **POSTER PRESENTATIONS**

### **Non-Narcotic Pain Management Protocol in Thoracoscopic Lobectomy Patients Significantly Decreases Use of and Exposure to Opioids While Improving Overall Pain Control**

Tamara Goda, DNP, ANP-BC, Vidant Medical Center/BSOM Division of Thoracic and Foregut Surgery, James Speicher, MD, ECU Thoracic Surgery, Tyler Chanas, PharmD, VMC Pharmacy, Mark Iannettoni, MD, ECU Thoracic Surgery, Carlos Anciano, MD, ECU Thoracic Surgery, Aundrea Oliver, MD, ECU Thoracic Surgery, Kathryn Smith, FNP, VMG Thoracic Surgery, Robert Allman, MD, ECU General Surgery, Austin Rodgers, MD, ECU General Surgery, Isabelle Clark, MD, ECU General Surgery, Melissa Laughinghouse, RN, ECU Thoracic Surgery, Jade Ormond, RN, VMC Nursing CVIU

### **Assessing the Population Risk for Breast Cancer in Eastern North Carolina: A Pilot Program at The Outer Banks Hospital**

Charles Shelton, MD, Radiation Oncology/The Outer Banks Hospital, Bryan Jordan, MD, ECU and Eastern Radiology, Brian Kuszyk, MD, Eastern Radiology and Antonio Ruiz, MD, The Outer Banks General Surgery/Chesapeake Regional Medical Center

### **Making Lifestyle Risk Modification an Integral Part of Survivorship: A QI project and Call for a Randomized Trial**

Christina Bowen, MD, Department of Wellness and Lifestyle Medicine, The Outer Banks Hospital, Charles H. Shelton, MD, The Outer Banks Hospital Cancer Chair, William C. Guenther, MD, The Outer Banks Hospital Medical Oncology and Jennifer Cox, NP, Oncology The Outer Banks Hospital

### **ENC COVID-19 Surveillance and Community Mapping Project**

Greg Kearney, DrPH, MPH, ECU Department of Public Health, Bennett Wall, Vidant Medical Center, Yoo Min Park, PhD, ECU Department of Geography, Planning, & Environment, Todd Hickey, Vidant Medical Center, Katherine Jones, ECU Department of Public Health, Ray Hylock, PhD, Department of Health Services & Information Management, Rob Howard, ECU Department of Geography, Planning, & Environment, Maria Clay, PhD, ECU Department of Bioethics and Interdisciplinary Studies, John "Jay" Fallon, MD, PhD, ECU Department of Pathology & Laboratory Medicine and Vidant Medical Center and Peter Schmidt, PhD, Brody School of Medicine

### **Improving Annual Diabetic Foot Exams**

Kyle Luke, BS/BA, M4, LINC Scholar, Brody School of Medicine and Shiv Patil, MD, ECU Department of Family Medicine

### **Development and Institution of a Virtual Platform for the Physiology Camp**

Holly Ingram, MPH, M3, Service-Learning Scholar, Brody School of Medicine, Department of Public Health, East Carolina University, Jahnvi Meka, Drexel University College of Medicine, Karen Macia, Puja Patel, Public Health and Nutrition/Dietetics, East Carolina University, Obeth Bahena Gutierrez, M3, Brody School of Medicine, Lauren Moore, M2, Service-Learning Scholar, Brody School of Medicine and Stephanie Wilcher, M3, Service-Learning Scholar, Brody School of Medicine, Department of Public Health, East Carolina University

### **Validation of the NSQIP Pediatric Surgery Risk Assessment Calculator Estimates with Surgical Outcomes for a Rural Population**

Garrett A. Berk, BS, M3, LINC Scholar, Brody School of Medicine, Lauren Geisel, MD, Service-Learning Scholar Alumni C/O 2020, Orlando Health, William D. Irish, PhD, MSc, ECU Department of Surgery, Leslie Hopper, MD, UC Davis Medical Center, Lauraine E. Etheridge, Vidant Medical Center, Elaine Henry, MSN, RNC-NIC, Vidant Medical Center, Shannon W. Longshore, MD, Vidant Medical Center, David A. Rodeberg, MD, ECU Department of Surgery, Vidant Medical Center and Danielle S. Walsh, MD, ECU Department of Surgery, Vidant Medical Center

### **Standardizing care of Cesarean Section Patients Using a Quality Bundle**

Elaine Henry, MSN, RNC-NIC, Women's Division at Vidant Medical Center, James deVente, MD, PhD, ECU Department of Obstetrics & Gynecology and Tulsi Patel, M3, LINC Scholar, Brody School of Medicine

### **Improving CPAP Before Endotracheal Intubation in VLBW Infants**

Kelly Bear, DO, ECU Department of Pediatrics, Amy Williford, NNP-BC, Vidant Medical Center and Allyson Yelverton, BSN, CCRN, Vidant Medical Center

### **Standardized Resident Physician Transitions of Care in the Emergency Department**

Greyson Vann, M4, LINC Scholar, Brody School of Medicine and Jennifer Bennett, MD, ECU Department of Emergency Medicine

### **Improving Communication of Lab Results to Patients at an Outpatient Pediatric Obesity Clinic**

Sanjana Prabhu, M4, LINC Scholar, Brody School of Medicine, Suzanne Lazorick, MD, MPH, FAAP, ECU Department of Pediatrics, David N. Collier, MD, PhD, FAAP, ECU Department of Pediatrics, Gloria Randolph, CMA, ECU Department of Pediatrics and Natalie Taft, MSN, LDN, ECU Department of Pediatrics

### **WORKS IN PROGRESS POSTER PRESENTATIONS**

#### **Best Practice Discharge for Patients Post Percutaneous Coronary Intervention (PCI): Implementation of Creative Solutions to Ensure that Best Practice Discharge Care Happens Consistently**

Jessica Decker, MBA, BSN, RN-BC, Cardiac Outpatient Unit/Cardiac Cath Lab – Vidant Medical Center, Adeel Siddiqui, MD, Interventional Cardiology Fellow, Rony Shammam, MD, FACC, FSCAI, FASNC, FASE, Quality Medical Director, Martha Martin, BSN, RN-BC, Staff Nurse COU, Kaitlyn Swindell, BSN, RN-BC, ANM COU and Jennifer Kravitz, ADN, RN, Staff Nurse COU

#### **Rehab Airway Management Rounds: An Interdisciplinary Collaboration for Improving Trach Patient Outcomes in the COVID Era**

Julie Gaven, MS, CCC-SLP, Vidant-Rehabilitation Center, Kenneth Stephens, RCP, BSRT, Latasha Williams, MSN, RN, CRRN, Vidant Medical Center

#### **Improving ED Sepsis Identification and Time to Treatment Initiation**

Tyler Powell, M4, LINC Scholar, Brody School of Medicine, Amy Campbell, PhD, RN, Quality Nurse Specialist, Vidant Medical Center and John Kohler, Sr, MD, MBA, Senior Medical Director for Quality, Vidant Medical Center and Clinical Assistant Professor, ECU Department of Pediatrics



### **Improving Completion and Documentation of Diabetic Foot Exams: A Quality Improvement Project at ECU Family Medicine**

Elizabeth Cochran, BA, M4, Service-Learning Scholar, Brody School of Medicine, William Pinson, ECU Department of Physician Assistant Studies and Chris Driessen, ECU Department of Human Development and Family Science

### **Implementation of 2020 ADA Recommendations for the Initial Management of Overweight and Obese Pediatric Patients with New Onset Diabetes**

Atima Huria, M3, LINC Scholar, Brody School of Medicine, Jennifer A. Sutter, MD, Division Chief, ECU Pediatric Endocrinology, Kaitlin Hamilton, PA-C, ECU Pediatric Endocrinology and Mindy Saenz, RDN, LDN, CDCES, ECU Pediatric Speciality Care

### **Improving Management of Type II Diabetes by Assessing Barriers to SuperSNAP Program Utilization in Patients with Poorly Controlled Diabetes: A Quality Improvement Project at the Roanoke Chowan Community Center**

Katri Thiele, BS, M4, Brody School of Medicine, Courtney Sheets, ECU Physician Assistant Program, Marissa Bare Burchette, M4, Brody School of Medicine and Zachary Force, ECU Clinical Health Psychology Doctorate Program

### **The Use of High Flow Nasal Cannula Outside of the Pediatric Intensive Care Unit: Modified Policy December 2019**

Judith Ugale-Wilson, MD, Vidant Medical Center, Michael Dunkerly, BSN, Vidant Medical Center, Frederick Stine, DO, MHA, ECU Department of Pediatrics, Dmitry Tumin, PhD, ECU Department of Pediatrics and Camille Bauer, MS, M3, LINC Scholar, Brody School of Medicine

### **Increasing Colorectal Cancer Screening Rates: A Quality Improvement Project at Vidant Multispecialty Clinic-Tarboro**

Hannah Conley, M4, Service-Learning Scholar, Brody School of Medicine, Kelsey Booth, ECU College of Nursing, Paula Reyes, ECU Physician Assistant Studies and Alexander J. Capiaghi, ECU Department of Psychology

### **Establishing a Dental Home in a Timely Manner: Improving the Referral Process of Patients from Pediatric Primary Care to Dental Care**

Veronica Lavelle, M3, LINC Scholar, Brody School of Medicine, Linda-Brenda Wansi, ECU School of Dental Medicine, Christopher Cotterill, DMD, ECU School of Dental Medicine, Michael D. Webb, DDS, MEd, ECU School of Dental Medicine, Dmitry Tumin, PhD, ECU Department of Pediatrics and Amanda Higginson, MD, ECU Department of Pediatrics

### **Geriatric Health Disparity Screening: A Quality Improvement Project at ECU Family Medicine**

Zachary Pruitt, M4, Research Scholar, Brody School of Medicine, Sarah Bankhead, Physician Assistant Studies, Lauren Conder, Clinical Psychology and Kelsi Wilson, Marriage and Family Therapy

#### **REGISTRATION**

This free event is open to the public, online registration is required. <https://www.easternahec.net/courses-and-events/63253>

Registration is online only at [www.easternahec.net](http://www.easternahec.net) and requires a current MyAHEC account. If you do not have a MyAHEC account, you will need to create one at <https://my.ncahec.net/login.php>.





If you have any questions regarding registration, please contact Angie Campbell at [mcarthura@ecu.edu](mailto:mcarthura@ecu.edu) or 744-5208.

**ACCREDITATION:**

This activity has been planned and implemented in accordance with the accreditation requirements and policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint providership of the Brody School of Medicine at East Carolina University and Vidant Medical Center Quality Office. The Brody School of Medicine at East Carolina University is accredited by the ACCME to provide continuing medical education for physicians.

**Credit:** The Brody School of Medicine at East Carolina University designates this live activity for a maximum of 5.5 *AMA PRA Category 1 Credit(s)*<sup>™</sup>. *Physicians should claim only the credit commensurate with the extent of their participation in the activity.*

**Other Professionals:**

Eastern AHEC Contact Hours: Certificates will reflect 5.5 contact hours

AAPA accepts certificate of participation for educational activities certified for *AMA PRA Category 1 Credit(s)*<sup>™</sup> from organizations accredited by ACCME or a recognized state medical society. Physician Assistants may receive a maximum of 5.5 hours of Category 1 credit for completing this program.

ANCC and the North Carolina Board of Nursing accepts *AMA PRA Category 1 Credits*<sup>™</sup> from the organizations accredited by the Accreditation Council for Continuing Medical Education (ACCME).

**ADDITIONAL INFORMATION**

Handouts will be available online only. One week prior to the program, registrants will receive a confirmation email with instructions to access handouts along with other program information.

Evaluations will be emailed after the program. Once the evaluation has been completed, your certificate will be available.

Individuals requesting accommodation under the Americans with Disabilities Act (ADA) should contact the Department of Disability Support Services at (252) 737- 1016 (V/TTY) at least five business days prior to the program.

By attending this event, I acknowledge that Eastern AHEC staff and/or their designees including news media may take general (not close-up) photos or videos of this event for marketing/publicity purposes, and I further allow my likeness to be used in this manner. If I do not wish to appear in these photos or videos, I understand that it is my responsibility to notify Eastern AHEC staff so my preference can be met.

For more information or to view the slides and posters presentations visit <https://medicine.ecu.edu/medicaleducation/reach-qi-symposium/> or scan the QR code.





**Concurrent Speaker Bio – Dr. Robin Hemphill:**



Dr. Robin Hemphill is a graduate of George Washington University Medical School. She completed an Internship in Internal Medicine followed by Emergency Medicine at the Joint Military Medical Centers in San Antonio, TX. After residency she was on active duty at Brooke Army Medical Center as an Attending Physician.

After the completion of her military obligation she joined the faculty at Vanderbilt University in the Department of Emergency Medicine as the Associate Program Director. She published in a variety of areas while at Vanderbilt and was involved in curriculum development and implementation of disaster preparedness issues for students, residents, nurses, and faculty within the University. Previously she was the Medical Director for the Tennessee State HRSA Hospital Bioterrorism Preparedness Program as well as for the National Center for Emergency Preparedness at Vanderbilt. During this time she was also the President of the Tennessee College of Emergency Physicians. While at Vanderbilt she completed a Masters in Public Health with a focus on syndromic surveillance and also was awarded a Robert Wood Johnson Health Policy Fellowship serving as a health legislative assistant in the office of Senator Jeff Bingaman.

Following her RWJ Fellowship she has worked in the Emory Healthcare System as the Quality and Safety Officer for the Emergency Departments until she was recruited to be the Chief Patient Safety Officer of the Veteran's Health Administration. She served for over six years focusing on system wide improvements in patient safety. She was also the interim Assistant Deputy Under Secretary for Quality, Safety and Value on several occasions allowing for a wider focus on both safety and quality improvement across the enterprise.

Dr. Hemphill was appointed as the Chief of Staff for the Cincinnati VA Medical Center on August 31, 2020.

Prior to her appointment, Dr. Hemphill served as the Chief Quality and Safety Officer and Associate Dean for Quality, Safety and Service at Virginia Commonwealth University in Richmond, Virginia since 2017.

**Concurrent Speaker Bio – Dr. David Williams:**



David M. Williams, Ph.D. is a scholar-practitioner of the science of improvement. He advises leaders and organizations worldwide on adopting quality as a business strategy. His work spans industries including government, healthcare, education, public health, academia, public safety, family business, and aerospace.

Dr. Williams serves the Institute for Healthcare Improvement (IHI) and its customers as a senior improvement advisor. His work includes facilitating organizational transformation, developing systemwide improvement capability, and leading Breakthrough Series Improvement Collaboratives. Previously a member of the IHI leadership team, he led IHI's global Improvement Science and Methods and Leadership work and served as a senior quality expert.

Dr. Williams developed IHI's Chief Quality Officer Professional Development Program and is lead faculty. He is also a lead faculty for the IHI Improvement Advisor Professional Development Program and on the faculty for IHI Open School and the Harvardx Massive Open Online Course "Practical Improvement Science in Healthcare." He served as adjunct faculty at The George Washington University School of Medicine.

Dr. Williams is a popular and engaging keynote speaker and facilitator at conferences and events worldwide. As a keynote or featured faculty, he connects with audiences and is known for making rigorous improvement practical and accessible.

Dr. Williams started his career as a volunteer firefighter and worked as a paramedic in cities across the United States. He is an expert in ambulance service system design and consults with EMS systems around the world.

Dr. Williams earned a B.S. in EMS Management and an M.S. in Emergency Health Services Management. He also earned a Ph.D. in Organizational Systems where his research focused on the obstacles to patient-centric EMS system design.

A native of western Massachusetts, Dr. Williams lives in Austin, Texas with his wife Gwen and their two children. He is an alum of the 2013 Leadership Austin Essential Class and served as Vice Chairman of the Board of CommUnityCare, the Federally Qualified Health Center serving Travis County, Texas.