

HILLARY LANDAU WESTERN, MD, MBA

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CURRENT ROLES

Assistant Professor, University of Colorado School of Medicine August 2021 -
Division of Hospital Medicine | Department of Medicine
Attend at University of Colorado Hospital on acute care, progressive care (stepdown), & transplant medicine teams.

Director of Patient Experience, Division of Hospital Medicine September 2023 -
Charged with creating a division-level patient experience program. Program elements include a data dashboard, systems improvement initiatives focused on “provider listened”, “information about discharge”, and “transitions of care” domains, and creation of a Patient & Family Advisory Council.

Director, Hospital Medicine Service Line July 2022 -
Oversee the operations, quality, and education initiatives of the Hospital Medicine Service, the largest service line within the Division of Hospital Medicine at UCH. HMS is comprised of 7 general medicine teams and a transplant medicine team with a daily census of 124 patients and daily workforce of 15 Physicians/Advanced Practice Providers. Over 150 faculty members rotate through this service line.

EDUCATION

University of Pennsylvania
Internal Medicine Internship & Residency

Tufts University School of Medicine
Doctor of Medicine
Master of Business Administration in Healthcare Management

University of North Carolina at Chapel Hill
Bachelor of Science in Public Health in Health Policy & Management

PROFESSIONAL DEVELOPMENT

Fellow, Leadership in Informatics, Quality, & Systems Fellowship June 2022 -
Two-year fellowship for aspiring academic leaders within quality improvement, clinical systems design, informatics, and patient safety. Through LInQS, I lead a QI initiative focused on decreasing duplicate medical charts in the inpatient setting.

Foundations in Healthcare Leadership 2022 - 2023
Hosted by the Institute for Healthcare Quality, Safety, and Efficiency, FHL blends in-person training seminars with longitudinal executive coaching to accelerate leadership growth for physicians.

Healthcare Leadership in Quality Track 2019 - 2021
Supplemental training pathway for Penn residents aspiring to be leaders in healthcare quality, patient safety, and/or informatics. The 2-year longitudinal pathway included dedicated curriculum blocks, leadership seminars, mentoring from Penn Medicine executives, and leadership of a capstone improvement project (time to antibiotics in sepsis).

Tufts Dual MD/MBA Program 2014 - 2018

ADMINISTRATIVE EFFORTS

Inpatient Duplicate Charts Reduction Efforts

March 2022 -

Lead an effort to reduce duplicate medical charts in the inpatient setting using a two pronged approach: 1) reduction of duplicate charts created in error in the ED and 2) early chart consolidations for patients with duplicate charts admitted to the hospital.

Resuscitation - Rapid Response Team Subcommittee

August 2023 -

Physician representative to a hospital-level workgroup tasked with redesigning and auditing the rapid response process on acute care units.

Division of Hospital Medicine Patient Experience Task Force

May 2023 - August 2023

Developed the framework for a division-level patient experience program, including data acquisition, benchmarking strategies, and program goals and objectives.

Acute Care Medicine Weekly Care Progression Review

March 2023 -

Review length of stay outlier cases on a biweekly basis with Case Management leadership to determine just-in-time intervention strategies as well as themes for larger improvement efforts.

Hospital Medicine Patient Flow Collaborative

February 2023 -

Support the development, implementation, and study of patient flow projects including geographic cohorting and weekend Multidisciplinary Rounds.

Acute Care Patient Experience Steer

January 2023 -

Hospital Medicine representative on an acute care multidisciplinary workgroup tasked with analyzing key patient experience metrics and developing solutions for improvement. Areas of focus include “information about medications” and “responsiveness”. Developed the patient volunteer recruitment strategy for steer workgroups.

Heart Failure Length of Stay Natriuresis Project

October 2022 -

Instituted a natriuresis-driven diuretic protocol to improve diuretic responsiveness and length of stay for decompensated heart failure admissions.

Administrative Triage Clinician

September 2022 - September 2023

System-level role tasked with evaluating and triaging patient transfer requests into 12 UCHHealth hospitals.

UCH Sepsis Steer Acute Care Workgroup

Summer 2022

Hospital Medicine representative on a hospital-level workgroup focused on improving sepsis care, with special attention to virtual sepsis alert optimization as well as sepsis fluid bolus and vasopressor pathways.

UCHealth Sepsis Definitions & Data Workgroup

Spring 2022

University of Colorado Hospital representative on a UCHHealth system-wide workgroup charged with developing consensus recommendations on the adoption and application of the Sepsis 3 definition and criteria.

Hospital Medicine Collaborative Case Review Committee

September 2021 -

Participate in monthly committee meetings to review DHM safety events. Led case analyses in November 2021, August 2022, & November 2023 to identify system-level errors and propose action items.

Hospital Medicine Pathways Committee

November 2021 -

Engage in monthly committee meetings to develop evidence-based clinical pathways embedded in the electronic medical record aimed at guiding high value, efficient, and equitable care. Primary reviewer of the Outpatient Parenteral Antibiotic Therapy (OPAT) Pathway.

Sepsis Committee, Penn Presbyterian Hospital

2020 - 2021

House staff representative to a multidisciplinary committee focused on improving sepsis care from identification to management and post-discharge follow up.

Safety Event Analysis Reviewer, Hospital of the University of Pennsylvania	2020 - 2021
Led Department of Medicine interdisciplinary safety event analyses on topics ranging from wound care on Oncology units to the impacts of active Type & Screens when ordering blood products.	
Time to Antibiotics in Sepsis, HUP	2019 - 2021
Led a quality improvement initiative focused on improving time to antibiotics in sepsis on general medicine units. Oversaw a team of attending physicians, residents, nurse leaders, bedside nurses, pharmacists, and improvement specialists to collect and review data, identify areas of need, and pilot improvement strategies, including a text-based Sepsis Alert notification.	
Capacity Management Program Steering Committee, HUP	2019 - 2021
House staff representative on a hospital-level steering committee charged with developing strategy and providing oversight to advance healthcare efficiency and quality through effective patient flow. Topic areas included ED boarding time, length of stay, discharge before noon, and readmission metrics. Participated in weeklong October 2019 summit focused on reimagining the bedside rounding process.	
Neuro ICU Antibiotic Stewardship Review, HUP	November 2019
Completed a clinical review of antibiotic utilization in the Neuro ICU at the Hospital of the University of Pennsylvania from 2018 - 2019. Offered high level improvement recommendations to limit the use of unnecessarily broad antibiotics and consider local resistance patterns.	
Operations Consultant, The Cancer Center at Tufts Medical Center	2017 - 2018
Led a team of MBA students tasked with assessing the trend away from intravenous chemotherapies and toward oral therapies in clinical, operational, legislative, and financial contexts. Produced a trend analysis, an internal analysis, and strategic recommendations for Tufts Cancer Center. Additionally, developed an Excel-based financial modeling tool to predict the financial impact of shifting trends.	
Administrative Intern to the Chief of Medicine, Tufts Medical Center	2014 - 2015
Aided in various administrative projects, with focus on patient experience, patient safety, and ICD-10 transition. Assisted with an Accountable Care Organization implementation project (June - September 2014), which involved preparing summary documents for clinical staff outlining ACOs, surveying physicians to gauge knowledge and expectations of ACO implementation, and developing high level recommendations and communication strategies for ACO roll out.	
Patient Experience Intern, The Emory Clinic	Summer 2013
Developed and implemented projects using QI methodology to improve customer service delivery and enhance the patient experience.	
AMA Committee on Economics & Quality in Medicine, <i>Committee Chair</i>	2017 - 2018
AMA Committee on Economics & Quality in Medicine, <i>Member</i>	2015 - 2018
American Medical Association, <i>Tufts Delegate</i>	2014 - 2018

ACADEMIC ENGAGEMENTS

Alpine Basecamp Course	March 2023
Faculty facilitator for small groups of medical students approaching their Acting Internship rotations on topics of “Handoffs” & “Cross cover calls”.	
Transitions To Residency Course	May 2022
Led breakout sessions for 4 th year medical students during which we reviewed patient cases and used morbidity & mortality review framework to identify provider- and system-level improvement opportunities.	
Quality & Safety Academy	2/2022 7/2022 10/2022 3/2023 8/2023
Faculty presenter for an academy focused on developing QI skills for SOM faculty, researchers, and hospital staff.	
Advanced Practice Fellowship Noon Report Expert Discussant	November 2022
Residency Interviewer, University of Colorado Internal Medicine Residency	November 2022 -
Clinical Coaching Program, University of Colorado Internal Medicine Residency	November 2022 -
Resident Selection Committee, UPenn Internal Medicine Residency	2019 - 2021
Tufts University School of Medicine Admissions Committee	2017 - 2018
TUSM Student Government, <i>Alumni Chair</i>	2014 - 2018
Tufts MD/MBA Student Ambassador, <i>Founding Member</i>	2015 - 2018

HONORS & AWARDS

UCHealth Recognizing You Award	April 2023
WellDOM Recognition	February 2023
DHM Partner in Advanced Practice Physician Award for Excellence in Education, Nominee	2023
DHM Partner in Advanced Practice Physician Award for Humanism in Medicine, Nominee	2023
DHM Partner in Advanced Practice Physician Award for APP Advocacy and Advancement, Nominee	2023
DHM Partner in Advanced Practice Physician Award in Clinical Care & Collaboration, Nominee	2022&2023
Advanced Practice Fellowship Excellence in Education Faculty Award, Nominee	2022
Richard P. Shannon Trainee Award	2021
Awarded to the resident or fellow in the Department of Medicine at Penn Medicine who has shown outstanding leadership in the areas of quality improvement and patient safety.	
Alpha Omega Alpha Honor Society	2018
Martin J. Loeb Memorial Prize in Medicine	2018
Awarded to one graduate in recognition of qualities that most reflect Dr. Loeb, Class of 1961 TUSM: academic achievement & evidence of basic human qualities.	
Glasgow-Rubin Citation for Academic Achievement	2018
Awarded by the American Medical Women’s Association to graduating women who rank in the top 10% of the medical school class academically.	
Beta Gamma Sigma Business Honor Society	2018
Norman S. Stearns MD/MBA Award	2018
Awarded to the MD/MBA student who displays excellence in academics & leadership.	
Edward Kidder Graham Award Recipient	2014
Awarded to the graduate who has made the most outstanding contribution to the University of North Carolina through his/her work as a member of a student organization.	
Order of Omega	2012
Leadership & academic honors society recognizing top 3% of the Panhellenic community.	

SCHOLARSHIP

Landau, et al. Duplicate Medical Records in the Inpatient Setting, Perceptions and Experiences. Presented as poster at: Society of Hospital Medicine Converge 2023. 28 March 2023; Austin, TX.

Landau, et al. Inpatients with Duplicate Medical Records: Perceptions and Experiences. Presented as poster at: Virtual UCHHealth Patient Safety Conference. 26 March 2023; Virtual.

Haerther B, John J, Landau H, Saunders S, Westcott C. Society of Hospital Medicine Converge 2023 Recap. Presented at Division of Hospital Medicine Grand Rounds. 20 April 2023; Virtual.

Reviewer; Nathanson R, Baher H, Phillips J, Freeman M, Sehgal R, O'Rourke J, Soni NJ. Development of a Chief Resident Medical Procedure Service: a 10-Year Experience. *Journal of General Internal Medicine*. 2023 May 26. doi: 10.1007/s11606-023-08234-z. Epub ahead of print. PMID: 37237120.

Landau H, Myers JS, Burke RE, Patel N. Early Career Outcomes following a Quality Improvement Leadership Track in Graduate Medical Education. Presented as poster at: Society of General Internal Medicine Annual Meeting; 2022 April 6-9; Orlando, FL.

Landau H, Myers J, Burke R, Patel N. Early Career Outcomes following a Quality Improvement Leadership Track in Graduate Medical Education. *J Gen Intern Med*. 2022 Jan 11. doi: 10.1007/s11606-021-07378-0. Epub ahead of print. PMID: 35015258.

Zhang G, Landau H, Kher S. Targeted multimodality inhaler technique education pilot to self-identify errors for primarily Mandarin-speaking subjects. *J Asthma*. 2021 Dec;58(12):1623-1629. doi: 10.1080/02770903.2020.1817937. Epub 2020 Sep 8. PMID: 32867559.

Landau H, Myers JS, Lapointe J, Patel N. Career Outcomes Following Healthcare Leadership in Quality Training. Accepted to be presented at: AAMC Integrating Quality Conference; 2020 June 4-5; Kansas City, MO. Cancelled due to COVID-19 Pandemic.

Landau H, Myers JS, Lapointe J, Patel N. Career Outcomes Following Healthcare Leadership in Quality Training. Accepted to be presented at: University of Pennsylvania Department of Medicine Research Day; 2020 June 3; Philadelphia, PA. Cancelled due to COVID-19 Pandemic.

Kher S, Landau H, Hon SM, Breeze JL, Al-Naamani N, Paulus JK, Martin A, Tsacoyianis R. Inhaler use and education characteristics among English and non-English speaking patients: A pilot needs assessment survey. *Patient Education and Counseling*. 2019 May;102(5):932-936. doi: 10.1016/j.pec.2018.12.016. Epub 2018 Dec 13. PMID: 30573296.

Zhang G, Landau H, Sha F, Kher S. Designing a targeted inhaler technique intervention for Mandarin speaking patients. Presented as poster by Zhang as poster at: American Thoracic Society International Conference; 2018 May 18-23; San Diego, CA.

Landau H, Hon S, Al-Naamani N, Tsacoyianis R, Balbuena C, Kher S. Role of Spoken Language in Education of Inhaler Technique: Differences between English and Non-English Speaking Patients. Presented as poster at: Tufts Clinical & Translational Sciences Poster Competition; 2016 May 20; Boston, MA.

Landau H, Hon S, Al-Naamani N, Tsacoyianis R, Balbuena C, Kher S. Role of Spoken Language in Education of Inhaler Technique: Differences between English and Non-English Speaking Patients. Presented as poster at: American Thoracic Society International Conference; 2016 May 13-18; San Francisco, CA.

Landau H, Hon S, Al-Naamani N, Tsacoyianis R, Balbuena C, Kher S. Role of Spoken Language in Education of Inhaler Technique: Differences between English and Non-English Speaking Patients. Presented as poster at: Society of General Internal Medicine New England Regional Meeting; 2016 March 11; New Haven, CT.