

# CONTINUOUS IMPROVEMENT STRATEGIES to Generate Positive Outcomes



COMPLIMENTARY  
EVENT

Space limited!

Thursday, November 20  
3:00 p.m. - 6:30 p.m. CDT

## LOCATION

Cook Children's Medical Center  
801 7th Ave, Fort Worth, TX

2.5 CPHQ CE'S  
have been applied for.



# SPEAKERS

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**3:00 p.m. – 3:30 p.m.**

“Logistics, Operational Excellence Journey at Cook Children’s”

**Shernette Kydd**, PhD, PE, MBA, LSSMBB, CPHQ, LBC, AVP, System Effectiveness, Cook Children’s Health Care System

**Dr. Shernette Kydd** is a certified Lean Sensei, Six Sigma Black belt and Lean Six Sigma Master Black belt with over 25 years of experience in operational excellence, which started with Green Belt and Black Belt certifications at General Electric. She currently serves as the Assistant Vice President of System Effectiveness at Cook Children's Healthcare System (CCHCS) in Fort Worth, and is tasked with establishing operational excellence and process improvement strategies for the system and also charged with providing operational leadership for the Innovation program.



**3:30 p.m. – 4:15 p.m.**

Keynote Presentation

“Beyond Quick Fixes: Building Sustainable Performance Improvement in the Healthcare Industry”

**Hellen Oduor**, Director Quality, Methodist Charlton Medical Center

**Hellen Oduor** is an accomplished clinician and healthcare quality leader with over 17 years of global experience across clinical practice, hospital operations

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and public health. She currently serves as Director of Quality at Methodist Health System in Dallas, where she oversees quality and performance improvement, high-reliability initiatives, patient safety and clinical quality outcomes. Hellen holds a Medical Degree from The University of Nairobi, Kenya, a Research fellowship from the National Institutes of Health (NIH), a Master of Health Administration (MHA) from UNT Health Fort Worth, a Master of Public Health (MPH) from the UTHealth Houston and is certified in healthcare quality (CPHQ) and process improvement (LSSGB).



**4:15 p.m. – 5:00 p.m.**

**“Building a Culture of Continuous Improvement”**

**Sissy Cross**, BS, MS, Research Supervisor, Cook Children’s Health Care System

**Sissy Cross** has served as a Research Supervisor and Clinical Data Manager III at Cook Children's Health Care System since November 2021. Previously, she worked at National Neuromonitoring Services as a Surgical Neurophysiologist from 2019 to 2022, conducting preoperative assessments and intraoperative tests while compiling data reports. Prior experience includes roles as a Research Associate at the University of North Texas Health Science Center at Fort Worth, and at the Allen Institute for Brain Science from 2013 to 2017, focusing on cardiovascular disease and neuroscience, respectively. Earlier career experience includes a position as a Lab Aide at Miraca Life Sciences from 2012 to 2013.



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**5:00 p.m. – 5:30 p.m.**

Panel Discussion

“Process Improvement Unplugged: Real Stories, Real Impact”

**MODERATOR:**

**Shernette Kydd**, System Effectiveness, Cook  
Children’s Health Care System

## PANELISTS:



**Tanya Stinson**, Owner and Founder,  
Leaning Towards Change

**Tanya Stinson** has worked in various Quality and PI settings inside and outside healthcare, however, regardless of where she works, she is very passionate about helping people. Tanya has a Master's Degree in Healthcare Quality and Safety and is a Certified Lean Six Sigma Master Black Belt and is a Certified Change Management Practitioner via Prosci. She has 15 years of experience in leading large transformational initiatives, training, coaching, and certifying others (clinical and non-clinical) in leading performance, process, and quality improvement projects.

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**Angela Vincent Michael**, MHS-HFM, FACHE,  
LSSBB, CPHQ,  
Director Performance Improvement,  
Methodist Health System

**Angela Vincent Michael** is a visionary healthcare executive with over 15 years of leadership experience spanning enterprise strategy, quality and operations, and transformation. She has proven success advising C-suite leaders, steering multi-stakeholder initiatives, and aligning clinical, operational, and commercial priorities. Angela is recognized for driving system-wide impact through data-informed decisions and human-centered leadership. Angela holds a Master's in Health Finance and Management from Johns Hopkins University's Bloomberg School of Public Health.



**Hellen Oduor**, Director of Quality, Methodist  
Dallas Medical Center

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**Cassandra Self**, DHA, FACHE, CVAHP, CMM, LSSBB, Professional Services and Finance Officer, Texas Health Resources

**Cassandra Self** is the Professional Services and Finance Officer at Texas Health Resources in North Texas and has worked in healthcare administration for over 20 years. Her experience spans managed care contracting, clinic management, business operations, and supply chain procurement. She holds a BBA from Texas A&M—Corpus Christi, an MS in Healthcare Administration from Texas Tech University Health Sciences Center, and recently earned her Doctorate of Healthcare Administration from Oklahoma State University. Cassandra is a Fellow of the American College of Healthcare Executives (ACHE), holds CVAHP certification through AHVAP, and actively serves on several ACHE North Texas Chapter committees. She is also a board member at Texas Native Health and a proud citizen of the Muscogee Nation. Outside of work, she enjoys volunteering with her son's school band, supporting rare disease advocacy through Soft Bones, Inc., and spending time with her husband Zeb and their five children.