

Advancing Methods of Implementing and Evaluating Patient Experience Improvement Using CAHPS® Surveys

CAHPS Research Meeting

October 7, 2020

Speaker Bios



Kerri Cavanaugh, MD, MHS

Associate Professor of Medicine & Nephrologist

Division of Nephrology and Hypertension at Vanderbilt University Medical Center & Tennessee Valley Health System Veterans Affairs Medical Center

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Dr. Cavanaugh is an Associate Professor of Medicine within the Division of Nephrology and Hypertension at Vanderbilt University Medical Center. She is also a nephrologist with the Tennessee Valley Health System Veterans Affairs Medical Center. Dr. Cavanaugh's research interests center around identifying factors influencing how patients learn about complex chronic disease and the translation of health information into effective self-care behaviors. This includes studying patient-related, provider-related, and patient-provider communication variables. She has demonstrated the risk related to limited health literacy and deficits in disease-specific knowledge among patients with moderate to advanced kidney disease, as well as developing and testing multi-level interventions to improve care. Dr. Cavanaugh developed and made freely available novel valid measures to assess kidney knowledge, self-efficacy of self-care in kidney disease, and self-management behaviors. These activities have been funded by the National Institutes of Health (NIH), American Society of Nephrology (ASN), and National Kidney Foundation (NKF).



Paul D. Cleary, PhD

Anna M.R. Lauder Professor of Public Health & CAHPS PI

Yale University

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Paul D. Cleary, PhD is the Anna M.R. Lauder Professor of Public Health at the Yale School of Public Health. His research focuses on the quality of medical care, how clinician and organizational characteristics are related to care quality, and the implementation and impact of quality improvement efforts. He is Principal Investigator of a CAHPS (Consumer Assessment of Healthcare Provider and Systems) project funded by the US Agency for Healthcare Research and Quality (AHRQ) and Director of the Yale Center for Interdisciplinary Research on AIDS (CIRA). He has published more than 350 journal articles and book chapters. He is also a member of the National Academy of Medicine, a Fellow of AAAS, and Distinguished Fellow of AHSR and received the Picker Institute Award for Excellence in the Advancement of Patient-Centered Care.



Susan Edgman-Levitan, PA

Executive Director/Co-Principal Investigator

John D. Stoeckle Center for Primary Care Innovation, Massachusetts General Hospital/Yale

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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.

Prior to MGH, Susan 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, she 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. Susan 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.



Stephanie Fishkin, PhD

Principal Consultant

Kaiser Permanente

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Stephanie has over a decade of CMS-CAHPS experience, including regulatory and public reporting expertise, tracking the impact of CAHPS guidelines to national accreditation bodies that utilize CAHPS surveys, and CAHPS project management and analytic guidance. She has current and past care experience with national policy groups and CAHPS-TEPs.



Lisa Franchetti, MA, CPHQ

Customer Experience Manager

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Lisa Franchetti is the Customer Experience Manager for all member and provider satisfaction survey projects, including data analysis, reporting and intervention design. Employed at Neighborhood Health Plan of Rhode Island since August 2000, her project work supports NCQA Accreditation for the Medicaid and Exchange products, as well as Medicare-Medicaid Plan Quality Withhold attainment. She has over twenty years of experience in working to improve CAHPS[®] member satisfaction survey results.



Mark Friedberg, MD, MPP

Senior Vice President of Performance Measurement & Improvement

Blue Cross Blue Shield of Massachusetts

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Mark Friedberg, MD, Blue Cross Blue Shield of Massachusetts, senior vice president of performance measurement and improvement. Dr. Friedberg is a national health policy expert whose research has focused on measuring and improving the performance of individual clinicians and health care organizations. He is a practicing general internist in primary care and an assistant professor of medicine, part-time, at Brigham and Women's Hospital and Harvard Medical School. Dr. Friedberg previously worked at the RAND Corporation, a leading policy research organization, where he led multiple projects to measure and improve health system performance. He received an M.D. from Harvard Medical School, a Master of Public Policy from the Harvard Kennedy School of Government and a Bachelor of Arts from Swarthmore College.



Caren Ginsberg, PhD, CPXP

Division Director, CAHPS Program

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Caren Ginsberg, PhD, CPXP serves as the Division Director for the Agency for Healthcare Research and Quality's (AHRQ) work on the Consumer Assessment of Healthcare Providers and Systems (CAHPS[®]) and Surveys on Patient Safety Culture[™] (SOPS[®]). 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.



Natalie McNeal, MBA, MHA

Executive Director

Wellstar Community Hospice

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Natalie McNeal is the executive director of Wellstar Community Hospice, which provides hospice care in the metro-Atlanta area. In this role, Natalie oversees operations of two in-patient units, home hospice services, and hospice programs in seven hospitals. Her responsibilities include regulatory and accreditation compliance, financial performance, and program oversight. Natalie has served on the Georgia Hospice and Palliative Care Organization on both membership and regulatory committees; National Hospice and Palliative Care Organization on the quality and standards committee; Hospice Action Network as a hospice advocate; Life Link of Georgia as an advisory board member; Vizient Southern States as the hospice chair; Region N Healthcare Coalition Executive Committee; and American Health Care Association as a quality examiner. She holds a Master of Business Administration and Master of Health Administration, both from Georgia State University.



Ingrid Nembhard, PhD, MS

Fishman Family President's Distinguished Professor
Associate Professor of Health Care Management
The Wharton School, University of Pennsylvania
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Ingrid M. Nembhard, PhD, MS, 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. She uses qualitative and quantitative research methods to examine health care delivery from provider and patient perspectives, and to evaluate organizational performance with regards to quality of care. Dr. Nembhard has served as a member of the Yale CAHPS research team for more than 10 years, conducting studies of organizational efforts to improve patient experiences.



Jennifer Purdy, LCSW

Executive Director
Veterans Patient Experience Program
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Jennifer Purdy leads the Veteran Experience Office (VEO) VA Patient Experience (PX) Directorate. She provides strategic direction and goals to ensure an exceptional patient experience for Veterans across 140 VA Health Care Systems. Mrs. Purdy oversees the development and implementation of transformational initiatives and consultation services with a staff of 32 spread across the country. Under her leadership, the PX Directorate has defined, designed and is currently deploying the VA PX framework and toolkits across VHA. Mrs. Purdy serves as Chair for the national VHA Patient Experience Committee and is the Vice- Chair of the VHA Organizational Health Council. Mrs. Purdy is a member of the Beryl Institute Advisory Board. Mrs. Purdy was honored with the 2019 Service to the Citizen Champion of Change Award.



Denise Quigley, PhD

Health Policy Researcher

Professor at the Pardee RAND Graduate School

RAND

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Dr. Quigley is a Health Policy Researcher at RAND, Professor at the Pardee RAND Graduate School and leads the Quality Improvement (QI) Team for the Consumer Assessment of Healthcare Providers and Systems (CAHPS) project. She has interest in use and reporting of consumer-reported healthcare measures; evaluating programs and QI initiatives; patient-centered care and healthcare markets. She holds a Ph.D. in public policy analysis from the RAND Graduate School with 20+ years' experience. She is leading several QI CAHPS studies; one examining the impact of shadow coaching on patient experiences, a second examining nurse-led QI initiatives to improve inpatient pediatric communication and responsiveness to call button, and a third evaluating strategies to improve end of life care experiences.



Jim Schaefer, MPH

Director of Surveys, Analytics & Performance Integration & Deployment

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Jim Schaefer has been his career with VHA in 1999 and became the Director of the Survey of Healthcare Experiences of Patients (SHEP) program in 2009. Currently, the SHEP program contacts roughly 1.8 million Veteran patients annually via mail and email, and assesses experiences in the Inpatient, Primary Care, Specialty Care, and Community Care settings.



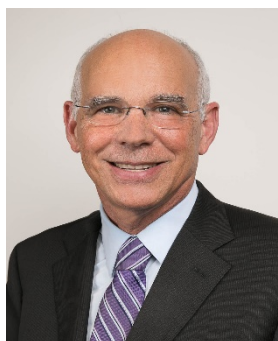
Dale Shaller, MPAff

Principal Investigator

Shaller Consulting Group

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Dale Shaller, MPAff, is principal of Shaller Consulting Group, a health policy analysis and management consulting practice based in Stillwater, Minnesota. He has devoted nearly three 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. Mr. Shaller's work on measuring and improving the experience of patients and families has been based in the Consumer Assessment of Healthcare Providers and Systems (CAHPS) program funded by the U.S. Agency for Healthcare Research and Quality. He has served as a member of the Harvard and Yale CAHPS research teams for 10 years, working on patient experience survey design, measurement, and reporting issues. He has directed the National CAHPS Benchmarking Database since its inception in 1998 and is a co-author of The CAHPS Improvement Guide and articles related to strategies for improving the patient experience.



Samuel A. Skootsky, MD

Chief Medical Officer (CMO)

UCLA Faculty Practice Group and Medical Group

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Dr. Skootsky is currently Chief Medical Officer (CMO) of the UCLA Faculty Practice Group and Medical Group, and Professor of Medicine at the David Geffen School of Medicine at UCLA. He attended the University of California at Berkeley and the Albert Einstein College of Medicine. He completed clinical training at UCLA Health, and a program in Academic Health Care Management at the UCLA Anderson School of Management

As CMO of the Faculty Practice Group, leads UCLA's efforts in population health management including programs for commercial and governmental advanced alternative payment models as well as risk contracts for commercial HMO and Medicare Advantage. Common to these programs is creating value for patients by a focus on important clinical outcomes, cost, quality, and the patient experience.

He implemented physician level patient experience surveys at UCLA Health more than a decade ago for both primary care and specialty physicians. He is a longstanding member of the oversight committee for Pacific Business Group on Health's Patient Assessment Survey Program.



Joann Sorra, PhD

Associate Director Center for Healthcare Delivery Research and Evaluation
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).



Efrain Talamantes, MD, MBA, MSc

Chief Operating Officer, Health Services
AltaMed Institute for Health Equity (AIHE)

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In July 2020, Dr. Efrain Talamantes was named Chief Operating Officer of Health Services at AltaMed. For the two years prior, he served as Medical Director for the AltaMed Institute for Health Equity (AIHE) and Medical Education, leading health services and community-partnered research and training to advance health equity and medical education at AltaMed. Under Dr. Talamantes' leadership, the Institute received Patient Centered Outcomes Research Institute funding, enabling a community partnership that has informed AltaMed's research priorities. Dr. Talamantes also serves as the inaugural Designated Institutional Officer (DIO) for the AltaMed Graduate Medical Education Committee and as a member of AltaMed's Executive Governance Leadership Committee.

Dr. Talamantes has been critical in re-designing all of AltaMed's Medical Education programs, including the Health Resource Services Administration Health Careers Opportunity Program. As DIO, he led the application process for Accreditation Council for Graduate Medical Education (ACGME) accreditation. He is also involved in curriculum design and faculty training for AltaMed's Family Medicine Residency Program. In addition, he is focused on developing methods to best support evidence-based practice, including the use of an electronic medical records system (EPIC) implemented in 2019. Dr. Talamantes, the Institute, and AltaMed's Medical Education teams are dedicated to creating various provider training tools, workshops and modules to eliminate health disparities.



Deborah Wafer, MSPD

Director of Ambulatory Operations

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Deborah Wafer graduated from the University of Southern California in 1999 Majoring in Political Science with a Minor in Public Policy and Management.

Deborah has worked in Healthcare for over 20 years. During her early years in Health care, Deborah managed several Ambulatory Practices. Her Management experience includes the Management of UCLA's Hepatobiliary Clinic under the Leadership of Transplant Surgeon Dr. Ronald Busuttil, PhD. Deborah currently oversee's several Ambulatory Teams responsible for monitoring and tracking staff and patient satisfaction. She has also served on several advisory committee's involving patient satisfaction and staff engagement at UCLA Health.