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# TEACHERS OF QUALITY ACADEMY 4.0 RECOGNITION CEREMONY

SEPTEMBER 24<sup>TH</sup> , 2020  
VIRTUAL CELEBRATION

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## TEAM RECOGNITION

*The Best Darn Team*

Amy Campbell and John Kohler

# Kelly Bear, DO; Amy Williford, NNP-BC; Allyson Yelverton, BSN, CCRN

## *Maynard Children's Hospital*

### Improving CPAP Before Endotracheal Intubation in VLBW Infants



**Future Goals:** Continue to improve delivery room management of VLBW infants to decrease morbidities

**Personal Leadership Philosophy:** My philosophy on leadership centers on being respectful, kind and attentive so that I can support those around me to be the best version of themselves.

I am so appreciative for this program and the knowledge I have gained. I am thankful for my amazing team members and other participants.



**Future Goals:** Continue to improve overall care of small babies making Vidant the best place to be born a preemie.

**Personal Leadership Philosophy:** The whole is greater than the sum of its parts. So much more can be accomplished with teamwork than I could ever do on my own. I want to be a leader where everyone on the team feels valued and is given the opportunity to maximize their potential.

Thank you for this opportunity to grow and be challenged and think differently. Also thank you for the opportunity to meet extremely bright, talented, and interesting people.



**Personal Leadership Philosophy:** My leadership philosophy is centered on surrounding myself with a team that has courage, passion for improvement, and an affinity for learning. I will provide guidance and inspiration, empowering others to grow and develop to the top of their potential.

I am unbelievably grateful for the opportunity to participate in the TQA program and the personal growth I have had through completing the program.

This experience has been challenging, informative, and fun!

# Dr. Jim deVente & Elaine Henry, RN

Vidant Medical Center, Women's Division

## Development & Implementation of a Cesarean Section Bundle



Future goal related to QI work:

*I pray to continue to make all of eastern NC a better place to be born.*

Personal Leadership Philosophy:

*Passionate, loyal, and enthusiastic toward accomplishing great things in a collaborative fashion.*

Special thanks to all the nurses, providers, and administrators that have continually given their time, treasure and talents to make eastern North Carolina a better place to be born.



Future goal(s) related to QI work:  
*Utilize concepts to implement other QI projects in women's care related to treatment of maternal hypertension and post partum hemorrhage.*

Personal Leadership Philosophy:  
*Demonstrate competence and productivity in achieving optimal patient outcomes and lead satisfied engaged team members.*

Special thanks to our LINC scholar, Tulsi Patel for helping collect data and the Women's unit at VMC for being key to this project implementation!

# Jennifer Stahl, MD

Emergency Department and Medical ICU

## Medical ICU Throughput Quality Project



### **Future goal(s) related to QI work:**

Continued quality projects to promote patient safety and clinical outcomes

### **Personal Leadership Philosophy:**

Lead by example

Special thanks to my LINC Scholar Christel Molnar, Melanie Porter, & Wendy Leutgens

# Gina Murray, MD and Dana Spencer, CT(ASCP)

*Department of Pathology*

## Pathology Daily Quality Improvement Records



**Future goal(s) related to QI work:**

I would like to promote a greater use of our IT systems to monitor QI in Pathology.

**Personal Leadership Philosophy:**

The engagement of front line staff is instrumental in QI processes.

I greatly appreciate the opportunity to participate in this program. Thank you for the time and effort that has been put into making it successful.

# Brandon Bishop

*Administrative Fellow – Office of the President*

## Best Darn Team Project Support



### Future goal(s) related to QI work:

- Project maintenance during implementation
- Long-term sustainability + Stakeholder Engagement
- Innovative solutions

### Personal Leadership Philosophy:

“The best leaders in history are those who realize how motivating it is to people when they roll up their sleeves and jump in to get the job done.”

### Custom line:

Thank you to BDT for allowing me to learn about your specific quality improvement areas of interest. I have grown tremendously during this process, and I want to thank you for your help.

## AWARDING OF CERTIFICATES

*Anonymous*

Bob LaGesse and Patricia Lockamy



# Rhonda Strickland, BSN, RN and Jennifer Sutter, MD

*Department of Pediatrics*

## Screening for Depression and Anxiety in Adolescents with Chronic Medical Conditions who Receive Care at the ECU Physicians Pediatric Specialty Clinic



### Future goal(s) related to QI work:

- Improve the overall efficiency and performance of the pediatric specialty care clinic.

### Personal Leadership

**Philosophy:** I want to be known for being a leader that has a positive unified work team so that I can deliver high quality, excellent patient care



### Future goal(s) related to QI work:

- Step by step, improve the care of children with chronic medical conditions in ENC
- Continue to be an advocate for patient safety.

### Personal Leadership Philosophy:

I want to be known for being kind, compassionate and hardworking so that I can deliver exceptional care to children with diabetes empowering them live normal, healthy lives.

We would like to thank the TQA program for helping us understand that we cannot solve world hunger even though we may continue to try...

# Howard (Tré) Stallings, PA-C, CDCES & Amy McMahon, MHA, MSN, RN *Vidant Employee Clinic*

## Using continuous glucose monitoring and diabetes education to empower patients with diabetes for improvement in glycemic control and quality metrics



### Future goal(s) related to QI work:

- Pursue projects that will work towards improved patient outcomes and more efficient care of patients with diabetes.
- Look at projects dealing with patients with prediabetes, HTN, HLD, etc.

### Personal Leadership Philosophy:

- Treat everyone with respect and value the ideas and perspectives of others
- Lead by example

I would like to thank my clinical staff and colleagues, especially Tina Hartley, CMA, for all of their work to support our efforts. As a result of our efforts, we have made a difference and improved quality of life in our patients with diabetes.



### Future goal(s) related to QI work:

- Future research to support technologies that allow patients to better “self-manage” diabetes.
- Better understand the benefits of long term use of continuous glucose monitoring.

### Personal Leadership Philosophy:

- Set an example for those around me, both peers and formal leaders
- Provide a pathway for open communications to allow flexibility and improvement
- Support others in opportunities to grow and expand knowledge
- Be honest and trustworthy, promoting collaboration and mutual respect

Special thanks to Debra Thompson for supporting our mission and offering encouragement

# Lisa Hager & Erika Taylor

*ECU Department of Family Medicine*

## **Addressing Non-Medical Drivers of Health in ED and Hospital Follow-Up Patients by Standardizing Screening and Referral Processes**



### **Future goal(s) related to QI work:**

Continue to make effective changes within healthcare systems to have better patient outcomes. Continue to develop and sharpen my leadership skills through written and oral presentation as well as team project work.

**Personal Leadership Philosophy:** I lead by example to maintain a strong, collaborative and resilient team of individuals to grow, learn, and problem-solve with integrity for success.

I would like to thank Erika Taylor and Rachel Roeth, my teammates for working with me making our project a success.



**Future goal related to QI work:** To extend my QI knowledge to behavioral health learners, as we continue to unify in our approach to providing patient-centered, collaborative care. I want my involvement in TQA to serve as a testament to the fact QI work is not just reserved for a select few. It can and should be undertaken by us all, in all ways and in all settings.

**Personal Leadership Philosophy:** Being a leader doesn't make you a subject matter expert in everything, it simply makes you a person seeking to learn, listen, serve and grow.

I would like to thank ECU Family Medicine Center's leadership and the Gold Module staff for their willingness to build and grow this quality project. I'd also like to thank NCCARE360, Pitt Partners for Health, Megan Freeze (M3) and Rachel Roeth for their contributions to the community health aspects of our work. To our patients, thank you for entrusting us with your care and needs. To TQA faculty, thank you for imparting your wisdom.

# Rachel Roeth

## *Administrative Fellow*

**Addressing Non-Medical Drivers of Health in ED and Hospital Follow-Up Patients by Standardizing Screening and Referral Processes in a Primary Care Setting**



**Future goal(s) related to QI work:** To take the skills I learned and utilize them throughout the rest of my fellowship.

**Personal Leadership Philosophy:** I want to be known for being approachable, collaborative, and dependable so that I can help others help our patients.

Thank you to Dr. Reeder and Jenna Garris for allowing the admin fellows to participate in this year's TQA program. And a big thank you to Erika Taylor, Lisa Hager, and Team Anonymous!

## AWARDING OF CERTIFICATES

*One Bite at a Time*

Amy Alligood and Jason Foltz

# Josh Denny and Katie Knowles

*Vidant Duplin Hospital, 2N Medical-Surgical*

## Move to Improve



### **Future goal(s) related to QI work:**

Identify and implement process changes to improve rehabilitation related tasks within Vidant Health. Early mobilization will continue to be a point of emphasis as a preventative measure to improve patient outcomes.

### **Personal Leadership Philosophy:**

I believe it is vital to lead with integrity, consistency, transparency, and compassion. All motivations, decisions, and changes are centered around what is best for the patient.

I'm thankful for this opportunity to be a part of TQA. This was a top notch experience. I really learned many important lessons from the speakers, mentors, and group activities that I will take with me for the rest of my career. I appreciate the time and resources that went into putting this all together.



### **Future goal(s) related to QI work:**

I plan to utilize the resources and skills developed throughout TQA to continue to focus on process improvement within my organization.

### **Personal Leadership Philosophy:**

Leadership is setting the example every day for your team and casting the vision for what is possible. My goal is to empower others to make positive changes that contribute to the health and well being of our patients, our families, and our team, every day.

I'd like to extend a special "Thank You" to the TQA team, and our awesome mentors and facilitators for creating a wonderful learning experience. The investment of your time and expertise to improve the health and well being of NC is inspiring. I am excited to use this toolkit to impact positive change for the families and communities we serve.

# Judith Ugale-Wilson and Michael Dunkerley

## *Pediatrics*

### Use of High Flow Nasal Outside of the Pediatric Intensive Care Unit using a Modified HFNC Policy, December 2019



#### **Future goal(s) related to QI work:**

Continue to improve patient care by QI projects.

Encourage each member of the hospitalist team to come up with 1-2 QI projects/year.

#### **Personal Leadership Philosophy:**

Quality improvement is best achieved in partnership with members of the staff.

**Special thanks:** Fritz Stine, Camille Bauer and Dmitry Tumin for all the help with this project.



#### **Future goal(s) related to QI work:**

Continued growth and improvement in the quality of care and the safety of the pediatric patient population.

#### **Personal Leadership Philosophy:**

Teamwork and communication is the foundation for success.

#### **Special Thanks:**

Fritz Stine, Camille Bauer and Dmitry Tumin for all the help with this project.

Thank You for the opportunity to learn and grow in the area of Quality and Leadership. This course will stay with me through my career.

# Devereux Grindle and Lynne Miles

*The Outer Banks Hospital and Outer Banks Medical Group*

## **Improving care coordination and reducing avoidable ED visits of our ED Familiar Face population**



I look forward to continuing to work on our TQA QI project, expanding our areas of focus and goals, improving the health and well-being of the communities we serve. I also plan to continue to share my learnings from TQA with others to improve their knowledge of quality improvement, leading teams, and tools for influencing change.

As a leader, I am guided by the values and principles of encouraging growth in others, honesty and transparency, and embracing our differences – I believe that these values and principles create a space for innovation and collaboration.

I would like to thank all of the leaders and participants in the TQA program, I learned something from each of you. I also want to thank my leadership team and Lynne (best TQA teammate ever) for their support of my participation in the program. Congratulations TQA Scholars!



As a TQA graduate, I intend to use my new tools in a way that continues to infuse quality initiatives into daily tasks. By understanding how leadership styles can motivate and influence change, we are able to infuse a quality focus throughout all projects.

I want to be known for being thoughtful, inspiring, and supportive so that I can deliver results while encouraging and challenging my team.

Safety isn't expensive, it's priceless. -Unknown



# Ryan Taylor, Hazel Pennington, and Greeshma Sheri *Vidant Medical Center*

**Implementing a highly reliable process to reduce length of stay by 10%  
for patients admitted to VMC without a primary care practitioner**



Ryan Taylor, MD

**Future goal(s) related to QI work:** Implementing a highly reliable process to reduce length of stay by 10% for patients admitted to VMC without a primary care practitioner.

**Personal Leadership Philosophy:** As a leader, my philosophy is focused on solutions identified by physicians providing direct patient care and shared in a safe, nonjudgmental environment that encourages innovative strategies.



Hazel D. Pennington, MSN, RN

**Future goal(s) related to QI work:** Implementing a highly reliable process to reduce length of stay by 10% for patients admitted to VMC without a primary care practitioner.

**Personal Leadership Philosophy:** Building relationships is the cornerstone of my leadership philosophy. Recognizing and respecting the expertise and contribution of each team member establishes a sense of trust and comradery that facilitates achieving common goals, which in this case is improving care in ENC.



Greeshma Sheri, MD

**Future goal(s) related to QI work:** Implementing a highly reliable process to reduce length of stay by 10% for patients admitted to VMC without a primary care practitioner by 10%.

**Personal Leadership Philosophy:** My leadership philosophy is to inspire curiosity, question the status quo, listen and encourage new ideas and promote a positive attitude among team members, to lead towards a shared common goal of providing outstanding and compassionate care to the people of ENC while enjoying the work we do.

# Monica Menon

*Administrative Fellow, Vidant Health*

## **Administrative Fellow, Project Management Work**



### **Future goal(s) related to QI work:**

- To be able to use the QI methods we have learned in all my future projects.
- To teach the different methods to my team members in my projects.

### **Personal Leadership Philosophy:**

- To be able to improve and create various processes to be able to impact and improve a multitude of efficiencies in healthcare.

Thank you to Dr. Reeder and Jenna for all the coordination of the program; thank you to all the TQA members for making this a memorable and enjoyable experience; thank you to all the TQA speakers for teaching us different QI methods.

## AWARDING OF CERTIFICATES

*Quality Trans4mers*

Sherri Bryant and Mary Catherine Turner

# Dr. Karen Coward and Billie Jo Addington, MBA, RN

*Vidant Multispecialty Clinic-Tarboro*

## Improving Hgb A1C control in our adult patients with Diabetes



**Future goal(s) related to QI work:** To use the quality materials learned to enhance leadership as the regional medical director.

**Personal Leadership Philosophy:** To be known for being helpful, trustworthy, and approachable leader that models the delivery of compassionate quality care.

**Special thanks to:** Dr. Dan Drake for nominating us to participate in the TQA 4.0



**Future goal(s) related to QI work:** To utilize the principles I have learned to continuously improve quality in health care.

**Personal Leadership Philosophy:** To be known for being a dedicated, trustworthy and passionate leader that delivers high quality care with compassion and integrity.

**Special thanks to:** Brittany Hines, Susan Barnhill, Debra Benson and Wendy Vanlandingham for their support in improving the management of our adult population with uncontrolled Diabetes Mellitus.

“Don’t let what you are afraid of keep you from what you were made for.” -- Bob Goff

# Allison Eure and Crystal Privette

*Vidant Women's Care Edenton and Vidant Chowan Hospital Family Birthing Center*

**To improve breastfeeding support and education prenatally and postpartum**



**Future goal(s) related to QI work:** Continue to work on breastfeeding support. Participate in QI that will improve perinatal outcomes for both mothers and babies across our State.

**Personal Leadership Philosophy:** I will be respectful of others and listen to the input/opinions that others have to offer. I strive to lead by example and hope to motivate others to make change.



**Future goal(s) related to QI work:** Continue to focus on initiation of prenatal breastfeeding education and identify obstacles/barriers to initiation and continuation of breastfeeding and providing necessary support/referrals.

**Personal Leadership Philosophy:** Strive to identify strengths within the group that I'm leading and delegate tasks based on those strengths.

# Lacy Hobgood, MD and Erica Turner, RN

*ECU Pediatrics, Medicine-Pediatrics Clinic*

**Decrease the number of patients who call for hospital follow-up visits or pediatric sick visits who are not able to be scheduled at time of first contact**



**Future goal related to QI work:**

Continue resident continuity clinic QI projects every year

**Personal Leadership Philosophy:** Servant Leadership

Trying to make my own work environment better for my clinic staff, patients, and myself



**Future goal(s) related to QI work:**

Broaden the scope of QI work beyond current clinic goals

**Personal Leadership Philosophy:** To engage the team in the work they do

Thank you to my wonderful med/peds staff for entertaining the fast-paced changes of QI in the world of healthcare during COVID-19

# Heather Matthews, PA & Shelton Nelson, FACHE

*Vidant Medical Group*

## To improve utilization and access to mammography services



Future goal(s) related to QI work: **Encourage other providers to engage in Quality initiatives.**

Personal Leadership Philosophy: **To encourage a team approach in solving problems and inspire others to take on leadership roles.**

**Thank you Jenny Gray for helping with data collection. Thank you also to Stephanie Meadows.**



Future goal(s) related to QI work: **Replicate gained efficiencies into other operational areas.**

Personal Leadership Philosophy: **To be a supportive leader that empowers others to create and sustain positive change.**

**Thank you Heather Matthews, Jenny Gray, and Stephanie Meadows. Thank you to the whole TQA 4.0 team for the shared learning experience.**

# Dolapo Busuyi

## *Administrative Fellow*



### **Future goal(s) related to QI work:**

I hope to use my newfound skills to develop projects and initiatives to improve patient care and corporate strategy.

### **Personal Leadership Philosophy:**

A heart led leader who believes in improving patient-experience by managing and coordinating excellence through quality initiatives that embrace project management, operational improvement, and marketing & communications for hospital and non-profit environments.

Special thanks to the TQA Administrative & Planning Committee



# CONGRATULATIONS TQA 4.0 SCHOLARS!

