

## CURRICULUM VITA

### SHOSHANNA SOFAER, DR.P.H.

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#### EDUCATION

Dr.P.H., 1984 Health Planning, Policy and Administration, School of Public Health,  
University of California, Berkeley

M.P.H., 1977 Leadership Program in Community Mental Health, School of Public  
Health, University of California, Berkeley

A.B., 1964 Government, Barnard College, Columbia University

#### ACADEMIC AWARDS AND HONORS

2008: Lorraine and Ralph Lubin Distinguished Visiting Professor, Weill Cornell  
Medical College, Department of Public Health

2002: National Associate, National Academies of Science

1997: Fellow, Association of Health Services Research

1995: Alumna of the Year, School of Public Health, University of California, Berkeley

1990-1991: Faculty Research Fellow, Center on American Politics and Public Policy,  
University of California, Los Angeles

1984: Delta Omega Society, National Merit Awardee for Outstanding Achievement in  
Public Health

#### ACADEMIC APPOINTMENTS

February, 1998 to present: Robert P. Luciano Professor of Health Care Policy  
School of Public Affairs, Baruch College,  
City University of New York

July, 1997 to January  
1998 Professor and Associate Dean for Research  
School of Public Health and Health Services  
George Washington University Medical Center

May, 1996 to January,  
1998 Director, Center for Health Outcomes Improvement  
Research, Institute for Health Policy Outcomes and Human  
Values, George Washington University Medical Center

August, 1991 to June, 1997 Associate Professor & Associate Chair for Research  
Department of Health Care Sciences  
George Washington University Medical Center

July 1985 to June, 1991: Assistant Professor, Department of Health Services  
School of Public Health,  
University of California, Los Angeles

## **PROFESSIONAL EXPERIENCE**

February to May, 1993: Consultant and Co Chair, Working Group on Coverage for Low-income and Non-Working Families, White House Task Force on Health Care Reform, Washington, D.C.

August 1981 to August, 1985: Deputy Director, Western Consortium for Public Health, Berkeley, California

July 1980 to June, 1981: Principal Investigator, Dissertation Research Project: "Plan Implementation in Health Systems Agencies"

September 1975 to August 1980: Senior Research Associate, Pacific Institute for Research and Evaluation, Lafayette, California

January 1973 to November, 1976: Research Associate, Social Action Research Center Berkeley, California

January 1967 to March 1970: Special Assistant to Deputy Commissioner for Prevention Addiction Services Agency, New York, New York

January to December, 1966: Program Specialist, Community Action Program, Office of Economic Opportunity, Washington, D.C.

June 1964 to December 1965: Management Intern, Manpower Administration, Department of Labor, Washington, D.C.

## **TEACHING ASSIGNMENTS – SCHOOL OF PUBLIC AFFAIRS**

Core Courses: Managing Organizations in the Private and Not-for-Profit Sectors

Electives in Multiple Tracks: Program Evaluation

Electives in Health Care Policy Track:

Health Care Delivery in the United States

Health Care Policy

Quality Measurement, Reporting and Improvement

Community Health Planning

## **CURRENT RESEARCH PROJECTS**

**Principal Investigator, “Evaluating the Hartford Geriatric Nursing Initiative” funded by the John A. Hartford Foundation, April 1, 2008 to March 31, 2012.** This evaluation of the projects supported under the Hartford Geriatric Nursing Initiative (HGNI) will develop and implement a parsimonious web-based data collection system for individual projects, scholars and fellows; conduct an assessment of the impact of the program on the field of nursing and nursing education as a whole; and develop succinct and compelling products to disseminate findings to internal audiences and key external stakeholders.

**Principal Investigator, “Developing and Testing Nursing Measures with Consumers and Patients” funded by the Robert Wood Johnson Foundation, September 1, 2006 to August 31, 2008.** This study was funded under the new Interdisciplinary Nursing Quality Research Initiative (INQRI) of the Foundation. In a collaboration with nursing scholars from George Washington University Medical Center, we will test existing nursing sensitive quality measures with consumers to see if they are viewed as relevant, important and understandable, and develop a measure of the contribution of nurses to hospital quality in the area of care coordination, using input from nursing experts, front-line nurses and nurse managers, and consumers/patients.

**Principal Investigator, “Cluster Evaluation of Atlantic Philanthropies Human Capital Development Sub-Programme in Ageing” funded by Atlantic Philanthropies, July 1, 2006 to June 30, 2010.** In this project, we will conduct an overarching evaluation of all the grants supported by Atlantic Philanthropies in their priority area of Human Capital Development in Ageing, which focus on improving the capacity of professionals and paraprofessionals in health and social work to serve the needs of the older population, and on newly emerging efforts to help older persons and their caregivers participate actively as a member of their health care team.

## **OTHER COMPLETED RESEARCH**

### **Studies of consumer information and decision making:**

Principal Investigator, “Developing a Template to Report on the Comparative Quality of Hospice Services – Phase Two” funded by the American Hospice Foundation, January 1 to July 15, 2008.

Co-Investigator, CAHPS II, funded by the Agency for Healthcare Research & Quality and other sources from June 1, 2002 to May 31, 2008 (Subcontract from Harvard Medical School and then Yale School of Public Health).

Principal Investigator, “Internal Evaluation of Efforts by the Health Assistance Partnership to Provide Support to SHIPs” funded by Atlantic Philanthropies (subcontract from Families USA), July 1, 2006 to March 31, 2008.

Key Scientist, “Public Reporting and Provider and Health Plan Quality of Care” funded by the Centers for Medicare & Medicaid Services, September 28, 2003 to June 30, 2007 (subcontract from RTI International).

Principal Investigator, “Developing a Template to Report on the Comparative Quality of Hospice Services – Phase One” funded by the American Hospice Foundation, November 15, 2005 to September 30, 2006

Co-Principal Investigator, “Translating Data into Information: Designing Report Templates for the AHRQ QIs” funded by the Agency for Healthcare Research & Quality (AHRQ), (subcontract from Weill Cornell Medical College) September 29, 2004 to July 31, 2006.

Principal Investigator, “Evaluating Efforts to Improve the Reach and Impact of Local SHIPs” funded by Atlantic Philanthropies, January 1, 2004 to August 31, 2006.

Principal Investigator, “Consumer Driven Health Plans: Can They Work for Consumers?” funded by The Robert Wood Johnson Foundation, February 1, 2003 to July 31, 2005.

Principal Investigator, Providing Medicare Beneficiaries with Report Cards to Compare HMO Quality in New York City: Phase Two, funded by the Commonwealth Foundation from August 1, 1999 through December 31, 2001.

Principal Investigator, Providing Medicare Beneficiaries with Report Cards to Compare HMO Quality in New York City: Phase One, funded by the Commonwealth Foundation from August, 1997 to July, 1999.

Project Director, Development of Materials and Strategies to Report Managed Care and Fee for Service Quality Performance Measures, funded by the Centers for Medicare & Medicaid Services from August 16, 1999 through November 30, 2001.

Co-Principal Investigator, Consumer Assessment of Health Plans Survey (CAHPS), funded by the Agency for Health Care Research and Quality, September 29, 1995 to April 30, 2002 (Subcontract to Research Triangle Institute)

Principal Investigator, "Information for Prudent Insurance Choices [also known as the Health Insurance Decision Project]," funded by Office of Research, Health Care Financing Administration, DHHS, November, 1984 to September, 1988

Resource Consultant, "Changing Health Plans: Examining the Decisions Made By Maxicare 65 Enrollees" funded by National Institute of Aging, DHHS

Co-Principal Investigator, Autonomy in Health Care Decision-Making Among the Frail Elderly, funded by the Borun Center for Gerontological Research, July 1, 1990 to December 31, 1991

### **Development and Dissemination of Quality Measures:**

Project Director, Defining and Measuring Care Coordination for Persons with Disabilities in Medicaid Managed Care, funded by the Office of Disability, Aging and Long Term Care, ASPE/DHHS and the Center for Health Care Strategies, October, 1999 to July 2001.

Principal Investigator, Resource Guide to Support Measures of Quality of Care for Disabled Populations in Managed Care, funded by the Office of Long-term Care, Aging and Disability Policy, ASPE, DHHS, from September 8, 1997 through June 30, 1998.

Project Director, Evaluation of the Healthy People 2000 Consortium and Steering Committee's Perceptions of the Healthy People 2000 Framework and Needed Modifications for Healthy People 2010, funded by the Office of Health Promotion and Disease Prevention, DHHS, July 1, 1996 through July 30, 1997

Project Director, Medicare Consumer Information Project, funded by the National Committee on Quality Assurance and The Commonwealth Fund, September 15, 1995 to July 31, 1996

**Studies of Coalitions and Partnerships:**

Co-Principal Investigator, Evaluation of the Community Care Network (CCN) Demonstration Project, funded by multiple sources from July 1, 1996 through June 30, 2001.

Principal Investigator, Evaluation of Coalition Activities in the Tucson "Full Court Press" Project, funded by the Robert Wood Johnson Foundation, July 1, 1996 through June 30, 2001.

Principal Investigator, Sharing Lessons Learned from the Evaluation of the SmokeLess States Initiative, funded by Robert Wood Johnson Foundation from October, 1997 through May, 2000.

Principal Investigator, Documentation and Analysis of the SmokeLess States Initiative, funded by the Robert Wood Johnson Foundation, January 1, 1994 to October 31, 1997.

Principal Investigator, Sub-contract for Evaluation of Community Cancer Control Coalitions, National Black Leadership Initiative on Cancer (Grant to Howard University) funded by National Cancer Institute, September 30, 1992 to October 31, 1995

**Studies of Factors Affecting Delivery of Medical Care and Public Health Services:**

Principal Investigator, Evaluating the Mt. Sinai Visiting Doctors Program, funded by the Fan Fox & Leslie R. Samuels Foundation, from January 1, 2001 to August 31, 2002.

Principal Investigator, Models for Assessing the Impact of Changes in Health Care Delivery and Financing on Communicable Disease Programs, funded by CDC, Sept. 1996 to Sept. 1998

Principal Investigator, Models for Assessing the Impact of Changes in Health Care Delivery and Financing on Community Tuberculosis Prevention and Control Programs, funded by the Centers for Disease Control and Prevention, September 29, 1995 to March 31, 1997

Project Director, Institutional Factors Which Influence the Likelihood of Living-Related Kidney Transplant Operations: Phase II, funded by the Health Resources and Services Administration, June 1, 1995 to December 31, 1996

Project Director, Institutional Factors Which Influence the Likelihood of Living-Related Kidney Transplant Operations, funded by the Health Resources and Services Administration, September 28, 1992 to October 29, 1993

Co-Investigator, Practice Guidelines in Primary Care, funded by Agency for Health Care Policy and Research, July 1, 1993 to December 31, 1995

Co-Principal Investigator, Evaluation Study of Process Factors in the Development and Application of Clinical Practice Guidelines, funded by Agency for Health Care Policy and Research, September 30, 1993 to September 30, 1994

Principal Investigator, Evaluation of Competitive Grants for Community Tobacco Control Education Projects, funded by State of California Department of Health Services, May 1, 1990 to November 30, 1991

### **Policy Analysis and Implementation Studies:**

Principal Investigator, "Framing Strategies to Increase Client and Family Engagement in Addictions Treatment" funded by the Robert Wood Johnson Foundation, July 15, 2006 to December 31, 2007.

Principal Investigator, Implementation of the Synar Amendment, funded by the Robert Wood Johnson Foundation, November 1, 1993 to June 30, 1997

Principal Investigator, "Access to Health Insurance for Older Americans 50-64" funded by American Association for Retired Persons, October, 1992 to April, 1993

Principal Investigator, Passage and Repeal of the Medicare Catastrophic Coverage Act, funded by the UCLA Center for American Politics and Public Policy, July 1, 1990 to June, 30, 1991

Principal Investigator, "Long-Term Care Insurance: Will It Really Reduce Out-of-Pocket Expenditures" funded by California Policy Seminar, July, 1988 through April, 1990

### **PUBLICATIONS IN ACADEMIC JOURNALS AND BOOKS**

Sofaer, S., "Navigating Poorly Charted Territories: Patient Dilemmas in Health Care 'Non-Systems'" *forthcoming, Medical Care Research and Review*

Barr, J, Bernard S.L., Sofaer, S., Gianonotti, T.E., Lenfesty, N.F. and Miranda, D.J. "Physicians Views on Public Reporting of Hospital Quality Data" *Medical Care Research & Review*, July 2, 2008, Epub ahead of print

Bates, S., Greer, I., Pabinger, I., Sofaer, S. and Hirsh, J. "Venous Thromboembolism, Thrombophilia, Antithrombotic Therapy and Pregnancy: ACCP Evidence-Based Clinical Practice Guidelines, 2008, *Chest* Vol. 133(6 Suppl):8445-8865.

Sofaer, S. "Using the idea of "patient centered" care to elucidate "decent care" for HIV/AIDS" in Karpf, T. Editor, *Restoring Hope: Building a Foundation for Decent Care*" Palgrave Press, forthcoming Fall, 2008

Gold, M.R., S. Sofaer and T. Seigelberg, "Medicare and Cost Effectiveness Analysis: Time to Ask the Taxpayers?" 2007 *Health Affairs*, Vol. 26(5): 1399-1406.

Gold, M.R., Franks, P., T. Seigelberg, S. Sofaer, "Does providing cost-effectiveness information change coverage priorities for citizens acting as social decision-makers?" 2007 *Health Policy*, Vol. 83(1):65-72.

Sofaer, S. "Qualitative Data Collection for Aging Research: Choosing the Right Method" in *Applying Qualitative and Mixed Methods in Aging and Public Health Research*, 2006, APHA Press, Washington, D.C.

Barr, J. K., T. E. Giannotti, S. Sofaer, C. E. Duquette, W. J. Waters and M. K. Petrillo, "Using Public Reports of Patient Satisfaction for Hospital Quality Improvement" 2006 *Health Services Research* Vol. 41 (3, Part I): 663-82.

Sofaer, S., C. Crofton, E. Goldstein, E. Hoy and J. Crabb, "What do consumers want to know about the quality of care in hospitals?" 2005, *Health Services Research* Vol. 40 (6, Part II): 2018-2035.

Sofaer, S. and K. Firminger, "Patient Perceptions of the Quality of Health Services" 2005 *Annual Review of Public Health* Vol. 26: 513-559.

Sofaer, S and J. Gruman, "Consumers" of Health Information and Health Care: Challenging Assumptions and Defining an Alternative" 2003 *American Journal of Health Promotion* Vol. 18(2):151-56.

Sofaer, S., G. Bazzoli, J. A. Alexander, D. Conrad, R. Hasnain-Wynia, S. M. Shortell, F. Margolin, M. Pittman, E. Casey, K. Ladenheim, R. Mauery and A. Zukowski, "Using Theories of Action to Guide National Program Evaluation and Local Strategy in the Community Care Network Demonstration" 2003, *Medical Care Research and Review* Vol. 60(4): 17S-39S.

Wynia, R.H., S. Sofaer, G. Bazzoli, J. A. Alexander, S.M. Shortell, B. Chan and J. Sweney for the CCN Evaluation Team, "Member Perceptions of Community Care Network Partnerships' Effectiveness" 2003, *Medical Care Research and Review* Vol. 60(4): 40S-62S.

Bazzoli, G.J., E. Casey, J. A. Alexander, D. Conrad, S. M. Shortell, S. Sofaer, R. Hasnain-Wynia and A. Zukowski, "Collaborative Initiatives: Where the Rubber Meets the Road in Community Partnerships" 2003, *Medical Care Research and Review* Vol. 60(4): 63S-94S.

Conrad, D.A., S.H. Cave, M. Lucas, J. Harville, S.M. Shortell, G.J. Bazzoli, R. Hasnain-Wynia, S. Sofaer, J.A. Alexander, E. Casey and F. Margolin “Community Care Networks: Linking Vision to Outcomes for Community Health Improvement” 2003, *Medical Care Research and Review* Vol. 60(4): 95S-129S.

Alexander, J.A., B.J. Weiner, M. Metzger, G.J. Bazzoli, D.A. Conrad, S.M. Shortell, S. Sofaer, R.H. Wynia “Sustainability of Collaborative Capacity in Community Health Partnerships” 2003, *Medical Care Research and Review* Vol. 60(4): 130S-160S.

Lubetkin, E.I., S. Sofaer, M.R. Gold, M.L. Berger, J.F. Murray and S.M. Teutsch, “Performance Measurement to Maximize Individual and Population Health: Is That Where We Are Going” 2003 *American Journal of Public Health* Vol 93(3): 406-11.

Shaller, D.V., S. Sofaer, S. Findlay, J.H. Hibbard, D. Lansky and S. Delbanco, “Consumers and Quality-Driven Health Care: A Call to Action” 2003 *Health Affairs* Vol 22(2):95-101.

Barr, J.K., C.E. Boni, K.A. Kochurcka, P. Nolan, M. Petrillo, S. Sofaer and W. Waters, “Public Reporting of Hospital Patient Satisfaction: The Rhode Island Experience” 2002 *Health Care Financing Review* Vol 23(4):51-70.

Sofaer, S. “Qualitative Research Methods” *International Journal of Health Care Quality*, 2002 Vol 14(4):329-336.

Shortell, S.M., A. Zukowski, J. Alexander, G. Bazzoli, D. Conrad, R. Hasnain-Wynia S. Sofaer, B. Chan, E. Casey and F. Margolin “Evaluating Partnerships for Community Health Improvement: Tracking the Footprints” February, 2002 *Journal of Health Politics, Policy and Law* Vol 27(1): 49-91.

L. McCormack, W. Anderson, S. Daugherty, S. Garfinkel, J. Uhrig, S. Sofaer and S. Terrell, “Health Plan Decision-Making in the Medicare Population: Results from a National Randomized Experiment” December, 2001 *Health Services Research* Vol 36(6), Part II: 133-149.

S. Sofaer, B. Kreling, E. Kenney, E. Swift and T. Dewart, “Family Members and Friends who Help People on Medicare Make Health Decisions”, Fall, 2001 *Health Care Financing Review*, Vol 23(1):105-121.

Hsia, J, E. Kemper, M. Pettinger, S. Sofaer, D. Bowen, C.I. Kiefe, J. Zapka, E. Mason, L. Lillington, and M. Limacher for the Women’s Health Initiative Investigators, “Is Insurance a More Important Determinant of Health Care Access Than Either Actual or Perceived Health? – Evidence from the Women’s Health Initiative” 2000 *Journal of Women’s Health and Gender-Based Medicine*, Vol 9(8):881-889.

Hsia, J., E. Kemper, C. I. Kiefe, J. Zapka, S. Sofaer, M. Pettinger, D. Bowen, M. Limacher, L. Lillington and E. Mason, “The Importance of Health Insurance as a Determinant of Cancer Screening: Evidence from the Women’s Health Initiative” September, 2000 *Preventive Medicine*, Vol 31(3):261-270.

Sofaer, S., J. Gruman, S. Connaughton, R. Grier and C. Maule "Developing Performance Indicators that Reflect an Expanded View of Health: Findings from the Use of an Innovative Methodology" April, 2000 *The Joint Commission Journal on Quality Improvement*, Vol 26(4):189-202.

Sofaer, S. "Qualitative Research Methods: What Are They and Why Use Them?", Special Supplement on Qualitative Methods in Health Services Research, December, 1999, Part II *Health Services Research* Vol. 34(5): 1101-1118.

Sofaer, S. "Challenges for the Public in Negotiating the Health System in the 21<sup>st</sup> Century" June, 1999, *Journal of Urban Health* Vol. 26(2):211-228.

J. McGee, D.E. Kanouse, S. Sofaer, L. Hargraves, S. Kleimann and E.W. Hoy, "Making Survey Results Easy to Report to Consumers: How Reporting Needs Guided Survey Development in CAHPS", March, 1999, *Medical Care* Vol. 37(3): MS32-MS40.

Sofaer, S. "Aging and Primary Care: An Overview of Organizational Issues in the Delivery of Health Care to Older Americans" June 1998, *Health Services Research*, Vol 23 (2, Part II)

Sofaer, S. "Satisfaction and Quality in Managed Care for Older People", 1998 *Generations*, Vol 22(2):25-30.

Bazzoli, G.M., R. Stein, K.A. Alexander, S.M. Shortell, S. Sofaer and D. A. Conrad. "Public-Private Collaboration in Health and Human Services Delivery: Evidence from Community Partnerships" *Milbank Memorial Fund Quarterly*, 1997, Vol. 75 (4):533-561.

Sofaer, S. "How Will We Know If We Got It Right? Aims, Benefits and Risks of Consumer Information Initiatives" *The Joint Commission Journal on Quality Improvement*, May, 1997, Vol. 23(5):258-264.

Hibbard, J.H., S. Sofaer and J. J. Jewett, "Condition-Specific Performance Information: Assessing Salience, Comprehension and Approaches for Communicating Quality" *Health Care Financing Review*, Fall, 1996, Vol. 18(1):95-110.

Holmes, B., L. Sekhar, S. Sofaer, K.L. Holmes, D.C. Wright, "Outcomes Analysis in cranial base surgery – preliminary results" *Acta Neurochir*, 1995; Vol. 134 (3-4):136-8.

Lam, H.T.C., G. F. Kominski, L. D. Petz, S. Sofaer, "Factors Affecting the Labor Efficiency of Hospital-Based Blood Bank Laboratories" *Transfusion*, September, 1994, Vol. 34(9):811-817.

Sofaer, S. "Empowering Consumers in a Changing Health Care Market: The Need for Information and the Role of Marketing" *Journal of Public Policy and Marketing*, Vol. 13(2):321-322.

Sofaer, S. "Applying Organizational Theory to Improve Health Services for Older Persons" *Journal of Applied Gerontology*, March, 1994, Vol. 13(1):73-85.

Sofaer, S. "National Health Care Reform: Empowered Consumers and Quality Improvement" Presentation Abstract *Quality Management in Health Care*, Special Issue, December, 1993:3-4.

Sofaer, S. and M. L. Hurwicz, "When HMO and Medical Group Part Company: Disenrollment Decisions in Medicare HMOs" *Medical Care*, September, 1993, Vol. 31(9):808-821.

Harada, N., S. Sofaer and G. Kominski, "Functional Status Outcomes in Rehabilitation: Implications for Health Services Research" *Medical Care*, April, 1993, Vol. 31(4):345-357.

Harada, N., G. Kominski and S. Sofaer, "The Development of a Resource-Based Patient Classification Scheme for Rehabilitation" *Inquiry*, Spring, 1993, Vol. 30(1):54-63.

Sofaer, S. "Informing and Protecting Consumers Under Managed Competition" *Health Affairs*, March, 1993, Vol 12, Supplement: 76-86.

Sofaer, S., E. Kenney and B.N. Davidson, "The Impact of the Illness Episode Approach on Medicare Beneficiaries' Health Insurance Decisions" *Health Services Research*, December, 1992, Vol. 27(5):671-694.

Davidson, B.N., Sofaer, S. and Gertler, P., "Consumer Information and Biased Selection in the Demand for Coverage Supplementing Medicare" *Social Science and Medicine*, May 1992, Vol 34(9):1023-34.

Myers, T. and S. Sofaer, "Building an AIDS Research Agenda: Report on a Workshop at the 1990 AUPHA Annual Meeting" *Journal of Health Administration Education*, Winter 1992 Vol 10(1):45-57.

Sofaer, S., J. Lammers and N. Pourat, "What Do We Really Know About The Impact of Boards on Non-Profit Hospital Performance?" *Journal of Health Administration Education*, Fall 1991 Vol. 9(4):425- 442.

Sofaer, S. and R. Myrtle, "Interorganizational Theory and Research: Implications for Health Care Management, Policy, and Research" *Medical Care Review*, Winter 1991 Vol 48(4): 371-409.

Sofaer, S. and Davidson, B., "Costs and Benefits of Medigap Insurance: The Illness Episode Approach" *Health Care Financing Review*, Summer, 1990 Vol 11(4):121-132.

Sofaer, S. and Abel, E., "Older Women's Health and Financial Vulnerability: Implications of the Medicare Benefit Structure" *Women and Health*, Summer, 1990 Vol 16(3-4):53-73.

Sofaer, S. et al., "Helping Medicare Beneficiaries Choose Health Insurance: The Illness Episode Approach" *The Gerontologist*, June, 1990 Vol. 30(3):308-315.

Sofaer, S., Rundall, T. and Zellers, W.L., "Restrictive Reimbursement Policies and Uncompensated Care in California Hospitals, 1981-1986" *Hospital and Health Services Administration*, Summer, 1990 Vol 35(2):189-206.

Sofaer, S. and Kenney, E., "The Effect of Changes in the Financing and Organization of Health Services on Health Promotion and Disease Prevention," *Medical Care Review* Fall, 1989 Vol 46(3):313-342.

Sofaer, S. and Kenney, E. "Financial Consequences of Joining a Medicare HMO: An Application of the Illness Episode Approach to Estimating Out-of-Pocket Costs" *Journal of Health Politics, Policy and Law* Fall, 1989 Vol 14(3):565-585.

Sofaer, S., "Community Health Planning in the United States: A Post-Mortem," *Family and Community Health*, February, 1988 Vol 10(4):1-12.

Rundall, T.G., Sofaer, S. and Lambert, W., "Uncompensated Hospital Care in California: Private and Public Hospital Responses to Competitive Market Forces," in Rossiter, L. and

Scheffler, R., Editors, *Advances in Health Economics and Health Services Research*, Vol. 9, JAI Press, Greenwich, Conn., 1988

(Note: Until November, 1986 my legal name was Shoshanna Churgin)

Schwartz, S.R., H. Goldman and S. Churgin, "Case Management for the Chronic Mentally Ill: Models and Dimensions," *Hospital and Community Psychiatry*, Vol 33(12) December, 1982

Churgin, S., "Evaluation," Chapter 9 in Blum, H.L., *Planning for Health, 2nd. Edition*, Human Sciences Press, New York, 1981

Schaps, E., Churgin, S. et al., "A Review of 127 Drug Abuse Prevention Programs" *Journal of Drug Issues*, Winter, 1981

Schaps, E., Churgin, S. Palley, CS, Takata, B, Cohen AY "Primary Prevention Research: a preliminary review of program outcome studies" *International Journal of the Addictions*, July, 1980. Vol 15(5):657-76.

## **PUBLICATIONS UNDER REVIEW**

Bryan, S., S. Sofaer, T. Siegelberg and M. Gold, "Rehabilitating Rationing: Has the Time Come for Cost-Effectiveness Analysis?"

S. Sofaer, S.S. Hopper, K. Firminger, N. Naierman and M. Nelson "The Potential Impact of Comparative Hospice Quality Reports on the Public: A Focus Group Study"

Weissman, E.M., Moot, D. S. Sofaer and S.M. Essock, "Perspectives of individuals with schizophrenia toward weight management: a focus group study"

D Wolfson, B Leas, S Sofaer, LG Pawlson, D Pillittere, and E Bernabeo, "Quality Improvement in Small Practice Settings: Facilitators and Barriers to Measuring and Improving Primary Care"

## **OTHER PUBLICATIONS**

Sofaer, S. "Your health care choices under Medicare + Choice" *Modern Maturity*, September-October, 1998, pp. 82, 85.

Sofaer, S. "Avoiding Catastrophe" *American Prospect*, Spring, 1994, Number 17: 118-119.

Sofaer, S., Wyn, R. and Kenney, E., "Long-term Care Insurance: Can It Make a Difference for the Elderly and for Medi-Cal?" *CPS Brief*, August, 1990 Vol 2(10).

Sofaer, S., "Catastrophic Health Care Coverage: A New Addition to Medicare," *UCLA Health Insights*, December, 1988.

Churgin, S., "HSA Performance in Plan Implementation", Innovations Briefing Memo, Western Center for Health Planning, San Francisco, California, 1985

## **SELECTED MONOGRAPHS, PROFESSIONAL REPORTS AND RESEARCH STUDIES**

J.H. Hibbard and S. Sofaer, "Best Practices in Public Reporting: How to effectively present health care performance data to consumers" Agency for Healthcare Research & Quality, Rockville, MD, 2008.

S. Bernard, N. Lenfestey, J. Barr, T. Giannotti and S. Sofaer, "Physician Message Testing Report" Report to Centers for Medicare & Medicaid Services, Office of Research, Development and Information", RTI International, Research Triangle Park, June, 2007.

S. Sofaer, N. Aries and S. Carby, "Final Report: Evaluating Efforts to Improve the Reach and Impact of Local SHIPs" Report to Atlantic Philanthropies, Baruch College, June, 2007.

S. Sofaer, S. Carby and S. S. Hopper, "Initial Analysis Report, External Evaluation of the Atlantic Philanthropies' Sub-Programme in Human Capital Development in Ageing" Rreport to Atlantic Philanthropies, Baruch College, New York, May, 2007.

S. Sofaer, N. Aries and S. Carby, "Initial Lessons Learned from Year One of Health Assistance Partnership's Implementation of Collaborative State Projects" Report to Families USA Health Assistance Partnership, Baruch College, New York, May, 2007.

S. Sofaer, K. Firminger and A.P.Shire, "A Model Report Using the AHRQ Quality Indicator Composites to Compare Hospital Quality" Report to the Agency for Healthcare Research & Quality, Baruch College, May, 2007

S. Sofaer, "Guidance in Using Hospital Quality Reports", Memorandum to potential sponsors of reports using the AHRQ Quality Indicators, provided to the Agency for Healthcare Research & Quality, Baruch College, May, 2007

S. Sofaer, S.S. Hopper and K. Firminger, “Exploring the Public’s View of Hospice Quality: Final Report on Focus Groups” Report to the American Hospice Foundation, Baruch College, New York August, 2006

S. Sofaer, K. Firminger and A.P. Shire, “A Model Report Using the AHRQ Quality Indicators to Compare Hospital Quality” Report to the Agency for Healthcare Research & Quality, Baruch College, New York, August, 2006 (Revised, May, 2007)

M. Gold, S. Sofaer, T. Siegelberg and P. Franks, “Deliberative Focus Groups: Citizen Input to Health Policy” Report to the Agency for Healthcare Research & Quality, Sophie Davis Medical College, City University of New York, November, 2005.

S. Sofaer, S. Carby, N. Aries, L. Weikart and E. Kenney, “HAP Pilot Project Evaluation: Follow up Interviews after the PartnerShip Academy”, Report to Atlantic Philanthropies, Baruch College, New York, September, 2005.

S. Sofaer, “Assessing the Louisiana State Solutions Project” A Report to the National Program Office of The Robert Wood Johnson Foundation State Solutions Initiative, New York, September, 2005

S. Sofaer and S.S. Hopper, “What we Know About Comparative Healthcare Quality Reporting: Findings from Literature Review and Interviews with Experts, Report to the Agency for Healthcare Quality and Research, Baruch College, New York, June, 2005

S. Sofaer, N. Lenfestey and S. Bernard, “Report on Focus Groups with Geriatric Care Managers” Report to Centers for Medicare & Medicaid Services, project on the role of information intermediaries in the use of Nursing Home Compare and Home Health Compare, RTI International, Research Triangle Park, NC, May, 2005

S. Sofaer and S. Hopper, “What we Know About Comparative Health Care Quality Reporting: Findings from Literature Review and Interviews with Experts” Report for Agency for Healthcare Research and Quality, Baruch College, New York, NY, May, 2005

S. Sofaer, S. Carby, N. Aries, and E. Kenney, “Evaluation Report on the HAP PartnerShip Academy” Report to Atlantic Philanthropies, Baruch College, New York, March, 2005

S. Sofaer and L.P. Snyder “Addressing Uninsurance for Jewish Educators” White Paper for the Covenant Foundation, New York, October, 2004

S. Sofaer “Executive Summary: Development of Materials and Strategies to Report Managed Care and Fee For Service Quality Performance Measures” Report to the Center for Beneficiary Choice, Centers for Medicare and Medicaid Services, School of Public Affairs, Baruch College, April, 2002

S. Sofaer, E. Kenney and B. Kreling “Report On Cognitive Interviews With Volunteers Of State Health Insurance Counseling Programs” Report to the Center for Beneficiary Choice, Centers for Medicare and Medicaid Services, School of Public Affairs, Baruch College, January, 2002

S. Sofaer, B. Kreling and E. Kenney, “A Report on Focus Groups with Staff and Volunteers of State Health Insurance Programs”, Report to the Center for Beneficiary Choice, Centers for Medicare and Medicaid Services, School of Public Affairs, Baruch College, September, 2001

B. Kreling and S. Sofaer, “Defining and Measuring Care Coordination with People with Disabilities in Medicaid Managed Care: Report on a Measurement Set” Report to the Division of Disability, Aging and Long-term Care, ASPE/HHS and the Center for Health Care Strategies by the School of Public Affairs, Baruch College, June 2001

S. Sofaer, “Evaluating the Medicare Rights Center Training Program on Medicare Home Health and Hospice Benefits” Report to the Nathan Cummings Foundation, March, 2001

B. T. Carney and S. Sofaer “Lifting the Smokescreen: 7 Stories from the Front Lines of Tobacco Control” School of Public Affairs, Baruch College, January, 2001

S. Sofaer, B. Kreling and M. Carmel, “Coordination of Care for Persons with Disabilities Enrolled in Medicaid Managed Care: A Conceptual Framework to Guide the Development of Measures,” Report to the Division of Disability, Aging and Long-term Care, ASPE/HHS and the Center for Health Care Strategies by the School of Public Affairs, Baruch College, December, 2000

S. Sofaer, “Informing Older Consumers about Health Care Quality: Issues in Implementing a Research and Action Agenda” Background paper for “Informing Consumers about Health Care Quality: New Directions in Research and Action,” Bethesda, Maryland, December, 2000. Paper available at: <http://www.hsrnet.com/QUIC/540/Papers/sofaer1.htm>

S. Sofaer “Working Together, Moving Ahead: A Manual to Support Effective Community Health Coalitions” School of Public Affairs, Baruch College, November, 2000

E. Kenney and S. Sofaer “The Coalition Self Assessment Survey: A Manual for Users”, School of Public Affairs, Baruch College, November, 2000

S. Sofaer “A Classification Scheme of Individuals and Agencies who Serve as Information Intermediaries for People on Medicare” Report to the Center for Beneficiary Services, Health Care Financing Administration, School of Public Affairs, Baruch College, May, 2000

B. Kreling, S. Sofaer and E. Kenney “Report on Focus Groups with Friends and Family Members of People on Medicare” Report to the Center for Beneficiary Services, Health Care Financing Administration, School of Public Affairs, Baruch College, May, 2000

T. Dewart and S. Sofaer, “Report on Cognitive Tests of Medicare HMO Materials with People on Medicare and Medicare Information Intermediaries in New York City, Report to The Commonwealth Fund, School of Public Affairs, Baruch College, May, 2000

S. Sofaer, B. Kreling and T. Dewart, “Report on Focus Groups with People on Medicare and Medicare Information Intermediaries in New York City, Report to The Commonwealth Fund, School of Public Affairs, Baruch College, 1999

S. Sofaer, “Strategic Considerations in Providing Quality Information to Medicare Beneficiaries in a Changing Decision Environment” Report to The Commonwealth Fund, School of Public Affairs, Baruch College, January, 1999

S. Sofaer, K. Fox, B. Kreling and R. Tefft “Providing Medicare Beneficiaries with Useful Quality Information to Compare HMOs: A Literature Review”, Report to the Commonwealth Fund, School of Public Affairs, Baruch College, December, 1998

S. Sofaer, S. F. Woolley, B. Kreling, K. A. Kenney and D. R. Mauery, Meeting The Challenge Of Serving People With Disabilities: A Resource Guide For Measuring The Performance Of Managed Care Organizations, Center for Health Outcomes Improvement Research, George Washington University Medical Center, Final Report to ASPE/DHHS, June, 1998

S. Sofaer and B. Kreling, Stakeholders Revisit Healthy People 2000 to Maximize the Impact for 2010, Center for Health Outcomes Improvement Research, George Washington University Medical Center, Final Report to the Office of Disease Prevention and Health Promotion, Department of Health and Human Services, June, 1997

S. Sofaer, Exploring Alternative Futures: Leadership for Improved Community Health, The Center for Health Leadership, Berkeley, California, April, 1997

S. Sofaer, “Partnerships for Stronger Families: Lessons Learned About Accountability” a commissioned paper for the Office of the Assistant Secretary for Planning and Evaluation, Department of Health and Human Services, March, 1997

S. Sofaer, C. Sparks, S. Simmens, B. Sasso and G. Hamid, Institutional Factors Which Influence the Likelihood of Living-Related Kidney Transplant Operations: Phase II, Center for Health Outcomes Improvement Research, George Washington University Medical Center, Final Report to the Division of Organ Transplantation, HRSA, December, 1996

S. Sofaer, “Consumer Satisfaction and Quality Standards: An Overview of Research and Policy Issues Relevant to How Managed Care Responds to the Needs of Persons with Disabilities” Commissioned by DHHS, Assistant Secretary for Planning and Evaluation, November, 1996

J. McGee, S. Sofaer and B. Kreling, Final Report: Findings from Focus Groups Conducted for the National Committee for Quality Assurance Medicare and Medicaid Consumer Information Projects, July, 1996

J. Hibbard, J. Jewett, M. Tusler, S. Sofaer and B. Sasso, Final Report: Consumer Perspectives on the Breast Cancer Quality Measures for the Foundation for Accountability, June, 1996

S. Sofaer, Issues of Concern To Medicare Beneficiaries Considering Enrollment in Managed Care Plans, Center for Health Outcomes Improvement Research, George Washington University Medical Center, Preliminary Report to the National Committee on Quality Assurance, November, 1995

S. Sofaer, “Medical Necessity: A Consumer Perspective” Commissioned Paper for the National Institute of Health Care Management and the Agency for Health Care Policy and Research, 1995

S. Sofaer, C. Sparks and E. Kenney Documentation and Analysis of the Robert Wood Johnson Foundation's SmokeLess States Initiative, Center for Health Outcomes Improvement Research, George Washington University Medical Center, Final Report to the Robert Wood Johnson Foundation, May, 1995.

S. Sofaer, “Performance Indicators: A Commentary from the Perspective of an Expanded View of Health” Center for the Advancement of Health, March, 1995

## **RECENT AND SELECTED OTHER PRESENTATIONS AND WORKSHOPS**

State Public Employee Health Plans Webinar, July, 2008, “What we do and don’t know about engaging consumers” (National Association of State Health Policy and Brookings Institution)

Chartered Value Exchange Learning Network Webinar, June, 2008, “Best Practices in Public Reporting” (with Judith H. Hibbard, Dr.P.H.)

Academy Health Annual Research Meeting, Washington, D.C., June, 2008

- Moderator/Organizer: Mixed Methods in Health Services and Policy Research: The Example of INQRI
- Panel Presentation: Public Responses to the NQF 15 Nursing Sensitive Quality Measures
- Roundtable Panelist: Does it take a community to activate consumers?

Annual Meeting, Virginia Business Coalition on Health, Richmond, Virginia, May, 2008  
“Consumer Activation: The Role of Incentives”

Aligning Forces for Quality Annual Meeting, Amelia Island, Florida, May, 2008 “Creating and Promoting Effective Quality Reports for the Public”

National Quality Forum Conference on Care Coordination, Atlanta, Georgia, March, 2008  
Keynote Presentation: “Moving Care Coordination from Buzzword to Action Agenda”

New York Business Group on Health, Conference on Consumerism in Health Care, New York, NY, March, 2008 “What do consumers need to know?”

Briefing, National Quality Forum, Washington, D.C. February, 2008 “Public Responses to the NQF 15 Nursing Sensitive Quality Measures”

David Rogers Health Policy Colloquium, Weill Cornell Medical College, New York, NY, February, 2008 “Should cost constrain *what* rather than *who* we cover?”

National Health Leadership Council, Annual Meeting, San Antonio, Texas, January, 2008, Keynote Speaker: “Consumer Activation: The Role of Incentives”

Society for Risk Analysis, Annual Meeting, San Antonio, Texas, December, 2007, Co-Author and Presenter, “Decision Makers’ Attitudes Toward Cost Effectiveness Analysis”

Gerontological Society of America, Annual Meeting, San Francisco, California, November, 2007:

- Senior Author, Paper presentation “The Experience of Deciding on a Nursing Home Admission”
- Co Author, Paper presentation “What do Caregivers Want to Know Before Choosing a Nursing Home”

National Association of Health Data Organizations, Annual Meeting, San Diego, California, October, 2007 “Improving the Effectiveness of Public Quality Reports”

Maine Health Management Coalition, Workshop on Consumer Engagement, Portland, Maine, October, 2007, Keynote Address: “Engaging Consumers: Why and How?”

Shanghai Jiao Tung University School of International and Public Affairs, Shanghai, China, June, 2007, Joint Conference with School of Public Affairs, Baruch College, Presentation on “The CAHPS Patient Experience Surveys of Health Care”

Annual Research Meeting, Academy Health, Orlando, Florida, June, 2007

- Presentation senior author/presenter: “Decision Makers’ Attitudes Toward Cost Effectiveness Analysis”
- Chair, Consumer Decision-Making in Clinical Studies, Screening & Treatment
- Chair, Opportunities and Challenges in Multi-Method Research and Presenter/author: “Focus Group or Intervention: Public Responses to Cost Effectiveness Information”

Massachusetts Health Data Consortium, Waltham, MA, May, 2007 Keynote Address “Effectively Communicating Quality Information to Consumers”

Conference on the 8<sup>th</sup>. Edition of the ACCP Guidelines on Thrombotic and Anti-Thrombolytic Therapy, Hamilton, Canada, April, 2007, “Incorporating Patient Preferences and Values into Guideline Development”

User Group Meeting, Health Care Utilization Project (HCUP), Washington, D.C., March, 2007, “Model Reports of the AHRQ Quality Indicators”

Annual Meeting, American Society on Aging/National Council on Aging, Chicago, IL, March 2007, “Exploring the Public’s Views on Hospice Quality”

Annual Meeting, American Public Health Association, Boston, MA, November, 2006

- Presentation senior author/presenter: “Public reporting of the CAHPS Hospital Survey: Research to support understanding and use of the Hospital Compare website”
- Presentation co-author: “Physicians as intermediaries for HCAHPS public reports”
- Presentation co-author “Physicians’ views on hospital quality reporting and consumer use of quality data: Findings from a national survey of physicians”

Workshop Facilitator and Presenter, “Consumer Engagement” AHRQ Quality Purchasing Learning Network Meeting, Phoenix, Arizona, October, 2006

Workshop on Qualitative Methods for Harkness Fellows, The Commonwealth Fund, New York, November, 2005, September, 2006, September, 2007

Moderator, Panel on Effective Consumer Reporting, CAHPS User Group Meeting, Baltimore, Maryland, March 2006

Presentation of Reporting CAHPS Data, CAHPS College, Baltimore, Maryland, March, 2006  
Presenter, “The Public’s View of Quality Measures and Reports”, New Jersey State Society of Anesthesiologists, March, 2006

David Rogers Health Policy Colloquium, Weill Cornell Medical College, New York, NY, October, 2005: “Consumer Driven Health Plans: Will They Work for Consumers?”

First Annual User Group Meeting, AHRQ Quality Indicators, Gaithersburg, MD, September, 2005: Considerations in the Public Reporting of the AHRQ QIs

State Summit on Public Reporting, Gaithersburg, MD, September, 2005, Keynote Presentation: Selecting Quality Measures for Comparative Public Reporting

Annual Research Meeting, Academy Health, Boston, June, 2005

- Moderator and Presenter, Workshop on Mixed Methods in Health Services Research
- Presenter, “Assessing Information Provided by Consumer Driven Health Plans”
- Presenter, “The Politics of Using Administrative Data as Quality Indicators”
- Post Meeting Workshop, “Enhancing your Methodological Toolbox: An Introduction to Qualitative Research Methods (with K.J. Devers and K. Carman)

Annual Meeting, AHRQ Partnerships for Quality Grantees, June, 2005, Arlington, VA – Workshop on Sustaining Partnerships and Institutionalizing their Achievements

Annual Meeting, Louisiana Medicare Savings Programs, April, 2005, New Orleans, LA – Keynote Presentation on Building and Maintaining Effective Partnerships

Academy Health National Health Policy Conference, February, 2005, Washington, D.C. – Panel Moderator and Presenter: Consumer Driven Health Plans: Potential, Pitfalls and Policy Issues

CAHPS Users Group Meeting, December, 2004, Baltimore, MD:

- “So Much Information, So Little Time: Giving Consumers What they Need to Make Decisions” (with Christine Crofton and Mark Spranca)
- “Quality Information: Reaching the Right People at the Right Time”

Gerontological Society of America, Pre-Conference Workshop on Choosing Among Qualitative Data Collection Methods, November, 2004, Washington, D.C.

American Public Health Association Annual Meeting, November, 2004, Washington, D.C.: “Physicians’ views on public reporting of hospital quality measures” (with J. Barr, S. Bernard, T. Sherwin, D. Miranda and N. Lenfestey)

International Society of Quality in Health Care, Amsterdam, The Netherlands, October, 2004: “Physicians’ Views on Public Reporting of Hospital Quality: Clinical Performance and Patient Perspectives” (with J. Barr, S. Bernard, T. Sherwin, D. Miranda and N. Lenfestey)

Annual Bioethics Conference, Michigan State Medical Society, October, 2004, Traverse City, Michigan: “Uninsurance and Access to Care”

Autumn Health Forum, Michigan Medical Research and Educator Center, September, 2004, Grand Rapids, Michigan: “Coalition Building and Community Activation”

Annual Quality Meeting, Massachusetts Health Quality Partnership, June, 2004, Waltham, MA, Keynote Address “Consumers and Quality Driven Health Care”

Annual Research Meeting, Academy Health, San Diego, June, 2004

- Discussant, Panel on Nursing Home Quality
- Presenter, Panel on Measurement in Organizations
- Moderator and Presenter, Workshop on Mixed Methods in Health Services Research

Presentations on the Sixth Report of the Institute of Medicine’s Committee on the Consequences of Uninsurance, entitled “Insuring America: Principles and Recommendations”

- Sponsor Briefing, The Robert Wood Johnson Foundation, Princeton, NJ, January, 2004
- Congressional Briefing, Capitol Hill, January, 2004
- Public Release, National Press Club, Washington, D.C., January, 2004
- Briefing for Assistant Secretary for Planning & Evaluation, DHHS, January, 2004
- Panel Presentation, Alliance for Health Care Reform, Capitol Hill, January, 2004
- Panel Presentation and moderation, Academy Health Policy Conference, Washington, D.C., January, 2004
- Colloquium on The Uninsured: Challenges for New York, School of Public Affairs, Baruch College, February, 2004
- Interfaith Conference on the Uninsured, Baruch College, April, 2004
- Panel Presentation, Covering the Uninsured Week, Westchester County, May, 2004

- Keynote Presentation, Leadership Meeting of the American College of Surgeons, Washington, D.C., May, 2004
- Keynote Presentation, United Health Care Action Network National Conference, November, 2004, Washington, D.C.

Institute of Medicine, Quality Chasm Summit, Strategy Session Leader, Community Activation and Coalition Development, January, 2004

New York Business Group on Health Annual Meeting, New York, November, 2003: Keynote address: “If your business isn’t health care, can you affect the business of health care?”

International Conference on Health Policy Research, American Statistical Association, Chicago, October, 2003: Dinner speaker “Talking to People Who Think “Average” Means “Mediocre” and “Mean” Means “Nasty”

2003 Annual Research Meeting, Academy Health, Nashville, TN, June 2003: “Designing and Using Comparative Performance Reports: Views of Physicians, Practice Leaders and Network Medical Directors” (co-author; presentation by Kathryn Coltin).

Workshop, “Enhancing your Methodological Toolbox: Qualitative Research Methods” Academy Health, June, 2003, Nashville TN

Invited Testimony, Hearings on Quality and Consumer Information, Federal Trade Commission, Washington, D.C. May, 2003

2002 Annual Meeting, American Public Health Association, Philadelphia, November, 2002

- Presenter, Committee on Health Services Research Study Group on Consumer Information, “How can we engage senior serving organizations as information intermediaries to provide quality information to people on Medicare?”
- Panel Presentation “Using a Theory of Action to Engage Community Partnerships in Strategic Planning and Evaluation”

Presenter on “Collecting Consumer Data” and “Reporting Results” at Workshop for Users of the Consumer Experience Survey for Medicaid Home and Community Based Waivers, MEDSTAT/CMS, Newport, Rhode Island, October, 2002.

Academy Health Cyber Seminar, “More Than Just a Conversation: Using Qualitative Interviews to Answer Health Services Research Questions” October, 2002

New York Academy of Medicine, Symposium on “Health Insurance is a Family Matter”, presentation of findings of Institute of Medicine Committee on the Consequences of Uninsurance, October, 2002

Academy for Health Services Research and Health Policy Annual Research Meeting, Washington, D.C., June, 2002:

- Moderator, Panel on Using Qualitative Research Methods in Health Services/Policy Research: Fitting Methods to Research Questions; Presentation: “Evaluating the Mt. Sinai Visiting Doctors Program”
- “Why Ask Patients”, presentation at panel on Patient Perceptions of Care: Moving to the Next Level

Academy for Health Services Research and Health Policy, Methods Seminar, “Qualitative Data as an Attractive Nuisance” (with K. Devers and K. Carman), Washington, D.C., June, 2002

Texas Covering Kids and Families Annual Outreach Meeting, “Making the Most of Your Coalition” Austin, Texas, June, 2002

2002 SHIP Project Directors Training Conference, “Helping Family Members and Friends Make Sense of Medicare” Roslyn, Virginia, April, 2002

Academy for Health Services Research and Health Policy, Cyber Seminar: “Qualitative Methods: The Right Stuff” January 2002

Institute of Medicine, Workshop of the Committee on Federal Quality Oversight Programs: “Federal Health Services Programs: What Do Their Clients Need?” Washington, October, 2001

Centers for Medicare and Medicaid Services, 2001 National Customer Service Conference: Keynote Address “Finding and Supporting Effective Partners in Reaching People on Medicare,” St. Louis, August, 2001

Academy for Health Services Research and Health Policy Annual Meeting: Moderator for Roundtable on “Engaging the Consumer in Quality” including presentation: “Exit, Voice and Loyalty: Alternative Strategies for Engaging Consumers in Quality”, Atlanta, June, 2001

Academy for Health Services Research and Health Policy Methods Workshop: “More Than Just A Conversation: Using Qualitative Interviews to Answer Health Services Research Questions” (with Kristin Carman, Ph.D. and Kelly Devers, Ph.D.), Atlanta, June, 2001

Alliance of Community Health Plans, Keynote Presentation to Annual Meeting, “Enhancing Value for Consumers” Washington, D.C. May, 2001

Agency for Healthcare Quality and Research, Child Health Insurance Research Initiative Coordinating Committee, Workshop on Integrating Qualitative and Quantitative Methods,” Rockville, MD. April, 2001

National Academy of Social Insurance, Study Panel on Medicare and Markets, Presentation on Policy Issues in Medicare Consumer Choice, Washington, D.C., February, 2001.

Quality Interagency Coordination Task Force, Conference on Informing Consumers about Health Care Quality: New Directions for Research and Action, Washington, D.C., December, 2000: Breakout session moderator and background paper presenter, “Older Consumers”.

American Public Health Association Annual Meeting, Boston, November, 2000

- Moderator and Presenter, Committee on Health Services Research Study Group on Consumer Information and Decision Making: “The Feasibility of Involving Community Based Organizations in Providing Information and Support to People on Medicare”
- Poster Session (senior author): “Tobacco Control Coalitions: What Makes A Difference in Achieving Policy Objectives?”
- Panel Presentation: “Dynamics of Development in Community Health Coalitions”

National Health Council, Conference on Health Literacy, Washington, D.C., October 2000: Invited Address “The Future of Health Literacy”

Institute of Medicine, 30<sup>th</sup>. Annual Meeting, Washington, D.C., October, 2000: Invited Address “Engaging the Consumer”

Grantmakers in Aging Annual Meeting, New York City, October, 2000: Workshop “Evaluating Funded Programs”

11<sup>th</sup> World Congress on Tobacco or Health, Chicago, August, 2000

- Panel Moderator: “How to Make Coalition Building Work: From Science to the Streets” & Presenter (senior author): “Factors Influencing Satisfaction and Commitment of Participants in SmokeLess States Initiative Coalitions
- Poster Session: (senior author): Tobacco Control Coalitions: What Makes a Difference in Achieving Policy Objectives?

Association for Health Services Research, 2000 Annual Meeting, Los Angeles, June, 2000: Methods Workshop Moderator and Presenter: “Developing Reports on Managed Care Plans for Medicare Beneficiaries”

Health Care Quality Retreat 2000 for California Consumer Health Leaders, “Improving Consumer Participation”, California Health Care Foundation, San Diego, February, 2000

Association for Health Services Research Methods Workshop: “Qualitative Methods: The Right Stuff”, Boston, October 26-27, 1999 (with Kelly Devers, Ph.D.)

American Association of Health Plans 1999 Medicare Conference – Consumers, Purchasers, Providers and Plans: Partnerships for the Future, Washington, D.C., September, 1999

Association of Health Services Research, 1999 Annual Meeting, Chicago, June, 1999

- Second Bi-National Research Conference: Canada and the U.S., “Developing Report Cards for Health Plans: The New York Experience”
- Roundtable on Medicare and the Private Sector: “Medicare and Choice: Implications for Beneficiaries”

- “Using Qualitative Methods in Evaluative Research” – Panel on “The Numbers Don’t Say it All: Qualitative Approaches to Health Services Research

AHCPR Workshop on Making Quality Count, Arlington, VA, December, 1998: Moderator, Panel on Content and Context; Presenter, Panel on Dissemination Strategies

AHCPR Workshop on Qualitative Methods in Health Services Research, "Qualitative Methods: What are They and Why Use Them," Rockville, MD, December, 1998

Annual Meeting of the American Public Health Association, November 1998

- “Strategic Considerations in Presenting Quality Information to Medicare Beneficiaries,” Study Group on Consumer Information and Decision Making of the Committee on Health Services Research
- “Community Care Networks: A New Collaborative Model for Improving the Health of Communities” (with G.J. Bazzoli, J.A. Alexander, D.A. Conrad and S.M. Shortell)

10th. Annual National Managed Health Care Congress, “Consumer Driven Health Care in the Emerging Managed Care Arena”, Atlanta, April, 1998

Central Florida Health Care Coalition, “Quality and the Consumer: What do they really want?”, Orlando, March, 1998

PCS Health Systems Annual Colloquium, “The Emerging Role of the Consumer in Health Care: Needs, Concerns and Strategies to Respond” Phoenix, March, 1998

Conference on Health Care Without Walls, “La Role Cruciale du Consommateur dans la reforme de la system de sante,” Lyon, France, December, 1997

Pfizer National Healthcare Advisory Panel, “Quality and the Consumer: Overview and Current Trends” New York, December, 1997

AHCPR User Liaison Program Workshop on Managed Care and Persons with Disabilities and Chronic Illnesses, “Reporting Relevant Information on Health Plan Performance to Persons with Disabilities or Chronic Illness” Phoenix, November, 1997

Socratic Dialogue Participant: “The Future of Academic Medical Centers”, American Association of Medical Colleges, July, 1997

President’s Advisory Commission on Consumer Protection and Quality in the Health Care Industry, Invited Testimony “Performance Measures: A Consumer Perspective”, June, 1997

Legislative Council of the American Association of Retired Persons, “What Are We Trying To Achieve In Providing Consumers with Information?”, Washington, D.C. February, 1997

Annual Meeting, American Public Health Association, November, 1996

- "Providing Consumers with Information to Support Health Plan Decisions: A Theory of Action" -- paper to the Study Group on Consumer Information and Decision Making of the Committee of Health Services Research, Medical Care Section
- "Federal and State Implementation of the Synar Amendment: An Update Following the Final Regulation" -- paper (senior author)
- "Public-Private Collaboration in Health and Human Service Delivery: Evidence from Community Partnerships" -- paper (co-author)
- "A Survey Tool for Coalition Self Assessment" -- poster (senior author)
- "Emerging Developmental Issues for Tobacco Control Coalitions" -- paper (co-author)

Kaiser Family Foundation/Agency for Health Care Policy and Research Conference on "Value and Choice: Providing Consumers with Information on the Quality of Health Care, Arlington, VA, October, 1996

- Plenary Presentation: "How Will We Know We Got it Right"
- Panel Presentation: "Assessing Beneficiaries' Responses to Measures of Quality Being Considered for Inclusion in HEDIS 3.0"

American Association of Health Plans Conference on Advanced Approaches in Health Plan Operations, "The Rise of the Health Care Consumer" October, 1996

1996 Annual Meeting of the Association for Health Services Research, "Case Study Methods" at Atlanta, June, 1996

Institute of Medicine Board on Health Promotion and Disease Prevention: "Community Coalitions and the Achievement of Public Health Objectives" March, 1996

## **CURRENT CONSULTATIONS AND COMMISSIONS**

AHRQ, Evaluation of the REACH Collaborative to reduce rehospitalization from home care

Center for Health Improvement, Chartered Value Exchange Learning Network, Development of mini-reports and webinars on public reporting on comparative health care quality and cost (with Judith Hibbard, Dr.P.H.)

Academy Health, AHRQ Quality Indicators Learning Insitute

Battelle, Inc., EQUIP project to facilitate public reporting of the AHRQ Quality Indicators

Health Assistance Partnership, Evaluation of Collaborative State Projects

ABIM Foundation, Consultant on Evaluation of Progress

Humana, Inc., Consultant on Communication to Older Persons and Development of Educational and Marketing Materials related to Medicare Part D and Medicare Advantage Programs

## **SELECTED RECENT CONSULTATIONS AND COMMISSIONS**

IPRO, Evaluation of efforts to increase Medicare beneficiary awareness and use of their rights to complain about the quality of care

RTI International, Consultation on evaluation of the National Medicare Education Program

Academy Health, HCFO program, Commissioned paper on Patient Navigation

NORC, Consultation on development of methods to evaluate the Quality Improvement Organization Program

Department of Community Health & Social Medicine, Sophie Davis Medical College, CUNY, Senior Consultant, AHRQ and California Health Care Foundation funded projects to assess public and decision maker views on using Cost Effectiveness Analysis in coverage decisions

Cornell Medical College and the Visiting Nurse Service of New York, Consultant on the assessment of an intervention to use the Hibbard Patient Activation Measure with hypertensive home care patients

Expert Consultant, World Health Organization, Decent Care for People with HIV/AIDS  
Joint Commission on the Accreditation of Health Care Organizations, Consultant on the use of Qualitative Methods in the Hospital Language and Culture Study

Shaller Associates, Consultant on Report Series on Consumer Information and Decision Making for California Health Care Foundation

American Hospital Association, Facilitation of Staff Retreat, Leadership and Business Development group

AtlantiCare Health Systems, Consultant on Board Involvement in Community Outreach and Engagement

Proctor & Gamble, Consultant on Communication with Older Persons related to improving self-management and adherence to medication regimens

National Program Office, Robert Wood Johnson Foundation State Solutions Project, Consultant on Outreach and Enrollment Efforts in the Louisiana Medicare Savings Programs.

Bronx Veterans Administration, Consultant on use of Qualitative Methods in Study of Patient Responses to Medication Side Effects

Soros Foundation, Medicine as a Profession Program, Consultant on Evaluation of the Soros Advocacy Fellow Program

Southern Institute on Children and Families, Consultant on Training and Technical Assistance to develop Covering Kids and Families coalitions

Academy Health, Consultant, Qualitative Methods, Project on Diversity in Health Services Research

Covenant Foundation, Development of White Paper on Health Insurance Options for Jewish Educators

Mathematica Policy Research, Consultant on Evaluation of the AHRQ Integrated Delivery System Research Network Program and Evaluation of the AHRQ National Healthcare Quality Report and National Healthcare Disparities Report; Development of a survey of enrollees and disenrollees in Medicare risk-contract HMOs

Health Research & Education Trust, Consultant on Strategic Planning for AtlantiCare Health; on CCN partnership sustainability; and on research on translation and interpretation technologies

ABIM Foundation, Consultant on qualitative methods, Physician Quality Improvement Project and Identifying Best Practices in Coordination Among Physicians

Qualidigm, Inc., Consultant on the development and evaluation of public reports on patient satisfaction and clinical quality measures on Rhode Island hospitals  
The Century Foundation, Executive Director and Co-Chair, Task Force on Medicare Reform

Health Care Financing Administration, Expert Review of Report to Congress on Safeguards Needed to Enroll Populations with Special Health Care Needs in Managed Care

Center for the Advancement of Health: Consultant, Project on Developing Performance Indicators for Health Care Systems Based on an Expanded View of Health, other initiatives for Patient Centered Health Care, Behavioral Medicine in Managed Care

Medicare Rights Center, Consultant on Medicare Policy and Consumer Information Issues; Cognitive Testing of Hotline Operator Scripts

Department of Health and Human Services, ASPE: Paper on Consumer Information and Quality Issues in Assessing the Impact of Managed Care on Persons with Disabilities

Foundation for Accountability: Testing Disease Specific Quality Indicators with Consumers

Academy for Educational Development: Use of Community Coalitions and Community Planning Groups in Supporting HIV/AIDS Communication and Prevention Efforts

Prospect Associates, ASSIST Coordinating Center: Training and Technical Assistance in Coalition Building, Site Analysis and Strategic Planning for State Tobacco Control Programs, and ASSIST Program Evaluation

## **PROFESSIONAL AND COMMUNITY SERVICE**

### **Previous Service to the Institute of Medicine:**

Member, Institute of Medicine Board on Health Care Services  
Member, Subcommittee on Quality Improvement Organization Evaluation, Institute of Medicine  
Community on Benefits, Payments and Performance Improvement  
Institute of Medicine Committee on the Consequences of Uninsurance: Member, Full  
Committee; Member, Subcommittee on Consequences of Uninsurance for Families and  
Children; Chair, Subcommittee on Strategies and Models for Providing Health Insurance  
Member, Committees on Leading Health Indicators for Healthy People 2010; Choice and  
Managed Care; Public Health Performance Monitoring

### **Recent Service to Other Professional Organizations, Public and Non-Profit Agencies:**

Consultant on Patient and Societal Values and Preferences, Development of the 8<sup>th</sup> Edition of the  
Anti-Thrombolytic Guidelines, American College of Chest Physicians

Member, Article of the Year Awards Committee, American College of Healthcare Executives  
Member, Health Systems Research Study Section, Agency for Healthcare Research and Quality

Member, National Advisory Committee, Robert Wood Johnson Foundation Covering Kids and  
Families Initiative

Member, Work Group on Consumer Health Information, AHRQ/HCFA/OPM

Member, Scientific Advisory Committee for the American Stop Smoking Intervention Study for  
Cancer Prevention (ASSIST) Program, National Cancer Institute

### **Member, Technical Expert Panels/Advisory Committees (Current and selected other):**

Human Capital in the Nursing Workforce and its Impact on Patient Outcomes; Columbia  
University; Medstat; Measures for Evaluating Home and Community Based Services for the  
Elderly; NCQA, Physician Level Quality Measurement Project; Mathematica Policy Research  
Tracking the Effects of Balanced Budget Act on Medicare Beneficiaries; Yale University and  
the New York Academy of Medicine, Community Benefits Study; UCLA School of Public  
Health, Effective Community Report Cards

### **Service on Academic Publications:**

Editorial Board Member and Reviewer, Medical Care Research and Review (and its predecessor,  
Medical Care Review), 1988 to present

Editorial Board Member and Reviewer, Health Services Research, 2007 to present

Guest Editor, "Qualitative Methods in Health Services Research: A Special Supplement" HSR:  
Health Services Research, December, 1999

Reviewer: *Biomed Central; The Gerontologist; JCAHO Journal Of Quality Improvement; Health Affairs; Journal of the American Geriatrics Society; Health Care Financing Review; Journal of Health Politics, Policy and Law; Journal of General Internal Medicine; Health Care Management Review; Medical Care; Milbank Quarterly; Hospital and Health Services Administration; Social Science and Medicine; Women and Health*

**Memberships in Professional Organizations:**

American Public Health Association (Medical Care Section); Academy Health; American College of Healthcare Executives; American Society for Public Administration

**Current Service on Boards of Trustees of Non-Profit Organizations:**

Member, Board of Directors, Finance Committee and Program and Research Committee, (2001 to present) Public Health Solutions (formerly MHRA), New York, NY

Member, Board of Trustees, (1983 to present) Developmental Studies Center (an elementary education reform organization) Oakland, CA

Treasurer and Member, Board of Director (2006 to present) ACT Now India, New York, N.Y. and Kolkota, India (an organization addressing the HIV/AIDs epidemic in India)