

CAREERS IN QUALITY PANEL

Joseph M. Montella, MD, MS, CPE

Joseph M. Montella, MD, MS, CPE is currently the Director of Quality and Safety for the Department of Obstetrics and Gynecology at Jefferson University in Philadelphia, an academic institution with over 1,000 employees. Dr. Montella is a Certified Physician Executive through the Certifying Commission of Medical Management with a Master of Science in Healthcare Quality and Safety from the Jefferson School of Population Health, and a TeamSTEPPS Master Trainer.

Dr. Montella graduated from Jefferson Medical College then completed a residency in Ob-Gyn at Jefferson University Hospital and a fellowship in Female Pelvic Medicine and Reconstructive Surgery at the University of California, Irvine. He is Board Certified in Female Pelvic Medicine and Reconstructive Surgery and has practiced this specialty for over 25 years at Thomas Jefferson University. He has led many hospital and outpatient performance improvement projects and had served as Interim Chair of the Jefferson Department of Obstetrics and Gynecology.

Robert Dressler, MD, MBA

Dr. Dressler has been the Vice Chair of the Department of Medicine at Christiana Care Health System (CHS), under the leadership of Virginia U. Collier, MD, MACP, since March 2007. He is involved in many Departmental, Service Line, and system wide efforts to transform the care we provide for patients. He serves as Clinical Director of the Medicine Service Line; Director of Patient Safety and Quality for the Department; Associate Patient Safety Officer and Co-Chair of the Safety First Committee for Christiana Care; Institutional physician champion for the Culture of Responsibility (“Just Culture”); and Program Director of Medicine’s Administrative Fellow in Quality and Patient Safety.

Dr. Dressler has led a redesign of the admission process for critically ill medical patients from the Emergency Department to the Medical Intensive Care Unit and a redesign of the Division of Hospital Medicine. He also co-led the development of Unit-Based Value Improvement Program in Medicine; redesign of non-ICU cardiac telemetry; and development of the Medicine Value Program and Advanced Quality and Safety Improvement Science Program to teach improvement methodologies that promotes a structured, iterative approach to problem-solving. Through a collaboration with the Delaware Health Science Alliance, he helped in the development of models of multidisciplinary team based simulation and undergraduate education in health care safety.

In 1992, as a board-certified internist and nephrologist, Dr. Dressler joined Nephrology Associates, P.A., in Newark, Delaware and the Medical-Dental Staff at (CCHS). In these roles, he helped enhance nephrology care in the health system. He developed the continuous renal replacement therapy program, a type of dialysis for critically-ill patients. Additionally, in partnership with Nephrology Associates, P.A., he played a key role in the planning and development of the kidney transplant program and an ACGME accredited Fellowship in Nephrology.

Dr. Dressler received his medical degree in 1983 from the Sackler School of Medicine at Tel Aviv University in Israel. He completed his internship and residency in the Bronx, NY, at Montefiore Hospital and Medical Center, where he was honored as Outstanding Resident in Internal Medicine in 1986. He completed a nephrology fellowship in 1988 at Albert Einstein College of Medicine, also in the Bronx. He earned an MBA from the University of Delaware Lerner School of Business and Economics in 2011.

Lawrence Ward, MD, MPH, FACP

Dr. Ward is an Associate Professor of Medicine in the Department of Medicine at Thomas Jefferson University. He is a general internist and clinical hypertension specialist. He completed his Masters of Public Health degree at the George Washington University, his MD at Jefferson Medical College and completed residency at the University of Pennsylvania. He has been a faculty member at the University of Pennsylvania and the Temple University School of Medicine. At Temple, he served as an Associate Residency Program Director and Medical Director for the primary teaching practice. Currently, Dr. Ward is the Vice-Chairman for Clinical Practice and Quality in the Department of Medicine at Thomas Jefferson University. In that role, he develops innovative practice designs for both primary care and subspecialty practices and leads the Departmental efforts on quality improvement, population health and pay for performance.

Dr. Ward is active on the regional and national level. He was President of the Mid-Atlantic Region of the Society of General Internal Medicine in 2009-2010 and was Chair of the American College of Physician's Council of Young Physicians in 2011-2012. He has presented at many national conferences including the Society of General Internal Medicine, the American College of Physicians and the Association of Program Directors of Internal Medicine. He has won several awards for his work and has published articles in multiple journals.

Marina V. Zelster, MD, MBA

Dr. Zelster is currently a second year family medicine resident at the University of Pennsylvania, with a focus on inpatient academic medicine. As a member of University of Pennsylvania's unique residency track in healthcare leadership and quality, Marina is working on quality improvement work related to discharge process and transitions of care. Prior to residency, Dr. Zelster worked in healthcare consulting at Accenture and the Wharton Small Business Development Center, with a particular interest in working with innovative healthcare startups.

During her undergraduate and medical school years, Marina worked extensively in quality/safety research and education. She developed a funded annual leadership development program for residents/students, the National Patient Safety and Quality Leadership Institute. This program ran for three consecutive years, trained over 100 students, and was featured at the *AAMC Integrating Quality Meeting*. She was subsequently invited to represent the medical student community at the National Patient Safety Foundation Roundtable on Medical Education Reform, which led to the release of a multi-stakeholder position paper, *Unmet Needs: Teaching Physicians to Provide Safe Patient Care*. This paper has provided much-needed leverage at medical schools nationwide to steer curricular changes for patient safety.

Marina holds a BA in Biology from Columbia University, an MD from Robert Wood Johnson Medical School, her MBA in Healthcare Management at the University of Pennsylvania Wharton School of Business. In the future, Dr. Zelster aspires to leverage her business and clinical training to work in health system improvement and innovation.