



## Patient Experience and Function Standing Committee

### COMMITTEE CO-CHAIRS

#### **Lee Partridge**

Advisor, United Hospital Fund  
New York, NY

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

### **Beth Averbeck, MD**

Senior Medical Director of Primary Care, HealthPartners Medical Group  
Minneapolis, Minnesota

Dr. Averbeck is an executive physician leader with extensive experience in organizational culture, clinical operations, governance, quality improvement, measure development, and physician resilience. She joined HealthPartners in 1992 as a practicing internist and is now responsible for HealthPartners primary care practice overseeing 400 clinicians in over 40 practice locations. She maintains a clinical practice in geriatrics.

Dr. Averbeck earned a Doctor of Medicine from the University of Minnesota Medical School. 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. She is currently Chair of the board of Minnesota Community Measurement, Vice Chair of the board of the Institute for Clinical Systems Improvement and serves on the board of the American Medical Group Association. She has been a committee member of the Measures Application Partnership Clinician Workgroup and Coordinating Committee.

### **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.

### **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 & private agencies.

### **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.

### **Christopher Dezii**

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**

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.

### **Stephen Hoy**

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

Stephen is the Chief Operating Officer at PFCCpartners. 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 Centers for Medicare and Medicaid Services (CMS), Institute for Healthcare Improvement (IHI), and the American Institute of Research (AIR).

**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 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.

#### **Linda Melillo, MA, MS, CPHRM**

Risk Management Coordinator, Saint Clare's Health  
Denville, New Jersey

Linda Melillo is the Risk Management Coordinator for Saint Clare's Health. She is formerly the Director of Patient Experience for the Spaulding Rehabilitation Network, a division of Partners Healthcare System, Boston, MA. Professionally, she is trained as both a CARF, International and Baldrige surveyor, authored the Beryl Institute course on Metrics & Measurement and has participated on national and international committees. She is a caregiver and a patient. Both, her parents and her husband are disabled and she is a traumatic brain injury survivor. Linda believes that measuring these experiences of care is critical to identifying opportunities to improve both quality and clinical outcomes.

#### **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

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

Physician, Massachusetts General Hospital, Partners Healthcare System  
Boston, Massachusetts

Dr. O'Malley is an internist/geriatrician who specializes in the care of nursing home patients. He is the former Medical Director of Non-Acute Care Services for Partners Healthcare and focused on improving transitions of care and the exchange of clinical information during transitions. He was co-principal investigator of IMPACT (Improving Massachusetts Post-Acute Care Transitions), a project funded by the Office of the National Coordinator for Health Information Technology (ONC) assessing the impact on healthcare utilization of electronically exchanging clinical data among acute and non-acute care sites during care transitions. He also co-chaired the Long Term and Post-Acute Care Sub-workgroup within the ONC Standards and Interoperability Framework. Currently he is a member of the federal Health Information Technology Advisory Committee (HITAC) and co-chairs the U.S. Core Data for Interoperability (USCDI) Task Force. 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.

#### **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**

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 Gale 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.