

NATIONAL QUALITY FORUM

COMMUNITY PUBLIC REPORTING DASHBOARD WORKSHOP

PARTICIPANT BIOGRAPHIES

William E. Golden, MD, MACP (Co-Chair)

William E. Golden, MD, MACP, is professor of medicine and public health at the University of Arkansas for Medical Sciences. He also is the medical director at Arkansas Medicaid after serving 16 years as vice president for quality improvement at the Arkansas Foundation for Medical Care.

Dr. Golden served as president of the American Society of Internal Medicine and chair of the Board of Regents of the American College of Physicians, and he sat on the Board of Directors of the National Quality Forum from 2001 to 2004. He is a member of the Executive Committee of the Physician Consortium for Performance Improvement and has served on and co-chaired several national measures development committees, including some working on healthcare efficiency. He also has served on three committees of the Institute of Medicine as well as two study sections for the Agency for Health Care Quality and Research (AHRQ). In addition, Dr. Golden was a co-investigator on two grants from the National Institutes of Health (NIH) and AHRQ to improve asthma care in the community setting. For the last nine years, he has written a monthly column on clinical practice guidelines for *Internal Medicine News*.

Dr. Golden graduated from Brown University with an undergraduate degree in health care delivery, an independent concentration. He received his MD from Baylor College of Medicine and his internal medicine training at Rush-Presbyterian-St. Luke's Medical Center in Chicago, where he also was chief resident. He is a former Morris Fishbein Fellow in medical journalism and a Robert Wood Johnson Clinical Scholar at the University of Pennsylvania.

Chris Queram, MA (Co-Chair)

Chris Queram, MA, has been the president and chief executive officer of the Wisconsin Collaborative for Healthcare Quality (WCHQ) since November 2005. WCHQ is a voluntary consortium of organizations working to improve the quality of healthcare in Wisconsin through the public reporting of comparative performance information. In addition to his responsibilities with WCHQ, Mr. Queram is a member of the Board of Commissioners of the Joint Commission and serves on the board of Delta Dental of Wisconsin. He serves as a member of the Quality Alliance Steering Committee and as a principal of the Hospital Quality Alliance.

Mr. Queram previously served as chair of the Purchaser Council and board member with the National Quality Forum (2000–2005), as the treasurer of the Leapfrog Group (2002–2005), and as chair of the board of the National Business Coalition on Health (1998–2000). He served as a member of two Institute of Medicine Committees—the Committee on Redesigning Health Insurance Benefits, Payment and Performance Improvement Programs, and the Committee on the Consequences of Un-insurance. He also was a member of President Clinton's Advisory Commission on Consumer Protection and Quality in the Health Care Industry. Mr. Queram also was the CEO of the Employer Health Care Alliance Cooperative in Madison, Wisconsin, and served as a hospital executive in both Madison and Milwaukee. He holds a master's degree in health services administration from the University of Wisconsin at Madison and is a fellow in the American College of Healthcare Executives.

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Tanya Alteras, MPP

Tanya Alteras, MPP, joined the National Partnership for Women & Families in May 2008 as an associate director of the Consumer-Purchaser Disclosure Project, which supports leading employer, consumer, and labor organizations that are working to improve access for all Americans to publicly reported healthcare performance information. Before joining the National Partnership, Ms. Alteras was a senior consultant at Health Management Associates, where she specialized in researching health system reforms at the community, state, and national levels; hospital strategies for improving quality and patient-centered care; public-private collaboratives to increase opportunities for consumers and purchasers to make value-based decisions; and efforts to expand coverage for uninsured populations. Tanya also has conducted research as a senior policy analyst at the Economic and Social Research Institute and worked on a national evaluation of the State Children's Health Insurance Program as an analyst in the Office of the Assistant Secretary for Planning and Evaluation (ASPE) at the Department of Health and Human Services. Ms. Alteras has a BA from the State University of New York at Binghamton and a Master of Public Policy from Georgetown University.

Georges C. Benjamin, MD, FACP, FACEP (Emeritus)

Georges C. Benjamin, MD, FACP, FACEP (E), has been the executive director of the American Public Health Association (APHA), the nation's oldest and largest organization of public health professionals, since December 2002. He came to that post from his position as secretary of the Maryland Department of Health and Mental Hygiene, where he played a key role developing Maryland's bioterrorism plan. Dr. Benjamin became secretary of the Maryland health department in April 1999, following four years as its deputy secretary for public health services. As secretary, Dr. Benjamin oversaw the expansion and improvement in the state's Medicaid program. At APHA, he also serves as the publisher of the nonprofit's monthly publication, *The Nation's Health*, the association's official newspaper, and *The American Journal of Public Health*, the profession's premier scientific publication. He is the author of more than 90 scientific articles and book chapters.

Dr. Benjamin also serves on the boards of Research America, Partnership for Prevention, and the Reagan-Udall Foundation. He is a member of the Institute of Medicine of the National Academies of Science. Dr. Benjamin is a graduate of the Illinois Institute of Technology and the University of Illinois College of Medicine. He is board certified in internal medicine and a fellow of the American College of Physicians; he also is a fellow emeritus of the American College of Emergency Physicians.

Bridget Booske, PhD, MHSA

Bridget Booske, PhD, MHSA, is a senior scientist and directs the Population Health Assessment unit at the University of Wisconsin's Population Health Institute. She is the project director for the *County Health Rankings* and deputy director for its parent project, Mobilizing Action Toward Community Health, funded by the Robert Wood Johnson Foundation. She also directs the Making Wisconsin the Healthiest State project, a research and translation effort funded by the Wisconsin Partnership Program, University of Wisconsin School of Medicine and Public Health.

Dr. Booske joined the Institute in 2005 after working at the Center for Health Systems Research and Analysis (CHSRA) at the University of Wisconsin-Madison for 15 years. During that time she led numerous research projects funded by federal and state government, addressing consumer decisionmaking, consumer information, consumer satisfaction, performance measurement, quality improvement, and health insurance and costs. Before joining CHSRA, she worked in several

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administrative positions in a variety of healthcare settings in Massachusetts, Michigan, and Washington, DC, including a physician group practice, a federally qualified health center, major academic medical centers, and a health insurance company. Dr. Booske received a doctorate in industrial engineering with a focus on decision science and health systems from the University of Wisconsin-Madison. In addition, she has a master's degree in health services administration from the University of Michigan School of Public Health and a bachelor's degree in economics and geography from Clark University in Worcester, MA.

Peter Briss, MD, MPH

Peter Briss, MD, MPH, has been with Centers for Disease Control and Prevention (CDC) and the Commissioned Corps of the US Public Health Service for 19 years. He has participated in a broad range of cross-disciplinary research; his primary scientific interests are systematic reviews, evidence-informed practice, program evaluation, policy analysis, and research translation. He has applied these interests across a broad range of health and behavioral topics ranging from healthcare to community prevention. He has participated in public health teaching, practice, and research at state and federal levels in the United States and internationally.

Dr. Briss began his public health career as an epidemic intelligence service officer assigned to the State Health Department in Tennessee. He served his preventive medicine residency in CDC's National Center for Injury Prevention and Control. He has spent nearly 10 years as an original staff member, systematic review team leader, and chief of the Community Guide Branch at CDC. From 2006 to 2009, he served as the science officer in the Coordinating Center for Environmental Health and Injury Prevention, performing many leadership roles related to science and research translation.

Dr. Briss has authored or coauthored approximately 80 scholarly publications and co-edited the *Guide to Community Preventive Services*. He has received numerous Commissioned Corps awards, including the Outstanding Service Medal. He received his medical degree and training in internal medicine and pediatrics at the Ohio State University, and he also has an MPH in health management and policy from the University of Michigan. He completed training in epidemiology and preventive medicine at CDC, is board certified in internal medicine and preventive medicine, and continues to serve as an active clinician at Grady Memorial Hospital in Atlanta.

Randall D. Cebul, MD

Randall D. Cebul, MD, is the director of Better Health Greater Cleveland, an unparalleled alliance of regional stakeholders that is committed to improving the health and quality of care for Greater Cleveland's residents with common chronic medical conditions. A general internist and health services researcher, Dr. Cebul's research focuses on quality of care measurement and clinical decision support for chronic conditions. Additionally, Dr. Cebul is professor of medicine, epidemiology, and biostatistics at Case Western Reserve University (CWRU) and is the director of the Center for Health Care Research and Policy.

Dr. Cebul joined the CWRU faculty in 1987 as division chief in general medicine. He has served as president of the International Society for Medical Decision Making, on numerous federal and national foundation advisory committees, as inaugural chair of the Ohio Medicaid Technical Assistance and Policy Program, and as a governor's appointee to the Ohio Medicaid Reform Review Committee. At CWRU, Dr. Cebul directs or co-directs federally supported graduate training programs in health services research and clinical investigation. Before moving to Cleveland and CWRU, Dr. Cebul received his MD at Yale,

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trained in internal medicine and as a RWJF Clinical Scholar at the University of Pennsylvania, and served on the faculty at Penn.

Charles Chodroff, MD, MBA

Charles Chodroff, MD, MBA, has led WellSpan's clinical quality and care management activities since 1996. He has been associated with the organization since 1986, originally joining the York Hospital Department of Medicine as assistant program director for the Internal Medicine Residency Program. From 1987 to 1991, Dr. Chodroff served as medical director of the York Hospital Outpatient Clinics. In 1992, he became executive director of South Central Preferred, which provides health management solutions to self-insured employers in central Pennsylvania. Dr. Chodroff holds a bachelor's degree from Haverford College, a medical degree from Cornell University Medical College, and a master's degree in business administration from The Wharton School of the University of Pennsylvania.

Jim Chase, MHA

Jim Chase, MHA, is the executive director of MN Community Measurement, an organization founded by the Minnesota Medical Association and Minnesota health plans. MN Community Measurement's mission is to accelerate the improvement of health by publicly reporting healthcare information. Mr. Chase has been a faculty member for managed care with the ISP Health Administration program at the University of Minnesota since 1989.

Mr. Chase has more than 20 years of experience in the healthcare field and has had a strong commitment to improving the health of the people of Minnesota. Prior to his work at MN Community Measurement, Jim spent nine years as director of health care purchasing with the Minnesota Department of Human Services. He served on the State Pharmaceutical Assistance Transition Commission that advised Congress on the impact of the new Medicare drug benefit on state pharmacy assistance programs. He also has held positions with Health Risk Management, Inc., United Health Care, and Fairview Hospitals. Mr. Chase has a master's degree in hospital administration from the University of Minnesota and a bachelor's degree from Washington University in St. Louis, MO.

Nancy Clarke, MA

Nancy Clarke, MA, is the executive director of the Oregon Health Care Quality Corporation, a nonprofit partnership that brings together physician groups, hospitals, health plans, purchasers, consumers, and policy makers to improve the quality of healthcare through collaborative leadership. In this role, she oversees projects in measuring and reporting care quality, aligning quality improvement assistance to providers, engaging consumers in a quality healthcare system, and fostering electronic exchange of health information. Ms. Clarke has been an innovative leader in Oregon health care for more than 30 years, with positions in public health, medical care delivery systems, and health services research. Her work has appeared in a number of publications, most recently addressing tobacco use and treatment in Oregon's low-income population and on diabetes care in the Medicaid population. She has a BA from the University of Oklahoma in anthropology and did master's work in medical sociology at West Virginia University.

R. Adams Dudley, MD, MBA

R. Adams Dudley, MD, MBA, is an associate professor of medicine and health policy at the University of California, San Francisco (UCSF). His research primarily focuses on purchaser behavior and the failure of the healthcare market to reward quality and compensate those who assume a disproportionate share of sicker patients. Dr. Dudley focuses on improving the measures of quality of

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care, the techniques for health plan and provider risk adjustment, and the feasibility of shifting market participant focus from price to quality.

Dr. Dudley became a Pew Charitable Trusts Fellow in Health Policy at UCSF then joined the faculties of the Pulmonary Division and the Institute for Health Policy Studies at UCSF in 1997. His major academic activities include several health services research and health policy projects, various advisory committees, and teaching in the Pulmonary Clinic and the intensive care unit.

Dr. Dudley received his MD from the Duke University in 1991 and his MBA from Stanford in 1990. He completed his pulmonary and critical care fellowship at UCSF after an internal medicine residency at the Massachusetts General Hospital.

Renee Frazier, MHSA, FACHE

Renee Frazier, MHSA, FACHE, is the executive director of the Healthy Memphis Common Table. She is an experienced leader in the health care management arena with expertise in hospital operations, managed care, volunteer and community service, health promotion, strategic planning, and organizational excellence. She is known for her advocacy for greater transparency of healthcare quality indicators and patient experience report cards. She also is a strong leader in the Memphis/Shelby County community, addressing issues of health policy, environmental barriers, health equity, and community engagement.

Before joining HMCT in January 2009, Ms. Frazier served as the regional senior vice president and executive officer of VHA Pennsylvania, the Pittsburgh division of VHA Inc., a national hospital alliance of more than 2,200 healthcare organizations across the United States. She also has served as a vice president of BlueCross BlueShield of Maryland, chief operating officer for Liberty Medical Center and Lutheran Health Care Corporation in Baltimore, MD, and strategic consultant for Community Health Centers in Maryland. Ms. Frazier has written a number of healthcare-related articles and conducted workshops on a variety of health, leadership, and lifestyle topics. She holds a bachelor's degree in business and sociology from the University of Maryland and a master's degree in health services administration from George Washington University.

Karynlee Harrington

Karynlee Harrington is the executive director of the Dirigo Health Agency, where she has overseen the introduction and support of DirigoChoice, the State's subsidized private insurance program (currently offered through Harvard Pilgrim Health Care). Most recently Ms. Harrington helped guide the development of alternate funding for the agency, allowing the DirigoChoice program to open to new enrollees for the first time since 2007. Ms. Harrington also led the agency in securing a \$34 million federal grant to open a new program to low-income, part-time, uninsured workers. Ms. Harrington also is responsible for the Maine Quality Forum, the state organization responsible for the analysis of health quality data and promotion of health quality initiatives.

Before joining the agency, Ms. Harrington served as the vice president of sales and customer support for CIGNA HealthCare of Maine and New Hampshire, where she was responsible for more than \$400 million in business and a sales and support staff of more than 45 employees.

Ms. Harrington earned her BS in health management and policy from the University of New Hampshire.

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Helen Haskell, MA

Helen Haskell, MA, is founder and president of Mothers Against Medical Error (MAME), a South Carolina-based group dedicated to improving patient safety and providing support for patients who have experienced medical injury. Ms. Haskell was brought to the calling of improving patient by the death of her fifteen-year-old son Lewis, who died from preventable errors in a South Carolina teaching hospital. In 2005, she helped put together a coalition of patients, policymakers, and healthcare providers to pass the Lewis Blackman Patient Safety Act, the first of several South Carolina legislative initiatives addressing healthcare safety and transparency.

Ms. Haskell is actively involved in statewide patient safety and quality improvement efforts in South Carolina. MAME also collaborates on a national and international level with other consumer and professional organizations on patient-oriented quality improvement programs, including infection disclosure and prevention, patient-activated rapid response systems, and disclosure of medical errors, among others. She holds degrees in classical studies from Duke University, anthropology from Rice University, and museum studies from the University of South Carolina.

Nikki Highsmith, MPA

Nikki Highsmith, MPA, is senior vice president for programs at the Center for Health Care Strategies (CHCS). Ms. Highsmith leads CHCS' quality, measurement, and improvement collaboratives, working with state Medicaid agencies, health plans, providers, and consumer organizations. She also spearheads the development of public/private regional improvement programs, including multipayer initiatives to drive measurement, quality improvement, and efficiency. Ms. Highsmith sits on several national committees and advisory groups related to healthcare redesign and quality.

Ms. Highsmith has significant experience in Medicaid, both as a state purchaser and a federal budget official. She was the deputy director of the Medicaid Managed Care Program for the Massachusetts Medicaid Program and a senior Medicaid analyst at the Office of Management and Budget, Executive Office of the President, in Washington, DC. Ms. Highsmith holds a master's degree in public administration from American University and a bachelor's degree in history from the University of Texas.

Vicki Loner, RN

Vicki Loner, RN, is the director of the Division of Health Services and Managed Care within the Department of Vermont Health Access (DVHA). Under her leadership, DVHA's two chronic care programs (the DVHA Care Coordination Management Program and the APS Care Coordination contract) have been operationally integrated into one enterprise, now called the Chronic Care Initiative (CCI). She has worked with the CCI staff and leadership to develop new staff training that emphasizes core disease and case management principles, implement evidenced-based care support, and develop a statewide plan for provider outreach. She also has been integral in helping to develop pilot projects to formally integrate the CCI program with the blueprint and to integrate buprenorphine management with the CCI program.

Ms. Loner has an established career as a Certified Health Care Administrator, most recently as the manager, utilization management for Vermont and New Hampshire at MVP Health Care. She has case management and clinical nursing experience in developing and managing a healthcare management program for 45,000 members, which achieved and maintained high levels of quality and compliance through the National Committee for Quality Assurance accreditation in utilization management. Vicki is a registered nurse and has a bachelor's degree in health care administration and nursing. She has achieved

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certification in health systems administration, professional utilization review, managed care nursing, and case management.

Martin Love, MBA

Martin Love, MBA, is the CEO of the Humboldt Del Norte IPA, Foundation for Medical Care. He was the project lead for the Del Norte County Health Care Provider Recruiting and Retention Plan conducted by CCRP in 2006. Mr. Love has more than 28 years of management and administrative experience in healthcare, with experience both in hospitals as the CEO of General Hospital in Eureka and as the CEO of a large physician independent practice association. He is active on the boards of Hospice of Humboldt, Mobile Medical Office (serving the homeless, undocumented, and uninsured in Humboldt), and the Northern California Community Blood Bank.

Margaret Lumia, PhD, MPH

Margaret E Lumia, PhD, MPH, has worked for more than 10 years in the occupational and environmental health field. For the past three years, Dr. Lumia has collected and analyzed data on New Jersey's adverse patient safety events as well as managing and developing an online patient safety reporting system for the state's licensed healthcare facilities. Dr. Lumia has worked in both a research setting at Princeton Plasma Physics Laboratory of Princeton University and in healthcare at New Jersey Department of Health and Senior Services. She earned her BS from Rutgers University, her MPH in environmental health sciences from the University of South Carolina, and her PhD in public health from the University of Medicine and Dentistry of New Jersey.

Peggy McNamara, MSPH

Peggy McNamara, MSPH, is a senior fellow at the Agency for Healthcare Research and Quality (AHRQ). Her research interests include international healthcare organization and financing issues, as well as U.S. employers' practices regarding healthcare purchasing. Previous research has focused on value-based purchasing, hospital uncompensated care, Medicaid enrollment, and emergency department utilization patterns. Immediately before her arrival at AHRQ, Ms. McNamara was a Health and Child Survival fellow at the U.S. Agency for International Development. Before that, she was a fellow at the Eastern Health Board in Dublin, Ireland. Other work experience includes managing research dissemination programs with the Association for Health Services Research and policy analysis and applied research with a variety of private and public sector organizations at both the national and state levels, including Blue Cross Blue Shield Association, American Hospital Association, New Jersey State Department of Health, North Carolina State Division of Medical Assistance, and the Select Committee on Aging of the U.S. House of Representatives.

Ms. McNamara earned her master's in public health from the University of North Carolina at Chapel Hill, where she was awarded a U.S. Public Health Service Traineeship. She is currently a doctoral candidate at the University of Michigan's School of Public Health, where she was awarded a Pew Fellowship.

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Patrick Romano, MD, MPH

Patrick Romano, MD, MPH, is professor of medicine and pediatrics at University of California (UC) Davis School of Medicine. For the past 8 years, he has served as clinical team lead for the Agency for Healthcare Research and Quality's Quality Indicators program. His research interests include comparative evaluation of health care outcomes, use of outcomes data to improve care, and the role of health professionals in optimizing quality and safety.

He is a graduate of Princeton University, Georgetown University School of Medicine, and UC Berkeley School of Public Health. He completed training in internal medicine/pediatrics at Case Western Reserve University and health services research at UC San Francisco.

Ben Steffen, MA

Ben Steffen, MA, serves as the director for the Center for Information Services and Analysis at the Maryland Health Care Commission. The Center has analytic and operational responsibilities for healthcare practitioner initiatives in the state, including development of an all-payer database and the Patient-Centered Medical Home program. Mr. Steffen serves as a spokesperson for the Commission at state and national levels on state healthcare expenditures, physician work force, physician uncompensated care, and information security.

Before joining the Commission, Mr. Steffen was a program manager in the Computer Sciences Corporation's healthcare policy and systems practice. He directed contracts that examined questions such as levels of uncompensated care across hospitals, prevalence of high-risk surgical procedures, factors contributing to hospitals' financial performance, and hospitals' quality improvement process. Earlier in his career, he served as a budget analyst in the Health, Housing, and Income Security Division of the Congressional Budget Office, where he was involved with modeling and estimates of reforms that ultimately lead to the Medicare Prospective Payment System. Mr. Steffen holds a master's degree from American University and has completed postgraduate work at the University of Michigan.

Diane Stollenwerk, MPP

Diane Stollenwerk, MPP, is the vice president of community alliances at the National Quality Forum (NQF), where she is leading efforts to identify and pursue opportunities to engage and provide stronger support for communities. Before joining NQF, she provided consulting services, primarily for local and national organizations involved in healthcare quality improvement. She has more than 20 years' experience in public affairs, strategic communication, fundraising and sustainability, product development, and organizational strategic planning. Ms. Stollenwerk was one of the first directors of the nationally recognized Puget Sound Health Alliance, a coalition of employers, unions, government, doctors, hospitals, consumer groups, insurers, pharmaceutical companies, and others. She served as project director of the Robert Wood Johnson Foundation's Aligning Forces for Quality program in the Puget Sound region, was liaison to the Agency on Healthcare Research and Quality's Chartered Value Exchange efforts, and represented the Alliance in the Washington Health Information Collaborative to promote the use of health information technology. She has also held public affairs and marketing roles at the executive level for several Catholic healthcare systems, a Blue Shield plan, and within the software and transportation industries. She has been an active board member and volunteer for several business and nonprofit groups, such as the Association of Washington Business, Epilepsy Foundation, American Marketing Association, and Society of Competitive Intelligence Professionals. She has a BA in English and speech communication from SDSU, and a master's degree in public policy from Harvard University.

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Terry Whitson, JD

Terry Whitson, JD, is the assistant commissioner of the Health Care Quality and Regulatory Commission at the Indiana State Department of Health. He is responsible for healthcare facility licensing and certification programs, healthcare quality improvement initiatives, and healthcare engineering and measurement programs. His previous employment history includes working as an attorney for the Indiana State Department of Health and serving as assistant professor of Radiologic Sciences at Indiana University School of Medicine. Mr. Whitson received a JD from Indiana University School of Law at Indianapolis in 1994 and attained candidacy for PhD in higher education administration from Indiana University School of Education in 1991. He also has an MS in health education from Indiana University School of Education and BS and AS degrees in medical radiology from Indiana University School of Medicine.

Dolores Yanagihara, MPH

Dolores Yanagihara, MPH, brings a combination of technical expertise and practical experience with resource use measures. For the past four years, she has led the Integrated Healthcare Association's (IHA) initiative to add efficiency and resource use measures into the statewide pay-for-performance program. Ms. Yanagihara has had to navigate both technical and political challenges while developing and implementing efficiency and resource use measures in a multipayer, multistakeholder environment. She has led work groups to develop and standardize "appropriate resource use" measures and a population-based, risk- and geography-adjusted total cost of care measure using actual costs. Ms. Yanagihara has worked in a variety of nonprofit settings, from a small substance abuse prevention agency to the largest health plan in Hawaii. In her role at Blue Cross Blue Shield of Hawaii, she developed collaborative relationships with physicians, healthcare organizations, state agencies, and other community stakeholders to create high-impact preventive health and disease management initiatives. She earned an MPH in health education and international health from the University of Hawaii at Manoa and a BS in biology from the University of Notre Dame.