

TANYA LORD PhD, MPH

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EDUCATION:

2011 PhD Clinical and Population Health Research

UNIVERSITY OF MASSACHUSETTS MEDICAL SCHOOL, Worcester, MA

Dissertation:

Early Detection and Treatment of Acute Clinical Decline: An Observational Study of ICU Transfers, Effectiveness, and Process Evaluation of a Rapid Response System.

Designed, implemented and evaluated a Rapid Response System at two acute care hospitals at the University of Massachusetts Memorial Medical Center.

2006 Masters of Public Health, Health Management and Policy

UNIVERSITY OF NEW HAMPSHIRE, Manchester, NH

1988 B.S., Special Education

BOSTON UNIVERSITY, Boston, MA

2018, Certification Human Centered Designed

LUMA INSTITUTE, Pittsburgh, PA

2010 Lean Six Sigma Training (Green Belt)

UNIVERSITY OF MASSACHUSETTS MEDICAL SCHOOL, Worcester, MA

PROFESSIONAL EXPERIENCE:

2012-Present

Director, Patient and Family Engagement

FOUNDATION FOR HEALTHY COMMUNITIES, Concord, NH

Direct Patient and Family Engagement initiatives statewide

Provide direct technical assistance to all New Hampshire Healthcare Systems

Develop statewide Patient and Family Engagement Trainings and online learning

Lead Foundation for Opioid Response Effort grant

Grant writing to support initiatives

Lead Experience Co-Design Cycles: Strategy to involve all stakeholders process improvement

Present at state and national conferences

2019 to Present

Director, Quality Improvement

PEER SUPPORT COMMUNITY PARTNERS

Provide leadership in Participant Led Design strategies

Provide technical assistance for all SADOD populations

Strategize with team for program design, implementation and evaluation

2018 to Present

Consultant, Research and Human Centered Design Lead

ATW HEALTHCARE SOLUTIONS, Chicago IL

Provide leadership in using Human Centered Design strategies to engage all stakeholders in improvement

Patient Family Engagement Research

Patient Family Engagement and Safety trainings and workshops

2018-Present

PEI - QI: Health Care Disparities Faculty and

Clinical Learning Environment Review Evaluation Committee

ACCREDITATION COUNCIL for GRADUATE MEDICAL EDUCATION, Chicago, IL

2013-2018

Patient/Family Engagement Subject Matter Expert

AHA, HOSPITAL RESEARCH AND EDUCATIONAL TRUST Chicago, IL

Patient and Family Engagement Subject Matter Expert

Coach State Hospital Associations to promote and implement Patient and Family Engagement initiatives, within the Partnership for Patient grant hospitals, through in person workshops, keynotes, webinar and coaching

Authored HPOE/AHA Guide: Partnering to improve quality and safety: A framework for working with patient and family advisors.

Developed and implemented a Patient and Family Engagement Fellowship focused on using PFE strategies to improve Healthcare Associated Conditions

Developed and Implemented a Patient Advisor Program for the 2014 Quality & Patient Safety Roadmap and Health Forum and AHA Leadership Summit

2014-2018

Patient Family Engagement and Safety Research Consultant

CONSUMERS ADVANCING PATIENT SAFETY Chicago, IL

Consult on multiple federally funded programs including TCPI and Partnership for Patients designing educational materials, developing metrics and research.

2012-Present

Cofounder and Creative Director

THE GRIEF TOOLBOX, Nashua, NH

Develop and distribute grief education and support materials

Manage and create assets for Facebook, website and product development

Produce and edit grief educational videos

Manage variety of vendors, outside resources, web-design team

2013-2016

Patient Safety Consultant

MASS COALITION FOR THE PREVENTION OF MEDICAL ERRORS, Woburn, MA (2013-Present)

Developed educational materials for primary care practices with the PROMISES program, an AHRQ funded grant to reduce medical errors in ambulatory clinics. In collaboration with the Massachusetts

Department of Public Health, Institute for Healthcare Improvement, Brigham and Women's Hospital

Developed resident and family educational materials regarding antibiotic resistance and the testing and treatment of Urinary Tract Infections in long term healthcare settings

2012-2013

Patient Safety Consultant

TUFTS MEDICAL CENTER, Boston, MA (2012-2013)

Facilitate Civility and Respect in the Workplace (CREW) groups for staff

Work with the Director of Quality and Patient Safety on grant writing, and improvement projects

2014-Present

Adjunct Faculty

SOUTHERN NEW HAMPSHIRE UNIVERSITY Manchester, NH (2014-Present)

Teach Quality Management in Healthcare

Subject Matter Expert

Course designer

2010-Present

IHI Faculty

INSTITUTE FOR HEALTHCARE IMPROVEMENT (IHI), Boston, MA

2011-2011

Post-Doctoral Research Fellowship

UNIVERSITY OF MASSACHUSETTS MEDICAL SCHOOL, Worcester, MA

Research Topics include:

Timing of antibiotic delivery in premature infants

Sepsis treatment protocols in the Emergency Room and the Medical Surgical Floor
Transitions of Care: Development of patient educational materials
Writing, production of training DVD including patients and families
Staff member of Patient Advisory Committee and Pediatric Parent Advisory Committee.

2008-2011

Graduate Research Assistant

UNIVERSITY OF MASSACHUSETTS MEDICAL SCHOOL, Worcester, MA

Created training materials and a literature review for implementation of a Mammography Reminder System.

Reviewed and analyzed data regarding Sepsis admissions to general medical floors as part of Sepsis research project.

Systematic Review on the Effectiveness of Rapid Response Systems

Participated in the designed, implemented and evaluation of a Rapid Response System in two UMass hospitals.

2007-2011

Radiology Research Assistant

UNIVERSITY OF MASSACHUSETTS MEMORIAL MEDICAL CENTER,
Worcester, MA (2007)

Designed a study to determine how often incidental findings occur and how radiologists communicate those findings to primary care physicians.

Reviewed all imaging studies including X-rays, CT scans, and physician notes to identify terms that would indicate incidental findings.

Cross-referenced data with medical records to suggest possible follow-up care.

Forwarded detailed report of findings, results, and opinions for 100 cases to medical center management.

2007-2011

Grant Writer / Research Assistant

THE MYERS INSTITUTE, Worcester, MA (2007)

Assisted in writing a funded grant regarding probabilistic risk assessment involving outpatient adverse events.

2006

Field Study

SOUTHERN NEW HAMPSHIRE MEDICAL CENTER, Nashua, NH

Designed and implemented a medical records review to evaluate form usage for response to critical lab results.

Collaborated in development of an educational plan implemented system wide regarding the 2007 National Patient Safety goals.

2005-2006

Intern

NEW HAMPSHIRE DEPARTMENT OF HEALTH AND HUMAN SERVICES,
Concord, NH

Designed and conducted a survey and record review at 25 New Hampshire hospitals involving standard of care for pregnant women during labor and delivery when HIV status is unknown.

Prepared and presented findings of research results at partner and stakeholder meetings.

**RESEARCH
FUNDING:**

2020 Foundation for Opioid Response Efforts, NY

Using Experienced Based Co-Design methods to improve treatment for inpatients with a Substance Use Diagnosis in rural hospitals.

2019 New Hampshire Charitable Foundation, NH

Using Human Centered Design and Experience Based Co-Design strategies to determine the healthcare needs for pregnant women with a substance use disorder

2016-2018 Endowment for Health, NH
Exploring the engagement needs across the healthcare continuum
Develop and disseminate an online learning tool to develop engagement skills in staff and patients

2009 Agency of Healthcare Quality Research
Dissertation Grant

**TEACHING
EXPERIENCE:**

2015-Present
Annual Guest Lecturer
The Dartmouth Institute
Hanover, NH

2015 – Present
Annual Guest Lecturer
Northwestern University Chicago, IL

2014
Guest Lecturer
Tufts School of Medicine, Public Health Program

2009-2017
Guest Lecturer
University of Massachusetts Medical School

PUBLICATIONS:

Health Research & Educational Trust. Partnering to improve quality and safety: A framework for working with patient and family advisors. March 2015 Available at: www.hpoe.org/pfaengagement

Johnson, J, Haskell, H, Barach P, Case Studies in Patient Safety: Foundations for Core Competencies. 143-152.

Lord, T., Noah's Story: Please Listen; Patient Safety and Quality in Healthcare, April/May (2012)

**SELECTED
PRESENTATIONS:**

2019 ACGME, Teaching Cultural Humility to Residents
2019 Dallas Fort Worth Foundation, Leveraging the Lived Experience
2018 TIPQC Nashville, TN
2018 IDN Region 1 Patient Safety Conference
2017 Navigating the Intersection of PFE, Equity and Population Health, NHPHA Equity Symposium
2016-2018 Engaging Patients and Families, Citizens Health Initiative Annual Symposium, Concord NH
2017 Engaging Patients and Families to Improve Quality, Texas Hospital Association, West Virginia Hospital Association
2016 Including Patient Family Advisors in Critical Event Analysis, HIROC, Toronto, Canada
2016 Including Patient Family Advisors in Root Cause Analysis, Northern New England Risk Managers Association
2016 Partnering for Safety North Carolina Quality Center, Keynote, PFE Symposium, Raleigh, NC
2016 Schwartz Compassion Rounds Concord Hospital, Concord, NH
2016 Including Patient and Family Advisors in Root Cause Analysis ASHRM, Indianapolis, IN
2016 Engaging Patients and Families in the Primary Care Setting, Planetree Conference, Boston, MA
2016 Co-Design, Institute for Healthcare Improvement National Forum, Orlando, FL
2015 Patient Safety: Risk, Reliability and Resilience, The Dartmouth Institute, Hanover, NH
2015 Learning From Your Patients to Improve Patient Safety, Beryl Institute Conference,
2015 Engaging Patients Following an Adverse Event Wentworth Hospital, NH
2014 Patients and Families making an Impact, Institute for Healthcare Improvement Forum
2014 The Other Side of the Bedrail: Learning from Patient Stories, National Patient Safety Foundation
2014 Accelerating Improvement to Eliminate Patient Harm, American Hospital Association

2014 Noah's Story: Please Listen, Maine Hospital Association, Rockport, ME
 2014 Voice of the Patient: Developing and Enhancing your Patient Engagement Programs, New York State
 2014 Partnership for Patients, Syracuse and New York City
 2014 Schwartz Rounds, Lakes Region General Hospital, Laconia, NH
 2014 Partnering for Safety, Valley Regional Hospital, Claremont NH
 2014 Partnering for Safety, Portsmouth Hospital, Portsmouth, NH
 2014 Partnering for Safety, Monadnock Hospital, Monadnock, NH
 2014 Partnering for Safety, Exeter Hospital, Exeter, NH
 2014 What it Means to be a Patient/Family Advisor, St Joseph's Hospital, Nashua, NH
 2014 Partnering for Safety, Southern New Hampshire Medical Center, Nashua, NH.
 2014 Partnering for Safety, The Elliott Hospital, Manchester, NH.
 2014 HRET HEN Partnership for Patient NH kickoff. Concord, NH
 2014 Partnering for Safety Catholic Medical Center Patient Safety Symposium, Manchester, NH
 2013 Noah's Story: Are you Listening, Institute for Healthcare Improvement Open School Lesson
 2013 The Second Victim, ARIA Healthcare, Philadelphia, PA
 2013 Key Note speaker, Huntsville Hospital Patient Safety Symposium
 2012 Webinar "Noah's Story: Please Listen" QuantiaMD
 2012 Webinar "Noah's Story: Please Listen" Emergency Medicine Patient Safety Foundation
 2010 Poster on Rapid Response System, AcademyHealth Conference
 2010 Poster and Presentation, National Patient Safety Foundation Conference
 2008 Poster presenter, American Public Health Association Annual Conferences

AREAS OF EXPERTISE:

- Lean Improvement Theory (Green Belt)
- Patient Safety Curriculum
- Health Services Research
- Surveying & Reporting
- Science of Improvement
- Grant Writing
- Patient Safety Research
- Patient Family Engagement
- Rapid Response Systems
- Data Collection/Analysis