



Patient Experience and Function Standing Committee, Fall 2019

*New Committee Appointments

Committee Chairs

Gerri Lamb, PhD, RN, FAAN

Associate Professor, Arizona State University
Tucson, Arizona

Gerri Lamb, PhD, RN, FAAN co-chaired the former NQF Standing Committee on Care Coordination and is a nationally recognized expert in care coordination. She currently serves as subject matter expert on care coordination for the MAP Subcommittee on post-acute and long-term care. She is well known for her leadership and research on care coordination, case management, and transitional care. She has presented numerous papers and published extensively on the process and outcomes of care coordination in acute care, long-term care, and community settings.

Lee Partridge

Advisor, United Hospital Fund
New York, New York

Lee Partridge has more than 35 years of experience in health policy and administration. In March 2016 she joined the child health staff of the United Hospital Fund and works with its grant initiative supporting New York City pediatric practices that screen their patients for social determinants of health and link families in need with appropriate community-based organizations. Her previous experience includes serving as health policy advisor to the National Partnership for Women and Families, where she specialized in performance measurement and quality improvement. She has been a consumer “voice” on several committees of the National Committee for Quality Assurance, including its Clinical Programs Committee and the advisory panels for its PCMH recognition program. She also served two terms as a member of the NQF CSAC. As the Director of the D.C. Medicaid program from 1983 to 1992 she was deeply engaged in efforts to address the AIDS epidemic, to reduce the city’s infant mortality rate, and to relocate its developmentally disabled residents from institutional to community settings.

Christopher Stille, MD, MPH, FAAP

Professor of Pediatrics, University of Colorado School of Medicine; Section Head, Section of General Academic Pediatrics University of Colorado School of Medicine & Children's Hospital
Aurora, Colorado

Christopher Stille, MD, MPH is Professor of Pediatrics and Section Head of General Academic Pediatrics at the University of Colorado School of Medicine and Children’s Hospital Colorado. He leads a very active group of over 50 pediatric faculty, practices and teaches primary care pediatrics, and conducts pediatric health services research and quality improvement focused on improving systems of care for children and youth with special health care needs (CYSHCN) in the Medical Home. The primary focus of his

research has been improving communication and coordinated care for CYSHCN between primary care clinicians, subspecialists and family members. He has led projects funded by the U.S. Maternal and Child Health Bureau (MCHB), the Robert Wood Johnson Foundation, local and regional funders to pursue this investigation. Most recently, he became Principal Investigator of a MCHB-funded national network to conduct health systems research for CYSHCN. Dr. Stille is a member of the Executive Committee of the Council on Children with Disabilities of the American Academy of Pediatrics, and has been a member of several expert panels convened by the U.S. Maternal and Child Health Bureau on topics including establishing an evidence base for the Medical Home and access to pediatric specialty services for CYSHCN.

Committee Members

Richard Antonelli, MD, MS

Medical Director for Integrated Care, Boston Children's Hospital, Harvard Medical School
Boston, Massachusetts

Dr. Richard Antonelli is Medical Director of Integrated Care and Physician Relations and Outreach for Boston Children's Hospital and is on the faculty of the Harvard Medical School Department of Pediatrics. He has served on numerous national and state-level committees to further the evolution of care coordination functions to enable systems to become high performing delivery models and has published widely on this topic. Dr. Antonelli has previously served on the NQF Care Coordination Steering Committee and has served as an individual subject matter expert on child health for the Measure Applications Partnership. Throughout his career, Dr. Antonelli's work has focused on providing comprehensive, family-centered care for children, especially those with special healthcare needs.

Adrienne Boissy, MD, MA

Chief Experience Officer, Cleveland Clinic
Cleveland, Ohio

Adrienne Boissy, MD, MA, is Chief Experience Officer of Cleveland Clinic Health System and a staff neurologist at the Cleveland Clinic Mellen Center for Multiple Sclerosis. She previously served as Medical Director of the Center of Excellence in Healthcare Communication. Her team created a comprehensive program to strengthen physician and clinician communication skills throughout Cleveland Clinic and has trained thousands of staff physicians and clinicians to date. Dr. Boissy chairs the Empathy and Innovation summit, the largest independent summit on patient experience in the world. She currently serves as Editor-in-Chief of the Journal of Patient Experience, is on the editorial board of the National Multiple Sclerosis Society's Momentum magazine, was awarded an Arnold P. Gold Foundation grant for humanism in medicine, and is a Harvard Macy Scholar.

Donald Casey, MD, MPH, MBA, FACP, FAHA, FAAPL, DFACMQ

President, American College of Medical Quality (ACMQ)
Chicago, Illinois

Dr. Don Casey is currently President of the American College of Medical Quality (ACMQ). ACMQ is "The Organization" for healthcare professionals responsible for providing leadership in quality and safety outcomes, who want or need the tools, experience and expertise to improve the quality and safety of patient care. Dr. Casey is also Strategic Clinical Advisor for Medecision. Organizations representing the full fee-for-service to fee-for-value spectrum are leveraging Medecision's Aerial's Population Health Management solutions to improve healthcare value and transform challenges into opportunities for

more than 30 million people across the US. He currently serves on the faculty of Rush University, and also as adjunct faculty at Thomas Jefferson University College of Population Health, the University of Minnesota Institute for Health Informatics (IHI) and at Loyola of Chicago Quinlan School of Business' Healthcare Management Executive Education division. He has served as Chief Medical Officer for the Delmarva Medicare QIO, Catholic Healthcare Partners (now Mercy Health), Atlantic Health System and as CMO of the NYU Langone clinically integrated network. Dr. Casey co-chaired the NQF Care Coordination Steering Committee from 2005-2017 and is a widely published author and expert in healthcare quality. A board-certified primary care internist, Dr. Casey has practiced primary care, emergency medicine, and hospital/critical care medicine in a variety of clinical settings for 20 years, including an inner city Federally Qualified Health Center (FQHC), a 2 physician private office practice, a large internal medicine teaching program group practice and a multispecialty group in a rural community providing full risk/capitated care to Medicaid patients. He has also served as a medical director for long term care, palliative care, geriatric services and home care organizations.

Ariel Cole, MD*

Clerkship Director for Geriatrics, Florida State University College of Medicine Orlando campus
Winter Park, Florida

Dr. Cole received her medical degree from the University of South Florida in Tampa and completed her residency and fellowship training at Florida Hospital. As part of her role as director of the Geriatric Fellowship, Dr. Cole supervises medical students, residents, and geriatric fellows in the care of elderly patients in hospitals, outpatient clinics, nursing homes, and home visits. Dr. Cole is the Orlando campus Clerkship Director for Geriatrics at the Florida State University (FSU) College of Medicine. She is board certified in family medicine and geriatric medicine and is a certified medical director.

Ryan Collier, MD, MPH

Division Chief, Pediatric Hospital Medicine, University of Wisconsin-Madison
Madison, Wisconsin

Dr. Collier is an Assistant Professor of Pediatrics and chief of Pediatric Hospital Medicine at the University of Wisconsin School of Medicine and Public Health, research director of the Pediatric Complex Care Program, and an investigator at the University of Wisconsin Health Innovation Program. He completed an MPH and fellowship supported by the Maternal and Child Health Bureau, led quality efforts at the Mattel Children's Hospital UCLA, co-founded and co-directs the Pediatric Complex Care Program - a medical home for children with medical complexity at the University of Wisconsin-Madison. He has been principal, co-principal, or co-investigator on projects funded by HRSA, CMMI, Lucile Packard Foundation for Children's Health, and other public & private agencies.

Sharon Cross, LISW-S

Patient/Family Centered Care Program Director, The Ohio State University Wexner Medical Center
Columbus, Ohio

Sharon Cross is a Licensed Independent Social Worker with over 20 years of experience in the mental health and medical fields. She has served as the Program Director of the Medical Centers' Patient/Family Advisor Program since 2006. Having previously been a caregiver, Sharon is a strong advocate for Patient/Family Centered Care in her organization and had been the driving force behind a centralized program that has designed several Advisory Councils. Concurrently, she teaches online courses in two colleges focusing on Human Services topics. In her spare time, she enjoys geocaching, crochet, and admits to being a HayDay addict.

Christopher Dezii, MBA, RN, CPHQ

Lead, Healthcare Quality & Performance Measures, Bristol-Myers Squibb Company
Lawrenceville, New Jersey

Christopher Dezii is a contributing member to a number of Quality focused organizations and alliances such as, the National Quality Forum and the National Academy of Science, Engineering and Medicine's (NASEM) Clinical Effectiveness Research Innovation Collaborative (CERIC), PCORI stakeholder reviewer as well as serving as a PCORI Patient and Stakeholder reviewer mentor. Chris was a former member of the NASEM's Roundtable on Health Literacy and currently serves on the Roundtable on Quality Care for People with Serious Illness. Chris also served on the Medicare Evidence Development & Coverage Advisory Committee (MEDCAC) as well as elected to NQF's Measure Application Partnership as a representative of the Pharmaceutical Industry (PhRMA) with the role of recommending performance measures to the US Secretary of Health for use in government programming. He is a member of the National Pharmaceutical Council's, and PhRMA's Quality Subgroup.

Chris had been appointed to serve as a member of the Pharmacy Quality Alliance (PQA) Quality Metric Expert Panel (QMEP) and served for 6 years and currently serves on their Implementation Advisory Panel. He works closely with many Professional Organizations in assisting and supporting their efforts in the area of quality improvement serves as co-chair for the American College of Physicians' (ACP) Healthcare Roundtable. Mr. Dezii has been the recipient of the ACP's 2014 Quality Champion award and most recently, the 2018 ACP QI Supporter of the year. Chris has also been recognized as a measure development expert by CMS and has served in numerous advisory roles.

Shari Erickson, MPH

Vice President, Governmental & Regulatory Affairs, American College of Physicians (ACP)
Washington, District of Columbia

Shari M. Erickson is Vice President of Governmental and Regulatory Affairs with ACP. She directs and collaborates on the development of ACP policies and advocacy strategies to influence delivery system and payment reforms, such as ACOs, PCMHs, and the PCMH-neighborhood. Ms. Erickson also Co-Chairs the Patient-Centered Primary Care Collaborative's Center for Advocacy & Public Policy. Prior to ACP, she was a Senior Program Director with NQF and a Program Officer at the Institute of Medicine where she worked on multiple health care quality studies, including the landmark report, "Crossing the Quality Chasm: A New Health System for the 21st Century."

Dawn Hohl, RN, BSN, MS, PhD

Sr. Director of Transitions and Patient Experience, Johns Hopkins Home Care Group
Baltimore, Maryland

Dr. Hohl has served in this role for the past fifteen years. As a member of the executive team, she oversees care coordination and discharge planning functions for Hopkins hospitals and affiliates for all home-based services. Her responsibilities include patient satisfaction data reporting, lead customer service initiatives as well as the liaison for Johns Hopkins Home Care Group on service and safety initiatives including readmission preventions and transitions of care into the home. Previous work experience includes Director of Community Relations and Contracting at VNA of Maryland and Senior Vice-President, Patient Care Services, Home Care/Hospice Administrator, Bon Secours Baltimore. Dawn was an examiner for the Malcolm Baldrige National Quality Award for three years, and Associate Faculty at the College of Notre Dame of Maryland and University of Maryland and mentor for Johns Hopkins School of Nursing. Publications and grant work focus on home-based safety and transitions of care.

Sherri Kaplan, PhD, MPH

Professor of Medicine, Assistant Vice Chancellor, Healthcare Measurement and Evaluation, University of California Irvine School of Medicine
Irvine, California

Dr. Sherrie Kaplan is the Assistant Vice Chancellor for Healthcare Measurement and Evaluation, Professor of Medicine, University of California, Irvine (UCI), School of Medicine and Executive CoDirector, Center for Health Policy Research, UCI. In her distinguished career as a leading social scientist in medicine, Dr. Kaplan has applied the techniques of measurement science to the assessment of performance of varying levels of the healthcare system, from healthcare organizations to individual physicians, and is a national expert on this current and controversial topic. She is well known for her work in the development of measures of the quality of technical and interpersonal care, health status and quality of life, and heterogeneity of treatment effects, particularly for vulnerable populations.

Brenda Leath, MHSA, PMP

President/CEO, Leath & Associates, LLC
Washington, District of Columbia

Ms. Leath is the President/CEO of Leath & Associates, LLC, a newly established minority woman-owned small business specializing in market focused consultation and technical assistance for diverse health and human service clientele. Concurrently, she is the Pathways Community HUB Institute's Certification Director. She maintains a career focus on quality improvement and achieving health equity among racial-ethnic minority, vulnerable and disenfranchised populations. Brenda Leath is the recipient of a presidential committee appointment; gubernatorial and mayoral citations; and a US Department of Health and Human Services department award. Ms. Leath is a Doctor of Professional Studies in Bioethics and Health Policy student at Albany College of Medicine, Alden March Bioethics Institute, and a Georgetown University and George Washington University graduate.

Brian Lindberg, BSW, MMHS

Executive Director, Consumer Coalition for Quality Health Care
Washington, District of Columbia

Brian Lindberg, Executive Director of the Consumer Coalition for Quality Health Care, has participated in the NQF from the original Planning Committee (appointed by Vice President Gore), to steering committees, as a Board member (two terms), Chair of the Consumer Council and more. In addition, he has represented consumers on boards and panels including for CMS, NCQA, the Joint Commission, and the IoM. Mr. Lindberg worked for ten years on the House and Senate Aging Committees. He holds a BSW from Temple University, a MMHS from Brandeis University, and did graduate work at the University of Stockholm.

Ann Monroe

Former President, Health Foundation for Western & Central New York
Buffalo, New York

Ann served as president of the Health Foundation for Western and Central New York from when it began operation in 2003 through 2016. Ann has more than 40 years of experience in health and human services, including six years as the director of the quality initiative at the California HealthCare Foundation and more than 10 years as senior vice president at Blue Cross of California. Ann is a member of New York State Governor Andrew Cuomo's Medicaid Redesign Team, chair of the Oversight Panel for

NY's \$6 billion Medicaid waiver and is a member of the Executive Council for NY AARP. She is former chair of the Consensus Standards Approval Committee of the National Quality Forum and serves on the boards of Grantmakers in Aging and the New York eHealth Collaborative.

Lisa Morrise, MA

Patient Co-Chair, Patient & Family Engagement Affinity Group National Partnership for Patients
Salt Lake City, Utah

Lisa has a BS in Journalism and an MA in Radio-TV-Film. She worked on-air and in broadcast sales. She has taught Communications, Public Speaking, and Consumer Behavior at local Universities and teaches Media Management for Brigham Young University. Lisa has had three children with special needs. She has lobbied locally and nationally for healthcare related issues. As Patient and Family Centered Care Coordinator for Primary Children's, Lisa facilitated the Family Advisory Council and family member advisors throughout the hospital. Lisa serves as the Patient Co-Lead on the Patient and Family Affinity Group for the CMS National Partnership for Patients.

Randi Oster, MBA*

President, Help Me Health
Fairfield, Connecticut

Randi Oster is a nationally known catalyst for healthcare reform and a passionate patient advocate, showcased in grand rounds with entities such as Yale New Haven Hospital and published in media such as *The Washington Post* and *JAMA*. She is a voting representative on the FDA pediatric advisory committee. She is a founding member of several patient advocacy associations, including Right Care Alliance, Patient Safety Action Network, and the Patient Experience Policy Forum. Her award-winning book, *Questioning Protocol*, recounts her family's journey during her son's health crisis all set against her expertise in business as an aerospace engineer in corporate America.

Charissa Pacella, MD

Chief of Emergency Services and Medical Staff, University of Pittsburgh Medical Center (UPMC)
Pittsburg, Pennsylvania

Charissa Pacella serves as Chief of Emergency Services and Medical Staff President at UPMC Presbyterian-Shadyside Hospital. She is also the Vice Chair of Operations for the University of Pittsburgh Department of Emergency Medicine with oversight of four UPMC emergency departments. In those roles, she leads and participates with multiple ongoing interdisciplinary teams to improve clinical care transitions including the Safe Handoff Committee, Patient Safety Committee, Hospital Flow Committee, Trauma Medical Advisory Committee, Comprehensive Stroke Center Leadership Committee. She helped design a system initiative to improve the handoff of care back to a primary care physician following ED discharge for patients in need of more intense outpatient management.

Lenard Parisi, RN, MA, CPHQ, FNAHQ

Senior Operational Consultant, Strategic Quality Solutions LLC
New York, New York

Lenard L. Parisi served as a Vice President of Quality Management and Performance Improvement of Metropolitan Jewish Health System, since September 2005. Mr. Parisi served as a Director of Nursing Professional Practice and Quality Management at Memorial Sloan-Kettering Cancer Center in New York. He has published many works, including "Patient Identification: The Foundation for a Culture of Patient Safety" in the *Journal of Nursing Care Quality* in 2003. He serves as a member of the advisory board of

The Joint Commission on Accreditation of Healthcare Organizations. He serves on the editorial board of the Journal of Nursing Care Quality and Journal of Healthcare Quality. He served as president of the New York Nurses Network for Healthcare Quality and secretary of the New York Association for Healthcare Quality. Mr. Parisi graduated from Long Island University with a bachelor of science in nursing. He also holds a master's degree in community health from Brooklyn College of the City University of New York.

Debra Saliba, MD, MPH

Professor of Medicine, UCLA/JH Borun Center, VA GRECC, RAND Health
Los Angeles, California

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 Innovation. She is also a senior natural scientist at RAND. As a geriatrician and health services researcher, Dr. Saliba's research has focused on improving quality of life for vulnerable older adults across the care continuum. A major theme of this research has been the inclusion of patients and caregivers in health and need assessment. Dr. Saliba's research has included the development and testing of surveys of older adults' preferences, self-reported pain measurement, pressure ulcer and fall prevention, the development of quality measures, rejection of care behaviors, and both self-report and administrative data-based instruments to predict functional limitation and death. Dr. Saliba was principal investigator of the national research to revise the Minimum Data Set for Nursing Homes (MDS 3.0) for CMS and the VA. Items that relied on resident voice were introduced, reinforcing the goal of resident directed care. Dr. Saliba is Deputy Editor for the Journal of the American Geriatrics Society and past President and Board Chair of the American Geriatrics Society. She also serves on National Quality Forum MAP Workgroup on Post-Acute and Long-Term care quality and the CMS 5-Star TEP for Nursing Homes.

Ellen Schultz, MS (Inactive for Fall 2019 Cycle)

Senior Researcher, American Institutes for Research (AIR)
Chicago, Illinois

Ellen Schultz is a Senior Researcher with the American Institutes for Research (AIR), specializing in quality measurement. Her work has focused on care coordination, clinical decision support, quality improvement, health care utilization, and quality measurement, including developing quality indicators related to patient safety, ambulatory care, lung cancer, home- and community-based services, hospital readmissions, and care coordination. Currently she oversees four pilot projects implementing a set of principles for patient-centered measurement that she and others developed in partnership with patients, families and other healthcare stakeholders, work that NQF selected as the center of its 2017 learning collaborative. In 2016, she received one of five NQF Measure Incubator Innovation Challenge awards for work engaging patients and families in developing patient-reported outcome-based performance measures. Schultz holds an M.S. in life sciences communication from the University of Wisconsin-Madison.

Lisa Suter, MD

Assistant Professor and Associate Director, Yale School of Medicine, and Yale/CORE
New Haven, Connecticut

Lisa G. Suter, MD has over 20 years as a practicing physician in inpatient and outpatient settings and over 15 years as a health services researcher. She serves as Acting Chief of Rheumatology at the West

haven Veterans Affairs Medical Center and is a Director of Quality Measurement at Yale New Haven Health Services Corporation Center for Outcomes Research and Evaluation (CORE). At CORE, she has led, directed, or consulted on the development of more than 30 outcome measures for CMS, including measures based upon claims, patient-reported outcomes, and EHR data). She also supervises quality measure development for the American College of Rheumatology.

Peter Thomas, JD

Principal, Powers, Pyles, Sutter & Verville, P.C.
Washington, District of Columbia

Through my professional experience as a health care attorney representing multiple health care clients in the post-acute care continuum, as well as my personal experience as a bilateral amputee, I have extensive experience with policies involving rehabilitation and disability research, outcomes measurement, patient-centered care, the importance of functional (not just medical) status, quality of life, risk adjustment, and many other concepts. With bundled payment systems for rehab and post-acute care coming, we need good quality metrics so people with injuries, illnesses, disabilities and chronic conditions continue to have access to the appropriate setting of care and the appropriate intensity, duration, and scope of timely rehabilitation.

Tracy Wong, MBA*

Director of Value and Patient Experience, Seattle Cancer Care Alliance
Seattle, Washington

Tracy Wong, Director of Value and Patient Experience at Seattle Cancer Care Alliance, oversees quality measurement and performance improvement to demonstrate better outcomes. She has led work to facilitate collection of PROs to address symptom burden, standardized customer service principles, and implemented advanced analytics to understand/improve care throughout treatment and at the end of life. Additionally, she works collaboratively with commercial insurers to develop large-scale solutions to decrease patients' financial stress and uncertainty. She is Incoming Chair of the ADCC, a member of the NCCN PRO Workgroup, and on the TEP for PROMOnc (a CMS-funded PRO development project).