

CELEBRATING EXCELLENCE: QUALITY ACADEMY WAVE 18 GRADUATION CEREMONY

JUNE 11, 2026 · LA General Office of Public Relations

Los Angeles General Medical Center proudly marked a significant milestone on June 11th, 2026, with the Quality Academy Program Wave 18 Graduation Ceremony. The event honored an exceptional cohort of healthcare professionals who completed one of LA County's most rigorous quality improvement programs — all while continuing to serve patients on the front lines.

The program was opened by LA General Executive Leadership, with a welcome and introduction by Dr. Allison Luu, MD, PSO, CPPS, followed by an overview of the Quality Academy's achievements and a photo slideshow celebrating the journey of Wave 18.

15 Teams. Systemwide Impact.

The centerpiece of the ceremony was a series of team presentations spanning 15 graduating teams across 11 LA General departments, 3 Ambulatory Care Network (ACN) teams, and 1 Department of Homeless Services and Housing team. Each team presented quality improvement projects addressing real challenges across the health system:

Department	Team Members
Outpatient Pediatrics	Marisela Lara, Susana Rafaela, Katrina Leong
Transitions of Care Calls & Scheduling	Mildred Hill, Karolyn Blancas, Jessica Torres, Veena Naeole
Urology	Aurea Ascencio, Lidia Ruiz, Jacklyn Nguyen
Psychiatric Emergency Department	Cher Bateman, Mitchell Tan, Samantha Shippee
HPV Self-Collect Workflows	Lan Chi, Cindy Callado, Sherli Fernandez, Abayomi Lawal, Inna Sarac, Henrik Serkesians
Harmony in Healing	Rebecca Dayanim, Marine Gezalian, Tania Marroquin, Nancy Salazar
Homeless Services & Housing (HSH)	Elisa Sanchez, Kaci Sparks
Radiology	Angela Hahka, Francisco Valle, Marco Torres
Gastroenterology	Artin Galoosian, Cassandra Banuelos, Megan Chang
Anesthesia	Kyle Gaddy, Geoffrey Edwards
ICU/PCU Nursing	Diana Han, Dalmor McGregor, Alena Mikhed, Rhea Umalin, Stephany Castellanos, Cindy Bugarin, Brianna Willis, Vincent Arambulo
Neurology	Roy Poblete, Ana Naval

Well Child Visits

Maria Joanalen Macam, Domiqua Patterson, Cecilia Yang, Mirian Gutierrez

Primary Care

Jonathan Diaz, Jacqueline Santana, Rowena Maturingan, Wendy Michel, Melissa Nowden

Emergency Department

Mireille Minassian, Roni Ayvazian, Christian Paz, Jessica Carmona

A Special Thank You to Faculty and Mentors

The success of Wave 18 reflects the dedication of an outstanding group of faculty and mentors who provided guidance, expertise, and encouragement throughout the program. The graduating cohort extends its sincere gratitude to all who invested in their growth as quality improvement leaders.

Congratulations to the Wave 18 Graduates

The Quality Academy equips frontline staff and clinical leaders with the tools and methodology to drive meaningful, lasting change — and Wave 18 has demonstrated that commitment across every corner of the health system. The ceremony closed with reflections and words of encouragement by Dr. Luu, honoring not just the work completed, but the culture of continuous improvement these graduates now carry forward.

Congratulations to every member of Wave 18. Your dedication to building improvement capacity and capability for quality improvement strengthens LA General — and the communities we serve.

Quality Academy Program | Los Angeles General Medical Center | LA County Department of Health Services

