QSLS Speaker Topic Inventory

**TOPICS**

**ACCOUNTABLE CARE ORGANIZATIONS**
BERKOWITZ, STEVEN M. MD *(Texas)*
GOLDBLUM, KENNETH, MD *(Pennsylvania)*
SILVERSTEIN, BRIAN, MD *(Pennsylvania)*

**BOARD RESPONSIBILITIES REGARDING QUALITY AND SAFETY**
BERKOWITZ, STEVEN M. MD *(Texas)*
BROOKS, JO ANN DNS, FAAN, FCCP *(Indiana)*
LIN, DELLA M. MD *(Hawaii)*
BARBARA YOUNGBERG, JD *(Illinois)*

**CME/GME**

**COMPARATIVE EFFECTIVENESS**

**COMPLEXITY BASED APPROACHES TO IMPROVEMENT**
LIN, DELLA M. MD *(Hawaii)*

**DATA MANAGEMENT**
BERKOWITZ, STEVEN M. MD *(Texas)*
BROOKS, JO ANN DNS, FAAN, FCCP *(Indiana)*
FINGADO, ELIZABETH, BSMT, MBA *(New Mexico)*
SELTZER, JONATHAN, MD, MBA, MA, FACC *(Pennsylvania)*

**DIFFUSION AND SUSTAINABILITY OF QUALITY**
LIN, DELLA M. MD *(Hawaii)*

**ECONOMIC EVALUATION**
GOLDFARB, NEIL *(Pennsylvania)*

**EVIDENCE-BASED MEDICINE**
BERKOWITZ, STEVEN M. MD *(Texas)*
GOLDBLUM, KENNETH, MD *(Pennsylvania)*
LIN, DELLA M. MD *(Hawaii)*
SELTZER, JONATHAN, MD, MBA, MA, FACC *(Pennsylvania)*

**GOVERNANCE AND LEADERSHIP**
NASH, DAVID B. MD, MBA *(Pennsylvania)*

**HEALTH CARE REFORM**
BERKOWITZ, STEVEN M. MD *(Texas)*
BROOKS, JO ANN DNS, FAAN, FCCP *(Indiana)*
QSLS Speaker Topic Inventory

FINGADO, ELIZABETH, BSMT, MBA (New Mexico)

LIN, DELLA M. MD (Hawaii)
NASH, DAVID B. MD, MBA (Pennsylvania)
SILVERSTEIN, BRIAN, MD (Pennsylvania)
BARBARA YOUNGBERG, JD (Illinois)

HEALTH INFORMATION TECHNOLOGY
LIN, DELLA M. MD (Hawaii)

HEALTH POLICY
GOLDFARB, NEIL (Pennsylvania)

HEALTHCARE QUALITY AND SAFETY
NASH, DAVID B. MD, MBA (Pennsylvania)

HOSPITAL BOARDS AND QUALITY/SAFETY
LIN, DELLA M. MD (Hawaii)

HOSPITAL QUALITY
BERKOWITZ, STEVEN M. MD (Texas)
BROOKS, JO ANN DNS, FAAN, FCCP (Indiana)
LIN, DELLA M. MD (Hawaii)

INNOVATIVE CARE DELIVERY MODELS
BERKOWITZ, STEVEN M. MD (Texas)
FINGADO, ELIZABETH, BSMT, MBA (New Mexico)
LIN, DELLA M. MD (Hawaii)
SILVERSTEIN, BRIAN, MD (Pennsylvania)

INNOVATIONS IN FINANCIAL REIMBURSEMENT MODELS
SILVERSTEIN, BRIAN, MD (Pennsylvania)

MANAGING ADVERSE EVENTS

MEANINGFUL USE
FINGADO, ELIZABETH, BSMT, MBA (New Mexico)
GOLDBLUM, KENNETH, MD (Pennsylvania)

NATIONAL PATIENT SAFETY GOALS

OUTCOMES RESEARCH
GOLDFARB, NEIL (Pennsylvania)
PATIENT SAFETY
  LIN, DELLA M. MD  (Hawaii)

PAY-FOR-PERFORMANCE AND IMPACT ON QUALITY
  BERKOWITZ, STEVEN M. MD  (Texas)
  BROOKS, JO ANN DNS, FAAN, FCCP  (Indiana)
  FINGADO, ELIZABETH, BSMT, MBA  (New Mexico)
  GOLDBLUM, KENNETH, MD  (Pennsylvania)
  LIN, DELLA M. MD  (Hawaii)
  NASH, DAVID B. MD, MBA  (Pennsylvania)
  BARBARA YOUNGBERG, JD  (Illinois)

PEER REVIEW

PERFORMANCE EXCELLENCE IN HEALTHCARE

PERFORMANCE EXCELLENCE IN QUALITY/SAFETY
  LIN, DELLA M. MD  (Hawaii)

PERFORMANCE IMPROVEMENT

PHYSICIAN AND LEADERSHIP ENGAGEMENT IN QUALITY/SAFETY
  LIN, DELLA M. MD  (Hawaii)

POPULATION HEALTH MANAGEMENT
  FINGADO, ELIZABETH, BSMT, MBA  (New Mexico)
  GOLDBLUM, KENNETH, MD  (Pennsylvania)
  SILVERSTEIN, BRIAN, MD  (Pennsylvania)

POSITIVE DEVIANCE

PUBLIC REPORTING AND ACCOUNTABILITY
  BERKOWITZ, STEVEN M. MD  (Texas)
  BROOKS, JO ANN DNS, FAAN, FCCP  (Indiana)
  FINGADO, ELIZABETH, BSMT, MBA  (New Mexico)
  NASH, DAVID B. MD, MBA  (Pennsylvania)
  SILVERSTEIN, BRIAN, MD  (Pennsylvania)
  YOUNGBERG, BARBARA JD  (Illinois)

QUALITY AND PERFORMANCE IMPROVEMENT AND MEASURES
  BROOKS, JO ANN DNS, FAAN, FCCP  (Indiana)

QUALITY LEADERSHIP
QUALITY TOOLS AND MEASUREMENT
BERKOWITZ, STEVEN M. MD (Texas)
FINGADO, ELIZABETH, BSMT, MBA (New Mexico)
LIN, DELLA M. MD (Hawaii)
NASH, DAVID B. MD, MBA (Pennsylvania)

QUALITY/PERFORMANCE IMPROVEMENT
BERKOWITZ, STEVEN M. MD (Texas)
LIN, DELLA M. MD (Hawaii)

QUALITY/SAFETY IN THE EYES OF THE PATIENT/CONSUMER
LIN, DELLA M. MD (Hawaii)

REDUCING CLINICAL VARIATION
BERKOWITZ, STEVEN M. MD (Texas)
FINGADO, ELIZABETH, BSMT, MBA (New Mexico)
LIN, DELLA M. MD (Hawaii)
NASH, DAVID B. MD, MBA (Pennsylvania)
YOUNGBERG, BARBARA JD (Illinois)

RISK ADJUSTMENT

SAFETY CULTURE
LIN, DELLA M. MD (Hawaii)
NASH, DAVID B. MD, MBA (Pennsylvania)
YOUNGBERG, BARBARA JD (Illinois)

THE FUTURE OF QUALITY
BERKOWITZ, STEVEN M. MD (Texas)
BROOKS, JO ANN DNS, FAAN, FCCP (Indiana)
LIN, DELLA M. MD (Hawaii)
NASH, DAVID B. MD, MBA (Pennsylvania)

TRANSITIONS OF CARE
BERKOWITZ, STEVEN M. MD (Texas)
BROOKS, JO ANN DNS, FAAN, FCCP (Indiana)
LIN, DELLA M. MD (Hawaii)

UNIT IMPROVEMENT
UNIT-BASED PHYSICIAN/NURSING LEADERSHIP

VALUE-BASED BENEFIT/INSURANCE DESIGN
BERKOWITZ, STEVEN M. MD (Texas)
GOLDFARB, NEIL (Pennsylvania)

VALUE-BASED PURCHASING
GOLDFARB, NEIL (Pennsylvania)

VOICE OF THE PATIENT/CONSUMER EXPERIENCE
LIN, DELLA M. MD (Hawaii)
BERKOWITZ, STEVEN M. MD
Texas

Dr. Berkowitz has over 25 years experience in health care management and consulting. He presently is the Chief Medical Officer for St. David’s Healthcare, a six-hospital system in Austin, Texas, as well as the Division Chief Medical Officer, Central and West Texas Division, HCA, which includes facilities in Austin and El Paso. He has the overall responsibility of clinical outcomes improvement, physician development, strategic planning, and medical management. He is also Chairman of the Board of Capital Area Providers, a 5.01-(a) Texas medical foundation of over 800 participating physicians.

Prior to this position, Dr. Berkowitz was National Practice Leader for Physician Services with the HayGroup. During this time he assisted over 75 major healthcare clients throughout the USA and Canada in the areas of strategic development, physician integration, physician compensation/incentives, and medical practice management. He has been a senior executive for Harris Methodist Health System serving as Medical Director of the HMO and Chief Medical Officer for the integrated delivery system. He began his administrative career as Medical/Executive director for The Travelers in Phoenix, Arizona.

Dr. Berkowitz is board certified in internal medicine and is a prominent national speaker and writer in the healthcare arena. He continues his physician consulting practice nationally on a part time basis.

BROOKS, JO ANN DNS, FAAN, FCCP
Indiana

Dr. Brooks is employed at Clarian Health which is a multi-hospital system with its headquarters located in Indianapolis, Indiana. She serves as the Vice President of Quality & Safety for the three downtown hospitals (University Hospital, Methodist Hospital and Riley Children’s Hospital) as well as for Clarian’s 14 statewide facilities. At the downtown facilities, she is responsible for quality, patient safety, external quality reporting process (CMS, Leapfrog, Anthem Survey, NSQIP, etc), service excellence (patient satisfaction) and process innovations. She is also involved in a collaborative initiative between Clarian, Indiana University School of Medicine and the Indiana Clinic which will focus on quality and safety education and research. Her role at the state level is to lead Clarian toward its “systemness” vision—“To assure every Clarian patient receives preeminent (highest possible) standard of care, safety, service and value, wherever and whenever served…”

Dr. Brooks has also been a national Baldrige Examiner for the past four years and provides leadership at Clarian regarding the Baldrige journey. She is involved at the national level with the American College of Chest Physicians in numerous committees. She is the incoming Vice Chair of the National Quality Improvement Committee where she has been a member since its beginning in 2006. She also chairs the Quality Innovations Subcommittee. She was the first nurse to be designated as a Fellow in the American College of Chest Physicians and is also a Fellow in the American Academy of Nursing. She has served on the American Association of Critical Care Nursing National Board of Directors and is active in other professional organizations. She has an experience and expertise in pulmonary care (special interest in DVT and PE) with
her Advanced Practice Nursing degree as a Pulmonary Clinical Nurse Specialist. Her clinical practice has involved both acute and chronic pulmonary disease as well as thoracic surgery. Her research focus is on predictive models for postoperative pulmonary complications. She has lectured and published extensively in the area of pulmonary care.

**ELIZABETH FINGADO, BSMT, MBA**  
UNM Health System Executive Director for Clinical Practice Excellence

Elizabeth Fingado, BSMT, MBA, joined the UNM Health Sciences Center in 1986. She became involved in large scale improvement work when asked to join a management team tasked with transitioning the system to Managed Care. Since then, she has been responsible for the enthusiastic and visible leadership, coordination, and implementation of Health System priorities in the areas of clinical provider-driven quality and process improvement, patient safety, and service delivery excellence. She supports Health System strategies aimed at optimizing clinical system performance and creating an environment that is ideal for clinical practice. She is responsible for overseeing large-scale process improvement projects, tracking quality performance of the providers, and analyzing clinical practice.

Ms. Fingado holds a degree in Medical Technology and a Master's degree in Business Administration. She is a trained facilitator and holds a national certification as a Lean Sensei with the Society of Manufacturing Engineers (SME), the Association for Manufacturing Excellence (AME) and the Shingo Prize for Operational Excellence. She has extensive background in analyses and reporting, and has trained in various programming languages and software applications. She also has extensive background training in practice management. She serves as a New Mexico Quality Awards Examiner.

**Kenneth Goldblum, MD, FACP**

Dr. Goldblum is a practicing, Board certified internist and geriatrician. He received his MD from Washington University in St. Louis and did his residency at the Hospital of the University of Pennsylvania. He has been in involved in physician integration and quality improvements his entire career. He is presently Medical Director of his practice, Gateway Medical Associates, and Chief Medical Officer of Renaissance Medical Management Company. Renaissance is a 180 primary care doctor network in suburban Philadelphia that has been working for over ten years with a large local payer to improve quality and lower costs. Renaissance has used the Chronic Care Model and web based technology in conjunction with a support team of nurses to improve the outpatient care of patients with chronic illness and has documented that this model lowers utilization and costs.
GOLDFARB, NEIL

Pennsylvania

Neil Goldfarb is Associate Dean for Research in the Jefferson School of Population Health. He is responsible for developing the School’s research strategy, designing studies, and managing the research faculty, fellows, and staff. Mr. Goldfarb also serves as Director of Ambulatory Care Performance Improvement for the Jefferson University Physicians outpatient practices, overseeing the faculty practice plan’s efforts to develop appropriate measures of quality, implement these measures, and develop and evaluate strategies to improve performance.

Among Mr. Goldfarb’s research interests are managed care and disease management, care for the underserved, quality measurement and improvement in ambulatory and long-term care settings, and economic evaluation of health care technology. Mr. Goldfarb co-directs the College for Value-Based Purchasing of Health Benefits, an innovative national training program for employers. In previous positions, Mr. Goldfarb was Executive Director of a quality improvement consulting and data collection firm, and Vice President of Health Services and Provider Relations for a large Philadelphia Medicaid managed care plan.

LIN, DELLA M. MD

Hawaii

As a physician with leadership experience for over 20 years, Dr. Lin brings clarity, inspiration, and provocative challenges to her audiences by integrating practical clinical experience, systems thinking around organizational resilience, and essential information of the current patient safety and quality landscape.

Dr. Lin is a Senior Fellow in Patient Safety and Health Systems Engineering with the Estes Park Institute and is an inaugural National Patient Safety Foundation/Health Forums Patient Safety Leadership Fellow (2002). She continues as core faculty and serves on the Health Research and Education Trust National Advisory Council for the Fellowship Program. Her recent books include *Rapid Response Teams: Proven Strategies for Successful Implementation* (HcPro, 2005, 2008), *Surgical Care Improvement Project: Improve Performance, Reduce Complications and Comply with CMS* (HcPro 2007) and *Sedation, Anesthesia and JCAHO* (2005). Dr. Lin was also part of the editing team for the National Patient Safety Foundation’s (NPSF) 2008 *Stand Up for Patient Safety Resource Guide*.

Dr. Lin is currently a board member at various health care entities. She has served in multiple capacities in health care, including Department Chief of Anesthesiology, hospital medical executive committee, Peer Review and Credentialing committees, board quality committees, and executive director of continuing medical education. In addition to facilitating retreats for medical executive committees, boards and combination board/MEC/administration venues, Dr. Lin works with hospitals on issues relating to physician, executive leadership and board engagement around quality; patient safety and patient-centered care; surgical safety; multidisciplinary simulation/near-miss debriefing; and quality and physician behavioral issues.

Dr. Lin continues an active practice in anesthesiology, receiving her training from the University of California, San Diego. She has several committee appointments with the American Society of Anesthesiology, and has been a board examiner for the American Board of Anesthesiology.
David Nace, MD, is the Vice President, Clinical Development of McKesson Health Solutions and Relay Health divisions of the McKesson Corporation, one of the world’s largest healthcare services and information technology company. Prior to McKesson, Dr. Nace served as a Senior Vice President and Chief national Medical Officer with Aetna, and subsequently with United Health Group.

He is on the Executive Committee of the Patient Centered Primary Care Collaborative, where he co-chairs the Center for e-Health Information Adoption and Exchange, and has held numerous other key leadership roles in U.S. health care and financing strategies since the early 1990s.

Dr. Nace earned his medical degree from the University of Pittsburgh and undergraduate degree from the Philadelphia College of Pharmacy and Science. He is board certified in psychiatry and neurology. Since the early 1990’s he has played a leadership role within organized healthcare for both the hospital and payer markets, and has advised numerous organizations including the Robert Wood Johnson Foundation, Leonard Davis Institute of Health Economics, United Nations Business Council, and the World Health Organization.

In addition to being the author of many original papers and articles, Dr. Nace is a nationally recognized speaker on topics ranging from healthcare technologies, workplace programs, disease management, and the patient centered medical home.

David Nash is the Founding Dean of the Jefferson School of Population Health on the campus of Thomas Jefferson University in Philadelphia, Pennsylvania. Dr. Nash is also the Dr. Raymond C. and Doris N. Grandon Professor of Health.

Dr. Nash, a Board Certified Internist, founded the original Office of Health Policy in 1990. In 2008, the Board of Jefferson University approved the creation of the new school. The Jefferson School of Population Health represents the first time a health-sciences university has placed four Masters Programs under one roof, namely a Masters in Public Health, Health Policy, Healthcare Quality and Safety and Chronic Care Management.

Dr. Nash is a consultant to organizations in both the public and private sectors including the Technical Advisory Group of the Pennsylvania Health Care Cost Containment Council (a group he has chaired for the last decade), and numerous corporations within the pharmaceutical industry. Dr. Nash was recently appointed to the Board of Directors of Humana, a Fortune 200 company headquartered in Louisville, KY. From 1984 to 1989, he was Deputy Editor, Annals of Internal Medicine, at the American College of Physicians. Currently, he is Editor-in-Chief of four major national journals including P&T, Population Health Management, Biotechnology Healthcare and the American Journal of Medical Quality.

Dr. Nash received his BA in economics (Phi Beta Kappa) from Vassar College, Poughkeepsie, New York; his MD from the University of Rochester School of Medicine and Dentistry, where he
was recently named to the Alumni Council, and his MBA in Health Administration (with honors) from the Wharton School at the University of Pennsylvania. While at Penn, he was a former Robert Wood Johnson Foundation Clinical Scholar and Medical Director of a nine physician faculty group practice in general internal medicine

JONATHAN SELTZER, MD, MBA, MA  
Pennsylvania

Dr. Seltzer has over twenty years of industry experience. An experienced member and chair of independent expert committees, he has also advised and provided representation for numerous clients surrounding their regulatory submissions. He is president and chair of the board of trustees of the Academy of Pharmaceutical Physicians and Investigators, and he serves on the steering committee of the Clinical Trial Transformation Initiative. Dr. Seltzer received board-certification in both cardiology and internal medicine. He holds a BA from Haverford College, an MBA and MA from the University of Michigan, and an MD from the University of Pennsylvania. He received postgraduate medical training at the universities of Michigan, Maryland and Chicago. He is a Fellow of the American College of Cardiology. He is also currently a Clinical Assistant Professor at Jefferson Medical College and Director of Clinical Research at the Main Line Health Heart Center.

BRIAN J. SILVERSTEIN, MD  
Pennsylvania

Brian J. Silverstein, MD, is a national healthcare expert with extensive expertise in population health management, health care business models and technology, and was named one of the “10 people to know in the World of ACOs” (Accountable Care Organizations). Dr. Silverstein has over 20 years of experience in the health care industry, focused on new models and relationships that improve health care quality and operational performance.

A highly respected thought leader in the health care industry and a nationally recognized keynote speaker, Dr. Silverstein has provided advisory services for a variety of organizations, including large non-profit integrated delivery systems, academic medical centers, physician groups, and pharmaceutical and medical device companies.

He also has operational experience as the senior vice president for Patient-Centered Medical Homes at CareFirst, BlueCross Blue Shield (Maryland). In that role, he operated one of the country’s largest care management programs with over 1,000,000 patients and 3,500 doctors. Prior to joining CareFirst, Dr. Silverstein served as senior vice president at the Camden Group (a subsidiary of HealthCare Partners) where he was in charge of its Chicago office. Before joining the Camden Group, Silverstein was vice president and national thought leader for Sg2 Health Care Intelligence, a health care membership-based consulting firm. Dr. Silverstein holds appointments as a faculty member of The American College of Physician Executives (ACPE) and The Governance Institute, and is a former advisor to the Medical Leadership Institute. In addition, he has been asked to
make presentations to various national organizations, such as the American College of Health Care Executives (ACHE), the Society of Healthcare Strategy and Market Development (SHSMD) and the Radiological Society of North America.

Dr. Silverstein is also a prolific author, whose articles have been published in the American Bar Association, The Health Lawyer, BoardRoom Press, H&HN Magazine, Strategy Alert by The Forum for Healthcare Strategist, The Governance Institute White Paper and many others. In addition to his published articles, Dr. Silverstein is frequently quoted in publications including Medscape, Forbes, Healthcare Executive and many others.

Dr. Silverstein received his MD from the University of Chicago Pritzker’s School of Medicine. He completed his internship in internal medicine at the McGaw Medical Center of Northwestern University. His undergraduate bachelor of business administration degree, where he graduated as valedictorian with highest distinction, is from the Goizueta School of Business at Emory University, where he also completed a second major in biology, graduating magna cum laude.

BARBARA J. YOUNGBERG, JD
Illinois

Barbara J. Youngberg, JD, is the former Vice President of Insurance, Risk, Quality Management & Legal Services for the University HealthSystem Consortium (UHC). In this capacity she had responsibility for the design and management of group professional liability and provider excess insurance programs and for supporting risk reduction, patient safety, quality management and legal, regulatory and compliance services for 88 academic medical centers in the U.S., Japan, Australia and Switzerland.

She is the author of numerous books and articles on health care risk management, patient safety, insurance, risk finance, nursing ethics and health care law. Ms. Youngberg holds a Bachelor of Science in Nursing from Illinois Wesleyan, a Master of Social Work from the University of Illinois, and JD from DePaul University College of Law. In addition to teaching at Loyola, Ms. Youngberg serves on the faculty of Concord Law School.