IHC Patient Safety Speaker Bios

**Bonnie Andrews** is the director of clinical effectiveness at Penrose St. Francis Health Services - Centura Health in Colorado Springs, Colorado. Prior to joining Centura, she served as the director of quality for Medical Center of the Rockies in Loveland, Colorado, part of the University Colorado Health system. She holds a bachelor’s degree in business and nursing and a master’s degree in health care management. In her director roles, she served as a key quality leader for a successful Malcolm Baldridge National Quality Award as well as three successful Magnet Nursing designations. She is passionate in making the patient the center of her work and is a strong advocate of both the patient and following a just culture in investigating patient safety.

**Maggie Dubin** is the patient safety officer at Genesis Health System in Davenport. She has 40 years of experience in hospital health care, including 20 years as nurse manager in obstetrics, eight years as director of Interventional Pain Center, four years as Magnet coordinator and one year as patient safety officer.

**Tom Evans, MD,** is president and CEO of the Iowa Healthcare Collaborative. He practiced family medicine for 13 years and served as chief medical officer for UnityPoint Health. Dr. Evans has served on the board for the National Patient Safety Foundation and on the delegations for both the American Medical Association and the American Academy of Family Physicians. He served as president of both the Iowa Medical Society and the Iowa Academy of Family Physicians. Dr. Evans is a faculty member with the Institute for Healthcare Improvement, the College of Medicine at Des Moines University and the College of Public Health at the University of Iowa.

**Scott Garland,** chief nursing officer at Shenandoah Medical Center, has been a registered nurse for 22 years. He has worked as a direct care provider in psychiatry and in medical surgical nursing and as a care coordinator and a discharge planner. Garland has worked in the areas of quality services and infection prevention and has experience as a clinical manager and assistant director of nursing. He is passionate about providing quality patient care and performance improvement.

**Wanda Haack, RN, MSN, CRRN,** has 29 years’ experience in health care; eight years as a bedside nurse, two years in care coordination, 15 years as manager of rehabilitation with interim roles in orthopedics and pulmonary and four years as chief nursing officer. She received an associate’s degree in nursing from Clinton Community College, a bachelor’s degree in nursing sciences from Marycrest College, in Davenport and a master’s degree in nursing administration from St. Ambrose University, also in Davenport.

**Michele Kelly** is executive director of quality at Buena Vista Regional Medical Center in Storm Lake. She received a bachelor’s degree in nursing from Briar Cliff College in Sioux City and a master’s degree in nursing administration from Clarkson College in Omaha.

**Phil Marburger, RN, MS,** is director of quality services at Shenandoah Medical Center. He has been a registered nurse for 13 years. Marburger has worked as a direct care provider in critical care and emergency nursing, as a health facilities surveyor for the Iowa Department of Inspections and Appeals and as an assistant director of nursing in long-term care. He strives for continual improvement in health care and is a firm believer in patient advocacy.

**Allison Massari** is a devoted advocate for both health care providers and patients, a leading educator on the power of compassionate care and a passionate voice for preventing and alleviating burnout in medical professionals. Massari spent nearly 16 years interning and working in hospitals and medical office
settings. Then, at age 32, her life was turned upside down by two tragic events that caused her to spend more than 400 days in hospitals, physical therapy centers and doctors' offices as a patient. Amazingly, she views her life experiences as a tremendous gift that allowed her to find her own strength, take charge of her beliefs and live life by her own rules. She arose from it all, literally, as a phoenix from the flames. Her story is more than just one of survival. It is a story of resilience, courage and the rigorous pursuit of hope. It is a story of collaboration among teams of medical personnel and how their kindness, determination and compassion changed her life and built a foundation for healing.

Michelle Roth, RN, is a quality measures specialist at Lakes Regional Healthcare. She received an associate’s degree from Iowa Lakes Community College. Roth has health care experience as a registered nurse, patient care supervisor and a quality measures specialist. She is a clinical instructor for the associate degree nursing program at Iowa Lakes Community College and the Iowa Association for Healthcare Quality District A education co-chair.

Steve Siemens, CSP, is CEO/Head People Builder of Siemens People Builders, located in West Des Moines. He “builds” people in a variety of settings. Siemens is the author of three books: “Together We Can, Together We Will, Together We Did,” “Give Stress a Rest” and “Push-Ups for People.” Siemens was awarded the Certified Speaking Professional by the National Speakers Association. He is a past college president and has served as a professor in three other colleges.

Darcy Smith, RN, utilization review coordinator at Lakes Regional Healthcare in Spirit Lake, received an associate’s degree in nursing from Iowa Lakes Community College in Spirit Lake. Smith has more than 20 years’ health care experience as a home health aide, unit secretary, licensed practical nurse, registered nurse and utilization review nurse coordinator. She is the Iowa Association for Healthcare Quality District A education co-chair.