

## KOMAL BAJAJ, MD, MS-HPed

komal.bajaj@nychhc.org

(630) 728-9524

[drkomalbajaj.com](http://drkomalbajaj.com)

@KomalBajajMD



*Komal Bajaj*

### SUMMARY

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Dr. Komal Bajaj is an innovator and advocate in the Bronx, NY, catalyzing quality and safety transformation across all facets of healthcare delivery. Dr. Bajaj is the Chief Quality Officer of NYC Health + Hospitals/Jacobi/NCB. She is also Clinical Director for NYC Health + Hospitals Simulation Center, which delivers more than 10,000 interprofessional participant encounters annually. She co-chairs the health system's Monitoring & Evaluation Subcommittee for its Equity & Access Council. Dr. Bajaj is a Professor of Obstetrics & Gynecology at Albert Einstein College of Medicine.

Dr. Bajaj attended Northwestern University's Feinberg School of Medicine and completed her training in Obstetrics & Gynecology at McGaw Medical Center of Northwestern University. Following residency, she completed a fellowship in Reproductive Genetics at Albert Einstein College of Medicine and continues to deliver cutting-edge reproductive genetics care. Sparked by desire to incorporate contemporary educational theory into her quality improvement work, she completed a Masters in Health Professional Education from the Massachusetts General Hospital Institute of Health Professions.

Dr. Bajaj is an internationally recognized expert on ingraining health equity into quality/safety and the use of simulation to advance healthcare quality/safety. Her scholarly interests include integrating equity into quality/safety processes and structures, defining innovative approaches to embed simulation within the clinical environment, developing solutions to address diagnostic safety events that contribute to maternal morbidity and mortality, and characterizing the emerging role of debriefing in healthcare quality/safety. Her work has been featured in mainstream media such as the New York Times, NPR, and Crains New York as well as healthcare entities such as NEJM Catalyst and Institute for Healthcare Improvement. Dr. Bajaj sits on the Board of Trustees of Harvard's Center for Medical Simulation, the Advisory Board for the Foundation for Healthcare Simulation Safety and on the External Advisory Board for the Joan H. Marks Graduate Program in Human Genetics of Sarah Lawrence College.

#### Recent Achievements:

- Decreased maternal/neonatal injuries across NYC Health + Hospitals through design and implementation of interprofessional team-based healthcare simulation, amounting to a reduction in litigation of approximately \$30 million annually.
- Redesigned a system-wide sub-committee to monitor the progress of NYC Health + Hospital's efforts to ingrain equity into all facets of care delivery. The sub-committee has developed meaningful metrics related to health-equity and eliminating disparities.
- Established the Healthcare Administrative Scholars Program, an 18-month leadership and quality/safety training program for current residents/fellows with the aim of talent retention through growing the next generation of leaders.
- Led NYC Health + Hospitals/Jacobi/NCB during the COVID-19 pandemic, pivoting quality/safety resources to address the clinical/personnel needs during surge and establish a devolved model for organizational learning which promoted staff resilience and agency.
- Selected as one of the ten inaugural scholars in the National Academy of Science, Medicine, and Engineering/Council for Medical Speciality Societies Scholars in Diagnostic Excellence.
- Successfully designed and implemented a multi-pronged approach to improve Culture of Safety which resulted in statistically significant gains in staff perceptions of safety in key areas such as nonpunitive response to error over the course of 2 years while in the middle of the COVID19 pandemic.