Partnership for Patient Care 2021 Leadership Summit

Speaker Profiles

The winners of the Delaware Valley Patient Safety and Quality Awards will be featured in a separate profile after the event.

Pamela Braun, BSN, MSN

Vice President, Health Care Improvement Foundation

Pam Braun, BSN, MSN is Vice President of Clinical Improvement at the Health Care Improvement Foundation. In this role, she is responsible for the development and implementation of the organization's clinical improvement programs, including one of HCIF’s signature programs, the Partnership for Patient Care. Since joining HCIF in 2008, she has convened partners and stakeholders in over 20 regional and state-wide collaboratives that have advanced quality and patient safety outcomes. Pam has led programs that have addressed a wide range of topics, including opioid use disorder, high reliability, obstetrical adverse events, diagnostic safety, CT radiation dose safety, hospital acquired infections, antibiotic stewardship, safety culture, end of life care, medication safety, and more. Her current programs include the Partnership for Patient Care, PURC (the Pennsylvania Urologic Regional Collaborative), Pennsylvania New Jersey Surgical Opioid Stewardship program (PENNJ – SOS) and the Capital Blue Cross Leapfrog Hospital Recognition Program.

Pam is a nurse by background and has 34 years of health care experience, 24 working in quality and patient safety. Prior to joining HCIF, Pam worked mostly in hospitals and health systems in PA and NJ and has previous experience as a quality/patient safety director, health care consultant, data analyst, care coordinator, and staff nurse. She has a BSN from Villanova University and an MSN from the University of Pennsylvania.

Victor Caraballo, MD, MBA

Vice President of Quality Management, Independence Blue Cross

Dr. Caraballo is the Vice President Quality Management for Independence Blue Cross. In his role, Dr. Caraballo is responsible for all activities associated with ensuring health plan compliance with the accreditation standards of the National Committee for Quality Assurance (NCQA). These activities encompass member safety, provider performance improvement, and a variety of other quality improvement activities designed to improve health care quality and safety. Dr. Caraballo is actively involved in leading Health Equity activities in Independence as well as across many stakeholder organizations. He is involved in value-based clinical solutions and has direct responsibility for overseeing the Credentialing, Delegation Oversight, and Worksite Well-Being functions. Dr. Caraballo is actively involved in numerous community activities whose goal is to improve health care quality. Dr. Caraballo leads the Independence COVID-19 corporate pandemic program team. He is also a board member of the Health Care Improvement Foundation and serves on the health information exchange HSX clinical advisory committee.

Dr. Caraballo holds both an undergraduate and medical degree from Brown University and holds a Master of Business Administration degree from The Wharton School of the University of Pennsylvania. He is board certified in Emergency Medicine and is a Fellow of the American College of Emergency Physicians.
Susan Cosgrove, MPA
Director, Health Care Improvement Foundation

Susan Cosgrove joined HCIF in 2013 and currently leads HCIF’s regional and statewide health literacy initiatives to empower consumers, educate providers, and build multi-stakeholder coalitions addressing health communication. She brings her health literacy expertise to other HCIF initiatives related to opioid surgical stewardship and chronic disease prevention, including Novo Nordisk’s Cities Changing Diabetes.

Susan previously worked as a Project Assistant with the Population Health Institute at the University of Wisconsin-Madison, where she collaborated with faculty and community partners to implement and evaluate a program designed to increase rural residents’ access to mental health and substance abuse services. During that time, she also provided consulting services to the Wisconsin Department of Health Services and Department of Children and Families, assessing health disparities in the foster care population and making programmatic recommendations for the Foster Care Medical Home initiative. Previously, she engaged in health care advocacy in Chicago with the Illinois Campaign for Better HealthCare. Susan holds a Bachelor’s degree in Sociology, Urban and Ethnic Studies from The College of New Jersey and Master in Public Affairs from the University of Wisconsin-Madison.

Susan Choi, PhD
Senior Director, Health Care Improvement Foundation

Susan Choi, PhD, is the Senior Director of Population Health at the Health Care Improvement Foundation. Since joining HCIF in 2012, Susan has served as the project director of learning collaboratives addressing a variety of topics including health literacy, palliative care, and prevention and management of chronic conditions. She is currently responsible for the facilitation of a community health improvement collaborative that engages hospitals and health systems in Southeastern Pennsylvania to address unmet community health needs, such as food insecurity, as well as a collaborative regional community health needs assessment with 9 participating health systems.

Susan previously worked as a Consultant and Research Associate for the Institute for Community Health and the Cambridge Health Alliance in Cambridge, Massachusetts. In these roles, she conducted evaluations of a variety of health promotion programs and led several quality initiatives focused on improving health equity, language services, and HIV care. Susan earned her BA in Psychology and PhD in Social Psychology from Harvard University.
Dixieanne James, MBA, Panelist
*President & COO, Einstein Medical Center Philadelphia*

In her current role, Dixieanne is Executive leader responsible for strategic growth and day-to-day operations ensuring the advancement of the organization's goals and mission. Oversight includes setting and maintaining operating and capital budgets, quality and patient safety, patient experience, employee engagement, physician engagement and alignment, regulatory compliance, business development, service line expansion and community relationship management and activation.

She holds a bachelor’s degree in Health Systems Management from the University of Connecticut and a master’s in business administration from Loyola College.

Dixieanne sits on the Board of Directors for Philabundance, the region’s largest hunger relief organization where she serves as Vice Chair of the Board. Chair of the Operations Committee. She also sits on the Board of the American Heart Association and serves on the Multicultural Leadership Committee and now on the Social Impact Taskforce and on the board of the Philadelphia Foundation, a community foundation dedicated to improving the lives of citizens and the local community.

She maintains active professional memberships with the Society of Healthcare Strategy and Market Development, the American College of Healthcare Executives, the National Association of Health Services Executives and the Healthcare Financial Management Association.
Sara Lomax-Reese, Moderator
President & CEO, WURD Radio

Sara Lomax-Reese is the President and CEO of WURD Radio, LLC, Pennsylvania's only African-American owned talk radio station. She is credited with transforming WURD Radio from a legacy talk radio station to a multimedia communications company providing cutting edge, original programming on air, online, through video and community events. In 2018, Sara spearheaded the launch of an environmental justice journalism platform called ecoWURD.com, and in 2019 she launched a new initiative called Lively-HOOD focused on jobs, career readiness and entrepreneurship to address the persistent wealth gap in the Black community. Most recently, she co-founded a new media company called URL Media, a network of Black and Brown owned media organizations that share content, distribution and revenues to increase their long-term sustainability. Prior to her work with WURD Radio and URL, in 1992 Sara co-founded HealthQuest: Total Wellness for Body, Mind & Spirit, a trailblazing African-American consumer health magazine that grew from a quarterly publication to a bi-monthly with a national circulation of over 500,000.

A graduate of the University of Pennsylvania and Columbia University Graduate School of Journalism, Sara has written for The Miami Herald, The Philadelphia Inquirer, The Atlanta Journal-Constitution and Essence Magazine. In 2016, Sara contributed to a book of essays, "Our Black Sons Matter," written by Black mothers of sons. Sara has been a coach in the Major Metro Newspaper Table Stakes Program and was the Program Lead for the inaugural BIPOC Sustainability Accelerator funded by Facebook designed to empower Black and Brown owned media organizations. In 2019 Sara completed the Media Transformation Challenge (formerly the Sulzberger Program) at Harvard Kennedy School. Most recently Sara was awarded one of the coveted JSK Fellowships at Stanford. An avid yoga and meditation practitioner, in 2012 Sara also co-founded a People of Color meditation group to serve Philadelphia’s BIPOC community.

John J. (Jack) Lynch III, Panelist
President & CEO, Main Line Health

John J. (Jack) Lynch III has served as president and CEO of Main Line Health since 2005, providing executive leadership to suburban Philadelphia's most comprehensive health care system. Main Line Health is comprised of four of the region's respected acute care hospitals -- Lankenau Medical Center, Bryn Mawr Hospital, Paoli Hospital and Riddle Hospital -- as well as one of the nation's premier facilities for rehabilitative medicine, Bryn Mawr Rehab Hospital; Mirmont Treatment Center, one of the leading addiction treatment programs in the Northeast; the Lankenau Institute for Medical Research; and the Home Care Network, which provides at-home nursing and hospice care throughout the five county region.

During his tenure with Main Line Health, Lynch and his leadership team have been credited with strengthening the organization's commitment to safety, quality and equity and enhancing the technology necessary to support significant advances in those areas. He has also fostered a period of expansion, including the addition of an acute care hospital and six health centers to better serve the needs of the Main Line and western suburban communities, and has cultivated an employee work environment that has garnered recognition from several independent rating organizations.

Prior to joining Main Line Health, Lynch served nearly 20 years as an executive with the St. Luke's Episcopal Health System in Houston, Texas, where he advanced to the position of Executive Vice President and Chief Operating Officer for the system, as well as CEO of the system's flagship facility, St. Luke's Episcopal Hospital. While residing in Houston, Lynch served on the boards of a wide variety of professional associations, including the Texas Hospital Association, the Greater Houston Hospital Counsel and the United Way. A native of Washington, D.C., Lynch received his undergraduate degree from the University of Scranton in Pennsylvania and his Master of Health Administration degree from the Washington University School of Medicine in St. Louis, Missouri.
Elizabeth Owens, MS  
*Project Manager, Health Care Improvement Foundation*

Liz Owens joined HCIF in 2017 and currently serves as a Project Manager on the Clinical Improvement Team. In this position, Liz supports a number of programs under the Partnership for Patient Care (PPC). These programs include the Delaware Valley Patient Safety and Quality Award, the Safe Community programs, which consists of Safe Table and Safety Forum, and HCIF’s newest collaborative the Health Equity Data Strategy program. In addition to these PPC programs, Liz also supports the Capital Blue Cross Leapfrog Value-Based Purchasing program and has previously supported the Hospital and Healthsystem Association of Pennsylvania Opioid Learning Action Network and programs related to diagnostic error, CT radiation, palliative care, and behavioral health under the Pennsylvania Hospital Improvement Innovation Network.

Liz received her B.A. from Franklin & Marshall College followed by her M.S. in Science, Technology, & Society from Drexel University. While completing her Master’s, Liz served as a research assistant where she worked on a multidisciplinary team of designers, engineers, and social scientists to receive feedback from important stakeholders concerning a smart fabric technology.
Steve Wray, MS  
**Senior Vice President & Principal, Econsult Solutions, Inc.**

Steve Wray is a Senior Vice President and Principal at Econsult Solutions, Inc. (ESI). In this role, Steve focuses on the development and implementation of programs and projects that support ESI’s vision and short- and long-term plans. He leads the work of the firm’s principals and senior staff in developing new partnerships, expanding and building on existing practice areas, and integrating the firm’s strengths in economic analysis and thought leadership. Mr. Wray joined ESI in 2017 as a Director and was promoted to Vice President, Strategic Initiatives in 2019.

He earned his B.A. in Public Policy from Duke University and a M.S. in Public Management and Policy from Carnegie Mellon University. Mr. Wray's Board roles include the Bucks County Historical Society, the Governor’s Early Learning Investment Commission, and the Philadelphia Convention and Visitors Bureau. He is an Executive Fellow of Carnegie Mellon University's Center for Economic Development at Heinz College. He was first elected to the HCIF Board in 2008 and currently serves as Chair of the Board.

Richard Webster, RN, MSN, Panelist  
**President, Thomas Jefferson University Hospital**

Richard J. Webster is the President of Thomas Jefferson University Hospitals (TJUH) and Magee Rehabilitation Hospital, a role he assumed in 2015. The TJUH division includes: Thomas Jefferson University Hospital, The Jefferson Hospital for Neurosciences, Jefferson Methodist Hospital, and Magee Rehabilitation Hospital. TJUH is the academic flagship for Jefferson Health, an 18-hospital system based in Philadelphia, Pennsylvania.

Mr. Webster began his career in healthcare as a staff nurse and has held a variety of clinical and administrative positions throughout his career. As division president for TJUH, he is responsible for the strategic and operational leadership for the nationally ranked organization. Known as an engaging and accessible leader, Rich is committed to creating a culture focused on quality, safety, inclusion, and employee and patient engagement.

Mr. Webster obtained his Bachelor and Master of Science in Nursing from Thomas Jefferson University. He is a board certified advanced nurse executive through the American Nurses Credentialing Center. In addition, he serves on the boards of the Health Care Improvement Foundation, Rothman Orthopedic Specialty Hospital, Physicians Care Surgical Hospital, and Jefferson Surgery Center at the Navy Yard.
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Delaware Valley Patient Safety & Quality Award

Presenters of Top 3 Winning Initiatives

First Place: Doylestown Hospital
Innovations to Optimize Monoclonal Antibody Infusions for COVID-19

Ryan Centafont, PharmD, BCPS, is the Pharmacy Clinical Manager for Doylestown Health. He earned a BS in Chemistry and a Doctorate of Pharmacy degree from Temple University in Philadelphia. Ryan joined Doylestown Health in 2011. He provides support, planning, and oversight to Pharmacy’s clinical programs while collaborating with health care professionals throughout the organization to optimize pharmaceutical care. Areas of interest include clinical pharmacy practice, medication safety, critical care, and transitions of care services.

Brenda Foley, MD, FACEP is the Medical Director of Doylestown Hospital’s Emergency Department and President of the Doylestown Hospital Medical Staff. She earned her medical degree from the Medical College of Pennsylvania and completed her residency at Thomas Jefferson University. She is board certified in Emergency Medicine. Dr. Foley received the “Honoring Our Doctors” award from the Bucks County Health Improvement Partnership (BCHIP) in 2017 and is a board member of the Bucks County Drug and Alcohol Commission.

Kelly Ann Maloney, PharmD, BCPS is the Clinical Pharmacist for Doylestown Hospital’s Emergency Department. She earned her BS in Pharmaceutical and Healthcare Studies and Doctorate of Pharmacy from the University of the Sciences in Philadelphia, and is a board-certified pharmacotherapy specialist. Kelly Ann provides clinical support for ED physicians and nursing staff; handles medication reconciliation; assists with codes, heart attacks and stroke alerts, and screens and schedules patients for monoclonal antibody treatments in the ED.

Christine Roussel, PharmD, BCOP, BCSCP is Doylestown Health’s Senior Executive Director of Pharmacy, Laboratory and Medical Research. She is a graduate of the University of the Sciences’ Philadelphia College of Pharmacy, with a Bachelor’s of Science in Pharmacology and Toxicology and a Doctorate in Pharmacy. She is a Board Certified Oncology Pharmacist and a Board Certified Sterile Compounding Pharmacist, as well as an Adjunct Assistant Professor at the Philadelphia College of Pharmacy, University of the Sciences.

Brenda Prabhakar, BSN, RN, CEN is the Clinical Educator for Doylestown Hospital’s Emergency Department. She earned her BSN from Bloomsburg University and joined the Emergency Department in January 2000, becoming clinical educator in February 2017. Brenda’s responsibilities include training new ED nurses and patient care techs, training staff on new products and processes and assuring competencies and skills are maintained. She also serves as Co-Chair of the hospital’s Sepsis Steering Committee.
Lauren N. Ellis MSN, RN, CEN, NE-BC has been a registered nurse for over 10 years, and is currently the Nurse Manager of the Emergency Department and the Observation Unit at Pennsylvania Hospital. She has obtained her Master of Science in Nursing from Drexel University with a concentration in Leadership and Health Systems Management. She has a strong interest in the improvement of overall department and hospital operations, data analytics, research and evidence based practice, patient safety and the patient and staff experience.

Scott Urbinati BSC, RN, VA-BC is the Vascular Access Manager at Einstein Medical Center Montgomery (EMCM). He started his career in healthcare working as a patient care tech in the ER at a local Hospital in 2005. After becoming an RN in 2008, Scott stayed in the ER at that Hospital until 2016 when he took advantage of a position as Float Nurse at Einstein Medical Center Montgomery. Under the forward-thinking leadership of Chief Nursing Office AnnMarie Papa, the vascular access program was started by Michael Whitner BSN, VA-BC in 2016. Scott was soon paired with Michael to help develop the rapidly growing program and eventually took his current role as the Vascular Access Manager at EMCM in 2019. His education includes a bachelor's degree in sports medicine from Sacred Heart University ('02) and an associate degree in nursing from Montgomery County Community College ('08). Scott is also board certified in vascular access (VA-BC) since 2018 and achieved certification to place neonatal PICC lines using ultrasound in 2019.

Susan Harkness Regli, PhD is the human factors scientist at the University of Pennsylvania Health System, where she works to promote best practices in human-computer interaction design, safety, and usability for health information technology. A member of the Clinical Effectiveness and Quality Improvement department, she also is a leader in Penn Medicine’s Center for Applied Health Informatics and the Predictive Healthcare Working Group. Her work since the beginning of the COVID-19 pandemic has focused on developing solutions to meet constantly evolving information and outreach requirements in order to support patients, employees, and community members. Dr. Regli earned her doctorate in Rhetoric from Carnegie Mellon University, where she was affiliated with the Human-Computer Interaction Institute. She also holds masters degrees from the University of Virginia and Hollins University.

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Delaware Valley Patient Safety & Quality Award

Presenters of Top 3 Winning Initiatives

Second Place: Pennsylvania Hospital
Management of Sepsis in the Emergency Department

Lauren N. Ellis MSN, RN, CEN, NE-BC

Third Place: Einstein Medical Center Montgomery*
We "PICC" Sherlock!

Scott Urbinati BSC, RN, VA-BC

Third Place: Penn Medicine*
Health System Virtual Safety Nets (VSNs) for Community Crisis

Susan Harkness Regli, PhD

*These initiatives tied for third place.