



CLINICAL QUALITY FELLOWSHIP PROGRAM

PROGRAM FACULTY

Anne Marie Audet, MD, MSc, SM

Senior Medical Officer, The Quality Institute
United Hospital Fund

Anne-Marie J. Audet, MD, MSc, SM, is a licensed physician with over 25 years of experience in quality improvement (QI) from a practice, system, and policy perspective. She trained as an internist and then pursued additional training in clinical decision making. She was part of an active consult team at the New England Medical Center in Boston, who helped patients faced with complex decisions that required understanding of risks, benefits, patient values and preferences, and tradeoffs. She serves as the Senior Medical Officer at United Hospital Fund (UHF). In this role, Dr. Audet provides strategic guidance to execute the Quality Institute's goals and other programmatic activities to integrate UHF's mission and goals. She serves on the New York State Department of Health Steering Committee for the State Innovation Model Grant. She was appointed to the Agency for Healthcare Research and Quality Health Care System and Value Research Study Section in 2018. She serves as faculty and mentor to the GNYHA and UHF Clinical Quality Fellowship program, an 18-month fellowship for midcareer professionals sponsored by their organizations to acquire greater competence in quality.

Prior to joining UHF, Dr. Audet was a Vice President, Delivery System Reform, at the Commonwealth Fund. She also served as assistant professor of Medicine at Harvard University and as Director of the Office for Clinical Effectiveness/Process Improvement at the Beth Israel Deaconess Medical Center in Boston. She also held the position of associate medical director at MassPRO, Massachusetts' Quality Improvement Organization. Her professional experience includes QI; mentorship; practice guidelines; and consulting on issues related to quality, practice redesign, shared decision making, and patient-centered care. She is an assistant professor, Faculty of Medicine and Public Health, Cornell University, since 2006, and is a founding board member of the Massachusetts Medical Society and Alliance Charitable Foundation Board.

Amy Chin, MS

Assistant Vice President & Director, HSS Center for the
Advancement of Value in Musculoskeletal Care
Hospital for Special Surgery

Amy Chin is Assistant Vice President in the Value Management Office at the Hospital for Special Surgery (HSS) and Director of the HSS Center for the Advancement of Value in Musculoskeletal Care. Her work focuses on issues affecting health care providers that span policy, finance, economics, and quality. In this role, she evaluates pay-for-performance programs and public measurement systems affecting hospitals. Having started her career in health services research, Ms. Chin brings expertise in developing measures, risk adjustment, and statistical models using administrative data. Ms. Chin holds a Master's degree in biostatistics from the University of Illinois at Chicago – School of Public Health and is pursuing a Doctorate in Public Health at Johns Hopkins Bloomberg School of Public Health. She is also a member of the National Quality Forum Cost and Efficiency Standing Committee.

David L Feldman, MD, MBA, CPE, FAAPL, FACS

Chief Medical Officer
The Doctors Company Group of Companies
& Senior Vice President
Healthcare Risk Advisors

David L. Feldman, MD, MBA, CPE, FAAPL, FACS, is Chief Medical Officer of The Doctors Company Group (TDCG), the nation's largest physician-owned medical malpractice insurer, and its strategic business units. Dr. Feldman leads the group's education efforts and is the primary spokesperson for trends and issues on patient safety and risk management. He is also Senior Vice President and Chief Medical Officer at Healthcare Risk Advisors (HRA), (formerly Hospitals Insurance Company and FOJP Service Corporation), a subsidiary of TDCG. Under his leadership, HRA provides resources and a collaborative environment that seeks to minimize claims and lower premiums for HRA clients by preventing patient harm, enhancing teamwork and communication, and improving documentation.

CLINICAL QUALITY FELLOWSHIP PROGRAM MAY 2023

Prior to his position at HRA, Dr. Feldman was Vice president for Patient Safety, Vice President of Perioperative Services, and Vice Chairman of the Department of Surgery at Maimonides Medical Center in Brooklyn. He implemented numerous patient safety initiatives, including the use of the World Health Organization surgical checklist. As past president of the Maimonides medical staff, Dr. Feldman was instrumental in the creation and implementation of a hospital-wide code of mutual respect and physician peer-review committee.

Dr. Feldman currently serves on the American College of Surgeon's (ACS) steering committee for the retraining and retooling of practicing surgeons. He has also served on the ACS committee on perioperative care and as vice chairman of the ACS collaborative taskforce for the development of high-performance teams in surgery. He also served as the ACS liaison to the AORN recommended practices committee.

John Gravina, MPH

Assistant Vice President, Health Economics
Greater New York Hospital Association

John Gravina is a Health Services Researcher who joined GNYHA's Health Economics, Finance, and Reimbursement Department in 2011. Mr. Gravina manages research, policy analysis, analytics, and program support around various economics, finance, and reimbursement-related initiatives. He earned a BA in Applied Life Science from Lehigh University and an MPH from the CUNY School of Public Health. Mr. Gravina is currently completing his dissertation towards a PhD in Community Health and Health Policy from the CUNY Graduate School of Public Health and Health Policy. His dissertation explores the impact of hospital characteristics on the ability to generate payment reductions through bundled payments. Mr. Gravina is also an Adjunct Lecturer at CUNY Brooklyn College.

Steven Kaplan, MD

Vice President & Chief Medical Officer,
Medical & Professional Affairs
NewYork-Presbyterian Hospital

Steven Kaplan, MD, is Vice President and Chief Medical Officer at NewYork-Presbyterian Hospital with responsi-

bilities for Medical Affairs, Professionalism, and physician leadership for Compliance and Audit. Prior to this role, Dr. Kaplan held various other physician leadership roles throughout the NewYork-Presbyterian Healthcare System. Dr. Kaplan received his undergraduate degree from the Massachusetts Institute of Technology and his MD from Cornell University Medical College. He trained in Internal Medicine and then spent 18 years as an emergency medicine physician in the emergency department of the Weill Cornell Campus of NewYork-Presbyterian Hospital.

Melissa Lee, MD

Director, Ambulatory Care
NYC Health + Hospitals/Kings County

Melissa Lee, MD, is the Program Director of the SUNY Downstate/Kings County Internal Medicine Primary Care Program, which trains primary care providers to provide high-quality, patient-centered primary care. She serves as Medical Director for the Lifestyle Medicine Program at NYC H+H/Kings County, where she helps patients live their healthiest lives through patient-centered, goal-directed behavior changes.

An Internist/Pediatrician, Dr. Lee provides primary care for a diverse panel of under- and uninsured patients in Central Brooklyn. Her interest is in primary care transformation in hospital-based rural and urban ambulatory care centers, from the Navajo Reservation to New York City.

At Kings County—a large, urban academic safety net institution—the Level 3 Patient-Centered Medical Home provides a team-based model for patient-centered coordinated care. Their QI initiatives focus on relationship-centered communications between patients, nurses, and their care teams, including models for chronic disease management for patients living with hypertension (patient engagement with RNs for self-management and goal setting), diabetes (group classes focused on self-management, medication adherence, emotional impact, and lifestyle modification), and depression (interdisciplinary collaborative care using motivational interviewing and problem-solving techniques). Concentrating on transitions of care from inpatient, emergency services, and the community, they are developing new ways of caring for the highest-need patients.

Robert Panzer, MD

Chief Quality Officer

& Associate Chief Medical Officer, Hospital Services

University of Rochester Medical Center

Robert Panzer, MD, is Chief Quality Officer for the University of Rochester Medical Center (URMC) and Strong Memorial Hospital. He is also Associate Vice President for Patient Care Quality and Safety for URMC and Associate Chief Medical Officer of Strong Memorial Hospital. In these roles, he oversees and supports quality, patient safety, and clinical improvement activities. He is also Professor of Medicine and Public Health Sciences at the University of Rochester School of Medicine and Dentistry. In October 2012, he was designated the first Georgia & Thomas Gosnell Professor in Quality and Safety and continued in that role until 2019. Based in the General Medicine Division, he practiced part-time as a board-certified general internist. He graduated from Harvard College with a BA and from Albany Medical College with an MD magna cum laude. He then completed a three-year Medicine Residency and a two-year Fellowship in General Internal Medicine at Strong Memorial Hospital before joining the faculty of the University of Rochester School of Medicine and Dentistry. Dr. Panzer collaborates with national and New York State organizations and networks seeking to improve the state of the art of QI. He was the first author of "Increasing Demands for Quality Measurement," published in a special edition of JAMA in November 2013.

Lorraine Ryan, RN, Esq.

Senior Vice President,

Legal, Regulatory, and Professional Affairs

Greater New York Hospital Association

Lorraine Ryan is Senior Vice President, Legal, Regulatory, and Professional Affairs for GNYHA. Ms. Ryan manages oversight of GNYHA clinical regulatory and professional affairs activities, including all QI initiatives and supervision of QI staff. Ms. Ryan also handles monitoring and educating the membership on Federal and State regulatory requirements regarding clinical, operational, and quality issues and accrediting body standards. Additionally, Ms. Ryan consults with member hospitals on risk management, medical staff, and credentialing issues. Ms. Ryan is currently serving as the co-project director for the New York State Partnership for Patients.

Brijen J. Shah, MD, AGAF

Professor, Icahn School of Medicine at Mount Sinai

& Vice President, Medical Affairs

Mount Sinai Health System

Brijen J. Shah, MD, AGAF, is a board-certified internist, gastroenterologist, and geriatrician who focuses on the intersection of adult learning, QI, and patient safety. Dr. Shah's leadership roles have included serving as the Chief Medical Officer and Vice President of Medical Affairs for Mount Sinai Queens and the director of graduate medical education for faculty development, quality, and patient safety. He continues to serve as the Associate Program Director for the Mount Sinai Hospital Gastroenterology Fellowship. Dr. Shah is a graduate of the Warren Alpert School of Medicine and Beth-Israel Deaconess Medical Center Internal Medicine Residency. His current work focuses on developing a culture of safety and professionalism, creating systems to enhance provider performance, and working with leadership to better integrate advanced practice providers into the health care system. Dr. Shah's scholarship is focused on clinical competency assessment and program evaluation for faculty and chief resident training. He has been the recipient of a Hartford Center of Excellence grant and a Hearst Foundation grant to train chief residents in geriatric principles, teaching, and QI. He serves as a QI coach in the Veterans Affairs program, teaching QI to rural health care providers. He is a graduate of GNYHA's Clinical Quality Fellowship Program. He is currently working towards his Master's in Education focused on Adult Learning and Leadership at Teachers' College, Columbia University. He has published review articles and textbook chapters on fecal incontinence, constipation, and colon cancer screening in the geriatric population. Outside of work, Dr. Shah enjoys traveling, cooking, and hiking, and lives with his husband in New York City.