



AMERICA'S  
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HOSPITALS



## Amy Helder, MS

Administrative Director for Patient Experience

*The Ohio State University Wexner Medical Center*

Helder is responsible for building and supporting a culture that focuses on the patient experience. She is responsible for interpreter services; pastoral care; the patient and family advisor program; patient relations; information desk and family waiting areas; as well as strategic work designed to measure, communicate, and improve the patient and family experience across all care settings.

Her previous experience includes several leadership roles with the medical center's hospitals. She previously served as quality manager supporting several clinical departments and as director of accreditation, quality, and service at University Hospital East, where she was responsible for clinical, service, and regulatory functions and had operational responsibility over the Veteran's Disability Testing Clinic and materials management.

Helder holds a bachelor's degree in biology from Case Western Reserve University and a master's degree from The Ohio State University College of Public Health.



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## Stephanie Furniss

Clinical Applications Consultant in Information Technology  
*The Ohio State University Wexner Medical Center*

Furniss is responsible for the OSUMyChart patient portal, MyChart Bedside, and Health Information Management applications, including application support, maintenance, and implementation of new features and products.

Before joining The Ohio State University Wexner Medical Center in 2010, Furnis was the health information manager at Dayton Children's Hospital for five years.

She holds a bachelor's degree in health information management and systems from The Ohio State University. She is a registered health information management administrator and a member of the American Health Information Management Association.

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AMERICA'S ESSENTIAL HOSPITALS  
1301 Pennsylvania Ave NW Ste 950  
Washington DC 20004

t: 202.585.0100  
f: 202.585.0101  
e: [info@essentialhospitals.org](mailto:info@essentialhospitals.org)

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For America's Essential Hospitals Webinar on DATE



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## Jason Kunnacherry, MHA, MBA

Director, Hospital Operations

*Ben Taub & Quentin Mease Hospitals*

Mr. Kunnacherry is Director of Hospital Operations for Harris Health System's Ben Taub Hospital (Level 1 trauma center, 586 beds) and Harris Health Quentin Mease Hospital (specialty rehabilitation hospital, 49 beds) located in Houston, Texas.

Jason has over 15 years of experience in healthcare information technology, project management, hospital operations and administration. He has been instrumental in developing and implementing several strategic initiatives involving service line development, expansion of services and operation efficiency over the course of his career and has a strong change management background. He received his undergraduate degree in Computer Engineering from the University of Houston and his Master of Healthcare Administration and Business Administration from the University of Houston – Clear Lake. He currently lives in Houston, Texas with his wife and their 2-year old son.

Harris Health System is a fully integrated healthcare system that cares for all residents of Harris County, Texas through its extensive network of 46 inpatient and outpatient facilities.



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## Peggy Turpin

Operations Manager, Environmental Services  
*Ben Taub & Quentin Mease Hospitals*

Peggy Turpin currently serves as the Environmental Services Operations Manager for Ben Taub and Quentin Mease Hospitals in Houston, Texas. Ms. Turpin has enjoyed more than two decades in healthcare, and is responsible for guiding the overall innovations and changes that have netted improved and sustained patient satisfaction. In addition to her healthcare experience, Peggy has worked in the hospitality industry and financial fields which serve her well in improved outcomes of patient satisfaction while maintaining financial responsibility.

Peggy is involved with the National Alliance for Mental Illness, Annie's List, and involved with her church. She travels often as she enjoys history, architecture, and expanding her cultural awareness. Her passion is cooking for the family.