

EDUCATION

University of Washington School of Medicine <i>PhD in Biomedical and Health Informatics (UW BHI)</i>	Seattle, WA August 2017 (expected)
The George Washington University (GWU MSIST) <i>Master of Science in Management of Information Systems</i>	Washington, DC May 2008
University of Michigan (U of M IOE) <i>Bachelor of Science in Engineering, Industrial and Operations Engineering</i>	Ann Arbor, MI May 2006

WORK EXPERIENCE

University of Washington Biomedical and Health Informatics (UW BHI) <i>PhD Candidate</i>	Seattle, WA September 2013 to present
--	---

- Member of the Home-based Environmental Assisted Living Technologies for Healthy Elders (HEALTH-E) lab (<http://health-e.info/>)
- Completed research projects related to older adults perceptions and use of health information technology to improve care coordination, information sharing, and independent living

University of Washington Tacoma Milgard School of Business (UWT Milgard) <i>Lecturer, T BUS 590 C: Healthcare Information Systems (4 credits)</i>	Tacoma, WA June to August 2016
---	--

- Developed syllabus, grading scale, and all course content for MBA Healthcare Concentration course
- Responsible for delivering all content and grading of students

University of Chicago Medicine (UCM) <i>Performance Improvement Consultant</i>	Chicago, IL March 2012 to September 2013
--	--

- Led the UCM Readmissions Reduction Program focusing on congestive heart failure, pediatric asthma, and acute myocardial infarction patient populations, and older adults transferring from UCM to a SNF. Completed over 30 PDSAs to improve patient experience, clinical outcomes, and adherence to best practices.
- Collaborated with the EPIC team and clinical stakeholders to implement changes to the electronic health record (EHR) that focus on satisfying regulatory requirements while improving clinical staff documentation and adherence to best practices.
- Worked with leadership to establish yearly Medical Center quality goals. Lead several multi-disciplinary teams to analyze and achieve these aims using performance improvement methodologies such as lean, FMEA and six sigma.

<i>Quality Consultant/ Analyst</i>	November 2009 to March 2012
------------------------------------	-----------------------------

- Managed the Operations Quality Committee project portfolio. Trained operations staff on project management tools and provide regular initiative status updates to leadership.
- Digitized the OPPE and FPPE processes for over 1000 clinical staff. Managed the design and development process with outside developers. Facilitated the yearly upgrade process to maintain regulatory compliance and customer satisfaction.
- Evaluated data needs of clinical stakeholders and designed custom EPIC Clarity reports to monitor clinical quality measures.
- Managed several Joint Commission and CMS core measures including performing concurrent review, managing abstraction and completing improvement initiatives. Assisted in a successful Joint Commission (JCAHO) accreditation survey (2010, 2013).

SELECTED SERVICE

University of Washington Biomedical and Health Informatics (UW BHI) <i>2016 Graduate Admissions Committee</i>

- Performed initial evaluation of over 50 graduate and post-doctoral student applications
- Participated in over 20 interviews with potential applications
- Participated in final admission decision discussions

Home Healthcare and Hospice Informatics Technology Conference (H3IT) <i>2016 Organizing Committee Chair</i>

- Participated in conference planning meetings
- Coordinated peer review processes for podium and poster presentations

GRANTS AND GIFTS

- Agency for Healthcare Research and Quality Grants (AHRQ) for Health Services Research Dissertation Program (R36), scored not funded, Role: PI
- Graduate School's Fund for Excellence and Innovation (GSFEI) Student Travel Award

SELECTED AWARDS AND HONORS

- National Library of Medicine (NLM) Pre-doctoral Trainee in Biomedical and Health Informatics, 2013-2016
- University of Washington Retirement Association Fellow in Aging, 2015
- Healthcare Information and Management Systems Society (HIMSS) Foundation Doctorate Scholarship, 2015

SELECTED PEER-REVIEWED JOURNAL PUBLICATIONS

- **Kneale L**, Demiris G. Lack of diversity in Personal Health Record evaluations with older adult participants: a systematic review of literature. *Journal of Innovation in Health Informatics*. Under Review.
- **Kneale L**, Choi Y, Demiris G. Assessing commercially available personal health records for home health: recommendations for design. *Applied Clinical Informatics*. 2016;7(2):355-367. doi: 10.4338/ACI-2015-11-RA-0156.

SELECTED PRESENTATIONS

- **Kneale, L**. Exploring Personal Health Records for Older Adults and Their Caregivers. Abstract presented at the 2016 Healthcare Information and Management Systems Society NW Technology Conference, 24 October 2016; Seattle, WA.
- **Kneale L**, Ordway A, Johnson K, Demiris G. Understanding Information Exchange between Home Care Clients and Aides: Opportunities for Informatics. Paper presented at the Home Healthcare and Hospice Information Technology Conference, 11 November 2016; Chicago, IL.
- **Kneale L**, Choi Y, Mikles S, Thompson H, Demiris G. Evaluating Publicly Available Personal Health Records for Home Health. Paper presented at the National Library of Medicine Training Conference, 27-28 June 2016; Columbus, OH.
- **Kneale L**, Choi Y, Demiris G. Assessing commercially available personal health records using a standard transition from hospital to skilled home health care. Paper presented at the Home Healthcare and Hospice Information Technology Conference; 27 October 2015; Nashville, TN.