Biographies

Patient-Empowering Care Management for People with Ongoing Complex Health Needs Workgroup Meeting

December 6, 2013

1828 L Street, NW
Suite 900
Washington, DC 20036

Improving Healthcare Systems Program Leadership

Chad Boult, MD, MPH, MBA
Program Director, Improving Healthcare Systems
Patient-Centered Outcomes Research Institute

Chad Boult is Program Director for the Improving Healthcare Systems program at PCORI. Dr. Boult came to PCORI from the Johns Hopkins University, where he was a Professor of Health Policy and Management at the Bloomberg School of Public Health and held joint appointments to the faculties of the Schools of Medicine and Nursing. He has worked as a teacher, a researcher, and a board-certified physician in family medicine and geriatrics.

Dr. Boult has extensive experience in developing, testing, evaluating, and diffusing new models of health care for older persons with chronic conditions. He has published two books and more than 80 articles in biomedical scientific journals. From 2000 to 2005, he edited the “Models and Systems of Geriatric Care” section of the *Journal of the American Geriatrics Society*, and he has reviewed manuscripts for 20 scientific journals and served as a grant reviewer on study sections of the National Institute on Aging (NIA) and the Agency for Healthcare Research and Quality. During 2009 to 2011, Dr. Boult served as a Health and Aging Policy Fellow and a Senior Advisor for Geriatrics and Long-Term Care at the Centers for Medicare and Medicaid Services (CMS).

Lynn Disney, PhD, JD, MPH
Senior Program Officer, Improving Healthcare Systems
Patient-Centered Outcomes Research Institute

Lynn Disney is Senior Program Officer of the Improving Health Systems program at PCORI. Dr. Disney came to PCORI from Altarum Institute, where she was a Senior Researcher. Her research interests are rooted in epidemiology and biostatistics, and are driven by her desire to find new tools and methodologies for exploring improvements in patient outcomes and satisfaction.

Dr. Disney has expertise in analyzing secondary data sets for conducting health services research, including Medicare, Medicaid, American Hospital Association data, and a variety of others. She has given many presentations to professional audiences on the strengths and limitations of these databases for conducting research in health services research. In her work as a government contractor, she has worked with the National Cancer Institute (NCI), Substance Abuse and Mental Health Service Administration (SAMHSA), Centers for Disease Control and Prevention (CDC), the President’s Office of National Drug Control Policy (ONDCP), the Defense Health Cost Assessment and Program Evaluation Division (DHCAPE) of Tricare, and the Military Health System, among others. Recently, she has conducted extensive research on patient satisfaction, patient engagement, and the patient experience. Dr. Disney received her Ph.D. in epidemiology and biostatistics, as well as her law degree, from Case Western Reserve University in Cleveland, Ohio. She received her Master’s in Public Health, majoring in epidemiology, and Bachelor of Science, majoring in biology, from the University of Michigan.
Workgroup Members

Sherry Aliotta, RN, BC, BSN, CCM
Director of Case Management
St. Mary’s Medical System
Representing: Case Managers/Clinicians

Ms. Aliotta is a Registered Nurse and a Certified Case Manager. She has nearly 14 years’ experience as a consultant specializing in care management. Her projects have been diverse and range from Grants and Demonstration Projects to Interim Departmental Management at hospitals and health plans. Her specialties are program development, program improvement, Outcomes and Patient Adherence. Prior to becoming a consultant in 1997, she spent nine years in senior care management positions. This includes Director of Patient Care Management for FHP, Inc. and National Director of Case Management for Prudential HealthCare. She also has a background in home health care and has held positions of progressive responsibility including Director of Nursing. In 1996, the Case Management Society of America(CMSA) named Ms. Aliotta “Distinguished Case Manager of the Year”. She served on the CMSA National Board of Directors, and was CMSA President in 2004-2005. Sherry led the Council for Case Management Accountability, and spearheaded the development of the Case Management Adherence Guidelines (CMAG). She is a CMAG Master Trainer and was awarded the Award of Excellence in Adherence Management 2008. She completed certification as a Guided Care Nurse in 2009. Sherry is a nationally known speaker and author. Ms. Aliotta has a BS in Nursing from the University of Evansville, Illinois and a Certificate in Medical Management from University of California, Irvine: Graduate School of Management.

Janet Austin, PhD, RN
Founder of Janet S. Austin Chronic Pain Foundation
Representing: Arthritis Patients

Janet Austin has spent the past 25 years of her life connecting with women in chronic pain on a professional level; striving to provide comfort, hope, and joy. Life with a chronic disease can include days, weeks, and even years of disappointments, losses, and feelings of hopelessness. Having lived with rheumatoid arthritis since the age of 16, Janet knows intimately the daily struggle of life complicated by chronic disease and pain. After experiencing a heart attack and total hip replacement in 2011, Janet retired as the Director of Communications and Public Liaison from the National Institute of Arthritis and Musculoskeletal and Skin Diseases, a division of the National Institutes of Health in Bethesda, MD. Previously, Janet spent three years at the National Office of the Arthritis Foundation providing services to children, young adults, and parents of those affected by rheumatic diseases and ten years prior to that as the Arthritis Information Coordinator at the University of Alabama at Birmingham’s Arthritis Center.

Returning home to Birmingham, AL, Janet began pursuing her dream of creating a place for women affected by the pain of chronic disease where they might find comfort, joy and hope. The purpose of DrJanetAustin.org is to help women struggling with the pain and heartache of chronic diseases.
Stephen Bartels, MD, MS  
Director, Dartmouth Centers for Health and Aging  
Professor of Psychiatry, Community and Family Medicine  
The Dartmouth Institute for Health Policy and Clinical Practice  
Representing: Clinicians

Stephen J. Bartels, MD, MS is the Herman O. West Professor of Geriatrics, Professor of Psychiatry, Professor of Community & Family Medicine at Dartmouth Medical School, and Professor of Health Policy at the Dartmouth Institute for Health Policy and Clinical Practice. He is the Director of Dartmouth Centers for Health and Aging where he oversees the Dartmouth Center for Aging Research, Northern New England Geriatric Education Center, and the Dartmouth-Hitchcock Aging Resource Center. Dr. Bartels leads a health services research group focusing on developing, testing, and implementing interventions focused on the intersection between physical and mental disorders in older adults, including health care management, health promotion interventions for obesity in adults with mental disorders, integration of mental health and primary care, self-management, applied use of telehealth technology for co-occurring physical and mental health disorders, community-based implementation research, and evidence-based geriatric psychiatry.

He is a past president of the American Association for Geriatric Psychiatry and founding Chair of the Geriatric Mental Health Foundation. Dr. Bartels served as the expert consultant and author for the Older Adult Subcommittee Report for the President's New Freedom Commission on Mental Health; and, recently, served on an Institute of Medicine Committee on the future health care workforce for older adults with mental disorders. He has testified before Congress and has participated in Congressional briefings on aging and health policy and on funding for research on mental disorders in older persons. Dr. Bartels has been a recipient of two, 5-year research mentoring awards from the National Institutes of Health and is the Principal Investigator for a multi-site post-doctoral training program in geriatric mental health services research, and also directs the Research Education and Training Program for Dartmouth’s CTSA (Clinical Translational Science Award). He has research and training grant funding from National Institute for Mental Health (NIMH), Centers for Disease Control and Prevention (CDC), Health Resources and Service Administration (HRSA), and the Agency for Healthcare Research and Quality (AHRQ).

Liana Burns  
Senior Manager of Policy and Programs  
Asthma and Allergy Foundation of America  
Representing: Asthma Patients

Liana L. Burns serves as the Senior Manager of Policy and Programs for the Asthma and Allergy Foundation of America (AAFA) located in Landover, MD, a suburb of Washington, D.C. Ms. Burns is responsible for managing and marketing educational and advocacy projects including patient outreach, digital government relations, and educational support groups. She developed a nationwide patient speaker network of advocates interested in AAFA’s policy targets. She also oversees a continuing education program for nurses and respiratory therapists on the basics of asthma management. A Baltimore native, she graduated from the George Washington University with a Bachelor of Science in Public Health.
Jersey Chen, MD, MPH  
Research Scientist, Mid-Atlantic Permanente Research Institute  
Cardiologist, Mid-Atlantic Permanente Medical Group  
Representing: Hospitals & Health Systems

Jersey Chen, MD MPH is a Research Scientist of the Mid-Atlantic Permanente Research Institute (MAPRI) and a Cardiologist in the Mid-Atlantic Permanente Medical Group (MAPMG). Dr. Chen’s research focuses on cardiovascular outcomes research and clinical epidemiology. His research interests include examining differences in the care and outcomes of patients with heart failure and acute myocardial infarction. He has been awarded a grant from the Agency for Healthcare Research and Quality to examine regional differences in stress testing with imaging and its impact on downstream clinical and financial outcomes, as well as a grant from the American Heart Association to examine rates of cardiotoxicity after cancer therapy.

Dr. Chen is a multi-modality cardiac imager with board-certification in echocardiography, cardiac computed tomography (CT) and nuclear cardiology. Prior to joining MAPRI, Dr. Chen was an Assistant Professor of Internal Medicine, Section of Cardiovascular Medicine at the Yale University School of Medicine. He earned an undergraduate degree from Harvard College and medical school degree at Yale University. Dr. Chen completed his internship, residency, and cardiology fellowship at the Beth Israel Deaconess Medicine Center in Boston.

Venus Ginés, MA, P/CHWI  
CEO and Founder  
Dia de La Mujer Latina  
Representing: Patient Advocates

Venus Ginés, a 20-year breast cancer survivor, is a faculty member of the Chronic Disease Prevention and Control Research Center at Baylor College of Medicine in Houston, teaching cultural competence and health literacy, as well as conducting research on Latino medical mistrust. In 1997, she founded Día de la Mujer Latina, Inc., a national non-profit organization, celebrating its signature health fiesta in 39 states, Puerto Rico and Dominican Republic, providing the medically underserved Latina community with culturally and linguistically proficient health education, early detection screening for chronic diseases, culturally-tailored preventive programs for Latino teens and patient-centered navigation. She has also trained over 500 Promotores (Community Health Workers). She is a State-Certified Promotores Instructor and Día de la Mujer Latina is a Texas State Certified Training Program. She is the Chair of Health and Human Services’ National Promotores Initiative and Co-Chair of the Region 6 Health Equity Council.
Alan Glaseroff, MD
Co-Director, Stanford Coordinated Care
Stanford University
Representing: Chronic Care Self-Management

Alan Glaseroff, MD, is Co-Director of Stanford Coordinated Care, a service for patients with complex chronic illness. Dr. Glaseroff, a member of the Innovation Brain Trust for the UniteHERE Health Trust, is a Clinical Advisor to the Pacific Business Group on Health (PBGH) Intensive Outpatient Care Program Center for Medicare and Medicaid Innovation (CMMI) Grant that began in July 2012, served on the National Committee for Quality Assurance (NCQA) Patient-Centered Medical Home Advisory Committee 2009-2010, the “Let’s Get Healthy California” expert task force in 2012 - present, and the Executive Committee for the California Advanced Primary Care Institute from 2013 to the present. He was named the California Family Physician of the Year for 2009.

Dr. Glaseroff’s interests focus on the intersection of the meaning of patient-centered care, patient activation, and the key role of self-management within the context of chronic conditions.

Craig A. Jones, MD
Director
Vermont Blueprint for Health
Representing: Policymakers

Craig A. Jones is the Director of the Vermont Blueprint for Health, a program established by the State of Vermont, under the leadership of its Governor, Legislature and the bi-partisan Health Care Reform Commission. The Blueprint is intended to guide statewide transformation of the way that healthcare and health services are delivered in Vermont. The program is dedicated to a high value, high quality healthcare system for all Vermonters, with a focus on prevention. Dr. Jones has served on several committees and workgroups including the Institute of Medicines Committee on Core Metrics for Better Health at Lower Cost, the Learning Healthcare System in America, and the Roundtable on Value and Science Driven Healthcare. Prior to this he was an Assistant Professor in the Department of Pediatrics at the Keck School of Medicine at the University of Southern California, and Director of the Division of Allergy/Immunology and Director of the Allergy/Immunology Residency Training Program in the Department of Pediatrics at the Los Angeles County + University of Southern California (LAC+USC) Medical Center. He was Director, in charge of the design, implementation, and management, of the Breathmobile Program, a program where mobile clinics deliver ongoing care to inner city children in at their schools and at County clinics. This program evolved from community outreach to a more fully integrated Pediatric Disease Management Program for the Los Angeles County Department of Health Services, and has spread to several other communities across the country. He has published papers and abstracts in Pediatric Research, Pediatrics, Journal of Pediatrics, Pediatrics in Review, Journal of Clinical Immunology, Journal of Allergy and Clinical Immunology, Annals of Allergy, Asthma and Immunology, CHEST, and Disease Management. Dr.
Jones was an Executive Committee and Board Member for the California Chapter of the Asthma & Allergy Foundation of America, as well the chapter President. He is a past president of the Los Angeles Society of Allergy Asthma & Immunology, and a past President and a member of the Board of Directors for the California Society of Allergy Asthma & Immunology. Dr. Jones received his undergraduate degree at the University of California at San Diego and his MD at the University of Texas Health Science Center in San Antonio, Texas. He completed his internship and residency in pediatrics at LAC + USC Medical Center, where he also completed his fellowship in allergy and clinical immunology.

Deborah Kilstein, BSN, MBA, JD  
Vice President, Quality Management and Operations Support  
Association for Community Affiliated Plans  
Representing: Payers

Deborah Kilstein has extensive experience in the area of Medicaid and Medicaid managed care. For over 25 years, Deborah served in a variety of capacities for the New Jersey Division of Medical Assistance and Health Services, including Medicaid Director. As Medicaid Director, she was responsible for the State contracting with Medicaid Managed Care Organizations in the State including ensuring compliance with all federal and state contract requirements. She later served as Chief of Staff and Deputy Commissioner for the NJ Department of Human Services with oversight responsibilities for a number of Divisions, including the Divisions responsible for Medicaid, Temporary Assistance to Needy Families (TANF) and Child Welfare. As Director of Program Management for the Center for Health Care Strategies, Ms Kilstein directed the center's quality-improvement programs for state Medicaid agencies and Medicaid health plans. She later directed operations at a Medicaid-focused health plan.

In her current position at the Association for Community Affiliated Plans, she deals with plans on issues around quality, operations and compliance. She has recently served on the advisory group for the contractor charged with revising the External Quality Review (EQR) protocols, a National Committee for Quality Assurance (NCQA) advisory group that focused on revisions to the NCQA accreditation standards for Medicaid health plans, the Subcommittee of the National Advisory Committee focused on adult health core measurement set, the Subcommittee of the National Advisory Committee focused on child health core measurement set, CMS Center for Medicaid and CHIP (CMCS) Expert Panel on Improving Maternal and Infant Health Outcomes, and is a Liaison Member of the NCQA Standards Committee.

Deborah has a BSN from the College of New Jersey, a MBA from Temple University and a JD from Rutgers School of Law-Camden.
Joan Leon  
Patient and Representing: Patients

In the 1970s Joan Leon was closely involved in the early years of the Berkeley Center for Independent Living (CIL), the first independent living center in the US, working with disability leaders, Ed Roberts and Judy Heumann. Ms. Leon’s job was to pursue the grants, contracts and donations that helped sustain the organization. After a stint as Assistant Director of the CA Department of Rehabilitation under Governor Jerry Brown, she co-founded the World Institute on Disability (WID) with Roberts and Heumann in 1982. WID is a think tank, research and policy institute that looks at health and social issues from the perspective of people with disabilities. As Co-Director Ms. Leon was in charge of project development and proposals, managing many research and training projects. Upon Roberts’ death in 1995, she co-chaired a steering committee of city and disability leaders to build the Ed Roberts Campus (ERC). The ERC is both a memorial to Roberts and a facility that serves as a regional center for disability services and a home for the major disability organizations he was so instrumental in establishing, including CIL, WID, the Disability Rights Education Defense Fund, Through the Looking Glass and others. From 1997 on she directed the capital campaign of the ERC. It took 14 years but she and her team were able to raise the more than $50 million to build the new facility. The ERC opened in 2011.

Rosa Palacios  
Director, Department of Health Education and Caregiver Training  
Commonwealth Care Alliance  
Representing: Patient Advocates

Rosa Palacios, Director of the Department of Health Education & Caregiver Training, has been with Commonwealth Care Alliance (CCA) since 2004. CCA is a not-for-profit consumer directed prepaid care delivery system contracting with providers to deliver the totality of care needs for high cost, medically and socially complex special needs populations. Since 2009, Ms. Palacios has led the Department of Health Education and Caregiver Training. She holds a T-Trainer Certificate in the Stanford Chronic Disease Self-Management Program in both Spanish and English and a Master Trainer certificate in the Diabetes Self-Management Program in both English and Spanish; both of these certifications are issued from Stanford University. She is also a Master Trainer for Healthy Eating for Successful Living in Older Adults. Rosa recently graduated from the prestigious Massachusetts Institute for Community Health Leadership Program. She has a certificate of “Lift Up Your Voice” Advocacy Training Program. She has a Graduation Certificate in Bilingual-Bicultural Human Service Training and was awarded the Emanuel and Lilly Shinagel Scholarship at Harvard University Extension School, Cambridge, MA.
Ms. Palacios has participated as Panelist, Speaker and Key-note speaker at several conferences and has been selected as a Fellow for the Practice Change Leaders Program for 2014. Anand Parekh, MD, MPH

Deputy Assistant Secretary of Health, U.S. Department of Health and Human Services

Representing: Policymakers

Anand K. Parekh, M.D., M.P.H., is the Deputy Assistant Secretary for Health (Science and Medicine) at the U.S. Department of Health and Human Services (HHS). In this capacity, he provides oversight, direction, and coordination of activities pertaining to a range of emerging public health and science issues and the continuum of medical research – including clinical science and health services research. Specifically, Dr. Parekh has provided leadership on a variety of health issues, including quality of care improvement, chronic care management, disease prevention and health promotion, substance abuse prevention and control, and seasonal influenza vaccine promotion.

Dr. Parekh was delegated the authorities of the Assistant Secretary for Health from September to December 2007. He has also served as Acting Group Director, Population Health Models Group, Centers for Medicare & Medicaid Innovation; Acting Executive Director, President’s Advisory Council on HIV/AIDS; and, as Executive Secretary, Chronic Fatigue Syndrome Advisory Committee.

Dr. Parekh holds a Medical Staff position at Holy Cross Hospital in Silver Spring, Md., and practices at the Holy Cross Hospital Health Center, a low-income clinic for the uninsured. He is an Assistant Professor, part-time in the Department of Medicine at Johns Hopkins Hospital. He has served on the Board of Governors of the University of Michigan School of Public Health Alumni Society and is a Fellow of the American College of Physicians and a member of the Presidential Scholars Alumni Society.

Greg Peterson, PhD, MPA

Research Analyst, Mathematica Policy Research

Representing: Researchers

Greg Peterson is a health researcher at Mathematica Policy Research, specializing in care coordination. He leads an evaluation for the Centers for Medicare & Medicaid Services (CMS) of the Medicare Coordinated Care Demonstration. For this project, Peterson and his team of evaluators examine program characteristics related to improving outcomes for Medicare beneficiaries, reducing health care costs, and improving care quality. Peterson’s other projects include an evaluation of the CMS Health Care Innovation Awards program and a review of the evidence related to Patient-Centered Medical Homes (PCMH). He also led a study of Medicaid beneficiaries with disabilities in Iowa, examining the extent to which waiting periods for home- and community-based service waivers affect these individuals’ quality of care, institutional stays, and medical service use and costs. Before joining Mathematica in 2008, Peterson was an analyst at the Government Accountability Office. He received his Ph.D. in health policy from George Washington University and his M.P.A. in public affairs from Princeton University.
Cynthia Rice, MPP
Senior Vice President of Advocacy and Policy, JDRF
Representing: Diabetes Patients

Cynthia Rice is Senior Vice President of Advocacy and Policy for JDRF. She is responsible for JDRF’s advocacy to Congress, the executive branch, regulatory agencies, and health plans to accelerate therapies to cure, treat, and prevent type 1 diabetes (T1D). JDRF is the leading global organization focused on type 1 diabetes research. Driven by passionate, grassroots volunteers connected to children, adolescents, and adults with this disease, JDRF is the largest charitable supporter of T1D research. The goal of JDRF is to improve the lives of every person affected by T1D by accelerating progress on the most promising opportunities for curing, better treating, and preventing T1D. JDRF collaborates with a wide spectrum of partners who share this goal.

Ms. Rice has extensive experience leading complicated advocacy projects in both the government and nonprofit sectors. In the White House from 1997 to 2000, she served as a Special Assistant to the President for Domestic Policy, coordinating numerous high profile policy initiatives involving experts from multiple agencies and employing various legislative, regulatory, and communications tactics.

Ms. Rice has a Master’s in Public Policy from the University of California at Berkeley, and a bachelor’s degree from Harvard University.

MaryAnne Sterling, CEA
Co-Founder, Connected Health Resources
CEO, Sterling Health IT Consulting
Representing: Caregivers & Health IT

MaryAnne Sterling, CEA, is the Co-founder of Connected Health Resources, spearheading innovative new projects to improve how patients and family caregivers navigate the healthcare system; and CEO of Sterling Health IT Consulting, specializing in information technology, health policy, and communication.

Ms. Sterling has been a thought leader in health information technology and health policy for over a decade. She serves on the Office of the National Coordinator (ONC) Health IT Policy Committee’s Consumer Empowerment Workgroup and the Patient Generated Health Data Technical Expert Panel and recently served as Executive in Residence for the Health Information Management Systems Society (HIMSS) Foundation, Institute for e-Health Policy. Ms. Sterling also serves as Alzheimer’s Association Ambassador to Senator Mark Warner’s office for the implementation of the National Alzheimer’s Project Act (NAPA). She is a renowned speaker and educator on health information technology and the impact of Alzheimer’s Disease on family caregivers.

Ms. Sterling received her Bachelor’s Degree in Biology and Biotechnology from the University of Nebraska at Omaha.
Jean Ann Summers, PhD
Associate Director, Beach Center on Disability
Research Professor, Schiefelbusch Institute for Life Span Studies
Representing: Independent Living Advocates

Jean Ann Summers, PhD, is a senior Research Professor at the University of Kansas at the Schiefelbusch Institute for Life Span Studies. She is Associate Director of the Beach Center on Disability and Research Director of the Research and Training Center on Community Living, both Centers located administratively within Life Span Studies at Kansas University. She has been the principal investigator in more than 24 externally funded research, training, and related projects. Her experience includes mixed-design research with a focus on families, individuals with disabilities, and services, especially related to disadvantaged or poverty settings. She also has worked with persons with physical disabilities, including empowering post-secondary students with disabilities to negotiate reasonable accommodations, and currently, is working with a project to develop a health promotion tool to assist care managers at Independent Living Centers to working with individuals with disabilities who are living in the community. She has conducted research and evaluation with large-scale longitudinal projects such as the National Early Head Start Longitudinal Research consortium, as well as more local evaluations such as a four-year investigation of comprehensive school reform in Kansas City, Kansas. Her research has also included investigations of family support services in early intervention; development and application of psychometrically valid measures of family quality of life and family-professional partnerships in special education; evaluation of child care quality in a four-state project; development and validation of an online family needs assessment tool for early intervention practitioners. She has published more than 60 peer-reviewed articles, books, and book chapters.

Margaret (Peg) Terry, PhD, RN
Vice President, Quality and Innovation
Visiting Nurse Associations of America
Representing: Nurses & Visiting Nurses

Margaret (Peg) Terry, PhD, RN, serves as the Visiting Nurse Associations of America (VNAA)'s inaugural Vice President of Quality and Innovation. In this role, Peg provides resources and guidance to member agencies in their efforts to improve quality of care, adopt innovative program models, and succeed in a competitive and rapidly evolving delivery system. She oversees educational programming and the Quality Initiative, where working closely with VNAA members, Peg led the development of the Engaging in Quality Learning Collaborative. She also plays a national role working with policy makers as they shape quality measures that will have an impact on VNAA member agencies and the patients they serve.

Previously Terry worked as the Vice-President of Clinical Affairs for MedStar Health Visiting Nurse Association, headquartered in Maryland and serving the Maryland, DC, and Virginia region as part of a regional multi-hospital integrated delivery system. She served in that role since 2005, before which she was MedStar VNA's Vice President of
Operations, Quality Improvement and Regulatory Affairs for seven years. Before joining the VNA, she served for six years as President and CEO of another nonprofit agency. Beyond her significant hands-on agency operations experience, Terry is an accomplished educator and researcher. She served for six years as an Assistant Professor of Nursing in the Home Health and Continuity of Care Program in the School of Nursing at The Catholic University of America. She is a published researcher with distinguished work specializing in home care clinical practice, including heart failure and wound care. She has also been active in several quality measurement and standard-setting bodies, including The Joint Commission and the National Quality Forum.

Mary Tinetti, MD
Gladys Phillips Crofoot Professor of Medicine and Epidemiology
and Chief of the Section of Geriatrics
Yale School of Medicine
Representing: Researchers

Mary Tinetti, MD, is a Professor of Medicine and Epidemiology at Yale School of Medicine and Chief of the Section of Geriatrics. Her current research focus is on clinical decision-making for older adults in the face of multiple health conditions, particularly trade-offs among health conditions and the harms and benefits of commonly recommended treatments. She has investigated the use of cross-disease, universal patient-centered outcomes, including patient-reported outcomes to assess the benefits and harms of treatments for older adults with multiple chronic conditions. She is exploring how the health care can be coordinated across providers and settings to meet the health priorities and goals of older adults with multiple and complex health care needs. She has over 150 original peer reviewed publications as well as several reviews and book chapters. Dr. Tinetti received her undergraduate and medical degrees from the University of Michigan and completed a geriatric and clinical epidemiology fellowship at the University of Rochester following an internal medicine residency at the University of Minnesota. Dr. Tinetti is a member of the Methodology Committee of the Patient-Reported Outcome Institute (PCORI) in which she co-chaired the Patient-Centered Workgroup (PCWG). She co-lead PCORI’s multi-stakeholder workshop in November 2013 to address incorporation of PROs into electronic Health records to guide patient care, quality improvement, and patient-centered research. In addition to her research, Dr. Tinetti is a geriatric physician who cares for older adults at Yale New Haven Hospital.
Susan Woods, MD, MPH
Director of Patient Experience, Connected Health, Veterans Health Administration
Representing: Hospitals & Health systems

Susan Woods, MD, MPH, is a general internist at the Portland VA Medical Center, Associate Professor at Oregon Health & Science University, Departments of Medicine and Medical Informatics, and a consumer informaticist at the Veterans Health Administration (VHA). As Director of Patient Experience in VHA’s Connected Health Office, she strives to bring the Patient Voice into design and development of patient-facing web and mobile health apps. Sue focuses on shared health records and patient generated data as a way to empower patients and families in their care and enhance the patient-clinician experience. An active member of the Society of Participatory Medicine, she encourages innovation and new models of care on her blog, Shared Health Data.

Yomi Wrong
Executive Director
Center for Independent Living
Representing: Independent Living Advocates

Yomi Wrong is the Executive Director of the Center for Independent Living Inc. (CIL), the nation's founding independent living center. For more than 40 years, CIL has been a national leader in advocating for equal access and in supporting people with disabilities to achieve independence in all aspects of life.

Addressing health disparities and barriers to quality medical care is a major focus of CIL’s work. As a leading voice for patient-centered care under the Affordable Care Act, Yomi consults with health plans and medical practice groups on the value of integrating independent living programs into Long Term Services and Supports.

In 2012, Centers for Medicare and Medicaid Services (CMS) awarded CIL and Lifelong Medical Care a three-year Health Care Innovations grant to integrate CIL’s peer-based model into the clinical practice, targeting high-risk adults with disabilities for training in the adoption of healthy behaviors and greater self-management.
Improving Healthcare Systems Program Staff

Alex Hartzman, MPH, MPA
Program Associate, Improving Healthcare Systems
Patient-Centered Outcomes Research Institute

Alex Hartzman recently graduated with Masters of Public Health (MPH) and Masters of Public Administration (MPA) degrees from the University of Wisconsin – Madison. His previous work experience includes public health disaster preparedness planning with the Wisconsin Department of Health Services. Hartzman received a Bachelor of Science in astro-physics and physics from the University of Wisconsin-Madison. He has also received a Certificate in Consumer Health Advocacy through the Center for Patient Partnerships.

Lauren Holuj, MHA
Program Associate, Improving Healthcare Systems
Patient-Centered Outcomes Research Institute

Lauren Holuj recently completed a two-year post-graduate fellowship with Hospital Sisters Health System (HSHS), which maintains 13 affiliated hospitals and a medical group across Illinois and Wisconsin. While at HSHS, among other responsibilities, she led on-site project management for a replacement hospital project and also co-led a system-wide analysis of orthopedic implant usage trends. She also has experience with Joint Commission Survey preparation from working in the Office of the President at Christian Hospital, part of the BJC Healthcare System in St. Louis, MO. Holuj brings hospital management perspectives and research experience. She completed her Master of Health Administration (MHA) in Health Management and Policy from the Saint Louis University School of Public Health and received her Bachelor of Science in Healthcare Management from Southern Illinois University – Carbondale.

Tomica Singleton
Senior Administrative Assistant, Improving Healthcare Systems
Patient-Centered Outcomes Research Institute