



AMERICA'S ESSENTIAL HOSPITALS

Teena V. Wilson
Certified Green Belt
Master Change Agent
Robust Process Improvement
Center Outreach Director
Joint Commission Center for Transforming Healthcare



Teena Wilson is the Outreach Director for the Joint Commission Center for Transforming Healthcare. As the Outreach Director, she directs the development and implementation of strategies that result in widespread dissemination of Center findings, solutions and tools, including the Targeted Solutions Tool (TST) and the High Reliability Self Assessment Tool (HRST). Ms. Wilson works with customer and stakeholder groups to facilitate utilization and adoption of Center solutions, tools, products and services.

Ms. Wilson is a Joint Commission certified Master Change Agent and Green Belt involved in many improvement activities. She also provides Change Acceleration Process (CAP) training to staff. She leads the internal Robust Process Improvement (or RPI) Marketing Communication team which educates and encourages staff to use RPI tools. Ms. Wilson is also the co-lead on the Center's Reducing Sepsis Mortality Rate Project which began in June 2012.

In her prior position as Director of Business Operations, she supported the Joint Commission's implementation and adaption of RPI. She also managed the national Joint Commission Ernest Amory Codman award program that recognized healthcare organizations and individuals for their achievement in



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the use of process and outcomes measures to improve organization performance. Ms. Wilson's 20 years of experience in planning, developing and implementing operational activities and educational campaigns, and 15 years of experience at the Joint Commission, have positioned her as a strong leader with an emphasis on communication and outreach.

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AMERICA'S ESSENTIAL HOSPITALS
1301 Pennsylvania Ave NW Ste 950
Washington DC 20004

t: 202.585.0100
f: 202.585.0101
e: info@essentialhospitals.org