

Jonathan Gleason, MD

Vice President, Clinical Advancement and Patient Safety
Carilion Clinic

Dr. Jonathan Gleason serves as the Vice President of Clinical Advancement and Patient Safety (CAPS) for the Carilion Clinic. His responsibilities include quality, patient safety, clinical risk management, process improvement, human factors, and patient advocacy for the Carilion Clinic Health System. The Carilion Clinic is a clinically integrated health system covering one-third of the Commonwealth of Virginia, with seven hospitals and more than 1,000 providers. Dr. Gleason's focused interest is balancing technology, analytics, process improvement, and human factors to achieve high reliability through excellent operations in healthcare.

Dr. Gleason developed, and has led, the Department of Clinical Advancement and Patient Safety (CAPS) since its inception in 2016. The core belief of CAPS is that quality and patient safety must be built seamlessly into operations. CAPS has achieved significant reductions in hospital readmissions, healthcare acquired infections, mortality, and serious safety events for the Carilion Clinic, while reducing disruptions to operations.

Dr. Gleason is also the Chief of Female Pelvic Medicine and Reconstructive Surgery for Virginia Tech Carilion School of Medicine. His academic work has focused on patient-centered surgical outcomes. His work has produced intellectual property including validated web-based applications and medical devices.

Dr. Gleason completed his education and training at the University of Georgia, the University of Pennsylvania, and the University of Alabama at Birmingham. Dr. Gleason also completed the AHA and AMGA fellowship, "Creating Clinically Integrated Health-System Based Medical Groups". Dr. Gleason serves on numerous boards and national committees related to quality, patient safety, and high value healthcare.

Josh Clark, MHA, RN

Senior Director, Quality and Patient Safety
Carilion Clinic



Josh Clark is the Senior Director of Quality and Patient Safety for Carilion Medical Center and has been in health care since 2001. He and his team strive to support high reliability in health care delivery by providing meaningful performance data to operations and leading innovative efforts to improve quality and safety for the community. Josh is interested in optimizing the relationship between machine learning and health care business intelligence systems to support organizational continuous improvement and provide for effective and efficient clinical decision making. He received his RN and MHA from Jefferson College of Health Sciences and is a Certified Professional in Healthcare Quality and a Certified Professional in Patient Safety.

