

AHA/Psych Conference Call in relation to the (LEAN approach) March 25, 2010

Title of Presentation:

Alignment of Lean Management Process to Quality and Safety in an Academic Community Hospital

Speaker Bio:

Ronald W. Swinfard, M.D., FACP

Dr. Swinfard was named Chief Medical Officer of the Lehigh Valley Hospital and Health Network (LVHHN) in October, 2003. In this role, Dr. Swinfard is the senior administrative physician with overall responsibility for clinical program development, education and research, quality and patient safety, and the employed physicians, LVPG. Dr. Swinfard came to LVHHN from the University of Missouri - Columbia where he was Chair of the Department of Dermatology as well as Section Chief, Dermatology for the Harry S. Truman VA Medical Center. Prior to assuming these roles, Dr. Swinfard also held the positions of Chair of the Department of Internal Medicine, Chief Medical Director, Ambulatory Services, University of Missouri Health System, Medical Director, Missouri Telemedicine Network and Medical Director, Network Development at the University of Missouri. Prior to these positions, Dr. Swinfard was in private practice for 4 ½ years. He served as an officer in the U.S. Army in Vietnam and taught high school prior to entering medical school. Dr. Swinfard holds a Doctor of Medicine degree from the University of Missouri -Columbia and is board-certified in dermatology. He trained in internal medicine at the University of Virginia and subsequently completed a dermatology residency at the University of Missouri - Columbia. Dr. Swinfard received his undergraduate degree in zoology from the University of Missouri - Columbia. Dr. Swinfard is a Fellow in the American College of Physicians and the American Academy of Dermatology, and a member of the American College of Physician Executives.

Michael W. Kaufmann, M.D.

Dr. Kaufmann is Chair for the Department of Psychiatry at Lehigh Valley Hospital and Health Network and Professor of Clinical Psychiatry at Penn State College of Medicine. Dr. Kaufmann completed his medical school training at the University of Buenos Aires, Argentina; psychiatric training at NYU and Harvard Medical School. He has held faculty appointments at Albany Medical College and Yale University School of Medicine. He is past president for the regional chapter of the American Psychiatric Association, past President of the Northampton MH/MR Advisory Board, on the Lehigh University IRB Committee, and a member of the Allentown State Hospital Board of Trustees. Dr. Kaufmann has over 120 scientific publications and presentations and was an editorial reviewer for the Archives of General Psychiatry. Some of his articles have been cited in the New England Journal of Medicine and Yearbook of Psychiatry and Applied Mental Health.

Ralph Primelo, M.D.

Dr. Primelo serves as the Vice Chair of Quality Assurance for the Department of Psychiatry at Lehigh Valley Hospital. He is also the Medical Director for Consultation/Liaison Psychiatry. Dr. Primelo graduated from Tufts University Medical School and finished his Internship and Residency through the ROTC program of the Army.

Laurence P. Karper, M.D.

Dr. Karper is Vice Chair of Inpatient Psychiatry Division, Lehigh Valley Hospital and Health Network. He received his medical degree from Robert Wood Johnson Medical School in New Jersey and went on to complete his Residency in Psychiatry at the Yale University School of Medicine. At Yale University his research interests included the neurobiology of psychosis and addiction. He recently completed a Pool Trust funded study of dual diagnosis patients at the Allentown Rescue Mission as principal investigator. Dr. Karper has presented symposia at National forums on substance abuse, dual diagnosis, the homeless, and the connection between spirituality and psychiatry.

Edward R. Norris, M.D.

Dr. Edward Norris is currently Vice Chair for Research and Education in the Department of Psychiatry at Lehigh Valley Health Network. He is also chair of the Medical Student Clerkship Council and the Undergraduate Representative to the AAMC for LVHN. He is an Assistant Professor of Clinical Psychiatry at Penn State College of Medicine. He is a Fellow of the American Psychiatric Association and the Academy of Psychosomatic Medicine. Dr. Edward Norris attended the Massachusetts Institute of Technology for his undergraduate degree in Biology and Duke University for his Medical degree. He performed his Internship in Internal Medicine at the Massachusetts General Hospital and then his Residency in Psychiatry at MGH and McLean Hospital. He completed a Psychosomatic/Consultation Psychiatry Fellowship Program at Massachusetts General Hospital. After the completion of his training, he was Associate Director of Consultation-Liaison Psychiatry at Emory Hospital in Atlanta, Georgia before working for LVHN.

Muhamad Aly Rifai, M.D.

Muhamad Aly Rifai, M.D., is the Medical Director of Behavioral Health Emergency Services at Lehigh Valley Health Network in Pennsylvania. Dr Rifai trained at the University of Virginia and the National Institute of Mental Health in Bethesda Maryland and is board certified in Internal Medicine, Psychiatry and Psychosomatic Medicine. He has extensive experience in Emergency Medicine and Psychiatric Emergency Services in Maryland and Oregon. Dr Rifai is an associate Professor of Medicine and Psychiatry at Penn State College of Medicine and Oregon Health and Science University.

Debbie Salas-Lopez, M.D.

Debbie Salas-Lopez is the Chair of the Department of Medicine at Lehigh Valley Health Network in Allentown, Pennsylvania and an Associate Professor of Medicine, Penn State College of Medicine. She completed medical school and a residency in Internal Medicine at New Jersey Medical School and obtained a Master's Degree in Health Policy and Administration at the School of Public Health, Rutgers University, and UMDNJ. She has worked with Rutgers University's Institute on Ethnicity, Culture, and the Modern Experience as a Gustav Heninburg Civics Fellow, as a Redes National Cancer Network Scholar, and the Center for Health Beliefs and Behavior. She was a visiting scholar at the Harvard Institute of Healthcare Policy and completed fellowships with the National Cancer Institute and the Association of American Medical Colleges Health Services Research Institute. She is currently a Fellow of the American College of Physicians. She is a member of the Northeast Consortium on Cultural Competency and Medical Education and is a member of the Latino Health Advisory Committee in New Jersey, Past Chair of the Commission of New Jersey's Office of Minority and Multicultural Health in the New Jersey's Department of Health and Senior Services and served on the

Governor's Hispanic Advisory Council Health Subcommittee and Healthcare Access Study Commission. She was appointed to the New Jersey State Board of Medical Examiners in 2005. She is a nationally recognized speaker and educator in the area of cultural competency and medical interpretation. She has established programs to train bilingual hospital employees to be medical interpreters, a program now recognized by the state of New Jersey and hospital associations as a model program. Her research focuses on community health and access to care, disparities in healthcare, and the impact of culturally and linguistically appropriate healthcare services to better serve our diverse populations.

David B. Burmeister, D.O.

David B. Burmeister, DO, FACEP is physician manager experienced in turnaround and management of Emergency and Ambulatory Medicine in the Lehigh Valley Health Network. As LVHN-Muhlenberg Site Director for the Department of Emergency Medicine of Lehigh Valley Health Network, Dr. Burmeister has direct oversight and responsibility for emergency department operations at this campus. He is also the director of the 30 mid-level practitioners employed in all emergency departments in the Lehigh Valley Health Network. In addition, Dr. Burmeister is Clinical Associate Professor of Emergency Medicine for Penn State College of Medicine. Prior to joining LVHN in August 2003, Dr. Burmeister was an emergency medicine attending physician at The Western Pennsylvania Hospital in Pittsburgh, Pennsylvania. In this capacity, he was an assistant clinical instructor with the University of Pittsburgh Affiliated Residency in Emergency Medicine. During his last year in this position, he was awarded the clinical "Teacher of the Year" by the residents of this program. Throughout his career, Dr. Burmeister has been actively involved with clinical quality improvement initiatives and clinical teaching. He is also actively involved in the management of mid-level practitioners and has an inspired interest in the advancement and growth of this profession.

Gail R. Stern, MSN, PMH CNS-BC

Gail Stern is the Administrator for the Department of Psychiatry at Lehigh Valley Health Network. She received her Masters Degree from the University of Pennsylvania. She has extensive experience in the development and management of inpatient and outpatient Behavioral Health services. Gail Stern is currently on the Board of Directors of the American Psychiatric Nursing Association.

David Dylewski, MS

David Dylewski, MS is the Assistant Administrator, Lehigh Valley Health Network Department of Psychiatry, who oversees the department's ambulatory programs. These include 2 public clinics, 2 large group practices, 2 adult partial hospitals and an adolescent partial, along with other responsibilities.

D. James Ezrow, LCSW

Jim Ezrow has spent over 30 years in the field of mental health, initially working with children and youth in foster care and adoption programs. Presently he is the Assistant Administrator for Inpatient programs for the Department of Psychiatry at Lehigh Valley Health Network. He has been employed at LVHN for over 20 years. He received his MSW from Temple University in Philadelphia, PA in 1982. He received his Diplomate in Clinical Social Work through NASW in 1993.

Rosanne Teders, LCSW, BCD

Ms. Teders has been in the mental health field for over 20 yrs. with experience ranging from outpatient partial hospitalization programs to in-house EAP program. She has been employed with LVHN for 14 yrs, 11 of those as Director of Psych Evaluation Services. Mrs. Teders received her Bachelor's degree from Oneonta College, a part of the State University of New York system and her Master's degree from Marywood University. She received her Diplomate in clinical social Work in 2003 from the American board of Social Work Examiners.

Courtney Vose, RN, MSN, CEN

Courtney Vose RN, MSN, CEN is an Administrator in Patient Care Services at Lehigh Valley Health Network (LVHN). Her areas of responsibility include: Medical/Surgical Services, Behavioral Health Inpatient Services, Neuroscience Services and Respiratory Services. She received her Bachelor of Science in Nursing from Indiana University of Pennsylvania. She received her Master of Science in Nursing and became a Certified Registered Nurse Practitioner at Temple University. She has successfully completed the Penn State University Leadership Course and the Wharton Nursing Leaders Program at the University of Pennsylvania. She is currently pursuing a Master of Business Administration at DeSales University. She is an active member in the Emergency Nurses Association, Sigma Theta Tau International Honor Society of Nursing, Delta Mu Delta International Honor Society in Business Administration and the American Organization of Nurse Executives. She is currently serving as the President Ex-officio to the Pennsylvania Eastern Regional Organization of Nurse Leaders (PERONL), and she has been appointed to serve a two year term on the Board of Directors to the Pennsylvania Organization of Nurse Leaders (PONL), and she was recently appointed to the DeSales University Department of Nursing and Health Advisory Board. She has served as an adjunct clinical professor at Duquesne and Eastern Universities. She is a regular lecturer in the undergraduate nursing program at Cedar Crest College; and serves as a leadership and research preceptor to nurses at DeSales University and Cedar Crest College. In 2006, she was the recipient of the Nightingale of Pennsylvania Nursing Administration Award. She was accepted as a participant in the Pennsylvania State Nurses Association Rising Stars of Leadership and Professional Development Program. She is a member of the Nightingale Awards of Pennsylvania Awards Committee. She has advanced nursing practice through multiple oral and poster presentations at regional and national meetings.