

Discovering Balance: Strategies for Sustaining Healthcare Quality

Speaker Biographies



Bill Humbert is recognized nationally as a Talent Attraction Expert. His 40 years of experience recruiting nationwide across a wide spectrum of industries brings knowledge and experience that his audience may easily assimilate and practice. At different points in Professionals' lives, they find themselves in the Talent Attraction side of their industry and in the Career Seeking side. Bill is unusual because he coaches Managers how to attract the top candidates – and his 26 years of coaching Professional Candidates in their Career Search has given him the moniker, Candidate Whisperer. You would recognize many of his Talent Attraction clients – Transamerica, Trex Company, Cache Valley Electric, Acciona Energy, Spectrum Engineers, The Washington Post.



Stacy Reed is an innovative leader whose clinical background in direct patient care spans Pediatrics and NICU, to Emergency and Adult ICU's. She been a caregiver with Intermountain Healthcare for 15 years and is currently serving as a leader at Intermountain Medical Center, Utah's largest trauma 1 center with direct reports over department leaders at 6 other facilities. Stacy has lead complex projects in many Intermountain geographies that lead to improvement performance in quality and publicly reported measures. Achievements include Vizient Top 10 Q&A Ranking, CMS 5 STARS, and Leapfrog A grades.



Rob Graul is currently the Office of Patient Experience Manager at Heber Valley Hospital and Clinics where he oversees safety, quality, patient experience and regulatory readiness. He has previously held positions as a Continuous Improvement Consultant and Project Coordinator at Intermountain Medical Center and is passionate about finding innovative solutions to improve processes, clinical outcomes and patient experience.





G. Nick Batty: BSN, RN, PED-BC is a Nurse Educator for 3 Northeast Medical Unit (formerly Infant Med/Surg Unit) at Primary Children's Hospital. He earned his BSN degree from Weber State University and earned his Pediatric Nursing Certificate through the ANCC. Before working at Primary Children's, Nick was a Behavioral Health Specialist for the Inpatient Adult Behavioral Health Unit at McKay Dee Hospital. Nick's participation in Evidence Based Research started during his BSN program and was further developed when he was given the opportunity to participate in the CORE Scholar Program offered at Primary

Children's Hospital. As an educator, his research interest is focused on finding ways to improve caregiver satisfaction and patient safety through the implementation of innovative education initiatives during times of extreme stress and/or change.



Joanna Ostler, BSN, RN, CCRN is a bedside nurse in the Pediatric Intensive Care Unit at Primary Children's Hospital. She earned her BS in nursing at Brigham Young University in 2019 where she performed undergraduate research in sexual assault and intimate partner violence. Upon graduating, she immediately joined the PICU as a new graduate nurse. Her passion for evidenced-based practice led to her involvement on the Practice Quality Safety (PQS) committee, and within six months she became the PQS RN Shared Leader for the PICU. She is passionate about improving clinical care for bedside nurses so they may deliver safe, quality care to their patients.



José E. Rodríguez, MD, FAAFP currently serves as Associate Vice President for Health Equity, Diversity, and Inclusion, is a professor in the Department of Family and Preventive Medicine, and Associate Medical Director at the Redwood Health Center. Since his appointment as AVP, Dr. Rodríguez has worked with teams across health sciences to increase the relevance and actions taken in the areas of Equity, Diversity and Inclusion throughout University of Utah Health. Scholarship has taken a central role in his office, and multiple manuscripts have been published highlighting the excellent work in EDI that has been happening across the Health Sciences Campus. Before his appointment as AVP, Dr. Rodríguez has taken a strong role in advancing the institutional goals for health equity and inclusion. Within his

department, he has served on the diversity committee, as well as various recruitment committees supporting focused recruitment of underrepresented ethnic and racial minority (URM) faculty and residents. He has represented the university presenting at national conferences on our work and his research on diversity initiatives.





Tiffany Noss, RN is the Nurse Manager for the Ambulatory Care Management Department for the University of Utah Health; a position she has held for the past 7 years. She received her undergraduate nursing degree from Brigham Young University and her graduate degree, in Nursing Education and Care Management, from the University of Utah. She has been a nurse for 24 years and has worked in a variety of specialties including Trauma, Transplant, Oncology, Case Management, Education and leadership. Tiffany's team of Nurse Care Managers and Care Management Assistants are embedded within Primary Care at twelve University of Utah Community Clinics. Their role and function in the clinic is to assist patients with chronic conditions who have barriers to maintaining their

health and wellness and/or struggle to self-manage their health care needs. Much of their work is assessing patient's SDOH needs and providing resources to help patients overcome any social barriers that are impeding their access to health or their ability to manage their health. They have been pioneers in the University Health system over the past 3-4 years in actively managing patient's Social Health. Tiffany and her team's work has included the integration and application of SDOH screening tools with their EHR, networking and developing relationships with community partners, the development of a resource database of over 1500 resources and a model of care that provides follow-up to ensure that patient needs are met. They are currently working with the broader organization to help implement some of these practices throughout the system. In her spare time, Tiffany loves to travel, play tennis, camp, fish, cook and do about anything that involves some creativity.



Denitza Blagev, MD graduated from Yale University with a degree in Biomedical Engineering. She completed medical school at New York University School of Medicine and Internal Medicine Residency at Beth Israel Deaconess Medical Center in Boston and University of California, San Francisco. She finished her Pulmonary and Critical Care fellowship at UCSF before moving to Utah. She is clinical Associate Professor at the University of Utah and Associate Professor at Intermountain Healthcare. During the pandemic, Dr. Blagev has continued to care for

patients in the intensive care unit, wards, and clinic and saw firsthand, as others did, the health inequity that the pandemic exposed and exacerbated. As the medical director for Quality in the Office of Patient Experience, Dr. Blagev looked for ways of understanding and addressing the disparities. Currently, Dr. Blagev serves as the medical director of Riverton Hospital.





Amy Cowan, MD grew up on the coast of Oregon. She attended medical school in Hawaii and completed Internal Medicine residency in Portland, Oregon. In 2013, she completed a fellowship in Geriatric Medicine at the University of Utah. Dr. Cowan is board certified in both Internal Medicine and Geriatrics. Her clinical practice is at the George E Wahlen Department of Veterans Affairs Medical Center in Salt Lake City. She is an Assistant Professor in the Department of Internal Medicine at the University of Utah. She is involved in clinical education, research and patient care. She has received several teaching awards for outstanding teaching and service. Dr. Cowan is passionate about staff and trainee well-being. Her willingness to go first even when it's vulnerable and learn

alongside those she is training sets her apart.



Nate Hadley is a Clinical Assistant Professor at Utah State University in the Masters of Social Work Program and is a Licensed Clinical Social Worker. Nate has a Doctorate of Social Work degree, a Masters of Business Administration, a Masters of Social Work, and a Bachelor of Arts degree in Spanish Language. In addition to teaching, he maintains a private practice doing mental health therapy with individuals, couples, and families. Nate served as the Mental Health

Services Director and Lead Clinician at the Midtown Community Health Center for 15 years. He enjoys working with Latino populations and providing mental health services in Spanish. As a clinician, administrator, and instructor, Nate uses a person-centered approach along with the concepts found in Stoic philosophy and Acceptance and Commitment Therapy to help motivate and create change within individuals and systems.

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