Partnership for Patient-National Priorities Partnership Patient Safety Webinar Series

Webinar #9 – Engaging With Patients and Their Families

November 17, 12:30 pm

Speakers:

Donald M. Berwick, MD, MPP

Donald M. Berwick, MD, MPP, is the administrator for the Centers for Medicare and Medicaid Services (CMS). As administrator, Dr. Berwick oversees the Medicare, Medicaid, and Children’s Health Insurance Program (CHIP). Together, these programs provide care to nearly one in three Americans.

Before assuming leadership of CMS, Dr. Berwick was president and chief executive officer of the Institute for Healthcare Improvement, clinical professor of pediatrics and healthcare policy at the Harvard Medical School, and professor of health policy and management at the Harvard School of Public Health. He also is a pediatrician, adjunct staff in the department of medicine at Boston's Children's Hospital, and a consultant in pediatrics at Massachusetts General Hospital.

Dr. Berwick has served as chair of the National Advisory Council of the Agency for Healthcare Research and Quality, and as an elected member of the Institute of Medicine (IOM). He also served on the IOM's governing council from 2002 to 2007. In 1997 and 1998, he was appointed by President Clinton to serve on the Advisory Commission on Consumer Protection and Quality in the Healthcare Industry.

Dr. Berwick is the recipient of numerous awards and honors for his work, including the 1999 Ernest A. Codman Award, the 2001 Alfred I. DuPont Award for excellence in children's healthcare from Nemours, the 2002 American Hospital Association's Award of Honor, the 2006 John M. Eisenberg Patient Safety and Quality Award for Individual Achievement from the National Quality Forum and the Joint Commission on Accreditation of Healthcare Organizations, the 2007 William B. Graham Prize for Health Services Research, and the 2007 Heinz Award for Public Policy from the Heinz Family Foundation.

A summa cum laude graduate of Harvard College, Dr. Berwick holds a master's degree in public policy from the John F. Kennedy School of Government. He received his medical degree from Harvard Medical School, where he graduated cum laude.

Carolyn M. Clancy, MD

Carolyn M. Clancy, MD is the director of the Agency for Healthcare Research and Quality (AHRQ).

Dr. Clancy, a general internist and health services researcher, holds an academic appointment as clinical associate professor in the Department of Medicine at the George Washington University School of Medicine and serves as senior associate editor of Health Services Research. Dr. Clancy has published widely in peer-reviewed journals and has edited or contributed to seven books. She is a member of the Institute of Medicine and was elected a Master of the American College of Physicians in 2004. Her major research interests include various dimensions of healthcare quality and patient safety, including women's health, primary care, access to care services, and the impact of financial incentives on physicians' decisions.
Dr. Clancy is a graduate of Boston College and the University of Massachusetts Medical School.

**Timothy McDonald, MD, JD**

Timothy McDonald, MD, JD, is a physician-attorney who has been involved in patient safety efforts at the University of Illinois Medical Center for the past decade. Until his recent promotion to Chief Safety and Risk Officer for the entire University of Illinois at Chicago, he served as the Program Director for the Pediatric Anesthesiology Residency Program. His focus has been on the principled approach to patient harm with an emphasis on the robust reporting of patient safety events, near misses and unsafe conditions. He has helped pioneer the medical center’s resident physician reporting process as a means of engaging resident physicians from all specialties in safety and quality education. The principled approach to patient harm also includes a commitment to communicate within the health care team and with patients and families throughout the therapeutic relationship. It also involves a promise to investigate and create systems improvement following harm or near miss events. His federally funded research has focused on all of these domains, including the establishment of teaching methodologies for all levels and professions in health care.

**Robert Malizzo**

Robert Malizzo is a retired Lake County police officer who served as the mayor of his hometown, Hobart, Indiana. Mr. Malizzo owns and operates two companies, MedStaff, Inc. and Hobart Medical Solutions - http://hobartmedstaff.com/index.html. He and his wife Barbara have been married 44 years and have two daughters, Michelle and Kristina. Both daughters are Purdue University graduates. In addition to being a wife and mother or two daughters, Michelle was the CEO of MedStaff. Kristina is an elementary school teacher.