

Susan A. Abookire, BSEE MD MPH FACP

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Jamaica Plain, MA 02130

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Education:

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|------|--------|------------------------|--|
| 1978 | B.S. | Electrical Engineering | University of Washington Seattle, Washington |
| 1991 | M.D. | Medicine | Harvard Medical School Boston, Massachusetts |
| 1999 | M.P.H. | Clinical Effectiveness | Harvard School of Public Health Boston, Massachusetts |

Postdoctoral Training:

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|-------------|--------------------------|-------------------|------------------------------|
| 07/91-06/92 | Intern | Medicine | Brigham & Women's Hospital |
| 07/92-06/94 | Junior & Senior Resident | Medicine | Brigham and Women's Hospital |
| 09/11-06/12 | Fellow | Medical Education | Mount Auburn Hospital |

Faculty Academic Appointments:

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|---------------|---------------------|----------|------------------------|
| 07/91-06/94 | Clinical Fellow | Medicine | Harvard Medical School |
| 07/94-02/11 | Instructor | Medicine | Harvard Medical School |
| 03/11-present | Assistant Professor | Medicine | Harvard Medical School |

Appointments at Hospitals/Affiliated Institutions:

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| 07/94-2002 | Attending Physician | Medicine | Brigham & Women's Hospital |
| 2000-2005 | Attending Physician | Medicine | Newton Wellesley Hospital |

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|---------------|---------------------|----------|----------------------------|
| 09/04-2014 | Attending Physician | Medicine | Mount Auburn Hospital |
| 07/16-Present | Attending Physician | Medicine | Brigham & Women's Hospital |

Other Professional Positions:

| | | |
|---------------|---|---|
| 1978-1985 | Design Engineer New Product Development, Avionics. Project Manager 757/767 Flight Management Systems. Project leader for Rotary Launcher failsafe control system. | Sundstrand Data Control Crane Aerospace Seattle, Washington |
| 1985-1987 | Engineer, research of visual cortical architecture, motion processing and columnar organizational mapping. | Department of Neurobiology, Harvard Medical School Boston, Massachusetts |
| 1994 | Internist | Harvard Community Health Plan Boston, Massachusetts |
| 2000-2004 | Associate Physician | Brigham and Women's Hospital Boston, Massachusetts |
| 2001 | Advisory Board | Massachusetts Coalition for Prevention of Medical Error Burlington, Massachusetts |
| 2003-2004 | Quality and Patient Safety Consultant | Cambridge Health Alliance Cambridge, Massachusetts |
| 2006- 2014 | Board of Directors | Massachusetts Coalition for Prevention of Medical Error Burlington, Massachusetts |
| 2007- Present | Speaker's Bureau | Massachusetts Medical Society Waltham, Massachusetts |
| 2008-2015 | Physicians Clinical Advisory Board | Elsevier Boston, Massachusetts |
| 2010 | Quality Consultant | Sturdy Memorial Hospital Attleboro, Massachusetts |
| 2017-Present | Senior Curriculum Advisory Committee | Partners in Health Boston, MA |

Major Administrative Leadership Positions:

Local:

| | | |
|-----------|----------------------------|--|
| 1994-1997 | Associate Medical Director | Brigham Internal Medicine Associates Brigham and Women's Hospital |
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Boston, Massachusetts

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|--------------|---|---|
| 1994-1997 | Medical Director | Pilgrim Prime 65 Joint Venture Brigham and Women's Hospital Boston, Massachusetts |
| 1998-2000 | Associate Medical Director of Clinical and Quality Analysis | Partners Information Systems Partners Healthcare Boston, Massachusetts |
| 2001-2003 | Director, Health Care Quality | Newton Wellesley Hospital Partners HealthCare Newton, Massachusetts |
| 2004-2013 | Chair, Department of Quality and Patient Safety | Mount Auburn Hospital Cambridge, Massachusetts |
| 2005-2013 | Developed and Direct Quality and Patient Safety Clinical Elective | Mount Auburn Hospital Cambridge, Massachusetts |
| 2011-2013 | Curriculum Director Harvard Medical School Fellowship in Quality and Patient Safety | Harvard Medical School Boston, Massachusetts |
| 2013-Present | Senior Advisor Harvard Medical School Fellowship in Quality and Patient Safety | Harvard Medical School Boston, Massachusetts |
| 2016-2018 | Interim Chief Medical Officer Senior Advisor | University Hospital Newark, New Jersey |
| 2019 | Interim Chief Medical Officer | Jersey City Medical Center Jersey City, New Jersey |

Regional:

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| 2010-2014 | Vice President, Board of Directors | Massachusetts Coalition for Prevention of Medical Error Burlington, Massachusetts |
| 2010-2012 | Expert Panel on Performance Measurement | Health Care Cost and Quality Council, Department of Health and Human Services Boston, Massachusetts |
| 2010 | Executive Subgroup on Measurement Development of Accountable Care Organizations | Health Care Cost and Quality Council, Department of Health and Human Services Boston, Massachusetts |
| 2013-2015 | Senior Vice President System Chief | Houston Methodist Health Care |

Quality Officer

System Houston, Texas

2018-Present Medical Director, Mederi Academy

Mederi Foundation
Ashland, Oregon

Committee Service:

Local:

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|------------|--|---------------------------------|
| 2000-2003 | Partners Quality Measurement Leaders | Partners HealthCare |
| 2000-2003 | Quality Performance Improvement | Newton Wellesley Hospital Chair |
| 2000-2003 | Patient Safety Steering Committee | Newton Wellesley Hospital Chair |
| 2004- 2013 | Quality Review Committee | Mount Auburn Hospital Chair |
| 2004- 2013 | Medical Safety Steering Committee | Mount Auburn Hospital Chair |
| 2004- 2013 | Credentials Committee | Mount Auburn Hospital Chair |
| 2004- 2013 | Interdepartmental Clinical Review | Mount Auburn Hospital Chair |
| 2004- 2013 | Patient Care Assessment Committee Board of Quality and Safety | Mount Auburn Hospital Chair |
| 2004- 2013 | Forms Committee | Mount Auburn Hospital Chair |
| 2004- 2013 | Medical Clinical Services Committee | Mount Auburn Hospital |
| 2004- 2013 | Senior Management Committee | Mount Auburn Hospital |
| 2004- 2013 | Management Council | Mount Auburn Hospital |
| 2004- 2013 | Medical Staff Executive Committee | Mount Auburn Hospital |
| 2004- 2013 | Medication Reliability | Mount Auburn Hospital Co-Chair |
| 2004-2013 | Institutional Review Board | Mount Auburn Hospital |
| 2005- 2013 | Clinical Effectiveness Committee | Mount Auburn Hospital Chair |
| 2005- 2013 | Clinical Computing Steering Committee | Mount Auburn Hospital Co-Chair |
| 2006- 2013 | Critical Care Committee | Mount Auburn Hospital |
| 2009- 2013 | Medical Education Council | Mount Auburn Hospital |
| 2009- 2013 | Atrius Clinical Collaboration Committee | Mount Auburn Hospital Co-Chair |
| 2009- 2013 | Alternative Quality Contract Steering Committee | Mount Auburn Hospital |

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|------------|--|---|
| 2010- 2013 | Care Transitions Committee | Mount Auburn Hospital Chair |
| 2010- 2013 | MAPS Ambulatory Quality and Patient Safety Committee | Mount Auburn Hospital Co-Chair |
| 2007 | Trustee Education Curriculum Development Committee | Massachusetts Hospital Association |
| 2008- 2013 | Operations SPREAD Committee | CRICO RMF |
| 2008- 2013 | Committee on Quality of Medical Practice | Massachusetts Medical Society |
| 2009- 2013 | Ambulatory Risk Managers Leaders | CRICO |
| 2010- 2013 | Clinical Practice Quality Measurement, Electronic Health Records | Massachusetts Technology Collaborative Massachusetts eHealth Institute |
| 2010- 2013 | Electronic Health Records Implementation Group | Massachusetts Technology Collaborative Massachusetts eHealth Institute |
| 2010-2011 | Clinical Improvement Advisory Board | Massachusetts Hospital Association |

Regional

| | | |
|-----------|---|------------------------------|
| 2013-2015 | System Clinical Operations | Houston Methodist – Co-Chair |
| 2013-2015 | System Board Quality and Patient Safety | Houston Methodist |
| 2013-2015 | System Medication Safety | Houston Methodist - Chair |
| 2013-2015 | System Quality | Houston Methodist - Chair |
| 2013-2015 | System High Reliability | Houston Methodist - Chair |

Professional Societies:

| | | |
|---------------|--|-----------------------------|
| 1998-Present | Society of General Internal Medicine | Member |
| 1998-Present | American College of Physicians | Member |
| 1998- Present | Massachusetts Medical Society | House of Delegates |
| 1999- Present | American Medical Informatics Association | Member |
| 2000- Present | National Patient Safety Foundation | Member |
| 2005- Present | American College of Physician Executives | Member |
| 2010-2020 | Society for Physician Quality Officers | Co-Founder, Vice President, |

President

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| 2010-Present | Health Information and Management Systems Society | Member, Certified Professional |
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Honors and Prizes:

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| 1971 | Case Presidential Scholar | Case Western Reserve University Cleveland, Ohio |
| 1973 | Purdue Alumnae Foundation Scholar | Purdue University West Lafayette, Indiana |
| 2001 | Partners in Excellence Award for Quality Measurement Leaders | Partners Healthcare Boston, Massachusetts |
| 2006 | Exceptional Woman in HealthCare Award | Magic 106.7 Exceptional Women Boston, Massachusetts |
| 2006 | Excellence in Patient Safety Award | Massachusetts Hospital Association Burlington, Massachusetts |
| 2008 | HOPE Award | Medical Induced Trauma Support Services Boston, Massachusetts |
| 2009 | Excellence in Quality Award | Rx Law Report Boston, Massachusetts |
| 2012-2014 | The Academy | Harvard Medical School Boston, Massachusetts |

Hospital Awards:

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|------|---|--|
| 2008 | Inaugural Hope Award | Medically Induced Trauma Support Service (MITSS) |
| 2009 | Gold Stroke Awards | AHA |
| 2009 | Blue Distinction Center for CardiacCare | Blue Cross Blue Shield |
| 2009 | Blue Distinction Center for SpineSurgery | Blue Cross Blue Shield |
| 2010 | Gold Stroke Award | AHA |
| 2010 | Best Places to Work | Boston Business Journal |
| 2011 | Best Places to Work | Boston Business Journal |
| 2011 | Thomson Reuters Top 10 U.S. Health Care Systems | Caregroup Healthcare System |
| 2011 | Honor Roll | Harvard Pilgrim Health Care |

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|------|---|--|
| 2011 | Gold Stroke Award | AHA |
| 2012 | Top Hospital for Cardiac Care | HealthGrades |
| 2012 | Pioneer Accountable Care Organization | Center for Medicare Services |
| 2012 | Gold Plus Stroke Award | AHA |
| 2012 | 3-star national rating | Society of Thoracic Surgeons and Duke Clinical Research |
| 2012 | Blue Distinction Center for CardiacCare | Blue Cross Blue Shield |
| 2012 | Blue Distinction for Knee and Hip Replacement | Blue Cross Blue Shield |
| 2012 | Best Places to Work | Boston Business Journal |
| 2012 | “A” for Patient Safety | Leapfrog |
| 2012 | Distinguished Hospital Award for Clinical Excellence | HealthGrade |
| 2013 | Blue Distinction for Knee and Hip Replacement | Blue Cross Blue Shield |
| 2013 | Blue Distinction Center for CardiacCare | Blue Cross Blue Shield |
| 2013 | Orthopedic Surgery Program for Total Joint Replacement & Spine Surgery | Aetna Institute of Quality (IOQ) |

Report of Funded and Unfunded Projects

Funding Information:

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|---------------|--|
| 2010- 2014 | Ambulatory Risk Appraisal CRICO RMF Principal Investigator (\$200,000) The goal of this study is to reduce clinical risk in the ambulatory practice setting through the use of data management systems design, adverse events reporting and learning, standardization, and development of a risk reduction curriculum for outpatient providers. |
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Unfunded Projects:

Past:

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| 2009 | Emergency Department Consultation Communication ImprovementProject CRICO RMF Site Principal Investigator |
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- 2010 Implementing a New Protocol for the Prevention of Venous Thrombo-embolism at Mount Auburn Hospital
Principal Investigator
The goal of this study is to reduce hospital venous thrombo-embolism through the use of education and multidisciplinary development of a hospital wide evidence-based protocol. I provided oversight of the study design, analysis, and implementation.
- 2010 Implementing a New Protocol for the Slow Reversal of Warfarin in a Hospital and Outpatient Setting
Principal Investigator
The goal of this study is to reduce length of stay and adverse events related to reversal of anticoagulation through a multidisciplinary approach to the development and implementation of a slow reversal protocol.

Report of Local Teaching and Training:

Teaching of Students in Courses:

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| 2011-2013 | Patient Doctor II – Human Performance and System Design 2nd year medical students | Beth Israel Deaconess Medical Center Two one-hour sessions annually |
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Formal Teaching of Residents, Clinical Fellows and Research Fellows (post-docs):

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|-----------|---|--|
| 1994-2000 | Smoking Cessation Medical Residents in Ambulatory Rotation | Brigham and Women's Hospital One hour lecture |
| 1994-2000 | Guide to Herbal Medications Medical Residents in Ambulatory Rotation | Brigham and Women's Hospital One hour lecture |
| 1997 | Hartford Geriatrics Initiative: Workshop Leader in Dementia Medical residents and fellows | Brigham and Women's Hospital Three one-hour workshops |
| 2000-2004 | Patient Safety Medical residents and fellows | Newton Wellesley Hospital One hour lecture |
| 2000-2004 | Quality Improvement Medical residents and fellows | Newton Wellesley Hospital One hour lecture |
| 2000-2004 | Human Factors Design Medical residents and fellows | Newton Wellesley Hospital One hour lecture |
| 2000-2004 | Medical Error Medical residents and fellows | Newton Wellesley Hospital Grand Rounds |
| 2002 | Patient Safety Visiting Medical Students from Ludwig Maximilian University | Newton-Wellesley Hospital Three day workshop |

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| 2007-2009 | Handoffs: Communication and Standardization Resident Conferences | Mount Auburn Hospital One hour lecture, two per year |
| 2008 | Learning from Adverse Events House Staff Core Curriculum Annual Retreat | Partners HealthCare One hour lecture |
| 2009 | Principles for Systems Based Medical Practice Speaker & Workshop Leader/Medical Resident Retreat | Mount Auburn Hospital One session |
| 2010 | Discharge Summaries: A Clinical Competence Intern Conference | Mount Auburn Hospital One hour lecture |

Clinical Supervisory and Training Responsibilities:

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| 1994-2000 | Ambulatory Internal Medicine Clinic Preceptor, Brigham Internal Medicine Associates | One session per week |
| 1994-2000 | Inpatient General Medical Service Teaching Attending/Brigham and Women's Hospital | One month per year |
| 2000-2003 | Inpatient Medicine Service Teaching Attending, Newton Wellesley Hospital | Two days per month |
| 2004-2010 | HVMA Medical Service Attending Hospitalist, Mount Auburn Hospital | One half day per month |
| 2005 – 2013 | Quality and Patient Safety Clinical Elective Preceptor & Advisor/Mount Auburn Hospital | One and a half hours for three months per year |

Formally Supervised Trainees and Faculty:

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| 2006 | Reza Alavi, M.D. / Internal Medicine Resident, Mount Auburn Hospital Supervised research leading to publication on effect of food pricing on healthy food choices. |
| 2007 | Dan Halperin, M.D. / Internal Medicine Resident, Mount Auburn Hospital Supervised scholarly project investigating appropriateness of telemetry and its impact on outcomes on a medical – surgical hospital unit. |
| 2008 | Ali Abdulkareem Alobaidli, M.D. / Clinical Affairs Director, Abu Dhabi Health Services Supervised quality fellowship of Dr Alobaidli who came to Boston for this month-long quality fellowship |
| 2008-2011 | Laila Khalid, M.D. / Internal Medicine Resident, Mount Auburn Hospital Supervised research and development of evidence-based anticoagulation bridging guidelines. |

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| 2009-2011 | Azadeh Assapour, M.D. / Internal Medicine Resident, Mount Auburn Hospital Supervised research and development of evidence-based anticoagulation protocol. |
| 2010-2011 | Don Misquitta, M.D. / Internal Medicine Resident, Mount Auburn Hospital Supervised clinical projects to improve accuracy of medication reconciliation and discharge transition communication |
| 2010-2012 | Nandita Nadig, M.D. / Internal Medicine Resident, Mount Auburn Hospital Supervised research and development of evidence-based anticoagulation protocol for slow reversal of warfarin |

Formal Teaching of Peers (e.g., CME and other continuing education courses):

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| 1995-1998 | “Screening and Health Promotion” Intensive Review of Internal Medicine Harvard Medical School | Workshop Leader |
| 1995-1998 | “Smoking Cessation” Intensive Review of Internal Medicine Harvard Medical School | Workshop Leader |
| 1995-1998 | “Chest Pain” Intensive Review of Internal Medicine Harvard Medical School | Workshop Leader |
| 1995-1999 | “Asthma” Intensive Review of Internal Medicine Harvard Medical School | Workshop Leader |
| 1997 | Hartford Geriatrics Initiative Workshop Leader in Dementia Brigham and Women’s Hospital | Three workshops |
| 2009 | Improving Flow: Quality, Safety, Efficiency and Satisfaction Mount Auburn Hospital Board of Trustees | Single Presentation |
| 2010 | Improving Communication among Physicians using Appreciative Inquiry Mount Auburn Hospital Medical Staff Executive Committee | Single Presentation |
| 2008-2010 | “How to Build a Patient Safety Program” The Patient Safety Imperative Harvard Medical School | Single Panel Presentation each year |
| 2009 | “How to Develop a Patient Safety Program” Update in Hospital Medicine Harvard Medical School | Workshop |

Local Invited Presentations:

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| 2001 | Spiral CT for Lung Cancer Screening / Medical Evidence Review Patient Care Assessment, Newton Wellesley Hospital |
| 2002 | Medical Care of Orthopedic Patients / Grand Rounds Department of Medicine, Newton Wellesley Hospital |
| 2002 | Human Factors Engineering / Partners Patient Safety Retreat Partners HealthCare |
| 2003 | Web Based Reporting / Grand Rounds Department of Medicine, Newton Wellesley Hospital |
| 2003 | Setting Quality Metrics / Grand Rounds Department of Medicine, Newton Wellesley Hospital |
| 2004 | Root Cause Analysis / Grand Rounds Department of Surgery, Mount Auburn Hospital |
| 2004 | Medical Management – Value and Quality in Observation Chest Pain/ Senior Management Presentation, Mount Auburn Hospital |
| 2005 | Determining When Quality Improvement is Research / Institutional Review Board Mount Auburn Hospital |
| 2005 | Medication Reconciliation: Vulnerabilities and Solutions at Critical Transitions/ Grand Rounds Department of Medicine, Mount Auburn Hospital |
| 2005 | Quality Improvement / Laboratory Quality Improvement Seminar Presented to Laboratory Technician Group Mount Auburn Hospital |
| 2006 | Wrong Site Surgery / Grand Rounds Department of Surgery, Mount Auburn Hospital |
| 2006 | Public Reporting of Hospital Quality Measures / Presentation to Board of Trustees Mount Auburn Hospital |
| 2007 | Statistical Process Control / Quality Nurses Retreat Mount Auburn Hospital |
| 2007 | “PDSA” Overview / Quality Nurses Retreat Mount Auburn Hospital |
| 2008 | Lessons from Aviation / Grand Rounds Department of Medicine, Mount Auburn Hospital |
| 2009 | Deep Dive: Learning from Adverse Events / Grand Rounds Department of Medicine, Mount Auburn Hospital |

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| 2009 | Learning from Adverse Events (RCAA) / Board of Trustees Department of Quality and Patient Safety, Mount Auburn Hospital |
| 2010 | Anticoagulation Safety Throughout the Continuum / Board of Trustees Department of Quality and Patient Safety, Mount Auburn Hospital |
| 2010 | RCAA Process in Action / Morbidity & Mortality Department of Quality and Patient Safety, Mount Auburn Hospital |
| 2010 | Healing the Healer / Grand Rounds Department of Medicine, Mount Auburn Hospital |

Report of Regional, National and International Invited Teaching and Presentations

Regional

Those presentations below sponsored by outside entities are so noted and the sponsor is identified.

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|-----------|--|
| 2006-2007 | Quality Improvement Annual Summit / Panelist Blue Cross Blue Shield of Massachusetts Summit Boston, Massachusetts |
| 2007 | Reducing Hospital Acquired Infections Massachusetts Quality Healthcare Leaders Boston, Massachusetts |
| 2007 | Technology in Medication Safety / Keynote Speaker Medical Users Software Exchange (MUSE) Regional Summit Mystic, Connecticut |
| 2007 | Medication Safety: Closing the Loop Medical Users Software Exchange (MUSE) Regional Summit Mystic, Connecticut |
| 2008 | Innovations in Quality and Safety / Panel Discussion Health Care Services Leadership Blue Cross Blue Shield of Massachusetts Annual Summit Boston, Massachusetts |
| 2008 | Meeting Standards for Joint Commission / Panel Presentation Massachusetts Hospital Association Annual Conference Boston, Massachusetts |
| 2009 | Safe and Reliable Medication Delivery Massachusetts Technology Leadership Council Addressing Critical Leadership Issues Cambridge, Massachusetts |
| 2009 | Deep Dive: Learning from Adverse Events Featured Presentation Massachusetts Coalition for the Prevention of Medical Error Burlington, Massachusetts |

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| 2009 | Healthcare Technology: The Patient-Centered Revolution Massachusetts Technology Leadership Council Healthcare Cluster Event Cambridge, Massachusetts |
| 2010 | The Health Care Leader's Role in Quality and Safety Key Note Presentation Massachusetts Organization of Nurse Executives Annual Meeting Annual New and Emerging Leader Seminar Waltham, Massachusetts |
| 2010 | Building a Risk Management Program in the Ambulatory Setting CRICO Ambulatory Risk Management Leaders Meeting Boston, Massachusetts |
| 2011 | The Discharge Process – The Hub, not the Tail, of Care Baystate Health President's Quality Award Featured Speaker Springfield, Massachusetts |
| 2012 | The Power of One – Learning and Improvement from a Single Event Massachusetts Hospital Association Burlington, Massachusetts |
| 2019 | System Design in Healthcare MIT Sloan School Cambridge, MA |
| National: | |
| 2000 | Computerized Physician Order Entry American College of Emergency Physicians Annual Meeting Philadelphia, Pennsylvania |
| 2000 | Improving Allergy Alerting in Computerized Physician Order Entry American Medical Informatics Association Annual Symposium Los Angeles, California |
| 2001 | Adherence to Guidelines for Statin Lowering Therapy Society General Internal Medicine Annual Meeting San Diego, California |
| 2002 | Developing Order Sets and Guidelines using Modified Delphi Methods National Patient Safety Foundation Annenberg Annual Conference Indianapolis, Indiana |
| 2008 | Successful Implementation of CPOE Technology into a HealthCare Environment American Medical Informatics Association Washington, DC |
| 2010 | Teaching Quality and Patient Safety Mayo Clinic |

Rochester, Minnesota

- 2010 Computerized Physician Order Entry: Getting it Right the First Time
Healthcare Information and Management Systems Society (HIMSS)
Transforming Healthcare Through IT
Virtual National Seminar
- 2011 Bruised but Better For It: Continuous Improvement in Credentialing Process
14th Annual Credentialing Resource Center Symposium
Las Vegas, Nevada
- 2011 Developing New Career Plans for Aging Practitioners
14th Annual Credentialing Resource Center Symposium
Las Vegas, Nevada

International:

- 2001 Salzburg Seminar on Patient Safety and Medical Errors
Salzburg, Austria
- 2005 Reporting Systems for Patient Safety
WHO World Alliance for Patient Safety
London, England
- 2009 Learning from Adverse Events
Partners Healthcare Medical International Novartis Healthcare Management
Conference
Beijing, China
- 2009 Improving Medication Safety Using Technology and Human Factors Design
Partners Healthcare Medical International Novartis Healthcare Management
Conference
Beijing, China
- 2012 Best Practices to Prevent Adverse Events
First Plenary CPD
King Faisal Hospital, Kigali, Rwanda
- 2012 Harvard Medical School Clinical Fellowship in Quality and Patient Safety
International Society for Quality in Health Care Conference
Geneva, Switzerland

Report of Clinical Activities and Innovations

Current Licensure and Certification:

- 1994 Massachusetts Medical License
- 1994 Certification in Internal Medicine, American Board Internal Medicine
- 2004 Re-Certification Internal Medicine, American Board Internal Medicine

Practice Activities:

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|--------------|--------------|--------------------------------------|--------------------------|
| 1994-2000 | Primary Care | Brigham Internal Medicine Associates | 6 sessions per week |
| 2000-2003 | Hospitalist | Newton Wellesley Hospital | Average 5 days per month |
| 2004-2013 | Hospitalist | Mount Auburn Hospital | Average 2 weeks per year |
| 2009-2016 | Hospitalist | Faulkner Hospital | Average 6 days per year |
| 2016-Present | Urgent Care | Brigham & Women's Hospital | One day per week |

Clinical Innovations:

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| CPOE Implementation in a Community Hospital, Mount Auburn Hospital (2004-present) | This implementation has improved medication safety throughout the hospital. As one of the first hospitals in the country to implement this technology using this software vendor, I oversaw the clinical development of physician user interface, clinical guidelines, order set implementation, and reliable information flow across disciplines |
| Led the implementation of a patient discharge instruction technical module, Mount Auburn Hospital 2005 | Enables medication reconciliation by physicians into clear patient discharge instructions such as "Stop the following Medications," "New Medications" "Medications that have Changed," etc. |
| Led the implementation of transmission of information in our clinical information system, Mount Auburn Hospital (2005) | This allows all results from laboratory, cardiology, and radiology that are pending at the time of discharge to be transmitted to the next provider of care as well as to the patient. |
| Smart Pumps, Mount Auburn Hospital (2008) | In leadership role of medication reliability, led the specifications, analysis, and safety risk analysis and implementation of bedside smart pumps for safe medication administration. |
| Bedside Medication Verification and Bar Code Scanning, Mount Auburn Hospital (2009) | This technology to improve safety at the point of administration required a detailed Failure Mode and Effects Analysis and clinical leadership in order to implement. In collaboration with the medication reliability team which I co-chair, I co-led this implementation. Our medication safety record of (six – sigma reliability) attests to the systems design work prior to implementation that resulted |

in its successful implementation without introducing new errors.

Report of Education of Patients and Service to the Community

Educational Material for Patients and the Lay Community

Those educational materials below sponsored by outside entities are so noted and the sponsorship

| | | |
|------|---------------------------------|--|
| 2007 | The Medical Information Highway | Mount Auburn Hospital Auxiliary |
| 2009 | Patients as Partners | Belmont Retired Men's Club |
| 2010 | Patients as Partners | Kick off Plenary Speaker for Cambridge Adult Education Health Series |
| 2019 | Harvard Health Letter | Your Safe Surgery |

Patients Educational Material

No educational materials below were sponsored by outside entities.

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|---------------|--|--------------------------------|
| 2005- 2010 | Medication Safety Checklist for Patients | Mount Auburn Hospital Patients |
| 2009 | Patients as Partners | Bookmark Checklist |

Report of Scholarship

Peer reviewed publications in print or other media

1. **Abookire SA**, Teich JT, and Bates DW. An institution-based process to ensure clinical software quality. Proceedings of the American Medical Informatics Association Symposium 1999;461-465.
2. **Abookire SA**, Teich JT, Sandige H, Paterno MD, Martin MT, Kuperman GJ and Bates DW. Improving allergy alerting in a computerized physician order entry system. Proceedings of the American Medical Informatics Association Symposium 2000; 2-6.
3. **Abookire SA**, Karson S, Fiskio J, and Bates DW. Use and Monitoring of "statin" lipid lowering medications compared to guidelines. Archives of Internal Medicine 2001; 161:53-58.
4. Frankel A, Grillo S, Baker E, Huber C, **Abookire S**, Grenham M, Console P, Quinn M, Thibault G, Gandhi T. Patient Safety Leadership Walk Rounds at Partners Healthcare: Learning from Implementation. Joint Commission Journal on Quality and Patient Safety 2005;31:423-437.
5. Benjamin EM, Klugman RA, Luckmann R, Fairchild DG, **Abookire SA**. Impact of Cardiac Telemetry on Patient Safety and Cost. The American Journal of Managed Care 2013; 19(6):e225- e232.
6. **Abookire SA**, Gandhi TK, Kachalia A, Sands K, Mort E, Bommarito G, Gagne J, Sato L, Weingart SN. Creating a Fellowship Curriculum in Patient Safety and Quality. American Journal Medical Quality 2014 Sep 2.
7. Gandhi TK, **Abookire SA**, Kachalia A, Sands K, Mort E, Bommarito G, Gagne J, Sato L, Weingart SN. Design and Implementation of the Harvard Fellowship in Patient Safety and Quality. American Journal Medical Quality 2014 Sep 2.

8. Cheung Y, **Abookire SA**, Murthy S, Bader A. Standardizing peri-procedural antithrombotic therapy instructions in a community hospital. *Perioperative Care and Operating Room Management*, Volume 2, 1-11.
9. **Abookire SA**. Training Physician Leaders in Patient Safety and Quality. *America's Healthcare Transformation, Strategies and Innovations*. Ed. Robert A Phillips, New Jersey, Rutgers University Press, 2016.

Non-peer reviewed scientific or medical publications/materials in print or other media

1. Inui TS, Fabiny A, Levine DA, Battaglia M, and the Harvard Geriatrics in Primary Care Initiative Faculty (**Abookire SA**). Harvard Medical School cluster group process for the collaborative development of faculty and curriculum in primary care geriatrics. Stanford University Geriatric Education Resource Center, Palo Alto, CA, 1997
2. **Abookire SA** and Cough JG. Mount Auburn Hospital's Journey to Transformation: The LEAD Program Momentum in Quality is Fueled by Unprecedented Alignment
<http://www.ihl.org/IHI/Topics/LeadingSystemImprovement/Leadership/EmergingContent/LEADProgramCaseStudies.html>
3. **Abookire SA**. Safer Surgery: Steps You Can Take. Harvard Health Publishing. March 2019.
<https://www.health.harvard.edu/blog/safer-surgery-steps-you-can-take-2019032816287>
4. **Abookire SA**. Can Forest Therapy Enhance Health and Well-being? Harvard Health Publishing. May 29, 2020. <https://www.health.harvard.edu/blog/can-forest-therapy-enhance-health-and-well-being-2020052919948>

Professional educational materials or reports, in print or other media

1. Leape LL, **Abookire SA**. Guidelines for Adverse Events Reporting and Learning Reporting Systems. World Health Organization, October 2005.

Clinical Guidelines and Reports

1. In 2001, I developed and Implemented Guidelines for the Development of Clinical Protocols using a modified-delphi approach for evaluating the medical literature and reaching consensus.
2. From 2001-2003, At Newton Wellesley Hospital, used the approach I developed to lead teams in the development of numerous (estimate: 25) clinical guidelines and order sets.
3. From 2004-present, I continue to use the approach I developed to lead teams in the development of thirty-six clinical guidelines and order sets that are published on the Mount Auburn Hospital Intranet Web Portal and also embedded now into the Computerized Physician Order Entry System.

2004: Pneumonia Admission Guidelines/ Order Sets
 2004: Adverse Drug Event Protocol and Order Set
 2005: Patient Controlled Analgesia Order Set
 2006: Argatroban Protocol and Order Set
 2006: Peri-Operative Beta Blocker Protocol and Order Set

2007: Central Venous Line Physician Order sets (with infection prevention bundle)
 2006: Congestive Heart Failure Clinical Guideline and Order Set
 2006: Low Risk Chest Pain Clinical Guideline and Order Set
 2007: Continuous Peripheral Nerve Block Clinical Guideline and Order Set
 2007: Heparin for Cardiac Indications Clinical Guideline and Order Set
 2007: Heparin for Neurology and Low Dose Clinical Guideline and Order Set
 2007: Heparin for DVT and general use Clinical Guideline and Order Set
 2007: Integrelin Clinical Guideline and Order Set
 2007: IV Insulin Clinical Guideline and Order Set
 2008: Ischemic Stroke Physician Order Set
 2008: Triage Stroke Order Set
 2008: Darbepoetin Epoetin Clinical Guideline and Order Set
 2008: Patient Controlled Epidural Analgesia Clinical Guideline and Order Set
 2009: Warfarin Initiation Clinical Guideline and Order Set
 2010: Palliative Care Clinical Guideline and Order Set
 2010: OB Hemorrhage Physician Orders

Abstracts, Poster Presentations and Exhibits Presented at Professional Meetings

1. **Abookire SA**, Bates DW. Use of “statin” lipid lowering medications compared to guidelines. 22nd Annual Meeting of the Society of General Internal Medicine, San Francisco, California, April 29 – May 5, 1999. Journal of General Internal Medicine, April 1999.
2. **Abookire SA**, Bates DW. Monitoring and safety of statin drugs for patients with hypercholesterolemia. 22nd Annual Meeting of the Society of General Internal Medicine, San Francisco, California, April 29 a. May 5, 1999. Journal of General Internal Medicine, April 1999.
3. Alavi R; Ebrahimi N, Clark J, **Abookire SA**. Role of price incentives in food choice. 31st Annual Meeting of the Society of General Internal Medicine, Pittsburgh, Pennsylvania, April 9-12, 2008.
4. Balasundaram K, Loguidice R, Dillon E, **Abookire SA**, Gordan P. A multi-faceted approach to implementing a hospital-wide, culture-changing rapid response system. Harvard Medical School Medical Education Day, Boston, Massachusetts, October 26, 2010.
5. **Abookire, SA**, Gandhi, TK. Proposed curriculum for Harvard Medical School Clinical Fellowship in Quality and Patient Safety. International Society for Quality in Health Care Conference, Geneva Switzerland, October 21-24, 2012.

Book Chapter

1. **Abookire, Susan**. Training Physician Leaders in Patient Safety and Quality: Progress and Challenges. America’s Healthcare Transformation – Strategies and Innovations. Robert A Phillips, Editor. Rutgers University Press 2016.

Narrative Reports

My basic love of safety systems and design were strong motivating forces early in my engineering career and laid the foundation for subsequent contributions to patient safety, event analysis, and systems improvement. I have been fortunate to integrate my proficiency in aviation safety with expertise in internal medicine to advance as a leader and educator of patient safety, systems analysis and design, and health care quality.

For a decade prior to my medical training, I served as an electrical engineer and project manager for the 757/767 flight management systems. The flight management system integrated technologies to improve efficiency and flight safety into cockpit decision support tools using human factors design. After residency I practiced and supervised residents in primary care at the Brigham and Women's Hospital, and served as Associate Medical Director and as Associate Director of Clinical and Quality Analysis. When the 1999 landmark Institute of Medicine report established patient safety as a national priority, I became committed to clinical quality improvement using engineering and systems principles to improve health care delivery.

As Director of Health Care Quality at Newton Wellesley Hospital, I established an integrated quality program. In 2002 I created a tool for developing guidelines that I've since used to lead numerous teams in the successful completion of clinical protocols. When the first Seminar on Patient Safety was held in Salzburg, Austria I was among those invited to introduce an international patient safety agenda.

As the first Chairwoman, I founded a Department of Quality and Patient Safety at Mount Auburn Hospital. We achieved "six sigma reliability" with technology and medication safety, developed award-winning disclosure programs, and established an approach to learning from adverse events with systems change that informs state-wide education. Special expertise in this area led to my inclusion in the inaugural World Health Organization Alliance for Patient Safety.

In 2005, I launched a clinical elective in Quality for medical residents; in that year I also convened regional physician quality officers who still meet bi-monthly for peer teaching. In 2010, I co-founded the formal professional Society of Physician Quality Officers and now serve as President.

Along with five other HMS colleagues, we launched a new HMS Quality and Patient Safety Fellowship July 2012; as the Curriculum Director for the Fellowship, I have led the development of a two year comprehensive curriculum. I initiated a Quality Grand Rounds bi-annual series at Mount Auburn Hospital, along with a bi-monthly Quality M&M to share case-based systems analysis and learning. An upcoming state-wide program to educate emerging quality leaders will be based on the content of my manuscript, "Root Cause Analysis and Action: Integrating Analytics and Humanism to Achieve Meaningful Results." I now serve on three Massachusetts Expert Panels in quality.

I have recently served as a consultant and educator, bringing education about structure and best practices to organizations, mentoring colleagues daily during programmatic implementation, and formally teaching. I now enjoy a widening educational role at the regional level, and am enthusiastic about expanding opportunities to share ongoing knowledge and provide mentorship for emerging physician leaders about effective leadership to assure quality, patient safety, and outcomes