



## Patient Experience and Function Standing Committee: Spring 2018 Cycle

### 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**

Retired Senior Health Policy Advisor  
New York, NY

Lee Partridge retired in March 2016 after over 10 years as senior health policy advisor at the National Partnership for Women and Families, where she specialized in performance measurement and quality improvement issues with special reference to lower income individuals and families. She is also a member of the National Committee for Quality Assurance Clinical Programs Committee, served on the NCQA Patient-centered Medical Home Recognition Advisory Panels in 2011 and 2014, and co-chaired the NCQA Specialty Practice Recognition Advisory Committee. In November 2014, she completed two terms as the first public member of the Council of Medical Specialty Societies. She is also a member of the American Academy of Pediatrics Advisory Panel to support implementation of the medical home model in the pediatric community. She continues to work on pediatric quality issues in her new home base of midtown Manhattan.

#### **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. Stille 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 close to 40 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 during the past 15 years has been improving communication and shared management for CYSHCN between primary care clinicians, subspecialists, and family members. He has led projects funded by the US MCHB, the Robert Wood Johnson Foundation, and local and regional funders to pursue this investigation. Dr. Stille has served as faculty on two quality improvement learning collaboratives to promote the Medical Home in pediatric practices sponsored by the National Initiative for Children's Healthcare Quality (NICHQ), is a member of the Project Advisory Committee for the National Center for Medical Home Initiatives 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**

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.

### **Beth Averbeck**

Medical Director, Primary Care, HealthPartners, Inc.  
Minneapolis, Minnesota

Beth Averbeck currently serves as HealthPartners' Medical Director of Primary Care. She is a respected executive physician leader with extensive experience in organizational culture, measure development, transparency, quality improvement, and clinical operations. Her areas of expertise include total cost of care, physician culture, reliability in ambulatory care, and reducing disparities. She is past chair of the Quality Council of the American Medical Group Association, a board member and past chair for Minnesota Community Measurement, and board vice chair of the Institute for Clinical Systems Improvement. In 2010, she was honored by the Minneapolis/St. Paul Business Journal, Women in Business Industry Leader Award.

### **Adrienne Boissy**

Physician, 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.

### **Rebecca Bradley, LCSW**

National Director of Case Management and Quality Standards, Encompass Corporation  
Birmingham, Alabama

Prior to joining the HealthSouth Corporate Quality and Clinical Excellence team in 1996, Becky was the Director of Social Work, Case Management and Director of Quality at Lakeshore Rehab Hospital, in Birmingham, Alabama. She also served as the Southeast Regional Quality Director on the original Regional Quality Leadership Board from 1993-1996. Her current projects and duties include serving as a member of the Quality Leadership Board, the liaison for all of HealthSouth's clinical leadership boards, Chairman of the Patient Safety Task Force, and Chairman of the Case Management Leadership Board.

On a national level, Becky serves as HealthSouth's representative to The Joint Commission's Corporate Advisory Committee for large corporate systems and on the Quality Committee of the Federation of American Hospitals.

Becky received her undergraduate degree in Communications from Georgia State University in Atlanta, Georgia, and a Masters of Social Work from the University of South Carolina, Columbia, South Carolina.

### **Sharon Cross**

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.

### **Ryan Coller, MD, MPH**

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

Dr. 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 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 and private agencies.

### **Christopher Dezii**

Director, Healthcare Quality & Performance Measures, Bristol-Myers Squibb Company  
Plainsboro, New Jersey

Christopher Dezii is the Director, Healthcare Quality and Performance Measures, at the Bristol-Myers Squibb Company. He is a member of the NQF and the National Academy of Medicine's Clinical Effectiveness Research Innovation Collaborative, PCORI stakeholder reviewer, and stakeholder mentor. Chris also serves on the Medicare Evidence Development & Coverage Advisory Committee and was elected to NQF's Measure Applications Partnership representing the pharmaceutical Industry. Chris served on many AHRQ study sections and on the Pharmacy Quality Alliance's Quality Metric Expert Panel. He was co-chair for the American College of Physicians' (ACP) Healthcare Roundtable and received the ACP's 2014 Quality Champion award.

### **Barbara Gage, PhD, MPA**

Associate Research Professor, George Washington School of Medicine and Health Sciences  
Washington, District of Columbia

Dr. Gage directed post-acute care (PAC) research for CMS for the last 20 years. As Director of Post-Acute Research at RTI, she led numerous technical expert panels, national studies of PAC populations, claims-based case-mix analysis, care coordination studies, and outcome analyses associated with services following hospital discharge. She also led teams to develop quality measures for CMS, and worked closely with the policymakers and PAC industry leaders over the years. She has given hundreds of presentations at research conferences, association meetings, and written extensively on these topics.

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

Director of Customer Service, Johns Hopkins Home Care Group  
Baltimore, Maryland

Dr. Hohl has served as Director of Customer Service for Johns Hopkins Home Care Group for the past 10 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, leading customer service initiatives as well as serving as liaison for Johns Hopkins Home Care Group on service and safety initiatives including readmission preventions. 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 the University of Maryland.

### **Stephen Hoy**

Director of Strategy and Programs, Patient Family Centered Care Partners  
Long Beach, California

Stephen Hoy is the Director of Strategy and Programs at PFCCpartners. After receiving his bachelors' degree in business management from the University of Denver, Stephen began working in hospital/healthcare performance improvement first by means of simulation. Now he works to promote the engagement of Patient and Family Centered Care at PFCCpartners. Diagnosed with mitochondrial disease as a child, Stephen has extensive experience in balancing his care with his hobbies. Growing up so deeply involved in his own care has given Stephen a profound view of how patients and families can be used as a resource across all stages of the healthcare continuum.

### **Sherrie 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 Co-Director, 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**

Senior Director, Westat  
Washington, District of Columbia

Brenda Leath, MHSA, PMP is a senior study director at Westat and co-executive director of the Center on Pathways Community Care Coordination for Westat's nonprofit affiliate, the Rockville Institute. Throughout her profession she has consistently focused on quality improvement and reduction of health disparities among racial and ethnic minority population groups, persons with disabilities, and economically and socially disenfranchised populations. Ms. Leath is a graduate of the Georgetown and the George Washington Universities. She is the recipient of a presidential committee appointment, gubernatorial and mayoral citations, and a department award from the U.S. Department of Health and Human Services.

### **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 Institute of Medicine. Mr. Lindberg worked for 10 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.

### **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 Hospital, 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

### **Terrance O'Malley, MD**

Medical Director, Non-Acute Care Services, Partners Healthcare System  
Boston, Massachusetts

Terrance O'Malley, MD, is an internist/geriatrician who specializes in the care of nursing home patients. As Medical Director of Non-Acute Care Services for Partners Healthcare, Dr. O'Malley focuses on improving transitions of care and the exchange of clinical information during transitions. He is co-principal investigator of IMPACT (Improving Massachusetts Post-Acute Care Transitions), a project assessing the impact on healthcare utilization of electronically exchanging clinical data among acute and non-acute care sites during care transitions. He also co-chairs the Long Term and Post Acute Care Sub-workgroup within the Standards and Interoperability Framework for the Office of the National Coordinator for Health Information Technology. He graduated from Amherst College and Cornell University Medical College, and trained in Primary Care Medicine at the Massachusetts General Hospital (MGH). He is on the teaching faculty at MGH and Harvard Medical School where he provides clinical care and supervises medical students, residents, and geriatric fellows.

### **Lenard Parisi, RN, MA, CPHQ, FNAHQ**

Vice President of Quality Management and Performance Improvement, Metropolitan Jewish Health System

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, consumer preferences, pressure ulcer and fall prevention, the development of quality measures, rejection of care behaviors, and 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 President-elect of the American Geriatrics Society and serves as co-chair for the National Quality Forum MAP Workgroup on Post-Acute and Long-Term Care quality.

**Ellen Schultz, MS**

Senior Researcher, American Institutes for Research (AIR)  
Washington, District of Columbia

Ellen Schultz is a senior researcher at American Institutes for Research focusing on quality measurement and care coordination. She managed the team that created and updated the Care Coordination Measures Atlas. She has reviewed the care coordination literature extensively while leading projects to assess the potential for EHR-based care coordination measurement, to evaluate care coordination measures suitable for accountability purposes, and to explore the care coordination evidence base. She is consulting on development of a new measure of coordination and has developed quality indicators for the home and community-based services population, ambulatory care, and community health.

**Lisa Gale Suter, MD**

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

Lisa G. Suter, MD, is a practicing internist and rheumatologist, a physician scientist, and a key member of the quality measurement leadership at Yale New Haven Health Services Corporation Center for Outcomes Research and Evaluation (CORE). She completed the Robert Wood Johnson Clinical Scholars Program before joining the Yale faculty in 2006. She has extensive training in clinical epidemiology and research methodology and over five years of experience developing outcome measures using a variety of data sources. Dr. Suter joined CORE in 2011 and, as Associate Director, she currently directs all hospital-level new measure development and surveillance work.

**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. He believes that with bundled payment systems for rehab and post-acute care coming, the nation needs good quality metrics so care is not stinted for disabled patients.