

**Attachment D: CAHPS Technical Expert Panel Members**

**CAHPS**  
**Technical Expert Panel Members**  
*Updated February 17, 2014*

## Attachment D: CAHPS Technical Expert Panel Members

### ACOs

#### **Steve Bergeson, MD**

Family Health Manager

Allina Health

[Steven.Bergeson@allina.com](mailto:Steven.Bergeson@allina.com)

### Business Groups

#### **Ted von Glahn**

Consultant

Covered California

[tedvong@gmail.com](mailto:tedvong@gmail.com)

### CMS

#### **Sandra Adams, MPH**

Research Analyst

Center for Medicare & Medicaid Services

[Sandra.Adams2@cms.hhs.gov](mailto:Sandra.Adams2@cms.hhs.gov)

#### **Susan Autrey, RN, BSN**

Health Insurance Specialist

Center for Medicare & Medicaid Services

[sophia.autrey@cms.hhs.gov](mailto:sophia.autrey@cms.hhs.gov)

#### **Sarah Gaillot, PhD**

Social Science Research Analyst

Centers for Medicare & Medicaid Services

Phone: 410-786-4637

[sarah.Gaillot@cms.hhs.gov](mailto:sarah.Gaillot@cms.hhs.gov)

#### **Elizabeth Goldstein, PhD**

Director, Division of Beneficiary Analysis

Centers for Medicare & Medicaid Services

Phone: 410-786-6665

[egoldstein@cms.hhs.gov](mailto:egoldstein@cms.hhs.gov)

### Consumer Groups

#### **Nora Wells**

Med Director

National Center for Family/Professional Partnerships

Phone: 781-674-7207

[nwells@familyvoices.org](mailto:nwells@familyvoices.org)

### Department of Defense

#### **Kimberley Marshall, PhD**

Senior Health Care Research Analyst

TRICARE Management Activity

Phone: 703-681-3636

[Kimberley.Marshall@tma.osd.mil](mailto:Kimberley.Marshall@tma.osd.mil)

### Plan

#### **Carl Serrato, PhD**

Associate Director, National Market Research

Kaiser Permanente

Phone: 510 271-6659

[carl.a.serrato@kp.org](mailto:carl.a.serrato@kp.org)

### Medical Groups

#### **David Gans**

Vice President of Practice Management Resources

Medical Group Management Association

Phone: 877-275-6462 ex. 1270

[dng@mgma.com](mailto:dng@mgma.com)

### Medicaid

#### **Foster Gesten, MD**

Medical Director, Office of Managed Care

New York State Department of Health

Phone: 518-486-6865

[fcg01@health.state.ny.us](mailto:fcg01@health.state.ny.us)

### NCI

#### **Neeraj Arora**

Program Director

National Cancer Institute

[aroran@mail.nih.gov](mailto:aroran@mail.nih.gov)

### NCQA

#### **Sarah Scholle, PhD**

Assistant Vice President, Research and Analysis

National Committee for Quality Assurance

Phone: 202-955-1726

[scholle@ncqa.org](mailto:scholle@ncqa.org)

### Pediatrics

#### **Mark Schuster, MD, PhD**

Professor of Pediatrics

Children's Hospital Boston

Phone: 617-355-4661

[mark.schuster@childrens.harvard.edu](mailto:mark.schuster@childrens.harvard.edu)

### Safety Net Facilities

#### **David Stevens, MD, FAFM**

Associate Medical Director & Director of the Quality Center

National Association of Community Health Centers

Phone: 301-347-0433, ext. 2052

[dstevens@nachc.com](mailto:dstevens@nachc.com)

### VA

#### **Jim Schaefer, MPH**

Director of Surveys

Clinical Analytics and Reporting

VHA Office of Informatics and Analytics

Phone: 919-474-3914

[James.Schaefer@va.gov](mailto:James.Schaefer@va.gov)

## Attachment D: CAHPS Technical Expert Panel Members

### **MHQP**

Rose Judge  
Project Director, Patient Experience Surveys  
Massachusetts Health Quality Partners  
617-600-4950  
[rjudge@mhqp.org](mailto:rjudge@mhqp.org)

### **Specialty**

**Eric Holmboe**  
SVP, Milestones Development and Evaluation

Accreditation Council for Graduate Medical  
Education  
Phone: 312-755-7034  
[eholmboe@acgme.org](mailto:eholmboe@acgme.org)

### **PCMH**

**David Meyers, MD**  
Director, Center for Primary Care Prevention and  
Patient-Centered Care  
Agency for Healthcare Research and Quality  
Phone: 301-427-1634  
[David.Meyers@ahrq.hhs.gov](mailto:David.Meyers@ahrq.hhs.gov)

**Attachment D: CAHPS Technical Expert Panel Members**