



Patient-Reported Outcomes Expert Panel

EXPERT PANEL MEMBERS

Dr. Richard Bankowitz, MBA, MD, FACP

Chief Medical Officer, Premier healthcare alliance

Richard Bankowitz, MD, MBA, FACP is currently serving as Chief Medical Officer of Premier healthcare alliance. Dr. Bankowitz engages physicians, provides leadership and ensures that Premier continues to deliver value to its clinician constituency. Dr. Bankowitz previously served as VP and medical director for Premier Healthcare Informatics. A board-certified internist and a medical informaticist, Dr. Bankowitz has devoted his career to improving healthcare quality at the national level by promoting rigorous, data-driven approaches to quality improvement. He began his career at the University of Pittsburgh School of Medicine as an assistant professor of medicine and medical informatics and served as the architect of the University HealthSystem Consortium.

Dr. Ethan Basch, MD, MSc

Director of Cancer Outcomes Research, University of North Carolina at Chapel Hill

Dr. Ethan Basch is an oncologist and health services researcher at the University of North Carolina at Chapel Hill, where he is Director of Cancer Outcomes Research. His research group focuses on patient-reported outcomes, clinical informatics, and product safety evaluation. He leads the National Cancer Institute's PRO-CTCAE initiative to develop a standardized patient-centered approach to adverse event reporting in clinical trials. He is a member of the PCORI Methodology Committee for which he chairs the Patient-Centeredness Workgroup, and is a member of the Board of Scientific Advisors of the National Cancer Institute. He received his MD and MSc in Epidemiology from Harvard.

Dr. Jim Bellows, PhD, MPH

Senior Director, Evaluation and Analytics- Kaiser Permanente Care Management Institute (CMI)

Jim Bellows is Senior Director, Evaluation and Analytics in Kaiser Permanente's Care Management Institute. Dr. Bellows leads an Evaluation and Analytics staff with expertise in metrics development, analytics, and quantitative and qualitative evaluation, and with accountability for developing and producing performance metrics, identifying specific population care practices that contribute to superior performance, and evaluating the impact of quality improvement initiatives as they mature. Dr. Bellows shares responsibility for building collaborations that apply the capabilities of KP's externally-funded research investigators to clinical and operational challenges of strategic importance within KP.

Dr. Patricia Flatley Brennan, RN, PhD

Professor, School of Nursing and College of Engineering, University of Wisconsin

Dr. Brennan is the Lillian L. Moehlman Bascom Professor at the School of Nursing and College of Engineering, University of Wisconsin-Madison. Dr. Brennan received a Masters of Science in Nursing from the University of Pennsylvania and a PhD in Industrial Engineering from the University of Wisconsin-Madison. Following seven years of clinical practice in critical care nursing and psychiatric nursing, Dr. Brennan held several academic positions. She developed the ComputerLink, an electronic network designed to reduce isolation and improve self-care among home care patients and directed HeartCare, a WWW-based tailored information and communication service that helped home-dwelling cardiac patients recover faster, and with fewer symptoms.



Ms. Laurie Burke, RN

Associate Director for Study Endpoints and Labeling in the Center for Drug Evaluation and Research, Food and Drug Administration

Ms. Burke is an advocate for the development of good measurement practices and leads in the development of regulatory policy for outcome assessments to support claims in labeling. She has led many FDA-wide initiatives including the publication of FDA's Patient Reported Outcome guidance and has authored numerous white papers through her involvement in FDA working groups and professional associations. The Study Endpoints Team identifies best measurement practices and works with all FDA medical product reviewers to determine whether clinical outcome assessments are well-defined and reliable with respect to their context of use in the support of medical product development, labeling, and promotion.

Ms. Joyce Dubow, MUP

Senior Director, Health Care Reform- AARP

Ms. Dubow is a Senior Advisor in AARP's Office of Policy and Strategy where she has responsibility for a broad portfolio, including health care quality, measurement, public reporting, patient decision making, HIT, and related issues. Before joining this office, she was Associate Director in AARP's Public Policy Institute where I had responsibility for public policy research and analysis. In a "former life," she was executive vice-president of the Georgetown University Community Health Plan, a university-sponsored prepaid group practice plan. Ms. Dubow also served as the Director of Policy and Legislation in the federal Office of Health Maintenance Organizations.

Ms. Jennifer Eames-Huff, MPH

Director, Consumer-Purchaser Disclosure Project- Pacific Business Group on Health

Ms. Eames Huff is Director for the Consumer-Purchaser Disclosure Project, which is a group of leading employer, consumer, and labor organizations improving health care quality and affordability by advancing public reporting of provider performance information so it can be used for improvement, consumer choice, and payment. Ms. Huff brings over fifteen years experience working in the arena of health care performance measurement to the project. Prior to joining PBGH Ms. Huff was a Health Economist at Genentech. Before that, she was a Program Officer at the California HealthCare Foundation. Ms. Huff earned a BA with Honors from Wellesley College and an MPH in Health Policy and Management from University of California at Berkeley.

Dr. Stephan Fihn, MD, MPH

Director, Office of Analytics and Business Intelligence, Veterans Health Administration

Dr. Stephan Fihn is a general internist and health services researcher at VA Puget Sound Health Care System and the University of Washington in Seattle. Until recently, he served as Director of the Northwest VA Health Services Research & Development Center of Excellence at VAPSHCS. He now serves as Director, Office of Analytics and Business Intelligence for Veterans Health Administration. His office will provide comprehensive analytic and business intelligence support to all of VHA. He also serves as Head of the Division of General Internal Medicine at the University of Washington. His research interests relate to developing strategies for improving the efficiency and quality of primary medical care and understanding the epidemiology of common ambulatory problems.

Dr. Floyd Jackson Fowler, Jr., PhD

Senior Scientific Advisor and Past President- Informed Medical Decision Making Foundation



Floyd J Fowler Jr. is a Senior Scientific Advisor to the Informed Medical Decision Making Foundation. He served as President of the Foundation from 2002-2009. He has also been a Senior Research Fellow at the Center for Survey Research, UMass Boston since 1971, and he served as Director of the Center for 14 years. Dr. Fowler is a social scientist whose special expertise is survey methodology. He is the author (or co-author) of four widely used books on survey research methods. He also has been a major contributor to research on patient outcomes and on how patients are affected by the treatments they receive. Dr. Fowler received a BA degree in English from Wesleyan University and a Ph.D. in Social Psychology from the University of Michigan.

Dr. Lori Frank, PhD

Director, Engagement Research- Patient Centered Outcomes Research Institute

Lori Frank, PhD, has worked as a PRO researcher for over 15 years. At PCORI Dr. Frank's work focuses on the patient perspective on comparative effectiveness research. As Executive Director of the Center for Health Outcomes Research at United BioSource she led multiple PRO development and psychometric evaluation studies, and initiated and led the Cognition Initiative, now part of the Critical Path Institute PRO Consortium. Her published work includes both qualitative and quantitative studies of PROs. She serves on the Memory Screening Advisory Board of the Alzheimer's Foundation of America and has also served on the Center for Trauma and the Community of Georgetown University Department of Psychiatry.

Dr. Theodore Ganiats, MD

Professor- University of California San Diego

Theodore G. Ganiats, MD, is Professor of Family and Preventive Medicine at the University of California San Diego (UCSD) School of Medicine and the Executive Director of the UCSD Health Services Research Center. Dr. Ganiats' research interests involve outcomes research, focusing on both applied and theoretical aspects of quality of life assessment (an important patient-reported outcome) and cost-effectiveness analysis. He has co-chaired or been a member of over fifty national systemic reviews, clinical practice guidelines (often as a methodology consultant) and performance measurement panels, including NQF heart failure and diabetes panels. He remains clinically active, giving him the additional perspective of the practicing clinician.

Dr. Kate Goodrich, MD

Senior Technical Advisor to the Director of the Office of Clinical Standards and Quality and Chief Medical Officer, Centers for Medicare and Medicaid Services

Dr. Goodrich earned her M.D. from Louisiana State University Medical Center. She completed her residency in Internal Medicine at George Washington University Medical Center, followed by a year as Chief Medical Resident. She joined the faculty of GWUMC as a hospitalist in the Department of Medicine. A new Division of Hospital Medicine was created in 2005, and Dr. Goodrich was appointed Division Director. From 2003-2008 she served as Chair of the Institutional Review Board at GWUMC. She also took a position as Medical Officer at the Department of Health and Human Services in the office of the Assistant Secretary for Planning and Evaluation. Dr. Goodrich continues to practice clinical medicine as a hospitalist at George Washington University Hospital.

Dr. Judith Hibbard, DrPH

Professor Emerita and Senior Researcher, Institute for Policy Research and Innovation, University of Oregon

Dr. Hibbard has focused her research on 1) how the presentation of quality data affects consumers' use of quality information in decision-making, 2) how health literacy affects choices, 3) measuring patient engagement and activation, and 4) whether public reporting stimulates quality improvement. She has led over a dozen studies using both qualitative and quantitative approaches. She has examined how to present quality data to



highly vulnerable populations, such as Medicare beneficiaries, patients with chronic illnesses, and patients with low numeracy levels. One of the most important facets of her work is elaborating whether patients become more engaged in their own health in response to information.

Dr. Dennis Kaldenberg, PhD

Chief Scientist, Senior Vice President- Press Ganey Associates

As Chief Scientist, Dennis Kaldenberg provides leadership to the areas of research and analytics including such issues as data integration, information collection protocols and the accurate and useful dissemination of information. During his tenure he has been instrumental in the creation and revision of many tools to measure patient experience, patient satisfaction, and other patient reported outcomes. Dr. Kaldenberg has written on a variety of topics related to patient satisfaction, health care service delivery, health care professionals, and research methods. He has presented at the national meetings of numerous health care professional associations, Dr. Kaldenberg received his Ph.D. from Iowa State University with a specialization in research methods.

Dr. Irene L. Katzan, MD, MS

Director, Neurological Institute Center for Outcomes Research & Evaluation- Cleveland Clinic

Irene Katzan MD, MS is a board-certified vascular neurologist and health services researcher at Cleveland Clinic. She is Director of the Neurological Institute Center for Outcomes Research and Evaluation and the Knowledge Program, a technology initiative to harness electronic clinical information for research and patient care. Dr. Katzan is also a senior researcher at Case's Center for Health Care Research & Policy. She has a background in evaluating outcomes of care and modifying systems to optimize patient management in multiple settings. She is actively involved in regional stroke care initiatives and is the lead physician of the Ohio Coverdell Stroke Registry, a quality initiative of Centers for Disease Control & Prevention.

Dr. Lewis Kazis, Sc.D

Professor, Health Policy and Management- Boston University School of Public Health

Dr. Kazis is Professor of Health Policy and Management at Boston University School of Public Health. He has published well over 150 peer reviewed publications including those involving PROs. Dr. Kazis was the recipient of the Research Career Scientist Award from the VA for almost a decade. Dr. Kazis served as a special consultant to the Office of Quality and Performance in the VA and a consultant to the Centers for Medicare and Medicaid Services for the evaluation of the Medicare Advantage Program. Dr. Kazis is the principal developer of the Veterans RAND 36 and 12 Item Health Survey's (VR-36/12). The VR-12 has been adopted by the Veterans Administration historically and by the CMS Medicare Advantage Program.

Dr. Uma Kotagal, M.B.B.S, MSc

Senior Vice President for Safety, Quality and Transformation and Executive Director of the James M. Anderson Center for Health Systems Excellence, Cincinnati Children's Hospital Medical Center

Dr. Uma Kotagal is the Senior Vice President for Safety, Quality and Transformation and Executive Director of the James M. Anderson Center for Health Systems Excellence at Cincinnati Children's Hospital Medical Center. Dr. Kotagal is Chair of the Quality Steering Team of the Ohio Children's Hospital Association, member of the Advisory Committee of the Toronto Patient Safety Center, Associate Editor for the BMJ Quality and Safety, and is a member of the Institute of Medicine. Dr. Kotagal holds a MS in Epidemiology from Harvard University-School of Public Health and a Bachelors of Medicine, Surgery from Grant Medical College, Mumbai, India.



Dr. Kevin Larsen, MD

Medical Director of Meaningful Use, Office of the National Coordinator

Kevin L. Larsen, MD is Medical Director of Meaningful Use at the Office of the National Coordinator for Health IT. In that role he is responsible for coordinating the clinical quality measures for Meaningful Use Certification and oversees the development of the Population Health Tool <http://projectpophealth.org>. Prior to working for the federal government he was Chief Medical Informatics Officer and Associate Medical Director at Hennepin County Medical Center in Minneapolis, Minnesota. He is also an Associate Professor of Medicine at the University of Minnesota. Dr. Larsen graduated from the University of Minnesota Medical School and was a resident and chief medical resident at Hennepin County Medical Center. He is a general internist and teacher in the medical school and residency programs. His research includes health care financing for people living in poverty, computer systems to support clinical decision making, and health literacy. In Minneapolis he was also the Medical Director for the Center for Urban Health, a hospital, community collaboration to eliminate health disparities. He served on a number of state and national committees in informatics, data standards and health IT.

Dr. Kathleen Lohr, PhD, MPhil, MA

Distinguished Fellow, RTI International

Kathleen N. Lohr, PhD, Distinguished Fellow at RTI International, was the founding director of the RTI–UNC Evidence-based Practice Center; recent projects involve systematic or comparative effectiveness reviews, “content” and “readability” guidance for AHRQ reviews, and EPC methods projects. Dr. Lohr was the founding Editor-in-Chief of RTI Press (www.rti.org/RTIPress); she was Associate Editor of Quality of Life Research and is on the editorial board of Comparative Effectiveness Research. She received (2005) the Avedis Donabedian Outcomes Research Lifetime Achievement Award from the International Society of Pharmacoeconomics & Outcomes Research. She was a member of AHRQ’s National Advisory Council (2008-2010).

Dr. Elizabeth Mort, MD

Associate Chief Medical Officer, Senior Vice President Quality and Safety, Massachusetts General Hospital

Dr. Mort oversees data collection and external reporting for public reporting for MGH. She sits on the hospital’s Quality Executive Committee and the Board Subcommittee on Quality which set the quality and safety agenda for the hospital and the physicians’ organization. She chairs MGH’s Quality and Safety Measurement Steering Committee, and one of the committee’s goals is to encourage clinical experts at the institution to participate in national measurement and reporting exercises, to comment actively and provide active feedback to organizations like NQF, CMS, and The Joint Commission. She has in-depth familiarity with key national data sets used at MGH such as NSQIP, Vermont Oxford, The Society for Thoracic Surgery data set, and the American College of Cardiology data set.

Dr. Charles Moseley, Ed.D.

Associate Executive Director- National Association of State Directors of Developmental Disabilities Services

Dr. Moseley became the Director of the Division of Developmental Services for the State of Vermont in 1988. He worked with the NASDDDS staff the directors of six other states and the Association’s partners at the Human Services Research Institute to develop and operationalize the National Core Indicators (NCI) developmental disabilities performance assessment system to provide state developmental disabilities agencies with valid and reliable statistical tools to track service outcomes and performance trends, perform state to state comparisons and improve service delivery over time. He is currently working with five states, including Connecticut, Michigan, Maryland, South Carolina and Virginia to assist them in developing the capacity to gather and report NCI outcome and performance data.



Dr. Eugene C. Nelson, DSc, MPH

Director, Population Health Measurement Program, The Dartmouth Institute; Director, Population Health and Measurement, Dartmouth-Hitchcock Medical Center; Professor, Community & Family Medicine and of The Dartmouth Institute for Health Policy and Clinical Practice
Dartmouth Medical School

Dr. Nelson is a national leader in health care improvement and the development and application of measures of quality, system performance, health outcomes, value, and patient and customer perceptions. In the early 1990s, Dr. Nelson and his colleagues at Dartmouth began developing clinical microsystem thinking. His work developing the “clinical value compass” and “whole system measures” to assess health care system performance has made him a well-recognized quality and value measurement expert. He is the recipient of The Joint Commission’s Ernest A. Codman award for his work on outcomes measurement in health care. He received an AB from Dartmouth College, a MPH from Yale University and a DSc from Harvard University.

Dr. Kenneth Ottenbacher, PhD, OTR

Russell Shearn Moody Distinguished Chair in Rehabilitation, University of Texas Medical Branch at Galveston

Kenneth J. Ottenbacher holds the Russell Shearn Moody Distinguished Chair in Rehabilitation at the University of Texas Medical Branch in Galveston. He serves as Senior Associate Dean and Director of the Division of Rehabilitation Sciences in the School of Health Professions. He is also Associate Director for the Sealy Center on Aging. Dr. Ottenbacher received his PhD from the University of Missouri-Columbia and is a licensed occupational therapist. His research interests include rehabilitation outcomes with a focus on functional assessment, disability and frailty in older adults. Dr. Ottenbacher’s research has been supported by continuous federal funding since 1986. He is a member of several editorial boards.

Dr. Greg Pawlson, MD, MPH

Executive Director, Quality Innovations- BlueCross BlueShield Association Office of Policy and Representation

Prior to BCBSA, Dr. Pawlson was Executive Vice President of the National Committee for Quality Assurance (NCQA), where he was responsible for oversight of all activities related to research and analysis, development of performance measurement measures related to most major diseases, and more recently measures related to overuse, resource use and cost. He also served as NCQA's primary liaison to physician specialty societies and medical boards including the American College of Physicians, the American Academy of Family Physicians and the American Board of Internal Medicine. Before NCQA, Dr. Pawlson served as Senior Associate VP for Health Affairs and Medical Director for Quality and Utilization Management for the faculty practice at The George Washington University Medical Center.

Dr. Eleanor M. Perfetto, PhD

Senior Director- Pfizer

Dr. Perfetto holds BS and MS degrees in pharmacy from the University of Rhode Island, and a PhD from the University of North Carolina School of Public Health. She currently serves as a board member of the Pharmacy Quality Alliance (PQA), and is co-chair of the PQA Research Coordinating Council. Prior to joining Pfizer, Dr. Perfetto provided research consulting services for over eight years to government agencies, the pharmaceutical industry, and professional organizations. Prior to consulting, she established a new division responsible for global health outcome and economic research at Wyeth-Ayerst. She also served in the U.S. Public Health Service as senior pharmacoepidemiologist within the Agency for Health Care Policy & Research (now AHRQ).

Ms. Collette M. Pitzen, BSN, RN, CPHQ



Manager, Measure & Program Development- Minnesota Community Measurement

Collette Pitzen is the manager for Measure and Program Development at MN Community Measurement, a non-profit organization whose mission is to accelerate the improvement of health by publicly reporting health care information. She has 27 years' experience in a variety of health care settings including neurology, cardiovascular and dialysis with a significant portion devoted to quality improvement, measure design and reporting. Prior to her current position, Collette worked for Fairview Physician Associates and was responsible for implementing a Clinical Excellence and internal reward program for FPA's primary and specialty care clinics. Collette holds a BS degree from the University Of Minnesota School Of Nursing and is a Certified Professional in Healthcare Quality.

Ms. Cheryl Powell, MS

Deputy Director, Federal Coordinated Health Care Office- Centers for Medicare and Medicaid Services

Cheryl Powell is the Deputy Director of the Medicare-Medicaid Coordination Office (Federal Coordinated Health Care Office) at the Centers for Medicare & Medicaid Services. As the Deputy Director, she assists the Director in leading the work of this office charged with more effectively integrating benefits to create seamless care for individuals eligible for both Medicare and Medicaid and improving coordination between the federal government and states for such dual eligible beneficiaries. She has extensive experience in both Medicare and Medicaid policy development and operations. She is an expert on Medicaid reform activities and policy development. She earned a master's degree in public policy from the John F. Kennedy School of Government at Harvard.

Dr. David Radley, PhD, MPH

Senior Policy Analyst and Project Director, Institute for Healthcare Improvement

David C. Radley, Ph.D., M.P.H., is a Senior Policy Analyst and Project Director at the Institute for Healthcare Improvement. Through a grant from the Commonwealth Fund, Dr. Radley oversees development and production of the Commonwealth Fund's national, state and sub-state health system performance scorecard series. His methodological expertise is in health system performance measurement and in studies that use large administrative and survey-based datasets. Dr. Radley received his Ph.D. from the Dartmouth Institute for Health Policy and Clinical Practice in 2008.

Mr. Ted Rooney, RN, MPH

Project Leader, Maine Quality Counts

Ted is Project Leader for the Maine Health Management Coalition's Pathways to Excellence initiatives, which measure and report the value of health care, and work to change the reimbursement system to reward high value care. Ted is also Project Leader for Aligning Forces for Quality, a Robert Wood Johnson Foundation funded initiative led in Maine by Quality Counts in partnership with the Maine Quality Forum and Maine Health Management Coalition. Ted serves on various Boards and Committees: Maine Health Data Organization Board, AHRQ Healthcare Cost and Utilization Project Steering Committee, Quality Alliance Steering Committee National-Regional Implementation Workgroup, and Healthy Choices for ME advisory committee.

Dr. Debra Saliba, MD, MPH

Senior Natural Scientist, The RAND Corporation



Debra Saliba, MD, MPH is the UCLA Anna and Harry Borun Endowed Chair in Geriatrics and Gerontology and Director of the UCLA/JH Borun Center for Applied Gerontological Research. Dr. Saliba is a practicing physician with the VA GRECC and serves as the Strategic Program Lead for Aging and Long-term Care populations in the VA HSR&D Center of Excellence for the Study of Healthcare Provider Behavior. She is also a senior natural scientist at RAND. Her research in quality of care and vulnerable populations has received awards from the Journal of American Medical Directors Association, VA Health Services Research & Development, and the American Geriatrics Society.

Dr. Marcel Salive, MD, MPH

Health Scientist Administrator, Division of Geriatrics & Clinical Gerontology, National Institutes of Health

Marcel Salive, MD, MPH, joined the Division of Geriatrics and Gerontology, National Institute on Aging, in 2010 and oversees the research portfolio on multi-morbidity treatment and prevention, polypharmacy and comparative effectiveness. Marcel has held leadership positions in the Centers for Medicare & Medicaid Services (CMS), National Heart, Lung and Blood Institute, and Food and Drug Administration. From 2003-2010, he served as Director of the Division of Medical and Surgical Services within the Coverage and Analysis Group of CMS and was responsible for developing and maintaining national coverage decisions for Medicare beneficiaries using a rigorous and open evidence-based process.

Dr. Barbara L. Summers, PhD, RN, FAAN

VP, Nursing Practice and Chief Nursing Officer- University of Texas-MD Anderson Cancer Center

Dr. Barbara Summers is Vice President, Chief Nursing Officer and Head, Division of Nursing at MD Anderson Cancer Center. Dr. Summers has led the creation of new frameworks and models to build an organizational culture that promotes patient-centeredness, healthcare safety and quality, and inter-professional collaboration. Her passion for and commitment to excellence includes sustaining highly reliable, patient-focused systems of care. She serves on the Board of Directors of the Institute for Interactive Patient Care, an organization dedicated to empowering patients and improving health outcomes through direct patient engagement.

Dr. Kalahn A. Taylor-Clark, PhD, MPH

Director, Health Policy- The National Partnership for Women & Families

Dr. Kalahn Taylor-Clark currently serves as the Director of Health Policy at the National Partnership for Women and Families. Her primary responsibilities are in shaping and implementing the policy agenda for the National Partnership's major initiative, the Campaign for Better Care, as well as providing strategic policy support on a range of activities related to delivery system reform, including payment reform, quality measurement, reduction of health disparities, consumer engagement, and promotion of patient-centered care delivery and the effective use of health information technology. Prior to joining NP, she led the Patient-Centeredness and Health Equity Portfolio in the Engelberg Center for Health Care Reform at the Brookings Institution.

Dr. Mary Tinetti, MD

Professor of Medicine and Epidemiology, Yale School of Medicine

Dr. Tinetti is the Gladys Phillips Crofoot Professor of Medicine and Epidemiology at Yale School of Medicine and Chief of the Section of Geriatrics. She was the first investigator to identify that older adults at risk for falling and injury could be identified, that falls and injuries were associated with a range of serious adverse outcomes, and that multifactorial risk reduction strategies were effective and cost-effective. She is involved in efforts to translate these research findings into clinical and public health practice. 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.



Ms. Phyllis Torda, MA

Vice President, Quality Solutions Group- National Committee for Quality Assurance

Phyllis Torda is the Vice President for Strategy and the Quality Solutions Group at NCQA. She leads strategic planning for the company and its consulting arm, which provides services to the federal and state governments. In her 15 years at NCQA, she has led a wide variety of activities related to performance measurement and reporting. She is the principal investigator for NCQA's contract with CMS to develop performance measures for the Medicare population and to evaluate Medicare Special Needs Plans. She also leads the development of measures of inpatient psychiatric care and cancer care for CMS. Ms. Torda has participated in development of the CAHPS surveys since the inception of that AHRQ initiative.

Dr. John Wasson, MD

Emeritus Professor, Dartmouth Medical School

Dr. John Wasson is Emeritus Professor of Community and Family Medicine and Medicine at Dartmouth Medical School. He is Associate Director for the Center for the Aging and is a member of The Dartmouth Institute Patient-reported Measure (and Information) Trust. He represents a research team working at The Dartmouth Institute's Patient-reported Measure (and Information) Trust. This team is committed to collaborative development and testing of patient-reported measures. This team also plans to make publically available the best patient-reported measures for health care. He has participated in the development and reliability testing of several patient-reported measures with a particular focus on functional status and patient experience reporting.

Dr. Robert Weech-Maldonado, PhD

Professor and Chair- University of Alabama at Birmingham

Robert Weech-Maldonado, PhD is Professor and L.R. Jordan Endowed Chair in the Department of Health Services Administration, University of Alabama at Birmingham. Dr. Weech-Maldonado is an organizational researcher who examines the impact of cultural competency strategies in reducing disparities in quality and access to care. He is currently the PI in the Patient Assessments of Cultural Competency (PACC) project, where he is developing and testing patient-centered measures of cultural competency. In another project, he developed and tested the Cultural Competency Assessment Tool for Hospitals (CCATH), an instrument that assesses hospital's adherence to the Cultural and Linguistic Appropriateness Services (CLAS) standards.

Ms. Linda Wilkinson, MBA

Coordinator of Patient and Family Centered Care, Dartmouth Hitchcock Medical Center

Ms. Wilkinson is Coordinator of Patient and Family Centered Care at Dartmouth-Hitchcock on D-H's Value Measurement, Quality and Patient Safety team. She helps design and implement strategies and initiatives to support institution-wide Patient/Family Centered Care practices. She builds liaisons with clinicians, staff, management and communities to assure direct engagement of volunteer patients and family members in policy and process design, from planning to co-production of care. Wilkinson manages the recruitment, training and supervision of Patient/Family Advisors (PFAs) who become working partners with professionals throughout the D-H system to assure the patient perspective of the health care experience is an integral part of D-H's planning process.

Dr. Albert Wu, MD, MPH

Professor- Johns Hopkins Bloomberg School of Public Health



Dr. Wu is a practicing general internist, Professor of Health Policy and Management, Director of the Center for Health Services and Outcomes Research (CHSOR) at the Johns Hopkins Bloomberg School of Public Health, and Director of the DEcIDE center for comparative effectiveness research. His research and teaching focus on patient reported outcomes and quality of care. He was the first to measure the quality of life impact of antiretroviral therapy in HIV clinical trials, and has developed and tested many widely-used PRO measures. He has applied PROs as performance measures for the care of asthma and other chronic conditions. He was President of the International Society for Quality of Life and has authored over 300 peer review publications.