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Assistant Professor/Research Scientist
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CURRICULUM VITAE

Education and Training

Education

- 9/1980-6/1983 B.A. *magna cum laude* in American Studies and Spanish
Amherst College, Amherst, MA
- 9/1984-6/1985 M.P.A., Woodrow Wilson School, Princeton University,
9/1986-6/1987 Princeton, NJ
- 1/1991-6/1992 Post Graduate Pre-Medical Science
University of Pittsburgh, Pittsburgh, PA
- 9/1993-6/1997 M.D. with Honors in a Special Field *cum laude*
Harvard Medical School, Boston, MA
- 7/1997-7/2000 Internship & Residency, Department of Internal Medicine,
University of Michigan Health System, Ann Arbor, MI
- 7/2000-7/2002 VA Fellow/Robert Wood Johnson Clinical Scholar
Robert Wood Johnson Clinical Scholars Program, Department of Internal
Medicine, University of Michigan, Ann Arbor, MI

Non-Medical Professional Experience

- 9/1983 – 8/1984 Thomas J. Watson Fellow. Field research on rural-urban migration and
community health in Brazil, Argentina, and Peru; one of 70 national
recipients.
- 6/1985 - 8/1986 Assistant to the Director and Project Analyst, Catholic Relief Services
(CRS) Office for Central America, Mexico, Brazil, San Jose, Costa Rica.
Designed and evaluated community development and health projects in
Nicaragua, Mexico, and Brazil.
- 6/1987- 12/1990 Assistant Program Officer/Program Officer (5/90), Ford Foundation, New
York, NY. Developed, managed, and evaluated Human Rights, Poverty,
and Women's Health programs in the Caribbean and regionally for Latin
America (annual budget: \$1.5MM).

- 1/1991 - 8/1992 Research Associate (Part-time), University of Pittsburgh Medical Center, Pittsburgh, PA. Conducted psychometric testing, interviews and statistical analyses of the neurobehavioral effects of childhood lead exposure.
- 1/1991 - 8/1992 Consultant (Part-time), The Ford Foundation, New York, NY. Evaluated human rights and women's health programs and grant proposals.
- 9/1992 - 3/1993 Consultant, Human Rights Commission of El Salvador, San Salvador, El Salvador. Investigated human rights violations from 1980 to 1991 for a United Nations (U.N.) Commission. Surveyed mental health and health services for survivors of traumatic human rights violations.

Certification and Licensure

- 1997 ACLS certification (renewed 2006)
- 1998 Diplomate, National Board of Medical Examiners
- 2000 Diplomate, American Board of Internal Medicine
- 2006 State of Michigan Physician and Surgeon License
- 2003 Drug Enforcement Administration

Academic, Administrative and Clinical Appointments

Academic Appointments

- 2000-2002 Adjunct Lecturer
Residential College, University of Michigan, Ann Arbor, Michigan
- 7/2002-6/2004 Lecturer, Department of Internal Medicine, Division of General Medicine,
University of Michigan, Ann Arbor, Michigan
- 7/2004-present Assistant Professor of Internal Medicine, Division of General Medicine,
University of Michigan, Ann Arbor, Michigan
- 7/2002-present Research Scientist, Veterans Affairs Center for Practice Management &
Outcomes Research, Ann Arbor, Michigan
- 7/2002-present Core Investigator, Michigan Diabetes Research and Training Center,
Measurement Core, Ann Arbor, Michigan
- 7/2002-present Investigator, VA Quality Enhancement Research Initiative for Diabetes
Mellitus (QUERI-DM), National Research Coordinating Center
- 12/2003-present Core Faculty, Robert Wood Johnson Clinical Scholars Program,
University of Michigan, Ann Arbor, Michigan
- 6/2007-present Associate Director, Robert Wood Johnson Clinical Scholars Program,
University of Michigan, Ann Arbor, Michigan

Clinical Appointments

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| 1998-2000 | Physician Volunteer, Mexican Migrant Worker Health Team, southeast Michigan |
| 7/2000-present | Staff Physician, VA Ann Arbor Healthcare System, Ann Arbor, Michigan |
| 1/2006-present | Volunteer Physician, Hope Medical Clinic, Ypsilanti, Michigan
(1/2 day every 6 weeks) |

Research Interests

1. Patient Chronic Disease Self-Management
2. Patient-Provider Communication
3. Peer Support
4. Behavioral Interventions and Implementation Research
5. Health and Human Rights

Languages

Fluent in Portuguese and Spanish, proficient in French, basic Haitian Creole

Grants

Current

NIDDK (1 R 18DK76622).

8/1/2007–7/31/2011. Total award \$2,179,092.

Improving adherence and intensification of medications among diabetes patients.

The Specific Aims of this multi-site, cluster randomized, controlled trial are: 1) To evaluate the effects of the intervention on blood pressure, glycemic, and lipid control; 2) To assess the impact of the intervention on patients' adherence to blood pressure, anti-hyperglycemic, and lipid-lowering regimens, intensity of these regimens, and satisfaction with health care; 3) To evaluate the cost-effectiveness of the intervention compared to usual care, with cost/QALY as the primary metric; and 4) To evaluate the process of intervention implementation in VA and Kaiser sites in order to identify similarities and differences across sites. Dr. Heisler's effort runs concurrently with her VA Career Development Award.

Role: Co-Principal Investigator (Co-Principal Investigator: EA Kerr).

VA Health Service Research and Development Merit Program (SDP 06-128).

7/1/2007-6/30/2010. Total award \$829,100.

Adherence and intensification of medications: a population-based clinical pharmacist implementation study among hypertensive diabetes patients.

Adherence and Intensification of Medications (AIM) Implementation Study

This multi-site cluster randomized trial will evaluate a tailored clinical pharmacist-based intervention targeting both poor medication adherence and inadequate medication

intensification with strategies shown in efficacy studies to improve diabetes risk factor control among hypertensive diabetes patients. Using VA electronic pharmacy and clinical data, we will proactively identify all diabetes patients within randomly selected primary care teams who have poor BP control and either poor refill adherence or insufficient medication intensification. Adherence and treatment intensification patterns will also be assessed for glycemia and lipids if either of these is poorly controlled. Clinical pharmacists will be assigned to work with providers and care managers in these teams. The pharmacists, trained in motivational interviewing (MI)-based adherence counseling approaches and guided by computerized adherence modules, will identify barriers to adherence to BP medications and (as appropriate) anti-hyperglycemic and lipid medications and provide adherence counseling. They will also be authorized to adjust BP and lipid medications following site-specific treatment algorithms and follow patients until BP control is achieved. Patients in the non-intervention (control) teams will receive usual care. The specific objectives of this study are 1) to evaluate the effects of the intervention on blood pressure (primary outcomes) and glycemic and lipid control (secondary outcomes); 2) to assess the impact of the intervention on patients' adherence to blood pressure, anti-hyperglycemic, and lipid-lowering regimens, and intensity of these regimens; 3) to evaluate the cost-effectiveness of the intervention compared to usual care; 4) to evaluate the level of attainment of intervention implementation, examine the process of intervention implementation, and determine the potential for sustainability. Dr. Heisler's effort runs concurrently with her VA Career Development Award.

Role: Principal Investigator (Co-Principal Investigator: EA Kerr).

NIH/NHLBI (R01 HL085420).

8/1/2006-4/30/2010. Total award \$1,907,331.

Mobilizing Peer Support for Effective Heart Failure (HF) Self-Management.

The major goals of this project are to evaluate a six-month intervention that consists of patient group visits with HF nurse managers to support behavioral goal setting ('action planning') in conjunction with initial patient training in motivational interviewing-based peer communication skills and matching of peer pairs to provide mutual assistance through a low-cost interactive voice response telephone exchange system that promotes peer-to-peer communication and facilitates communication with care managers. Dr. Heisler's effort runs concurrently with her VA Career Development Award.

Role: Principal Investigator.

VA Health Service Research and Development (IIR 04-239).

4/1/2006-3/31/2010. Total award \$1,200,000

Telephone Peer Support for Insulin Management among VA Diabetes Patients.

The major goals of this project are to evaluate an intervention using a low-cost interactive voice response exchange system to promote peer-to-peer support among diabetes patients initiating or increasing insulin therapy under medical guidance. Dr. Heisler's effort runs concurrently with her VA Career Development Award.

Role: Co-Principal Investigator (Co-Principal Investigator: J Piette).

VA Health Service Research and Development (DIB #98-001).

10/1/2004-9/30/2008. Total award \$1,400,000.

Quality Enhancement Research Initiative – Diabetes Mellitus.

The major goals of this project are 1) to establish an on-going process for identifying and facilitating the implementation of effective approaches to improving processes of care which

are proven to have an effect on important health outcomes for veterans with diabetes; and 2) improve our understanding of barriers to system wide quality improvement initiatives so as to inform future QUERI initiatives and aid other initiatives related to diabetes care both within and outside of the VHA. Dr. Heisler's effort runs concurrently with her VA Career Development Award.

Role: Co-Investigator (Principal Investigator: EA Kerr).

VA Health Service Research and Development (RCD 02-047)

1/1/2004–12/31/2008. Total award \$780,000.

Understanding and Strengthening Patient-Health Care Provider Partnerships to Enhance Patients' Chronic Disease Management (1/2004-12/2006)/Evaluating Interventions to

Enhance Patients' Chronic Disease Management (1/2007-12/2008)

VA HSR&D Research Career Development Award that provides 100% salary support over a five-year period.

Role: Principal Investigator

Previous

VA HSR&D(VISN).

1/1/2007-12/31/2007. Total award \$50,000.

Adherence and Intensification of Medications for Diabetes and Hypertension

The major goal of this project is to support the development of motivational interviewing-based computerized adherence assessment and counseling modules and a pharmacist training manual for use in a clinical pharmacist intervention. Dr. Heisler's effort runs concurrently with her VA Career Development Award.

Role: Principal Investigator

Geriatrics Center Pilot (Funded ½ by Hartford Foundation and ½ by Claude Pepper Foundation) (Grant #F011213).

8/1/2005 – 7/31/2006. Total award \$50,000

Using Electronic Pharmacy Fill and Refill Data to Understand and Promote Appropriate Medications Use among Elderly Patients with Hypertension.

Goals: The major goal of this project is to develop and validate electronic medical record and pharmacy-based algorithms providing information on elderly patients' refill adherence and clinician intensification of antihypertensive medications. We will validate these measures by performing analyses assessing the association between the developed measures and patients' blood pressure and other health outcomes. These algorithms will be used in a larger intervention to promote effective medications use among high-risk elderly patients with hypertension. Dr. Heisler's effort runs concurrently with her VA Career Development Award.

Role: Principal Investigator

VA HSR&D (LIP-41098)

4/1/2005–9/30/2005. Total award \$45,000

The Use of Electronic Pharmacy Fill and Refill Data in an Intensive Case Management Intervention to Promote Appropriate Medication Use among Diabetes Patients with Hypertension

The major goal of this project is to understand the relationship between pharmacy filling data and correct medication use among diabetes patients with hypertension and provide pilot data

for an intervention addressing both adherence and intensification among patients with hypertension with either poor adherence or lack of appropriate medication intensification. Dr. Heisler's effort runs concurrently with her VA Career Development Award.

Role: Principal Investigator

Blue Cross Blue Shield Foundation (703RFP).

1/1/2005–4/30/2007. Total award \$150,000

Strengthening Patient-Health Care Provider Partnerships to Improve Diabetes Outcomes

The major goal of this grant is to conduct in-depth interviews with African American and Latino REACH participants and their health care providers, in conjunction with analysis of quantitative survey data, to: 1) explore whether and how the REACH self-management intervention increased patient activation in working with their health care providers to improve diabetes outcomes and 2) to assess the mechanisms by which the intervention did or did not lead to positive changes in patients' diabetes self-management. The project sought to understand the relationship between patients and their health care providers before and after the patients' participation in a comprehensive diabetes self-management intervention and how this affects their diabetes care. Dr. Heisler's effort runs concurrently with her VA Career Development Award.

Role: Principal Investigator

DHHS-NIH (2 P30 AG012846).

7/1/2004–6/30/2005. \$25,000 (pilot award).

Michigan Center on the Demography of Aging.

The major goals of this project are to assess the causes of racial disparities in glycemic control and diabetes outcomes among older adults, using the Health and Retirement Study. Dr. Heisler's effort runs concurrently with her VA Career Development Award.

Role: Principal Investigator.

MDRTC (5 P60 DK020572).

12/1/2003–11/30/2004. Total award \$45,000 total.

Promoting Peer Support for Diabetes Care.

Pilot study to assess the feasibility and acceptability of an Interactive Voice Response (IVR)-facilitated peer support program among VA patients with poor glycemic control.

Role: Principal Investigator

National Institute of Aging (U01-AG09740-14S1).

7/1/2003–12/31/2005. Total award \$832,560.

Health and Retirement Study: Diabetes Mail Survey Supplement

This supplement to the Health and Retirement Study (HRS) collected additional information from HRS participants to support detailed analyses of diabetes self-management and glycemic control. The mail survey included a self-administered questionnaire, and a kit for taking a dried blood spot sample that can be returned (anonymously) to a laboratory to be tested for levels of hemoglobin A1c. The combination of data collected in this mail survey and the ongoing longitudinal data in the core HRS provides a uniquely valuable resource to study behavioral aspects of diabetes in relation to measured levels of glucose control and to long-term retrospective and prospective information on SES, health, family relations, and use of formal and informal care. We conducted analyses on the economic burden of diabetes, on disparities in self-management behaviors, and on the other relationships among respondent

characteristics, self-management, and glycemic control. Dr. Heisler's effort runs concurrently with her VA Career Development Award.

Role: Co-Investigator (Principal Investigator: Willis).
NIH/NIDDK (Grant #5P60 DK20572-21)

12/1/2002–11/30/2007. Total award \$1,200,000

Michigan Diabetes Research and Training Center/Measurement Core

To support local and national investigator needs for measuring laboratory, physiological, behavioral and health outcomes in translational diabetes research. Dr. Heisler is a member of the measurement core that provides support in developing and evaluating measures. Dr. Heisler's effort runs concurrently with her VA Career Development Award.

Role: Co-Investigator (Principal Investigator: Herman).

VA HSR&D (LIP41-098).

9/1/2002-8/31/2003. Total award \$5,000.

Racial Disparities in Diabetes Care

Complete analyses on racial disparities in diabetes care processes, outcomes, and treatment intensity in VA.

Role: Principal Investigator

CDC (U50CCU517264).

9/01/2000-9/30/2007. Total award \$4,300,000

Racial and Ethnic Approaches to Community Health (REACH).

The major goal of this project is to conduct and evaluate a multi-faceted community and health system intervention to improve diabetes self-management and outcomes among African-American and Mexican-American adults with diabetes in inner-city Detroit. Dr. Heisler's effort runs concurrently with her VA Career Development Award.

Role: Co-Investigator (Health System Intervention co-Principal Investigator) (Principal Investigator: Guzman)

Honors and Awards

1983	Phi Beta Kappa, Amherst College Amherst Memorial Fellowship, Amherst College George A. Plimpton Fellowship, Amherst College
1983-1984	Thomas J. Watson Fellowship, Thomas J. Watson Foundation
1987	Frederick H. Harbison Fellowship for Most Outstanding Student in Development Economics, Princeton University
1994	Edward H. Kass Fellowship, Harvard Medical School
1997	Kurt J. Isselbacher Prize for Humanitarian Values and Dedication to Science, Harvard Medical School
1999	Golden Beeper Award for Medical Student Teaching, University of Michigan Medical School

1999	VA House Officer of the Month Award, Ann Arbor VAMC
2000	Outstanding House Officer Research Award, Department of Internal Medicine, University of Michigan Health System
2003	SGIM Outstanding Reviewer
2003	Milton W. Hamolsky Junior Faculty Award, Society of General Internal Medicine

Memberships in Professional Societies

1994-present	American College of Physicians
1994-present	Massachusetts Medical Society
2000-present	Society of General Internal Medicine
2000-present	American Diabetes Association

Editorial Positions, Boards and Peer-Review Service

2002-present	Reviewer, <i>Med Care</i>
2002-present	Reviewer, <i>J Gen Intern Med</i>
2003-present	Reviewer, <i>JAMA</i>
2003-present	Reviewer, <i>Ann Intern Med</i> - Commended as one of <i>Annals'</i> top 30% of reviewers (2005) - Commended as one of <i>Annals'</i> top 10% of reviewers (2006)
2003-present	Reviewer, <i>Arch Intern Med</i>
2003-present	Reviewer, <i>Diabetes Care</i>
2004-present	Reviewer, <i>Medical Care Research and Review</i>
9/2004	Ad Hoc Reviewer, VA MERIT Review Panel, Equity and Special Populations Group,
10/2005	Ad Hoc Reviewer, Michigan Diabetes Research and Training Center (MDRTC) Grants Program
2005-present	Editorial Board member, <i>Journal of Clinical Outcomes</i>

- 2005-present Reviewer, *Lancet*
- 2007-present Editorial Board member, *Diabetes Care*

Teaching

Teaching – Medical students, Residents, House officers

- 2000-2002 Adjunct Lecturer: Taught upper-level University of Michigan undergraduate course entitled “Socio-cultural Studies of Health, Illness and the Biomedical Sciences.”
- 2000-2003 House officer mentor, Urgent Care Clinic and Emergency Room, Ann Arbor VAMC, Ann Arbor, Michigan
- 2003-present House officer mentor, General Medicine ambulatory care clinic, Ann Arbor VAMC, Ann Arbor, Michigan
- 2000-present Seminar leader, Introduction to Evidence-Based Medicine course for medical students, University of Michigan
- 2001-2002 Helped develop course and gave introductory one-hour lecture for first-year University of Michigan medical students on effective patient education and counseling
- 2001-2003 Seminar leader, Introduction to the Patient: Interpersonal Violence Sequence, University of Michigan Medical School
- 2002-present Attending physician, Ambulatory Morning Report, University of Michigan Health System (four times a year)
- 2002-present Instructor, Multiple Regression Support Group, Robert Wood Johnson Clinical Scholars Program, University of Michigan.
- 2002-present Preceptor for 3rd and 4th year medical students, Internal Medicine clerkship; outpatient clinic month (1/2 day per week)
- 2002-present Presenter and Reviewer, University of Michigan General Medicine Weekly Research Conference (present one conference per year)
- 2002-present Presenter and Reviewer, Ann Arbor VA Center for Practice Management and Outcomes Research Monthly Research Conference (present one conference per year)
- 2003-present Small Group facilitator and core faculty, Family-Centered Experience (FCE) and Longitudinal Case Course (LCC) for 1st and 2nd-year medical

students, University of Michigan Medical School (lead small group approximately two hours every week throughout school year)

- 2004 Resident Noon Conference, “Approaches to Effective Outpatient Chronic Disease Management.
- 2003-2005 Seminar instructor, RWJ Clinical Scholars Program weekly health services methods seminars (teach two seminars a year)
- 2005 Resident Noon Conference, “Approaches to Enhancing Patients’ Chronic Disease Self-Management”
- 2005-present Instructor, RWJ Clinical Scholars Master’s Program (three three-hour methods classes a year)

Undergraduate Research Mentoring

- 2003 Rupa Mehta, Undergraduate Research Opportunity Program (UROP)
- 2004-2005 Shayna Ravinda, Undergraduate Research Opportunity Program(UROP)

Medical Student Research Mentoring

- 2004 Ian Cole, “How Do the Quality of Provider Communication and Participatory Decision-Making Style Influence Older Patients’ Diabetes Self-Management and Glycemic Control?”
- 2005 Katie Kvam, “Access to Care and Diabetes Self-Management and Outcomes”

Resident Senior Internal Medicine Research Mentoring

- 2003 Gregory Bump, “The Influence of Co-Morbidities on Diabetes Self-Management”
- 2003-2005 Arshiya Baig, “Factors Affecting Physician Screening of Domestic Violence”
- 2003-present Nurit Harari, “Community Health Needs Assessment of Latinos in Washtenaw County”
- 2004-2005 Deborah Smith, “Non-adherence to Prescription Medications as a Predictor of Health Care Services Utilization and Decreased Subjective Health Perceptions”
- 2005-present Sima Sameri, “Patient and Physician Views of Obstacles to Diabetes Self-Management and Improved Diabetes Outcomes”

Robert Wood Johnson Clinical Scholar Research Mentoring

2003-2005	Tracy Richmond, “Ethnicity and Physical Activity among Adolescents”
2003-2006	Helena LaRoche, “The Impact of an Adult Diabetes Self-Management Intervention on the Health Knowledge and Behaviors of Participants’ Children”
2004-2006	Megumi Okumura, “Improving Care for Adults with Chronic Childhood Diseases”
2004-2006	Jeanne Van Cleve, “Patient-Doctor Communication in Well Child Visits”
2006-Present	Ann-Marie Rosland, “Social Support and Diabetes Outcomes”
2007-Present	Gareth Warren, “Peer Support Intervention for Patients Undergoing Medical Evaluation for Renal Transplantation”

Committee, Organizational, and Volunteer Service

2001-present	Member, Patient Education Oversight Committee, University of Michigan Health System, Ann Arbor, MI
2002-2003	Member, Curriculum Development committee to develop a longitudinal course for medical students on understanding patients’ experiences with chronic illnesses
2003-present	Member, International Advisory Council, Physicians for Human Rights, Boston, MA
2003-present	Member, Advisory Council, Advanced Studies Center, International Institute, University of Michigan, Ann Arbor, MI
2005-present	Member, Diabetes Quality Improvement Initiative, University of Michigan Health System
2005-present	Member, SGIM Clinical Practice Task Force
2005-present	Self-Management Consultant, American Association of Medical College (AAMC) Academic Medical Center Collaborative
2007-present	Co-Chair, Health Disparities Abstract Review Committee, 2007 Annual SGIM meeting

Consulting Positions

1994-1995	Boston Neighborhood Health Center (EBNHC), Boston: Researched the health care needs, use, and barriers to access to health care of recent
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Brazilian immigrants in East Boston and formulated recommendations for improved health services subsequently implemented by the EBNHC.

- 1995-present Physicians for Human Rights: Conducted field research (1995) and co-wrote report on governmental violations of medical neutrality and coercion of health workers in Turkey; designed and conducted analyses and wrote studies on women under Taliban regime in Afghanistan (1998), prevalence of war-related sexual assault in Sierra Leone (2002), forensic physician documentation of torture in Mexico (2003), discrimination in the health care sector against people with HIV in Nigeria (2003), and consequences of the implementation of routine (opt-out) HIV testing in Botswana (2005-06).
- 2004-present Advisor to Chronic Disease Program, California Health Care Foundation, Oakland, CA.
- 2005-present Member of the American College of Physician (ACP) Diabetes Team-Based Care CME Curriculum Development Committee.

Visiting Professorships, Seminars, and Extramural Invited Presentations

Non Peer-Reviewed

“Improving Chronic Disease Care and Outcomes: Patient, Provider and Health System Dynamics,” General Medicine Lecture Series, Brigham and Women’s Hospital, Harvard Medical School, Boston, MA, 1/2002.

“Testing Hypothesized Mechanisms for Racial and Ethnic Disparities in Chronic Disease Care Processes and Outcomes,” Robert Wood Johnson Clinical Scholars Program, Yale University, New Haven, CT, 2/2002.

“Improving Patient Self-Management of Chronic Diseases: Patient, Provider, and Health System Factors,” Department of Internal Medicine, University of Toronto Medical School, Toronto, Ontario, 6/2003.

“Lessons from the Detroit REACH Intervention to Improve Diabetes Self-Management and Outcomes among Inner-City Latino and African American Adults,” Department of Internal Medicine, Henry Ford Health System, Detroit, MI, 12/2003.

“Enhancing Patients’ Chronic Disease Self-Management: Challenges for General Internists,” Key Note Address, Society of General Internal Medicine (SGIM) Midwest Regional Chapter Annual Meeting, Chicago, IL, 9/2004.

“Future Directions for the Detroit REACH Partnership to Improve Diabetes Self-Management and Outcomes among Latino and African American Adults,” Henry Ford Health System, Detroit, MI, 12/2004.

“Patients’ Medication Adherence: Patient Strategies and Physician Responses,” Grand Rounds, Overlook Hospital, Summit, NJ, 6/2005.

“Helping Patients Help Themselves: Should We? Can We? How?” Grand Rounds, University of Michigan Department of Internal Medicine, 11/2005.

”Racial and Ethnic Approaches to Community Health in Detroit: the REACH Detroit Partnership,” Invited Presentation, American Diabetes Association (ADA) Annual Meeting, Washington, DC, 6/2006.

“Physician Approaches to Effective Patient Self-Management Support,” Grand Rounds, Saint Joseph Mercy Health System, Ypsilanti, MI, 9/2006.

“The Effect of Costs on Patient Use of Medications and Medical Supplies: How Best to Enhance Quality of Care and Contain Costs,” Canadian Consensus Conference on Self-Monitoring in Diabetes, Institute of Health Economics, Edmonton, Canada, 11/2006.

“What Does A Community Health Worker (CHW) Intervention Add to Diabetes Care? REACH Patient and Physician Perspectives,” Henry Ford Health System, Detroit MI, 11/2006.

“Adherence and Intensification of Medications (AIM): A Clinical Pharmacist Intervention to Improve Risk Factor Control among Diabetes Patients,” American Society of Health System Pharmacists (ASHP), Anaheim, CA, 12/2006.

“Key Elements of Effective Office Management of Patients with Diabetes” and “Helping Patients Help Themselves: Physician Behavioral Counseling Approaches to Better Patients’ Diabetes Self-Management” Harvard Medical School CME on Current Clinical Issues in Primary Care, Rosemont, IL, 4/2007.

“Physician and Health System Strategies to Improve Patient Chronic Disease Self-Management: What Works?” Grand Rounds, University of Miami Medical School, 11/2007.

Peer-Reviewed

Heisler M, DeMonner S, Billi JE, Hayward RA, “Medicaid Managed Care: Are Academic Medical Centers Penalized by Attracting High-Cost Patients?”
Oral presentation, Robert Wood Johnson Clinical Scholars Annual Meeting, 11/2001.
Poster presentation at 24th SGIM Meeting, San Diego, CA, 5/2001.

Heisler M, DM Smith, SL Krein, EA Kerr, “Do Patients’ Self-Reported Diabetes Management and Socio-demographic Characteristics Matter for Receipt of Diabetes Services and Disease Control?”
Oral presentation at 25th SGIM Meeting, Atlanta, GA, 5/2002.

Heisler M, DM Smith, RA Hayward, SL Krein, EA Kerr, “Racial Disparities in Diabetes Care Processes, Outcomes, and Treatment Intensity”
Oral presentation, Robert Wood Johnson Clinical Scholars Annual Meeting, 11/2002.

Oral presentation, National VA HSR&D Meeting, Washington, DC, 2/2003.

Heisler M, Langa K, Eby EL, Fendrick AM, Kabeto, M, Piette JD. "The Health Effects of Restricting Prescription Medication Use Due to Cost"
Oral presentation (Hamolsky award recipient), 26th SGIM Meeting, Vancouver, BC, 5/2003

Heisler M, Vijan S, Anderson RM, Ubel PA, Bernstein SJ, Hofer TP. "When Do Patients and Their Physicians Agree on Diabetes Treatment Goals and Strategies, and What Difference Does It Make?"
Oral presentation, 26th SGIM Meeting, Vancouver, BC, 5/2003

Heisler M, Forman J, Robinson C, Kim C, Tulsy FA, Ubel PA. Patient-Physician Discussion of Diabetes Self-Management in Routine Outpatient Visits.
Poster presentation, 27th SGIM Meeting, Chicago, IL, 5/2004

Heisler M, Piette JD, Spencer M, Kieffer E, Vijan S. Prevalence and Correlates of Knowing One's Last A1c Value Among Adult Patients with Diabetes.
Poster presentation, 27th SGIM Meeting, Chicago, IL, 5/2004

Heisler M, Piette JD, "I Help You, and You Help Me": The Feasibility and Acceptability of Technology-Facilitated Telephone Peer Support Among Diabetes Patients.
Poster presentation, National VA HSR&D Meeting, Baltimore, MD, 2/2005
Presentation, 28th SGIM Meeting, New Orleans, LA, 5/2005

Richmond TK, Hayward RA, Gahagan S, Heisler M, Can school income and racial composition explain the ethnic disparity in adolescent physical activity participation? A multi-level analysis.
Oral presentation, Society of Adolescent Medicine, Los Angeles, CA 4/2005

Laroche HH, Heisler M, Forman J, Davis MM. How do children's health behaviors change when parents with diabetes attempt lifestyle modifications?
Poster presentation, Pediatric Academic Societies Annual Meeting, Washington DC, 5/2005.

Harari N, Davis MM, Heisler M. Latinos in Washtenaw County: An Assessment of Health Status, Needs, and Health Services Use
Poster presentation, Internal Medicine Research Day, University of Michigan, 5/2005.

Baig A, Shadigian E, Heisler M. Domestic Violence Screening: Residents' Attitudes and Practices
Poster presentation (received Best Resident Research award), Internal Medicine Research Day, University of Michigan, 5/2005.

Richmond TK, Field AE, Hayward RA, Gahagan S, Heisler M. Do School Environments Contribute to Racial/Ethnic Disparities in Teen Boys' and Girls' Physical Activity Levels? A Multi-level Analysis.
Poster presentation, North American Association for the Study of Obesity, Vancouver, WA, 11/2005.

Heisler M, Zemencuk J, Hayward RA, Krein S, Piette JD, Kerr EA. The Effect of Organizational Quality Improvement Strategies on Racial Disparities in VA. Oral presentation, National VA HSR&D Meeting, Arlington, VA, 2006.

Heisler M, Hayward RA, Langa KM, Blaum C, Weir DR. Mechanisms for Racial and Ethnic Disparities in Glycemic Control Among Middle-aged and Older Americans in the Health and Retirement Study (HRS). Oral presentation, 29th Annual SGIM Meeting, Los Angeles, 2006.

Heisler M, Tabaei B, Ackermann RT, Venkat Narayan K, Waitzfelder B, Safford MM, Tseng C, Duru K, Crosson J, Herman WH, Kim C. Physicians' Participatory Decision-Making and Quality of Diabetes Care Processes and Outcomes: Results from the TRIAD Study. Poster presentation, 29th Annual SGIM Meeting, Los Angeles, 2006.

Heisler M, Hogan MM, Hofer TP, Kerr EA. When More is Not Better: Treatment Intensification among Hypertensive Patients with Poor Medication Adherence. Oral presentation, National VA HSR&D Meeting, Arlington, VA, 2007. Oral presentation, 30th Annual SGIM Meeting, Toronto, ON, 2007.

Butchart A, Kerr EA, Hofer TP, Heisler M. Are Providers Looking at Adherence before Leaping to Intensify Medications. Oral presentation, National VA HSR&D Meeting, Arlington, VA, 2007.

Hogan MM, Heisler M, Kerr EA, Hofer TP. Harnessing the Power of VA Data for Identifying Medication Adherence for Hypertension. Oral presentation, National VA HSR&D Meeting, Arlington, VA, 2007.

Bibliography

Peer-reviewed publications

1. Iacopino V, Heisler M, and Kirschner RH. Physician Complicity in Mis-representation and Omission of Evidence of Torture in Post-detention Medical Examinations in Turkey. *JAMA* 1996; 276(5):396-402.
2. Heisler M, Rakesh Z, Iacopino V. Health and Human Rights of Adolescent Girls in Afghanistan. *J AM Med Womens Assoc* 1999;54(3):155-8.
3. Heisler M, Bouknight R, Hayward RA, Smith DM, Kerr EA. The Relative Importance of Physician Communication, Participatory Decision Making, and Patient Understanding in Diabetes Self-Management. *J Gen Intern Med* 2002;17(4):243-52.
 - With accompanying editorial by Robert C. Smith, MD ScM
 - Selected as one of JGIM's best three research papers for 2002 and 2003(*J Gen Intern Med*, 12/2003)
4. Heisler M, DeMonner S, Billi JE, Hayward RA. Medicaid Managed Care: Are Academic Medical Centers Penalized by Attracting Patients with High-Cost Conditions? *Am J Manag Care* 2003; 9(1):9-29.

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