

### Patient Experience and Function Standing Committee — Fall 2022

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#### Committee Chairs

**Gerri Lamb, PhD, RN, FAAN**

Associate Professor, Arizona State University  
Tucson, Arizona

Dr. Gerri Lamb co-chaired the former National Quality Forum (NQF) Standing Committee on Care Coordination and is a nationally recognized expert in care coordination. She currently serves as a subject-matter expert on care coordination for the Measure Applications Partnership (MAP) Subcommittee on post-acute and long-term care. Dr. Lamb 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.

**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

Dr. Christopher Stille is a 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 healthcare 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 United States (U.S.) Maternal and Child Health Bureau (MCHB), the Robert Wood Johnson Foundation, and local and regional funders to pursue this investigation. Most recently, he became the 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 MCHB 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 Department of Pediatrics  
Boston, Massachusetts

Dr. Richard Antonelli is the Medical Director of Integrated Care and Physician Relations and Outreach for

Boston Children's Hospital and serves 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 NQF's Care Coordination Steering Committee and as an individual subject-matter expert on child health for MAP. 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

Dr. Adrienne Boissy is the 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 the 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*, sits 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.

**Desiree Collins-Bradley**

ATW Health Solutions  
Fresno, Texas

Desiree Collins-Bradley has worked with several organizations, both locally and nationally, around patient and family engagement. As the mother of a child born with Jarcho Levin syndrome, a rare genetic disorder, she is passionate about ensuring that patient voices are represented at all levels of shared decision making. Desiree has become an advocate not only for her daughter, but also the medical community as a whole. She has contributed to NQF's work in the past and remains committed to ensuring that diverse and inclusive perspectives are represented in efforts to improve patient and family engagement.

**Donald Casey, MD, MPH, MBA, MACP, FAHA, DFACMQ, DFAAPL, CPE**

Associate Professor of Internal Medicine at Rush Medical College  
Chicago, Illinois

Dr. Don Casey currently serves as an Associate Professor of Internal Medicine at Rush Medical College in Chicago and as an adjunct faculty member at Thomas Jefferson University College of Population Health in Philadelphia. In addition, he is an affiliate faculty member at the University of Minnesota Institute for Health Informatics. A nationally renowned expert in healthcare quality and quality measurement, Dr. Casey co-chaired NQF's Care Coordination Steering Committee from 2005 to 2017 and is currently an active member of NQF's Patient Experience and Function (PEF) Standing Committee. In addition, Dr. Casey is a/the Senior Associate Editor of the *American Journal of Medical Quality* (AJMQ) and a widely published author of more than 125 published peer-reviewed manuscripts, with more than 49,500 citations. He has served in many executive and clinical leadership roles working closely with and in many U.S. health systems on quality improvement, value-based care, physician leadership, academic affairs, and clinical research. A board-certified general internist, Dr. Casey has practiced primary care,

emergency medicine, and hospital/critical care medicine in a variety of clinical settings for 19 years, including an inner city Federally Qualified Health Center (FQHC), a two-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. Dr. Casey received his doctor of medicine from the University of Cincinnati, an MPH from Johns Hopkins, and an MBA from The Wharton School of the University of Pennsylvania.

**Ryan Coller, MD, MPH**

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

Dr. Ryan Coller 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 MCHB, led quality efforts at the Mattel Children's Hospital UCLA, and 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 served as principal, co-principal, or co-investigator on projects funded by the Health Resources and Services Administration (HRSA), the Center for Medicare & Medicaid Innovation (CMMI), Lucile Packard Foundation for Children's Health, and other public and 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 at two colleges focusing on human services topics. In her spare time, Sharon enjoys geocaching and crochet and admits to being a HayDay addict.

**Christopher Dezii, MBA, RN, CPHQ**

Former 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 NQF and the National Academy of Science, Engineering, and Medicine's (NASEM) Clinical Effectiveness Research Innovation Collaborative (CERIC). He is also a Patient-Centered Outcomes Research Institute (PCORI) stakeholder reviewer and has served as a PCORI Patient and Stakeholder reviewer mentor. He 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. Mr. Dezii also served on the Medicare Evidence Development & Coverage Advisory Committee (MEDCAC) and was also elected to NQF's MAP as a representative of the Pharmaceutical Industry (PhRMA) with the role of recommending performance measures to the U.S. Secretary of Health for use in government programming. He is a member of the National Pharmaceutical Council's and PhRMA's Quality Subgroup. In addition, he was appointed to serve as a member of the Pharmacy Quality Alliance's (PQA) Quality Metric Expert Panel.

(QMEP) and served for six years and currently serves on their Implementation Advisory Panel. He has worked closely with many professional organizations in assisting and supporting their efforts in the area of quality improvement and serves as co-chair for the American College of Physicians' (ACP) Healthcare Roundtable. Mr. Dezii was the recipient of ACP's 2014 Quality Champion Award and, most recently, the 2018 ACP Quality Improvement (QI) Supporter of the Year. He has also been recognized as a measure development expert by the Centers for Medicare & Medicaid Services (CMS) and has served in numerous advisory roles.

**Shari M. Erickson, MPH**

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

Shari Erickson is the Vice President of Governmental and Regulatory Affairs at ACP. She directs and collaborates on the development of ACP policies and advocacy strategies to influence delivery system and payment reforms, such as accountable care organizations (ACOs), patient-centered medical homes (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 (IOM), where she worked on multiple healthcare quality studies, including the landmark report titled *Crossing the Quality Chasm: A New Health System for the 21st Century*.

**Dawn Hohl, PhD, MS, BSN, RN**

Senior Director, Transitions and Patient Experience, Johns Hopkins Home Care Group  
Baltimore, Maryland

Dr. Dawn Hohl has served as the Senior Director of Transitions and Patient Experience at Johns Hopkins Home Care Group for the past 15 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 and leading customer service initiatives. Dr. Hohl also serves 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 the Director of Community Relations and Contracting at the Visiting Nurse Association of Maryland and Senior Vice President of Patient Care Services and Home Care/Hospice Administrator at Bon Secours Baltimore. Dr. Hohl was also an examiner for the Malcolm Baldrige National Quality Award for three years, an associate faculty member at the College of Notre Dame of Maryland and University of Maryland, and a 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 and 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 and Professor of Medicine at the University of California, Irvine (UCI), School of Medicine. She is also the Executive Co-Director at the Center for Health Policy Research at 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, DPS, MHSA, PMP**

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

Dr. Brenda Leath is the President and 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 services clientele. Concurrently, she is the Director of the Pathways Community HUB Institute's Certification. She maintains a career focus on quality improvement and achieving health equity among racial-ethnic minorities and vulnerable and disenfranchised populations. Dr. Leath is the recipient of a presidential committee appointment; gubernatorial and mayoral citations; and a U.S. Department of Health and Human Services (HHS) department award. Dr. Leath earned her doctor of professional studies in bioethics and health policy at the Alden March Bioethics Institute of Albany Medical College and is a graduate of Georgetown University and George Washington University.

**Brian Lindberg, MMHS, BSW**

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

Brian Lindberg is the Executive Director of the Consumer Coalition for Quality Health Care and has participated in NQF in various capacities, from the original Planning Committee (appointed by Vice President Al 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, the National Committee for Quality Assurance (NCQA), The Joint Commission (TJC), and the Institute of Medicine (IOM). Mr. Lindberg worked for 10 years on the House and Senate Aging Committees. He holds a bachelor of social work from Temple University and a master's in the management of human services from Brandeis University and completed graduate work at the University of Stockholm.

**Lisa Morrise, MA**

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

Lisa Morrise has a bachelor of science in journalism and a master of arts in radio-TV-film and has worked on-air and in broadcast sales. She has also taught communications, public speaking, and consumer behavior at local universities and teaches media management at Brigham Young University. Lisa has three children with special needs and has lobbied both locally and nationally for healthcare-related issues. As the Patient- and Family-Centered Care Coordinator for Primary Children's Hospital, Lisa facilitates the Family Advisory Council and family member advisors throughout the hospital. She also serves as the Patient Co-Lead on the Patient and Family Affinity Group for the CMS National Partnership for Patients.

**Kirk Munsch**

Patient Advocacy Manager, Rare Patient Voice  
Colorado Springs, Colorado

Kirk Munsch is the patient advocacy manager at Rare Patient Voice, an organization that provides

patients and caregivers with rare diseases the opportunity to share their experiences through surveys and interviews. As patient advocacy manager, he focuses on patient and caregiver panelist satisfaction. He also leads recruitment efforts, overseeing event participation and managing a team of patient advocates working events across the U.S. Prior to joining Rare Patient Voice as an employee, he served on the multiple sclerosis patient panel and frequently participated in patient surveys. Mr. Munsch is driven to share his personal experiences to improve patient-reported outcome measures.

**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 the *Journal of American Medical Association* (JAMA). She is a voting representative on the U.S. Food and Drug Administration's (FDA) pediatric advisory committee and 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  
Pittsburg, Pennsylvania

Dr. Charissa Pacella serves as Chief of Emergency Services and President of Medical Staff at the University of Pittsburgh Medical Center (UPMC) Presbyterian-Shadyside Hospital. She is also the Vice Chair of Operations for the University of Pittsburgh's Department of Emergency Medicine, with oversight of four UPMC emergency departments. In these 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, and the Comprehensive Stroke Center Leadership Committee. She also helped design a system initiative to improve the handoff of care back to a primary care physician following emergency department discharge for patients in need of more intense outpatient management.

**Lenard L. Parisi, MA, RN, CPHQ, FNAHQ**

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

Lenard Parisi has served as Vice President of Quality Management and Performance Improvement of Metropolitan Jewish Health System since September 2005. Mr. Parisi also served as a Director of Nursing Professional Practice and Quality Management at the 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 currently serves as a member of the advisory board of TJC on the Accreditation of Healthcare Organizations and on the editorial board of the *Journal of Nursing Care Quality* and *Journal of Healthcare Quality*. Mr. Parisi also served as President of the New York Nurses Network for Healthcare Quality and Secretary of the New York Association for Healthcare Quality. He graduated from Long Island University with a bachelor of science in nursing and 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

Dr. Debra Saliba is the University of California, Los Angeles (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 Department of Veterans Affairs' (VA) Geriatric Research Education and Clinical Center (GRECC) and serves as the Strategic Program Lead for Aging and Long-Term Care populations in the VA Health Services Research and Development Service (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 the 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-reported and administrative data-based instruments to predict functional limitation and death. Dr. Saliba was a 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 the resident voice were introduced, reinforcing the goal of resident-directed care. Dr. Saliba is also the Deputy Editor for the *Journal of the American Geriatrics Society* and the past President and Board Chair of the American Geriatrics Society. She also serves on NQF's MAP Workgroup on Post-Acute and Long-Term care quality and the CMS 5-Star Technical Expert Panel (TEP) for Nursing Homes.

**Lisa G. Suter, MD**

Assistant Professor and Associate Director, Yale School of Medicine, and Yale/Center for Outcomes Research and Evaluation  
New Haven, Connecticut

Dr. Lisa Suter 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 VA 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, Dr. Suter 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 electronic health record (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 his professional experience as a healthcare attorney representing multiple healthcare clients in the post-acute care continuum, as well as his personal experience as a bilateral amputee, Peter Thomas has 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 rehabilitation and post-acute care coming, Mr. Thomas recognizes that we need good quality metrics so that 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.