



Chief Complaint-Based Quality of Emergency Care Committee

COMMITTEE CHAIRS

Margaret Samuels-Kalow, MD, MPhil, MSHP

Assistant Professor of Emergency Medicine, Partners Healthcare
Boston, Massachusetts

Dr. Samuels-Kalow completed her residency training at the Harvard Affiliated Emergency Medicine Residency in 2012 and her fellowship in pediatric emergency medicine with a master's of science in health policy research at the Children's Hospital of Philadelphia in 2015. Her current research focuses on developing interventions to reduce disparities in emergency care for patients with limited health literacy and limited English proficiency. As part of that work, she is interested in how disparities in outcomes are measured, and works on the development of patient-centered, chief-complaint-based outcome measures in the emergency department.

Arjun Venkatesh, MD, MBA, MHS

Director, Performance Improvement, Department of Emergency Medicine, Yale University
New Haven, Connecticut

Dr. Venkatesh is an Assistant Professor and Director of Performance Improvement in the Department of Emergency Medicine at Yale University. He collaborates with the Yale Center for Outcomes Research and Evaluation. He is funded by the National Institutes of Health (NIH) and Agency for Healthcare Research and Quality (AHRQ) studying health system outcomes and efficiency and is supported by the Centers for Medicare and Medicaid Services (CMS) as co-principal investigator of the Emergency Quality Network and development of the Overall Hospital Quality Star Ratings. He has published over 70 peer-reviewed papers and is senior editor of *The Evidence* book series. He is a national leader within the Society for Academic Emergency Medicine (SAEM) and the American College of Emergency Physicians (ACEP), and he serves on expert panels for the National Quality Forum (NQF), AHRQ, and CMS.

COMMITTEE MEMBERS

Nishant "Shaun" Anand, MD, FACEP

Chief Transformation Officer, Senior Vice President, Adventist Health System
Altamonte Springs, Florida

Dr. Anand currently serves as Senior Vice President and Chief Transformation Officer at Adventist

Health Systems (AHS) and Chief Medical Officer at the Population Health Services Organization (PHSO). He was also selected as the President/Chairman of the AHS Accountable Care Organization (ACO). He previously served as Senior VP of Memorial Hermann Health System and Physician-in-Chief of Memorial Hermann Physician Network, which formed the Memorial Herman ACO. Formerly, Dr. Anand served as CMO for Banner Health Network and led their full partnership with the Banner Health ACO. Dr. Anand received his medical degree from Mayo Medical School and completed his residency training at the Stanford/Kaiser Emergency Medicine Program. He began his clinical practice in 2007.

Jennifer Bacani McKenney, MD, FAAFP

Family Physician, Jennifer Bacani McKenney, MD, LLC
Fredonia, Kansas
Nominated by American Academy of Family Physicians

Jennifer Bacani McKenney, MD, FAAFP, is a family physician and owner of an independent practice in the small rural community of Fredonia, Kansas. She provides outpatient, inpatient, emergency department, surgical, and endoscopic services and serves on hospital committees including utilization, risk management, critical access hospital review, and antibiotic stewardship. Dr. Bacani McKenney is a medical student preceptor, a practice-based research network site, and has spoken on topics involving rural medicine. She served on the AAFP Expert Panel for the Advanced Primary Care Alternative Payment Model and is a member of Aledade Kansas ACO. She founded the Fredonia Area Community Foundation and is president of the local school board. Dr. Bacani McKenney earned her medical degree from the University Of Kansas School Of Medicine and completed her family medicine residency at Via Christi in Wichita, Kansas. The American Board of Family Medicine certifies her, and she has additional certifications in pediatric advanced life support, advanced trauma life support, and advanced cardiac life support.

Stephen Cantrill, MD

Emergency Physician, Associate Professor, Denver Health Medical Center, University of Colorado School of Medicine
Denver, Colorado

Dr. Cantrill completed his emergency medicine residency at Denver Health Medical Center in 1981. He served as the emergency department medical director and departmental associate director, as well as president of the medical staff. He is active in local, national, and international aspects of emergency medicine. He is interested in medical quality performance and quality measure development, as well as medical guideline development in emergency medicine given his years of service on the ACEP Clinical Policies Committee and Quality and Patient Safety Committee.

Emily Carrier, MD, MSc

Senior Manager, Manatt Health
Washington, District of Columbia

Dr. Carrier is currently a senior manager at Manatt Health. Previously, she was division director overseeing a set of alternative payment models at the Center for Medicare and Medicaid

Innovation (CMMI), and a senior health researcher at Mathematica Policy Research performing evaluations, quality measure development, and health services research. She completed her emergency medicine residency and chief residency at Bellevue Hospital/New York University before completing a medicine and public health research fellowship with New York University.

Patrick Dolan, MD

Pediatric Emergency Department Physician Quality Improvement Lead, Comer Children's Hospital Chicago, Illinois

Dr. Dolan is the Physician Champion for Quality Improvement Activities for the Pediatric Emergency Department at Comer Children's Hospital at the University of Chicago. Prior to his work at Comer Children's, he was the Chair of the Collaborative Committee for Advocate Physician Partners, where he was able to formulate complex Maintenance of Certification (MOC) projects that crossed multiple sites and health systems. Dr. Dolan was a physician lead for MOC and the Multi-Specialty Portfolio Program (Portfolio Program™) for Advocate Physician Partners, covering an area from central Illinois to the Wisconsin border. He also serves as a reviewer for Portfolio Program projects. Dr. Dolan is Board Certified by the American Board of Pediatrics. Dr. Dolan started his quality innovation journey more than 10 years ago as part of the IHI chronic care collaborative for a large healthcare system. Through his work, he has increased the breadth of topics addressed, including access to care and throughput, and he has introduced a culture of change through patient-centered medical home (PCMH) for over 100 doctors.

Richard Griffey, MD, MPH, FACEP

Associate Chief, Division of Emergency Medicine, Washington University School of Medicine St. Louis, Missouri
Nominated by American College of Emergency Physicians

Dr. Griffey is an Associate Professor, Associate Chief and Director of Patient Safety, Quality and Director of Information Systems in the Division of Emergency Medicine at Washington University in St. Louis. He completed his residency training at the Harvard Affiliated Emergency Medicine Residency program at Brigham and Women's (BWH) and Massachusetts General Hospitals in 2001, and he earned a MPH from the Harvard School of Public Health in 2004. Dr. Griffey is actively engaged in patient safety, quality measurement, and measure development with the American College of Emergency Physicians (ACEP). He is the former chair of the Section on Quality Improvement and Patient Safety, has chaired several subcommittees of the Quality and Performance Committee, represented ACEP at the National Quality Forum and the Physician Consortium for Performance Improvement, and has served on a PCPI-convened technical advisory panel for quality measurement at the American College of Radiology. He currently chairs the Data Integrity and Research subcommittee of ACEP's Clinical Emergency Data Registry and sits on the steering committee for the registry. Dr. Griffey has experience as an author, editorial board member, manuscript reviewer, grant reviewer, study section member, and principal investigator.

Helen Haskell, MA

President, Mothers Against Medical Error
Columbia, South Carolina

Ms. Haskell is president of Mothers Against Medical Error and works to improve healthcare safety and quality in the areas of medical education, patient-activated rapid response, infection prevention, medical error disclosure, and patient empowerment, among others. In her home state of South Carolina, she was the architect of the Lewis Blackman Patient Safety Act, which required, for the first time, that healthcare providers be clearly identified and that patients be provided with an emergency response system in hospitals. She was closely involved in the passage and implementation of the South Carolina Hospital Infection Disclosure Act. Ms. Haskell serves on the Board of Directors of the National Patient Safety Foundation, is a World Health Organization champion, and serves on the boards of Consumers Advancing Patient Safety, the Institute for Healthcare Improvement, and the International Society of Rapid Response Systems. She is a recently retired member of the AHRQ National Advisory Council, and a member of the steering committee of CUE, the consumer arm of the US Cochrane Center. She is a winner of Consumer Reports' first national Excellence in Advocacy award and in 2009 was named by *Modern Healthcare* magazine as one of the "100 Most Powerful People in Healthcare."

Steven Horng, MD, MMSc, FACEP

Associate Director of Informatics, Associate Fellowship Director in Clinical Informatics, Beth Israel Deaconess Medical Center, Harvard Medical School
Boston, Massachusetts

Dr. Horng is a board certified emergency physician and clinical informatician. He was the principal investigator of the American College of Emergency Physicians (ACEP) sponsored grant to create a national consensus ontology for emergency department chief complaints. Dr. Horng specializes in translational clinical informatics and focuses his research on novel methods of artificial intelligence to improve the quality and efficiency of emergency care. His research and consulting activities focus on translational clinical informatics through leveraging machine learning to the clinical domain, contextual information retrieval, and targeted decision support. Dr. Horng is dually board-certified in emergency medicine and clinical informatics with degrees in computer science and biomedical informatics.

John Keats, MD, CPE, CPPS, FACOG, FAAPL

Senior Medical Director, Cigna
Timonium, Maryland

Dr. Keats is an OB/GYN physician who completed medical school at Brown University and residency at UCLA. He has worked in multiple clinical settings including military medicine, multispecialty groups, integrated delivery systems, and as an independent contractor, laborist, and hospitalist. For the past six years, Dr. Keats has served as a senior medical director at Cigna. Currently, he is Cigna's National Medical Director for Affordability and Specialty Society Relationships. He is a Certified Physician Executive and Fellow of the American Association for Physician Leadership, and a Certified Professional in Patient Safety. Dr. Keats is the course director for the American College of Obstetricians and Gynecologists' (ACOG) postgraduate course on patient safety and quality improvement.

Naghma Khan, MD

Division Director for Pediatric Emergency Medicine/Associate Professor of Pediatrics and Emergency Medicine, Emory University School of Medicine
Atlanta, Georgia

For the past 21 years, Dr. Khan has been the Division Director for Pediatric Emergency Medicine at Emory University School of Medicine, Department Director for Emergency Medicine at Children's Healthcare of Atlanta (CHOA), and Emergency Department Medical Director for the Egleston and Hughes Spalding campuses of Children's Healthcare of Atlanta. Dr. Khan has led pediatric emergency care improvement efforts and was instrumental in the development of nurse-initiated guidelines and the implementation of a LEAN process to expedite care. Her efforts have helped CHOA have among the lowest left-without-being-seen rates and lowest throughput times of Children's Hospital Association (CHA) participating hospitals.

Dr. Khan is a member of the Pediatric Emergency Medicine North American Committee, Survey/Data Team. Her previous activities include being a member of the CHA Advisory Committee for the Emergency Department Directors Forum and Organizing Committee for the Emergency Department Directors Improving Performance Conference. She also served as Chair of Pediatric Emergency Medicine Program Directors Special Interest Group of the Pediatric Academic Societies. Her current CHOA committee services include the Quality Committee of the Board of Children's Healthcare of Atlanta, Subspecialty Quality Committee for the Children's Care Network, and CHOA Leadership Quality Cabinet. She is an active member of the American Academy of Pediatrics, the American College of Emergency Medicine, the Ambulatory Pediatric Association, and the Society of Academic Emergency Medicine. Dr. Khan is also an Associate Professor of Pediatrics and Emergency Medicine at Emory University.

Kevin Klauer, DO, EJD, FACEP

Medical Director and Chief Medical Officer, TeamHealth
Knoxville, Tennessee
Nominated by American College of Emergency Physicians

Dr. Klauer serves as the CMO-Hospital Based Services, Chief Risk Officer, Executive Director of the Patient Safety Organization, and the Medical Director for the Medical Call Center for TeamHealth. He is a Clinical Assistant Professor at The University of Tennessee and Michigan State University, College of Osteopathic Medicine. He is the co-author of three risk management books, serves on the ACEP Board of Directors, and has served as the ACEP Council Speaker. Dr. Klauer earned his Executive JD, with honors in 2011. He has extensive experience with clinical quality, patient safety, and risk management.

Joseph Kunisch, PhD, RN-BC Informatics, CPHQ

Enterprise Director of Clinical Quality Informatics, Memorial Hermann Health System
Houston, Texas

Dr. Kunisch began his career in nursing in 1991 as a critical care nurse practicing in intensive care units, emergency departments, and post-operative care units across the country for over 12 years. It was during this experience that his interest developed in health information systems and

technology and how they could be used to support the bedside clinician and improve patient care delivery. This interest was the motivation for Dr. Kunisch to pursue his master's degree in clinical informatics and PhD in health information technology at the University of Colorado Denver where he developed a clinical decision support system that assisted the emergency department nursing staff to accurately classify a pediatric patient's level of care based on the chief complaint. In his current role, he leads the department responsible for reporting all regulatory quality metrics including the electronic clinical quality measures (eCQM) for 11 hospitals. Dr. Kunisch has used his current role to integrate the domains of quality and performance improvement with clinical informatics in an effort to advance the success of electronically reporting clinical quality measures directly from the electronic health record. This has allowed him and his staff to participate in the feasibility testing of new and retooled electronic clinical quality measures for regulatory agencies. In addition to his current job functions, Dr. Kunisch serves as adjunct faculty at the University of Texas Health School of Biomedical Informatics. He is also an active participant in the HL7 Clinical Quality Information workgroup and the Quality Data Model workgroup.

Jamie Lehner, MBA, CAPM

Associate Director, PCPI Foundation
Chicago, Illinois

Jamie Lehner has contributed to the development and maintenance of performance measure specifications across varied specialties for over six years. Ms. Lehner incorporates existing standards and tools into her work, covering clinical topic areas including emergency medicine, preventive care, and oncology. These projects often include discussions with expert workgroups and identification of critical specification-related issues, which may impact how measure requirements are specified. In addition, Ms. Lehner manages the maintenance of PCPI quality measures in the CMS Quality Payment Program, and contributes to the annual review and update of the CMS Measures Management System Blueprint.

Michelle Lin, MD, MPH, MS

Assistant Professor, Attending Physician Emergency Medicine, Icahn School of Medicine at Mount Sinai
New York, New York

Michelle P. Lin, MD, MPH, MS is an emergency physician and health services researcher whose projects have examined variation in ED admission rates for chief complaint-based conditions and the anticipated impact of alternative payment models for emergency care. Her research has been funded by the Emergency Medicine Foundation and American Board of Medical Specialties, and she was awarded an AcademyHealth Presidential Scholarship for New Health Services Researchers in 2016. Dr. Lin completed a fellowship in Health Policy Research at Brigham and Women's Hospital and a Masters in Clinical Epidemiology at the Harvard T.H. Chan School of Public Health.

James McClay, MD, MS, FACEP

Associate Professor, Emergency Medicine and Medical Informatics, University of Nebraska Medical Center

Omaha, Nebraska

Dr. McClay is an associate professor of emergency medicine and the chair of the Biomedical Informatics Graduate Degree program at the University of Nebraska Medical Center. His research into interoperability standards informs EHR design and implementation for quality improvement and clinical research in emergency care. He has served as chair of the Emergency Care Workgroup at Health Level Seven International. Dr. McClay earned his MD degree from Wayne State University in Detroit and a bioengineering degree at University of Michigan.

Abhishek Mehrotra, MD, MBA, FACEP

Vice Chair, Strategic Initiatives & Operations and Associate Professor, University of North Carolina Chapel Hill, North Carolina

Dr. Mehrotra currently serves as the Medical Director of the University of North Carolina Hillsborough Campus Emergency Department and as Vice Chair for Operations in the Department of Emergency Medicine. As part of his passion for promoting patient interests, he has served on the Board of Directors of the North Carolina College of Emergency Physicians (NCCEP), including a term as President in 2014-2015. He has ongoing involvement with the American College of Emergency Physicians (ACEP), serving on multiple committees and task forces, as well as chairing the EM Practice and Health Policy Section. Dr. Mehrotra is a member of the QIPS Section and is the incoming Chair of the CEDR Steering Committee.

Gregg Miller, MD, FACEP

Chief Medical Officer, Vituity
Emeryville, California

Nominated by American College of Emergency Physicians

Dr. Miller is the CMO of Vituity, a large multispecialty, multistate organization with significant expertise in emergency medicine. As CMO, he is charged with Vituity's QCDR program, which includes several quality measures based on chief complaints. He is responsible for implementing quality programs across more than 100 emergency departments related to hot topics such as sepsis, the opioid epidemic, and the mental health crisis—each of which has corresponding quality measures.

Sofie Morgan, MD, MBA

Quality Officer and Assistant Professor, University of Arkansas for Medical Sciences
Little Rock, Arkansas

Nominated by American College of Emergency Physicians

Dr. Morgan currently serves as quality officer in the emergency department at the University of Arkansas for Medical Sciences. In this role, she reports both to the EM service line chair and to their chief quality officer. She is familiar with a variety of existing quality metrics employed by a variety of organizations as well as the quality improvement process it takes to improve performance around these metrics. Currently, she works heavily with the sep-1 performance metric. She has researched acuity of care and the relationship to chief complaints. This was part of a conceptual paper she authored on determining value of nonurgent care in the ED. Dr.

Morgan brings an understanding of how different it is to evaluate a case from the perspective of a final diagnosis versus a chief complaint.

David Morrill

Volunteer, Vestibular Disorders Association/American Heart and Stroke Association
Dedham, Maine

David Morrill is a volunteer at the Vestibular Disorders Association (VEDA) and the American Heart and Stroke Association. Five years ago, Mr. Morrill suffered a stroke and was caused further harm due to a diagnostic error. Since then, he has become an outspoken advocate for people who have been caused further harm due to diagnostic medical errors or who have been misdiagnosed. Mr. Morrill is a current board chairperson and co-writer for VEDA's Ambassador Program which engages patients and professionals in raising awareness about vestibular disorders within their communities and social networks.

David Newman-Toker, MD, PhD

Professor of Neurology; Director, Armstrong Institute Center for Diagnostic Excellence, Quality Measurement Research & Improvement Council, Johns Hopkins University School of Medicine
Baltimore, Maryland

Dr. Newman-Toker is a Professor of Neurology, Otolaryngology, and Emergency Medicine at the Johns Hopkins University School of Medicine. His clinical training is in Neurology, Neuro-ophthalmology, and Neuro-otology. He received his doctoral degree in clinical investigation from the Johns Hopkins Bloomberg School of Public Health. He has published more than 100 journal articles and given more than 200 invited lectures on dizziness and diagnostic errors. He is President-Elect of the Society to Improve Diagnosis in Medicine (SIDM), and Chair of SIDM's Policy Committee. He is Director of the Armstrong Institute's Center for Diagnostic Excellence at Johns Hopkins Medicine.

David Thompson, MD, FACEP

Chief Executive Officer, Health Navigator LLC
LaGrange, Illinois

Dr. Thompson, an emergency medicine physician and founder/CEO of Health Navigator, LLC, has over 20 years of experience working in telehealth and clinical informatics. He is the principal architect of the Health Navigator clinical vocabulary, natural language processing engine, and decision-support tools. He has developed a comprehensive set of telephone triage protocols for adult and women's health that are used in medical call centers and doctors' offices worldwide. Dr. Thompson has authored or led clinical content development used in artificial intelligence, symptom checker, health bot, consumer engagement, and telemedicine applications. He is a Fellow in the American College of Emergency Physicians and is currently a part-time faculty attending in the Northwestern Memorial Hospital Emergency Department.

Anita Vashi, MD, MPH, MHS

Assistant Professor of Emergency Medicine, VA Palo Alto Healthcare System
Palo Alto, California

Dr. Vashi is an Assistant Professor of Emergency Medicine at the VA Palo Alto Health Care System and Stanford University. After finishing the MD/MPH dual degree program at the University of Michigan, she completed an Emergency Medicine residency at Mount Sinai School of Medicine. She then completed the prestigious VA/Robert Wood Johnson Foundation Clinical Scholars Program at Yale University where she developed her research skills and worked towards her career goal of conducting, implementing, and disseminating research aimed at improving our understanding of acute care utilization, delivery, and outcomes.

Andrew Zinkel, MD, MBA

Associate Medical Director of Quality, HealthPartners
Bloomington, Minnesota

Dr. Zinkel a practicing Senior Staff Physician and Assistant Professor in the Department of Emergency Medicine at a large urban level one trauma center. Through his role as the Associate Medical Director for Quality at HealthPartners Health Plan, he provides medical directorship for utilization review, medical policy creation and management, credentialing, quality metric oversight, and accreditation policies and processes. He is the current President of the Minnesota Chapter of the American College of Emergency Physicians and is involved nationally on various committees related to quality measurement and reporting, both within the specialty of emergency medicine and the broader healthcare community.