

## Michelle Endresz

---

**From:** Heidi Chapman on behalf of Amy Tucker  
**Sent:** Tuesday, July 16, 2024 3:57 PM  
**To:** Amy Tucker  
**Cc:** Matthew Glidden; Heidi Chapman; Amy Wagner  
**Subject:** CMO BLAST: Don't Miss the "Hospital Quality: Quality Management and High Reliability, Reaching for the Stars" Presentation - Tuesday, July 30, 2024 at 12:00 pm!  
**Attachments:** July 30 Grand Rounds Hospital Quality\_.pdf  
**Importance:** High

Hi, everyone:

As part of our leadership curriculum, Upstate University Hospital is hosting a series of talks focused on the “nuts and bolts” of healthcare management.

The next presentation in this series will be held on Tuesday, July 30, from 12 pm – 1 pm, with our Chief Quality Officer, Dr. Matthew Glidden, presenting an overview on hospital quality entitled:

**“Hospital Quality: Quality Management and High Reliability, Reaching for the Stars”**

Dr. Glidden has been an Associate Professor of Medicine at Upstate Medical University since 2006 and the Chief Quality Officer since July 2021. His roles in health care at Upstate include a range of experiences, including Associate Chief Medical Officer, President of Upstate Community Medical, PC, and Medical Director of Utilization Management and Clinical Documentation Improvement. He is a 2003 graduate of the SUNY Upstate Norton College of Medicine and served as Chief Resident in his Internal Medicine residency here. He has been recognized with many accolades including the Resident Teaching Award, Best Hospitalist Award, University Hospital President’s Provider of the Year Award, and the Upstate Medical University Faculty Gold Standard Award.

CME and ACHE credits are being offered. Advance registration is required: <https://bit.ly/3ztZX9Y>. Once registered, you will receive a unique zoom link to access this presentation.

Please see the attached flyer for details and feel free to share with anyone with interest.

We look forward to “seeing” you there!

Best,  
Amy

Amy Tucker, MD, MHCM  
Chief Medical Officer, Upstate University Hospital  
Associate Dean for Clinical Affairs, Norton College of Medicine

The information contained in this email is confidential and intended only for the use of the party to whom it is addressed. If you are not the intended recipient, please be aware that you are strictly prohibited from sharing, distributing, or copying this email. If you have received this email by mistake, please notify the sender. Thank you.

# Virtual Healthcare Transformation Grand Rounds Curriculum Series

## Hospital Quality: Quality Management and High Reliability, Reaching for the Stars

**Tues, July 30, 2024 Noon – 1 pm**

### Matthew Glidden, MD



#### Chief Quality Officer, Upstate University Hospital

Matthew Glidden, MD, has been an Associate Professor of Medicine at Upstate Medical University since 2006 and the Chief Quality Officer since July 2021. His roles in health care at Upstate include a range of experiences, including Associate Chief Medical Officer, President of Upstate Community Medical, PC, and Medical Director of Utilization Management and Clinical Documentation Improvement. He is a 2003 graduate of the SUNY Upstate Norton College of Medicine and served as Chief Resident in his Internal Medicine residency here.

---

#### INTENDED AUDIENCE: ALL PROFESSIONS AND SPECIALTIES

#### LEARNING OBJECTIVES:

- Define and understand hospital quality and quality management.
- Recognize and interpret hospital specific quality metrics and the hospital's quality strategic plan.
- Examine and analyze current quality performance.
- Discuss and model high reliability principles.

**PLANNERS:** None of the planners have relevant financial relationships with ineligible companies.

**SPEAKER:** The speaker does not have relevant financial relationships with ineligible companies.

**ACCREDITATION:** SUNY Upstate Medical University is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians.

**CREDIT DESIGNATION:** SUNY Upstate Medical University designates this live activity for a maximum of 1.0 *AMA PRA Category 1 Credits*™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

As an independent chartered chapter of the American College of Healthcare Executives (ACHE), the ACHE of Upstate New York Chapter is authorized to award a total of 1.0 hours of ACHE Qualifying Education credits toward ACHE advancement or recertification. Participants in this program who wish to have it considered for credit should list their attendance when they apply to ACHE for advancement or recertification.



---

## REGISTRATION REQUIRED

<https://bit.ly/3ztZX9Y>

**UPSTATE**  
MEDICAL UNIVERSITY