Biographies

**Enrollee Support for High Deductible Health Plans (HDHP) Workgroup Meeting**

January 8, 2015

1919 M Street, NW
2nd floor
Washington, DC 20036

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**Improving Healthcare Systems Program Leadership**

**Steven Clauser, PhD, MPA**  
Program Director, Improving Healthcare Systems Patient-Centered Outcomes Research Institute

Steven Clauser, PhD, MPA, is the Program Director of the Improving Healthcare Systems Research Program at the Patient-Centered Outcomes Research Institute (PCORI). He is responsible for developing PCORI’s research program that evaluates comparisons among alternative health system strategies to improve patient outcomes in a broad range of clinical and organizational domains.

Clauser is a health services and outcomes researcher with over 25 years of research management experience. His past research has focused on developing measures of patient reported outcomes, care experiences, and clinical effectiveness for use by health care organizations to track, assess, and improve the quality of care they provide to adults with cancer and other chronic diseases. Before coming to PCORI, Clauser held the positions of associate director for the National Cancer Institute’s (NCI) Community Oncology Research Program, as well as chief of NCI’s Outcomes Research Branch. He also was co-director of NCI’s Community Cancer Centers Program, where he developed and managed a variety of research projects related to system strategies to improve cancer care delivery, including methods to increase adherence to evidence based practice and models of multidisciplinary treatment planning for patients requiring multi-modal cancer treatment. He has expertise in a broad range of research methodologies used for assessing patient reported outcomes and quality improvement programs.

Before NCI, Clauser served in a number of senior research management positions at the Centers for Medicare and Medicaid Services. His most recent position was director of the Quality Measurement and Health Assessment Group in the Office of Clinical Standards and Quality, where he directed CMS quality measurement research initiatives in support of Medicare’s consumer quality reporting programs in managed care organizations, hospitals, nursing homes, home health agencies, and renal dialysis centers. He also served as director, operations policy directorate, in the Office of the Assistant Secretary for Health Affairs, where he directed the CHAMPUS Reform program to improve primary care for military dependents and retirees.

**Penny Mohr, MA**  
Senior Program Officer, Improving Healthcare Systems Patient-Centered Outcomes Research Institute

Penny Mohr, MA, is a Senior Program Officer for Improving Healthcare Systems at the Patient-Centered Outcomes Research Institute (PCORI). In this role, she provides intellectual and organizational leadership in the design and management of the IHS funding portfolio. Before joining PCORI, Mohr was senior vice president for program development at the Center for Medical Technology Policy (CMTP), where she provided scientific, strategic, and programmatic leadership to the organization. In that capacity, she led initiatives to expand the use of pragmatic clinical trial designs and advance methods of stakeholder engagement in patient-centered outcomes research. She has also served as the director of the division of research on health plans and drugs within the Office of Research, Development, and Information at the Centers for Medicare and Medicaid Services, with oversight for program evaluations related to Medicare private and prescription drug plans. Mohr also has been a senior research director at Project HOPE’s Center for Health Affairs. She has a longstanding interest in medical technology policy and comparative health systems, and has published on a variety of health services research topics utilizing qualitative and quantitative research methods.
Workgroup Members

Leah Binder, MA, MGA  
President and CEO, The Leapfrog Group

Leah Binder is President and CEO of The Leapfrog Group, a nationwide non-profit representing employers and other purchasers of health benefits advancing safety and quality in American hospitals. During her five year tenure, The Leapfrog Group launched the Hospital Safety Score, and the Leapfrog Hospital Survey, which addresses key health policy issues such as early elective deliveries and hospital infections. She sits on numerous boards and councils and is a regular contributor to Forbes.com and the Wall Street Journal online forum. For four years she has appeared on Modern Healthcare’s list of the 100 Most Influential People in Healthcare. Prior to Leapfrog, she worked at an award-winning rural hospital network in Farmington, Maine, and in the office of New York City Mayor Rudolph Giuliani. She started her career at the National League for Nursing. She is an active advocate for PCORI, advising within the Improving Healthcare Systems advisory panel. She holds a BA from Brandeis and a MA and MGA from the University of Pennsylvania.

Caitlin Fawcett, MD  
Medical Director, Consumer Medical

Dr. Caitlin Fawcett is a Clinical Instructor at Harvard Medical School. She currently practices internal medicine at an urgent care clinic in Beth Israel Deaconess in Needham, Massachusetts.

Mark Fendrick, MD  
Professor, Department of Internal Medicine, University of Michigan  
Professor, Department of Health Management and Policy, University of Michigan  
Director, University of Michigan Center for Value-Based Insurance Design

A. Mark Fendrick, MD is a Professor of Internal Medicine in the School of Medicine and a Professor of Health Management and Policy in the School of Public Health at the University of Michigan. Dr. Fendrick received a bachelor’s degree in economics and chemistry from the University of Pennsylvania and his medical degree from Harvard Medical School. He completed his residency in internal medicine at the University of Pennsylvania where he was a fellow in the Robert Wood Johnson Foundation Clinical Scholars Program.

Dr. Fendrick conceptualized and coined the term Value-Based Insurance Design (V-BID) and currently directs the V-BID Center at the University of Michigan [www.vbidcenter.org], the leading advocate for development, implementation, and evaluation of innovative health benefit plans. His research focuses on how clinician payment and consumer engagement initiatives impact access to care, quality of care, and health care costs. Dr. Fendrick has authored over 250 articles and book chapters and has received numerous awards for the creation and implementation of value-based insurance design. His perspective and understanding of clinical and economic issues have fostered collaborations with numerous government agencies, health plans, professional societies, and health care companies. Dr. Fendrick is an elected member of the Institute of Medicine of National Academy of Sciences, serves on the Medicare Coverage Advisory Committee, and has been invited to present testimony before the
U.S. Senate Committee on Health, Education, Labor and Pensions and the U.S. House of Representatives Ways and Means Subcommittee on Health. Dr. Fendrick is the co-editor in chief of the American Journal of Managed Care and is an editorial board member for 3 additional peer-reviewed publications. He is also a member of the Institute for Healthcare Policy and Innovation at the University of Michigan, where he remains clinically active in the practice of general internal medicine.

Jaeson Fournier, DC, MPH
Chief Executive Officer, West Side Community Health Services, Inc

Jaeson Fournier is the chief executive officer of West Side Community Health Services. West Side is the largest Federally Qualified Health Center (FQHC) in Minnesota providing dental, and behavioral health services through 16 locations in Saint Paul, Ramsey County, Minnesota to over 35,000 unique low income, underinsured Minnesotans each year. Dr. Fournier also currently serves as the Board Chair for the Federally Qualified Health Center Urban Health Network (FUHN), a consortium of 10 Twin Cities’ FQHC organizations with 40 metro clinics. FUHN is recognized as the first FQHC led Medicaid ACO in the country and currently has 24,000 plus Minnesota Medicaid beneficiaries attributable to its ACO. Jaeson received his undergraduate degree from the University of Toronto, a Doctor of Chiropractic from the National College of Chiropractic, and a Master’s in Public Health from the University of Illinois.

Dominick Frosch, PhD
Fellow, Patient Care Program, Gordon and Betty Moore Foundation

Dominick L. Frosch, PhD is a fellow in the Gordon and Betty Moore Foundation’s Patient Care Program. He oversees the foundation’s activities related to advancing patient and family engagement in healthcare. Prior to joining the Foundation, Dr. Frosch served as associate professor of medicine at UCLA and associate investigator at the Palo Alto Medical Foundation Research Institute. Dr. Frosch’s translational research has focused on shared decision-making and patient engagement for over 15 years. He has developed and evaluated patient decision support interventions as well as explored pathways for implementing these in routine clinical practice in primary and specialty care. Dr. Frosch has published over 80 peer-reviewed articles and currently serves as deputy editor for the Journal of General Internal Medicine. He completed his PhD in clinical health psychology at the University of California, San Diego and a fellowship as a Robert Wood Johnson Foundation Health & Society Scholar at the University of Pennsylvania.
Jake Galdo, PharmD, BCPS
Clinic Pharmacy Educator, Barney’s Pharmacy

Clinical Assistant Professor, UGA College of Pharmacy Clinical Instructor, GRU

John Galdo, PharmD, BCPS, is the Clinic Pharmacy Educator for Barney’s Pharmacy, an independent pharmacy in Augusta, Georgia, known for innovation the field of community-based pharmacy. Dr. Galdo’s appointment allows him to oversee all collegiate and research endeavors for the seven Barney’s Pharmacy locations, including coordinating the residencies programs. One of the sites, Barney’s Pharmacy at Serenity, is a community pharmacy located within a mental health facility. Dr. Galdo also holds faculty appointments with the University of Georgia College of Pharmacy and the Georgia Regents University College of Dental Medicine.

Dr. Galdo has past experiences in ambulatory care, including a family medicine clinic. He is board certified in pharmacotherapy and a certified insulin pump trainer. He is an active advocate for PCORI, advising within the Improving Healthcare Systems advisory panel, and participating in the Latino Roundtable discussions. Dr. Galdo also an active member of the Georgia Pharmacy Association and the National Community Pharmacy Association. He is a graduate of the University of Georgia College of Pharmacy and completed a post-graduate residency with the University of Georgia College of Pharmacy and Barney’s Pharmacy.

Lawrence Goldberg, MD
PCORI Ambassador, Stakeholder Representative (clinician and payer)

Associate Medical Director, Behavioral Health, Optum Health Services

Dr. Goldberg is a board-certified psychiatrist with 12 years of experience managing quality and utilization of benefits for mental health and addiction services for large corporate employer accounts. He is employed with Optum Health Services, is a division of United Health Group. Dr. Goldberg is a graduate of Columbia University and the State University of New York Medical School at Brooklyn, and previously served on the faculty of the University of Medicine and Dentistry of New Jersey. He previously was the Medical Director of a private non-profit psychiatric and addiction facility in New Jersey. Dr. Goldberg is certified in Administrative Psychiatry by the American Psychiatric Association, and a Distinguished Life Fellow of that professional body. He has an interest in improving mental health globally in low resource countries, and recently spent two months in India assisting a project to scale up mental health services in an underserved rural area.

Jeffrey Goldman, MBA, MA

Vice President, Coverage Policy, American Hospital Association

Jeff is the Vice President for Coverage Policy at American Hospital Association where he focuses on policy issues related to the Affordable Care Act, Medicare Advantage, Medicaid, and commercial health insurance. Previously, he was Vice President for Strategic Planning and Performance Analysis for Kaiser Permanente's Mid-Atlantic States region. Jeff has worked in the health care field for more than 20 years, including 15 years with Kaiser Permanente in national and regional roles. He has a Bachelor of Science degree in Business Management from the State University of New York at Buffalo, a Masters of Business Administration from Northeastern University, and a Master of Arts in Writing from the Johns Hopkins University.
Emma Hoo
Director, Pacific Business Group on Health
Emma Hoo, Director, Pacific Business Group on Health, focuses on care redesign and payment reform initiatives, including implementation of an Intensive Outpatient Care Program for high-risk people, contracting principles and standardized measures for Accountable Care Organizations, community health and wellness initiatives, the Private Exchange Evaluation Collaborative and the administration of a group-based retiree exchange program. She has managed value purchasing initiatives including health plan and disease management vendor assessments, quality performance metric negotiations and group HMO and PBM purchasing programs on behalf of PBGH members. Other work includes adaptation of the eValue8 Health Plan Request for Information for Covered California QHP assessment, administration of performance standards and guarantees. She has implemented risk assessment and risk adjustment processes in managing a group purchasing collaborative for commercial and Medicare HMO plans, as well as PacAdvantage, a small group purchasing pool previously operated by PBGH. She has authored papers on consumer-directed health plans, value-based benefit design, ACOs and quality reporting requirements for health insurance exchanges. She received her AB from Harvard University.

Robert Kaplan, PhD
Chief Science Officer, Agency for Healthcare Research and Quality
Robert Kaplan, PhD, became Chief Science Officer at the Agency for Health Care Research and Quality (AHRQ) in May 2014. From 2011 to 2014, he was in the National Institutes of Health (NIH) Office of the Director as an Associate Director of for Behavioral and Social Sciences and Director of the Office of Behavioral and Social Sciences Research (OBSSR). Prior to working for government, Kaplan was Distinguished Professor of Health Services at UCLA and Distinguished Professor of Medicine at the UCLA David Geffen School of Medicine where he was PI of the California Comparative Effectiveness and Outcomes Improvement Center. He led the UCLA/RAND health services training program and the UCLA/RAND CDC Prevention Research Center. He was Chair of the Department of Health Services from 2004 to 2009. From 1997 to 2004 he was Professor and Chair of the Department of Family and Preventive Medicine, at the University of California, San Diego. He is a past President of several organizations, including the American Psychological Association Division of Health Psychology, Section J of the American Association for the Advancement of Science (Pacific), the International Society for Quality of Life Research, the Society for Behavioral Medicine, and the Academy of Behavioral Medicine Research. He is a Past Chair of the Behavioral Science Council of the American Thoracic Society. Dr. Kaplan is a former Editor-in-Chief of two different academic journals: Health Psychology and the Annals of Behavioral Medicine. He is the author, co-author or editor of more than 18 books and over 500 articles or chapters. His work has been cited in more than 25,000 papers and the ISI includes him in the listing of the most cited authors in his field (defined as above the 99.5th percentile). In 2005 he was elected to the Institute of Medicine of the National Academies of Sciences.
Lydia Mitts  
**Senior Policy Analyst, Families USA**  
Lydia Mitts is a Senior Policy Analyst at Families USA. She specializes in private insurance issues, including market reforms and financial assistance programs under the Affordable Care Act, wellness incentive programs, marketplace plan benefit design, and cost-sharing. She also specializes in health system improvement issues related to consumer incentives in plan design, as well as delivery and payment reform.

Ms. Mitts has been published in prominent publications, including The Wall Street Journal, and regularly authors briefs on topics that include marketplace plan design, protecting consumers in wellness programs, value-based insurance programs, accountable care organizations (ACOs) in Medicaid, the financial assistance available under the health care law, and helping consumers choose health plans in their health insurance marketplaces. She also provides policy technical assistance to state organizations on a range of private insurance and health system improvement issues.

Dave Ostendorf  
**Managing Director, Product Innovation**  
Dave Ostendorf is the Managing Director of Product Innovation for Exchange Solutions at Towers Watson. He is located in the firm’s Milwaukee office. Prior to his role within Exchange Solutions, Dave served as the Chief Actuary of Towers Watson’s Global Health and Group Benefits line of business. Dave has 26 years of experience in designing, implementing and financing health care programs. He is a national resource to many Towers Watson clients in the area of postretirement health care and speaks extensively on the issues of health strategy and benefit delivery for complex employers. Dave has served as a faculty member and speaker for programs run by many organizations including the International Foundation of Employee Benefit Plans, the ISCEBS and the Conference Board. He is also a frequent contributor to the business press and industry publications on topics of current interest. Dave joined Towers Watson in 1989, after working for another national employee benefits consulting firm. He had previously worked for Aetna Life & Casualty in their group insurance operations. Dave is a Fellow of the Society of Actuaries and a Member of the American Academy of Actuaries. He received a Bachelor of Science-Honors degree in mathematics from the University of Wisconsin-Milwaukee.

Brandy Parker-McFadden  
**PCORI Ambassador, Stakeholder Representative (patient and caregiver)**  
**Director/Founder, My Epilepsy Story**  
Brandy Parker-McFadden is a woman living with epilepsy, wife, mother, patient advocate, and Founder of My Epilepsy Story. She is a member of the American Epilepsy Society and American Epilepsy Society Vision 20/20 Group. Ms. Parker-McFadden is a member of the AES Vision 20/20: Surveillance/Prevention Working Group, a Consultant and Patient Advocate on the MONEAD Project, and COPE. Mrs. Parker-McFadden was named PCORI Ambassador in 2014. She testified before the Institute of Medicine about her personal epilepsy story in 2011, which inspired her to found, *My Epilepsy Story*. Her passion is to advocate for cutting-edge research for women and children living with epilepsy. She believes that women and children’s health issues related to epilepsy needs to be addressed globally. Brandy is also passionate about having a national
pregnancy registry that is federally funded. In addition, she has an interest in finding out the full impact that antiepileptic medications have on all people living with epilepsy. Brandy lives in Tennessee with her husband, Rob and their children Samuel, Hannah Kate, and David.

**Lynn Quincy, MA**  
**Associate Director, Health Reform Policy, Consumers Union**

Lynn Quincy is the Associate Director for Health Policy with Consumers Union, the policy and advocacy division of Consumer Reports. Ms. Quincy works at the federal and state levels on a wide variety of policy issues, with a particular focus on health care costs, transparency, consumer protections, and consumers’ health insurance literacy. She also directs the Health Care Value Resource Hub – a center that uses evidence to help advocates work on health care cost and value issues. Ms. Quincy recent work includes: convening a conference for advocates on rising health care costs, a mixed methods study to better understand how to better engage consumers around health care cost and value issues, consumer-testing explanations of the new health premium tax credit; studying consumer reactions to new health insurance disclosure forms; launching an initiative to measure consumers’ health insurance literacy; and a study that examines the use of “choice architecture” in health plan chooser tools. Ms. Quincy serves as a consumer expert in several venues. For example, she serves as a consumer representative with the National Association of Insurance Commissioners and on the technical expert panel advising the development of new exchange enrollee satisfaction surveys. She holds a master's degree in economics from the University of Maryland.

**Rachel Raia, MPH, CPHQ**  
**PCORI Reviewer/Mentor and Stakeholder Representative (Payer)**  
**Health Analytics Consultant, UnitedHealthcare**

Rachel Raia is a health analytics consultant at UnitedHealthcare in Austin, Texas. She works closely with clients’ HR benefits staff to identify and mitigate utilization and cost trend drivers associated with their 25,000+ employee and dependent populations. Enrolled in a consumer-driven health plan herself, she understands how plan design, incentives and education impact member behavior and healthcare consumption. Rachel is a stakeholder grant reviewer and mentor for PCORI and is currently working on her fifth funding cycle. She has previous experience with the Texas Medicaid and CHIP programs and is a Certified Professional in Healthcare Quality (CPHQ). She earned a BA from the University of Illinois at Urbana-Champaign and a MPH from the University of Texas School of Public Health.
Pamela Rich, MPH
Assistant Manager, Institute on Health Care Costs and Solutions, National Business Group on Health

Pamela Rich joined the National Business Group on Health in 2007. She is an assistant manager in the Institute on Health Care Costs and Solutions. In her role, she manages the National Committee on Evidence-Based Benefit Design and translates research into employer-based strategies. She also works on projects related to consumer-directed health plans, employee communications and engagement and maternal and child health. Prior to her current role, she managed the Business Group’s Pharmaceutical Council and completed work on specialty pharmaceuticals and medication adherence. Additionally, she has worked on projects on cancer care, racial and ethnic health disparities, tobacco cessation and behavioral health. Rich received a Bachelor of Arts degree in international affairs and a Master of Public Health degree from The George Washington University.

Brian Rosman, JD
Research Director, Health Care for All

Brian Rosman is the research director of Health Care For All, the leading Massachusetts-based consumer health advocacy and service organization. Brian’s work focuses on policy research and analysis related to Massachusetts and national health reform, public health coverage programs, health payment methods, private insurance and other policy issues. He also teaches health policy to Masters of Public Policy students at Brandeis University, and to advanced degree nursing students at Regis College. Before joining Health Care For All in 2003, Brian was a senior policy associate at the Schneider Institute for Health Policy at Brandeis University’s Heller School. From 1995-1998, Brian was the research director and general counsel for the Joint Committee on Health Care of the Massachusetts legislature, and from 1989-1993, Brian was counsel to the Massachusetts Senate Committee on Ways & Means. He has a law degree from the University of Pennsylvania and a degree in Political Science from Stanford University.

Lewis Sandy, MD, FACP
Executive Vice President, Clinical Advancement, UnitedHealth Group

Lewis G. Sandy, M.D. is Executive Vice President, Clinical Advancement, UnitedHealth Group (a Fortune 25 diversified health and well-being company dedicated to helping people live healthier lives). At UnitedHealth Group he focuses on clinical innovation, payment/delivery reforms to modernize our health care system, and physician collaboration. He also is a Principal in the UnitedHealth Center for Health Reform and Modernization, with a focus on payment/delivery innovation and policy. From 2003 to 2007, he was EVP and Chief Medical officer of UnitedHealth Group’s largest business focusing on the employer/individual health benefits market. From 1997 to 2003 he was EVP of the Robert Wood Johnson Foundation. At RWJF, he was responsible for the Foundation’s program development and management, strategic planning and administrative operations. Prior to this, Dr. Sandy was a program VP of the Foundation, focusing on the Foundation’s workforce, health policy, and chronic initiatives. An internist and former health center medical director at the Harvard Community Health Plan in Boston, Massachusetts, Dr. Sandy received his B.S. and M.D.
degrees from the University of Michigan and an M.B.A. degree from Stanford University. A former RWJF Clinical Scholar and Clinical Fellow in Medicine at the University of California, San Francisco, Dr. Sandy served his internship and residency at the Beth Israel Hospital in Boston. He is a Senior Fellow of the University of Minnesota School of Public Health, Department of Health Policy and Management.

**Steve Weinberger, MD, FACP**

**Executive Vice President and Chief Executive Officer, American College of Physicians**

Steven Weinberger, MD, FACP, became Executive Vice President and CEO of the American College of Physicians (ACP) in 2010, after having served for 6 years as ACP’s Senior Vice President for Medical Education and Publishing. An internist and pulmonologist, Dr. Weinberger is also Adjunct Professor of Medicine at the University of Pennsylvania and Senior Lecturer on Medicine at Harvard Medical School. Prior to joining ACP, Dr. Weinberger served on the full-time faculty of Harvard and Beth Israel Hospital/Beth Israel Deaconess Medical Center for more than 25 years. He was Executive Vice Chair of the Department of Medicine at Beth Israel Deaconess Medical Center, Executive Director of the Carl J. Shapiro Institute for Education and Research, and Professor of Medicine and Faculty Associate Dean for Medical Education at Harvard. Dr. Weinberger has authored over 125 articles and book chapters as well as a popular textbook, *Principles of Pulmonary Medicine*, now in its sixth edition and available in several languages. Dr. Weinberger received his M.D. from Harvard Medical School and residency training in internal medicine at the University of California-San Francisco Medical Center, followed by fellowship training in pulmonary medicine at the National Heart, Lung and Blood Institute. He is the recipient of numerous Harvard Medical School teaching awards. In 2001, he received the Robert J. Glaser Distinguished Teacher Award from Alpha Omega Alpha and the Association of American Medical Colleges, and in 2008 he received the Clinical Educator Award from the American Thoracic Society Clinical Problems Assembly.

**Nora Wells**

**Executive Director, Family Voices**

Nora Wells is the Executive Director of Family Voices, a national grassroots, family-led organization of families of children and youth with special health care needs. Family Voices connects families and family leaders in every state and the District of Columbia to information and peer support, provides technical assistance to family-led Family-to-Family Health Information Centers serving families across the country and collaborates with national, state and local professional partners to increase family participation in improving child health quality. Ms. Wells has led multiple initiatives, in partnership with professionals, around the design and delivery of quality family centered health care services for children and youth with special health care needs, supported by funding from the Robert Wood Johnson Foundation, the Annie E. Casey Foundation, the David and Lucile Packard Foundation, Centers for Medicare and Medicaid Services, Centers for Disease Control and the Maternal and Child Health Bureau. She is currently leading a Family Voices research project to validate the Family-Centered Care Assessment, a family-developed tool to measure the implementation of family-centered care. She is the parent of an adult son with special health care needs.
Tom Wilder, JD  
**Senior Counsel, America’s Health Insurance Plans**

Tom Wilder serves as the Senior Counsel for America’s Health Insurance Plans (AHIP). Mr. Wilder has responsibility for assisting AHIP’s member companies with legislative and regulatory issues including insurance regulation, health benefits, taxation, health information technology, and compliance activities. Mr. Wilder previously worked as the Director of Public Policy for the American Academy of Actuaries as the Director of Government and Public Affairs for the Kansas Department of Insurance. Mr. Wilder received a BA in Political Science and Sociology from the University of Kansas and a JD from Washburn University Law School. After graduation from law school, Mr. Wilder practiced law with Fried, Frank, Harris, Shriver and Jacobson in Washington DC and Sloan, Listrom, Eisenbarth, Sloan and Glassman in Topeka, Kansas. Mr. Wilder is a member of the Employee Benefits Committee of the U.S. Chamber of Commerce and is licensed to proactively practice law in the District of Columbia and Kansas.

Yomi Wrong  
**ADA Manager, Palo Alto Medical Foundation**

Yomi Wrong manages a disability access compliance program for the Palo Alto Medical Foundation (PAMF), a large health care organization in Northern California. Her role is to ensure that patients and visitors have equal access to all goods and services in both acute care and ambulatory care facilities. Prior to joining PAMF, Yomi served as Executive Director of the Berkeley, CA-based Center for Independent Living Inc. (CIL), a disability rights service and advocacy agency and the first of its kind in the nation. During her tenure at CIL, Yomi positioned the organization to better serve its consumers under the healthcare reform. She successfully built coalitions with managed care groups and was a co-recipient of a CMS Healthcare Care Innovations Grant to demonstrate how CIL’s independent living framework could improve patient outcomes in a clinical setting. She works as a consultant in the field of disability policy and direct services.

Ann Zerr, MD  
**Associate Professor, School of Medicine, Indiana University**  
**Medical Director, Indiana Medicaid**

Ann Zerr is an Associate Professor of Clinical Medicine at Indiana University School of Medicine and is the Medical director for Indiana Medicaid. Dr. Zerr has held a variety of leadership roles at the University in education, clinical care and practice operations. She continues to teach and provide patient care in the safety net hospital in Indianapolis IN. Her special areas of interest include health care disparities, women’s health issues, and preventive care. Dr. Zerr joined Indiana Medicaid as the Medical Director in March of 2013. In this role she participates in policy, programmatic and quality initiatives.
Improving Healthcare Systems Program Staff

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

Alex Hartzman, MPH, MPA, is a Program Associate for the Improving Healthcare Systems (IHS) team at the Patient-Centered Outcomes Research Institute (PCORI). Before joining PCORI, Hartzman was a public health emergency planner at the Wisconsin Department of Health Services, where he created tools for and provided technical assistance to local and tribal health departments to aid the state’s readiness in the event of natural disasters, pandemics, and bioterrorism. He has also worked as a patient advocate at the Center for Patient Partnerships, a non-profit specializing in building self-efficacy in healthcare navigation for individuals with long-term life-threatening illnesses. Hartzman earned a BS in astro-physics and physics, as well as MPH and MPA degrees, at the University of Wisconsin-Madison.

Michelle Johnston-Fleece, MPH
Engagement Officer, Engagement, Patient-Centered Outcomes Research Institute

Michelle Johnston-Fleece, MPH, is an Engagement Officer at the Patient-Centered Outcomes Research Institute (PCORI). She acts as a liaison between the Engagement and Science programs to help manage the organization’s portfolio of research projects, focusing on the engagement of patients and other healthcare stakeholders in each project. Before joining PCORI, Johnston-Fleece was director of policy and advocacy at Cancer Support Community (CSC), where she oversaw the policy and advocacy activities at the federal level and in coordination with CSC’s local affiliates across the United States. Johnston-Fleece also served as patient experience manager at Einstein Healthcare Network, where she led the patient advocacy and patient experience improvement efforts for a large, urban, safety net healthcare system in Philadelphia. Before that, Johnston-Fleece was the senior policy and research analyst at the American Board of Internal Medicine and ABIM Foundation, where she was responsible for providing research, policy analysis, writing, and project management. She also has written the “Caregiving with Confidence” column for Cancer Today, a publication of the American Association for Cancer Research, for more than two years. Johnston-Fleece has a BA in sociology and media studies from New York University, and an MPH with a focus in health systems and policy from the UMDNJ School of Public Health (now known as Rutgers School of Public Health).

Kaitlin Hayes
Intern, Improving Healthcare Systems Patient-Centered Outcomes Research Institute

Kaitlin Hayes is an intern for the Improving Healthcare Systems (IHS) team at the Patient-Centered Outcomes Research Institute. She is also a student at the George Washington University seeking her MHA degree. Before joining PCORI, Hayes was at the University of Pittsburgh Medical Center (UPMC) interning in the departments of Pathology and Dermatology where she gained operational experience of physician services. She will be returning to UPMC as an administrative fellow upon completion of her coursework. Hayes received a BS in biology and a BA in French from Denison University.