

Iona Maria Thraen
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SUMMARY

- **Twenty-five years of leadership experience** in patient safety; quality improvement; health systems improvement; and several public health initiatives
- **Professional experience** in administration; organizational and resource development; project and contract management; budgets; and public relations.
- **Academic/Teaching experience** with undergraduate and graduate level face-to-face and online courses; qualitative and quantitative research methods; program evaluation; statistics; social work policy and administration; grant writing: IRB chair in public health (14 years).
- **Technical experience** in health informatics; statistical analysis (Excel/SPSS); qualitative analysis (ATLAS.ti/NVIVO); and program evaluation
- **Management experience** in empowerment; consensus building; leadership through collaboration; timely decision making; team building and program development.
- **Political experience** in state government working with the legislature, state constituents, civil service employees, and advocacy groups.
- **Clinical social work experience** in healthcare and aging populations, child welfare, mental health/substance abuse

EDUCATION

Ph.D. in Medical Informatics (2011)
60 hours of doctoral level credits each in Social Work and Biomedical Informatics
Dissertation: Patient Safety across the Continuum of Care (Mixed Methods)
Dept of Biomedical Informatics, School of Medicine
University of Utah, Salt Lake City, UT

Thirty (30) hours of graduate credit in Economics (1988-1991)
Health Care and Public Economics
Fordham University, Bronx, NY

Master's degree in social work (M.S.W) (1979)
Policy and Group work
College of Public Affairs
University of Nebraska, Omaha, NE

Bachelor of Arts degree (1973)
Psychology major and Theology minor
Creighton University, Omaha, NE

TEACHING EXPERIENCES

University of Utah – Salt Lake City, UT

2017- Adjunct Assistant Professor
Present Department of Biomedical Informatics
College of Medicine
Course: Health Systems Improvement

2020 – Adjunct Instructor
Present *Department of Operations & Information Systems*
David Eccles School of Business
Course: Patient Safety

2001- 2017 Associate Instructor
Social Research Institute
Courses: Research, Program Evaluation and Social Work Policy

University of Maryland Global Campus (ONLINE)

2022 - Adjunct Professor
Present **Healthcare Management** (Undergrad/Grad)
Courses: Healthcare Economics, Information Technology in Healthcare

Simmons College, Boston, MA (ONLINE)

2015 - Senior Instructor
Present *College of Social Work*
Courses: Research Methods and Program Evaluation

University of Phoenix, Salt Lake City, UT

2004-2019 Instructor/Facilitator
College of Business
Courses: Research and Evaluation and Quantitative Decision Making

Pace University - NYC, NY

1986-1991 Adjunct Assistant Professor
Management Department
Courses: Quantitative Decision Making and Operations Management

University of Nebraska College of Medicine - Omaha, NE

1983-1985 Courtesy Instructor
Family Practice Department

PROFESSIONAL EXPERIENCE

*University of Utah Health
Salt Lake City, UT*

Patient Safety Director (2019 – Present)

Set the strategic direction for department to move from Patient Safety 1.0 to Patient Safety 2.0; manage oversight of personnel, budget, and policy setting; lead patient safety initiatives across organization in collaboration with Value Engineering, System's Quality, and Nursing Quality; co-chair organization wide Quality Council; teach patient safety content to Master of Health Administration Students; and participate in patient safety related research and development.

*Utah Department of Health
Salt Lake City, UT*

Patient Safety Director (2005 – 2019)

Development position to implement the Patient Safety Initiative; conduct data analysis; provide trending feedback on patient safety concerns; write and revise administrative regulations; staff users group; provide vision and direction to program development; and secure funding.

IRB Chair (2005 – 2019)

Chair Institutional Review Board for all research requests consisting of approximately between 75 and 100 a year. Conduct administrative reviews, assign in-depth analyses by other reviewers, conduct monthly meetings, follow up with all requests, administer policies and procedures, maintain, and develop database and WEB site.

Utah State Innovation Model Grant Project Director (2014-2016)

Direct Utah's Model Design in three use cases (Behavioral Health Integration, Obesity and Diabetes and End of Life care) with 5 cross cutting infrastructures (Value Based Purchasing, Health Delivery Transformation, Health Information Technology, Workforce Development and Quality Measurement)

Governor's Health Summit Lead (2014)

Direct a planning team in annual Governor's health summit including planning, managing, implementation and evaluation.

Division Director, Health Systems Improvement (1997 – 2005)

A political appointee of the Leavitt/Walker gubernatorial administration in which I directed Health Systems Improvement which consisted of four bureaus, 2 offices, 150 employees, and \$12-13 million-dollar annual budget; chair of the IRB; implementation of the patient safety collaborative and initiative; and improved organizational efficiencies and responsiveness during several budget cycles.

***Veterans Administration
Salt Lake City, Utah***

Health Informaticist (Terminologist/Standards) (2013 to 2017)

Provided standards-based consultation to the Shared Care Plan development under the direction of Dr. Rand Rupper. Worked as IPA between University of Utah and VAMC. Member of the Knowledge Based Systems Division for the Veterans Administration under the supervision of Catherine Hoang and Dr. Steve Brown. Provided Quality Assurance and standards support in care plans, transitions in care and care across the continuum.

***Interwest Quality of Care
Salt Lake City, UT***

Managing Director (1992-1997)

Provided quality improvement consultation and training to a consortium of community hospitals funded through a Robert Wood Johnson Foundation grant. Responsibilities included new contracts, day-to-day operations, and technical assistance.

***Health Insight now COMAGINE HEALTH
Salt Lake City, UT***

Manager of Special Projects (1991-1992)

Managed several projects including a \$2 million project coordinating quality improvement activity between Utah Peer Review Organization, Boston University Medical Center and Queens University in Kingston, Ontario.

***Committee on Training and Employment, Inc.
Stamford, CT***

Development Coordinator/Consultant (1986-1991)

Negotiated a \$1.5 million grant from private developers for the purposes of neighborhood improvement and affordable housing. Provided economic and housing development services; developed financial packages for affordable housing projects; directed public relations campaign; and maintained active consultation practice in long term care.

***University of Nebraska Medical Center
Omaha, NE***

Employee Assistance Coordinator (1983-1985)

Developed program policies; managed daily operations; coordinated public relations; developed and implemented training for 4000 employees of the Medical Center; and administered program budget.

Psychiatric/Medical Social Worker (1981-1983)

Provided crisis stabilization; discharge planning; advocacy; and follow-up to inpatient psychiatric and family medicine patients.

COMMUNITY SERVICE/BOARDS/PROFESSIONAL GROUP MEMBERSHIPS

- 2024-Present **BIOHIVE Panel Member for the PITCH**
October 2024, February 2025
- 2023-Present **ECRI/ISMP Patient Safety Organization**
Users Group, Member
- 2023-Present **Graduate Medical Education Committee**, University of Utah
Member
Trainee Appeals Committee Member (October 2024, January 2025)
- 2020-Present **Consent Vault** (Start up) <https://www.consent-vault.com/>
Compliance and Informatics Advisor
- 2020-Present **Department of Biomedical Informatics**, University of Utah
DBMI Awards Committee (Morgan Award)
Member
- 2020-Present **Zero Suicide Initiative, State of Utah**
Review Committee member
- 2012-Present **Clinical Nursing Studies, Sciedu Press**
Editorial Committee Member
- 2011- 2023 **National Quality Forum (NQF)**
Patient Safety Standing Committee Member (2022 – 2023)
Patient Safety Standing Committee (Co-chair) (2014-2022)
Patient Safety Steering Complications Committee (2013)
Patient Safety Steering Committee (2011-2012)
- Dec. 2019 **AHRQ Summit**
Invited Participant
Data Innovations for Improving Transparency in Healthcare Cost and Quality
- 2017-2019 **International Journal of Medical Informatics**
Reviewer
- 2017–2019 **Advances in Social Work, Indiana University**
Editorial Review Member
- 2016-2019 **University of Utah Health Plans**
Council Member, Health Plans Quality Improvement Council
- 2013-2017 **HL7**

Patient Care Work Group Member
Domain Analysis Model
DSTU Care Coordination of Services document

- 2011-2012 ***International Disease Syndromic Surveillance***
Appointed Member
Committee on Meaningful Use
- 2010- 2012 **Utah Geriatric Society**
Board member, President (2010-2012)

PUBLICATIONS/POSTERS

Iona Thraen, PhD¹, Jorie M. Butler PhD¹, Teresa Taft PhD¹, Elizabeth A. Rudd, RN, Sadaf Kazi PhD^{2, 3}, Christopher W. Bonk PhD², Zoe M. Pruitt², Deanna-Nicole Busog², Ella Franklin², “Nursing Experiences with Medication Administration Technologies through the Eyes of Safety Science II”, Poster accepted, AMIA Annual Conference, November 2023.

Terrell Rohm, Gang Fu, **Dr. Iona Maria Thraen**, Sara McLaughlin Wynn, Rod Tarrago, and Stephen Andrews, Improve Patient Safety Intelligence Using AWS AI/ML Services, on 19 JUN 2023 | in Artificial Intelligence, Healthcare, Industries, Public Sector, Proof of concept, <https://aws.amazon.com/blogs/industries/improve-patient-safety-intelligence-using-aws-ai-ml-services/>

Bersick, B., **Thraen, I.**, McKee-Doak, M., Garrett, T. (2023) Nurse Participation in No Harm Near Miss Error Reporting: A Quality Improvement Initiative. Poster, Accepted IHI Patient Safety Conference, May 2023, National Harbour, Maryland.

Thraen, I.M., Health Systems Improvement, *eBook*, Kendall Hunt, 2022, ISBN: 9798765718698

Taft, T., Rudd, B., **Thraen, I.**, Kazi, S., Pruitt, Z.M., Bonk, C.W., Busog, D.-N., Franklin, E., Hettinger, A.Z., Ratwani, R., & Weir, C. (in press). "Are we there yet?" Ten persistent hazards and inefficiencies with the use of medication administration technology from the perspective of practicing nurses. *Journal of the American Medical Informatics Association*, 00(0), 2023, 1–10, <https://doi.org/10.1093/jamia/ocad031>
Research and Applications

Thornton, S.N., He, S., Mann, D.K., **Thraen, I.M.**, Hoffman, M., “Overcoming Policy and Operational Challenges for Health Data Exchange using a Validation Service for Patient to Provider Relationships” *AMIA 2017*.

Thornton, S.N., He, S., **Thraen, I.M.**, Hoffman, M., Mann, D.K., Convening Utah’s Healthcare Interests – A Statewide Care Coordination Infrastructure., *AMIA 2016*.

Thornton, S.N., He, S., **Thraen, I.M.**, Rajeev, D., “Relieving Burdens of Participants in Inter-Organizational Care Coordination” *AMIA 2016*

Y. Livnat, B. S. Gibson, H. S. Kramer, A. Brody, **I.M. Thraen**, R. Rupper, “The Design of an Interactive Visual Medication Reconciliation in a Home Health Setting, *Visual Analytics Healthcare*, September 2016.

Brody, A., Gibson, B., Kramer H., **Thraen, I.M.**, Rupper. R., “High Prevalence of Medication Discrepancies Between Home Health Referrals and CMS 485 Plans of Care and its Potential to Affect Patient Safety in Vulnerable Elders” - *JAGS-0535-BR-Apr-1*, 2016

Kramer H., Gibson, B., Livnat, Y., **Thraen, I.M.**, Brody, A., Rupper. R., “Evaluation of an Electronic Module for Reconciling Medications in Home Health Plans of Care”. *Appl Clin Inform* 2016; 7: <http://dx.doi.org/10.4338/ACI-2015-11-RA-0154> received: November 16, 2015, accepted: March 4, 2016.

Weir, C. R., Butler, J., **Thraen, I.M.**, Woods, P. A., Hermos, J., Ferguson, R., Gleason, T., Barrus, R., Fiore, L. "Veterans' Healthcare Administration providers' attitudes and perceptions regarding pragmatic trials embedded at the point of care." *Clin Trials*, 2014; 11(3):292-299

Thraen, I.M., “Patient Safety across the Continuum of Care” *Monograph*, Lambert Academic Publishing, March 2013.

Frasier, L., **Thraen, I.M.**, Goede, P., "Development of standardized clinical training cases for diagnosis of sexual abuse using a Telehealth application", *Child Abuse Negl.* 2012 Feb; 36(2):149-55. Epub 2012 Mar 8.

Thraen, I.M., Bair, B., Mullen, S., Weir, C., “Characterizing ‘information transfer’ by using a Joint Cognitive Systems model to improve continuity of care in the aged”. *International Journal of Medical Informatics, Int J Med Inform.* 2012 Jul; 81(7):435-41. Epub 2012 Jan 9.

He, S., Staes, C.H., LeFerver, S., Marti, K., **Thraen, I.M.**, Xu, W., Narus, S.P., "Improving Secure Access to Utah Public Health Data for Research", Poster, *AMIA*, 2011.

Goede, P., Frasier, L., **Thraen, I.M.**, “An Image Centric, Web-Based, Telehealth Information System for Multidisciplinary Clinical Collaboration” in *Web-Based Applications in Healthcare and Biomedicine*; Series: *Annals of Information Systems* , Vol. 7 November 2009.

Thraen, I.M., Frasier L., Cochella C., Yaffe J., Goede P., “The Use of TeleCAM as a Remote Web-Based Application for Child Maltreatment Assessment, Peer Review, and Case Documentation”, *Child Maltreat.* 2008 Nov; 13(4):368-76. Epub 2008 May 15.

Turner, C., Weir, C., Williamson, J., DiGregorio, V., Morf, C., **Thraen, I.M.**, Aminoglycoside Therapeutic Drug Monitoring: A Meta-Analysis, *Report to Abbot Laboratories*, 1997.

Kabcenell, A., Wakefield, D., Kaiden, S., **Thraen, I.M.**, Holland, M., Helms, C., Jordan, C., Lessons in cooperation: four hospital consortia relate their quality improvement experiences, *Jt Comm J Qual Improv.* 1995 Nov; 21(11):579-92.

Dendinger, D., Hille, R., **Thraen, I.M.**, Malpractice Insurance for Practicum Students-An Emerging Need? *Journal of Education for Social Work*, Winter 1982 Vol. 18, No. 1, Pg. 74-79.

PRESENTATIONS

Thraen, I.M., Examining a Safety Science II approach to Patient Safety and Organizational Resilience, Presentation accepted, DNV 2023 Annual Healthcare Symposium, Salt Lake City, Utah, October 2023

Staggers, N., **Thraen, I.M.**, Interface Design Standards and Principles, Lecture for Veterans Administration, VHA Office of Health Informatics, Dec. 2021

Thraen, I.M., "National Quality Forum: Introduction to Patient Safety Steering Committee", Utah Association for Healthcare Quality, Salt Lake City, Utah, September 2016.

Xu, W., **Thraen, I.M.**, "Statewide Data Interoperability for Improving Population Health". WEDI National Conference, Salt Lake City, UT, May 23, 2016

Thraen, I.M., "Information Needs across the Continuum of Care", Utah Gerontology Association Annual Meeting, UT, Oct 2013.

Thraen, I.M., Weir, C., "Information Needs and Paradigms in Care Transitions, Rocky Mountain Geriatric Institute, Annual Conference, UT, Sept 2013.

Thraen, I.M. Ortiz, N., "Behavioral Health Needs in Utah", Salt Lake County Invitational Luncheon, Salt Lake City, UT, Sept 2013.

Thraen, I.M., Wilby, F., "Social Work and Nursing Collaborative Practice in Care Management of the Elderly", Care Management Plus, WEBINAR, May 2013.

Wyckoff, A., **Thraen, I.M.**, "Developing a Continuity of Care Document for Oncology Patients Going to Skilled Nursing Facilities", *Oncology Nursing Society 12th Annual Institutes of Learning*, November 4, 2011.

Thraen, I.M. "Patient Safety and Emergency Medicine", *Annual Western States Rural Trauma System Leadership Forum*, UT August 2010, 2011, 2012.

Frasier, L., **Thraen, I.M.**, Goede, P., "Establishing a Gold Standard Set of Child Sexual Abuse Cases for Training Purposes", Poster Presenting Author, *Pediatric Academic Societies*, Annual Meeting, Vancouver, British Columbia, Canada, May 2010.

Thraen, I.M. Panel Presentation on State Vision for National Patient Safety Reporting, *National Quality Forum*, Washington DC, November 2009.

Thraen, I.M. "Utah Patient Safety Program, State Reactor Panel", *National Association for State Health Policy*, Washington DC, 2007.

Thraen, I.M. "Patient Safety Initiative: The Utah Experience", *VA-AHRQ Patient Safety Corp* training, Fairfax, Virginia, Sept. 2004.

Thraen, I.M. "Health Informatics and Their Impact on Future Delivery Systems: The State Role and Perspectives", Presentation at the Trends in Health Care Delivery Systems: Managed Care and Other Alternatives, *Agency for Healthcare Research and Quality*, Memphis, TN, Dec. 2001.

Thraen, I.M. The use of Diabetes Guidelines in Improving the Process of Care, *American Medical Association (AMA)*, Chicago, Illinois, 1993.

Williamson, J., **Thraen, I.M.**, Lincoln, M., Turner, C., Science Information Management, Quality of Health Services in a United Europe: Lessons for Others, *International Society for Quality Assurance in Conference Proceeding*, Utrecht, Netherlands 1993.

Thraen, I.M. Medical Guidelines: Delusions or Reality? Utah Public Health Association, UT 1993.

Thraen, I.M. Easing the Grant Writer's Blues, JSI, Jackson Hole, WY, 1993, Bismarck, ND, 1992.

GRANT/CONTRACT AWARDS/PARTICIPATION

Ratwani, R., "Improving Patient Safety and Clinical Cognitive Support through EMAR Redesign", staff, AHRQ, Utah arm, 7/1/2022 – 4/30/2023.

Norlin, C., "Pediatric Patient Summary and Interoperability", IAPD CMS/ONC award (2018-2020)

Thraen, I.M., "State Innovation Models: Round Two of Funding for Design and Test Assistance, (1G1CMS331387-01-00) (02/02/2015-07/31/2016)

Thraen, I.M. "CHIPRA Innovation Design Project", Idaho Title V, August 12, 2013.

Thraen, I.M., "Bridging Practice with Policy in Patient Safety", *National Governors Association*, Utah Department of Health, 2006-2007.

Thraen, I.M., "Childcare Indicator Innovation" *CIO Office, State of Utah*, 2000.

Thraen, I.M., "Quality Improvement in Public Health" 1993.

Thraen, I.M., "Quality Management Contracts" *Indian Health Services* (1992-94).

Thraen, I.M., "Development grant for affordable housing", *Committee on Training and Employment*, (1988).

Thraen, I.M., "Coordinating Neighborhood Resources Grant", *Committee on Training and Employment*, (1986).

Thraen, I.M., "Alcoholism and Drug Addiction" Graduate Training in Family Medicine, *University of Nebraska Medical Center*, (1982-1984).

Thraen, I.M., "Defining Psychiatric Protocols", Nebraska Psychiatric Institute, *University of Nebraska Medical Center*, (1981).

ACKNOWLEDGEMENTS

Botkin, J.R., Lewis, M.H., Watson, M. S., Swoboda, K.J., Anderson, R., Berry, S., Bonhomme, N., Brosco, J.P., Comeau, A.M., Goldenberg, A., Goldman, E., Therrell, B., Levy-Fisch, J., Tarini, B., and Legal Workgroup of the Newborn Screening Translational Research Network, "Parental Permission for Pilot Newborn Screening Research: Guidelines from the NSTRN." 2013.

Dolin, R.H., Lantana Consulting Group, "HL7 Implementation Guide for CDA® Release 2: Consolidated CDA Templates for Clinical Notes (US Realm)" Draft Standard for Trial Use Release 2 Volume 1 Introductory Material September 2013.

Seltzer, B., Patient safety position and interview featured in: *101 Careers in Public Health*, Springer Publishing November 2010, revised 2021.

Sundwall, D.N., Rolfs, R.T., Johnson, E. Utah Clinical Guidelines on Prescribing Opioids for Treatment of Pain, Utah Department of Health, 2009,
<http://www.useonlyasdirected.org>.

Wilde, E.T., Do Response Times Matter? The Impact of EMS Response Times on Health Outcomes Columbia University, *Working paper # 527*, Princeton University, Industrial Relations Section May 2008, <http://www.irs.princeton.edu/pubs/pdfs/527.pdf>.

Lawson, H., Beyond Community Involvement and Service: Learning to Engage Universities, in *Universities and Community Schools*, Volume 7, Number 1-2, Fall-Winter, 2002.

Brent, R.J., Estimating the effectiveness and benefits of alcohol treatment programmes for use in economic evaluations, *Applied Economics*, 1998, 30, 217- 226.

Nilasena, D., Lincoln, M., Turner, C., Warner, H., Forester, V., Williamson, J., Stults, B., Development and Implementation of a Computer-Generated Reminder System for Diabetes Preventive Care, *Eighteenth Annual Symposium on Computer Applications in Medical Care Proceedings*, 1994.

REFERENCES UPON REQUEST