



**CAHPS Research Meeting:
Advancing the Science and Implementation of Patient Narratives**

Attendee Roster[†] – October 7, 2021

Helena Ackerson Vice President of Patient Experience Mainehealth Email: helena.ackerson@mainehealth.org	Kimberley Aiyelawo, PhD, MBA Senior Healthcare Analyst DoD/Defense Health Agency Email: kimberley.a.aiyelawo.civ@mail.mil
Lisa Allen, PhD CPXO The Johns Hopkins Health System Email: lallen29@jhmi.edu	Chuck Amos, MBA Director, Quality Innovation National Quality Forum Email: camos@qualityforum.org
Rebecca Anhang Price, PhD Senior Policy Researcher RAND Corporation Email: ranhangp@rand.org	Naomi Bardach, MD, MAS Professor of Pediatrics and Health Policy University of California, San Francisco Email: naomi.bardach@ucsf.edu
Mary Barton, MD, MPP Vice President The National Committee for Quality Assurance (NCQA) Email: barton@ncqa.org	Marcy Becker, MBA Senior Manager Kaiser Permanente Email: marcy.l.becker@kp.org
Hilary Bekker, PhD, MSc, BSc Professor of Medical Decision Making University of Leeds, UK Email: h.l.bekker@leeds.ac.uk	Michael Bennick, MD, MA, FACP, AGAF, CPXP Senior Advisor Office of Experience Yale New Haven Hospital Email: michael.bennick@ynhh.org
Anita Bercovitz Social Science Research Analyst CMS Email: anita.bercovitz@cms.hhs.gov	Joy Binion, MA Social Science Researcher CMS Email: joy.binion@cms.hhs.gov
Lori Bishop, MHA, BSN, RN Vice President, Palliative & Advanced Care National Hospice and Palliative Care Organization Email: lbishop@nhpco.org	Chrissie Blackburn, MHA Principal Advisor, Patient and Family Engagement University Hospitals Health System Email: chrissie.blackburn@uhhospitals.org
Adrienne Boissy, MD, MA * Chief Experience Officer Cleveland Clinic Health System Email: BOISSYA@ccf.org	Romsai Boonyasai Physician AHRQ Email: romsai.boonyasai@ahrq.hhs.gov

[†] Attendees Registered as of September 17, 2021





Melissa A. Bradley Senior Survey Director RAND Corporation Email: mbradley@rand.org	Jeff Brady, MD, MPH Director, Center For Quality Improvement And Patient Safety AHRQ Email: jeff.brady@ahrq.hhs.gov
Rachel Brodie Senior Director, Measurement & Accountability Purchaser Business Group on Health Email: rbrodie@pbgh.org	Julie Brown Director, Survey Market Development RAND Corporation Email: julieb@rand.org
Melanie Brown, PhD, MPH Technical Director CMS Email: melanie.brown@cms.hhs.gov	Katherine Browne, MBA, MHA Principal Constellation Consulting Email: kobrowne@gmail.com
Esther Burlingame, MHA Patient Advocate Email: esther.burlingame@gmail.com	Amanda Paige Burns, JD, MPH Policy Analyst The Center For Medicaid And CHIP Services (CMCS) Email: amandapaige.burns@cms.hhs.gov
Helen Byelyakova Research Consultant Kaiser Permanente Email: helen.byelyakova@kp.org	Nicole Cable, MHS, CPXP Chief Experience Officer Innovacare Health Email: nicole.cable90@icloud.com
Joanne Campione, PhD Senior Study Director Westat Email: joannecampione@westat.com	Kelli Carroll, MS, CCLS * Director, Chase Child Life & Expressive Arts Therapies UCLA Mattel Children's Hospital Email: kcarroll@mednet.ucla.edu
Jennifer Carron, CPXP, MSOM PXO BJC Healthcare Email: jennifer.carron@bjc.org	Isabela Castro, DDS, MSc, MBA, IA, FPCC Board Member International Society For Quality In Health Care (ISQua) Email: castroisabela@hotmail.com
Karen Chaves, MHS, CDR Director AHRQ Email: karen.chaves@ahrq.hhs.gov	Megan Chavez, MS, FACHE, CPXP Vice President, Patient and Family Experience Cook Children's Health Care System Email: megan.chavez@cookchildrens.org
Elizabeth Clark Acting Director, Division of Quality and Health Outcomes CMS Email: elizabeth.clark@cms.hhs.gov	Paul Cleary, PhD Anna M R Lauder Professor Emeritus Yale Email: paul.cleary@yale.edu



James Courtemanche Vice President, Programs and Analytics Massachusetts Health Quality Partners (MHQP) Email: jcourtemanche@mhqp.org	Israel Cross, PhD Health Insurance Specialist CMS Email: israel.cross@cms.hhs.gov
Anna Cupito Research Associate Westat Email: annacupito@westat.com	Lena Cuthbertson, PhD, MEd, BHSc(OT) Provincial Executive Director, British Columbia Office of Patient-Centred Measurement BC Ministry of Health/Providence Health Care Email: lcuthbertson@providencehealth.bc.ca
Andrew D'Amour Director, Business Development Massachusetts Health Quality Partners (MHQP) Email: adamour@mhqp.org	Christian Dankers, MD, MBA * Associate Chief Quality Officer Mass General Brigham Email: cdankers@partners.org
Pam Dardess Vice President Institute for Patient- and Family-Centered Care Email: pdardess@ipfcc.org	Mikayla Davis Research Assistant Westat Email: mikayladavis@westat.com
Akin Demehin, MPH Director of Policy American Hospital Association Email: ademehin@aha.org	Dan Dicello, BA, MA Director, Patient Experience Newyork-Presbyterian Hospital Email: dmd9015@nyp.org
Teresa Dodson Research Analyst Westat Email: teresadodson@westat.com	Alan Dubovsky, MBA Chief Patient Experience Officer Cedars-Sinai Medical Center Email: alan.dubovsky@cshs.org
Susan Edgman-Levitan, PA-C * Executive Director/Co-Principal Investigator John D. Stoeckle Center for Primary Care Innovation, Massachusetts General Hospital/Yale Email: sedgmanlevitan@mg.harvard.edu	Marc Elliott, PhD Senior Principal Researcher RAND Corporation Email: elliott@rand.org
Rick Evans, MA * Senior Vice President, PX & CXO Newyork-Presbyterian Hospital Email: rie9003@nyp.org	Theresa Famolaro, MPS, MS, MBA Senior Study Director Westat Email: theresafamolaro@westat.com



Sylvia Fisher, PhD Senior Social Science Analyst AHRQ Email: sylvia.fisher@ahrq.hhs.gov	Stephanie Fishkin, PhD Principal Consultant Kaiser Permanente Email: stephanie.a.fishkin@kp.org
Bev Fitzsimons, MSc, BA * Chief Executive The Point of Care Foundation Email: bevfitzsimons@pointofcarefoundation.org.uk	Michelle Flanagan Research Associate Westat Email: michelleflanagan@westat.com
Nancy Foster Vice President American Hospital Association Email: nfoster@aha.org	Jack Fowler, PhD Senior Research Fellow Center for Survey Research, UMass Boston Email: floyd.fowler@umb.edu
Lisa Franchetti, MA, CPHQ Customer Experience Manager Neighborhood Health Plan of Rhode Island Email: lfranchetti@nhpri.org	Mark Friedberg Senior Vice President, Performance Measurement & Improvement Blue Cross Blue Shield of Massachusetts Email: mark.friedberg@bcbsma.com
Stephanie Fry Health Services Researcher Westat Email: stephaniefry@westat.com	Francis Fullam, MA Assistant Professor, Health Systems Management Rush University Medical Center Email: francis_fullam@rush.edu
Sarah Gaillot, PhD Acting Deputy Director, Division of Consumer Assessment & Plan Performance Centers for Medicare & Medicaid Services Email: sarah.gaillot@cms.hhs.gov	Bryanna Gallaway, MPA-HSA, CPXP Director, Patient & Family Engagement Sutter Health Email: gallawb@sutterhealth.org
Caren Ginsberg, PhD, CPXP * Director AHRQ Email: caren.ginsberg@ahrq.hhs.gov	Vicki Given, BSBM Administrative Assistant Westat Email: vickigiven@westat.com
Melissa Gliner, PhD Defense Health Agency Email: melissa.d.gliner.civ@mail.mil	Liz Goldstein, PhD Director, Division of Consumer Assessment and Plan Performance CMS Email: elizabeth.goldstein@cms.hhs.gov



Erin Grace, MHA Deputy Center Director, CQulPS AHRQ Email: erin.grace@ahrq.hhs.gov	Rachel Grob, PhD * Director of National Initiatives and Senior Scientist University of Wisconsin-Madison Email: rachel.grob@wisc.edu
Michelle Hanson, MPH PhD Student University of Bolzano (Italy) Email: mhanson@unibz.it	Lee Hargraves, PhD, MA Sociologist University of Massachusetts Email: lee.hargraves@umb.edu
Jonah Harris, BS Research Analyst Westat Email: jonahharris@westat.com	Helen Haskell, MA President Mothers Against Medical Error Email: haskell.helen@gmail.com
Ron Hays, PhD Professor UCLA Email: drhays@ucla.edu	Blake Hodges, MS * Senior Consultant Kaiser Permanente Email: blake.e.hodges@kp.org
Janet Holzman Director, Survey Vendor Certification The National Committee for Quality Assurance (NCQA) Email: holzman@ncqa.org	Karen Homa, PhD Research Manager Lakeland Regional Health Center Email: homakaren@gmail.com
Alesia Hovatter Health Policy Analyst CMS Email: alesia.hovatter@cms.hhs.gov	Roxanne Jensen, PhD Program Director National Cancer Institute Email: roxanne.jensen@nih.gov
Aruna Jhasti Social Science Research Analyst CMS Email: aruna.jhasti1@cms.hhs.gov	Brenda Johnson Vice President, Patient Experience University of Maryland St. Joseph Medical Center (UM SJMC) Email: brenda.johnson@umm.edu
Meagan Khau Director CMS Office of Minority Health Email: meagan.khau@cms.hhs.gov	Jessica Kirchner, MA Research Associate Westat Email: jessicakirchner@westat.com
Kristie Kiser Director, Outreach and Stakeholder Engagement AHRQ Email: kristie.kiser@ahrq.hhs.gov	Cristobal Kripper, MD, MPH System Director, CXO CHRISTUSHealth Email: cristobal.krippermitrano@christushealth.org



Tara Lagu, MD, MPH Director, Center for Health Services and Outcomes Research Northwestern Feinberg School of Medicine Email: tara.lagu@northwestern.edu	Yuna Lee, PhD, MPH * Assistant Professor of Health Policy and Management Columbia University Email: ysl2118@cumc.columbia.edu
Bill Lehrman, PhD Social Science Research Analyst CMS Email: william.lehrman@cms.hhs.gov	Gondy Leroy, PhD Professor University of Arizona Email: gondyleroy@arizona.edu
Kerry Lida, PhD Health Insurance Specialist CMS Email: kerry.lida@cms.hhs.gov	Jennifer Lorenz, DNP, MSN, MHA, RN Chief Experience Officer University Hospitals Health System Email: jennifer.lorenz@uhhospitals.org
William Marcellino, PhD Senior Behavioral & Social Scientist RAND Corporation Email: bmarcell@rand.org	Steven Martino, PhD * Senior Behavioral Scientist RAND Corporation Email: martino@rand.org
Sasmira Matta PhD Student The Wharton School Email: smatta@wharton.upenn.edu	Tilithia McBride Vice President, Quality Federation of American Hospitals Email: tmcbride@fah.org
Mark Meterko Survey Methodologist, SHEP Department Veterans Affairs Email: mark.meterko@va.gov	David Miranda, PhD Social Science Research Analyst CMS Email: david.miranda@cms.hhs.gov
Sofie Morgan, MD, MBA, CPXP University of Arkansas For Medical Sciences (UAMS) Email: smorgan@uams.edu	Sheila Moroney, MPH Patient Experience Officer Hennepin Healthcare Email: sheila.moroney@hcmcd.org
Courtney Nataraj PFA Newyork-Presbyterian Hospital Email: camnataraj@mac.com	Ingrid Nembhard, PhD, MS * Fishman Family President's Distinguished Associate Professor of Health Care Management The Wharton School, University of Pennsylvania Email: ingridn@wharton.upenn.edu



Meg Nikolov, PhD Advanced Analytics Lead, National Market Research Kaiser Permanente Email: margaret.c.nikolov@kp.org	Joshua Noda Senior Study Director Westat Email: joshuanoda@westat.com
Liza Nyeko, MS Program Director Mass General Hospital Email: lnyeko@partners.org	Osonde Osoba, PhD * Senior Information Scientist RAND Corporation Email: osoba@rand.org
Yvette Overton, MHS Social Research Scientist CMS Email: yvette.overton@cms.hhs.gov	Alina Palimaru, PhD, MPP Associate Policy Researcher RAND Corporation Email: palimaru@rand.org
Andrew Parker, PhD * Senior Behavioral Scientist RAND Corporation Email: parker@rand.org	Robert Parrish President Future Directions in Health Care, Inc. Email: robertparrish53@gmail.com
Christine Payne Social Science Research Analyst CMS Email: christine.payne@cms.hhs.gov	Jennifer Purdy, LCSW Executive Director, VA Patient Experience Veterans Affairs Email: jennifer.purdy2@va.gov
Chris Queram Principal CQ Health Strategies Email: cqueram@gmail.com	Denise Quigley, PhD Health Policy Researcher RAND Corporation Email: quigley@rand.org
Barbra Rabson, MPH President and CEO Massachusetts Health Quality Partners (MHQP) Email: brabson@mhqp.org	Raji Rajan * Senior Programming Manager Massachusetts Health Quality Partners (Mhqp) Email: r.raj@mhqp.org
Gigi Raney Technical Director CMS Email: virginia.raney@cms.hhs.gov	Kerry Reynolds, PhD * Senior Behavioral/Social Scientist RAND Corporation Email: kreynold@rand.org
Carl Riley IT Manager Westat Email: carlriley@westat.com	Brian Roberson, MPA Manager of Data Analytics America's Essential Hospitals Email: broberson@essentialhospitals.org



Marlene Rosas Senior Analyst Kaiser Permanente Email: marlene.e.rosas@kp.org	Susannah Rose, PhD, MS Associate Chief of Patient Experience & Director of Research Cleveland Clinic Email: roses2@ccf.org
Lise Rybowski * President The Severyn Group Email: lise@severyngroup.com	Lok Samson, PhD, MHS Social Science Research Analyst HHS Office of the Assistant Secretary for Planning and Evaluation (ASPE) Email: lokswong.samson@hhs.gov
Daniel Sangria Senior Study Director Westat Email: danielsangria@westat.com	Jim Schaefer Veterans Affairs Email: james.schaefer@va.gov
Mark Schlesinger, PhD * Professor of Health Policy Yale University Email: mark.schlesinger@yale.edu	Eric Schneider, MD, FACP Senior Vice President for Policy and Research The Commonwealth Fund Email: es@cmwf.org
Sarah Scholle, DrPH, MPH Assistant VP, Research and Analysis National Committee for Quality Assurance (NCQA) Email: scholle@ncqa.org	Tara Servati, MPH, CPXP Director, Patient Experience NYU Winthrop Hospital Email: tara.servati@nyulangone.org
Victoria Shaffer, PhD Professor University of Missouri Email: shafferv@missouri.edu	Dale Shaller, MPA * Principal Investigator Shaller Consulting Group Email: d.shaller@comcast.net
Margie Shofer, BSN, MBA Director, General Patient Safety Program AHRQ Email: margie.shofer@ahrq.hhs.gov	Beth Simon, PhD Research Analyst CMS Email: beth.simon@cms.hhs.gov
Hardeep Singh, MD, MPH Chief of the Health Policy, Quality and Informatics Program Michael E. DeBakey Veterans Affairs Medical Center and Baylor College of Medicine Email: hardeeps@bcm.edu	Ashley Smith Chief, Outcomes Research Branch National Cancer Institute Email: smithas@mail.nih.gov



Joann Sorra, PhD * Associate Director Westat Email: joannsorra@westat.com	Amy Stern, PhD * Director of Operations and Commercial Surveys Massachusetts Health Quality Partners (MHQP) Email: astern@mhqp.org
Toni Stern, MD, MS, MBA System Vice Chair Quality and Clinical Transformation Mount Sinai Health System Email: toni.stern@mssm.edu	Loida Tamayo, PhD, MPH Senior Healthcare Analyst CMS Email: loida.tamayo@cms.hhs.gov
Aileen Tapia Research Assistant Westat Email: aileentapia@westat.com	Lori Teichman, PhD Social Science Research Analyst CMS/CM/MDBG/DCAPP Email: lori.teichman@cms.hhs.gov
Sara Toomey, MD, MPhil, MPH, MSc Chief Experience Officer and Interim Chief Safety and Quality Officer Boston Children's Hospital/Harvard Medical School Email: sara.toomey@childrens.harvard.edu	Stacy Van Gorp, PhD, MA, BA * Partner See What I Mean Email: stacy@seewhatimean.com
Alpa Vyas, MHA Vice President & Chief Patient Experience Officer Stanford Health Care Email: avyas@stanfordhealthcare.org	Emily Warne, BS Research Specialist University of Wisconsin-Madison Email: emily@patientpartnerships.org
Yolonda Williams, MA,CPHQ Analyst CMS Email: yolonda.williams@cms.hhs.gov	Jason Wolf, PhD, CPXP President & Ceo The Beryl Institute Email: jason.wolf@theberylinstitute.org
Brian Zikmund-Fisher, PhD Professor University of Michigan Email: bzikmund@umich.edu	Rachael Zuckerman Acting Director, Division of Evidence, Evaluation, and Data Policy HHS Office of the Assistant Secretary for Planning and Evaluation (ASPE) Email: rachael.zuckerman@hhs.gov

* denotes a speaker