



Multistakeholder Input on Priority Setting for Health Care Performance Measurement: Getting to Measures that Matter

Health Workforce Committee Roster

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Robert Phillips, MD, MSPH

American Board of Family Medicine, Lexington, KY

William Pilkington, PhD

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George Zangaro, PhD, RN

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HealthPartners, Bloomington, MN



Health Workforce Committee Biographies

Melissa Gerdes, MD, has practiced family medicine for 14 years. She is Chief Medical Officer of Outpatient Services and ACO Strategy with Methodist Health System in Dallas, Texas. She is medical director of an employee patient-centered medical home pilot which emphasizes intensive management and outcomes changes for diabetes, hypertension, hyperlipidemia and obesity, among other conditions. Dr. Gerdes is the chairman of the Board of Directors and Medical Director of Methodist Health System and operates the Methodist Patient Centered Accountable Care Organization. The ACO is participating in CMS' Medicare Shared Savings Program to better coordinate 13,000 Medicare beneficiaries' care with emphasis on quality, patient experience, and cost. Dr. Gerdes' previous practice, Trinity Clinic Whitehouse, was the only clinic in Texas selected to participate in one of the first medical home pilots, the \$8 million "proof of process" TransforMed National Demonstration Project. Dr. Gerdes is a national speaker on the topic of Patient-Centered Medical Home. She has been featured in numerous medical and trade journals and newspapers. Dr. Gerdes earned a B.S. in Communications at Northwestern University, her M.D. at Loyola University Stritch School of Medicine in Chicago, and completed her residency at the University of Texas at Tyler, where she was chief resident. She has also served as the President of the Texas Academy of Family Physicians. She serves on the Commission on Quality and Practice for the American Academy of Family Physicians and was recently named chair for 2014.

Ann Lefebvre, MSW, CPHQ, is an Associate Director, for the NC AHEC Program at the University of North Carolina at Chapel Hill and oversees statewide quality improvement efforts for NC AHEC. Included in her responsibilities is the function of executive director of the NC regional extension center (REC) for health information technology as well as directing all statewide, practice-based quality improvement efforts under the NC AHEC Program. In this role, Ms. Lefebvre has worked in more than 100 practices to develop a practice facilitation program to help community-based primary care practitioners understand and improve their delivery of healthcare. Ms. Lefebvre also developed a program to train and support over 50 staff to perform as consultants in over 1100 primary care practices across the state. These staff use proven quality improvement techniques to provide on-site coaching in the adoption and use of technology to improve the overall population health by improving the delivery systems in the primary care setting. Additionally, Ms. Lefebvre has a faculty appointment in the Department of Family Medicine at UNC Chapel Hill and is currently serving as faculty for NC Center for Public Health Quality.

Evaline Alessandrini, MD, MSCE, is Professor of Pediatrics at the University of Cincinnati College of Medicine and is board-certified in both Pediatrics and Pediatric Emergency Medicine. She serves as the Assistant Vice President for Evidence & Measures Systems, leading a team that facilitates, enhances and aligns measurement both within and outside Cincinnati Children's Hospital Medical Center (CCHMC) in order to improve outcomes, experience and value of care. She is the director of the Quality Scholars Program in Health Care Transformation where she leads training for health care fellows and faculty to rigorously apply quality improvement methods to improve child health and healthcare. Dr. Alessandrini's area of research focus is pediatric health services and outcomes research, with particular emphasis on emergency and ambulatory service use in vulnerable populations. Her work has been funded principally by HRSA and AHRQ. She has served as the American Academy of Pediatrics



representative to the National Quality Forum's 2008 Steering Committee on Hospital-based Emergency Care, the CHCA/NACHRI representative to the NQF's 2010 Steering Committee on Ambulatory Care, the National EMS Research Priorities Project and the American College of Emergency Physicians Quality and Performance Summit. She has participated in Whole System Measure expert panels for the Child Health Corporation of America. Dr. Alessandrini was the co-director of the American Academy of Pediatrics 2010 Pediatric Emergency Medicine National Leadership Conference "Training leaders to improve healthcare quality in emergency settings for Children" and chaired the 2013 Academy for Healthcare Improvement's scientific meeting "Doing Research at the Front Line of Improving Healthcare". She currently chairs the Performance Measure task force of the AAP Section on Emergency Medicine's Committee on Quality Transformation.

Howard Berliner, ScD, is Director of Health Policy for largest health care worker union. 40 years as professor of health policy at the New School, NYU and Downstate Medical Center. Author of 8 books and dozens of articles in the professional and academic press.

Barbara Brandt, PhD, is one of the nation's foremost experts in interprofessional practice and education and a leading force in the creation of the National Center for Interprofessional Practice and Education housed at the University of Minnesota. As center director, Dr. Brandt is responsible for engaging leaders and experts across the country in this ground-breaking effort to improve health by realigning health professions education and care delivery. Dr. Brandt also serves as associate vice president for education and professor, pharmaceutical care and health systems at the University of Minnesota Academic Health Center. Dr. Brandt is also responsible for University of Minnesota *1Health* initiative to build interprofessional practice skills of students in a broad range of health professions. Dr. Brandt has helped drive curricular and educational change in the health professions in other roles as well. In 2000 she was a U.S. Public Health Service Primary Care Policy Fellow. From 2000 to 2006 she served on the board of directors of the Accreditation Council for Pharmacy Education, pharmacy's accrediting agency.

Amy Khan, MD, MPH, is CMO at Saint Mary's Health Plans with responsibility for quality improvement, medical management, health management and practitioner credentialing. Prior to SMHP, Khan served as VP and national medical director for Concentra Health Services, medical director and assistant physician-in-chief with The Permanente Medical Group, physician officer and medical epidemiologist with the US Public Health Service at the CDC and Indian Health Service, and patient-aligned care team physician with the Veterans Administration. She is a diplomat of the American Board of Internal Medicine, the American Board of Preventive Medicine and the American Board of Addiction Medicine.

Christine Kovner, PhD, RN, FAAN, is Professor at the College of Nursing, New York University (NYU) and Senior Fellow at the Hartford Institute for Geriatric Nursing at NYU, and faculty at the NYU Langone Medical Center. She is an active researcher involving studies on quality improvement, RN working conditions and the cost of nursing care including a current grant from the Robert Wood Johnson Foundation studying the care trajectories of new nurses. She has published numerous peer-reviewed articles, and has served as a grant reviewer for government agencies and foundations. She is on the Steering Committee for New York's Nursing Workforce Center.



Peter Lee, MD, MPH, FACOEM, Dr. Peter Lee is the Global Occupational Health and Wellness Leader for General Electric. In this capacity, Peter leads onsite clinic innovation and management, develops globally responsive medical policies and drives advancements in travel medicine, crisis management, and disease management. He also supports GE HealthAhead (culture of health initiative) to ensure population health and wellness programs are evidence based. He serves as GE's public health liaison. Peter is a graduate of the University of North Carolina at Chapel Hill, University of Vermont College of Medicine and the Harvard School of Public Health. His post graduate training encompasses an internship in general surgery, fellowship in healthcare quality and residency at the Harvard Occupational and Environmental Medicine Residency program; where he also served as chief resident. Peter's research interests in the employee health space and projects in patient safety have included the development of effective influenza vaccination strategies and novel center of excellence care models. Peter has been recognized by various professional societies including the American College of Medical Quality (ACMQ) for his leadership and research. He is board certified in Preventive Medicine and a fellow of the American College of Occupational and Environmental Medicine (ACOEM). Prior to GE, Peter served as Chief Strategy Officer and Corporate Medical Director of a Boston-based occupational medicine delivery and consulting firm. He enjoys teaching, learning, fundraising, mentoring, running, and golfing. He resides in Fairfield, Connecticut.

Gail Macinnes, MSW, is currently responsible for analysis of issues affecting the direct care workforce in order to influence national long-term services and supports (LTSS) policies. Previously, she worked as a consultant on LTSS and care coordination policy for the Social Work Leadership Institute of the New York Academy of Medicine and the National Academy of Elder Law Attorneys. Gail also worked for six years for the National Consumer Voice for Quality Long-Term Care, giving her in-depth understanding of LTSS consumer experiences. Gail holds a master's degree in social work from the University of Maryland at Baltimore.

Tami Mark, PhD, MBA, is a behavioral health services researcher with over 20 years' experience. She is the director of the Behavioral Health and Quality Research Division at Truven Health Analytics. She has authored more than 80 peer reviewed articles as well as numerous book chapters and government reports. She is on the editorial board of the Journal of Behavioral Health Services and Research, is a co-editor of the journal Psychiatric Services Datapoints column, and chairs the Academy Health Behavioral Health Interest Group. Her research interests include behavioral health financing, quality measurement, and pharmacoeconomics.

Jean Moore, BSN, MSN, has served as the Director of the Center for Health Workforce Studies at the SUNY Albany School of Public Health since 2003. Prior to that, she was Deputy Director of the Center for three years. Ms. Moore has extensive health workforce research experience. In addition, she has been an active member of planning committee for the Health Workforce Interest Group Meeting convened by Academy Health as part of its Annual Research Meeting. She is a standing planning committee member for both the AAMC annual physician workforce research meeting and the International Health Workforce Collaborative.



Robert Moser, MD is a family physician and the current Secretary of the Kansas Department of Health and Environment as well as the State Health Officer. Dr. Moser's undergraduate degree was from the KU School of Pharmacy. After completing his residency at the Smoky Hill Family Medicine program in Salina he practiced in his hometown of Tribune, Kansas for 22 years where after being the sole physician shortly after starting practice, when he left to teach he was one of five family physicians and 3 mid-level providers covering 3 western Kansas counties, Hamilton, Greeley and Wallace, that included 3 Rural Health Clinics and 2 Critical Access Hospitals. He left Tribune last summer and joined the KU School of Medicine, Department of Family and Community Medicine as an associate clinical professor. He was the Director of Rural Health and Outreach but left 5 months later to take his current position in Governor Brownback's cabinet. He is a past president of the Kansas Academy of Family Physicians and was the Family Physician of the Year in 2006. He has served on numerous committees at the state and national level including the Kansas Rural Policy Commission and the Veterans Affairs Rural Health Advisory Committee.

Sunita Mutha, MD is Professor of Medicine at the University of California, San Francisco. Her scholarly work focuses on the intersection between QI and healthcare disparities. She has participated in numerous national committees, most recently the Joint Commission's Expert Panel guiding development of hospital standards for culturally competent care. She has extensive experience developing and leading cultural competence trainings for health professionals. A practicing internist, she has held leadership roles with physician organizations including the California Association of Physician Groups, the nation's largest professional organization representing physician groups practicing in the managed care model.

Robert Phillips, MD, MSPH, is a graduate of the Missouri University of Science and Technology and the University Of Florida College Of Medicine. He trained in family medicine and completed a fellowship in health services research and public health at the University of Missouri. Dr. Phillips served as president of the National Residency Matching Program, Vice Chair of the US Council on Graduate Medical Education, was a Secretarial appointment to the negotiated rule-making committee for physician shortage areas, a Fulbright Specialist to the Netherlands in 2012, and was elected to the Institute of Medicine of the National Academies of Science in 2010.

William Pilkington, PhD, is the longest local serving health officer in North Carolina. He has served in numerous leadership roles for NACCHO, and was an early advocate of quality measures for public health. His department received the highest rated Beacon grant in 2010. He currently serves as chair of the Emergency Services Coalition for Medical Preparedness vaccine committee, which represents the three million first responders in the nation and their health preparedness needs.

Jon Schommer, PhD, is a professor at the University of Minnesota. He received his BS, MS, and PhD degrees from the University of Wisconsin – Madison. Since graduating with his PhD in 1992, he has devoted his career to teaching and research. Much of his work is related to the pharmacist workforce at both national and state levels. Currently he serves on a PCORI merit review panel in that area of health



systems improvement. Dr. Schommer has served as President for the Academy of Pharmaceutical Research and Science and as a member of the APhA Board of Trustees.

John Snyder, MD, MS, MPH, FACP, received his M.D. degree from the University of Massachusetts Medical School. He completed his residency training at the Brown University Residency Program in Internal Medicine and then also served as Chief Medical Resident at Brown. He is board certified in Internal Medicine and a Fellow of the American College of Physicians (FACP). Dr. Snyder previously served as an Assistant Professor of Medicine at John Hopkins School of Medicine and was the Assistant Program Director of the Osler Internal Medical Residency Program at Johns Hopkins Hospital. After joining the medical school faculty at UNC Chapel Hill in 2005, based at the South East AHEC in Wilmington, he later became the SEAHEC residency Program Director in Internal Medicine and the Vice Chair of Medicine at New Hanover Regional Medical Center. He earned his MPH degree from UNC Chapel Hill in 2011. Dr. Snyder's research and writing interests center around issues related to health care access, medical ethics, and cultural competency. In addition to authoring numerous journal articles, he recently was the primary author on two books: *Evidence-Based Medical Ethics* and *Breaking Down Barriers to Care*. He currently (as of 2011) serves as a Medical Officer in the U.S. Health Resources and Services Administration (HRSA), a branch of the U.S. Department of Health and Human Services. His work at HRSA mainly centers around initiatives through the Affordable Care Act (commonly, the "health care reform" act) that seek to meet the health care needs of underserved populations in the U.S. This effort includes endeavors to build and strengthen the country's primary care work force and reduce the cost and improve the efficiency of health care delivery.

Julie Sochalski, PhD, RN, is recognized as a national and international expert in health care workforce and quality of care. She has directed a series of national and international studies elucidating critical factors, including workforce, that influence quality outcomes across the continuum of care. She has held positions in both the government and private sectors collaborating on interdisciplinary research and policy development to advance a cost effective high quality workforce. Her work has been pivotal to the development of policies and initiatives promoting interprofessional team-based practice and full use all health workers in pursuit of improved care coordination and outcomes measurement.

Charles vonGunten, MD, PhD, is the Vice President, Medical Affairs, Hospice and Palliative Care for the OhioHealth System based in Columbus, Ohio. He is the Chairman, Test Committee, Hospice & Palliative Medicine, American Board of Medical Specialties. He is Editor-in-Chief of the *Journal of Palliative Medicine*. He is Co-Principal for the Education for Physicians on End-of-life Care (EPEC) Project and its revision for oncology, EPEC-O. He received the Palliative Care Pioneer award from the American Cancer Society and the life-time achievement award from the American Academy for Hospice and Palliative Medicine in 2011 when he was only 54 years old. In the same year he was named a 'top doctor' in US News and World Report. He is an expert for the Center to Advance Palliative Care (CAPC) on developing hospital-based palliative care programs and faculty for the Institute for Healthcare Improvement. He is particularly interested in the integration of hospice and palliative care into health systems.



Gregg Warshaw, MD, AGSF, is the director of the Geriatric Medicine Program at the University of Cincinnati (UC) College of Medicine. Dr. Warshaw serves as the medical director of Maple Knoll Village, a continuing care retirement community in Springdale, Ohio. He is a past president of the American Geriatrics Society and the Association of Directors of Geriatric Academic Programs. From 2001 -2012, Dr. Warshaw co-directed the AGS/ADGAP Geriatric Medicine Physician Workforce Study. He has authored more than 100 articles and book chapters related to geriatric medicine and gerontology. Dr. Warshaw is a 2013-2014 Atlantic Philanthropies Health and Aging Policy Fellow/APA Congressional Fellow.

George Zangaro, PhD, RN, is the Director for the Office of Performance Measurement at the Health Resources Services Administration. He was previously an Associate Professor and Director of Nursing Research at The Catholic University of America and prior to that the Program Director for the Health Services Leadership and Management Program in the School of Nursing at the University of Maryland Baltimore. He has significant experience in clinical, program and personnel management, research, and educational aspects of nursing. Dr. Zangaro's major career focus has been on the development of the nursing workforce to specifically address the areas of recruitment, retention, and educational development of nurses.

Andrew Zinkel, MD, FACEP, is currently in practice as an academic emergency medicine attending and as Section Head for the Department of Emergency Medicine at a large urban level one trauma center half-time. The other half of his time is spent as the Associate Medical Director for Quality at HealthPartners Health Plan. In this role he provides medical directorship for utilization review, medical policy creation and management, credentialing processes, quality metric oversight, and accreditation policies and processes.