



## Emergency Department/Urgent Care Steering Committee

**John Moorhead, MD (Co-Chair)**

Professor, Emergency Medicine—Oregon Health & Science University

John Moorhead, MD has training in quality/process improvement, which occurred both during his advanced degree education in health policy and management at New York University, and during his continuing education through the Harvard School of Public Health and ongoing leadership training as chair of the Medical Board, chief of emergency services and chair of the Department of Emergency Medicine at the Oregon Health and Science University. His ongoing involvement in national medical leadership activities is directed at improving the quality of care delivered in the nation's emergency departments and coordination/improvement of care within the healthcare delivery system.

**Suzanne Stone-Griffith, RN, CNAA, MSN (Co-Chair)**

AVP Clinical Services  
Hospital Corporation of America

Suzanne Stone-Griffith, RN, CNAA, MSN is an advanced practice nurse with over thirty years of clinical and operational experience. Ms. Stone-Griffith is assistant vice president of Clinical Services at the Hospital Corporation of America and has oversight of 172 emergency departments (EDs). These EDs include every type of hospital-based and free-standing ED in our country. They range from 110K to 10K visits; from level one academic trauma centers to critical access facilities; and provide 5.9 million ED visits annually. Ms. Stone-Griffith created a reporting network to consistently measure, report, and analyze ED flow and crossing metrics leading to significant improvement. As a result of her work, she served on the Emergency Nurses Association (ENA) Overcrowding Task Force. Ms. Stone-Griffith also served as an ENA representative on the American College of Emergency Physicians Quality and Performance Improvement Council. She led a National Stakeholder Group funded by ENA to advance consistent ED definitions and time intervals in 2009-2010. Ms. Stone-Griffith also served as co-chair of the National Quality Forum's Hospital-based Emergency Care Steering Committee, consistent ED definitions and time intervals in 2009-2010. Ms. Stone-Griffith also served as co-chair of the National Quality Forum's Hospital-based Emergency Care Steering Committee.

**James G. Adams, MD, FACEP**

Chairman, Department of Emergency Medicine  
Northwestern Memorial HealthCare

James G. Adams, MD, FACEP is professor and chair of the Department of Emergency Medicine, Northwestern University Feinberg School of Medicine and the Northwestern Memorial Hospital. His academic work is related to ethics, professionalism, quality management, and organizational performance. He has been a member or led national quality committees that have promoted national standards in care, working with the National Quality Forum, the Centers for Medicare and Medicaid, the Joint Commission, and other organizations. Dr. Adams has been elected to the Board of Directors of the Society for Academic Emergency Medicine and the Association of Academic Chairs of Emergency Medicine.

**Evaline A. Alessandrini, MD, MSCE**

Professor of Pediatrics  
Director, Quality Scholars Program  
Cincinnati Children's Hospital Medical Center

Evaline A. Alessandrini, MD, MSCE is a physician in the Division of Emergency Medicine at Cincinnati Children's Hospital Medical Center and a professor of pediatrics at the University of Cincinnati College of Medicine. She is director of the Quality Scholars Program in Health Care Transformation at the Center for Health Care Quality where she leads training for healthcare faculty to innovate to improve care and rigorously apply quality improvement methods. Dr. Alessandrini's research defines outcomes of quality emergency care and develops interventions to improve delivery of emergency care to children. She served as the American Academy of Pediatrics representative to the National Quality Forum's Steering Committee on Hospital-based Emergency Care.

**Tanya Alteras, MPP**

Associate Director—National Partnership for Women & Families

Tanya Alteras, MPP joined the National Partnership for Women & Families in May, 2008, as an associate director of the Consumer-Purchaser Disclosure Project, which supports leading employer, consumer, and labor organizations who are working to improve access for all Americans to publicly reported healthcare performance information. Prior to joining the National Partnership, Tanya was a senior consultant at Health Management Associates, where she specialized in researching health system reforms at the community, state, and national levels; hospital strategies for improving quality and patient-centered care; public-private collaboratives to increase opportunities for consumers and purchasers to make value-based decisions; and efforts to expand coverage for uninsured populations. Tanya has also conducted research as a senior policy analyst at the Economic and Social Research Institute, and worked on a national evaluation of the State Children's Health Insurance Program as an analyst in the Office of the Assistant Secretary for Planning and Evaluation at the Department of Health and Human Services. Tanya has a BA from the State University of New York at Binghamton, and a master of public policy from Georgetown University.

**Juan R. Carhuapoma, MD**

Assistant Professor—Johns Hopkins Health System

Juan R. Carhuapoma, MD is currently an assistant professor of neurology, neurosurgery, and anesthesiology at The Johns Hopkins Hospital. His current clinical practice is at the Neurosciences Critical Care Unit at this hospital. His training in neurology was at The Henry Ford Hospital in Michigan. Dr. Carhuapoma's training in Neurosciences Critical Care was completed at The Johns Hopkins Hospital, in Maryland. Past professional experiences include faculty positions at Columbia University as well as Wayne State University, in the field of acute neurosciences. His recent research interest includes the emergency management of Intra-Cranial Hemorrhage prior to referral to a tertiary care center, as reflected in recent publications.

**Ara A. Chalian, MD, FACS**

Associate Professor and Director of Reconstructive and Plastic Surgery  
University of Pennsylvania Health System

Ara A. Chalian, MD, FACS, an expert otolaryngologist, has extensive service as a patient safety officer and leader in evidence-based practice. His work in patient safety includes urgent and emergent airway, otologic, and related concerns for patients across the life span. Dr. Chalian's institutional experience spans leadership for taskforces and root cause analysis and application of national standards. Nationally and internationally, Dr. Chalian has participated in committees that integrate evidence-based care for safety and quality, focusing on clinical guidelines development for vulnerable populations. His publications and presentations integrate patient safety and strategies for quality care with clinical topics in otolaryngology.

**Victor Cohen, BS, PharmD, BCPS, CG**

Clinical Pharmacy Manager—Maimonides Medical Center

Victor Cohen, BS, PharmD, BCPS, CGP is assistant professor of pharmacy practice at Arnold & Marie Schwartz College of Pharmacy and Health Sciences and clinical pharmacy manager for the Department of Emergency Medicine at Maimonides Medical Center. Dr. Cohen has a wealth of experience in implementing safe medication practices in the emergency department, and is nationally recognized for implementing safe practices and quality initiatives, emergency preparedness and emergency medicine pharmacotherapy. He currently is the chair of the emergency medicine pharmacy practice and research network for the American College of Clinical Pharmacy. He has presented posters and published original research abstracts and peer review publications on numerous medication safety and quality assurance initiatives in emergency medicine, geriatrics, and bioterrorism. Recently Dr. Cohen completed a handbook titled *Safe and Effective Medication Use in the Emergency Department* published through the American Society of Health-System Pharmacists.

**Beverly A. Collins, MD, MS, MBA**

Medical Director, Healthcare Informatics—CareFirst BlueCross BlueShield

Beverly A. Collins, MD, MS, MBA is the Medical Director, Healthcare Informatics at CareFirst BlueCross BlueShield, responsible for leveraging data and methodologies for care cost management, clinical evaluation, epidemiology studies, public health, clinical condition management, predictive modeling, and quality studies. She consults with large employer groups and providers to improve delivery of care and represents the company to various external stakeholders. Dr. Collins received her MD from the University of Maryland Medical School, her executive MBA degree from Loyola College in Baltimore, and her MS in epidemiology and preventive medicine from the University of Maryland School of Medicine. She is board certified in preventive medicine. She has worked as medical director of quality improvement for the Delmarva Foundation, adjunct assistant professor in the University of Maryland Department of Epidemiology, a primary care practitioner, a hospital and managed care surveyor for the Maryland Department of Health and Mental Hygiene, and as the director of provider programs in a for-profit company developing a physician behavior and practice change model.

**Jeffrey P. Collins, MD, MA**

Medical Director, MGH Chelsea Urgent Care Center—Massachusetts General Hospital

Jeffrey P. Collins, MD, MA is currently medical director of the Massachusetts General Hospital's (MGH) Chelsea Urgent Care Center where he has served in this capacity for the past nine years. He is also medical director of the MGH Center for Community Health Improvement. Dr. Collins graduated from Bowdoin College and attended graduate school at the University of Rochester where he was a University Fellow studying social and medical anthropology. He was also a National Graduate Fellow with the U.S. Department of Education. He attended medical school at the Boston University School of Medicine where he was a member of Alpha Omega Alpha and an honors graduate. He was a National Health Service Scholar with the U.S. Department of Health and Human Services/Public Health Service. After completing his residency in the Harvard Medical School Combined Residency Program in Internal Medicine and Pediatrics, Dr. Collins served as head of internal medicine for the Providence Community Health Centers, Inc. He has done research in India, Ethiopia, Mexico, the Dominican Republic, and the United States.

**Andrew C. Eisenberg, MD, MHA, FAAFP**

American Academy of Family Physicians

Andrew C. Eisenberg, MD, MHA, FAAFP has been a practicing physician in several venues, from solo private practice to emergency department (ED) work, health department, and numerous quality-related positions. He is a member of the American Academy of Family Physician's Commission on Quality and Practice and a steering committee member and co-chair for the Commission to End Health Care Disparities, with whom he has co-written several articles. Dr. Eisenberg has participated in prior NQF work on ED transfers as well as efficiency of care studies with American Board of Medical Specialties on Chronic Obstructive Pulmonary Disease. He worked on quality-related issues with Minute Clinics and currently sits on the Home Health Quality Improvement executive steering committee and Physician Advisory Group. Dr. Eisenberg also served as the medical director for several home health agencies and nursing homes.

**Edward C. Jauch, MD, MS**

Associate Professor, Director of Research—Medical University of South Carolina

Edward C. Jauch, MD, MS is currently an associate professor and director of research in the Division of Emergency Medicine and the Department of Neurosciences Medical University of South Carolina. Dr. Jauch's primary area of research is in diagnosis and treatment of acute neurologic emergencies, including stroke and traumatic brain injury. Dr. Jauch serves on the executive committee for the National Institute of Neurological Disorders and Stroke (NINDS) sponsored IMS3 Interventional Management of Stroke Study and serves as an internal safety monitor for several other National Institutes of Health / NINDS therapeutic trials. Dr. Jauch is a Fellow of the American College of Emergency Physicians and the American Heart Association, and serves on several national committees for both organizations related to acute treatment guidelines creation, patient care, and safety.

**Leigh Ann McCartney, RN, MBA**

Operations Manager—University Hospitals of Cleveland

Leigh Ann McCartney, RN, MBA has been an RN for fifteen years at University Hospitals (UH) Case Medical Center. Her clinical experience has primarily been in adult post surgical care. She also has experience in utilization review and case management. After receiving her MBA in healthcare administration in 2002, Ms. McCartney took a position in the Quality Center at UH. During this time, she gained experience in understanding regulatory requirements, public reporting measures, and development and implementation of programs to meet these standards. She also worked on benchmarking projects with the University Hospital Consortium, Institute for Healthcare Improvement, and the National Surgical Quality Improvement Program to contribute to the development of new standards for the healthcare industry. Her most recent experience has been in standardizing stroke care across the UH health system. Ms. McCartney has become an expert on the Joint Commission standards for disease specific care and has developed programs to educate practitioners on how to meet them.

**Nathan Newman, MD, FAAFP**

Chief Medical Officer—Solantic, LLC

Nathan Newman, MD, FAAFP has been both a leader and a practitioner in the urgent care setting since 2007. He currently oversees all of the clinical work for one of the largest multi-location urgent care organizations in the country, Solantic Walk-in Urgent Care, headquartered in Jacksonville, Florida and has developed and implemented multiple clinical quality initiatives there. Dr. Newman also serves in a clinical supervisory role for Joint Ventures with Health Management Associates, Tenet Healthcare Corporation, Shands-The University of Florida, Baptist Health, and Bethesda Memorial Hospital, and as a Board Member of the Urgent Care Association of America.

**Robert E. O'Connor, MD, MPH**

Professor and Chair of Emergency Medicine—University of Virginia

Robert E. O'Connor, MD, MPH is professor and chair of emergency medicine at the University of Virginia. Dr. O'Connor has worked as a clinician for over twenty years, and has served as a state EMS medical director, department research director, and residency program director. Dr. O'Connor has served as principal or co-investigator on over forty extramural and multi-center funded projects, and has presented more than 300 research papers and lectures at local, national, and international research conferences. He currently serves as a volunteer for the Emergency Cardiac Care Committee and the American Heart Association.

**Catherine C. Roberts, MD**

Associate Professor of Radiology—Mayo Clinic

Catherine C. Roberts, MD is a radiologist at Mayo Clinic in Phoenix, Arizona. Dr. Roberts has significant experience in quality improvement and performance measurement, especially with regard to imaging procedures. At Mayo Clinic Arizona, Dr. Roberts serves as patient safety chair, Mortality Review Subcommittee chair, Quality Review Board vice chair, and Quality Council member. Dr. Roberts serves on several committees at a national level, including the American College of Radiology, where she is actively involved with establishing and monitoring performance metrics. Dr. Roberts is a nationally invited speaker and writer on quality improvement topics.

**John R. Saltzman, MD**

Associate Professor of Medicine—Partners HealthCare System, Inc.

John R. Saltzman, MD is the director of endoscopy at the Brigham and Women's Hospital and Associate Professor of Medicine at Harvard Medical School. He currently serves as the president of the New England Endoscopy Society and the governor for Massachusetts for the American College of Gastroenterology. He also serves as associate editor of the journal *Gastrointestinal Endoscopy and Diagnostic* and therapeutic endoscopy editor for *UpToDate*. His endoscopic areas of expertise include upper endoscopy, colonoscopy, small bowel enteroscopy, endoscopic ultrasound, and ERCP. Dr. Saltzman is actively involved in patient care, teaching, clinical research, and administration.