

The National Academies of
SCIENCES • ENGINEERING • MEDICINE

Roundtable on Health Literacy
Board on Population Health and Public Health Practice
Health and Medicine Division

BIOSKETCHES

Speakers

Lisa Bothwell, Esq. is a Program Analyst in the Office of Policy Analysis and Development (OPAD) within the Center for Policy and Evaluation (CPE) at the Administration for Community Living (ACL) under the United States Department of Health and Human Services (HHS). Ms. Bothwell provides recommendations on and develops health policies that promote independent living and incorporate disability rights and the rights of older adults. Her recommendations are based on feedback from the aging and disability networks, congressional reports, statutes, health studies, legislations, and other supporting data and materials. Her areas of focus include telehealth, 1115 Medicaid waivers, effective communication, and assistive technology. Prior to her time at HHS, Ms. Bothwell served as a Disability Integration Advisor at the Federal Emergency Management Agency, where she provided onsite advice at disaster locations to help ensure that programs were accessible to survivors with disabilities or others with access and functional needs. Ms. Bothwell holds a Juris Doctor with a Civil Law certificate from Loyola University-New Orleans and a B.A. in Mass Communications from Texas State University-San Marcos.

Marina Serper, MD, MS is a transplant hepatologist, an Assistant Professor of Medicine in Gastroenterology at the University of Pennsylvania Perelman School of Medicine, and Staff Physician at the Corporal Michael J Crescenz VA Medical Center in Philadelphia. Dr. Serper is a health services researcher with a Master's Degree in Health Services and Outcomes Research from Northwestern University. Dr. Serper's research focuses on: 1) investigating barriers to access and high quality care for patients with liver disease, 2) designing behavioral and health-system interventions utilizing health technology to improve care delivery and outcomes in chronic liver disease and liver transplantation, 3) evaluating how health literacy, medication understanding, and cognitive function affect medication adherence, self-care and health outcomes.

Whitney Wiggins, MS is currently a Public Health Analyst with the Health Resources and Services Administration. In her role, she oversees the Evidence Based Telehealth Network Program in the Office for the Advancement of Telehealth. She has over eight years of experience in the Public Health field. Prior to HRSA, she provided program support to breast cancer prevention programs in rural North Carolina and served as a Community Health Specialist Peace Corps volunteer in Zambia. Wiggins received her Masters in Arts in Health Education from East Carolina University. While at ECU, she also completed the Ethnic and Rural Health Disparities Graduate Certificate Program.

Planning Committee

Gem P. Daus, MA, 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.

James (Jay) Duhig, PhD, is director of Patient Integration and Patient Safety at AbbVie., Inc. He previously served as 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.'

Olayinka (Yinka) Shiyabola, PhD, BPharm, is an Associate 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. Her research program advances the use of patient-centered interdisciplinary approaches to improve diabetes and related chronic disease outcomes, medication adherence, health literacy and health equity. She has years of experience in developing and implementing tailored medication use interventions for underserved populations. Currently, her research is focused on designing and implementing behavioral interventions that incorporate psychosocial and sociocultural factors in improving medication adherence and diabetes self-management and improve health literacy. She utilizes sociobehavioral and health psychology theories in

her studies and employs qualitative, quantitative, and mixed methods approaches in her work. Dr. Shiyanbola 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. She is a NHLBI/OBSSR Randomized Behavioral Trials Fellow and Society of Behavioral Medicine Leadership Fellow.