



## Elevate your Quality Game!

### 2023 Virtual Lunch and Learn Series

Friday March 17, 2023 1200-1300



#### Relationship Between Crisis Response and High Reliability: Case Study of Recent Infection Prevention Challenges

Joelle Glass, BS

**Director** – Infection Prevention and Control, Kaiser Permanente Mid-Atlantic States

Joelle is an experienced leader in Infection Prevention, with a demonstrated history of working in both the inpatient and outpatient healthcare settings, as well as public health and education. Joelle was instrumental with implementing electronic surveillance systems to assist with the rapid identification of patients with a communicable or vector-borne disease. She is former President, President-elect, Sectary and Board Member for the Greater Baltimore Chapter 28, Association for Professionals in Infection Control and Epidemiology (APIC). During her time with APIC, Joelle implemented a mentorship program for new Infection Preventionist, as well as started the first Diversity Chair position in the country.

Joelle holds a Bachelor of Science in Chemistry from the University of Maryland Eastern Shore, courses in Epidemiology from the Society for Healthcare Epidemiology of America (SHEA) and the Association for Professionals in Infection Control and Epidemiology (APIC) as well as completion of the Institute for Healthcare Improvement (IHI), Patient Safety Executive Development Program.

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