



Shanna Doucet, MBA, BSN, RN, CPHQ, LSSBB, CASS  
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Harris Health System  
Houston

**Date:** Friday, Oct 25, 2019

**Time:** 1 - 1:50 pm

**Location:** SEC 105

## *Harris Health Center for Innovation*

**Abstract:** Harris Health System is a community-focused academic healthcare system dedicated to improving the health of Harris County, Texas through quality care delivery, coordination of care, and education. The system consists of two hospitals and multiple ambulatory care centers across Harris County. Harris Health is among the best public health systems in the U.S. and the third largest safety-net hospital. This presentation will discuss the implementation, tools and techniques used to manage the Harris Health System Center for Innovation.

**Biography:** Mrs. Shanna Doucet is the Director of Care Management and Center for Innovation at Harris Health System in Houston, Texas. She is a licensed registered nurse with more than 20 years of healthcare and leadership experience. She joined Harris Health System in April 2010 and has been instrumental in the development and expansion of the system's Center for Innovation. Mrs. Doucet has extensive experience building high performance teams and leading organizational excellence. She is the president of the Texas Gulf Coast Association for Healthcare Quality. She actively serves as a volunteer on the National Healthcare Executive Forum Governance Board, Friends of the Texas Medical Center Library Board and as a judge for the Fleming Center for Healthcare Management Case Competition. Mrs. Doucet served on the 2014 and 2015 Malcolm Baldrige National Quality Award Board of Examiners. In addition to this, she spent several years as an examiner and team leader for the Quality Texas Foundation, Texas Award for Performance Excellence and as a member of the National Association for Healthcare Quality Leadership Development Team. Mrs. Doucet is currently pursuing her PhD in Nursing and Healthcare Innovation at Arizona State University. She holds a graduate degree in Business Administration from Texas Woman's University. She is certified in Healthcare Quality, Lean/Six Sigma Black Belt and Organization Suggestion Systems Management.