

13th Annual Duke Health Quality and Safety Conference
Poster Session

Poster Number	Abstract Title	Authors	Unit	Entity
1	Improving DUHS Clinical Laboratories Critical Result Communication and Documentation	Judith A. Fleming, M.S., MT (ASCP); Michael B. Datto, MD, PhD		DUHS Clinical Labs
2	A reduction in preventable harms through identification and improvement of care processes and provider documentation	Tiffany Brackett, MSN, RN, CPPS; Sheila Lewis, BSN, RN CPPS		Harris Regional Hospital & Swain Community Hospital, Duke Lifepoint
3	Assessment of Active vs. Passive Intervention to Improve HEDIS (The Healthcare Effectiveness Data and Information Set) Quality Measures in the Outpatient Setting	WO Henderson, MD, MH Parker, PharmD, J Zdanaviciene, MSN, J Galkowski, PA-C, BP Hayes, MD, MPH	General Internal Medicine	Duke VA HealthCare System and Duke University Hospital
4	Improvement in the Environmental Cleaning Standard in Operating Theaters	Sharon Wong Yit Ngho, RN, BSN; Sharon Wong Yit Ngho, RN, BSN; Audrey Goh Jie Ying, RN, BSN; Adam Bin Mohamed Noor, RN, BSN; Koh Shuling, BS (Hons) ITHM; Pan Lina, RN, BSN; Tan Chien Yen, RN, BSN (Hons)		Sengkang Health; Sing Health
5	Improving infection control practices at Alexandra Hospital	Chua Ying Ying, MD, MBBS; Ng Tong Yong, MD, MBBS, MRCP; Ms Sharon Wong Yit Ngho, RN, BSN; Ms Pan Li Na, RN, BSN; Ms Chan Ying Yue, RN, BSN		Alexandra Hospital, Sing Health
6	Reducing Heart Failure (HF) Readmissions in the Acute Care Setting	Jessica Bumgarner, BSN-RN		Frye Regional Medical Center, Duke Lifepoint
7	Reducing preventable inpatient harm	Michele Nester, MBA, CHC, CPPS		Twin County Regional Hospital, Duke Lifepoint
8	Dashing to Improvement	Carrie Brooks, Maria Novick, Michael Raguso	Duke Network Services and Performance Services	Duke Lifepoint
9	Wilson Medical Center Sepsis Improvement Initiative	Gail Brewer RN, BSN, MPH; Steve Hoover; Eduardo Borja, MD; Casandra Vick, BSN, RN; Christian Shaw, PharmD; Lindsay Atkinson, MBA, BSN; Laura Lowe RN, DNP, MHA, CPPS		Wilson Medical Center, Duke Lifepoint
10	At the forefront of the opioid crisis, treating patients in the primary care setting	Julie C. Webb MSN, RN, CEN		Duke Primary Care
11	Collaborative care for depression treatment: Integrating MD and RN Psychiatry Services within Duke Primary Care	Terry Ervin MHA RN; Virginia O'Brien MD; John Anderson MD MPH; Pat Johnson MSN RN		Duke Primary Care
12	Evaluating Variation in Primary Care Imaging Utilization	David J Halpern, MD, MPH, FACP; Kevin P Shah, MD, MBA; John B Anderson, MD, MPH	General Medicine	Duke Primary Care
13	Improving Dementia Recognition, Evaluation and Management in Primary Care	Jan Dillard, MSW, LCSW; Lynn Bowlby, MD; Holly Causey, PharmD, BCACP, CPP, CDE; Ashley Cyr, MSW, LCSW; Lawrence Greenblatt, MD; Mitchell Heflin, MD; Eleanor McConnell, PhD, RN; Brenda Mutisya, RN; Aly Shogan, MD		Duke Primary Care
14	Quit at Duke Primary Care: Expansion of the Duke Smoking Cessation Program brings a much-needed resource to primary care prevention efforts	David J Halpern, MD, MPH, FACP; Kevin P Shah, MD, MBA; John B Anderson, MD, MPH; Jillian Dirkes, MSW, LCSW; James Davis, MD	General Medicine	Duke Primary Care
15	Beating Burnout: Increasing Resilience in the Duke Raleigh Intensive Care Unit	Amy Rudy, BSN, RN, CCRN; Peter Berry, MSN, RN, CNL, CCRN	Intensive Care Unit	Duke Raleigh Hospital
16	Proactive Rounding: The New Rapid Response Team	Peter Berry, MSN, RN, CNL, CCRN; Mary Kathryn Matthys, BSN, RN, CCRN; Kristin Merritt, MSN, MBA, RN, NE-BC, CCRN	Intensive Care Unit	Duke Raleigh Hospital
17	Immediate Use Steam Sterilization Process Improvement & Reduction	Malinda Elammari, ST, CSPM, CSPDT, CSIS, CFER; Denise Lush, MSN, RN, CNOR, NE-BC; Dawn Clasey, BSN, RN, CNIII, CNOR	Central Sterile Reprocessing	Duke Raleigh Hospital
18	Pharmacy adjusted single dose pre-op gentamicin and the effect on post-op renal function	Allison Armagan, PharmD; Crystal Hahn, PharmD; Alicia Haugh, PharmD; and Megan Cuomo, PharmD Candidate 2018	Pharmacy	Duke Raleigh Hospital
19	Improving communication on medical in-patient population resulting in improved discharge flow	Phillip Maxwell; Alvin D'Angelo and Kathryn Pier	General Medicine	Duke Raleigh Hospital
20	Improving Needs List Accuracy to Perform Surgeries Safely	Candice Stringfield, RN; Taneshia Walker, ST; Gene Schreengost; Rachel Turner; Andy Mikos, ST; Jennifer Dizon, RN; Tara Walczak-Daage, RN; Gareth Coleman, ST; and Alvin D'Angelo	Surgical Services	Duke Raleigh Hospital
21	Initiatives to reduce central line associated bloodstream infections in the surgical oncology population: A quality improvement project	Kelsey Bergstedt BSN, RN, CMSRN & Heather Sullivan MSN, RN, CNL	Surgical Oncology	Duke Raleigh Hospital
22	Patient Safety in the Ambulatory Oncology Environment: A TeamSTEPS® Journey	Tammi Hicks, DNP, RN, CEN	Education & Magnet	Duke Raleigh Hospital
23	Raising the Bar through Patient-Centered Simulations	Holly Bradicich BSN, RN, CMSRN & Melissa Wilson BSN, RN, CEN		Duke Raleigh Hospital
24	Starting Every Day the Right Way—Safety Briefings	Melissa Sullivan, MHA, BSN, RN	Patient Safety	Duke Raleigh Hospital
25	Reduction in STAT Lab Processing Turnaround Time	Ramona R. Basnight, MSN, RN, NEA-BC; Alvin J. D'Angelo, M.Eng, MHA	Duke Cancer Center Institute	Duke Raleigh Hospital
26	A conditional probability approach to efficiently minimize the risk of operating room conflicts for emergent surgery	John S. Hudson, PhD, RN, NEA-BC, FACHE	Administration	Duke Regional Hospital
27	Critical review of hypoglycemia events at Duke Regional Hospital ICU significantly reduces rates of hypoglycemia and reveals effective methods for hypoglycemia prevention	Hong BD, Bowers R, Carrera J, Al-Hegelan M, Cooper A, Morrissey KL, Greenlee J, Setji TL		Duke Regional Hospital
28	Decreasing Falls Through BMAT Education for Nursing Care Assistants	Arefeh Razavi, BSN, RN, CNIV; Sharon Tobias, MSN, RN, NE-BC; Jennifer McIlvaine, PT, MSPT, CSPHA	General Medicine/Neurology	Duke Regional Hospital
29	Implementation of Successful ERAS Program in a Community Hospital	William Norcross, MD; Samuel Huang, MD; Jay Kim, MD; John Buckwalter, MD; Edward Sanders, MD; Meghann Toilolo, CRNA, Skip Maza, Edwin Iversen, PhD; Earl Ransom, MD	Urology/Anesthesiology	Duke Regional Hospital
30	Improving elder care in a community based hospital	Neema Sharda, MD; Liza Genao, MD; Victoria Orto, DNP, RN, NEA-BC; Katelyn Keith, BSN, CNIV, CMSRN, GRN; Lillian Guerrier, MSN, BSN, RN-BC; Seveda Mirza, RN, BC; Samuel Johnson, PharmD, MPH; Heidi White, MD, CMD.		Duke Regional Hospital

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31	Interprofessional Quality Improvement Project to Improve the Safety of Discharge Medication Reconciliation for Hospitalized Patients	Aparna Kamath, MD, MS; April Cooper, PharmD; Michael Willis, PharmD, MHA, BCPS; Sarah L. Hale, PhD; Jon Lovins, MD; Aparna Swaminathan, MD; Adam Wachter, MD	General Medicine	Duke Regional Hospital
32	New Technology: Is it safe in the OR?	Paula Cates, MSN, RN, NE-BC, CPAN; Eva McCulloch, BSN, RN, CNOR; Larry Richardson, BSN, RN, CNOR	Operating Room	Duke Regional Hospital
33	Nurse-Driven Efforts to Increase Medication Barcoding Compliance	Kellie Capes, MSN, RN, AGCNS-BC, PCCN	Medicine Division	Duke Regional Hospital
34	Patient Progression: A hospital-wide, multi-disciplinary, data-driven approach to moving patients safely, timely & efficiently	Nancia T. Odom MSN, RN-BC; Mitch Babb MBA/MHA, RN; aurie Velez MHA, RN, CNML; Zachary Cockerham BSN, RN, CEN, CNIV	Patient Placement	Duke Regional Hospital
35	Transcutaneous Bilirubin Measurement: An Innovative Approach to Screening for neonatal jaundice, Minimizing Pain, Improving Patient Experience, and Reducing Cost	Melissa Murray, BSN, RN, CNML; Breanne Payne, MSN, RN, CNML; Kamlesh Athavale, MD	Mother Baby and Special Care Nursery	Duke Regional Hospital
36	Graduate Medical Education Patient Safety and Quality Committee review of Safety Reporting System submissions increases awareness and follow-up of meaningful events	Megan C Turner MD; Patricia D Pittman MD; Judy Milne MSN; Catherine Kuhn MD; David Turner MD		Duke University Hospital
37	Agile Analytics to Enhance Patient Experiences at the Duke Eye Center	Heidi Banks, MSM, PMP and Patti Gorgone, MAS, BSN, RN, BC	DHTS ACE PORT	Duke University Health System
38	Close the Loop: Resident perceptions of feedback on the diagnostic process	Sarah Cohen, MD; Ashley Naughton, MD; Rebecca Ruf, MD; James Fox, MD	Pediatrics	Duke University Health System
39	Improved resident participation in safety reporting: the experience of the Duke Pediatric Residency Safety Council	S Cohen, MD; J Pelletier, MD; J Ladd, MD; A Hanlon, MD; C Feeney, MD; S Shaikh, MD; V Parente, MD	Pediatrics	Duke University Health System
40	Multidisciplinary Handover Standardization to Enhance Transitions from the Emergency Department to Intensive Care Unit	Stephanie P. Schwartz, MD; Emily C. Sterrett, MD MS; W. Clayton Bordley, MD MPH; Kyle J. Rehder, MD; Sameer S. Kamath, MD MBSS	Pediatric Intensive Care Unit	Duke University Health System
41	Lowering Radiation Doses when using a C-ARM in a Procedural Setting	Megan Shonyo, RT®; Matthew Leshner, BS; Marie Stone, RT®; Steve Mann Ph.D.; Anand Joshi MD, MHA	Duke Spine Center	Duke University Health System
42	Aligning Care Redesign Project Selection with Value Improvement Priorities and Patient Impact	George Cheely MD MBA; Caitlin Daley MS; Judy Prewitt; Thomas Hopkins MD MMCI		Duke University Health System
43	"Sterile Cockpit": An initiative for minimizing interruptions during handoff and rounds in the PICU	Sameer S. Kamath, MD MBSS; Jonathan Gehlbach, MD; Alicia Espinosa, RN; Heather Harrison, RN and Kyle J. Rehder, MD	Pediatric Intensive Care Unit	Duke University Hospital
44	A multidisciplinary approach to reduce Clostridium difficile (CD) infections in adult surgical patients at Duke University Hospital	Christopher Mantyh, MD; Cory Vatsaas, MD; Megan Turner, MD; Wendy Webster, MA, MBA; Becky Smith, MD, Kirk Huslage, MSPH, BSN, RN; Rebekah Wrenn, PharmD; and Regina Woody, RN; Theresa Alston-Williams, MBA	Surgery	Duke University Hospital
45	Application and Strategic Use of Risk Priority Number with "No Harm" Medication/Fluid SRS Event Types	Melissa King, PharmD; Kristina Shuford, BS Pharm; Jennifer Frakes, PharmD; Garry Bartels; Jeff Saville, RN, CPHIMS; MaryAnne Y Zabrycki, MSW, LCSW, ACSW	Pharmacy	Duke University Hospital
46	Artificial Airway Management in the Outpatient Oncology Setting: Nursing Competency	Ciji S. Williams, BSN, BSRT, RN, RRT-NPS, RCP	Radiation Oncology	Duke University Hospital
47	Assessing the impact of an order panel utilizing weight-based insulin and standardized monitoring of blood glucose for patients with hyperkalemia	Kelby Brown MS; Tracy L Setji MD; Sarah L Hale PhD; April Cooper PharmD; Beatrice Hong MD; Rebecca Herbst MD; Clay Musser MD; Susan Freeman; Ted Shaikewitz MD; Jimmy Greenlee MHA RPH; Noppon Setji MD	General Medicine	Duke University Hospital
48	Care Redesign: A Multidisciplinary Approach for Continuous Improvement in a Colorectal ERAS Population	Jennifer Massengill BSN, RN, CNML and Robin Anderson BSN, RN	Perioperative Services, Performance Services	Duke University Hospital
49	Eliminating routine preoperative laboratory studies in outpatient pediatric cardiothoracic surgery patients: a quality improvement study	Stephanie Jones MD; Kelly Machovec MD MPH; Warwick Ames MD FRCA; H. Mayumi ; Homi MD PhD; Rosalie Yan MD; Jessica Poisson MD; Nick Bandarenko MD; Andrew Lodge MD; Joseph Turek MD MPH; Edmund Jooste MB ChB	Pediatric Anesthesiology	Duke University Hospital
50	Getting Better at Quitting: Improving Inpatient Smoking Cessation Counseling at DUHS	Denise McKinnon, RRT, RCP, AEC; Janice Thalman RRT, RCP, FAARC; Jessica Johnson, MHA; Stephen Morgan, BS, RRT-NPS; Jillian Dirkes, MSW, LCSW; James Davis, MD; Adam Wachter, MD; Neil MacIntyre, MD	Respiratory Care Services	Duke University Hospital
51	Hand Hygiene Awareness through Simulation	Bridget McNalty BSN, RN; Suzanne Lambert BSN, RN, SCRNI; Amy Slonac BSN, RN, CCRN; Staci Reynolds PhD, RN, ACNS-BC, CCRN, CNRN, SCRNI	8 East Neuro ICU	Duke University Hospital
52	Immediate Menu Selection and Patient Satisfaction on an Inpatient Psychiatric Unit	Sara Emory, DNP, RN, PMHCNS-BC, NEA-BC; Johana Troccoli, BS; Consuelo Williams, MBA, RN, BSN, CNML; Ashleigh Sill, RD, LDN; Amy Rowe, MS, RD, LDN	Psychiatry	Duke University Hospital
53	Impact of the Duke Stewardship Allergy and Assessment Team (StAAT) in optimizing penicillin allergy documentation and beta-lactam use in patients with reported penicillin allergies	Deverick Anderson, MD, MPH; Renee Kleris, MD; Patricia Lugar, MD; Rebekah Moehring, MD, MPH; Christina Sarubbi, PharmD; Rebekah Wrenn, PharmD	Pharmacy	Duke University Hospital
54	Implementing EPIC Smart Phrases to Facilitate Standard Communication between Specialty Pharmacy and the Transplant Team	Mark Herring, PharmD; Matt Harris, PharmD, MHS, BCPS	Department of Pharmacy	Duke University Hospital
55	Implementing a Pilot Primary Care Behavioral Health Integration Program at the Duke Outpatient Clinic (DOC)	Nicholas Johnson, MS; Anh Tran, PhD, MPH; Lawrence Greenblatt, MD; Lynn Bowlby, MD, MPH; Patrick Hemming, MD, MPH	General Medicine	Duke University Hospital
56	Improving Compliance with Stroke Guideline Measures through Linked Orders in Maestro	Meg Fenu BSN, RN, SCRNI; Heather Forrest MMCI, BSN, RN, SCRNI; Staci Reynolds PhD, RN, ACNS-BC, CCRN, CNRN, SCRNI	8 West Neuro Stepdown	Duke University Hospital

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57	Improving Pain Management for Pediatric Patients Admitted for Uncomplicated Vaso-occlusive Episodes	Amy Lee MD; Julie Childers MD, PhD; Amanda Johnson MD; Ashley Naughton MD; David Noyd MD; Heather Hills PharmD, BCO; Zachary Long RN, CNIV, CPN; Megan Jordan MD; Heather McLean MD; Jennifer Rothman MD; Kristen Meade MD	Pediatrics	Duke University Hospital
58	Improving Primary Care Patient Access to Rheumatology via E-Consults	J.P. Shoup, MD; R.T. Keenan; A.H. Cho; D. Phinney; J. Anderson, MD; K. Shah, MD	GME - Med / Peds	Duke University Hospital
59	Infection Prevention through Standardized Root Cause Analyses	Staci Reynolds PhD, RN, ACNS-BC, CCRN, CNRN, SCR; Chris Sova BSN, RN; Britt Meyer PhD, RN, CRNI, VA-BC, NE-BC; Halie Lozano MSN, RN; Kirk Huslage MSPH, BSN, RN, CIC; Becky Smith MD; Sarah Lewis MD	Infection Prevention	Duke University Hospital
60	Institutional Review of Mortality in 5,434 Consecutive Neurosurgery Patients: Are We Improving?	Elsamady AA; Sergesketter AR; Sampson JH; Gottfried ON	Neurosurgery	Duke University Hospital
61	Mental Health: Improving our Skills	Jan Dillard, MSW, LCSW; Lynn Bowlby, MD; Julia Gamble, NP; Brenda Mutisya, RN; Amy Pollok, SAM; Elissa Rumer, MSW Intern	Duke Outpatient Clinic	Duke University Hospital
62	Novel Idea: Development of Case Management Core Safety Committee	Tammie Shepherd, MHA, BSN, RN, ACM; Devi Desai, MSW, LCSW, ACM; Alan Green, MSW, LCSW, ACM; Michele Gay, MBA, BSN, RN, CCM; Coretta Smith, MSN, RN, CCM; Judy Milne, RN, MSN, CPHQ, CPPS	Case Management	Duke University Hospital
63	Nurse Education for Management of On Q Pumps	Whitney Molasky MSN, APRN, ACNS-BC, OCN; Josephine Ngare RN-ONC, CNII; Cheryl Rosen RN; Dot Taylor-Senter MSN, RN, CNRN, CNML; Staci Reynolds PhD, RN, ACNS-BC, CCRN, CNRN, SCR	6100 Orthopedics	Duke University Hospital
64	Organizing chaos and finding ways to improve: Using a constellation diagram to lead discussion at M&M	Jane P. Gagliardi MD, MHS; Judy Milne, RN, MSN, CPHQ, CPPS	Psychiatry and Behavioral Sciences	Duke University Hospital
65	Passing the Baton: Standardizing Resident Handoffs in Duke Pediatrics with I-PASS	Jennifer Ladd; Tobias Straube, MD	Pediatrics	Duke University Hospital
66	Personal Quality Improvement Dashboards for Anesthesiology: Development, Implementation and Usability Testing	Atilio Barbeito MD MPH, Noa Segal PhD	Anesthesiology	Duke University Hospital, VA Healthcare System
67	Pressure Injury Reduction at Duke Children's Hospital	Michelle Rice, MSN, RN, CWOCN; Tammy Uhl, MSN, RN, CCRN, CCNS; Sameer Kamath, MD, MBBS2; Heather McLean, MD; Aaron Rose, CPHQ	PICU	Duke University Hospital
68	Reducing excessive variation in infant sepsis evaluation	Emily C. Sterrett, MD, MS & Ernestina Belt, MD	Pediatrics	Duke University Hospital
69	Reduction in Unnecessary Urine Cultures: An Innovative Approach to CAUTI Prevention	Staci Reynolds PhD, RN, ACNS-BC, CCRN, CNRN, SCR; Daniel Sexton MD; Erica Lobaugh-Jin BSN, RN, CIC; Chris Sova BSN, RN; Kirk Huslage MSPH, BSN, RN, CIC; Becky Smith MD; Sarah Lewis MD; Rebekah Wrenn PharmD BCPS; & Christina Sarubbi PharmD BCPS-AQ ID	8E, 6E, 6W	Duke University Hospital
70	SALMON; improving use of a rounding checklist in the Pediatric Intensive Care Unit	Sameer Kamath, MD; Heather Harrison, RN; Alicia Espinosa, RN; Travis Heath PharmD, BCPS, BCPP; and Kristy Paley, MS, RD, LDN, CN	Pediatric Intensive Care Unit	Duke University Hospital
71	Standardizing Handoff in the Neuro ICU	Tori Holmes BSN, RN, CCRN and Staci Reynolds PhD, RN, ACNS-BC, CCRN, CNRN, SCR	8 East Neuro ICU	Duke University Hospital
72	Stroke Documentation Improvements: The Road to Success	Meg Fenu BSN, RN, SCR; Heather Forrest MMCI, BSN, RN, SCR; Kyle Yanchura MSN, RN, ACCNS-AG, CNRN; Edwina McCray MSN, RN, CNML; Malissa Mulkey MSN, RN, CCNS, CCRN, CNRN; Staci Reynolds PhD, RN, ACNS-BC, CCRN, CNRN, SCR	8 West Neuro Stepdown	Duke University Hospital
73	Systematic Analysis of Epic BestPractice Advisory Leads to a Dramatic Reduction in Firing with No Clinical Harm	JH Pelletier MD; RC Musser MD MS; SP Cohen MD; JM Ladd MD; A Hanlon MD; C Feeney MD; Shaikh MD; V Parente MD	Pediatrics	Duke University Hospital
74	Take 5 Initiative	Kathryn Duarte BSN, RN and Elisabeth Graham MS, OTR/L	Intensive Care nursery	Duke University Hospital
75	Targeted Improvements in Follow-up Phone Calls as a Strategy to Improve Readmission Rates	Caitlin Daley, MS; David Gallagher, MD, SFHM; Rhonda Spell, BSN, RN; Karen Preston, RN, BSN, CCM, MHA, ACM; Emily Bowen, BSN, RN, CMSRN; Pat Kramer, Ed.S, ACM, CCM, CSW, NCC	General Medicine	Duke University Hospital
76	The Bedflow Charge Nurse Role	Philip Parker RN, BSN, CCRN-CSC & Gilbert Rutledge RN, BSN, CCRN	Cardiothoracic Intensive Care Unit	Duke University Hospital
77	The Surviving Sepsis Campaign for Duke's Kids: Recognizing Kid's with High Risk for Sepsis	Tammy L Uhl, RN, MSN, CCRN, CCNS and Remi Hueckel, DNP, CPNP-AC, FNP, FAANP	Pediatrics, Pediatric Critical Care	Duke University Hospital
78	Urinary Catheter Use In Total Joint Arthroplasty Patients After Spinal Anesthesia	Margaret M. Harding, MSN, RN, AGPCNP-BC, CPAN	Orthopaedic Surgery	Duke University Hospital
79	Use of Electronic Safety Tools to Reduce Adverse Events Related to Allergic Allergy	Jennifer Frakes, PharmD; Allison Lynch, PharmD, BCPS, BCNSP; Wendy Rycek, PharmD, BCPS; Kuldip Patel, PharmD	Pharmacy	Duke University Hospital
80	Eliminating Surgical Site Infections at Duke Children's Hospital	Vani Sistla MPH, Caroline Kalbaugh RN CNOR, Rebecca Ellis BSN, Heather McLean MD, Brad Taicher DO MBA, Megan Nute CPNP-AC, Dulce Lessard RN MS, Caitlin Curtis FNP, Aaron Rose MBA CPHQ, Henry Rice MD, Ira Cheifetz MD, Michelle Frey MSN, Jeffrey Langdon MHA, Alexander Allori MD MPH	Pediatrics	Duke University Hospital

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81	Stepping beyond lost to follow-up: Refining the healthcare landscape through multi-disciplinary Severe Hypertension Outreach (SHO) at a Federally Qualified Health Center	Jennifer Deyo, PharmD; James Echols; Tiffany Hayes, RN; Linda Small, RN; Lynn Jung, RN; Joan Chaplin, RN; Lynn Fitzgerald, PharmD, MA; Bradi Granger, PhD, MSN, RN, FAAN; Ezra Pak-Harvey; Thomas Granger; Nicolas Nelson; Carolyn Crowder, LCSW, LCAS, CCS; Bina Patel, RPh, PharmD, CDE; Tracy Stillwell, RPh, PharmD; Howard Eisenson, MD; Holly Biola MD, MPH, FAAFP		Lincoln Community Health Center
82	Building a Sustainable Performance Improvement Program for Ambulatory Specialty Care	Dariele Cooper RN, CGRN, CPPS; John Paat, MD; Kim Denty, MSN, BA, RN, CPPS; Kevin Cooper, BS; Angela Stephens MS, MHA, CPPS, SHRM-CP, PHR	Ambulatory Specialty Clinics	Private Diagnostic Clinic
83	Concussion Management: Getting it Right	Amanda Beatty MS, LAT, ATC; Daisy Nelson MS, LAT, ATC; Kristen Ramsey MEd, LAT, ATC	Carolina Family Practice and Sports Medicine	Private Diagnostic Clinic
84	Front Line For Safety - Where Patient Safety Begins and Ends	Kim Adcock, RN-BC; Kim Britton; Dariele Cooper RN, CGRN, CPPS		Private Diagnostic Clinic
85	Evaluating Hand Hygiene Compliance in Ambulatory Care and Establishing Success	Camille Grant, MHA, MAT; Martha Dorroh, MS, APRN	Accreditation and Patient Safety	Private Diagnostic Clinic
86	Integrating TeamSTEPPS in Ambulatory Specialty Clinics	Sanne Henninger MSW, LCSW, Ed D; Dariele Cooper RN, CGRN, CPPS; Angela Rice-Warren M.Ed.; Kim Denty RN, MSN, CPPS; John Paat, MD		Private Diagnostic Clinic
87	Shifting the Paradigm: From Physician Burnout to the Workplace	Heather S. McLean MD; Carol L. Stanley MS CPHQ; Jessica Sperling PhD; Megan Gray MSW; Meredith Parker BSW; Tracy Spears MS; Jennifer M. Lawson MD	Pediatrics	Private Diagnostic Clinic
88	When the Seeds of Change Take Root: Using Complexity Science to Improve Patient Safety in Ambulatory Specialty Care	Kim Denty, MSN, RN, CPPS; Krista Wilson, MHA, RN-BC, CPPS; Angela Stephens MS, MHA, CPPS, SHRM-CP, PHR; Dariele Cooper, RN, CGRN, CPPS; Heidi Campbell, COT; Sherry Peel, MHA, BSN, RN-BC		Private Diagnostic Clinic