



Yosef Dlugacz, PhD

*senior vice president,
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Dr. Dlugacz is a nationally and internationally recognized authority in quality management. Under his leadership, the staff of the Krasnoff Quality Management Institute delivers expertise in program evaluation, data management, educational programs and outcomes research.

With decades of experience in quality data and performance improvement methods, and in educating healthcare professionals about integrating quality methods into the delivery of care, Dr. Dlugacz's work focuses on developing models for improved patient safety and clinical outcomes, and linking quality to clinical, organizational, and financial success. His work has helped the health system prioritize and target performance improvement initiatives, standardize and improve clinical care, and reduce waste and costs. Many of the best practices that have resulted from the quality management performance improvement process he established have been published by The Joint Commission as standards for the entire industry. As a result of his work, The Joint Commission awarded the health system the coveted Ernest A. Codman Award in recognition of the use of outcomes measurements to improve patient care. The Healthcare Association of New York State (HANYS) awarded its sixth annual Pinnacle Award for quality and patient safety to the health system for its efforts to dramatically reduce hospital-associated infections.

Dr. Dlugacz has published widely in healthcare and quality management journals on a variety of clinical care and quality topics. His book, *The Quality Handbook for Health Care Organizations: A Manager's Guide to Tools and Programs*, has been praised as a valuable text for new quality professionals. His second book, *Measuring Health Care: Using Quality Data for Operational, Practical and Clinical Improvement*, helps educate professionals about the relationship between quality care and financial success.

Dr. Dlugacz received his master's and doctoral degrees in medical sociology from the City University of New York.