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## **Education and Training**

- 9/1981-12/1984 B.A. (Bachelor of Arts with College Honors), Washington University, in conjunction with the Scholars Program in Medicine (eight-year medical school program); St. Louis, MO
- 1/1985-6/1985 Vanderbilt-in-France French Language Program; Aix-en-Provence, France
- 9/1985-6/1989 M.D., University of California, San Francisco School of Medicine; San Francisco, CA
- 9/1992-6/1994 M.P.H. (Epidemiology), University of California, Los Angeles School of Public Health; Los Angeles, CA
- 7/1989-6/1992 Internship and Residency in Internal Medicine, University of California, Los Angeles, Center for the Health Sciences; Los Angeles, CA
- 7/1992-6/1994 Robert Wood Johnson Clinical Scholars Program, Department of Medicine, University of California, Los Angeles; Los Angeles, CA

## **Certification and Licensure**

- Medical Licensure: Medical License, State of California, 1/1991-present  
Medical License, State of Michigan, 6/1996-present
- Certification: National Board of Medical Examiners, Diplomat, 1989-present  
American Board of Internal Medicine, Diplomat, 1992-2002; 2003-2012

## **Academic and Administrative Appointments**

- 7/1994-6/1996 Clinical Instructor; Department of Medicine, Division of General Internal Medicine and Health Services Research, University of California, Los Angeles; Los Angeles, CA
- 7/1996-1/2006 Research Scientist; Ann Arbor VA HSR&D Center of Excellence, Center for Clinical Management Research; Ann Arbor, MI

- 7/1996-8/2004     Assistant Professor; Department of Internal Medicine, Division of General Medicine; University of Michigan, Ann Arbor, MI
- 9/2004-present     Associate Professor; Department of Internal Medicine, Division of General Medicine; University of Michigan, Ann Arbor, MI
- 1/2006-present     Associate Director; Ann Arbor VA HSR&D Center of Excellence, Center for Clinical Management Research; Ann Arbor, MI

## **Clinical Appointments**

- 9/2004-present     Associate Professor; Department of Internal Medicine, Division of General Medicine; University of Michigan, Ann Arbor, MI
- 7/1996-present     Staff Physician, Ann Arbor VA Medical Center

## **Research Interests**

1. Diabetes Quality Assessment and Improvement
2. Complex Chronic Disease Care
3. Quality Measurement
4. Health Care Policy and Delivery

## **Grants**

### Current

AHRQ/Kaiser Permanente (115-9290).  
 Feedback of Treatment Intensification Data to Reduce Cardiovascular Disease Risk.  
 9/1/2007-8/31/2009. Total award \$30,501.  
 Role: Principal Investigator on subcontract from Kaiser Permanente.

NIDDK (1 R 18DK076622).  
 Improving adherence and intensification of medications among diabetes patients.  
 8/1/2007-7/31/2011. Total award \$2,179,092.  
 Role: Co-Principal Investigator (Co-Principal Investigator: M Heisler).

VA Health Service Research and Development Merit Program (SDP 06-128).  
 Adherence and intensification of medications: a population-based clinical pharmacist implementation study among hypertensive diabetes patients.  
 7/1/2007-6/30/2010. Total award \$829,100.  
 Role: Co-Principal Investigator (Principal Investigator: M Heisler).

Robert Wood Johnson Foundation (59964).  
 The Robert Wood Johnson Foundation Clinical Scholars Training Program.  
 7/1/2005-6/30/2015. Total award \$10,000,000.

Role: Co-Investigator (Principal Investigator: R Hayward).

VA Health Service Research and Development (DIB #98-001).  
Quality Enhancement Research Initiative – Diabetes Mellitus.  
10/1/2004-9/30/2008. Total award \$1,400,000.  
Role: Principal Investigator.

VA Health Service Research and Development Merit Program (IIR 02-225).  
Addressing Barriers to Translation for Treatment of Hypertension.  
3/1/2004-2/28/2008. Total award \$1,256,563  
Role: Principal Investigator (Co-Principal Investigator: T Hofer)

NIH/NIDDK (5 P50 DK 20572).  
Michigan Diabetes Research Training Center.  
12/1/2002-11/30/2007(original grant period), 1/12/2007-2/1/2008 (interim), & 2/1/2008-11/30/2013 (continuation)  
Total award TBD.  
Role: Co-Investigator (Principal Investigator: W Herman)

VA Health Service Research and Development Center of Excellence (Grant # HFP 83-014)  
Center for Clinical Management Research.  
10/1/2002-9/30/2012. Total Direct Costs \$7,000,000.  
Role: Associate Director (Acting Director 9/1/07-8/30/08)  
Co-Principal Investigator (Principal Investigator: R Hayward).

### Recent

NIH/NIDDK (F013952).  
Scientific Conference on Assessing Quality of Care for Diabetes.  
10/1/2005–9/30/2006. NCXT to 11/30/2006. Total award \$10,000  
Role: Principal Investigator.

AHRQ ( F013726).  
Scientific Conference on Assessing Quality of Care for Diabetes.  
10/1/2005-9/30/2006. Total award \$11,743.  
Role: Principal Investigator.

VA Health Service Research and Development (SDR 03-318).  
Merit Award - Translating Research into Action for Diabetes in the VA, Phase 2.  
5/1/2004-4/30/2005. Total award \$275,071.  
Role: Principal Investigator.

The Robert Wood Johnson Foundation Clinical Scholars Training Program (N002778)  
7/1/ 2003-6/30/2005. Total award: \$172,764 for Planning Phase.  
Role: Co-Investigator. (Principal Investigator: J Howell).

VA Health Service Research and Development (DIB #98-001).  
Merit Award - Quality Enhancement Research Initiative – Diabetes Mellitus.

10/1/2001-9/30/2004. Total award \$1,200,000.  
Role: Co-Investigator. (Principal Investigator: R Hayward).

VA Health Service Research and Development Advanced Research Career Development Award (RCD #97323-B).  
Improving Quality of Care for Persons with Multiple Chronic Diseases  
7/31/2001-6/30/2004. Total award \$470,000.  
Role: Principal Investigator.

VA Health Service Research and Development (SDR #01019).  
Merit Award - Translating Research Into Action for Diabetes in the VA (TRIAD-VA)  
3/31/2001-2/28/2004. Total award \$739,470  
Role: Principal Investigator.

Community Quality Index: Round II. Subcontract #3127 to University of Michigan (issued under Robert Wood Johnson Foundation, Grant #40826 awarded to RAND).  
12/1/2000-11/30/2005. Total award \$60,000.  
Role: Principal Investigator.

VA HSR&D (IIR #98-103).  
Merit Award - Evaluating the Performance of Explicit Quality Monitoring Systems in the VHA.  
1/31/2000-9/30/2003. Total award \$807,043.  
Role: Principal Investigator.

VA HSR&D (DIS #99221-1).  
Merit Award - Evaluation of VISTA Performance Profiles and Non-VISTA Measures.  
12/31/1999-11/30/2001. Total award \$246,496.  
Role: Principal Investigator.

Subcontract #1825 to University of Michigan (issued under California Health Care Foundation Grant #98-0211 awarded to RAND).  
Comparing Quality in California Medical Groups  
12/1/1998-11/30/2003. Total award \$95,000.  
Role: Principal Investigator

VA HSR&D (RCD #97323-B).  
VA Career Development Award - Influence of Managed Care Strategies on Quality of Care  
7/31/1998-6/30/2001. Total award \$425,000.  
Role: Principal Investigator.

Subcontract #553 to University of Michigan (issued under AHCPR 5U18HS-09463 awarded to RAND).  
Adult Global Quality Assessment Tool.  
10/31/1996-9/30/2001. Total award \$29,520.  
Role: Principal Investigator.

## **Honors and Awards**

1981	Washington University Chancellor's Scholarship
1982	Phi Beta Kappa Book Award for distinguished achievement, Freshman year
1984	Phi Beta Kappa
1986	UCSF Dean's Fellowship for Summer Research
1989	American Medical Women's Association Citation for Scholastic Achievement
1989	Alpha Omega Alpha
1992	Solomon Scholars Award for Resident Research
1992	Robert Wood Johnson Clinical Scholars Fellowship
1998	VA HSR&D Career Development Award
2001	VA HSR&D Advanced Research Career Development Award
2004	Article of the Year Award, AcademyHealth

## **Memberships in Professional Societies**

1991-present	Society of General Internal Medicine
1991-present	American College of Physicians
2000-present	AcademyHealth

## **Editorial Positions, Boards, and Peer-Review Service**

### Study Sections

2003-2006	VA HSR&D Scientific Review and Evaluation Board, subcommittee for Merit Review Entry Program Applications
2006- present	VA HSR&D Scientific Review and Evaluation Board, subcommittee for Career Development Award Applications
2005	NIH/NIA, Developing Interventions for Multiple Morbidities Study Section of the Risk, Prevention and Health Behavior Integrated Review Group.

### Editorial Boards

1996-1999	The Joint Commission Journal on Quality Improvement
1998-2004	Medical Care Research and Review

### Reviewer

1994-present	Journal of General Internal Medicine
1995-present	New England Journal of Medicine
1996-present	Journal of the American Medical Association
1998-present	Medical Care
1998-present	American Journal of Medicine
1999-present	American Journal of Managed Care
2005-present	Health Services Research

## Teaching

1993-1996	Attending physician at UCLA, Internal Medicine Suite; supervision of medical students, interns and residents
1996-1998	Attending physician, Ann Arbor VA Medical Center Internal Medicine Wards; supervision of medical students, interns and residents
1996-present	Attending physician, Ann Arbor VA Medical Center Ambulatory Care; supervision of medical students, interns and residents
1996-present	Presenter and Seminar Participant, University of Michigan General Medicine Weekly Research Conference (present 1-2 conferences per year)
1996-present	Presenter and Seminar Participant, Ann Arbor VA Center for Practice Management and Outcomes Research Monthly Research Conference (present 1-2 conferences per year)
1996-present	Presenter and Journal Club Participant, University of Michigan General Medicine Monthly Journal Club (present at 1-2 meetings per year)
1997-2005	Annual Seminar: "Measurement of Quality." University of Michigan Robert Wood Johnson Clinical Scholars Program.
1997-present	Annual Seminar: "Critical Appraisal of the Medical Literature," Fourth-year medical student elective, University of Michigan Medical School. (December & March)
1998-present	Core Faculty Member, University of Michigan Robert Wood Johnson Clinical Scholars Program
1998 & 2000	Small Group Session: "Reading the Medical Literature." Second-year medical student course, University of Michigan Medical School.
1999-present	Preceptor for 3 <sup>rd</sup> year medical students, Internal Medicine clerkship, outpatient clinic month (1/2 day per week)

- 1999 Faculty instructor, Comprehensive Clinical Assessment (CCA), University of Michigan Medical School. July 1999
- 1999-2005 Annual Seminar: “Picking a Research Topic: Passions and Practicalities.” University of Michigan Robert Wood Johnson Foundation Clinical Scholars Program.
- 2000 Grand Rounds: “The Movement to Improve Health Care Quality: Why physicians should care.” University of Michigan Department of Internal Medicine, February 2000
- 2000 Seminar: “Grant Writing 101.” University of Michigan Robert Wood Johnson Foundation Clinical Scholars Program. March 2000
- 2000 Seminar: “Health Policy.” Fourth-year medical student course, University of Michigan Medical School, April 2000
- 2000-2007 Mentor for Michele Heisler, MD, MPA, University of Michigan Robert Wood Johnson Clinical Scholar and Assistant Professor, University of Michigan Department of Medicine
- 2000- present “Introduction to Quality of Care Research” Health Services Research Seminar Series, K12/K30 NIH Clinical Training Program
- 2001 Small Group Session: “Medical Decision Making.” Second-year medical student course, University of Michigan Medical School, April 2001
- 2001 Dissertation Committee for Carlotta A. Gabard, DrPh candidate, School of Public Health. “Obstetrical Care Under Capitation.”
- 2004-2005 Mentor for Catherine Kim, MD, Assistant Professor, University of Michigan Department of Medicine
- 2004-present Mentor for Megumi Okumura, Clinical Scholar, University of Michigan Department of Medicine and Department of Pediatric and Communicable Diseases; Fellow, University of California – San Francisco, Department of Pediatrics
- 2004-present Mentor for Tanya Ruff, Clinical Scholar, University of Michigan Department of Medicine and Geriatrics Clinical Fellow
- 2005- present Masters-level Course co-Director: “Research on Health Care Delivery, Financing and Policy” University of Michigan Robert Wood Johnson Foundation Clinical Scholars Program.

2007 Presentation at the Critical Care Issues in the Care of Older Adults - Measuring Clinical Quality in Older Adult Care CME Conference. Ann Arbor, MI, September 28, 2007

## **Committee, Organizational, and Volunteer Service**

### National

1996 Advisory Board Member for Robert Wood Johnson Foundation New Initiative, "The Patient-Provider Relationship in a Changing Health Care Environment."

1998 Member, Quality of Care Abstract Selection Committee, Association for Health Services Research 15<sup>th</sup> Annual Meeting

2000-2001 Chair, Special Programs, Society of General Medicine 2001 National Meeting Planning Committee

2001-2002 Technical Expert Panel Member for the Center for Medicaid and Medicare Services' "Hospital Core Performance Measurement Project."

2002 Member, Panel Abstract Selection Committee, Association for Health Services Research 19<sup>th</sup> Annual Meeting

2003-2004 Co-Chair, Quality of Care Review Subcommittee, Society of General Internal Medicine 2004 National Meeting Planning Committee

2004-present Steering Evaluation Committee Member, Greater Detroit Area Health Council, Save Lives Save Dollars Initiative

2004-present Steering Committee Member, VHA Practice Systems Assessment Survey

2005-2006 Member, VA National Patient Care Services Strategic Initiative Team, Partnering Initiative

2005- 2006 Steering Committee Member, National Committee for Quality Assurance Conference on Benchmarking Physician Performance

2006-present Member, Operation Healthier US Veterans Evaluation Subcommittee

2006-2007 Co-chair, Abstract Selection Committee, Society of General Internal Medicine 2007 National Meeting Planning Committee

2006 - present Member, Technical Advisory Group, National *MOVE!* program (Managing Overweight/Obesity for Veterans Everywhere)

## Medical School

1985-1989	Student Feedback Committee; Chair (1986-1987), University of California, San Francisco, CA
1986-1987	Teaching Awards Committee for faculty recognition; Chair (1986), University of California, San Francisco, CA
1988	Committee on Teaching Excellence recognizing house officers; Chair, University of California, San Francisco, CA
1990-1991	House Staff Policy Committee, elected member, University of California, Los Angeles, CA
1990-1992	Medi-Cal Managed Care Committee, University of California, Los Angeles, CA
1990-1992	Medical Staff Ethics Committee, University of California, Los Angeles, CA
1991-1994	Department of Medicine Morbidity and Mortality Committee, University of California, Los Angeles, CA
1993-1994	Division of General Internal Medicine Committee on Guideline Development, University of California, Los Angeles, CA
1996-1997	Working Group for Implementation and Evaluation of Guidelines for Detection and Management of Major Depressive Disorder, Ann Arbor VA Medical Center, Ann Arbor, MI
2002-2005	Member, University of Michigan Medical School Admissions Committee
2003-2006	Member, University of Michigan Healthcare System Committee on Clinical Quality
2004-present	Member, Leadership Council, Ann Arbor VA Center for Clinical Management Research
2004-present	Member, Research Council, University of Michigan Division of General Medicine
2006-present	Co-Director, VA/UM Joint Program on Quality Improvement for Complex Chronic Conditions (QUICCC)
2007-present	Member, Department of Internal Medicine Appointment and Promotions Committee

## Community Service

- 1992-1994 Volunteer Physician, Venice Family Clinic
- 1998 – 2003 Advisory Board Member, University of Michigan Hospital Child Care Center

## **Consulting Positions**

- 1994-2005 Consultant, RAND Health Sciences Program; Santa Monica, CA
- 6/2005-present Consultant, National Committee for Quality Assurance, Washington, D.C. (unpaid)

## **Visiting Professorships, Seminars, and Extramural Invited Presentations**

### Extramural invited presentations

- “Medicaid and Medi-Cal in Historical Perspective: Ideals and Realities.” Invited presentation, Core Lecture Series, UCLA Department of Medicine; Los Angeles, California, April 1991.
- “Managed Care in an Era of Capitation: Realities, Implications and Potentials of Utilization Management and Quality Monitoring” Invited presentation and Chair, Policy Roundtable, Association for Health Services Research Annual National Meeting; Atlanta, Georgia, June 1996.
- “The Measurement of Quality—HEDIS and Beyond.” Invited presentation, Physicians in Managed Care New Skills and Values, Blue Cross and Blue Shield of Michigan Continuing Medical Education Program; Southfield, Michigan, April 26, 1997.
- “The Evolving Role of Managed Care: Defining Educational Priorities.” Faculty for Precourse Symposium, Society of General Internal Medicine Annual National Meeting; Washington, DC, May 1, 1997.
- “Using Quality Measurement for Comparisons.” Invited chair for research presentation session; Association for Health Services Research National Annual Meeting; Washington, DC, June 23, 1998.
- “Quality of Care Research.” Invited workshop chair, Robert Wood Johnson Foundation Clinical Scholars National Meeting; Ft.Lauderdale, Florida, November 11, 1999.
- “Evaluating the Performance of Explicit Quality Systems in the VHA.” Invited presentation, Veterans Integrated Healthcare Network (11) Clinical Leadership Board; Ann Arbor, Michigan, February 1, 2000.

- “A Global Approach to Quality Measurement: The QA Tool System.” Invited presentation, Association for Health Services Research Annual National Meeting; Los Angeles, California, June 26, 2000.
- “What Do Our Veterans Tell Us About Their Care?” Invited presentation, 4<sup>th</sup> Annual National VA Diabetes Symposium; Alexandria, Virginia, March 21, 2002.
- “Building a Better Quality Measure: How Can Quality Measurement Help Us Close the Quality Gap?” Invited presentation, Academy for Health Services Research and Health Policy Annual Meeting; Washington DC, June 23, 2002.
- “Comparing Data Sources: Examining Diabetes Quality of Care.” Invited presentation, VA Quality Management Integration Council, run by the VA Under Secretary for Health; Nationally broadcast videoconference, December 4, 2002.
- “VA and Commercial Managed Care for Diabetes.” Invited presentation, Centers for Disease Control Steering Committee Meeting for Translating Research into Action for Diabetes; Chicago, Illinois, April 24, 2003.
- “Using Tightly Linked Quality Measures to Evaluate and Improve Quality.” Invited presentation, Northern California Kaiser Permanente Division of Research; Oakland, California, January 23, 2004.
- “From Quality Assessment to Quality Improvement: The Role of Performance Measurement.” Invited Presentation, Internal Medicine and Family Practice combined Grand Rounds; St. Joseph of Mercy Healthcare System, Ypsilanti, Michigan, September 29, 2004.
- “From Quality Assessment to Quality Improvement: The Role of Performance Measurement.” Invited presentation and Visiting Professor, University of Chicago, Department of Health Studies; Chicago, Illinois, April 6, 2005.
- “Improving Quality in Healthcare Systems: Does the VA Experience Translate to Other Healthcare Settings? Invited presentation and Workshop Chair, Society of General Internal Medicine Annual National Meeting; New Orleans, Louisiana, May 14, 2005
- “Achieving Diabetes Collaborative Care” Presentation and Expert Panel Member, Creating Health Informatics Applications for Collaborative Care; RAND, Santa Monica, California, September 27, 2005
- “Quality Improvement for Diabetes: Meeting the Challenges” Presentation at US Medicine Institute for Health Studies: Interactive Roundtable for Decision Makers in Diabetes. Washington DC, December 1, 2005.
- “Conceptual Challenges in Physician Profiling” Presentation at NCQA Benchmarking Physician Performance: Current Practice and Research Needs. Washington DC, January 11, 2006.

“Improving Quality through Performance Measurement” Presentation at the Ontario Women’s Health Council; Expert Panel on Women’s Health Measurement and Performance. Toronto, ON, May 7-9, 2006.

“Clinical Inertia” Presentation at the American Diabetes Association 66<sup>th</sup> Annual Scientific Sessions. Washington DC, June 11, 2006.

Invited to chair and provide opening remarks at the plenary session of the Society of General Internal Medicine Annual National Meeting; Toronto, Canada, April 27, 2007

“Monitoring Performance to Improve Quality: Lessons from the US Department of Veterans Affairs.” Presentation at the United Kingdom Department of Health Quality and Outcomes Seminar. London, UK, May 14-15, 2007.

“Measuring What Counts: Refining Measures of Healthcare Quality.” Presentation at the Academy Health Annual National Research Meeting. Orlando, FL, June 4, 2007.

“Improving Quality in the Veteran Health Administration.” Presentation at the American Diabetes Association 67<sup>th</sup> Annual Scientific Sessions. Chicago, IL, June 22, 2007.

#### Other Presentations

“Follow-up after Hospital Discharge: Does Insurance Make a Difference?” Platform presentation, Solomon Scholars Meeting for Resident Research, UCLA School of Medicine; Los Angeles, California, June 1992.

“Follow-up after Hospital Discharge: Does Insurance make a Difference?” Poster presentation, Southern California Regional Meeting, Society of General Internal Medicine; Los Angeles, California, December 1992.

“Influencing Physician Behavior through Capitation: How do Physicians at Financial Risk Restrict their Own Utilization?” Platform presentation, Association for Health Services Research Meeting Annual National Meeting; San Diego, California, June 1994.

“Managed Care and Capitation: How do Physicians at Financial Risk Control Their Own Utilization?” Plenary session presentation, Robert Wood Johnson Foundation Clinical Scholars National Meeting; Ft. Lauderdale, Florida, November 1994.

“Quality Assurance in Capitated Physician Groups: Where is the Emphasis?” Platform presentation, Society of General Internal Medicine National Meeting; San Diego, California, April 1995.

“Quality Assurance in Capitated Physician Groups: Where is the Emphasis?” Platform presentation, Robert Wood Johnson Foundation Clinical Scholars National Meeting; Ft. Lauderdale, Florida, November 1995.

- “Development of a Comprehensive Managed Care Quality Measurement Tool for Women and Children.” Poster presentation, Association for Health Services Research Annual National Meeting; Atlanta, Georgia, June 1996.
- “Does Dissatisfaction with Access to Specialists Affect the Desire to Leave a Health Plan?” Poster presentation, Society of General Internal Medicine Annual National Meeting; Washington, DC, May 4, 1996.
- “Does Dissatisfaction with Access to Specialists Affect the Desire to Leave a Health Plan?” Platform presentation, Department of Veterans Affairs Health Services Research and Development Annual National Meeting; Washington, DC, February 13, 1997.
- “Primary Care Physicians’ Satisfaction with Quality of Care in Capitated Medical Groups.” Poster presentation, Society of General Internal Medicine Annual National Meeting; Washington, DC, May 1, 1997.
- “The Influence of Gatekeeping and Utilization Review to Control Access to Specialists on Patient Satisfaction With Care.” Platform presentation, Department of Veterans Affairs Health Services Research and Development Annual National Meeting; Washington, DC, February 18-20, 1998.
- “Development of a Global Quality Assessment Tool.” Poster presentation, Department of Veterans Affairs Health Services Research and Development Annual National Meeting; Washington, DC, February 18-20, 1998.
- “The Influence of Gatekeeping and Utilization Review to Control Access to Specialists on Patient Satisfaction With Care.” Platform presentation, Society of General Internal Medicine Annual National Meeting; Chicago, Illinois, April 25, 1998.
- “The Influence of Medical Group Utilization Management Techniques on Physician Satisfaction.” Platform presentation, Association for Health Services Research Annual National Meeting; Chicago, Illinois, June 28, 1999.
- “Constructing Quality Measures: Sources of Variation.” Poster presentation, Department of Veterans Affairs Health Services Research and Development Annual National Meeting; Washington, DC, March 22-24, 2000.
- “Measuring Antidepressant Prescribing Practice in a Health Care System.” Poster presentation, Society of General Internal Medicine Annual National Meeting; Boston, Massachusetts, May 4-5, 2000.
- “The Influence of Health Status on Satisfaction among Veterans with Diabetes: Results from the VA Diabetes Quality Improvement Project.” Poster presentation, Department of Veterans Affairs Health Services Research and Development Annual National Meeting; Washington DC, February 13-15, 2001.

“The Influence of Health Status on Satisfaction Among Patients with Diabetes.” Poster presentation, Society of General Internal Medicine Annual National Meeting; San Diego, California, May 3, 2001.

“Comparing Diabetes Quality Measures Derived from Different Data Sources.” Platform presentation, Society of General Internal Medicine Annual National Meeting; Atlanta, Georgia, May 3, 2002.

“Building a Better Quality Measure: Are Some Patients With “Poor Quality” Actually Getting Good Care?” Platform presentation, Department of Veterans Affairs Health Services Research and Development Annual National Meeting; Washington DC, February 13, 2003.

“Profiling Facilities Using Three Different Performance Measurement Systems.” Plenary Session, Department of Veterans Affairs Health Services, Research and Development Annual National Meeting, Baltimore, MD, February 16, 2005

“How Should We Profile? A Comparison of Three Methods to Assess Quality Across Sites of Care” Platform presentation, Society of General Internal Medicine Annual National Meeting; New Orleans, Louisiana, May 13, 2005

“Does Self-Efficacy Mediate the Influence of Chronic Pain on Patients’ Self-Care Adherence?” Poster Presentation, Department of Veterans Affairs Health Services Research and Development Annual National Meeting, Arlington, VA, February 16, 2006.

“Approaches to Quality Assessment in Patients with Comorbidities” Workshop Presentation, Society of General Internal Medicine Annual National Meeting; Toronto, Canada, April 27, 2007

## **Bibliography**

### Peer Reviewed Publications

1. Kerr EA, Siu AL. Follow-up after hospital discharge: Does insurance make a difference? *J Health Care Poor Underserved* 1993;4(2):133-42.
2. Kerr EA, Mittman BS, Hays RD, Siu AL, Leake B, Brook RH. Managed care and capitation in California: How do physicians at financial risk control their own utilization? *Ann Intern Med* 1995;123(7):500-4.
3. Kerr EA, Mittman BS, Hays RD, Leake B, Brook RH. Quality assurance in capitated physician groups: Where is the emphasis? *JAMA* 1996;276(15):1236-9.
4. Kerr EA, Hays RD, Mittman BS, Siu AL, Leake B, Brook RH. Primary care physicians’ satisfaction with quality of care in California capitated medical groups. *JAMA* 1997;278(4):308-312.

5. Schuster MA, Asch SM, McGlynn EA, Kerr EA, Hardy AM, Gifford DS. Development of a quality of care measurement system for children and adolescents: Methodological considerations and comparisons to a system for adult women. *Arch Pediatr Adolesc Med* 1997;151:1085-92.
6. Kerr EA, Hays RD, Lee M, Siu AL. Does dissatisfaction with access to specialists affect the desire to leave a managed care plan? *Med Care Res Rev* 1998;55(1):59-7.
7. Kerr EA, Clancy CM. Defining educational priorities in managed care. *J Gen Intern Med* 1999;14(Supplement 1):S1-S5.
8. Kerr EA, Hays RD, Mitchinson A, Lee M, Siu AL. The influence of gatekeeping and utilization review on patient satisfaction. *J Gen Intern Med* 1999;14(5):287-96.
9. McGlynn EA, Kerr EA, Asch SA. A new approach to assessing quality of care for women: the QA Tool system. *Womens Health Issues* 1999;9(4):184-92.
10. Kerr EA, McGlynn EA, Van Vorst KA, Wikstrom SL. Measuring antidepressant prescribing in a health care system using administrative data: Implications for quality measurement and improvement. *Jt Comm J Qual Improv* 2000;26(4):203-16.
11. Malin JL, Asch SA, Kerr EA, McGlynn EA. Evaluating the quality of cancer care: Development of cancer quality indicators for a global quality assessment tool. *Cancer* 2000; 88:701-707.
12. Kerr EA, Mittman BS, Hays RD, Pitts J, Zemencuk J, Brook RH. Associations between primary care physician satisfaction and self-reported aspects of utilization management. *Health Serv Res* 2000;35(1)Part II:333-49.
13. Hofer TP, Kerr EA, Hayward RA. What in an error? *Eff Clin Pract* 2000; 3(6):261-9.
14. Asch SA, Kerr EA, Lapuerta P, Law A, McGlynn EA. A new approach for measuring quality of care for women with hypertension. *Arch Intern Med* 2001;161(10):1329-35.
15. Kerr EA, Krein SL, Vijan S, Hofer TP, Hayward RA. Avoiding pitfalls in chronic disease quality measurement: A case for the next generation of technical quality measures. *Am J Manag Care* 2001;7(11):1033-43.
16. Heisler M, Bouknight RR, 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.
17. Krein SL, Vijan S, Pogach L, Hogan MH, Kerr EA. Aspirin use and counseling about aspirin among patients with diabetes. *Diabetes Care* 2002; 25(6):965-70.
18. Krein SL, Hofer TP, Kerr EA, Hayward RA. Whom should we profile? Examining diabetes care practice variation among primary care providers, provider teams and healthcare facilities. *Health Serv Res* 2002;37(5):1159-1180.

19. Kerr EA, Smith DM, Hogan MM, Krein SL, Pogach L, Hofer TP, Hayward RA. Comparing clinical automated, medical record and hybrid data sources for diabetes quality measures. *Jt Comm J Qual Improv* 2002; 28(10):555-65.
20. McGlynn EA, Kerr EA, Adams J, Keeseey J, Asch SM. Quality of health care for women: Results from a pilot study of the QA Tools System. *Med Care* 2003; 41(5):616-25.
21. Heisler M, Smith DM, Hayward RA, Krein SL, Kerr EA. How well do patients' assessments of their diabetes self-management correlate with actual glycemic control and receipt of recommended diabetes services? *Diabetes Care* 2003; 26(3):738-43.
22. Kerr EA, Smith DM, Kaplan SH, Hayward RA. The association between three different measures of health status and satisfaction among patients with diabetes. *Med Care Res Rev* 2003; 60(2):158-77.
23. McGlynn EA, Asch SM, Adams J, Keeseey J, Hicks J, Decristofaro A, Kerr EA. The quality of health care delivered to adults in the United States. *N Engl J Med* 2003; 348(26):2635-45.
24. Kerr EA, Smith DM, Hogan MM, Hofer TP, Krein SL, Bermann M, Hayward RA. Building a better quality measure: Are some patients with "poor quality" actually getting good care? *Med Care* 2003;42(10):1173-82.
25. Kim C, Hofer TP, Kerr EA. Review of evidence and explanations for suboptimal screening and treatment of dyslipidemia in women: a conceptual model. *J Gen Intern Med* 2003; 18(10):854-863.
26. Heisler M, Smith DM, Hayward RA, Krein SL, Kerr EA. Racial disparities in diabetes care processes, outcomes and treatment intensity. *Med Care* 2003;41(11):1221-32.
27. Kerr EA, McGlynn EA, Adams J, Keeseey J, Asch SM. Profiling the quality of care in twelve communities: Results from the CQI Study. *Health Aff* 2004;23(3):247-56.
28. Hayward RA, Hofer TP, Kerr EA, Krein SL. Quality Improvement Initiatives: Issues in moving from diabetes guidelines to policy. *Diabetes Care* 2004;27(S2):B54-B60.
29. Hofer TP, Asch SM, Hayward RA, Rubenstein LV, Hogan MM, Adams J, Kerr EA. Profiling quality of care: Is there a role for peer review? *BMC Health Serv Res*, 2004; 4:9. Web link: <http://www.biomedcentral.com/1472-6963/4/9>
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