

SPEAKERS' BIOGRAPHIES

Eric Coleman, MD, MPH

Eric A. Coleman, MD, MPH, is Professor of Medicine within the Divisions of Health Care Policy and Research and Geriatric Medicine at the University of Colorado at Denver and Health Sciences Center. Dr. Coleman is the Director of the Care Transitions Program, aimed at improving quality and safety during times of care “hand-offs”. He is also the Executive Director of the Practice Change Fellows Program, designed to build leadership capacity among health care professionals who are responsible for geriatric programs and service lines.

Dr. Coleman bridges innovation and practice through (1) enhancing the role of patients and caregivers in improving the quality of their care transitions across acute and post-acute settings; (2) measuring quality of care transitions from the perspective of patients and caregivers; (3) implementing system-level practice improvement interventions; and (4) using health information technology to promote safe and effective care transitions.

Mary Naylor, PhD, RN

Dr. Naylor is the Marian S. Ware Professor in Gerontology and Director of the NewCourtland Center for Transitions and Health at the University of Pennsylvania School of Nursing. Since 1990, Dr. Naylor has led a multidisciplinary program of research designed to improve the quality of care, decrease unnecessary hospitalizations, and reduce health care costs for vulnerable, community-based elders.

Dr. Naylor is the National Program Director for the Robert Wood Johnson Foundation-sponsored Interdisciplinary Nursing Quality Research Initiative. She was elected to the National Academy of Sciences Institute of Medicine (IOM) in 2005. She also is a member of the RAND Health Board, the National Quality Forum Board of Directors, and Chair of the recently established Long-Term Quality Alliance.

Brian Jack, MD

Brian Jack, MD, is Associate Professor and Vice Chair for Academic Affairs in the Department of Family Medicine at Boston University School of Medicine / Boston Medical Center. Dr. Jack graduated from the University of Massachusetts Medical School and completed his residency training at Brown University and a fellowship at the University of Washington. He has authored over 80 peer-reviewed papers for major medical journals, served on NICHHD, HRSA, and CDC grant review panels, and is currently PI on grants from HRSA, AHRQ, CDC and NHLBI.

For his work relating to improving patient safety at hospital discharge (Project RED), Dr. Jack received the “Patient Care Award for Excellence in Patient Education Innovation” and the “Paper of the Year” from the Society of Family Medicine and was the AHRQ “Patient Safety Investigator of the Month”. He was selected to HealthLeaders Magazine’s “People Who Make Healthcare Better” 2010 list and received the CDC “Partner in Public Health Improvement” award. (Only one award is given to an individual outside the CDC each year.)

Dr. Jack has also been active in the worldwide development of primary care. He spent a sabbatical year in Budapest, Hungary in 1995, receiving a special citation from the mayor of Budapest. He served as a consultant to USAID, the World Bank, the U.S. Department of State, and the Rockefeller and Kellogg Foundations on the development of family medicine in Lesotho, Albania, Jordan, Romania, and Vietnam. He is a founding member of the American Academy of Family Physicians Center for International Initiatives. Currently, Dr. Jack is the clinical director of a Kellogg Foundation-funded program in Lesotho in southern Africa.

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Pamela E. Clarke, MSW

Pamela E. Clarke serves as Vice President of Health Care Finance and Managed Care for the Delaware Valley Healthcare Council (DVHC) of The Hospital and Healthsystem Association of Pennsylvania (HAP). On behalf of health care consumers and DVHC's member hospitals, Ms. Clarke leads the council's efforts to ensure adequate consumer access to, and provider reimbursement for, health care services in southeastern Pennsylvania and across the state. Ms. Clarke also facilitates discussions among providers, insurers and government agencies to develop efficient methods of complying with government regulations, thereby minimizing administrative burdens.

From 1998 through 2002, Ms. Clarke served first as the Vice President of Managed Care for Operations and Network Development, and then as the Chief Operating Officer, for Penn-Friends Behavioral Health Services, a non-profit joint venture managed care company.

From 1988 through 1998, Ms. Clarke performed several roles at Progressions Health Systems/Northwestern Institute, a behavioral healthcare system that provided inpatient, partial hospital and outpatient services across the Delaware Valley and Southern New Jersey. Over her ten years, Ms. Clarke worked as a Social Worker and progressed to Program Director, Vice President of Partial Programs, Vice President of Case Management and Access Systems, and finally, Chief Operating Officer of the 140-bed inpatient facility.

Ms. Clarke graduated *cum laude* from the College of the Holy Cross with a Bachelor of Arts in Psychology in 1984 and was awarded a Masters in Social Work in Clinical Studies from the Boston College School of Social Work in 1987.

Kenneth D. Coburn, MD, MPH

Dr. Coburn is the CEO and Medical Director of Health Quality Partners (HQP), a not-for-profit health care quality research and development organization based in Doylestown, Pennsylvania, dedicated to improving health outcomes through health care delivery redesign. For the past eight years he has also served as the principal investigator for HQP's participation in the Medicare Coordinated Care Demonstration (MCCD), which began enrolling chronically ill Medicare beneficiaries into a randomized controlled trial in April 2002. The intervention designed and utilized by Health Quality Partners within the MCCD involves a tightly integrated set of services delivered by nurse care managers working in close collaboration with patients and their families, primary care and specialist medical providers, hospitals, and community resources. The model is community-based and works with over 90 physician practices, six hospitals, and numerous community service organizations across a diverse geography in eastern Pennsylvania. To-date, over 2,500 participants have been randomized into the study.

Prior to founding Health Quality Partners, Dr. Coburn served in leadership roles in PennCARE, an 11-hospital consortium in eastern Pennsylvania, primarily leading the medical management initiative providing care and disease management on behalf of several thousand chronically ill Medicare patients under contract with Aetna. Past experience also includes working within the disease management division of the University of Pennsylvania Health System, as the Medical Director for Quality at an HMO owned by academic medical centers in Philadelphia (Health Partners), and as the Director of the AIDS Center at the Montefiore Medical Center in Bronx, NY, a New York State Designated AIDS Center.

Dr. Coburn received his undergraduate education at Brown University, his medical degree from the Columbia University College of Physicians & Surgeons, and completed his residency training in internal medicine at the Columbia-Presbyterian Medical Center in New York. He completed his infectious disease subspecialty training at the Albert Einstein / Montefiore Medical Center in Bronx, New York. He received his Masters in Public Health degree from the Mailman School of Public Health at Columbia University and is currently pursuing a DrPH degree at the University of North Carolina's Gillings School of Global Public Health.

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Sherry A. Marcantonio, MSW, ACSW

Sherry Marcantonio is the Senior Vice President of Health Quality Partners (HQP), a not-for-profit health care quality research and development organization dedicated to improving population health outcomes through health system redesign and advanced care management. Ms. Marcantonio has been a principal with the organization since its inception, is the chief architect of HQP's advanced care management model, and has led its evolutionary development over the past ten years. In addition, she is HQP's Program Director for the Medicare Coordinated Care Demonstration and has primary responsibility for management of the Health Quality Partners team. She also serves as a Senior Consultant in health system redesign with HQP's collaborative partnerships.

Ms. Marcantonio has 20 years of health care leadership experience in designing, leading and improving high performance teams. She has developed methods for risk stratification and has incorporated key features of person-centeredness, translating medical and behavioral evidence-based research into high fidelity community-based interventions. She is a strong proponent for using data and statistical process control methods to ensure high reliability of key processes and performance in teams and organizations.

Prior to Health Quality Partners, Ms. Marcantonio served as the Director of Care Management for PennCARE, an 11-hospital, 3,000+ physician collaboration in eastern Pennsylvania. While with PennCARE, she developed and implemented medical management programs for high-risk individuals served by the PennCARE network under a 125,000-member Aetna risk contracting arrangement. Before joining PennCARE, Ms. Marcantonio served as a Program Administrator in the Offices of Health and Disease Management with the University of Pennsylvania Health System (UPHS). In that role, she led the development of evidence-based chronic disease management programs in collaboration with physician specialists and developed a nursing-led disease and geriatric care management program, delivered in collaboration with the UPHS primary care and faculty practice network, and within four UPHS affiliate health systems networks. In addition, Ms. Marcantonio was the Director of Social Work and Case Management at Doylestown Hospital for seven years.

Ms. Marcantonio earned her Bachelor of Arts and Master of Social Work Degrees, with a specialization in health care, from the University of Pennsylvania in Philadelphia. In addition, she is a member of the Academy of Certified Social Workers and has received additional education and training in hospice and end-of-life care, lifestyle and behavior change interventions, quality improvement methods, and Six Sigma Black Belt training.

Naomi Hauser, RN, MPA, CLNC

Naomi Hauser has more than 30 years of long-term care experience, including clinical, administrative and regulatory skill sets. She is the Director of Healthcare Quality for Quality Insights of Pennsylvania in King of Prussia (2002-present) and directed the CMS Nursing Home Quality Initiative in PA from 2002-2008. She led a team that partnered with over 400 long-term care providers to improve the quality of care and quality of life for the residents and staff through the continuous quality improvement process. She is presently the Director of the CMS Care Transitions Project for Pennsylvania, which has been conducted in the Pittsburgh area since July 2008. Fourteen other states are participating in this cross-setting, community-focused project.

She received her RN from Beth Israel Medical Center in New York City, a Bachelor's Degree in Health Care Administration from St Joseph's in Wyndham, Maine, and a Masters degree in Public Administration from New York State University at Brockport. She is a Certified Legal Nurse Consultant.

She was a LTC nurse surveyor with the New York State Department of Health, and this skill set gives her a perspective from both a provider and regulatory viewpoint.

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Andrew Miller, MD, MPH

Dr. Andrew Miller is the Director, Physician Services for Healthcare Quality Strategies, Inc. (HQSI), a non-profit organization based in East Brunswick, New Jersey, which is the federally designated Medicare quality improvement organization for New Jersey. He is the co-leader of HQSI's New Jersey Care Transitions project, the goal of which is to improve transitions of care and reduce preventable hospital readmissions for Medicare recipients residing in Southwestern New Jersey. This project is part of a Centers for Medicare and Medicaid Services pilot being undertaken by 14 state quality improvement organizations. The project's focus is to improve transitions of care as patients move from one healthcare setting to another, with a primary emphasis on patients at high risk of re-hospitalization.

Before joining Healthcare Quality Strategies, Dr. Miller worked at the New Jersey Department of Health for 14 years. Dr. Miller, who is board certified in Public Health and General Preventive Medicine, is a graduate of Columbia University's College of Physicians and Surgeons and earned his MPH at the Harvard School of Public Health. He grew up in Allentown, PA.

Gregory H. Busch, D.O., M.S.

Gregory Busch received his Bachelor's Degree in Biology and Master's Degree in Biochemistry from the University of Scranton before graduating from Philadelphia College of Osteopathic Medicine (PCOM) in 1998. He completed a residency in Family Medicine and a two-year fellowship in Geriatrics at PCOM before joining the faculty in the department of Geriatrics in 2003 at PCOM. He earned board certification in Hospice and Palliative Care Medicine in 2006 and the Certified Medical Director credential the same year.

Currently, he is Medical Director of Operations, Virtua Health, Berlin and Post-Acute Services in southern New Jersey. As Medical Director of Virtua's ACE (Acute Care for Elders) units at Virtua Memorial Hospital and Virtua, he oversees quality clinical care of older patients in the inpatient setting. He is also founder of the Palliative Medicine Service at Virtua Berlin. Professional interests include studying effects of hospitalization on cognition in the elderly and instituting palliative medicine across the spectrum of health care delivery venues for seniors.

Diane M. Costanzo, RN, MSHA, CMSRN, CNA, BC

Ms. Costanzo is currently the Patient Care Administrator at Virtua Home Care with a Master's degree in Health Administration. She maintains certifications in both Nursing Administration and in Medical-Surgical Nursing. Academically, she is passionate about advancing the nursing profession through the strong history of leadership that predecessors have provided. By understanding what nursing achieved in the past, she believes the profession can build on that foundation and move forward to accomplish even greater advances.

Professionally, Ms. Costanzo's work experience has been very diverse in nursing management and leadership for over 25 years. Starting at West Jersey Health System in 1985 as a nurse manager, she advanced to a Six Sigma Black Belt position and then transitioned to Director of Quality at Virtua Home Care. In her present position, her work focus is to provide strategic and technical leadership for the Operations and Corporate Departments.

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Patricia A. Quackenbush, RN-BC, MBA

Pat Quackenbush is currently the Director of Quality Management for Virtua Home Care. Pat has a Master's degree in Business Administration with a focus in Health Care Administration. Pat is a Six Sigma Green Belt and maintains a certification in Medical-Surgical Nursing through the American Nurses Credentialing Center.

Professionally, Pat's work experience has been diverse in nursing leadership for over 35 years. Starting at West Jersey Health System in 1976 as a staff nurse, Pat progressed to the role of nursing management for Critical Care, which she maintained for 20 years. In 2005, Pat transitioned to her current role as the Quality Director in Home Care. Her current responsibilities as Quality Director include oversight of the agency's performance improvement activities, risk management, regulatory readiness and staff development.

Sara Schmidt, BSN, RN

Sara Schmidt BSN, RN, joined Penn Medicine in 2002 after working as a Registered Nurse at various academic medical centers in the Philadelphia region. During her tenure at Penn Medicine, Ms. Schmidt transitioned from a clinical nurse in the Surgical Trauma and Cardiothoracic Intensive Care Units to Associate Director of the Office of Patient Affairs. This experience allowed her to identify opportunities for performance improvement and risk mitigation based on patients' experience and was a natural transition to her current role working as a Project Manager for Quality and Safety for the medical service line. In this role, Sara completes the triad unit based clinical leadership [UBCL] team with her nursing and physician leader colleagues, and leads quality, safety and patient care improvement initiatives on each of her patient care units. Sara received her Bachelor of Science in Nursing from Rutgers University and is currently enrolled in a University of Pennsylvania Master of Science program in Organizational Dynamics.

Emmanuel King, MD, FHM

Dr. Emmanuel King graduated from the University of Michigan in 1997 and earned his MD degree from the University of Medicine and Dentistry of New Jersey Robert Wood Johnson Medical School in 2001. He completed an internal medicine residency at Temple University Hospital in 2004. He then joined the Section of Hospital Medicine at Temple in July 2004 as an Assistant Professor of Medicine in the Temple University School of Medicine, then briefly served as Acting Chief of the Section of Hospital Medicine from July to September 2006.

Dr. King joined Penn Hospital Care Physicians (now the Section of Hospital Medicine) in the Division of General Internal Medicine at the Hospital of the University of Pennsylvania (HUP) in October 2006, appointed as Assistant Professor of Clinical Medicine in the University of Pennsylvania School of Medicine. In May 2009, he was appointed Director of Clinical Operations for the Section of Hospital Medicine. He received an Operational Quality and Safety Award from the University of Pennsylvania Health System in 2009 for his work on Project BOOST, a pilot project on improving the discharge process, and was designated a Fellow in Hospital Medicine by the Society of Hospital Medicine in 2010. His academic interests are in consultative general medicine, new models of non-teaching general medicine services using nurse practitioners, transitions in care, and improving the discharge process.

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Kristi Pintar, MBA

Kristi Pintar, Corporate Director, Organizational Development and Leadership Practice, supports the learning needs of Penn Medicine's 15,000 employees through the Penn Medicine Academy. Penn Medicine is a \$3.5B enterprise consisting of the University of Pennsylvania School of Medicine (the nation's first) and the University of Pennsylvania Health System (three major hospitals and several other business entities). Penn Medicine Academy's efforts are focused on strengthening leadership practice, advancing the careers of the employees through on-site degree completion programs, and supporting the transfer of best practices in quality, service excellence and leadership practice across the organization. For 19 years prior, she led the Management Engineering and Organizational Development services at Lehigh Valley Hospital and Health Network in Allentown. Kristi also worked in state government as a researcher for the Pennsylvania Health Care Cost Containment Council. She earned her B.S. in Health Planning and Administration from Pennsylvania State University and is an MBA graduate of Temple University. Kristi is currently pursuing her Ed. D. from Wharton/Penn Graduate School of Education.

Sue Liu, MA, MPA/MPP

Sue Liu is the Assistant Director of the Camden Coalition of Healthcare Providers, a non-profit organization with the mission to improve the quality, capacity, and accessibility of the healthcare system for residents of Camden, New Jersey. Together with the Coalition's founder and Executive Director, Dr. Jeff Brenner, Sue has developed community-based initiatives to increase city-wide coordination of care across neighborhood-based provider offices, FQHCs, and large health systems. This relationship-building approach to systemic inadequacies of health delivery has resulted in increased collaboration, shared investment of resources, and broad efficiencies of care that has drawn the interest of policymakers and additional stakeholders, including Medicaid HMOs, state health agencies, and public health organizations.

Sue is a graduate of the University of Delaware (BA), University of Pennsylvania (MA), and the University of Washington, where she studied Public Administration and Policy, with a focus on public management and health policy. She has spent the past six years working in Camden.

Kathleen J. Jackson, MSN, APN

Kathy Jackson is the nurse practitioner that leads the Camden Coalition of Health Care Providers Care Management Team. Certified as an adult and family nurse practitioner, she has experience in a variety of family practice and primary care settings as well as teaching experience in several graduate nursing programs. A graduate of the University of Pennsylvania (Masters in Nursing) and Rutgers, The State University of New Jersey (Masters in Sociology), she is currently pursuing a Doctor of Nursing Practice at the University of Medicine and Dentistry of New Jersey. She is a member of the American Nurses Association and the New Jersey State Nurses Association. She previously co-presented at the American College Health Association, the National Organization of Nurse Practitioner Faculties, and Sigma Theta Tau International Honor Society of Nursing.