



Person and Family Centered Care Project 2015-2017 Standing Committee

COMMITTEE MEMBERS

Lee Partridge

Co-Chair

Retired Senior Health Policy Advisor

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

Christopher Stille, MD, MPH, FAAP

Co-Chair

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

Dr. Stille is Professor of Pediatrics and Section Head of General Academic Pediatrics at the University of Colorado School of Medicine and Children's Hospital Colorado. He leads a very active group of close to 40 pediatric faculty, practices and teaches primary care pediatrics, and conducts pediatric health services research and quality improvement focused on improving systems of care for children and youth with special health care needs (CYSHCN) in the Medical Home. The primary focus of his research during the past 15 years has been improving communication and shared management for CYSHCN between primary care clinicians, subspecialists and family members. He has led projects funded by the US MCHB, the Robert Wood Johnson Foundation, local and regional funders to pursue this investigation. Dr. Stille has served as faculty on two quality improvement learning collaboratives to promote the Medical Home in pediatric practices sponsored by the National Initiative for Children's Healthcare Quality (NICHQ), is a member of the Project Advisory Committee for the National Center for Medical Home Initiatives of the American Academy of Pediatrics, and has been a member of several expert panels convened by the U.S. Maternal and Child Health Bureau on topics including establishing an evidence base for the Medical Home and access to pediatric specialty services for CYSHCN.

Beth Averbeck, MD

Medical Director, Primary Care, HealthPartners, Inc.

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

Katherine Bevans, PhD

Assistant Professor of Pediatrics University of Pennsylvania School of Medicine, Children's Hospital of Philadelphia

Katherine Bevans is an Assistant Professor of Pediatrics at the Children's Hospital of Philadelphia and University of Pennsylvania School of Medicine. She advances assessment of children's health outcomes using rigorous, developmentally appropriate, and patient-centered methods. She applied mixed-method approaches to generate/validate child- and parent-report measures of health-related quality of life, symptoms, functioning, and health care experiences. She has also developed PRO-performance measures for use in health care quality evaluations. Dr. Bevans' focus on patient- and family-centered research is evidenced by her collaborations with multiple stakeholder groups to create approaches for identifying patients' and caregivers' health outcome priorities.

Samuel Bierner, MD

Professor and Chair, Department of Physical Medicine and Rehabilitation, University of Nebraska Medical Center, Omaha, NE; Medical Director, Madonna Rehabilitation Hospital, Omaha

I completed my residency in rehabilitation medicine at the University of Washington and a master's degree in rehabilitation medicine from their graduate school as well. I performed a fellowship in neurology at NIH. I worked in private practice for 15 years including director of an inpatient rehabilitation unit at a non-profit hospital, partner in an orthopedic practice, and director of PM&R for an occupational medicine company. During the past ten years, I have advanced to the rank of professor in PM&R and served on multiple committees involved with implementing electronic medical records, patient safety, quality assurance and health information management. I have conducted clinical research using patient reported outcome measures to look at pain in stroke, pain in multiple sclerosis patients, relationship between clinician measures and PROM's, and functional measures as well including FIM, and the WHODAS instrument.

Adrienne Boissy, MD, MA (*Inactive)

Physician, Cleveland Clinic

Adrienne Boissy, MD, MA, is Chief Experience Officer of Cleveland Clinic Health System and a staff neurologist at the Cleveland Clinic Mellen Center for Multiple Sclerosis. She previously served as Medical Director of the Center of Excellence in Healthcare Communication. Her team created a comprehensive program to strengthen physician and clinician communication skills throughout Cleveland Clinic and has trained thousands of staff physicians and clinicians to date.

Dr. Boissy chairs the Empathy and Innovation summit, the largest independent summit on patient

experience in the world. She currently serves as Editor-in-Chief of the Journal of Patient Experience, is on the editorial board of the National Multiple Sclerosis Society's Momentum Magazine, was awarded an Arnold P. Gold Foundation grant for humanism in medicine, and is a Harvard Macy Scholar.

Rebecca Bradley, LCSW

National Director of Case Management and Quality Standards, HealthSouth Corporation

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

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

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

Jennifer Bright, MPA

President, Momentum Health Strategies

Jennifer Bright is President of Momentum Health Strategies, contributes 20+ years of experience accelerating policy and quality improvement initiatives in health care. Formerly Executive Director of the Society for Healthcare Epidemiology of America (SHEA), Ms. Bright advanced its scientific and educational programs and policy positions on antimicrobial stewardship and healthcare-associated infection (HAI) prevention. Her work at Mental Health America accelerated state parity and consumer protection laws, and founded a coalition advancing patient engagement in evidence-based research and policy. She holds a Bachelor's of Political Science from Trinity College, Washington, D.C. and a Masters in Public Administration from The George Washington University.

David Cella, PhD

Professor and Chair, Department of Medical Social Sciences, and Professor, Psychiatry and Behavioral Sciences, Northwestern University Feinberg School of Medicine

A top researcher on how to measure outcomes among cancer patients and the quality of life for patients in medical clinical trials, David Cella, PhD, is Professor and Chair, Department of Medical Social Sciences, and Professor, Psychiatry and Behavioral Sciences at Northwestern University Feinberg School of Medicine. This newly created department focuses on health measurement, quality of life measures, outcomes science and statistical tools used to support clinical research.

Dr. Cella has received several grants and contracts to study questions regarding quality of life measurement in clinical trials, cross-cultural equivalence of quality of life measurement, efficacy of psychosocial interventions in oncology, and medical outcomes research. As the principal investigator of the Statistical Coordinating Center for the NIH Roadmap Initiative to build a Patient Reported Outcome Measurement Information System (PROMIS), Dr. Cella's current focus is on

quality of life research and standardizing the measurement of major conditions that are important to people such as fatigue, pain, depression, anxiety and social function. Standardizing the concepts and the way they're evaluated will allow researchers to apply the measures across different diseases—and within diseases across treatment settings and situations. Consequently, scientists will have a common metric and be able to discuss a fatigue score or a distress score in a common language.

Dr. Cella was also principal investigator of Neuro-QOL, developing item banks for the clinical trials supported by the National Institute of Neurological Disorders and Stroke. He has authored more than 600 publications in the area of quality of life measurement in clinical trials and clinical practice.

Sharon Cross, LISW

Patient/Family Centered Care Program Director, The Ohio State University Wexner Medical Center

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.

Dawn Dowding, PhD, RN

Professor of Nursing, Visiting Nurse Service of New York

Dawn Dowding, Professor of Nursing, joined the Center for Home Care Policy and Research in September 2013. She holds a joint appointment with Columbia University School of Nursing. Dr. Dowding is a nurse and health services researcher by background, and has spent her academic career carrying out research into how clinicians (particularly nurses) make decisions, developing and evaluating clinical decision support interventions and more recently the evaluation of technology and how it affects decision making. At VNSNY she will be developing a program of funded research that focuses on the role of evidence based practice in improving care delivery and achieving optimal outcomes for our patients.

Nicole Friedman

Regional Manager of Patient Navigation, Kaiser Permanente

As patient care navigation regional manager for Kaiser Permanente Northwest (KPNW), Nicole Friedman developed a community health navigation program to serve members' social/non-medical needs. Nicole received a bachelor's in anthropology from University of Oregon and is earning an MS in applied medical anthropology from Portland State University. She has served at Ryan-Nene community clinic (NYC) through AmeriCorps and as a health coach manager and program manager for community-based palliative care at MJHS, serving low income seniors. Nicole received the KPNW Faces of Change award for eliminating social barriers to care for vulnerable seniors and serves on various national committees.

Stephen Hoy

Director of Strategy and Programs, Patient Family Centered Care Partners

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

Sherrie Kaplan, PhD, MPH

Professor of Medicine, Assistant Vice Chancellor, Healthcare Measurement and Evaluation, University of California Irvine School of Medicine

Dr. Sherrie Kaplan is the Assistant Vice Chancellor for Healthcare Measurement and Evaluation, Professor of Medicine, University of California, Irvine (UCI), School of Medicine and Executive Co-Director, Center for Health Policy Research, UCI. In her distinguished career as a leading social scientist in medicine, Dr. Kaplan has applied the techniques of measurement science to the assessment of performance of varying levels of the healthcare system, from healthcare organizations to individual physicians, and is a national expert on this current and controversial topic. She is well known for her work in the development of measures of the quality of technical and interpersonal care, health status and quality of life, and heterogeneity of treatment effects, particularly for vulnerable populations.

Brian Lindberg, BSW, MMHS (*Inactive)

Executive Director, Consumer Coalition for Quality Health Care

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, CPXP

Director, Quality & Compliance, Spaulding Rehabilitation Network, Partners Healthcare System

Linda Melillo is 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

President, Health Foundation for Western & Central New York

Ann has served as president of the Health Foundation for Western and Central New York since it began operation in 2003. The foundation focuses on improving health and health care for frail elders and young children in poverty in the sixteen counties it serves. Ann has more than 35 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 and is a member and former chair of the Consensus Standards Approval Committee of the National Quality Forum. She serves on the boards of Grant makers in Aging, the New York eHealth Collaborative and the National Coalition for the Transformation of Advanced Illness Care.

Lisa Morrise, MA

Patient Co-Chair, Patient & Family Engagement Affinity Group National Partnership for Patients

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.

Elizabeth Mort, MD, MPH

Senior Vice President, Quality & Safety and Chief Quality Officer Massachusetts General Hospital / Massachusetts General Physician Organization

Dr. Mort is a practicing general internist, Senior Vice President of Quality and Safety and Chief Quality Officer at Massachusetts General Hospital and Massachusetts General Physicians Organization, overseeing a broad range of high stakes quality and safety work. She is also Senior Medical Director at Partners HealthCare, and is a key leader in care redesign and performance contracting. Dr. Mort completed her residency at MGH, a health policy fellowship at Harvard Medical School and a Masters in Public Health at the University of Michigan. She is an Assistant Professor in the Departments of Medicine and Health Care Policy at HMS.

Lenard Parisi, RN, MA, CPHQ, FNAHQ

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

Lenard L. Parisi served as a Vice President of Quality Management and Performance Improvement of Metropolitan Jewish Health System, since September 2005. Mr. Parisi served as a Director of Nursing Professional Practice and Quality Management at Memorial Sloan-Kettering Cancer Center in New York. He has published many works, including "Patient Identification: The Foundation for a Culture of Patient Safety" in the Journal of Nursing Care Quality in 2003. He serves as Member of Advisory Board of Joint Commission On Accreditation of Healthcare Organizations. He serves on the editorial board of the Journal of Nursing Care Quality and Journal of Healthcare Quality. He served as president of New York Nurses Network for Healthcare Quality and secretary of New York Association for Healthcare Quality. Mr. Parisi Graduated from Long

Island University with a Bachelor of Science in Nursing. He also holds a Master's degree in Community Health from Brooklyn College of the City University of New York.

Debra Saliba, MD, MPH

Professor of Medicine, UCLA/JH Borun Center, VA GRECC, RAND Health

Debra Saliba, MD, MPH is the UCLA Anna and Harry Borun Endowed Chair in Geriatrics and Gerontology and Director of the UCLA/JH Borun Center for Applied Gerontological Research. Dr. Saliba is a practicing physician with the VA GRECC and serves as the Strategic., Program Lead for Aging and Long-term Care populations in the VA HSR&D Center of Innovation. She is also a senior natural scientist at RAND.

As a geriatrician and health services researcher, Dr. Saliba's research has focused on improving quality of life for vulnerable older adults across the care continuum. A major theme of this research has been the inclusion of patients and caregivers in health and need assessment. Dr. Saliba's research has included the development and testing of surveys of older adults' preferences, self-reported pain measurement, consumer preferences, pressure ulcer and fall prevention, the development of quality measures, rejection of care behaviors, and instruments to predict functional limitation and death. Dr. Saliba was principal investigator of the national research to revise the Minimum Data Set for Nursing Homes (MDS 3.0) for CMS and the VA. Items that relied on resident voice were introduced, reinforcing the goal of resident directed care. Dr. Saliba is President-elect of the American Geriatrics Society and serves as co-chair for the National Quality Forum MAP Workgroup on Post Acute and Long Term care quality.

Lisa Gale Suter, MD

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

Lisa G. Suter, MD is a practicing internist and rheumatologist, a physician scientist and a key member of the Quality Measurement leadership at Yale New Haven Health Services Corporation Center for Outcomes Research and Evaluation (CORE). She completed the Robert Wood Johnson Clinical Scholars Program before joining the Yale faculty in 2006. She has extensive training in clinical epidemiology and research methodology and over 5 years' experience developing outcome measures using a variety of data sources. Dr. Suter joined CORE in 2011 and, as Associate Director, she currently directs all hospital-level new measure development and surveillance work.

Peter Thomas, JD

Principal, Powers, Pyles, Sutter & Verville, P.C.

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 care is not stinted for disabled patients.

Carin van Zyl, MD, FACEP

Division of Geriatrics, Hospital, Palliative and General Internal Medicine, Department of Medicine, Keck School of Medicine of USC, Duarte, California

I completed my B.Sc. at the University of British Columbia, my MD at Chicago Medical School, followed by an emergency medicine residency at UCLA/ Oliveview Medical Center. While practicing in the community, I noted how often patients presented with poorly managed end-of-life symptoms and unclear goals of care, and was worried that patients and families were not being well served by a complicated system. To further focus on this growing interest, I pursued a hospice and palliative care fellowship at VA/ Cedars-Sinai. I now practice palliative medicine full time at USC Keck School of Medicine, where I am the Section Head of Palliative Medicine. I am also the director of the Palliative Care Services at LA County +USC Medical Center and the Keck Hospital of USC.