Texas Gulf Coast Association for Healthcare Quality

WEBINAR

HOUSTON Methodist THE WOODLANDS HOSPITAL

1.0 CE, NAHQ
(pending)

FROM VISION TO EXECUTION:

Crafting a Successful MDR Strategy

OCTOBER 29TH, 2026 | AT 2 PM CST

SPEAKER

Lindsey Bruchhaus

Lindsey Bruchhaus, RN, brings over 17 years of experience in nursing and healthcare quality. She began in pediatric and perioperative care before transitioning into quality improvement, leading efforts to reduce hospital-acquired conditions and improve outcomes. Since 2020, she has served as Director of Patient Experience at Houston Methodist The Woodlands, where she champions a culture of safety, empathy, and excellence.

Multidisciplinary rounds sound simple on a whiteboard — until you're the one wrangling a hallway of clinicians, alarms, and a physician who's already seen the patient. Join us for a candid, boots-on-the-floor look at how one hospital took MDR from a well-intentioned huddle to a measurable engine for care coordination. In 60 fast-moving minutes, you'll trace a two-year journey — from MDR 1.0, through a Kaizen redesign shaped by real physician voice, to today's MDR 2.0 standard with clear time-per-patient targets, defined documentation ownership, and a measurement approach that includes the Medallia Gold Humanism Trust Scale. Walk away with a playbook for rounds that actually move communication, length of stay, and patient experience.

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NONMEMBERS $25

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