## ImproveCareNow: Who Ya Gonna Call?

<table>
<thead>
<tr>
<th>ICN Website</th>
<th>For assistance: <a href="mailto:info@improvecarenow.org">info@improvecarenow.org</a></th>
</tr>
</thead>
</table>
| ![Mary Havens](image1) | ✓ ICN Centers Map  
| | ✓ ICN Research & Publications  
| | ✓ Tools & Resources  
| | ✓ **Network Hub**: Connects to each of the platforms below |

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<th>Portal (aka SharePoint)</th>
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| ![Kelsey Thome](image2) ![Melissa Mock](image3) | ✓ Contact Management System (CMS):  
| | ✓ Adding or removing team members  
| | ✓ Registry & Portal Access  
| | ✓ Regulatory materials |

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<tr>
<th>ICN2 Registry</th>
<th>For assistance: <a href="mailto:helpdesk@improvecarenow.org">helpdesk@improvecarenow.org</a></th>
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| ![Dan Jeffers](image4) ![Kelly Olano](image5) | ✓ Patient Registration and Consent  
| | ✓ Data Entry  
| | ✓ Automated Reports  
| | ✓ Outcome Data |

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<th>ICN Exchange</th>
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| ![Kelsey Thome](image6) ![Melissa Mock](image7) | ✓ Monthly Checklist  
| | ✓ Calendar and dial-in info for Webinars  
| | ✓ Tools and Resources from the Community |
**ImproveCareNow: Who Ya Gonna Call?**

### Quality Improvement

*For assistance: info@improvecarenow.org*

- George Dellal
- Julie Massie
- Cori Davis
- Mary Bauer
- Kim Shelly
- Theresa Todd

- Teach Quality Improvement (QI) Methods
- Help with Quality Measures to support remission
- Lead/guide QI for smaller groups within the ICN community

### Engagement

*Parents: parents@improvecarenow.org*

*Patients: pac@improvecarenow.org*

- Chris Keck

- Patient Advisory Council (PAC)
- Parent Working Group (PWG)
- Co-Production, Innovation, Improved Quality of Life

### Communications

*For assistance: info@improvecarenow.org*

**ICN Digest:**
- Monthly Checklist
- Webinar, Learning Lab, & Working Group meeting info

**Listservs**
- Coordinators
- Registered Dietitians
- Psychosocial Professionals
- Nurses

**CIRCLE (eNewsletter)**
- Co-Produced Improvement Stories
- QI projects
- IBD Tools & Resources

**Social Media**
- Facebook: facebook.com/improvecarenow
- Twitter: @improvecarenow
- YouTube: youtube.com/improvecarenow

### Regulatory

*For assistance: ICNIRBteam@improvecarenow.org*

- Cassandra Dodds
- Mary Havens

- Continuing Review
- Consent & Staff Log Updates
- Research Studies

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