



## **DR. ULISES TORRES**

**Chief Quality Officer, George Washington University Hospital**

Dr. Torres is a trauma, and critical care surgeon, originally from Nicaragua, who completed all surgical and specialty training in the United States. His clinical interests are critical care nutrition and complex wound care.

He completed his master's in education for health professionals at the Hopkins School of Education then started working on quality improvement processes by developing curricula, assessment methods, mentoring, experiential learning, and simulation.

He then became the Chief Quality Officer of the Department of Surgery in 2016 and started working towards improving metrics that could make a change systemically; early success came from developing a CVC curricular development and implementing the whole Hospital system's extensive work on VTE prevention and SSI.

His journey through culture transformation started as a facilitator of the outward mindset and the creation of a faculty development model utilizing these concepts.

Ulises Joined GW Hospital on September 7th, 2021, intending to assist in the cultural transformation to make GW a high-performing organization. The barriers are similar in all hospitals, yet, the early successes come thanks to the front staff who accept the challenge to see others as people and remove the labels that feed the construction of silos and vertical hierarchy in healthcare; then magic happens; they speak up for safety without fear of retaliation.