

**CAHPS Database  
Advisory Group Members**  
*February 2010*

**Heather Britt, MPH, PhD**

Project Lead, Research Infrastructure  
Center for Healthcare Innovation  
Allina Hospitals & Clinics  
612-262-6023  
[heather.britt@allina.com](mailto:heather.britt@allina.com)

**Paul Cleary, PhD**

Dean of Public Health  
Yale School of Medicine  
203-785-2867  
[paul.cleary@yale.edu](mailto:paul.cleary@yale.edu)

**Christine Crofton, PhD**

CAHPS Project Officer  
Agency for Healthcare Research and Quality  
301-427-1323  
[christine.crofton@ahrq.hhs.gov](mailto:christine.crofton@ahrq.hhs.gov)

**Susan Edgman-Levitan, PA**

Executive Director  
Stoeckle Center for Primary Care Innovation  
Massachusetts General Hospital  
617-724-8824  
[sedgmanlevitan@partners.org](mailto:sedgmanlevitan@partners.org)

**Jeanine Ertel, MPH**

National Clinical Excellence Manager  
United Healthcare  
414-721-0728  
[jeanine\\_1\\_ertel@uhc.com](mailto:jeanine_1_ertel@uhc.com)

**Donna Farley, PhD**

Senior Health Policy Analyst  
RAND  
412-683-2300, ext. 4633  
[farley@rand.org](mailto:farley@rand.org)

**Francis Fullam**

Senior Director, Marketing Research,  
Senior Director, Patient Relations  
Rush University Medical Center  
312-942-5583  
[Francis\\_Fullam@rush.edu](mailto:Francis_Fullam@rush.edu)

**Foster Gesten, MD**

Medical Director, Office of Managed Care  
New York State Department of Health  
518-486-6865  
[fcg01@health.state.ny.us](mailto:fcg01@health.state.ny.us)

**Elizabeth Goldstein, PhD**

Director, Division of Beneficiary Analysis  
Center for Medicare & Medicaid Services  
410-786-6665  
[egoldstein@cms.hhs.gov](mailto:egoldstein@cms.hhs.gov)

**Ron Hays, PhD**

Professor of Medicine  
UCLA School of Medicine/RAND  
310-794-2294  
[hays@rand.org](mailto:hays@rand.org)

**Melinda Karp**

Director of Programs  
Massachusetts Health Quality Partners  
617-402-5016  
[mkarp@mhqp.org](mailto:mkarp@mhqp.org)

**Kathryn Leonhardt, MD**

Patient Safety Officer  
Medical Director, Care Management  
Aurora Health Care  
262-787-2748  
[kathryn.leonhardt@aurora.org](mailto:kathryn.leonhardt@aurora.org)

**Ernest Moy, MD, MPH**

Medical Officer  
Agency for Healthcare Research and Quality  
301-427-1329  
[ernest.moy@ahrq.hhs.gov](mailto:ernest.moy@ahrq.hhs.gov)

**Barbara Rosenthal**

Director, Products & Business Development  
American Board of Medical Specialties  
847-563-4544  
[brosenthal@ABMS.org](mailto:brosenthal@ABMS.org)

**Clifford Rowley**

Director, Member Service and Satisfaction  
HealthPlus of Michigan  
810-720-2764  
[crowley@healthplus.com](mailto:crowley@healthplus.com)

**Sarah Scholle, PhD**

Assistant Vice President, Research and Analysis  
National Committee for Quality Assurance  
202-955-1726  
[scholle@ncqa.org](mailto:scholle@ncqa.org)

**Thomas Williams, LTC**

Director, Center for Health Care Management  
Studies, TRICARE Management Activity  
Department of Defense  
703-681-3636  
[thomas.williams@tma.osd.mil](mailto:thomas.williams@tma.osd.mil)

**John Young**

Technical Director, Division of Quality, Evaluation and  
Health Outcomes  
Center for Medicaid and State Operations  
Centers for Medicare and Medicaid Services  
410-786-8110  
[john.young@cms.hhs.gov](mailto:john.young@cms.hhs.gov)