

Integrating Oral and General Health through Health Literacy Practices

A Workshop



PROGRAM BOOK FOR ATTENDEES



December 6, 2018
Keck Center Room 100
500 5th Street NW
Washington, DC 20001

The National Academies of
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- National Library of Medicine;
- Northwell Health;
- Office of Disease Prevention and Health Promotion;
- Pfizer Inc.; and
- UnitedHealth Group,

with additional contributions from

- American Association for Dental Research;
- American Dental Association;
- American Dental Education Association;
- HRSA; and
- National Institute of Dental and Craniofacial Research.

Integrating Oral & General Health through Health Literacy Practices

A Workshop

Agenda | Thursday, December 6, 2018

8:30–8:45 AM	Welcome and workshop overview Bernard Rosof, Chair, Roundtable on Health Literacy
8:45–10:15 AM	Session 1: A systems approach to integrating oral health and general health
	Objectives: <ul style="list-style-type: none">• Gain a better understanding of the benefits of integration• Explore the ways in which systems encourage or discourage integration• Gain a better understanding of the ways in which health literacy is a catalyst for integration
8:45–9:30 AM	Presentation: Commissioned paper Kathryn Atchison, Professor, University of California, Los Angeles, School of Dentistry
9:30–10:15 AM	Panel discussion: Systems thinking, integration, and health literacy as a catalyst Moderator: Dushanka Kleinman, Professor & Principal Associate Dean, University of Maryland School of Public Health Kathryn Atchison, Professor, University of California, Los Angeles, School of Dentistry Anita Glicken, Executive Director, National Interprofessional Initiative on Oral Health Ron Inge, Chief Operating Officer, Delta Dental Missouri George Taylor, Professor & Associate Dean, University of California, San Francisco, School of Dentistry
10:15–10:30 AM	Break

10:30–12:15 PM	Session 2: Health literacy and care integration
	<p>Objectives: Explore in detail the ways in which integration and health literacy can</p> <ul style="list-style-type: none"> • Improve health and wellbeing • Lead to more patient centered care
10:30–10:40 AM	<p>Moderator introductions</p> <p>Moderator: Alice Horowitz, Research Associate Professor, University of Maryland School of Public Health</p>
10:40–11:00 AM	<p>Health literacy, oral health, and general health</p> <p>Dean Schillinger, Professor of Medicine in Residence, University of California, San Francisco</p>
11:00–11:20 AM	<p>Integration from the patient perspective</p> <p>Brian Hill, Executive Director, Oral Cancer Foundation</p>
11:20–11:40 AM	<p>How oral health literacy shapes policy-making</p> <p>Meg Booth, Executive Director, Children’s Dental Health Project</p>
11:40–12:15 PM	<p>Discussion</p>
12:15–1:15 PM	<p>Break</p>
1:15–3:20 PM	Session 3: Pathways to integration
	<p>Objective: Explore the different ways of achieving integration and the role of health literacy</p>
1:15–1:25 PM	<p>Moderator introductions</p> <p>Moderator: Susan Fisher-Owens, Clinical Professor of Preventive & Restorative Dental Sciences, University of California, San Francisco</p>
1:25–1:45 PM	<p>Integrating oral health and primary care: Examples of federal initiatives and priorities</p> <p>Renee W. Joskow, CAPT, US Public Health Service, and Chief Dental Officer, Health Resources and Services Administration</p>
1:45–2:05 PM	<p>Driving the medical and dental care integration through combined electronic health records</p> <p>Amit Acharya, Executive Director, Marshfield Clinic Research Institute, and Chief Dental Informatics Officer, Family Health Center of Marshfield, Inc.</p>

2:05–2:25 PM	Integrating oral health and primary care at Kaiser Permanente John Snyder, Dental Director & Chief Executive Officer, Permanente Dental Associates
2:25–2:45 PM	Into the mouths of babes: Delivering preventive oral health services Kelly Close, Program Coordinator, Into the Mouths of Babes
2:45–3:20 PM	Moderated panel discussion
3:20–3:30 PM	Break
3:30–5:00 PM	Session 4: Developing a research agenda for integrating oral & general health
	Objectives: <ul style="list-style-type: none"> • Explore the current gaps in research • Discuss what would be necessary to fill those gaps, including data and resources • Identify the touchpoints where health literacy can move things forward
3:30–4:30 PM	Moderated panel discussion Moderator: Jane Weintraub, Alumni Distinguished Professor, University of North Carolina School of Dentistry Ira B. Lamster, Clinical Professor, Stony Brook University School of Dental Medicine Wendy Mouradian, Professor Emeritus of Pediatric Dentistry, University of Washington Hugh Silk, Co-PI, Center for the Integration of Primary Care & Oral Health, Harvard University Cassandra Yarbrough, Lead Public Policy Analyst, Health Policy Institute, American Dental Association
4:30–5:00 PM	Discussion
5:00–5:30 PM	Reflections on the day
5:30 PM	Adjourn

SPEAKER BIOGRAPHICAL SKETCHES

Amit Acharya, Ph.D., M.S., B.D.S., currently serves as the Executive Director of the Marshfield Clinic Research Institute (MCRI) at Marshfield Clinic Health System (MCHS) in Wisconsin. He subsequently serves as the Chief Dental Informatics Officer (CDIO) of the Family Health Center (FHC) at MCHS. FHC is a federally qualified health center and affiliate partner of MCHS.

Dr. Acharya has been a leading researcher and is well-regarded throughout the U.S. on his expertise in biomedical and dental informatics. As a general dental surgeon and a computer scientist with expertise in biomedical informatics, his research focus has been around integration of medical and dental data, clinical and research information systems, architecture of electronic health records, clinical decision supports and investigating the oral-systemic disease relationship.

Dr. Acharya has been instrumental in founding the Center for Oral and Systemic Health, one of the six research centers at the MCRI and the integration of MCHS' electronic dental record with its propriety electronic medical record. Dr. Acharya has published over 100 scientific abstracts and manuscripts in peer-reviewed journals and received multiple grant funding dedicated to bridging the medical and dental divide. He has also edited a book titled, 'Integration of Medical and Dental Care and Patient Data' which is published by Springer Nature.

Dr. Acharya has held several national leadership roles at American Dental Education Association and American Medical Informatics Association's Dental Informatics Group. He also served as the chairman of the clinical informatics sub-committee of the American Dental Association's (ADA's) Standards Committee for Dental Informatics and

was the ADA representative to the Health Level Seven in 2017. He has served on national HIT expert panels coordinated by entities like Agency for Healthcare Research and Quality, Office of the National Coordinator for Health Information Technology and National Quality Forum. Dr. Acharya currently serves as a member on the advisory board of the National Center for Community Health Research and ADA Dental Quality Alliance's Implementation and Evaluation Committee.

Kathryn A. Atchison, D.D.S., M.P.H., holds a professor appointment in the UCLA School of Dentistry's Division of Public Health and Community Dentistry and is jointly appointed in the UCLA Jonathan and Karin Fielding School of Public Health, Department of Health Policy Management. Dr. Atchison served UCLA as the Vice Provost, New Collaborative Initiatives from 2011 to 2016 and as Vice Provost Intellectual Property and Industry Relations from 2005 to 2011. From 1998 to 2004 she served as the School of Dentistry's Associate Dean for Research and Knowledge Management. She was the School of Dentistry's Residency Director for Geriatric Dentistry from 2000 to 2006. Dr. Atchison was the recipient of the International Association for Dental Research's 2008 Distinguished Scientist Award for Behavioral Sciences, Epidemiology and Health Services Research. During 2014-15, Dr. Atchison was on special assignment to the Office of the Director of the National Institute of Dental and Craniofacial Research (NIDCR) in the National Institutes of Health where she helped develop strategies aimed at strengthening NIDCR's ability to translate research discoveries into new tools and treatment. She is a fellow of the American Association for Dental Research. Dr. Atchison was invited to prepare a Commissioned Paper for the NASEM Roundtable on Health Literacy in 2016 entitled "Integrating Oral Health, Primary Care, and Health Literacy: Considerations for Health Professional Practice, Education and Policy."

Meg Booth, M.P.H., is the Executive Director of the Children's Dental Health Project, a Washington, DC-based non-profit organization that focused on removing oral health barriers to family success. Over more than a decade at CDHP, she has built the organizations policy strategy to secure pediatric dental benefits in the Children's Health Insurance Program (CHIP) and the Affordable Care Act. She has also led two federally-funded national centers and currently serves as a state coach for the Centers for Medicare and Medicaid Services (CMS) Innovator Accelerator Program on children's oral health to advance value-based purchasing in Medicaid and CHIP. Prior to CDHP, Ms. Booth worked to educate policymakers on child health issues at the local, state, and national levels. She holds a bachelor degree in Community Health Education with a minor in Women's Studies from the University of Northern Iowa and obtained her Master's in Public Health at the University of North Carolina at Chapel Hill.

Kelly Close is a career public health dental hygienist and is currently the Early Childhood Oral Health Coordinator for the NC Division of Public Health, Oral Health Section, including the 'Into the Mouths of Babes' Physician Fluoride Varnish Program. Her education includes a Bachelor of Science degree in dental hygiene and a Master of Healthcare Administration, both from the University of North Carolina- Chapel Hill.

Kelly chairs the NC Early Childhood Oral Health Collaborative, is a contributor to scientific publications, and a national presenter on the integration of infant and toddler preventive oral health services into primary care. Trained as a child care health consultant and a community dental health coordinator, she currently leads the partnership to develop toothbrushing protocols for North Carolina child care programs.

Susan Fisher-Owens, M.D., M.P.H., is an Associate Clinical Professor of Pediatrics in the UCSF School of Medicine, and Associate Clinical Professor of Preventive and Restorative Dental Sciences in the UCSF School of Dentistry. She serves as executive committee member on the American Academy of Pediatrics Committee on Oral Health, as well as on the California State Oral Health Plan and the California Perinatal and Infant Oral Health Quality Advisory Board. She practices at Zuckerberg San Francisco General, the county public hospital, and created an award-winning and sustainable oral health clinic embedded in their pediatric outpatient clinic. Dr. Fisher-Owens works with physicians on how to prevent oral disease in children, or control it in adults (particularly pregnant women), and with dentists on how to work with children and incorporate context of care. Her research on a conceptual model of children's oral health is cited internationally, and her current research focuses on children's oral health disparities.

Anita Duhl Glick, M.S.W., is Associate Dean and Professor Emerita at the University of Colorado School of Medicine with over 30 years of administrative, research and education experience. She is currently Executive Director of the National Interprofessional Initiative in Oral Health (NIIOH), providing backbone support to a national movement to integrate oral health into primary care. Anita has held several national leadership roles including President of the Physician Assistant Education Association and President/CEO of the National Commission on Certification of Physician Assistants Health Foundation where she led efforts to create a comprehensive database on certified PA practice, which informs national health policy and workforce planning. Anita has served on several HRSA advisory workgroups to develop tools and resources that support national workforce research, education and policy, including core oral health competencies for non-dental providers.

Anita's career in the US and abroad has focused on creating innovative education and care delivery models grounded in interprofessional collaboration and health equity, most recently serving as Project Director of an American International Health Alliance contract to build midlevel health workforce capacity in South Africa. She has been an invited member of the U.S. delegation to the International Health Workforce Collaborative since 2012. Anita has authored over 100 publications in health care education, workforce and research.

Brian Hill is currently the Founder and Executive Director of the Oral Cancer Foundation, and is a frequent public speaker on oral cancer issues at universities, professional medical, dental and research conferences, TV news and magazine shows. He is routinely interviewed for oral cancer articles by numerous print media publications as diverse as The Wall St. Journal, USA Today and the Boston Globe, to Men's Health and Woman's Day Magazines, and is a trusted source for backgrounder material used to prepare major newscasters, writers, and talk show hosts.

Alice Horowitz, Ph.D., is a research associate professor at the University of Maryland School of Public Health. A health educator, Dr. Horowitz formerly was a senior scientist, National Institute of Dental and Craniofacial Health (NIDCR), National Institutes of Health (NIH). Dr. Horowitz has extensive work in dental caries prevention and early detection. While at the NIDCR she organized the Consensus Development Conference, on Pit and Fissure Sealants and co-organized one on Dental Caries Diagnosis and Management.

Dr. Horowitz was instrumental in initiating the need to address health literacy in dentistry and was one of the authors of the first NIH Program Announcement addressing health literacy. She organized the

NIDCR's workshop on oral health literacy and co-authored the resultant findings. Currently she is a Co-Chair of the Education/health literacy Sub-Committee of the Maryland Dental Action Coalition, a group commissioned by Maryland's Secretary of Health and Mental Hygiene, John Colmers following the tragic and untimely death of Deamonte Driver, a 12-year-old boy who died in 2007 because of an untreated dental infection. She serves as the PI of a statewide oral health literacy needs assessment study.

She served on a National Academies of Sciences, Engineering, and Medicine (NASEM) panel, Advancing Oral Health in America. She has contributed several invited presentations to the NASEM Roundtable on Health Literacy. She has published over 130 scientific papers and book chapters, and is the recipient of several awards. Dr. Horowitz conceptualized, designed and conducted the study, Health Literacy Environmental Scans of Community-based Dental Clinics in Maryland and published in the American Journal of Public Health.

Ronald Inge, D.D.S., is currently the Chief Operations Officer/Chief Dental Officer/VP of Professional Services for Delta Dental Plan of Missouri. In this capacity, his responsibilities include all aspects of development and management of the dental and vision operations department including claims and customer service. Dr. Inge is also responsible for the growth and development of the dental and vision networks including clinical policies and procedures, quality management, and utilization review management.

Dr. Inge is an experienced senior level dental benefits executive with exposure to all aspects of the dental industry. Acknowledged as an innovative thought leader in the dental benefits industry. As Chief Dental Officer, he led the initial data analysis at Aetna that launched medical/dental integration. Dr. Inge served as the

Associate Director for the Division of Dental Practice at the American Dental Association. Dr. Inge has served as the VP of Professional Services and Chief Dental Officer for Delta Dental of Washington. As the past Executive Director of the Institute for Oral Health, Dr. Inge has championed efforts to publicize innovative solutions to many of the current challenges to improving oral health. The mission of the Institute for Oral Health is to advance oral health care by identifying effective and efficient guidelines for treatment, access, and delivery of health care, and to promote best practices by serving as a central resource for shared practical knowledge and collaboration to benefit the dental profession and the public.

Renée W. Joskow, D.D.S., M.P.H., FAGD, is a dentist and a medical epidemiologist and holds both a doctor of dental surgery degree and a master of public health degree from Columbia University. She completed a hospital-based general practice residency at Hackensack University Medical Center in New Jersey, following which she was appointed to the faculty of Columbia University. During her tenure, Dr. Joskow maintained a private practice in New York and provided quality assurance/quality control consulting services for several health care entities in the New York-New Jersey-Connecticut tri-state area.

After 15 years in New York, Dr. Joskow joined the National Institutes of Dental and Craniofacial Research (NIDCR) as a dental public health fellow. She later joined the National Center for Environmental Health, Centers for Disease Control and Prevention, as an Epidemic Intelligence Service (EIS) officer and applied her epidemiology skills and expertise in scientific research and outbreak investigations, including during the response to the 9/11 attacks and Anthrax investigations and the 2002 Olympics. She has also served the Office of the Surgeon General, U.S. Department of Health and Human Services, as medical

readiness manager and director of training and education for the U.S. Public Health Service (USPHS); the Chem/Bio Division, Science and Technology Directorate, in the Department of Homeland Security as senior medical epidemiologist and program manager; and the National Institutes of Health, as a dental research officer and program official.

Dr. Joskow now serves as the senior dental advisor for the Health Resources and Services Administration (HRSA), where she provides leadership across HRSA on issues and activities related to oral health. She is board-certified in the specialty of dental public health, and a fellow in the American College of Dentists, the Academy of General Dentistry, and the New York Academy of Dentists. She proudly holds the rank of Captain (O-6) in the USPHS.

Dushanka V. Kleinman D.D.S., M.Sc.D., is the Principal Associate Dean, Associate Dean for Research and Professor, School of Public Health, University of Maryland at College Park. In this role she works closely with the school's and university's faculty, students and senior leadership, and has played a key role in the initial and subsequent accreditation of this new School of Public Health. Her research interests include prevention of oral health disparities, health literacy and strategies to integrate oral and general health. Her recent research activities have included public health impact studies. Prior to this position, Dr. Kleinman completed 28 years of government service where she served as Deputy Director, National Institute of Dental and Craniofacial Research, NIH and Assistant Surgeon General (Rear Admiral), USPHS Commissioned Corps. Dr. Kleinman is a Diplomate of the American Board of Dental Public Health and has served as president of the American Board of Dental Public Health, American Association of Women Dentists, and the American Association of Public Health Dentistry. Currently she is the co-chair of the HHS Secretary's Advisory Committee on National Health Promotion

and Disease Prevention Objectives for 2030. Dr. Kleinman has a D.D.S. from the University of Illinois at Chicago College of Dentistry and a hospital rotating internship at the University of Chicago Hospitals and Clinics. She received a M.Sc.D. in dental public health from the Henry M. Goldman School of Dental Medicine at Boston University.

Ira B. Lamster, D.D.S., M.M.Sc., is currently Dean Emeritus and Professor of Dental Medicine at Columbia, and Clinical Professor at the Stony Brook University School of Dental Medicine. He received his D.D.S. from the State University of New York at Stony Brook (1977), his M.M.Sc. from Harvard University (1980) and a Certificate of Special Training in Periodontology from the Harvard School of Dental Medicine (1980). Dr. Lamster served as Dean of the Columbia University College of Dental Medicine from 2001 to 2012, and Senior Vice President of Columbia University Medical Center from 2006 to 2012. From 2012 until 2017, he was in the Department of Health Policy & Management of the Columbia University Mailman School of Public Health.

Dr. Lamster's research efforts have focused on diagnostic testing and risk assessment for periodontal disease, the interrelationship of periodontal disease and systemic disease, the oral health care needs of older adults and the future of dental education and practice. His research has been supported by NIH, corporations and foundations.

Dr. Lamster is the author of more than 200 manuscripts and book chapters and has delivered more than 200 guest and invited lectures. He is the editor of "Improving Oral Health for the Elderly," published by Springer U.S. in February 2008, both the January 2011 and October 2012 issues of the Dental Clinics of North America (addressing "Contemporary Concepts in the Diagnosis of Oral Dental Disease", and "Primary Health Care Activities in the Dental Office," respectively). He also the editor of "Diabetes Mellitus and Oral Health: An Interprofessional Approach"

published by Wiley/Blackwell in 2014, and the October 2016 issue of *Periodontology 2000 (Geriatric Periodontology)*. He currently serves as Editor-in-Chief of the *International Dental Journal*.

Wendy Mouradian, M.D., M.S., is Professor Emeritus of Pediatric Dentistry and Strategic Advisor for RIDE Expansion. She was the founding Director of the RIDE Program and the immediate Past Associate Dean of Regional and Academic Affairs. In the past, Dr. Mouradian has served as Special Advisor on Oral Health to the Health Services and Resources Administration (HRSA) on the integration of oral health into primary care, and was Project Co-Director of the Surgeon General's Workshop and Conference on Children's Oral Health for the National Institute of Dental and Craniofacial Research (NIH). Her research areas have included oral health workforce issues, ethics and policy issues in the provision of oral health care to children, quality of life for children with craniofacial conditions, and inter-professional collaboration. Dr. Mouradian is also appointed in the Schools of Medicine and Public Health.

Dean Schillinger, M.D., is Professor of Medicine in Residence at the University of California San Francisco, and Chief of the UCSF Division of General Internal Medicine at San Francisco General Hospital (SFGH). He is a practicing primary care physician at SFGH, an urban public hospital, where he sees patients, teaches in the primary care residency program, and conducts research. Dr. Schillinger served as Chief of the Diabetes Prevention and Control Program for the California Department of Public Health from 2008-2013. Dr. Schillinger carries out research related to healthcare for vulnerable populations, and is an internationally recognized expert in health communication science. His work focuses on literacy, health communication, and chronic disease prevention and

management. He has been honored with the 2003 Institute for Healthcare Advancement Research Award; the 2008 Research Award in Safety and Quality from the National Patient Safety Foundation; the 2009 Engel Award in Health Communication Research; the 2010 Outstanding Bay Area Clinical Research Mentor. He also authored a paper on the attributes of health literate healthcare organizations, commissioned by the NASEM Roundtable on Health Literacy in 2012.

Dr. Schillinger is the founding director of the UCSF Center for Vulnerable Populations, whose mission is to carry out innovative research to prevent and treat chronic disease in populations for whom social conditions often conspire to both promote chronic disease and make its management more challenging. Dr. Schillinger currently directs the CVP Health Communications Program. He is the co-founder of TheBiggerPicture.org, a social marketing diabetes prevention campaign to empower minority youth to change the conversation about diabetes and become agents of positive social change. In 2013, he received the Everett M Rogers Award from the American Public Health Association in recognition of his lifelong contributions to advancing the study and practice of public health communication.

Hugh Silk, M.D., M.P.H., received his B.A. from Harvard University, where he majored in government. He completed medical school at McMaster Medical School in Hamilton, Ontario, Canada. Dr. Silk undertook his residency at the University of Massachusetts Medical School Family Medicine Residency Program in Worcester and successfully completed a Masters of Public Health degree from the Harvard School of Public Health in Boston. Prior to medical school Hugh taught with Dr. Robert Coles at Harvard University (The Literature of Social Reflection) and ran a youth service program in Toronto called Serve Canada.

Currently, Dr. Silk is the medical director of a Wellness and Primary Care Center in Leominster as a part of Community Healthlink providing creative and meaningful care to patients with mental health issues. He is a Professor in the Department of Family Medicine and Community Health, and also teaches at the Harvard School of Dental Medicine and does public health work in oral health access and training health care providers to address oral health as part of overall health. He is the recipient of the 2016 American Association of Public Health Dentistry Public Service Award. He is currently working on a five-year HRSA grant to evaluate and implement oral health in medical and dental schools and primary care residency programs across the country. Dr. Silk's other interest in medical education is medical humanities and reflective writing.

John J. Snyder, D.M.D., is the Executive Dental Director and CEO at Permanente Dental Associates (PDA). Dr. Snyder completed his dental education at Oregon Health & Science University School of Dentistry in 1986. After completing a General Practice Residency at Hartford Hospital in Connecticut, Dr. Snyder returned to Oregon and joined PDA in 1987. Since that time he has served PDA in multiple leadership roles and in 2008 he was elected by PDA Shareholders to serve as the Dental Director and Chief Executive Officer for Permanente Dental Associates. He is currently serving in his second term.

He has remained a strong advocate for evidence-based dental practice, oral health research, and medical-dental integration throughout his career, and has enjoyed numerous national and international speaking opportunities to share his passion for expanding total health and wellness.

George W. Taylor, D.M.D., Dr.P.H., M.P.H., is Associate Dean for Diversity and Inclusion and is a Professor in the Department of Preventive and Restorative Dental Sciences in the Division of Oral Epidemiology and Dental Public Health at the University of California San Francisco School of Dentistry. He is a board-certified specialist in Dental Public Health. He served as a dentist in the U.S. Air Force for 4 years and has had a career in academic dentistry for over 35 years, teaching, conducting research and providing patient care. He has taught, practiced general dentistry and dental public health, and conducted research.

In his role as Associate Dean for Diversity and Inclusion he works to strengthen the School of Dentistry as a diverse and inclusive climate that empowers students, faculty and staff to maximize their capacity in learning, working, serving and growing together.

Dr. Taylor's principal research focus is on relationships between oral and systemic health, particularly periodontal infection and diabetes outcomes. Additionally, he actively mentors students, residents and other faculty in their research and careers.

Jane Weintraub, D.D.S., is Alumni Distinguished Professor and former Dean at the University of North Carolina School of Dentistry and Adjunct Professor in the UNC Gillings School of Global Public Health. She is a diplomate of the American Board of Dental Public Health and past president of the American Association of Public Health Dentistry. Widely known for her expertise in oral epidemiology, dental public health and clinical research, she is a leader in research to understand and prevent oral health disparities. She is one of the co-authors of the commissioned paper for this workshop regarding the integration of oral health and primary care.

She received her D.D.S. at Stony Brook University and her M.P.H. and public health training at Harvard University. From 2001–2011, she

was the founding director and principal investigator of the NIH–funded Center to Address Disparities in Children’s Oral Health, nicknamed the CAN DO Center, at the UCSF School of Dentistry. After its first seven-year funding cycle, the CAN DO Center received an additional seven years of funding totaling \$24.4 million.

Her awards include the IADR H. Trendley Dean Distinguished Scientist Award for her research in oral epidemiology and dental public health, the American Dental Association’s Norton Ross Award for Excellence in Clinical Research, the American Association of Public Health Dentistry’s Distinguished Service Award and recently, the American Public Health Association Oral Health Section’s John Knutson Award for Distinguished Service. Her current research cuts across the lifespan with a focus on prevention and relationships among oral health, healthcare, and systemic disease.

Cassandra Yarbrough, M.P.P., is the Lead Public Policy Analyst for the Health Policy Institute at the American Dental Association. She is responsible for researching and analyzing policy changes that impact dentistry, oral health, and the overall healthcare landscape. Ms. Yarbrough focuses on Medicaid, Medicare, dental access, and patient-centered outcomes. She obtained her M.P.P. from the University of Chicago and a bachelor’s degree in Sociology from the University of Illinois at Urbana–Champaign.

RECOMMENDED READING

Atchison, K. A., R. G. Rozier, and J. A. Weintraub. 2017. *Integrating oral health, primary care, and health literacy: Considerations for health professional practice, education, and policy*. Paper commissioned by the Roundtable on Health Literacy.
www.bit.ly/integratingoralhealth (accessed December 3, 2018).

Atchison, K. A., R. G. Rozier, and J. A. Weintraub. 2018. Integration of oral health and primary care: Communication, coordination, and referral. *NAM Perspectives*. Discussion Paper, National Academy of Medicine, Washington, DC. <http://bit.ly/oralhealthandprimarycare> (accessed December 3, 2018).

Gordon, S. C. 2018. *The other doctors: Creating primary care dentists*. Abstract, ELAM Institutional Action Project.
<http://bit.ly/primarycaredentists> (accessed December 3, 2018).

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ABOUT THE ROUNDTABLE ON HEALTH LITERACY

The Roundtable on Health Literacy brings together leaders from academia, industry, government, foundations and associations, and representatives of patient and consumer interests. The mission of the Roundtable is to inform, inspire, and activate a wide variety of stakeholders to implement and share evidence-based health literacy practices and policies with the goal of improving health and well-being.

Members

Bernard M. Rosof
(Chair)
Quality Health Care
Advisory Group

Annlouise R. Assaf
Pfizer, Inc.

Suzanne Bakken
Columbia University
School of Nursing

Gemirald Daus
Health Resources & Services
Administration

Terry C. Davis
Louisiana State
University Health
Sciences Center

Christopher M. Dezii
Bristol-Myers Squibb
Company

Jennifer A. Dillaha
Arkansas Department of
Health

Jay Duhig
AbbVie, Inc.

Alicia Fernandez
University of California,
San Francisco

Lisa Fitzpatrick
DC Department of
Health Care Finance

Lori Hall
Eli Lilly and Company

Linda Harris
Office of Disease
Prevention and Health
Promotion

Nicole Holland
Tufts University School
of Dental Medicine

Ellen Markman
Stanford University

Johanna Martinez
Northwell Health

Michael M. McKee
University of Michigan
Medical School

Laurie Myers
Merck Sharpe & Dohme
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Catina O’Leary

Health Literacy Media

Michael K. Paasche-

Orlow

Boston Medical Center

Terri Ann Parnell

Health Literacy Partners

Lindsey A. Robinson

California Dental

Association

Steven Rush

UnitedHealth Group

Olayinka Shiyanbola

University of Wisconsin–

Madison School of

Pharmacy

Vanessa Simonds

Montana State

University

Christopher Trudeau

University of Arkansas

for Medical Sciences

Earnestine Willis

Medical College of

Wisconsin

Amanda J. Wilson

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Michael S. Wolf

Northwestern University

Winston F. Wong

Kaiser Permanente

Lawrence Smith

(Consultant)

Northwell Health

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**ROUNDTABLE ON HEALTH LITERACY
MEMBER BIOGRAPHICAL SKETCHES**

Bernard M. Rosof, M.D., MACP (*Roundtable Chair*), is at the forefront of national initiatives in the areas of quality and performance improvement. Following completion of a fellowship in gastroenterology at Yale University School of Medicine, Dr. Rosof practiced internal medicine and gastroenterology for 29 years. He is past chair of the Board of Directors of Huntington Hospital (Northwell Health) and a current member of the board of overseers of the Health System. He is a past member of the Board of Directors of the National Quality Forum (NQF), and the co-chair of the National Quality Partnership (NQP) convened by the NQF to set national priorities and goals to transform America's healthcare by advising the secretary of the Department of Health and Human Services in the development of the National Quality Strategy. Dr. Rosof is the immediate past Chair of the Physician Consortium for Performance Improvement convened by the AMA that continues to lead efforts in developing, testing and implementing evidence-based performance measures for use at the point of care. He was a member of the Clinical Performance Measurement Committee of the NCQA, and the chair of the Physician Advisory Committee for UnitedHealth Group. He has chaired committees for the New York State Department of Health (DOH) and the Institute of Medicine, and currently serves as chair of the National Academies of Sciences, Engineering,

and Medicine Roundtable on Health Literacy, as well as DOH Committee on Quality in Office Based Surgery. Dr. Rosof is CEO of Quality in HealthCare Advisory Group that provides strategic consultative services to the community of health care providers interested in improving the quality and safety of health care delivery in our nation. Dr. Rosof is a professor in the Department of Medicine at the Donald and Barbara Zucker School of Medicine at Hofstra/Northwell. Dr. Rosof is the recipient of the Laureate Award from the American College of Physicians and the Theodore Roosevelt Award for Distinguished Community Service. Dr. Rosof is also the recipient of the 2012 Stengel Award from the American College of Physicians for outstanding service to the ACP and his influence in maintaining and advancing the best standards of medical education, medical practice and clinical research, and received the NYU Alumni Leadership Award in 2016.

Annlouise R. Assaf, Ph.D., M.S., FAHA, FISPE, is a pharmacoepidemiologist who is a senior director and Enterprise Benefit Risk medical director in Pfizer Medical. In this role, she partners to evolve the science and practice of Benefit Risk to inform better drug development, healthcare decisions, and outcomes for patients. A focus of her work is on quality benefit risk communication and improving health literacy and patient-centered medication prescribing so that patients can make informed shared decisions about their treatment with their healthcare providers, use their medications safely and appropriately, and improve value outcomes. Dr. Assaf joined Pfizer in 2002, after many years in academic medicine and clinical research at Brown Medical School. Her first role at Pfizer was as Epidemiology Therapeutic area head in the Risk Management and Pharmacovigilance group in New London, Connecticut, where she provided oversight for a global team of epidemiologists. Since then, she has held several leadership positions at Pfizer including: senior director/epidemiologist - Global Market Access- Health Economics, Epidemiology, & HTA; Global HEOR Therapeutic area lead for Women's Health, Pain, CNS/ Depression; Outcomes Research Cox-2 lead; and Therapeutic area group head, Epidemiology -WWD Safety and Risk Management; and senior medical director and Medical Affairs Product lead, working in the area of Women's Health. Dr. Assaf received her Ph.D. in Experimental Pathology/Epidemiology and her M.S. in Natural Sciences (immunology) from the Roswell Park Cancer Institute (RPCI) at the State

University of New York at Buffalo. She began her research career in the field of immunology at the Department of Experimental Therapeutics at RPCI. She then focused her research efforts in the field of cancer and cardiovascular disease epidemiology with a particular focus on women's health and diseases which disproportionately affect women and patients with low health literacy. Dr. Assaf was the director of evaluation and co-principal investigator of the Pawtucket Heart Health Program, a community-based intervention for prevention of cardiovascular disease, where she specialized in the formative and process evaluation of programs aimed at achieving, maintaining, and evaluating behavior change in low health literacy, low income, and minority populations. While working with this program, Dr. Assaf was selected as an US-FRG scientific exchange fellow and has served as a liaison at the request of both the Federal Republic of Germany's Cardiovascular Prevention Project and the Canadian government. Dr. Assaf served as deputy director for the Brown Center for Primary Care and Prevention and has been principal or co-principal investigator for numerous National Institutes of Health clinical trials. She was a principal investigator and executive committee member of the NIH-funded Women's Health Initiative (WHI) Clinical Trial and Observational study and ran the largest of the 40 clinical centers of WHI. She has served in numerous teaching, consulting, and leadership roles, both nationally and internationally. She is currently a professor (adjunct) at The Brown University School of Public Health and is the industry preceptor for a Pfizer-Brown University pre-doctoral fellowship in epidemiology. Dr. Assaf has published over 100 scientific articles, book chapters, and abstracts.

Suzanne Bakken, Ph.D., RN (NAM), is the Alumni Professor of Nursing and Professor of Biomedical Informatics at Columbia University. Following doctoral study in nursing at the University of California, San Francisco, she completed a National Library of Medicine postdoctoral fellowship in Medical Informatics at Stanford University. The goal of Dr. Bakken's program of research is to promote health and reduce health disparities in underserved populations through application of innovative informatics methods. A major focus of her current grant portfolio is visualization of healthcare data for community members, patients, clinicians, and community-based organizations. Dr. Bakken currently directs the Center for

Evidence-based Practice in the Underserved and the Reducing Health Disparities Through Informatics predoctoral and postdoctoral training program; both funded by the National Institute of Nursing Research. She also served as Principal Investigator of the Agency for Healthcare Research and Quality-funded Washington Heights Inwood Informatics Infrastructure for Comparative Effectiveness Research (WICER) and its follow-up study, WICER 4 U, which is focused on promoting the use of WICER infrastructure through stakeholder engagement. She has also received funding from the National Cancer Institute, National Library of Medicine, and the Health Resources and Services Administration. Dr. Bakken has published more than 200 peer-reviewed papers. In 2010, she received the Pathfinder Award from the Friends of the National Institute of Nursing Research. She is an elected fellow of the New York Academy of Medicine, American Academy of Nursing, American College of Medical Informatics, and a member of the National Academy of Medicine.

Gem P. Daus, M.A., is a health policy analyst in the Office of Health Equity at the Health Resources and Services Administration (HRSA). In this capacity, Mr. Daus serves as advisor and coordinator for the special needs of Asian American, Native Hawaiian and other Pacific Islander populations, as well as Lesbian, Gay, Bisexual and Transgender populations. His portfolio includes developing resources and organizational capacity for cultural competence, language access, and health literacy. Mr. Daus has over 20 years' experience in health policy, health communication, cultural competence, language access and community-based organization development. Prior to joining HRSA, he was Executive Director for the National Council on Interpreting in Health Care. Mr. Daus was honored to receive the National Leadership Award from the Center for the Study of Asian American Health which recognizes individuals who have made significant contributions to improving Asian American health at the national level. He was also honored as a healthcare hero by the Congressional Black, Hispanic, Native American, and Asian and Pacific American Caucuses. Apart from his role at HRSA, Mr. Daus is an adjunct professor in Asian American Studies at University of Maryland at College Park and has written chapters in two current textbooks on Asian American health.

Terry C. Davis, Ph.D., is a professor of medicine and pediatrics in the Feist Weiller Cancer Center at the LSU Health Science Center at Shreveport, Louisiana. For the past 35 years, she has investigated the impact of patient literacy on health and health care, and she has more than 140 publications related to health communication. Her achievements include the development of the Rapid Estimate of Adult Literacy in Medicine (REALM) and of user-friendly patient education and provider training materials that are used nationally. Dr. Davis has served on health literacy advisory boards for the American Medical Association and the American College of Physicians as well as on the FDA's Center for Drug Evaluation and Research. She is a member of the National Academies' Roundtable on Health Literacy, Healthy People 2020, Health Literacy/Health Communication Section, and she serves on the U.S. Pharmacopeia Convention Expert Panel on Health Literacy. She received the Louisiana Public Health Association's Founders Award for Significant Achievement in Public Health Research. Dr. Davis has a productive record of federally funded research developing and implementing low-literacy interventions to improve the health outcomes of vulnerable populations. Her wide-ranging work focuses on improving cancer screening in rural federally qualified health centers, the self-management of diabetes in safety net settings, the use of health coaches to facilitate weight loss in community clinics, and improving prescription medication labeling.

Christopher Dezii, M.B.A., RN, CPHQ, is the director of Healthcare Quality and Performance Measures in the United States Health Services Group at the Bristol-Myers Squibb Company (BMS) with a primary function of advancing healthcare quality for all to include the appropriate use of pharmaceuticals. He is a contributing member of a number of quality focused organizations and alliances such as the National Quality Forum; the National Academies of Sciences, Engineering Roundtable on Health Literacy; the National Academy of Medicine Clinical Effectiveness Research Innovation Collaborative; and the Patient-Centered Outcomes Research Institute (PCORI). He also serves as a PCORI Patient and Stakeholder reviewer mentor. He has been selected to serve on the Medicare Evidence Development & Coverage Advisory Committee, and elected to National Quality Forum's Measure Application Partnership as a representative of the

Pharmaceutical Industry (PhRMA). In this capacity, he recommends performance measures to the United States Secretary of Health for use in government programming. He is a member of the National Pharmaceutical Council's, and PhRMA's Quality Subgroup, the National Business Group on Health's National Committee on Pharmacy Benefits & Personalized Medicine, and sits on the board of directors for the Integrated Benefits Institute. Mr. Dezii has served on two Agency for Healthcare Research and Quality's Health Care Quality and Effectiveness Research Study sections as a scientific reviewer and two Healthcare Safety and Quality Review Study Sections.

Mr. Dezii has been appointed to serve as a member of the Pharmacy Quality Alliance Quality Metric Expert Panel. He works closely with many professional organizations in assisting and supporting their efforts in the area of quality improvement and has been appointed as co-chair for the American College of Physicians (ACP) Healthcare Roundtable. Most recently, Mr. Dezii has been the recipient of the ACP's 2014 Quality Champion award. Over the last 19 years in industry, Mr. Dezii has demonstrated competencies in pharmaco and health economics, disease management, outcomes research, and Phase IV retrospective clinical research with over 55 publications in various clinical, economic and managed care journals spanning oncology, HIV, diabetes, and cardiovascular disease with an emphasis on adherence, gender, and ethnicity Issues which have contributed to the evidence base in these areas. Prior to joining BMS, Mr. Dezii had spent over 16 years in the acute/critical care sector serving individuals with end-stage renal disease and all forms of renal replacement therapies at Hahnemann University Hospital in Philadelphia and specializing in kidney and pancreatic transplantation. He has been a committed patient advocate with the understanding that the foundation of patient engagement is rooted in health literacy.

Mr. Dezii earned his degree in nursing from the Hahnemann College of Allied Health Professions and has maintained his professional license in good standing. He earned a bachelor's degree (magna cum laude) in Business Administration, his M.B.A. in Strategic Management (summa cum laude), and maintains his certification as a certified professional in Healthcare Quality.

Jennifer A. Dillaha, M.D., is the medical advisor for Health Literacy and Communication at the Arkansas Department of Health (ADH). Under her leadership, low health literacy has been recognized as an important public health problem in Arkansas, and the ADH has made improving health literacy a cross-cutting priority in its strategic plan. In November 2013, Dr. Dillaha became the medical director for immunizations in addition to her role in health literacy. Prior to her current roles, Dr. Dillaha served as the special advisor for strategic initiatives in the Office of the Director from June 2010 to April 2013, and as director of the Center for Health Advancement from August 2005 to June 2010. Dr. Dillaha is currently the chair of the Partnership for Health Literacy in Arkansas, the health literacy section of the Arkansas Public Health Association. She is a physician with specialty training in internal medicine and subspecialty training in infectious diseases and in geriatric medicine. Dr. Dillaha has faculty appointments as an assistant professor in the University of Arkansas for Medical Sciences College of Public Health, College of Medicine, and Regional Programs.

James (Jay) Duhig, Ph.D., is director of Risk Communications and Behavioral Systems research at AbbVie. He co-leads the Safety Decision Analytics function for AbbVie's Pharmacovigilance and Patient Safety division and has expertise in human factors, health literacy, risk communication and the development of drug and device instructional materials for patients and healthcare professionals. For the past 12 years, Dr. Duhig has focused on patient safety research at AbbVie and at the University of Illinois College of Pharmacy. At AbbVie, Dr. Duhig has led cross-functional research teams in the development of innovative instructional, educational and packaging materials for drug and device products with the goal of optimizing safe and effective use for patients and providers. His work includes extensive human factors research and process improvements to address gaps between clinical safety data and real-world usability. Dr. Duhig was previously a researcher on the Agency for Healthcare Research and Quality-funded Center for Research in Therapeutics Tools for Optimizing Prescribing, Monitoring and Education related to medication (TOP-MED) project usage based at University of Illinois College of Pharmacy in Chicago and the Formulary Leveraged Improved Prescribing program. He is a passionate advocate for the use human factors to

problem-solve the needs of patients not just at the hospital and doctor's office but at the 'kitchen table.'

Alicia Fernandez, M.D., is a Professor of Clinical Medicine at the University of California, San Francisco and an attending physician in the General Medical Clinic and the Medical Wards at San Francisco General Hospital. Her research primarily focuses on health and health care disparities, and she is particularly interested in vulnerable populations, Latino health, immigrant health, and language barriers. In addition to her research and clinical practice at San Francisco General Hospital, she does a great deal of mentoring for students, residents, fellows, and faculty. She has received several honors and awards, including the Arnold P. Gold Professorship for Humanism in Medicine. She has served as an advisor to the Robert Wood Johnson Foundation, The California Endowment, The National Quality Forum, The Commonwealth Fund, The American Medical Association, The American Board of Internal Medicine and other organizations on projects focused on health care disparities, Latino health, and limited English proficiency populations. She was a standing member of the Agency for Healthcare Research and Quality Health Care Quality and Effectiveness study section (2006–2010) and is currently a member of the National Institutes of Health Health Services Organization and Delivery study section.

Lisa Fitzpatrick, M.D., M.P.H., is a Centers for Disease Control and Prevention- (CDC-) trained medical epidemiologist and board-certified infectious diseases physician with both domestic and global experience in public health. Although her career has traversed clinical medicine, research and public health program implementation, she is most passionate about improving the nation's health literacy and demystifying health information. Her goal is to inspire greater and more effective disease prevention and health promotion action in communities by making practical and useable health information more accessible to ordinary citizens. Dr. Fitzpatrick's skills and experiences are diverse. She is a medical doctor who began her public health career in 1998 as a medical epidemiologist at the nation's premier public health agency, the Centers for Disease Control and Prevention as a member of the CDC's elite Epidemic Intelligence Service. She has served a foreign

diplomat in the Caribbean while representing the US government CDC Global AIDS Program under the President's Emergency Plan for AIDS Relief (commonly known as PEPFAR).

Lori K. Hall, RN, is the director of Health Literacy at Eli Lilly and Company. She brings to this role over 30 years of health care experience in the clinical setting as well as in the diagnostics and pharmaceutical industries. Throughout her career, her focus has been in the areas of patient education, adult learning, effective communication, project management, training and leadership development. Ms. Hall serves as the source of health literacy expertise at Lilly to support the creation of industry-leading patient experiences throughout the drug development and commercialization continuum. Her scope of work and responsibility is centered on providing visibility and guidance as well as helping to set organizational expectations and accountability for all aspects of communications with patients as it plays a direct role in supporting Lilly's corporate priorities around medication adherence, patient safety, clinical innovation, launch preparedness, real world evidence, corporate responsibility, value-based contracting, and informed patient engagement.

Linda Harris, Ph.D., is the director of the Division of Health Communication and eHealth at the United States Department of Health and Human Services Office of Disease Prevention and Health Promotion (ODPHP). In this role, she supervises the management of the National Health Information Center, a congressionally mandated source of health information for the public (healthfinder.gov). Prior to her arrival at ODPHP, Dr. Harris was a senior health communication scientist at the National Cancer Institute, Division of Cancer Control and Population Sciences, where she managed health communication technology research projects, including health systems research in collaboration with the U.S. Department of Veterans Affairs. Dr. Harris has over 20 years of experience managing information technology, communication research, and development projects in public health and in the private health care sector. She has extensive experience architecting, designing, developing, and evaluating information systems for consumers and health professionals. She is the editor of *Health and the New Media: Technologies*

Transforming Personal and Public Health that was published in 1995. Dr. Harris received her Ph.D. in communication from the University of Massachusetts.

Nicole Holland, D.D.S., M.S., is an assistant professor and director of Health Communication, Education, and Promotion in the Department of Public Health and Community Service at Tufts University School of Dental Medicine. She developed and implemented the Tufts University School of Dental Medicine Health Literacy Intensive Dental Education, Literacy, & Community Partnership program, a curriculum for health literacy in dental education. She is the principle investigator of the Health Literacy as a Component of Pre-Doctoral Education for Candidates in Dental Medicine – Student Focus Group to Inform Curriculum Development, a project that determines pre-doctoral dental students’ attitudes, values and beliefs regarding health literacy in patient communication. She has presented numerous lectures on the topic to a variety of audiences. Dr. Holland is a member of the International Health Literacy Association and the American Dental Association’s National Advisory Committee on Health Literacy in Dentistry. In 2014, she received the Tufts-Emerson Health Communication Program Emerging Leader Award for Leading Change and Innovation in the Field of Health Communications.

Ellen M. Markman, Ph.D. (NAS), is the Lewis M. Terman Professor of Psychology. After receiving her Ph.D. from the University of Pennsylvania in 1973, she was on the faculty at the University of Illinois before joining the Stanford faculty in 1975. Professor Markman was chair of the Department of Psychology from 1994–1997 and served as Cognizant Dean for the Social Sciences from 1998–2000. In 2003 she was elected to the American Academy of Arts and Sciences, in 2004 she was awarded the American Psychological Association Mentoring Award, and in 2011 she was elected as a member to the National Academy of Sciences. Professor Markman’s research has covered a range of issues in cognitive development including work on comprehension monitoring, logical reasoning and early theory of mind development. Much of her work has addressed questions of the relationship between language and thought in children focusing on categorization, inductive

reasoning, and word learning. One current research project aims to lay the groundwork for a preschool curriculum on nutrition.

Johanna Martinez, M.D., M.S., serves as the graduate medical education director for diversity and health equity for Northwell Health and is an assistant professor at the Zucker School of Medicine at Hofstra/Northwell. She received her medical degree from the State University of New York–Stony Brook and completed her internal medicine residency at New York–Presbyterian Hospital (Weill Cornell Campus). Her training also includes a General Medicine Faculty Development Fellowship at the University of North Carolina–Chapel Hill and an M.S. from Weill Graduate School of Medical Sciences at Cornell University. She is currently completing a yearlong executive leadership program designed to tackle racial and ethnic disparities through the Disparities Solutions Center at Harvard’s Massachusetts General Hospital in Boston.

Most recently, she was selected to be a Robert Wood Johnson Foundation Clinical Scholar with the goal of becoming a leader in transformative change for health equity and communities. Dr. Martinez is a primary care provider who is committed to health disparities, women’s health, and community engagement within primary care.

Michael M. McKee, M.D., M.P.H., is an assistant professor at the Department of Family Medicine, University of Michigan Medical School. Dr. McKee is a family physician with clinical and research expertise in disability health. As a physician with a hearing loss, he is especially interested in advocating for the rights of Deaf and hard of hearing patients to obtain equitable health care. His research focus includes health disparities for individuals with various disabilities, health information accessibility, health literacy, and telemedicine applications. He is also interested in the application of eye trackers and mixed methodologies to study how individuals acquire health information through visual and incidental learning opportunities. Dr. McKee is the current president of the Association of Medical Professionals with Hearing Losses. His research interests include health care for deaf and hard of hearing populations; deaf and hard of hearing health; health literacy; health communication, health disparities for linguistic minority

populations; hearing loss; access to health information; telemedicine; disability health.

Laurie Myers, M.B.A., has led health literacy strategy for the company since 2011. She focuses on the integration of health literacy externally and across divisions globally, driven by evidence-based best practices. She leads the company's health literacy efforts in support of improved patient communications, including medication labeling, packaging, clinical trial materials, lay summaries, and patient education. Laurie has worked to include respondents with low health literacy into patient labeling research, which earned her and her team the IHA research award in May, 2016. She served as co-chair of the Multi-Regional Clinical Trials Center of Harvard & Brigham and Women's aggregate return of results group and as an invited member of the EMA lay summaries working group, where she helped to influence final EU guidance to reflect principles of health literacy, numeracy, and readability. She presents often externally, including at clinical trial, regulatory and patient engagement conferences. She did a plenary session at the 2017 Asia Health Literacy Conference. She was an invited speaker by the FDA at a 2017 labeling conference, with an international audience of over 2000 people. She recently presented an oral abstract on lay summaries and participated on a symposium on health literacy and adherence at the ICCH/HARC meeting. She has worked with other Roundtable members to author two perspectives. She co-authored a feature article in *Quirks*, a marketing research journal, and co-authored a foreword to the *Journal of Health Communication*. A peer-reviewed paper on user testing of lay summaries has been accepted for publication.

Ms. Myers has worked in various roles at Merck for 19 years, and before that in leadership roles serving people with significant developmental disabilities. She graduated magna cum laude from Yale University with a BA in Psychology, and earned her MBA in Healthcare Management from the Wharton School at the University of Pennsylvania.

Catina O'Leary, Ph.D., M.S.W., serves as president and CEO of Health Literacy Media (HLM). Under her direction, HLM's service network has expanded to include some of the largest employers in Missouri, including pharmaceutical companies,

hospital systems, business coalitions, and community-based organizations. Chosen by St. Louis Business Journal for professional excellence and dedication to the community, Dr. O’Leary is a member of the 2013 class of “40 Under 40” leaders. She was recently selected to join FOCUS St. Louis’ 39th Leadership St. Louis class. Before her appointment as CEO of HLM, Dr. O’Leary was a faculty member at Washington University School of Medicine in the Department of Psychiatry and the Program on Occupational Therapy. At Washington University, her research centered on methods to engage underserved populations in health and social service programs, specifically on women’s health.

Dr. O’Leary is the past president of and currently serves on the board of The Bridge, a drop-in shelter that offers daily meals and social services to homeless and at-risk St. Louisans. She also serves as vice president for Magdalene Saint Louis, a nonprofit that helps women who have survived lives of abuse, prostitution, trafficking, and addiction by providing a community where they can recover and rebuild their lives. Dr. O’Leary earned her B.A. in psychology from the University of Mississippi, and M.S.W. and Ph.D. in social work from the George Warren Brown School of Social Work at Washington University.

Michael Paasche-Orlow, M.D., M.A., M.P.H., is a professor of medicine at Boston University’s School of Medicine. He is a general internist and a nationally recognized expert in the field of health literacy. Dr. Paasche-Orlow is currently a co-investigator with five funded grants that examine health literacy, including two intervention studies evaluating simplified information technologies for behavior change among minority patients with a range of health literacy levels. Dr. Paasche-Orlow’s work has brought attention to the role health literacy plays in racial and ethnic disparities, self-care for patients with chronic diseases, end-of life decision making, and the ethics of research with human subjects.

Dr. Paasche-Orlow is the Associate Program Director for the Boston University School of Medicine General Internal Medicine Academic Post-Doctoral Fellowship Program and the Associate Section Chief for Research for the Section of General Internal Medicine in the Boston University School of Medicine’s Department of Medicine.

Terri Ann Parnell, D.N.P., M.A., RN, FAAN, is a nurse, a nationally recognized health literacy expert, and an award-winning author. She is principal and founder of Health Literacy Partners LLC, a corporation that specializes in providing a tapestry of solutions to promote health equity by enhancing person-centered care, effective communication, and the patient experience. Her recent experience includes providing health literacy education and consultation to several New York State Delivery System Reform Incentive Payment Performing Provider Systems. Previously, Dr. Parnell was Vice President for Health Literacy and Patient Education for the Northwell Health System, where she was responsible for the health literacy strategic plan and integrating concepts of health literacy, language access services, and cultural awareness into core activities across the system. Dr. Parnell is a graduate of St. Vincent's Hospital School of Nursing in New York City. She earned a B.S. in Nursing from Adelphi University, a master's degree in health care administration from Hofstra University and a Doctor of Nursing Practice degree from Case Western Reserve University.

Dr. Parnell is a member of the National Academies of Sciences, Engineering, and Medicine Roundtable on Health Literacy and has served as a committee member on the American Nurses Association Care Coordination Quality Measures Panel. She is a Fellow in the American Academy of Nursing and the New York Academy of Medicine and has been selected for the 2016–2017 New York Academy of Medicine Fellow Ambassadors Program. In 2016, Dr. Parnell joined TVR Communications Advisory Board as their Chief Nursing Officer. Her second book, *Health Literacy in Nursing: Providing Person-Centered Care* received an American Journal of Nursing 2015 Book of the Year Award in the category of Nursing Management and Leadership.

Lindsey A. Robinson, D.D.S., is a board-certified pediatric dentist, and has maintained a full-time dental practice in Grass Valley, California for the past twenty years. She received her certificate in pediatric dentistry from the University of Florida and her D.D.S. degree from the University of Southern California. She is a past president of the California Society of Pediatric Dentistry and the California Dental Association, and served as chair of the California Dental Association Foundation (CDA). Dr. Robinson was a member of the American Dental Association

(ADA) Council on Access, Prevention, and Interprofessional Relations (CAPIR) for 6 years, and during her tenure served as vice-chair for a year and chair for two years. As chair of CAPIR she organized and led two access-to-care summits, one focusing on Native Americans. Dr. Robinson has served on the National Academies of Sciences, Engineering, and Medicine Roundtable on Health Literacy as the oral health representative since 2013. She has been a guest editor for six issues of the CDA Journal on a variety of topics including oral health literacy, perinatal oral health, and medical/dental integration. Currently Dr. Robinson serves the ADA as the Thirteenth District Trustee from California.

Steven Rush, M.A., LP, is a licensed psychologist and director of the UnitedHealth Group Health Literacy Innovations Program. He provides leadership and subject matter expertise consultation to UnitedHealth Group, UnitedHealthcare and Optum businesses. Prior to joining UnitedHealth Group, he practiced as a rehabilitation and counseling psychologist in physical rehabilitation, chronic pain, chemical dependency, eating disorders, and chemical dependency programs. At the American Academy of Neurology (AAN), he staffed the Practice Committee, the Patient Safety and Practice Improvement Subcommittees, and the Stroke Systems Task Force, and helped found the AAN's health literacy program. Mr. Rush joined UnitedHealth Group in 2006 as the Director of Physician Engagement. In 2009, he began to develop UnitedHealth Group's Health Literacy Innovation Program (HLIP). HLIP has led or contributed to the incorporation of health literacy and plain language best practice into UnitedHealth Group programs and services. HLIP also led the creation and distribution of health literacy awareness and skills training programs (computer-based training webinars and workshops); and the development and dissemination of the UnitedHealth Group Just Plain Clear[®] Glossary. This glossary (available in English, Spanish, and Portuguese) recently won an Aster Award for an outstanding Web-based, patient education site. Mr. Rush recently won a Sages of Clinical Services Award for Interprofessional Clinical Leadership and Collaboration on a health literacy and medication adherence project.

Olayinka Shiyabola, Ph.D., B.Pharm., is an assistant professor in the Social and Administrative Sciences Division in the School of Pharmacy at the University of Wisconsin—Madison. She received her B.Pharm from the University of Ibadan in Nigeria and her Ph.D. in Pharmaceutical Socioeconomics from the University of Iowa in Iowa City. For her Ph.D., Dr. Shiyabola examined beliefs in medicines, changes in beliefs overtime and its impact on patient health outcomes. Before joining the University of Wisconsin School of Pharmacy faculty in 2013, Dr. Shiyabola was a faculty at South Dakota State University College of Pharmacy. Dr. Shiyabola teaches on the Psychosocial Aspects of Medication Use and the Role of the Pharmacist in the Public Health System.

Dr. Shiyabola's research examines patient perceptions and roles in medication use and its impact on medication adherence, health literacy and the elimination of health disparities. Specifically, Dr. Shiyabola studies the perceptions of illness and medicines among underserved populations. She explores how to utilize and interweave patient perspectives into the development of tailored patient-centered medication use interventions. In her other areas of interests, Dr. Shiyabola is exploring how pharmacy quality measures can be utilized by patients and empirically redesigning prescription warnings. She utilizes sociobehavioral and health psychology theories in her studies and employs qualitative, quantitative, and mixed methods approaches in her work. Dr. Shiyabola was a 2015–2016 National Institutes of Health (NIH) Mixed Methods Research Training Program Scholar and a 2016 National Institute of Minority Health and Health Disparities Research Institute Scholar. In 2016, she received a NIH KL2 Career Development Grant.

Vanessa Simonds, Sc.D., completed her graduate studies at the Harvard School of Public Health earning an M.S. from the Department of Epidemiology, and a Sc.D. from the Department of Society, Human Development & Health. In 2011, Dr. Simonds finished a postdoctoral fellowship with the Robert Wood Johnson Foundation-Center for Health Policy at the University of New Mexico, where she was mentored by Dr. Nina Wallerstein. After her postdoctoral training, she joined the faculty at the University of Iowa College of Public Health as an assistant professor. While at Iowa, she was selected for the 2012–2014 Native Investigator

Development Program funded by the National Institute of Aging. Dr. Simonds uses community-based participatory research approaches to address health and health literacy issues ranging from chronic disease to environmental health among Native Americans. She is especially committed to designing and evaluating strength-based, community-centered outreach strategies designed in partnership with Native American communities. She is currently funded through Montana State University's Center for Health Equity Research to work in partnership with Crow community members to develop an environmental health literacy program for Crow youth and their families.

Christopher R. Trudeau, J.D., has a dual appointment at both the University of Arkansas for Medical Sciences (UAMS) and at the University of Arkansas, Little Rock, William H. Bowen School of Law. In his role at Bowen, Professor Trudeau teaches Research, Writing, and Analysis I & II. He has extensive experience teaching legal writing, having taught legal writing to over 1,500 students during his 13-year tenure at the Western Michigan University–Thomas M. Cooley Law School. While there, Professor Trudeau taught every legal writing course the school offers, and he has become an international leader in plain-language legal writing and drafting. In 2012, Professor Trudeau published the first United States study to measure the public's preferences for legal communication, and he has recently received a grant from the Legal Writing Institute, the Association of Legal Writing Directors, and Lexis/Nexis to conduct a similar international study. As an associate professor at UAMS Center for Health Literacy, he conducts empirical research on clear health communication, drafts healthcare documents, and teaches health law and communication courses to medical students and students in other health professions.

Professor Trudeau is a leading expert on health literacy, informed consent, and risk communication. He often speaks on how to communicate legal and health information in ways that both engage patients and better protect healthcare organizations. Professor Trudeau frequently speaks on these topics; most recently at the Centers for Disease Control and Prevention, Food and Drug Administration, and the National Academies of Sciences, Engineering, and Medicine.

Earnestine Willis, M.D., M.P.H., is a Kellner Professor in Pediatrics, Director of the Center for the Advancement of Underserved Children, and Director of Health Equity and Urban Clinical Care Partnerships. She has almost three decades of experience in addressing health disparities by the development of successful community initiatives to include research, education, and community services. Her interests span from analyzing the impact of systems on children and adolescents, applied public policy, community-oriented programs, medical education, health assessments, and diversity in medicine and child advocacy.

Amanda J. Wilson, M.S., leads the office responsible for coordinating the National Library of Medicine's (NLM) nationwide program designed to advance the progress of medicine and improve the public health by providing access to biomedical and health information for both health professionals and the public. Eight Regional Medical Libraries and five National Offices lead a collaboration of members that includes academic health sciences libraries, hospital, pharmaceutical and other special biomedical libraries, public libraries, information centers and community-based organizations. Ms. Wilson brings considerable experience in leading a national network of library members, leading change in large organizations, and collaborating across organizations. She joins NLM from the U.S. Department of Transportation, where she has been an assistant director in the Office of Transportation Information Resources for the Bureau of Transportation Statistics; and the director of the National Transportation Library (NTL) since 2006, during which, she lead the operations and expansion of the NTL and establishment of the National Transportation Knowledge Network.

Ms. Wilson's professional experience and service include assistant professor and metadata librarian at The Ohio State University Libraries; adjunct professor in the Department of Library and Information Science at the Catholic University of America; and the American Library Association Committee on Accreditation External Review Panels. Ms. Wilson has a M.S. in library sciences from the University of North Carolina—Chapel Hill.

Michael S. Wolf, Ph.D., M.A., M.P.H., is the Associate Vice Chair for Research in the Department of Medicine and Professor of Medicine and Medical Social Sciences in

General Internal Medicine and Geriatrics in the Feinberg School of Medicine at Northwestern University. As a health services researcher and cognitive-behavioral scientist, Dr. Wolf has extensively studied cognitive, psychosocial, and health system determinants of health, specifically in the area of health literacy and health communications research. His work has primarily focused on understanding healthcare complexity; Dr. Wolf has led several large-scale, pragmatic trials to evaluate multifaceted interventions to promote patient engagement in health, targeting chronic disease self-management, medication safety and adherence.

Winston F. Wong, M.D., M.S., serves as medical director of Community Benefit at Kaiser Permanente, and is responsible for the organization's partnerships with communities and institutions in advancing population management and evidence-based medicine, with a particular emphasis on safety net providers and the elimination of health disparities. As a Captain of the Commissioned Corp of the US Public Health Service from 1993–2003, Dr. Wong was awarded the Outstanding Service Medal. Dr. Wong serves on a number of national advisory committees, including those sponsored by the National Quality Forum, Centers for Medicare & Medicaid Services, and the National Academies of Sciences, Engineering, and Medicine (NASEM), where he addresses issues of access and quality for diverse populations. He did so most recently as a member of the NASEM Committee on the Integration of Primary Care and Public Health. In 2013, Dr. Wong was appointed to the NASEM Board on Population Health and Public Health Practice. He is also a board member of the California Endowment, the Essential Hospitals Institute, and the School Based Health Alliance. Bilingual in Cantonese and Toisan dialects and a graduate of the UCSF School of Medicine, Dr. Wong continues a small practice in family medicine at Asian Health Services, a federally qualified health center, where he previously served as medical director.

Lawrence G. Smith, M.D., MACP (Consultant), is Northwell Health's physician-in-chief. As physician-in-chief, he Northwell Health's senior physician on all clinical issues. He previously served as Northwell's chief medical officer. Dr. Smith is also the founding dean of the Zucker School of Medicine, which received full accreditation by the Liaison Committee on Medical Education and whose first class

graduated in May 2015. Dr. Smith joined Northwell in May 2005 as chief academic officer and senior vice president of academic affairs. In this capacity, Dr. Smith strengthened Northwell's graduate medical education programs and expanded medical school affiliations, significantly enhancing Northwell's ability to recruit medical students and residents. In addition, Dr. Smith was responsible for overseeing Northwell's medical student education programs and academic faculty appointments. He was also accountable for establishing close relationships with doctors and hospitals throughout Northwell that enhanced its partnerships with staff and community-based physicians and improved physician recruitment efforts.

Before joining Northwell, Dr. Smith was at the Mount Sinai School of Medicine in Manhattan, where he served as dean (beginning in 2002) and chair of medical education, founder and director of the school's Institute for Medical Education, professor of medicine and an attending physician. He joined the faculty of the Mount Sinai School of Medicine in 1994 as vice chair of the Department of Medicine and residency program director. Prior to his career at the Mount Sinai School of Medicine, Dr. Smith practiced general medicine at Stony Brook University Hospital, where he became a full-time faculty member, director of education and program director of the hospital's residency program in internal medicine. He began his career practicing general internal medicine in Huntington. Dr. Smith has held senior leadership positions in national societies for medical education and residency training, authored numerous peer-reviewed publications in the area of medical education, and has received many awards and honors from national and international organizations. He is a member-at-large of the National Board of Medical Examiners and a member of the Board of Visitors of Fordham College. Also, he is a former regent of the American College of Physicians and former member of the board of directors of the American Board of Internal Medicine. In April 2011, Dr. Smith was elected to Mastership of the American College of Physicians.

Dr. Smith is the first recipient of the Lawrence Scherr, M.D., Professorship of Medicine at the Zucker School of Medicine. He was honored with the 2008 Dema C. Daly Founders Award by the Association of Program Directors of Internal Medicine, of which he is a former president. In addition, he was awarded the Solomon A. Berson Alumni Achievement Award in Health Science by New York

University School of Medicine. Dr. Smith earned a B.S. in physics from Fordham University and an M.D. from New York University School of Medicine. His residency in internal medicine at Strong Memorial Hospital was followed by military service as a captain in the Army Medical Corps at Fitzsimmons Army Medical Center in Denver.

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**PREVENTING DISCRIMINATION, HARASSMENT, AND BULLYING:
EXPECTATIONS FOR PARTICIPANTS IN NASEM ACTIVITIES**

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Discrimination is prejudicial treatment of individuals or groups of people based on their race, ethnicity, color, national origin, sex, sexual orientation, gender identity, age, religion, disability, veteran status, or any other characteristic protected by applicable laws.

Sexual harassment is unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature that creates an intimidating, hostile, or offensive environment.

Other types of harassment include any verbal or physical conduct directed at individuals or groups of people because of their race, ethnicity, color, national origin, sex, sexual orientation, gender identity, age, religion, disability, veteran status, or any other characteristic protected by applicable laws, that creates an intimidating, hostile, or offensive environment.

Bullying is unwelcome, aggressive behavior involving the use of influence, threat, intimidation, or coercion to dominate others in the professional environment.

Reporting and Resolution

Any violation of this policy should be reported. If you experience or witness discrimination, harassment, or bullying, you are encouraged to make your unease or disapproval known to the individual, if you are comfortable doing so. You are also urged to report any incident by:

- Filing a complaint with the Office of Human Resources at (202) 334-3400, or
- Reporting the incident to an employee involved in the activity in which the member or volunteer is participating, who will then file a complaint with the Office of Human Resources.

Complaints should be filed as soon as possible after an incident. To ensure the prompt and thorough investigation of the complaint, the complainant should provide as much information as is possible, such as names, dates, locations, and steps taken. The Office of Human Resources will investigate the alleged violation in consultation with the Office of the General Counsel.

If an investigation results in a finding that an individual has committed a violation, NASEM will take the actions necessary to protect those involved in its activities from any future discrimination, harassment, or bullying, including in appropriate circumstances the removal of an individual from current NASEM activities and a ban on participation in future activities.

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Information contained in a complaint is kept confidential, and information is revealed only on a need-to-know basis. NASEM will not retaliate or tolerate retaliation against anyone who makes a good faith report of discrimination, harassment, or bullying.

ABOUT THE BOARD

The Board on Population Health and Public Health Practice (BPH) focuses on areas and issues affecting the public's health. In studies ranging from core principles and needs in the field to specific issues such as vaccine safety, pandemic preparedness issues, smoking cessation, health disparities, and reducing environmental and occupational hazards, BPH considers the best ways to ensure the health of the public. In order to improve the health of groups, communities, and populations, the Board explores topics such as cardiovascular and infectious disease prevention and control interventions and the capacity of federal, state, and local agencies to protect the health of the public.

ABOUT THE ROUNDTABLE

The Roundtable on Health Literacy envisions a society in which the demands of the health and health care systems are respectful of and aligned with people's skills, abilities, and values. The mission of the roundtable is to inform, inspire, and activate a wide variety of stakeholders to support the development, implementation, and sharing of evidence-based health literacy practices and policies. The goal is to improve the health and well-being of all people.

ROUNDTABLE STAFF

Melissa G. French, M.S., Director, Roundtable on Health Literacy

Alexis Wojtowicz, Research Associate, Roundtable on Health Literacy

Rose Marie Martinez, Sc.D., Senior Director, BPH

CONTACT US

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