

QUALITY 101: SAFETY & QUALITY FUNDAMENTALS FOR HEALTHCARE LEADERS

INSTRUCTORS



AMY ANDERSON, MN, BSN, CNS

Director, Safety and Quality

Amy has over 23 years' experience in healthcare as a Registered Nurse including the past 13 years as an Advanced Practice Nurse and Clinical Nurse Specialist (CNS). She obtained her Master of Nursing with a focus as a Perinatal Clinical Nurse Specialist from the University of Washington School of Nursing in Seattle and her Bachelor of Science in Nursing from the University of Washington School of Nursing in Bothell. Amy's wide range of skills include developing and implementing evidence-based policies and procedures, lecturing, developing training curricula, and providing expert testimony as a nurse witness for legal review of cases. Additionally, Amy was trained as a CORE surveyor for Joint Commission International (JCI) and served as an escort/scribe, with expertise in Joint Commission and Department of Health Surveys.



ABBY BERUBE, MPH, CPHQ

Director of Health Equity, Safety and Quality

Abby has over a decade of experience working with academic medical institutions, community health centers, hospitals and payers to address health disparities. As part of the Northwest Safety & Quality Partnership, she designed and led a Health Equity Collaborative involving 30 hospital and health system teams across Washington and Oregon. She participates in Bree Collaborative statewide initiatives to provide guidance on screening and addressing patient social drivers of health and is committed to helping health systems dismantle systemic racism and authentically partner with communities they serve.



ALBERT FROLING, MHA

Technical Product Manager

Albert is an Afghanistan Combat Veteran turned Healthcare Data Expert with 10 years of healthcare experience. He has broad healthcare system level experience starting out as an Administrative Fellow at MultiCare Health System, Supply Chain Analytics Manager, and Technical Product Manager at WSHA. Additional credentials include Tableau Professional Certification.



MEGAN HERMAN, MA

Assistant Director, Safety and Quality Partnerships

Megan has 10 years' experience at WSHA supporting and creating quality improvement programs for hospitals in Washington, Oregon, and Alaska. As part of her work with the Northwest Safety and Quality Partnership, she designed infrastructure to deliver quality programming to 63 Oregon hospitals and support their individual strategic goals. She currently leads WSHA's quality leader roundtable and directs a grant-funded initiative on community based substance-use disorder prevention, treatment and recovery. She has expertise in a variety of healthcare quality improvement concepts and methodologies and provides resources to hospitals to address their quality challenges and achieve their goals. Megan has a certificate in Project Management and a Masters Degree in International Community Development, which included training on designing effective, community-driven improvement initiatives.



CAT MAZZAWY, RN, MSN, CPPS

Senior Director, Safety and Quality

Cat is an advanced practice nursing leader and Certified Professional in Patient Safety. She is a Senior Director of Safety and Quality at Washington State Hospital Association, where she leads several programs, including Honoring Choices Pacific Northwest (advance care planning), Medicaid Quality Incentive, Communication and Resolution Program, Executive Safety Academy, and is the Authorized Official for their Northwest Safety and Quality Patient Safety Organization (PSO). She draws upon nearly 25 years experience as a patient safety leader in diverse care settings, including a public hospital district, a tertiary referral center, and an integrated delivery system, and has extensive experience training healthcare leaders in just culture, root cause analysis, human factors science, and high reliability organizing. Fun fact—she was a member of the original patient safety team at WSHA which was recognized in 2010 with a John M. Eisenberg Patient Safety and Quality Award for the development of the Safe Table Learning Collaboratives.



TINA SEERY, MHA, BSN, RN, CPHQ, CPPS, LSSBB, SANE

Senior Director, Safety and Quality

Tina is a registered nurse with a master's degree in healthcare administration, is a Certified Professional in Healthcare Quality, a Certified Professional in Patient Safety, a Lean Six Sigma Black Belt, Certified Lean Sensei, a Team STEPPS Master Trainer, and a trained sexual assault nurse examiner. Her clinical and operational leadership experience in emergency, clinical care and quality management spans multiple service areas over the last 28 years. She is positioned to sit for the Board of Governor's Exam, American College of Healthcare Executives, Fellowship Credential (FACHE), in 2023. Tina is an active and engaged clinical partner supporting hospitals in our state with several key patient safety initiatives: Opioid Stewardship, in-hospital quality, Emergency Department Utilization, statewide Stroke & Cardiac Care) and serves as a trusted liaison for Lean/Six Sigma, Team STEPPs, health care clinical quality expertise, including health policy-related, legislative initiatives. She also supports state and federal partners in WSHA's COVID-19 Response Team. Tina greatly enjoys time with family, playing tennis, golf, hiking, boating, and loving on her Great Danes. She is also actively engaged in several volunteer roles including actively participating in the WA State Chapter of ACHE as a Board Director, Appointment on the Regional Advisory Council, Chair

of the Membership Committee, Chair of the Women in Healthcare Executive Network, DEI Committee Member. In 2022, she was a recipient of the American College of Healthcare Executives Regent's Award. As a first-generation Latina college graduate, Tina remains a strong advocate for educational advancement. She supports emerging healthcare professionals in our state as a Mentor with her alma mater, the University of Washington eMHA and MHA Programs and supports the Washington State Opportunity Scholar Program. She remains an active WA State Emergency Volunteer Professional and supported several Covid-19 Mass Vaccination Clinics in 2021-2022.



JESSICA SYMANK, RN, MPH, CPHQ

Senior Director, Patient Safety and Quality Partnerships

Jessica has been in the healthcare industry for 26 years, leading safety and quality work for over 10 years at the local and state level. She has a background in Emergency and Critical Care nursing and is certified in the Virginia Mason Production System through Virginia Mason Franciscan Health where she worked for 14 years. Jessica has led numerous quality improvement initiatives at WSHA, including building a regional safety and quality program for the state of Oregon, building and leading workplace violence programming and infection prevention and control. Her passion is supporting rural healthcare and ensuring hospital members at all levels have the tools they need to succeed.



BRITTANY WEINER, MS, LMFT

Assistant Director, Behavioral Health

Brittany provides education and technical assistance on behavioral health program implementation and quality improvement projects. Her work includes implementation of distribution of medications for opioid use disorder, topical webinars related to behavioral health conditions, and developing resources for mental health advance directives in hospital settings. She is an experienced behavioral health leader who served in various community health settings before joining WSHA.