



Patient-Reported Outcomes Technical Expert Panel

COMMITTEE CHAIRS

Christine Norton

Minnesota Community Measurement
Minneapolis, Minnesota

Christine Norton currently serves as a member of Minnesota Community Measurement's (MNCM) Measurement & Reporting Committee (MARC) and chairs its Measure Review Committee. She is a past member of the MNCM Board of Directors and past co-chair of the MARC. Chris was a member of the Yale CORE Patient & Family Engagement Network and was a member of the CMS Hospital Harm TEP. She is currently a patient co-investigator on a PCORI-funded grant and on an AHRQ-funded grant. Chris has served as a peer and programmatic reviewer for the Department of Defense Breast Cancer Research Program.

Albert Wu, MD, MPH

Professor, Johns Hopkins Bloomberg School of Public Health
Baltimore, Maryland

Albert Wu is a practicing internist and Professor of Health Policy and Management and Medicine at Johns Hopkins. He directs the Center for Health Services and Outcomes Research, Masters in Patient Safety and Healthcare Quality, and Center for Meaningful Measures. He is an expert on PROs, was President of the International Society for Quality of Life Research and has published over 450 papers. He is editor of *Journal of Patient Safety and Risk Management*, served on the IOM committee on preventing medication errors, was Senior Adviser for Patient Safety to WHO, and is on the NQF Patient Safety Standing Committee.

COMMITTEE MEMBERS

Amy Acton, RN, BSN

Executive Director, Phoenix Society for Burn Survivors
Grand Rapids, Michigan

Amy Acton is the Executive Director of the Phoenix Society for Burn Survivors, a nonprofit that assists in the recovery and healing process for those who have been severely burned. She is an advocate for fire and safety, better healthcare outcomes, and education on the recovery process for burn survivors and their families. Amy is also a registered nurse who worked in the medical field for several years before making the transition to the Phoenix Society.

Jay L. Alberts, PhD

Vice Chair of Innovations, Neurological Institute, Cleveland Clinic
Cleveland, Ohio

Jay L. Alberts, PhD is the Vice Chair of Innovations, Neurological Institute, holder of “Bell Family Endowed Chair,” Staff within BME. His research is focused on understanding the effects of neurological disease (Parkinson’s) or injury (concussion) on motor and cognitive function. Dr. Alberts developed disease-specific treatments to improve performance and developed a suite of mobile applications for objective and quantitative assessment of cognitive and motor performance. Technologies are commercialized and integrated into clinical pathways standardizing care and outcomes; the NFL is currently using the concussion application. Dr. Alberts is PI on one NIH R01 clinical trial and two DoD projects, and he has 100+ peer-reviewed publications.

David Baker, MD, MPH, FACP

Executive Vice President, Healthcare Quality Evaluation, The Joint Commission
Oakbrook Terrace, Illinois

David W. Baker, MD, MPH, FACP is the Executive Vice President for Health Care Quality Evaluation at The Joint Commission in Oakbrook Terrace, Illinois. He oversees the development of healthcare quality evaluation tools, including performance measures, standards (including National Patient Safety Goals) and survey methods for all Joint Commission accreditation and certification programs. He oversees The Joint Commission’s biostatistics and data analysis activities and public reporting of performance measures, and he is Editor-in-Chief for The Joint Commission *Journal on Quality and Patient Safety*. Dr. Baker was the Chief of General Internal Medicine and Geriatrics at Northwestern University from 2002 to 2015.

Rosie Bartel

Patient Family Advisor
Long Beach, California

Rosie Bartel is a wife, mother, grandmother, and an educator. She has been a teacher, a principal, parish and diocesan education director, and a manager for KinderCare. Today, Rosie is a patient advisor and advocate. In 2009, she underwent a total right knee replacement that developed a MRSA staph infection. This HAI has led to 55 surgeries, 200 hospitalizations, 100 blood transfusions, a right leg amputation six inches above the knee, and a total hip amputation with the removal of some of her pelvic bone. Rosie has taken her situation and uses it to help patients and families.

Rachel Brodie

Director, Pacific Business Group on Health
San Francisco, California

Rachel Brodie, Director, PBGH, leads multistakeholder initiatives to advance healthcare quality and put performance information to use for payment and decision making. She is leading an initiative to demonstrate the feasibility and impact of collecting and using outcome measures to support value-based contracting and payment and develop methods to address barriers to collecting patient-reported outcomes (PROs). She leads several measurement and reporting collaboratives, including the Patient Assessment Survey which measures patient-reported

experience of medical groups. Previously, Rachel managed the California Joint Replacement Registry which reported results of hip and knee replacement surgeries, including PROs. She received a BA from Princeton University.

Patrick Dolan, MD

Pediatric Emergency Department Physician, Champion for Quality, University of Chicago, Comer Children's Hospital
Chicago, Illinois

Dr. Patrick Dolan is the Physician Champion for Quality Improvement Activities for the Pediatric Emergency Department at Comer Children's Hospital at the University of Chicago, which is located on the south side of Chicago. Dr. Dolan has been a clinical Associate in the Pediatric Emergency Department at Comer Children's Hospital for more than 10 years. Prior to this work at Comer Children's, he received his pediatric residency from Saint Barnabas Hospital in the South Bronx, New York City, and was part of the Fire Department of New York City EMS (FDNY EMS) in Spanish Harlem. Dr. Dolan started his quality innovation journey working on IHI chronic care collaboratives for a large healthcare system. He now reviews pediatric quality improvement and emergency department readiness for pediatrics for the Illinois Emergency Department Services for Children as a site surveyor for their facility recognition program. He also reviews quality improvement projects for both the American Board of Medical Specialties and the American Academy of Pediatrics.

Kathleen Fear, PhD, MSI

Data Scientist, University of Rochester Medical Center
Rochester, New York

Prior to joining the University of Rochester, Dr. Fear earned a PhD in Information from the University of Michigan. At the University of Rochester Medical Center, she served first as a business analyst, working to connect financial and operational data with PROs, including engaging in a study of the return on investment of the medical center's PRO implementation. In July 2018, she joined the UR Health Lab as the lead analyst for patient-reported outcomes, developing infrastructure to support research and clinical inquiry, building reporting and analytical tools, and engaging in research to support and guide URM's PRO program.

Patricia Franklin, MD, MPH, MBA

Professor, Northwestern University, Feinberg School of Medicine
Chicago, Illinois

Patricia Franklin is a physician scientist with 25 years of leadership experience within health system quality programs and national research initiatives. Dr. Franklin transforms data, including patient-reported outcomes (PROs), to support clinicians, patients, health system leaders, and policymakers to improve healthcare. She is PI of a national orthopedic research registry, FORCE-TJR, and her team collects PROs from tens of thousands of patients annually to inform clinical quality, including a study of predictive analytics to integrate PROs into individualized, shared decision reports to guide surgical decisions. Dr. Franklin is Professor of Medical Social Sciences at Northwestern University Feinberg School of Medicine.

Janel Hanmer, MD, PhD

Medical Director, University of Pittsburgh Medical Center
Pittsburgh, Pennsylvania

Janel Hanmer, MD, PhD is a practicing general internist with a PhD in Population Health Sciences. Her program of research focuses on health outcomes measurement. For example, she has explored the comparability of different health measures, calculated nationally representative estimates of health-related quality of life, and created a method to benchmark health-related quality of life measures for clinical settings. She is also the Medical Director of Patient Reported Outcomes at the UPMC health system where she oversees the design, implementation, and evaluation of patient-reported outcome data collection systems within the electronic health record.

Stephen Hoy

Chief Operating Officer, Patient and Family Centered Care Partners, Inc.
Long Beach, California

Diagnosed with mitochondrial disease as a child, Stephen has extensive experience in managing his health to best support an active lifestyle of outdoor activity. Growing up so deeply involved in his own care has given Stephen a profound view of how patients and families can be utilized as a resource across the healthcare continuum. He now serves as a Patient Family Advisor locally at Mammoth Hospital in California, and nationally in partnership with organizations like National Quality Forum (NQF), Centers for Medicare and Medicaid Services (CMS), Institute for Healthcare Improvement (IHI), and the American Institute of Research (AIR).

Roxanne Jensen, PhD

Program Director, Outcomes Research Branch, National Cancer Institute
Bethesda, Maryland

Roxanne E. Jensen, PhD, is a Psychometrician and Program Director in the Outcomes Research Branch, in the Healthcare Delivery Research Program at the National Cancer Institute. Dr. Jensen's research focuses on studying patient-reported outcomes (PROs) integration and reporting approaches in clinical care settings. Dr. Jensen is currently the scientific lead for the SEER-Medicare Health Outcomes Survey (SEER-MHOS) linked database supporting cancer-focused research on PROs, health outcomes and survey-based effectiveness of care quality indicators. Prior to NCI, Dr. Jensen was involved projects evaluating the validity and generalizability of Patient-Reported Outcomes Measurement Information System® (PROMIS) tools within and across cancer populations.

Diana Jolles, PhD, CNM

Midwife, El Rio Community Health Center
Tucson, Arizona

Diana R. Jolles, PhD, CNM, began as a National Health Service Corp Scholar in the Rio Grande Valley of South Texas. There, she was mentored in public health innovation, appropriate use, quality measurement, patient experience of care measurement and reporting along with implementation science. Jolles is recognized as a national leader, largely for her development of the Denver Health Medical Center inpatient midwifery service which was a service line innovation driven by preference sensitive care. Jolles served as the Director of the Family Health and Birth

Center in Washington, DC and was recognized for her development of the community health worker program. As faculty for Frontier Nursing University, Jolles teaches innovation, quality improvement, and healthcare finance. A 2016 curriculum redesign led by Jolles has succeeded in demonstrating over 350 patient engagement innovations across the United States. As a scholar, her research includes evaluation of unwarranted variation in NQF-endorsed quality measures within populations of Medicaid beneficiaries. Jolles works at El Rio Community Health Center in Tucson Arizona where she attends families at El Rio's Birth and Women's Health Center and Tucson Medical Center.

Carolyn Kerrigan, MD, MHCDS

Professor of Surgery, Active Emerita, Dartmouth-Hitchcock Medical Center
Lebanon, New Hampshire

Dr. Carolyn Kerrigan has more than 30 years of diverse leadership experience as a clinician, an educator, a researcher, a healthcare leader and mentor with significant accomplishments in systems redesign, quality improvement, physician performance measurement, and strategic planning and team building. Under her direction, Dartmouth-Hitchcock Medical Center has implemented a system-wide program to integrate patient-reported outcome assessment in clinical practice, which has extended to over 50 health conditions and collects over 250,000 questionnaires annually. She is the medical director of patient-reported outcomes and has been leading implementation of PROs in clinical care at the organization since 2004. She has worked with over 25 specialties and over 50 health conditions to implement PROs into everyday workflows. She has been trained as a plastic surgeon with a hand surgery fellowship, but is currently retired from clinical practice. Currently, she works in PRO implementation for the Population Health group at Dartmouth-Hitchcock. Additionally, she serves on ICHOMs Overall Adult Health workgroup defining measures, which include PROs.

David Levine, MD, MPH

Group Senior Vice President of Advanced Analytics and Product Strategy, Vizient
Chicago, Illinois

Dr. David Levine is the Group Senior Vice President of Advanced Analytics and Product Strategy for Vizient. He works to bring analytics across clinical, operational, and supply chain offerings to provide insights to members. He joined Vizient in 2010 after practicing for 15 years and serving as medical director of the emergency department at John H. Stroger Jr. Hospital of Cook County in Chicago, IL. Dr. Levine earned his medical degree from Northwestern University's Feinberg School of Medicine. He did his residency at Boston City Hospital where he was chief resident. He has a bachelor's degree from the University of Michigan.

Cari Levy, MD, PhD, CMD

Professor of Medicine, Denver VA Medical Center
Denver, Colorado

Dr. Cari Levy currently is a Professor in the Department of Medicine at the Rocky Mountain Regional Veterans Affairs (VA) Medical Center and the University of Colorado School of Medicine. She serves as Section Chief of Palliative Medicine and Associate Director of the Center of Innovation for Veteran-Centered and Value-Driven Research at the Denver VA Medical Center. Dr. Levy received her undergraduate degree from Pepperdine University and her medical degree

from the University of Colorado. She completed her residency and chief residency at Vanderbilt University. Her geriatric fellowship and PhD in clinical sciences were completed at the University of Colorado. Dr. Levy served as President of AMDA (2018-2019)—The Society for Post-Acute and Long-Term Care—and is an active member of the American Geriatric Society and the American Academy of Hospice and Palliative Medicine. She has been involved extensively in health service research with a focus on improving nursing home and end-of-life care for older adults with publications of articles related to this research in *Chest*, *Cancer*, *Medical Care*, *JAMA Internal Medicine*, *The Journal of the American Medical Directors Association*, *The Gerontologist* and the *Journal of Hospital Medicine*.

Jana Malinowski

Cerner Corporation
Kansas City, Missouri

Jana brings more than 20 years of experience in healthcare technology, consulting, and strategy. With a rich background in regulatory, quality, and population health management, Jana brings a holistic view to the challenges of measure development, reporting, and consumer engagement. Jana has led regulatory consulting and strategy for quality management and patient portals. In addition, Jana is an integrator and excels in the ability to bring process and relationships together to produce optimal outcomes. Jana is active in the industry, co-chairing the EHRA Quality Workgroup as well as participating in a variety of informatics workgroups including FHIR, HL7, and QDM.

Donald Patrick, PhD, MSPH

Professor, University of Washington
Seattle, Washington

Donald Patrick is Professor at the University of Washington. He has received international recognition as a leading developer and user of multiple patient-centered outcome measures in application to chronic diseases, adolescence, regulatory assessment, and health equity. He was a special government employee for the FDA and helped to produce the Guidance on PROs. He is involved in both the International Society for Quality of Life Research, for which he was inaugural president, and the International Society for Pharmacoeconomics and Outcomes Research. He is an elected member of the National Academy of Medicine. He consults widely in PROs and other clinical outcomes assessment.

Marla Robinson, MSc, OTR/L, BCPR, BT-C, FAOTA

Assistant Director, Inpatient Therapy, University of Chicago Medical Center
Chicago, Illinois

Marla is the assistant director of inpatient therapy at the University of Chicago Medical Center. She oversees the operations for acute care hospitals and outpatient programs. Her clinical work and research are in burn rehabilitation. She is Burn Therapists-Certified and helped develop the American Burn Association Burn Therapist Certification. Among other roles, she is chair of AOTA's Commission on Continuing Competence and Professional Development and has served on committees of The Joint Commission and the Society of Critical Care Medicine. Marla speaks nationally on burn rehabilitation and readmissions. She has authored chapters on continuing competence, management, and acute care.

Margaret Samuels-Kalow, MD, MPhil, MSHP

Assistant Director of Emergency Medicine, Massachusetts General Hospital
Boston, Massachusetts

Dr. Samuels-Kalow is an Assistant Professor of Emergency Medicine and Pediatrics at Massachusetts General Hospital, Harvard Medical School. She completed her residency training at the Harvard Affiliated Emergency Medicine Residency in 2012 and her fellowship in pediatric emergency medicine at the Children's Hospital of Philadelphia in 2015. Her current research focuses on developing interventions to improve disparities measurement and develop interventions to reduce disparities in emergency care, particularly for patients with limited health literacy and limited English proficiency. She most recently served as the co-chair of the NQF Chief Complaint-Based Quality of Emergency Care Committee.

Jeffrey Schneider, MD

Medical Director, Spaulding Rehabilitation Hospital
Charleston, Massachusetts

Dr. Jeffrey C. Schneider is the Medical Director of Burn, Trauma, & Orthopedic Rehabilitation at Spaulding Rehabilitation Hospital, Division Chief of Comprehensive Rehabilitation and Associate Chair of Physical Medicine & Rehabilitation at Harvard Medical School, and Director of the Rehabilitation Outcomes Group at Spaulding Rehabilitation Hospital. Dr. Schneider is Project Director of the Boston-Harvard Burn Injury Model System, a multi-institutional clinical and research collaboration between Spaulding Rehabilitation Hospital, Massachusetts General Hospital, Brigham and Women's Hospital, Boston University, and Shriners Hospitals for Children—Boston. He is a national expert on the long-term effects of burn injury.

Paul Shekelle, MD, PhD, MPH

Director, Southern California Evidence-Based Practice Center, RAND Corporation
Santa Monica, California

Paul Shekelle is director of the Southern California Evidence-Based Practice Center site at the RAND Corporation, a consultant in health sciences at RAND, professor of medicine at the UCLA School of Medicine, and a staff physician at the VA Medical Center in West Los Angeles. He received his MD from Duke University; his MPH from the University of California, Los Angeles (UCLA); and his PhD from the UCLA School of Public Health. His scholarly interests are in the areas of evidence-based medicine, practice guidelines, and quality of care.

Leif Solberg, MD

Senior Advisor and Senior Investigator, HealthPartners
Minneapolis, Minnesota

Leif I. Solberg, MD, is a family physician and Senior Advisor at HealthPartners as well as Senior Investigator at HealthPartners Institute and long-time board member at ICSI (regional quality improvement collaborative). He is internationally known for his practice-based research on quality measurement and improvement, clinical preventive services, chronic disease and depression care, the medical home, patient outcomes, and implementation and dissemination of research. He has published over 275 peer-reviewed articles and is a member of the National Academy of Medicine.

John Spertus, MD, MPH

Professor, University of Missouri, Kansas City
Kansas City, Missouri

Dr. John Spertus is a cardiologist and health services researcher who has pioneered the creation and use of PROs in cardiology. Dr. Spertus is an internationally renowned outcomes researcher in cardiology who has been very involved in the development of the ACC/AHA Performance Measures and Appropriate Use Criteria. He has been a leader in measuring the patient's voice through the development of patient-reported outcomes measures (PROs). He developed the Seattle Angina Questionnaire, the Kansas City Cardiomyopathy Questionnaire, and the Peripheral Artery Questionnaire. He has been a leader in the inclusion of PROs as endpoints of clinical trials, features of shared decision making, as tools in clinical practice and as measures of healthcare quality.