Continuous Improvement Professionals (CIP) Meeting & CAMLS Seminar at UTSA

Improving the Art of Colorectal Cancer Care Delivery

By: Edna Cruz, M.Sc., RN, CPHQ & Vishakha Kale, MD Chief of Medical Hematology/Oncology

When: Friday December 13th, 2013, 11:45 AM – 1:00 PM

Where: Engineering Building (EB) 3.04.66 on UTSA Main Campus
(MAP: http://camls.utsa.edu/Event_files/CAMLS_MAP_CIP_Meeting.pdf)

RSVP: Contact Dr. Hung-da Wan (hungda.wan@utsa.edu) to reserve your seat

Presentation Summary

The Veterans Health Administration is focused on research and development in clinical and systems improvements designed to enhance the overall well-being of the Veteran. This is stated in our Mission statement “To honor America’s Veterans by providing exceptional health care that improves their health and well-being”. This is further supported by our Vision statement “To be a patient centered, integrated health care organization for Veterans providing excellent health care, research, and education”. South Texas Veterans Health Care System (STVHCS) is experiencing a cultural change that integrates the improvement sciences staffs into management’s planning initiatives. These initiatives provide for systems redesign training throughout STVHCS. The goal is to fully implement a culture of innovative improvements maintained and disseminated by the staff at the sharp end of care. In this presentation you will learn about one team that automated the colorectal cancer consult process and implemented a Specialty Care Neighborhood Team approach to improving the care delivery for this patient population.

Speaker Information

Ms. Cruz is a 30+ year nurse certified as a Professional in Health Care Quality and consults with Pfizer Pharmaceutical and UTHSCSA. She earned her master’s level degree in Health Systems Management from George Mason University in Fairfax, Virginia with a 15 hour concentration in Performance Improvement and Outcomes. She studied Health Economics, Health Delivery Systems and Quality of Life Tools at Oxford University, England. In June of 2002 she received a certificate in Measurement, Design and Analysis Methods for Health Outcomes Research through the Harvard School of Public Health. She has implemented many improvement strategies learned through Master Facilitation Training, Quality Tool School, and the Leadership Institute at the Inova Health System in Fairfax Virginia. She completed the Center for Safety and Effectiveness (CS&E) course through UTHSCSA in August 2009 and was recognized as a CS&E Fellow for 3 years through UTSA. Most recently she completed Lean Six Sigma Training at the Black Belt level.

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