

***Advancing the Science and Implementation of  
Patient Narratives  
CAHPS® Research Meeting  
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Speaker Bios***

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**Adrienne Boissy, MD, MA**

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Adrienne Boissy, MD, MA, is the Chief Experience Officer of the Cleveland Clinic Health System and a staff neurologist at the Cleveland Clinic Mellen Center for Multiple Sclerosis. Dr. Boissy leads initiatives to address and improve every aspect of a patient's encounter with the Cleveland Clinic Health System – from their physical comfort to their educational, emotional and spiritual needs. Based on what matters most to patients, she sets the enterprise strategic vision for how to enable human centered care through design thinking, digital engagement, and compassionate innovation.

Dr. Boissy co-chairs the Empathy and Innovation summit, the largest independent summit on patient experience in the world. She serves as Editor Emeritus of the Journal of Patient Experience, the Editorial Board of NEJM Catalyst, and serves on the Advisory Board for Option B. She has published extensively about transformational change needed in patient centered measurement, relational communication, burnout, and empathy, and advocates for major operational changes in healthcare systems for a more humane experience, noted in her provocative TED talk “Can empathy help heal healthcare?” Her work has been featured in The Wall Street Journal, NPR, The Washington Post, Forbes, and The Atlantic, among others. A Harvard Macy scholar, she has been repeatedly recognized as a leading physician executive and thought leader.



### **Kelli Carroll, MS, CCLS**

Director, Chase Child Life & Expressive Arts Therapies  
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Kelli Carroll earned her Master of Science in Development and Family Studies from the University of North Texas and has been a Child Life Specialist for over twenty years. As a clinician, Ms. Carroll worked with the surgery population at Children's Medical Center Dallas working to prepare and support patients and their families for surgical procedures. She also spent 8 years as the Education Coordinator for the Department, managing Practicum, Intern and Fellowship programs; along with serving as a Department Supervisor for clinical specialists. Currently, Ms. Carroll is the Director of the Chase Child Life & Expressive Arts Therapies Program at UCLA Mattel Children's Hospital where she supervises a team of 26 child life and creative arts professionals along with providing leadership for the hospital's General and Spanish Parent Advisory Councils. Ms. Carroll has served as an adjunct professor teaching Child Life courses at the University of North Texas, The University of Texas at Dallas and most recently Azusa Pacific University. Forging supportive relationships with fellow ancillary care colleagues and community partners in order to enhance patient and family care is one of her strengths. This former competitive figure skater is known for bringing a playful spirit to the leadership table and is always seeking creative ways to make the workplace more fun.



### **Christian Dankers, MD, MBA**

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Christian Dankers, MD, MBA, grew up in Monroe, WA and attended Williams College where he studied Philosophy. After college, he worked for three years at the Advisory Board Company in Washington D.C., which provides business strategy research and consulting services for hospitals. He then attended the University of Pennsylvania, where he obtained his M.D. and M.B.A. He completed internal medicine residency at The Massachusetts General Hospital and remained at the MGH for three years following residency, splitting his time between clinical work as a hospitalist and quality and safety work as a member of the Edward P. Lawrence Center for Quality and Safety. In 2013, Dr. Dankers joined the Department of Quality and Safety at Brigham and Women's Hospital. As Associate Chief Quality Officer, he worked on Hospital Acquired Condition reduction, mortality reduction, improving the patient experience, and on strengthening safety culture through the application of Just Culture and reliability management principles. In 2018, Dr. Dankers joined Mass General Brigham as the Associate Chief Quality Officer, where he is responsible for system level work in patient experience, health equity, and safety, as well as overseeing quality contracting and the government payment and policy team in the Quality and Patient Experience group. He continues to practice as a hospitalist at Brigham Health.



**Susan Edgman-Levitan, PA-C**

Executive Director/Co-Principal Investigator

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Susan Edgman-Levitan, PA-C, is Executive Director of the John D. Stoeckle Center for Primary Care Innovation at Massachusetts General Hospital, a lecturer in the Department of Medicine, Massachusetts General Hospital (MGH), and an Associate in Health Policy, Harvard Medical School. She is the co-chair of the Patient Experience Leaders Committee at MassGeneral Brigham Health System and leads the patient/clinician engagement work for the MGH Palliative Care Continuum Project. Prior to MGH, MS Edgman-Levitan was the founding President of the Picker Institute. A constant advocate of understanding the patient's perspective on healthcare, she has been the co-principal investigator on the Harvard Consumer Assessment of Healthcare Providers and Systems (CAHPS) study, and is a member of the Lucian Leape Institute at the Institute for Healthcare Improvement (IHI) and Senior Fellow at IHI. She is an editor of *Through the Patient's Eyes*, a book on creating and sustaining patient-centered care, *The CAHPS Improvement Guide*, and co-authored the Institute of Medicine 2006 report, *The Future of Drug Safety: Promoting and Protecting the Health of the Public*. Ms. Edgman-Levitan serves on several boards and national advisory committees, including the ABIM Council and the ABIM Foundation, and the Primary Care Collaborative. In 2007, Ms. Edgman-Levitan received the Leadership and Innovation Award from the Center for Information Therapy and the 2016 Inaugural Richard Nesson Award from the Massachusetts Health Quality Partnership. Ms. Edgman-Levitan holds degrees from the University of Michigan and the Duke University Physician Assistant program, where she received the Distinguished Alumni Award and inducted into the Duke University Medical Center Hall of Fame, in 2004.



**Rick Evans, MA**

Senior Vice President and Chief Experience Officer

NewYork-Presbyterian Hospital

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Rick Evans, MA, the Senior Vice President and Chief Experience Officer for NewYork-Presbyterian. In this role, he oversees NYP's ongoing strategy to improve and enhance the patient and family experience across NYP's continuum of care and its eleven facilities in and around New York City. Mr. Evans also leads enterprise-wide efforts to improve access and the customer experience across NYP's extensive network of primary care and specialty practice sites. He is also responsible for an array of hospital teams; some of these include Patient Services, Pastoral Care, Volunteers, Medical Interpreting, and Physician Referral.

Over his 20 years in healthcare, Mr. Evans has had responsibility for patient experience and has a proven track record of accomplishment. Over his career, he has also had responsibility for a wide range of hospital operations including, but not limited to, overseeing nursing units, community health centers and programs, fund development functions. Mr. Evans is a recognized national leader in the patient experience field, serving as the Co-Chair of the National Patient Experience Policy Form with the Beryl Institute and serving as the Public Member on the American Nurses Credentialing Center's Magnet Recognition Commission.



**Bev Fitzsimons, MSc, BA**

Chief Executive

The Point of Care Foundation

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Bev Fitzsimons, MSc, BA, is the Chief Executive of the Foundation, based in London, UK. She is also responsible for development, design and oversight of patient-centred quality improvement initiatives. From 2009-2014, Ms. Fitzsimons was a Fellow in Health Policy at the King's Fund, leading patient-centred quality improvement programmes within the Point of Care team.

A social scientist by background, Bev spent 12 years working in healthcare audit and regulation at the Healthcare Commission, Commission for Healthcare Improvement, and the Audit Commission, with particular interest in the care of people with long term conditions and maternity care. Ms. Fitzsimons is a member of the founding cohort of the Health Foundation's Q initiative, which is a community of practice for quality improvement. As well as her professional interest in quality improvement, she has also been a service user representative in her local community and was a lay board member of the Confidential Enquiry into Maternal and Child Health.

Ms. Fitzsimons lives in London with partner and two kids still at home, and one studying away.



**Caren Ginsberg, PhD, CPXP**

Director, CAHPS and Surveys on Patient Safety Culture (SOPS) Programs  
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Caren Ginsberg, PhD, CPXP directs the Agency for Healthcare Research and Quality's (AHRQ) work on the Consumer Assessment of Healthcare Providers and Systems (CAHPS<sup>®</sup>) and Surveys on Patient Safety Culture<sup>™</sup> (SOPS<sup>®</sup>). An anthropologist and demographer, Dr. Ginsberg has broad-based experience in patient experience, patient safety, and public health. In her position at AHRQ, she focuses on program development, implementation, operations and evaluation, with specialty in survey design and development, and qualitative evaluation and assessment. Previously, she held positions at the Centers for Medicare and Medicaid Services (CMS), Westat, and the National Quality Forum.



**Rachel Grob, PhD**

Director of National Initiatives and Senior Scientist  
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Rachel Grob, PhD devotes her time to learning about peoples' experiences with health and health care. She elicits stories from diverse people, and then synthesizes and amplifies them to make health care work better. She also uses narratives as a teaching tool for future clinicians, to inform policy, and to catalyze concrete changes that benefit consumers, families and communities. She is a public spokesperson for the value of qualitative work, and for the importance of systematically including the most diverse perspectives possible in research, public discourse, and at tables where decisions get made.

Dr. Grob has several roles at the University of Wisconsin-Madison: Director of National Initiatives at the Center for Patient Partnerships; Senior Scientist at the Department of Family Medicine and Community Health; and Investigator at the Health Improvement Program. She also chairs the national Health Experiences Research Network ([www.healthexperiencesusa.org](http://www.healthexperiencesusa.org)).

Dr. Grob is the author of numerous articles and books, and frequently speaks about her work in national and international venues. She has a master's degree in health advocacy, a doctorate in sociology, an active yoga practice, and a really cool family. She divides her time between Wisconsin and New York.





**Blake Hodges, MS**

Senior Consultant

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Blake Hodges, MS, is a senior consultant with national market research at Kaiser Permanente Health Plan. Starting out in the Mid-Atlantic region, Mr. Hodges manages several of the CAHPS surveys across Kaiser Permanente. Working with business partners at every level, Mr. Hodges is passionate about using CAHPS to improve the member experience. In addition to CAHPS, Mr. Hodges has worked on projects ranging from mental health to branding, and more recently vaccine hesitancy.



**Yuna Lee, PhD, MPH**

Assistant Professor of Health Policy and Management

Columbia University

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Yuna S.H. Lee, PhD, MPH, an Assistant Professor of Health Policy and Management at Columbia University. She is a Healthcare Management researcher and educator, who has spent two decades examining how healthcare organizations can thrive by fostering better experiences for patients and more meaningful work for clinicians and staff, and ultimately, improved quality. Her core research interests are 1) creativity in healthcare delivery, 2) patient experience and provider well-being, and 3) quality improvement in teams and organizations. She uses qualitative and quantitative research methods to examine health care delivery from provider and patient perspectives, and to evaluate organizational performance.

Dr. Lee has received national recognition for her work, including awards from the Academy of Management, AcademyHealth, Industry Studies Association, and Emerald Publishing. She is a member of the Consumer Assessment of Healthcare Providers and Systems (CAHPS) research team and a fellow of the New York Academy of Medicine. At the Columbia Mailman School, Dr. Lee teaches Managerial and Organizational Behavior to graduate students and executives in the Masters of Health Administration program. Dr. Lee holds a MPH in Healthcare Management and a PhD in Health Policy and Management, with a concentration in Organizational Theory and Management, both from Yale University.



**Steven Martino, PhD**

Senior Behavioral Scientist

RAND

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Steven Martino, PhD is a Senior Behavioral Scientist at the RAND Corporation. For more than 15 years, he has been involved in the design and evaluation of survey-based measures of patient experience and research to strengthen the science of public reporting of healthcare quality data to inform consumer choice and quality improvement initiatives. Dr. Martino has been a member of the CAHPS Consortium since 2006 and has led RAND's Reports sub-team since 2012. For the past 10 years, he has been part of a multidisciplinary team that has pioneered the development of (a) criteria for assessing the fidelity of elicited narratives, (b) protocols for eliciting patient narratives as part of large-scale patient experience surveys, (c) approaches for extracting information from patient narratives essential for quality improvement, and (d) approaches to presenting this information to healthcare consumers to increase patient engagement and inform their healthcare decision-making as well as to healthcare providers to help inform quality improvement efforts.



**Ingrid Nembhard, PhD, MS**

Fishman Family President's Distinguished Professor

Associate Professor of Health Care Management

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Ingrid M. Nembhard, Ph.D., M.S., is the Fishman Family President's Distinguished Associate Professor of Health Care Management at The Wharton School, University of Pennsylvania. Her research focuses on how characteristics of healthcare organizations, leaders, and staff affect their ability to engage in organizational learning, implement new practices, and improve healthcare.



**Osonde Osoba, PhD**

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Osonde Osoba, PhD (pronounced "oh-shOwn-day aw-shAw-bah"), is a senior information scientist at the RAND Corporation and a professor at the Pardee RAND Graduate School. His work primarily applies machine learning (ML) and advanced statistics to policy research problems in diverse topics such as epidemiology, defense acquisition, and science & technology policy. He also explores the value-laden implications of the use of artificial intelligence systems e.g. the fairness of ML and automated decision models.



**Andrew Parker, PhD**

Senior Behavioral Scientist

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Andrew M. Parker, PhD, is a senior behavioral scientist at the RAND Corporation and has been a member of the CAHPS consortium reports team for the past nine years. His research involves how individuals, including patients, make decisions in complex real-world situations. He has co-led efforts to understand the potential for using natural language processing to analyze narratives of patient experience with health care.



**Raji Rajan, MBA**

Senior Programming Manager

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Raji Rajan, MBA, as Senior Programming Manager at MHQP has over 20 years of experience in the finance and banking industry, developing reporting and application integrations for various business's needs. Raji worked as a Business Intelligence Developer and managed data warehouses. Raji has been working on reporting and analytics needs of Patient Experience Survey, worked on extensive analytics of Total Cost of Care using MA Claims data. Recently incorporated Natural Language Processing (NLP) to Patient Narratives collected by MHQP.

Raji received a Master's in Business Administration from Clark University, a Master's in Applied Statistics from Worcester Polytechnic Institute, and a bachelor's in economics from Stella Maris College, India.





**Kerry Reynolds, PhD**

Senior Behavioral/Social Scientist

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Kerry Reynolds, PhD, is a Senior Behavioral/Social Scientist at RAND with a Ph.D. in Social/Health Psychology from Carnegie Mellon University. Dr. Reynolds has broad experience with health and health care research, with work focused on patient experience, healthcare systems, mental health, chronic illness, and healthcare transitions. Dr. Reynolds has conducted both qualitative and quantitative studies in medical and community settings and has played a key role in evaluations of large programs related to health and mental health. She has extensive project leadership experience, experience in conducting qualitative interviews, focus groups and site visits, with stakeholders ranging from community members, parents and children to physicians, pharmacists, and healthcare administrators. Dr. Reynolds is an experienced leader of large projects funded by CMS, including leading multiple iterations of the implementation contract for the CMS CAHPS for ACOs and CAHPS for MIPS Surveys.



**Lise Rybowski, MBA**

President

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Lise Rybowski, MBA, is president and co-founder of The Severyn Group, a health care communications, research, and consulting firm serving a diverse clientele of nonprofit, private, and governmental organizations. Ms. Rybowski has nearly 30 years of experience in studying and sharing best practices in health care quality measurement, reporting, and improvement. In her work for the Agency for Healthcare Research and Quality's CAHPS program over the past 20 years, she has participated in research on a variety of reporting and quality improvement issues. Recent projects include the development of narrative items for CAHPS surveys; the use of patient comments in public reports; the development, testing, and use of composite and summary scores of health care quality; and an evaluation of the use of CAHPS survey results to improve patient experience. Drawing on her expertise in public reporting, she has provided expert reviews of public performance reports, advised organizations on reporting CAHPS and other measures, led usability testing of public reports, and contributed to the development and design of several quality reports. Ms. Rybowski has also served as the editor of the CAHPS Ambulatory Improvement Guide and AHRQ's TalkingQuality website. She received her BA from Princeton University and her MBA from Columbia University.



**Mark Schlesinger, PhD**

Professor of Health Policy

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Mark Schlesinger, Ph.D. is a wayward economist often mistaken for a political scientist or social psychologist. For the past two decades, he has studied patient experience and patients' responses to problematic medical encounters; including ways of enhancing the scope, clarity, and influence of patient voice. Dr. Schlesinger's other research interests include the determinants of public opinion about health and social policy, the influence of bounded rationality on medical consumers and consumerism, the impact of economic insecurity on political attitudes and public well-being, and the role of nonprofit organizations in American health care. Dr. Schlesinger is Professor of Health Policy and a fellow of the Institution for Social and Policy Studies at Yale University, immediate past-Chair of the Department of Health Policy and Management and a former editor of the Journal of Health Policy, Politics and Law. He has consulted to ten federal agencies, several dozen state governments, and a score of nonprofit organizations. His favored sports include uncompetitive volleyball and unlighted table tennis.



**Dale Shaller, MPA**

Principal Investigator

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Dale Shaller, MPA, is Principal of Shaller Consulting Group, a health policy analysis and management consulting practice based in Stillwater, Minnesota. He has devoted nearly four decades to the design, implementation, and evaluation of health care quality measurement and improvement programs, with a special focus on listening to the voice of the patient and promoting methods for engaging consumers in managing their health and health care. He has served as a member of the Harvard and Yale CAHPS research teams for 25 years, and currently serves as the senior advisor for the national CAHPS Database which he directed for 22 years. Mr. Shaller led the technical assistance team on patient experience for the national Aligning Forces for Quality program, and is an Executive Board and founding member of the Patient Experience Policy Forum. He has served on many national health care advisory panels and is a frequent writer and presenter on health care quality and patient engagement strategies. He received his B.A. from Kalamazoo College and holds a Master's degree in public affairs from the Humphrey School of Public Affairs at the University of Minnesota.



**Joann Sorra, PhD**

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Westat

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Joann Sorra, PhD, is an industrial-organizational psychologist and Associate Director at Westat in the Center for Healthcare Delivery Research and Evaluation with over 25 years of experience conducting organizational and health services research. Her research has focused on patient safety and safety culture; patient and caregiver experience; survey methodology and psychometrics; program implementation and evaluation; and implementation science. She is the Project Director for the AHRQ contract that supports CAHPS and the Surveys on Patient Safety Culture. She is a reviewer for numerous healthcare journals and on the editorial board for the Journal for Healthcare Quality. Dr. Sorra is a Fellow of the American Psychological Association (APA) and the Society for Industrial and Organizational Psychology (SIOP).



**Amy Stern, PhD**

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Amy Stern, PhD, is Director of Operations and Commercial Survey Programs at Massachusetts Health Quality Partners (MHQP). Dr. Stern is responsible for developing, managing, and overseeing the organization's administrative and operational processes and procedures. She also provides oversight and management of MHQP's commercial survey projects, particularly its flagship statewide commercial Patient Experience Survey Program.

Prior to joining MHQP, Dr. Stern served as Research Manager at the Center for the Evaluation of Value and Risk in Health (CEVR) at Tufts Medical Center with direct oversight of its infrastructure and research activities. She has over 25 years of experience in leading health service research projects, with a focus on improving healthcare delivery and patient experiences of care.

Dr. Stern received a PhD in Gerontology at the University of Massachusetts Boston, a MA in Gerontology from the University of Pennsylvania and her BS in Human Development and Family Studies from Cornell University.



**Stacy Van Gorp, PhD, MA, BA**

Partner

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Stacy Van Gorp, PhD, MA, BA, is the co-founder and partner of See What I Mean, a consulting, research, and organizational design firm with a mission of helping organizations gain clarity and accelerate progress. This year's clients include several large and small foundations, three national nonprofit networks, and several Iowa businesses and nonprofits. Dr. Van Gorp has 25 years of experience in nonprofit leadership, philanthropy, organizational strategy and higher education. While serving many roles she always found her place at the intersection of aspiration, learning and action.

Dr. Van Gorp enjoyed a global education at the University of Northern Iowa and later researched innovation, trust and change resistance while earning her Ph.D. at the University of Iowa. She lives in Cedar Falls with her husband Chris and 16 year old twins both of whom have cystic fibrosis.