Engaging Patients to Advance Diagnostic Excellence: A Workshop

Committee

Cristina Gonzalez

Co-Chair

Cristina M. Gonzalez, M.D., M.Ed., (Co-Chair) an alumna of Albert Einstein College of Medicine, completed internal medicine residency at New York Presbyterian Hospital- Weill Cornell Medical Center, and a medical education research fellowship at University of Cincinnati, earning a Master's Degree in Medical Education. Upon completing that fellowship, she was selected as a Scholar in the Harold Amos Medical Faculty Development Program of the Robert Wood Johnson Foundation. This prestigious four-year award launched her research program designing, implementing, and evaluating interventions aimed at implicit bias recognition and management (IBRM) in clinical encounters. She was subsequently selected as a Scholar in the Macy Faculty Scholars Program of the Josiah Macy, Jr. Foundation to continue advancing her work. Dr. Gonzalez is an internationally renowned expert in the development of skills-based curricular interventions in IBRM for physicians and trainees. In 2019 she transitioned from foundation funding to NIH funding from the National Institute for Minority Health and Health Disparities. With this funding she is designing and validating novel metrics facilitating future evaluation of interventions focused on IBRM with robust, clinically relevant outcome metrics. In 2022 she was selected as a Scholar in the National Academy of Medicine's Scholars in Diagnostic Excellence program. This program's funding and network enabled Dr. Gonzalez to continue her work in IBRM through the lens of equity diagnostic excellence. She is currently a Professor of Medicine and Population Health at New York University Grossman School of Medicine and an Associate Director for the Institute for Excellence in Health Equity.

Kristen Miller

Co-Chair

Kristen Miller, Dr.PH., MSPH, MSL, CPPS, (Co-Chair) is the Senior Scientific Director of the MedStar Health National Center for Human Factors in Healthcare, Associate Professor of Emergency Medicine at Georgetown University School of Medicine, and Affiliate Faculty at Georgetown Innovation Center for Biomedical Informatics. Dr. Miller is a clinically oriented human factors researcher focusing on diagnostic safety, medical decision making, informatics, and the assessment of medical interventions with an emphasis on healthcare delivery. Her work includes meaningful and active collaboration with patient partners, families, caregivers and frontline teams. Her portfolio includes federally funded work from the National Institutes of Health, Agency for Healthcare Research and Quality, Office of the National Coordinator for Health Information Technology, Centers for Disease Control and Prevention, Department of Defense, National Science Foundation, Society to Improve Diagnosis in Medicine, and Pew Charitable Trust. These projects demonstrate applied, pragmatic design, development, deployment, and evaluation of systems engineering solutions to improve patient safety, reduce diagnostic error, and improve health equity. Her research interests also include an evaluation of the ethical, legal, and policy implications of health information technology and digital health tools. Her education and training spans three public health degrees including a doctorate in epidemiology, a post-doctorate with the Department of Veterans Affairs, experience in multiple healthcare systems, and a law degree focused on healthcare law and health IT policy.

Gene Harkless

Member

Gene Harkless, DNSc, APRN, FNP-BC, CNL, FAANP, Associate Professor Emerita and past Chair at the University of New Hampshire School of Nursing, led undergraduate and graduate program development there for 40 years. A family nurse practitioner since 1980, she continues to practice at the Greater Seacoast Community Health Center. Dr. Harkless has focused her teaching on evidence-based practice, clinical judgement, and family nursing theory. Her scholarship includes work on the diagnostic process, clinical decision-making, quality improvement, and long-term care for frail elders. She has been awarded three Fulbright Scholar awards in Norway, India, and Indonesia over her career. In 2010, Dr. Harkless was named a Fellow of the American Academy of Nurse Practitioners and in 2014 she received the New Hampshire Nurse Practitioner Association Lifetime Achievement Award. In 2017, Dr. Harkless was selected by the Society to Improve Diagnosis in Medicine to serve on the Macy Foundation-funded national workgroup convened to develop an interprofessional curriculum to improve diagnosis in medicine. Dr. Harkless received her BSN from Duke University, her MSN FNP education at Vanderbilt, and her DNSc at Boston University.

Helen Haskell

Member

Helen Haskell, MA, is president of the nonprofit patient organization Mothers Against Medical Error, chair of patient safety at the World Patients' Alliance, and a board member of the Patient Safety Action Network and the Community to Improve Diagnosis in Medicine. She is an IHI senior fellow. She is a co-investigator of the AHRQ Patient-Partnered Diagnostic Center of Excellence and an advisory board member for the Coordinating Center for Diagnostic Excellence (CoDEx) at UCSF and the Diagnostic Excellence initiative at the US National Quality Forum. She is a previous longtime chair of the WHO Patients for Patient Safety Advisory Group and the Patient Engagement Committee of the Society to Improve Diagnosis in Medicine. Since the medical error death of her young son Lewis, Helen has worked to bring the patient voice to healthcare safety and quality, with special emphasis on diagnosis. She has authored and co-authored dozens of journal articles and patient educational materials and is co-editor of an interprofessional textbook using patient narrative to teach patient safety and professional competencies. She was named by Modern Healthcare as one of the "100 Most Powerful People in Healthcare" and has been the recipient of Consumer Reports' Excellence in Advocacy award, the Robert L. Wears Patient Safety Leadership Award, and the International Society for Quality in Healthcare Presidential Citation for Distinguished Service, among other honors.

Kathryn M. McDonald

Member

Kathryn (Kathy) McDonald, Ph.D., MM, is the Bloomberg Distinguished Professor of Health Systems, Quality and Safety at Johns Hopkins University. She holds primary appointments in the School of Nursing and the School of Medicine (General Internal Medicine), as well as academic affiliations in business, public health and engineering. She is co-director of the Armstrong Institute Center for Diagnostic Excellence at the Armstrong Institute for Patient Safety and Quality. She serves on the Advisory Committee of the Center for Equity in Aging at Johns Hopkins School of Nursing. Previously, she was the founding executive director of the Center for Primary Care and Outcomes Research at Stanford University's School of Medicine, and executive director of the Center for Health Policy at the Freeman Spogli Institute for International Studies. Her interdisciplinary scholarship aims to improve health care delivery, and relies on close partnerships with patients, frontline clinical teams, and delivery system leaders. Influential research products include over 100 evidence-based national quality, prevention and safety measures, and seminal publications on coordination of care, patient safety and quality improvement strategies, and human-centered design approaches to implementation science. In the diagnostic excellence domain, her research team and close collaborations include projects related to patient reported measures, diagnostic disparities solutions for diagnostic equity, narrative elicitation methods to deepen understanding of patient and care partner experiences, and systems-level approaches to evaluating artificial intelligence applications for screening, risk prediction, and diagnosis. She has served as president of the Society for Medical Decision Making, advisory chair for the Relational Coordination Collaborative, and founding chair of the Patient Engagement Committee of the Society to Improve Diagnosis in Medicine. She has also served as a member of National Academy of Medicine Committees – Child Health and Healthcare Measures, Improving Diagnosis and Reducing Diagnostic Errors — that grappled with challenges of measuring and improving quality, equity and health. She is currently serving on the NAM Diagnostic Excellence Forum Planning Committee. Dr. McDonald values her early career experiences in semiconductor processing, technology optimization, business development, and new product development, all of which reflect her desire to move knowledge into action. She holds a PhD in health policy with an emphasis on organizations and management from UC Berkeley, an MBA from Northwestern University's Kellogg School of Management, and a BS in chemical engineering from Stanford University.

Cheryl Phillips

Member

Cheryl Phillips, M.D., is the immediate past president and CEO of the Special Needs Plan Alliance, a national leadership association for special needs and Medicare-Medicaid plans serving vulnerable adults, and currently a Senior Program Consultant with the John A Hartford Foundation. She has extensive experience in health policy, Medicare Advantage and the Program of All-inclusive Care for the Elderly (PACE). As a fellowship-trained geriatrician her clinical practice focused on the long-term care continuum. Dr. Phillips is a past president of the American Geriatrics Society and is also a past president of the American Medical Directors Association, the society for post-acute and long-term care medicine. She continues to serve on multiple technical advisory groups for chronic care, LTC quality, home and community-based services, and person-centered measures, and has provided multiple testimonies to the U.S. Congress. She served as a primary care health policy fellow under Secretary Tommy Thompson. She currently serves on the Board of Directors for The SCAN Foundation and the SCAN Health Plan and Group.

Mark J. Schlesinger

Member

Mark Schlesinger, Ph.D., is Professor of Health Policy and a fellow of the Institution for Social and Policy Studies at Yale University as well as past editor of the Journal of Health Policy, Politics and Law. Dr. Schlesinger’s research explores the development of rigorous methods for eliciting patient narratives to improve health system performance, promote provider well-being and increase equity of health outcomes, understanding the determinants of public opinion about health and social policy, assessing the influence of bounded rationality on medical consumers. He has consulted to a half dozen federal agencies, several dozen state and local governments, and more than a score of nonprofit organizations concerned with health and social policy. Dr. Schlesinger received his Ph.D. from the University of Wisconsin – Madison and his BA from Pomona College, both in economics.

Anjana Sharma

Member

Anjana Sharma, M.D., MAS, is an Associate Professor in the Department of Family and Community Medicine and Learning Hub faculty lead for the University of California San Francisco Coordinating Center for Diagnostic Excellence (CODEX). In addition to promoting the Learning Hub as a critical resource for clinicians, educators, and patients navigating the evolving landscape of AI and diagnostic safety, Dr. Sharma leads efforts to monitor emerging research and trends in diagnostic excellence. As a primary care physician and researcher, Dr. Sharma has spent numerous years studying patient safety in primary and ambulatory care, with a particular focus on how diverse patient populations experience diagnostic care. Her work has explored strategies to prevent diagnostic and medication errors, examined patient experiences through qualitative research—including a study of the viral hashtag #DoctorsAreDickheads—and developed interventions to improve patient engagement in medical care such as text messaging programs to enable patients to report safety concerns. Her expertise includes building and maintaining representative and ethical patient advisory councils, conducting mixed-methods research, and leading community-engaged initiatives. Her work predominantly focuses on public healthcare networks, serving patients who have been structurally and historically marginalized. She also teaches evidence-based medicine and patient involvement in practice improvement to the UCSF Family and Community Medicine Residency Program at ZSFG. Dr. Sharma received her BA from Columbia University in ecology, evolution, and environmental biology before completing her M.D. from Harvard Medical School and residency at Tufts/Cambridge Health Alliance. She is a graduate of the Primary Care Research Fellowship and received her MAS in clinical research at UCSF.

Susan Sheridan

Member

Sue Sheridan, MIM, MBA, DHL, is President and CEO of Patients for Patient Safety US. She was a member of the Patient Safety Working Group of the President’s Executive Council. She has served as Director of Patient Engagement for the Society to Improve Diagnosis in Medicine, Advisor to the Centers of Medicare and Medicaid Services, the Director of Patient Engagement for the Patient Centered Outcomes Research Institute and led the Patients for Patient Safety program at the World Health Organization. Sheridan had previously spent 10 years in patient advocacy inspired by adverse family experiences in the healthcare system. In 2009, Sheridan was named to Modern Healthcare’s list of Top 25 Women in Healthcare as well as Modern Healthcare’s 100 Most Powerful People in Healthcare. In 2022 Sheridan was awarded the Mark L. Graber Diagnostic Quality Award.

Charity Watkins

Member

Charity S. Watkins, Ph.D., MSW, is a tenured Associate Professor in the Department of Social Work at North Carolina Central University and an adjunct professor in Duke University's Department of Obstetrics and Gynecology through her former scholar role in the NIH-funded Duke–NCCU Building Interdisciplinary Research Careers in Women's Health (BIRCWH) Program. Prior to her academic roles, Dr. Watkins held various clinical social work positions with community-based organizations. Her primary expertise lies in maternal health equity, with a focus on cardiac-related severe maternal morbidity, psychosocial outcomes, and the integration of social work into interdisciplinary care. She also leads community-engaged research that elevates the lived experiences of birthing people of color and advances structural solutions to improve maternal health outcomes. Dr. Watkins is a WomenHeart Champion, serves as Chair of the Board of Directors for Equity Before Birth, and is a frequent invited speaker at national forums, including the White House Healthcare Safety Forum and the Agency for Healthcare Research and Quality (AHRQ) Summit on Emergency Department Boarding. She earned her BA in Sociology, MSW, and PhD in Social Work from the University of North Carolina at Chapel Hill.

Saul Weingart

Member

Saul N. Weingart, M.D., Ph.D., MPP, is Professor of Medicine at Tufts University School of Medicine and Chief of the Division of General Internal Medicine at Tufts Medical Center. He served previously as Vice President for Quality Improvement and Patient Safety at the Dana-Farber Cancer Institute, as Chief Medical Officer and Senior Vice President of Medical Affairs at Tufts Medical Center, and as the President of Rhode Island and Hasbro Children's Hospital. Dr. Weingart holds a doctorate in public policy from Harvard and an MD degree from the University of Rochester. Dr. Weingart's research examines patient safety in primary and specialty care, patient engagement, and diagnostic errors. A practicing general internist, Dr. Weingart was a member of the board of directors of the National Patient Safety Foundation and the recipient of the 2012 John M. Eisenberg individual achievement award in quality and patient safety.