

# Board Member Spotlight – Fall 2018



Throughout the year, we like to recognize the members of the Maryland Patient Safety Center's Board of Directors and share information about their areas of expertise and career experience to help our members get to know them better.

In this edition of Board Member Spotlight, we'll be featuring **Kelly Corbi**, Senior Vice President and Chief Integration Officer of LifeBridge Health.

## **Tell us about your role with LifeBridge Health.**

I have been with LifeBridge over 5 years. Last year I was promoted from Chief Operating Officer at Northwest Hospital to Chief Integration Officer of LifeBridge Health. Northwest is one of four hospitals within LifeBridge Health, which is the fourth largest health system in the state.

As the title implies, in my new role, I am focused on strategic integration of LifeBridge Health facilities and departments across the entire system, focusing on achieving the performance goals and strategies that we set for the organization. My team leads how we integrate through operational governance councils structured in the Baldrige framework for continuous performance improvement, and through service line councils driving strategy execution and making sure we have seamless hand offs throughout the organization creating the "One LifeBridge" experience and pathways for our patients, providers and team members.

It is so important to promote collaboration as a team and drive toward results together, we have to work outside of the silos of our departments and facilities, and approach things from a multi-disciplinary, collaborative perspective.

The ultimate goal is high quality, safer care across the entire continuum LifeBridge Health offers.

## **What interested you in a leadership role at the Maryland Patient Safety Center?**

When you work in health care, you're concerned about the safety of your patients as well as your employees. It is something that has motivated me and I think that a high quality organization is an organization that is safe for both the patients and employees.

I was drawn in by the Center's goals of making health care in Maryland the safest in the nation. With Northwest Hospital's and LifeBridge Health's commitment to quality and safety, I felt like the mission at LifeBridge and at the Center is aligned. I wanted to lend my voice to the cause and had a desire to learn from the Maryland Patient Safety Center. I believe it's important to be a continuous learner.

Also, in my role at Northwest, we worked with the Maryland Patient Safety Center and helped with the development of the safety



certification program as well as participated in the collaboratives. We developed a new model of care at Northwest focused on the success of team-based care, which Northwest won the Minogue Award for in 2016. Five years ago, we also began our journey towards a high reliability organization and last year we submitted our story and won the Circle of Honor Award.

We were also recognized with an "A" performance in quality and safety by Leapfrog last year which

speaks to the culture and outcomes at Northwest. A lot of that work is now what I am sharing through my new role at the system level. I gained firsthand experience partnering with the Maryland Patient Safety Center as COO at Northwest and what it had to offer its members, and I wanted give back as well as be part of the journey towards improving the safety of healthcare in Maryland.

The Maryland Patient Safety Center has such a diverse and passionate board—they come from all areas of health care. They are such an asset to our state and I was honored to become part of it.

## **What projects the Maryland Patient Safety Center is taking on excite you the most?**

I think Caring for the Caregiver is the most exciting at the moment. It's an initiative that has received a great response and generated a lot of interest. We're also talking about physician burn out and how to address that. It's key to properly address topics like this proactively and make sure we have the right wellness steps in place for caregivers and providers.

Clean collaborative is another project where I see a ton of potential. As we watch those baseline measures, which can be a little worrisome, and then watch the impact of the strategies that the Maryland Patient Safety Center puts in place for these collaboratives, it's pretty amazing. Just the impact of the handwashing collaborative and what that's done for MHACs improvement is very meaningful. These are topics that aren't typically addressed across health systems and I'm excited to see continued progress in these areas.

## **During your time with the Maryland Patient Safety Center, is there anything else that excites or surprises you?**

I would say the biggest surprise is how impactful the Center is despite having a relatively small full time staff. They're a highly motivated hardworking group led by Robert and it's impressive to me they make so much happen. We also benefit from having a strong and engaged board and I think the Center is very good at leveraging that aspect of the organization to get things accomplished.