Creating a Framework to Support Measure Development for Telehealth Multistakeholder Committee

CO-CHAIRS

Judd Hollander, MD

Associate Dean for Strategic Health Initiatives, Vice Chair, Finance and Healthcare Enterprises, Sidney Kimmel Medical College, Department of Emergency Medicine, Thomas Jefferson University Philadelphia, Pennsylvania

Dr. Hollander is Associate Dean for Strategic Health Initiatives at Thomas Jefferson University and Vice Chair of Finance and Healthcare Enterprises in Emergency Medicine, where responsibilities include the enterprise wide JeffConnect Telemedicine Program. He has published over 400 manuscripts; and held numerous leadership positions including President of the Society for Academic Emergency Medicine (SAEM) and Deputy Editor for Annals of Emergency Medicine. He was a member of the National Quality Forum Cardiovascular (CV) Measures Committee and Technical Expert Panel (TEP). Dr. Hollander was the awarded the ACEP Award for Outstanding Research in 2001, the SAEM Academic Excellence Award in 2003 and SAEM Leadership Award in 2011.

Marcia Ward, PhD

Director, Rural Telehealth Research Center, University of Iowa
Iowa City, Iowa

Dr. Marcia Ward has served as Director of the Center for Health Policy and Research in the College of Public Health at the University of Iowa for the past 9 years. She has been a member of the Rural Policy Research Institute (RUPRI) Center for Rural Health Policy Analysis since it moved to Iowa in 2011. This year the Center won a Cooperative Agreement with HRSA's Federal Office of Rural Health Policy as their Telehealth-Focused Rural Health Research Center. As such, Dr. Ward directs the newly created Rural Telehealth Research Center and focuses most of her research efforts towards helping to build the evidence base to support telehealth.

COMMITTEE MEMBERS

Dale Alverson, MD

Medical Director, Center for Telehealth, University of New Mexico Health Sciences Center
Albuquerque, New Mexico

Dr. Alverson is a Board Certified physician with an MD from the University of Michigan. He

completed a Pediatric Residency at the University of Colorado and Neonatal-Perinatal Fellowship University of New Mexico. He is a Professor Emeritus at the University of New Mexico (UNM) and has been the Medical Director for the UNM Center for Telehealth for 21 years. Dr. Alverson is the current chair of the New Mexico Telehealth Alliance. He has extensive experience in telehealth, including positions as Past President of the American Telemedicine Association (ATA), a Member of the ATA College of Fellows, Chair of the ATA Interstate Telehealth Discussion Group, Fellow and Member of the American Academy of Pediatrics (AAP) Section on Telehealth Care, CMIO state-wide Health Information Exchange, and past Board Member Center for Telehealth and eHealth Law (CTeL).

Rashid Bashshur, PhD

Senior Advisor for eHealth; Professor Emeritus, Department of Health Management and Policy; Executive Director, UMHS eHealth Center, University of Michigan Health System
Ann Arbor, Michigan

Dr. Bashshur is Executive Director of eHealth at the University of Michigan Health System and Emeritus Professor of Health Management and Policy at the University of Michigan School of Public Health. Over the past four decades, Dr. Bashshur has served as senior consultant to numerous telemedicine projects, agencies and governments, including the Navy, Bell Laboratories, the Office of Technology Assessment, the Department of Defense, and several countries. Dr. Bashshur has published extensively on telemedicine, maintains an active speaking schedule, and works closely with policy-makers at institutional, state, national and international levels. In 1994, he co-founded with Mark Goldberg the Telemedicine Journal, a multidisciplinary peer-reviewed journal, served as Editor-in-Chief 1995 to 2005, and now Editor-in-Chief Emeritus. He served as President of the American Telemedicine Association (ATA) 2000 and 2001, now President Emeritus. Dr. Bashshur has received several honors and awards, including Recognition for Service from the ATA, 2004 and the Individual Leadership Award for contributions to the development of telemedicine worldwide from the ATA, 2013.

Adam Darkins, MB, ChB, MPHM, MD, FRCS

Vice President for Innovation and Strategic Partnerships, Americas Region, Medtronic Plc., Medtronic
Washington, DC

Adam Darkins is recognized as a world leader in telehealth development from his success in building transformational telehealth programs. From 1999 to 2014 he directed national telehealth initiatives at the US Department of Veterans Affairs. These programs delivered 2 million episodes of care to 720,000 patients annually; reduced hospital admissions by 19% and bed days of care by 25% with high levels of patient satisfaction. These outcome indices were generated by quality management systems he developed collaboratively, that quantified the consistency, effectiveness and cost-effectiveness of these services. He now uses this expertise to help transform other health care systems.

Henry DePhillips, MD

Chief Medical Officer, Teladoc, Inc.
Purchase, New York

Dr. Henry DePhillips, Chief Medical Officer of Teladoc, is experienced in the practice of medicine, medical management and health informatics. In addition to practicing family medicine early in his career, his experience includes serving as senior medical director for a major managed care

company and several medical technology companies, and serving in a business development capacity for a leading consulting firm. He is an expert on use of informatics to influence personal and clinical decision-making.

Charles Doarn, MBA
Professor, Family and Community Medicine, Univesity of Cincinnati
Cincinnati, Ohio

Charles Doarn has academic appointments in Environmental Health and Political Science at University of Cincinnati, Aerospace Medicine at Wright State University, and Emergency Medicine at George Washington University. He is currently a Special Assistant to the NASA Chief Health and Medical Officer at NASA Headquarters. He serves as the acting chair and current co-chair of FedTel for the US Government. Throughout the 1990's, Mr. Doarn served as the Program Executive for Aerospace Medicine and Telemedicine at NASA Headquarters. He is the principle author of NASA's Integrated Strategic Plan for Telemedicine and served as the lead for NASA's Telemedicine activities. Mr. Doarn also serves as the Executive Secretary of the Multilateral Medical Policy Board for the International Space Station. Mr. Doarn served on the Board of Directors for the American Telemedicine Association (ATA) and held several key positions including Secretary, Treasurer, and Chair of the International Special Interest Group for the ATA. Mr. Doarn serves as one of two Editors-in-Chief of the Telemedicine and e-Health Journal. Mr. Doarn is a recognized leader in telemedicine as a scholar and teacher, having published over 220 manuscripts, editorials, federal reports and 20+ book chapters on this subject. Mr. Doarn is a fellow of the ATA and the Aerospace Medical Association, an Honorary NASA Flight Surgeon, and recipient of the Astronaut's award, and the Silver Snoopy for his work in Telemedicine for NASA worldwide.

Marybeth Farquhar, PhD, MSN, RN
Vice President, Quality, Research & Measurement, URAC
Washington, DC

Marybeth Farquhar is the Vice President of Quality, Research & Measurement at URAC. She is responsible for URAC's quality, measurement, and research agenda. Dr. Farquhar has over 30 years' experience in nursing, research, and quality measurement and led the development of standards on measures and measure reporting for URAC's Telehealth Accreditation program. She serves as a consultant for the testing of these standards. Previously, Dr. Farquhar was Vice President of Performance Measurement at the NQF and responsible for strategic oversight of the Consensus Development Process (CDP). She also previously led key projects of the CAHPS team and the Agency for Healthcare Research & Quality's Quality Indicators Initiative.

Archibald (Stewart) Ferguson, PhD
Chief Technology Officer, Alaska Native Tribal Health Consortium
Anchorage, Alaska

Stewart Ferguson Ph.D. is the Chief Technology Officer for the Alaska Native Tribal Health Consortium (ANTHC) located in Anchorage, Alaska. Dr. Ferguson has primary responsibility for the expansion of a single patient record EHR throughout the Alaska Tribal Health System. Previously, Dr. Ferguson was Chief Information Officer and Director of Telehealth for ANTHC, and was responsible for the designing of the Alaskan Federal Health Care Access Network (AFHCAN) telehealth program deployed to 250 sites. Dr. Ferguson has over twenty years of experience in academic, industrial, biomedical and business environments. He holds MS and PhD degrees both

in Biomedical Engineering, and B.S. degrees in both Mathematics and Electrical Engineering.

David Flannery, MD
Medical Director, American College of Medical Genetics and Genomics
Bethesda, MD

Dr. David Flannery has expertise in providing medical services via telemedicine and serves as a subject matter expert on ICD coding and ICD code development, CPT code development process, revenue cycle management (billing and collecting/coding and reimbursement), hospital clinical operations, physician practice management, Joint Commission standards, quality improvement and quality metrics, evidence-based guidelines, electronic health record super-user, and public health.

Paul Giboney, MD
Director of Specialty Care, Los Angeles County Department of Health Services
Los Angeles, California

Dr. Paul Giboney is the Director of Specialty Care for the Los Angeles County Department of Health Services. In this role, he seeks to leverage innovative technologies and care delivery processes to improve the quality of, and access to, specialty care services. He is the director of the eConsult program which has transformed specialty care access in LA County – receiving 17,000 specialty requests monthly from 4,000 health care providers. He also directs the online DHS Clinical Care Library which sees over 1,500 downloads of 160 Expected Practices each month. Dr. Giboney is a graduate of Northwestern University Medical School.

Nate Gladwell, RN, MHA
Director of Telehealth and Telemedicine, University of Utah Health Care
Salt Lake City, Utah

Nate Gladwell is the Director of TeleHealth and Telemedicine at University of Utah Health Care. As an Emergency Department (ED) and Intensive Care Unit (ICU) nurse, Nate developed a passion for the human elements of healthcare. Desiring to develop and improve systems to extend human potential, Nate pursued a Master of Healthcare Administration from the University of Minnesota. Graduating with honors he successfully completed an Administrative Fellowship with the CEO of University of Utah Hospitals and Clinics. Nate has been passionate about the positive impact to improving health care delivery in his work with virtual care.

Don Graf
National Telehealth Director, UnitedHealthcare
Gilbert, Arizona

Don Graf currently serves as the National Director of Telemedicine with UnitedHealthcare. During the past eighteen years, Don has sustained a consistent record of developing successful Telehealth programs bringing medical services to patients living rural hard to reach communities. Combining almost forty years in healthcare administration and accounting experience with his expertise in Telehealth, Don has combined technical, operational and clinical experience benefiting physicians, practices, hospitals and payers in local, national and international markets. Don has received national awards for using Telehealth technology to bring pediatric neurology services to medically fragile Native American children living on the Navajo Nation.

Julie Hall-Barrow, EdD
Vice President, Virtual Health and Innovation, Childrens Health, Childrens Medical Center Dallas
Dallas, Texas

Dr. Hall-Barrow is Vice President, Virtual Health and Innovation Children's Health System of Texas, Dallas, TX. Since 1997, Dr. Hall-Barrow has provided leadership in healthcare transformation which has included corporate health, chronic diseases management and telemedicine. She has served as a national and international expert in the field of telemedicine including but not limited to pediatrics, neurology, emergent delivery methods and healthcare mobility. She has provided guidance on legislation, outreach and collaboration with national organizations including the American Academy of Pediatrics. Dr. Hall-Barrow was recently named one of the Most Powerful Women in Health Care IT by Health Data Management.

Steven Handler, MD, PhD, CMD
Associate Professor, Chief Medical Informatics Officer, University of Pittsburgh Medical Center
Pittsburgh, Pennsylvania

Dr. Handler is an Associate Professor at the University of Pittsburgh with a primary appointment in the Division of Geriatric Medicine where he is the Director for Geriatric Telemedicine Programs. He serves as the Medical Director for Telemedicine and Health Information for a CMS Innovation Award to reduce potentially avoidable hospitalizations in 17 partner nursing homes. This is the only CMS innovation award that has a telemedicine component to reduce potentially avoidable hospitalizations. Dr. Handler's research has been at the intersection of biomedical informatics and geriatrics and now focuses on the application of telemedicine in the long-term and post-acute care settings.

Yael Harris, PhD, MHS
Senior Health Researcher, Mathematica Policy Research
Washington, DC

Yael Harris is currently leading efforts to harmonize measures of high performing health systems. She co-led efforts to identify a core set of measures to assess the value of telehealth in delivering emergency care. She led the testing of new CMS hospital measures. During her tenure at the Department of Health & Human Services, she established and co-led a cross-federal telehealth collaborative. She also led cross-federal efforts to measure healthcare-associated infections (HAIs) and adverse drug events (ADEs). Yael developed a plan to harmonize measures across safety net providers with a particular focus on reducing health care disparities. At CMS, she led development of the skilled nursing facility (SNF) measures used for public reporting.

Kristi Henderson, DNP, NP-C, FAAN, FAEN
Vice President, Virtual Care & Innovation, Seton Healthcare
Austin, Texas

Kristi Henderson is Vice President, Virtual Care & Innovation at Seton Healthcare and Clinical Professor in Population Health at Dell Medical School at UT-Austin. She has 20 years of administrative, clinical, education and research experience in Telehealth. She serves in telehealth leadership roles for American Telemedicine Association, National Council of State Legislators, National Governor's Association and Association of American Medical Colleges. She has testified before two U.S. Senate Committees to advance telehealth. Henderson holds her doctorate of nursing practice degree from University of Alabama, is nationally certificated as a nurse

practitioner and is a fellow in the American Academy of Nursing.

Mary Lou Moewe, MT (ASCP), PMP, ACP, FACHE, CPHIMS
Director of e-Health Initiatives State of Tennessee, Department of Health Care Finance and Administration (HCFA), Medicaid, State of Tennessee
Nashville, TN

Mary Lou Moewe completed her post-graduate work at Duke University Medical Center in Healthcare Administration/Informatics, and holds an MS in Health Services Administration and a BS in Medical Technology/Chemistry from Edinboro University of PA. Mary has been with the State of TN for over two and a half years and joined HCFA/eHealth in 2016. She has over 30 years' experience in healthcare information systems and has specialized in Information Systems Operations/Integration Management at Iatric Systems as their Associate VP, Healthcare Consulting and Project Management with Vanderbilt University and Duke University Medical Centers, Director of Planning and Strategic Design of Information Technology Solutions at HCA Corporate Offices, and has provided Consulting and Business Analysis for leading IT organizations. Mary enjoys helping people grow and excel in their careers in healthcare IT, and has a vision to improve the value of information provided to patients, hospitals and primary care. Her passion is working closely with the healthcare business teams and healthcare information systems staff to plan, design, and execute information technology solutions that improve patient care quality and enhance provider efficiency.

Eve-Lynn Nelson, PhD
Director & Professor, KU Center for Telemedicine & Telehealth, University of Kansas Medical Center
Fairway, Kansas

Eve-Lynn Nelson directs the Center for Telemedicine & Telehealth at the University of Kansas Medical Center and as a professor of pediatrics, provide telebehavioral services and train students in telehealth best practices. Current projects include an evaluation of telehealth services to rural children in poverty and an evaluation of rural school-based telehealth. Home-based projects include a study of synchronous and asynchronous telehealth for homebound patients and their caregivers; a tablet-based study with new teen mothers (momHealth); and parental groups for pediatric diabetes. Dr. Nelson also serves as the Principal Investigator for the federally funded Heartland Telehealth Resource Center serving Kansas, Missouri, and Oklahoma.

Stephen North, MD, MPH
Regional Clinical and IT Director/Practicing Physician, Mission Medical Associates and Mission Community Primary Care
Spruce Pine, North Carolina

Steve North is a practicing Family Physician and Adolescent Medicine specialist at a rural health center in Mitchell County, NC. In 2011 he founded the Health-e-Schools school-based telemedicine program that currently provides access to primary care, adolescent medicine and comprehensive asthma care to over 13,000 students and faculty at 33 schools in the mountains of western NC. In 2014 the Health-e-Schools program received the American Telemedicine Association's President's Award for Health, Innovation and Quality. He serves as the Medical Director for the Health-e-Schools program and the Clinical Director for Virtual Care for the

Mission Health, the sixth largest health system in North Carolina that serves the state's 18 most western counties. Dr. North currently serves on the boards of the Mid-Atlantic Telehealth Resource Center, the Foundation for Health Leadership and Innovation, and the North Carolina School Based Health Alliance. He is a co-author of the American Telemedicine Association's Pediatric Telehealth Guidelines, leads the School-Based Telehealth subcommittee of the Standardized Pediatric Research on Outcomes and Utilization of Telehealth (SPROUT) research collaborative and is a consultant to the HRSA funded Rural Telehealth Research Center. A graduate of the University of North Carolina School of Medicine, he completed his Family Medicine residency and Adolescent Medicine fellowship at the University of Rochester. Additionally, he received his Master's degree in Public Health at the University of Rochester during his fellowship.

Peter Rasmussen, MD
Medical Director, Distance Health, Cleveland Clinic
Cleveland, Ohio

Dr. Rasmussen has an MD from the University of Wisconsin, completed Neurosurgical Residency, UW-Madison and fellowship training in cerebrovascular surgery at the Cleveland Clinic. He has been a staff physician for 18 years, 8 years as CV Center Director, 3 years as Distance Health Medical Director. With over 8 years of experience with telehealth, Dr. Rasmussen envisioned, developed, built, implemented telestroke program over NE Ohio and Western Pennsylvania providing over 1500 telestroke consultations per year to 12 hospitals. He also envisioned, developed, built, implemented mobile stroke treatment unit - of only two in the US at that time and envisioned, developed, built, implemented telehealth/telemedicine program for Cleveland Clinic which has over 7000 projected telemedicine interactions in 2016.

Sarah Sossong, MPH
Director of Telehealth, Massachusetts General Hospital
Boston, Massachusetts

As Director and Co-Founder of Mass General (MGH) TeleHealth, Sarah has built the program from the ground up to support comprehensive clinical telemedicine programs ranging from second opinions to video visits across more than 15 specialties and in multiple care settings. Before MGH, Sarah managed Kaiser Permanente's first telemedicine program in TeleDermatology. Before joining Kaiser Permanente, Sarah served as a Lieutenant in the United States Navy's Medical Service Corps at the Naval Medical Center in San Diego. Sarah received her Master's in Health Policy and Management at the University of California Berkeley and graduated magna cum laude from Princeton University.

Daniel Spiegel, MD, MBA
National Director of Home Hemodialysis, DaVita Healthcare Partners Inc.
Denver, Colorado

Daniel completed his undergraduate studies at Washington University in St. Louis. He started his professional career in consulting with Bain & Company in Dallas, working across a variety of industries including IT. After Bain, Daniel completed medical school at the University Of Texas Southwestern Medical Center and completed an MBA concurrently at the University of Texas in Austin. Prior to joining DaVita, Daniel worked at a healthcare analytics startup, focused on predictive analytics, health outcomes research, and Telemedicine. Daniel currently serves as DaVita's National Director of Home Hemodialysis and Pediatrics. He has evaluated results of

remote monitoring/Telehealth pilot for Home Hemodialysis Patients including both clinical and operational metrics, and developed expansion plans to reduce missed treatments and hospitalizations. Daniel has delivered presentations to the Center for Health Care Strategies on the utilization of predictive models and novel health information technology to improve access to care and address underlying socioeconomic stressors which negatively impact patient outcomes and acted as business development and strategy lead for a healthcare technology company focused on health outcomes research, Telehealth, and predictive analytics. Daniel lives in Denver with his wife, Emma.

Dennis Truong, MD
Director of Telemedicine/Mobility and Assistant Physician-In-Chief, Kaiser Permanente Mid-Atlantic States
Rockville, Maryland

Dr. Dennis Truong is the Telemedicine/Mobility Director and an Assistant Physician-In-Chief for Kaiser Permanente's Mid-Atlantic region. His priorities include integrating technological solutions to improve effectiveness in health care delivery, improving the patient experience, and creating innovative ways to increase efficiencies for both the patient and provider. He received his MD from Michigan State University and completed his residency in Emergency Medicine at William Beaumont Hospital in Royal Oak, Michigan. He currently serves on the interregional telehealth board to improve telehealth platforms and workflows. He was a physician lead for the Call Center, education/quality improvement, and EPIC ASAP electronic medical records.

Jean Turcotte, MA, BSN, RN
Director of Tele-ICU, Adventist Health System
Altamonte Springs, Florida

Jean Turcotte is the Corporate Director for Tele-ICU at Adventist Health System. In his role, he oversees the operations of the Tele-ICU program and leads quality assurance and performance improvement initiatives. Jean is a member of the American Telemedicine Association and participates in webinars related to measuring clinical outcomes and Return on Investment (ROI). He has extensive hospital leadership experience that includes both inpatient and outpatient services. In the past, Jean has also worked with professional associations and regulatory agencies to develop policy statements and clinical guidelines.

Angela Walker, MD, FAAD
Direct Dermatology, Science 37
San Francisco, California

Angela Walker, MD FAAD completed residency training at UCSF and is board-certified in Pediatrics and Dermatology with Clinical Informatics board-certification candidacy. Her niche dermatology practice has combined care through diverse positions – working to see patients in a capitated model with Kaiser Permanente; serving underserved, largely Medicaid-insured communities through telemedicine and regional skin clinics; functioning as a sub-investigator for tele-trials; and working alongside corporate and governing groups to design technology, particularly electronic medical record alert and registry systems for better practice. She keeps improved outcomes as her primary goal, always thinking about ways to improve the system for patients and providers