

# HCAHPS Patient Experience College - Experts from the Field

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**Carrie Brady** is a consultant, author, and speaker who partners with hospitals to develop creative solutions to their operational challenges. For more than fifteen years, Carrie has worked with clinical and administrative leaders and frontline caregivers to improve the patient and staff experience, engage patients and families, and enhance quality and safety. Carrie also has collaborated with policymakers on several national initiatives, including the Agency for Healthcare Research and Quality (AHRQ)/Health Research Educational Trust (HRET) HCAHPS Patient Safety Learning Network program and the Picker Institute's Always Events® initiative. She is the author of the book *HCAHPS Basics* and co-author of book chapters and resource guides on patient-centered care, including the 2013 World Innovation Summit for Health patient engagement report. Carrie has held leadership positions in two provider associations, serving as Vice President of Quality at Planetree and as a Vice President of the Connecticut Hospital Association. Carrie also has directly served hospital patients and families as a volunteer artist in residence.

**Terry Rusconi** is currently serving as the Vice President of Performance Improvement at the University of Kansas Hospital in Kansas City, KS. In this role, he is responsible for creating a culture that is capable of providing safe, effective and patient centered care and facilitating organization-wide competency to improve performance. Work activities include facilitating teams and working across all areas of the organization to analyze and improve performance related to patient safety, patient satisfaction, employee satisfaction, and accreditation compliance. With record-setting volumes, the hospital now ranks in the top ten percent nationally in key measures of quality and patient satisfaction. In his current and previous roles, Terry has also facilitated training and improvement activities for business and workgroups ranging in size from just a few members to those numbering in the hundreds.



For nearly 20 years, Terry has been involved with Baldrige-based state and national performance excellence assessment initiatives and currently serves as one of twelve judges for the Baldrige Performance Excellence Program-the national quality award program. Through his work with these state and national programs, Terry has facilitated assessment teams, led on-site assessments of organizations seeking to improve themselves and provided targeted feedback to help organizations advance their competitive position.