



**THE QUEEN'S
HEALTH SYSTEMS**

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THE QUEEN'S HEALTH SYSTEMS NAMES THREE NEW DIRECTORS:

Elsie Crowninshield, Neuroscience Services, QMC

Shannon Jaquess, Systems Safety Engineer and Quality Improvement, QHS

Debbie Wood, Centralized Scheduling and Support Center, QHS

HONOLULU - The Queen's Health Systems (QHS) has named three new directors.

Elsie Crowninshield has been named Director of Neuroscience Services at The Queen's Medical Center – Punchbowl.

Crowninshield will be responsible for the programs, services, functions and activities of the Neuroscience inpatient units, as well as the Neuroscience Institute, Neuroscience Research, and Neurodiagnostic Lab.

She previously served as Director of Education and Professional Development at Antelope Valley Hospital in Lancaster, CA. She received her Master's in the Science of Nursing and Acute Care Nurse Practitioner education from California State University Los Angeles, and her Doctorate in Nursing Practice from Loma Linda University, California.

Crowninshield has served her communities over the past 20 years in several different capacities including oversight of departments of education, professional development and research, and service line director of Cardiovascular/Neuro/Trauma ICU and Telemetry Step Down units. She has profound expertise as a nurse practitioner and as an executive leader. She is highly vested in participating in research and professional organizations, along with specializing in mentoring nursing students.

Shannon Jaquess has been named Director, Systems Safety Engineer and Quality Improvement, at QHS.

Jaquess will direct, administer and manage the functions, activities and services provided to medical staff organizations at health care facilities throughout QHS. She also has overall responsibility and accountability for areas including the Center for Outcomes Research and Evaluation (CORE). She will lead the standardization of QHS processes across the different hospitals by directing collaborative multidisciplinary clinical and non-clinical teams.



Jaquess previously served as Director of Quality and Safety Engineering at Mission Health in Asheville, NC. She has more than seven years of experience in the health care field with a strong skillset on quality improvement. She has Bachelor's degrees in Chemical Engineering and Chemistry from Rose-Hulman Institute of Technology in Terre Haute, IN, and obtained her Six Sigma Master Black Belt certification from North Carolina State University.

Debbie Wood has been named Director of Centralized Scheduling and Support Center at QHS.

Wood will be responsible for the strategic leadership and operational direction for the QHS Enterprise Appointment and Contact Center, which will be the focal point of communication between patients and providers to initiate and continue the provision of care. The Scheduling and Support Center will help to provide a single point of contact for patient and customer needs, and will serve as a market differentiator based on ease of access and service to patients.

Wood comes to QHS with more than 12 years of leadership experience in health care systems, multisite launch of call centers, revenue cycle, patient access, and centralized scheduling. She most recently served as the Director of Patient Access for Hospital Operations at the University of Washington Medical Center, which included UW Montlake, UW Northwest, and Harborview Medical Center. She has a Bachelor of Science in Health Care Administration and a Master's in Business Administration.

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The Queen's Health Systems (QHS) is a nonprofit corporation established in 1985 to provide expanded health care capabilities to the people of Hawaii and the Pacific Basin. It is Hawaii's preeminent family of health care-related companies, and has more than 7,000 employees and more than 1,500 affiliated physicians and providers in its statewide network. QHS consists of The Queen's Medical Center (Hawaii's oldest hospital founded in 1859), The Queen's Medical Center – West O'ahu, Molokai General Hospital, Queen's North Hawaii Community Hospital, The Queen's Health Care Centers, Queen Emma Land Company, Queen's Development Corporation, Queen's Insurance Exchange, Queen's Clinically Integrated Physician Network, and Queen's 'Akoakoa, and has ownership interests in CareResource Hawaii, Hamamatsu/Queen's PET Imaging Center, and Diagnostic Laboratory Services.