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Dr. Kaplan is an improvement scientist and health services researcher who focuses on developing and testing strategies to improve care delivery for pediatric patients in both acute and chronic care settings. She has a particular emphasis on using pragmatic research methods to help families and their providers obtain the data and knowledge necessary to better manage their child's condition. She lectures and leads workshops nationally on implementation and improvement science and has significant expertise in leading multi-center quality improvement projects in partnership with national and regional collaboratives including the Vermont Oxford Network and Ohio Perinatal Quality Collaborative.