

CITY OF NEWTON
IN BOARD OF ALDERMEN
PROGRAMS AND SERVICES COMMITTEE AGENDA
SPECIAL MEETING
MONDAY, APRIL 1, 2013

7:00 PM
Room 222

ITEMS SCHEDULED FOR DISCUSSION:

Appointment by the President of the Board
#120-13 DANA GELB SAFRAN, 10 Laudholm Road, Newton appointed as a member of
the HEALTH CARE ADVISORY COMMITTEE for a term to expire February
25, 2016. (60 days 05/17/13) [03/14/13 @ 10:08 AM]

Respectfully Submitted,

Amy Mah Sangiolo, Chairman

The location of this meeting is handicap accessible, and reasonable accommodations will be provided to persons requiring assistance. If you have a special accommodation need, please contact the Newton ADA Coordinator Trisha Guditz, 617-796-1156, via email at TGuditz@newtonma.gov or via TDD/TTY at (617) 796-1089 at least two days in advance of the meeting date.

6 March 2013

DANA GELB SAFRAN, Sc.D.
10 Laudholm Road
Newton, MA 02458
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EDUCATION

- Sc.D. Health Policy and Management, 1993
Harvard School of Public Health, Boston, MA.
- Sc.M. Health Policy and Management, 1988
Harvard School of Public Health, Boston, MA.
- B.A. Biology and Government, 1984
Wesleyan University, Middletown, CT.

ACADEMIC APPOINTMENTS

- 2002 -- present Associate Professor, Department of Medicine, Tufts University, Boston, MA
- 1997 -- 2002 Assistant Professor, Department of Medicine, Tufts University, Boston, MA.

PROFESSIONAL EXPERIENCE

- 2006 – present Senior Vice President, Performance Measurement and Improvement, Blue Cross Blue Shield of Massachusetts
- 1999 – 2006 Director, The Health Institute, Institute for Clinical Research and Health Policy Studies (formerly Division of Clinical Care Research), Tufts-New England Medical Center
- 1998 -- 1999 Deputy Director, The Health Institute, Boston, MA
- 1993 -- 1998 Senior Policy Analyst, The Health Institute, NEMC, Boston, MA.
- 1990 -- 1992 Pre-doctoral Research Fellow, The Health Institute, NEMC, Boston, MA.
- 1988 -- 1990 Research Associate, United Hospital Fund, New York NY.
- 1987 -- 1988 Research Analyst, Massachusetts Governor's Highway Safety Bureau, Boston, MA.

1984 -- 1986 Research Analyst, US Congress, Office of Technology Assessment, Biological Applications Division, Washington DC.

HONORS AND AWARDS

June 2012 Invited expert testimony, Senate Finance Committee Roundtable entitled: Medicare Physician Payment Policy: Lessons from the Private Sector, Washington, DC.

May 2011 Invited expert testimony, House Ways and Means Subcommittee on Health hearing on: Reforming Medicare Payments to Physicians. *Innovative Delivery and Physician Payment System Reform Efforts*, Washington DC.

June 2005 Finalist, Best Abstracts of the Year, Safran DG, Rogers WH, Wilson I, Li A. Comparing 4-Year Health Outcomes of Elderly Adults Enrolled in Traditional Medicare (FFS) vs. Medicare HMOs. Presented at: *22nd Annual Research Meeting of AcademyHealth*, Boston, MA.

Sept 1994 Finalist, National Institute for Health Care Management Research Award

June 1992 Charles F. Wilinsky Award for Academic Excellence, Harvard School of Public Health.

1990 -- 1992 Henry J. Kaiser Family Foundation Doctoral Fellowship.

1990 -- 1991 Alumni Scholarship, Harvard School of Public Health.

June 1988 Ciba-Geigy Award for the Outstanding Paper in Public Policy, Harvard School of Public Health.

June 1984 Phi Beta Kappa, Wesleyan University, Middletown, CT.

BIBLIOGRAPHY

Refereed Papers

1. U.S. Congress, Office of Technology Assessment: *Reproductive Health Hazards in the Workplace*; OTA-BA-266; (Washington DC: US Government Printing Office); December 1985. [Primary author of Chapter 5: Technologies for Assessing Human Reproductive Function]
2. U.S. Congress, Office of Technology Assessment: *Losing a Million Minds: Confronting the Tragedy of Alzheimer's Disease and Other Dementias*; OTA-BA-323; (Washington DC: US

Government Printing Office); April 1987. [Primary author of Chapter 9: Personnel and Training; Contributing author of Chapter 10: Quality Assurance in Long-Term Care]

3. Safran DG, Graham JD, Osberg JS and Williams C. Social Supports as a Determinant of Community-Based Care Utilization Among Rehabilitation Patients. *Health Services Research* February 1994; 28:729-750.
4. Bry JL, Belkin M, O'Donnell TF, Mackey WC, Udelson JE, Schmid CH and Safran DG. An Assessment of the Positive Predictive Value and Cost-Effectiveness of Dipyridamole Myocardial Scintigraphy in Patients Undergoing Vascular Surgery. *Journal of Vascular Surgery* 1994; 19:112-24.
5. Safran DG, Tarlov AR and Rogers W. Primary Care Performance in Fee-For-Service and Prepaid Health Care Systems. Results from the Medical Outcomes Study. *Journal of the American Medical Association* 1994; 271(20):1579-1586.
6. Tengs TO, Adams M, Pliskin JS, Safran DG, Siegel JE, Weinstein MC, Graham JD. Five-hundred life-saving interventions and their cost-effectiveness. *Risk Analysis* 1995; 15(3):369-90.
7. Safran DG, Rogers WH, Tarlov AR, McHorney CA, Ware JE. Gender differences in medical care: the case of physician-prescribed activity restrictions. *Social Science & Medicine* 1997; 45(5):711-722.
8. Taira DA, Safran DG, Seto TB, Rogers WH, Kosinski M, Ware JE, Lieberman N, Tarlov AR. Asian-American patient ratings of physician primary care performance. *Journal of General Internal Medicine* 1997; 12(4):237-242.
9. Taira DA, Safran DG, Seto TB, Rogers WH, Tarlov AR. The relationship between patient income and physician discussion of health risk behaviors. *Journal of the American Medical Association* 1997; 278(17):1412-1417.
10. Safran DG, Kosinski M, Taira DA, Tarlov AR, Rogers WH, Lieberman N, Ware JE. The Primary Care Assessment Survey: Tests of Data Quality and Measurement Performance. *Medical Care* 1998; 36(5):728-739.
11. Safran DG, Taira D, Rogers WH, Kosinski M, Ware JE, Tarlov AR. Linking primary care performance to outcomes of care. *Journal of Family Practice* 1998; 47(3):213-220.
12. Safran DG, Rogers WH, Tarlov AR, Inui T, Taira DA, Montgomery JE, Ware JE, Slavin CP. Organizational and financial characteristics of health plans: are they related to primary care performance? *Archives of Internal Medicine* 2000; 160(1):69-76.

13. Murray A, Safran DG, Rogers WH, Inui T, Chang H, Montgomery JE. Part-time physicians. Physician workload and patient-based assessments of primary care performance. *Archives of Family Medicine* 2000; 9(4):327-332.
14. Murphy J, Chang H, Montgomery JE, Rogers WH, Safran DG. What's happening in primary care during a period of market turmoil: patients' experiences 1996-1999. *Journal of Family Practice* 2001; 50(2):123-129.
15. Safran DG, Montgomery JE, Chang H, Murphy J, Rogers WH. Switching doctors: determinants of voluntary disenrollment from a physician's practice. *Journal of Family Practice* 2001; 50(2):130-136.
16. Safran DG. Measuring, monitoring and reporting functional health outcomes: opportunities and challenges in a bold national initiative (editorial). *International Journal for Quality in Health Care* 2001; 13(1):7-8.
17. Murray A, Montgomery JE, Chang H, Rogers WH, Inui T, Safran DG. Doctor discontent: changes in physician satisfaction from 1986 to 1997. *Journal of General Internal Medicine* 2001; 16(7):452-459.
18. Campbell SM, Hann M, Hacker J, Burns C, Oliver D, Thapar A, Mead N, Safran DG, Roland MO. Identifying predictors of high quality care in English general practice: observational study. *British Medical Journal* 2001; 323(7316):784-789.
19. Taira DA, Safran DG, Seto TB, Rogers WH, Inui TS, Montgomery J, Tarlov AR. Do Patient Assessments of Primary Care Differ by Patient Ethnicity? *Health Services Research* 2001; 36(6):1059-1071.
20. Safran DG, Wilson IB, Rogers WH, Montgomery JE, Chang H. Primary Care Quality in the Medicare Program: Comparing the Performance of HMOs and Traditional Medicare. *Archives of Internal Medicine* 2002; 162(7):757-765.
21. Safran DG, Neuman P, Schoen C, Montgomery JE, Li W, Wilson IB, Kitchman MS, Bowen AE, Rogers WH. Prescription Drug Coverage and Seniors: How Well Are States Closing the Gap? *Health Affairs* 2002 (web exclusive); W253-W268.
22. Safran DG. Defining the Future of Primary Care: What Can We Learn from Patients? *Annals of Internal Medicine* 2003; 138(3):248-255.
23. Montgomery JA, Irish JT, Wilson IB, Chang H, Li A, Rogers WH, Safran DG. Primary Care Experiences of Medicare Beneficiaries, 1998-2000. *Journal of General Internal Medicine* 2004; 19(10):991-998.

24. Wilson IB, Rogers WH, Chang H, Safran DG. Cost-Related Skipping of Medications and Other Treatments among Medicare Beneficiaries between 1998 and 2000: Results of a National Study. *Journal of General Internal Medicine* 2005; 20(8):715-720.
24. Safran DG, Neuman P, Schoen C, Kitchman MS, Wilson I, Cooper B, Li A, Chang H, Rogers WH. Prescription drug coverage and seniors: where do things stand on the eve of implementing the new part d benefit? Findings from a 2003 National survey of seniors? *Health Affairs* 2005 (web exclusive); W5-152-W5-166.
25. Safran DG, Karp M, Coltin K, Ogren J, Li A, Chang H, Rogers WH. Measuring patients' experiences with individual primary care physicians. *Journal of General Internal Medicine* 2006; 21(1):13-21.
26. Rodriguez HP, von Glahn T, Rogers WH, Chang H, Fanjiang G, Safran DG. Evaluating patients' experiences with individual physicians: a randomized trial of mail, internet and interactive voice response (IVR) telephone administration of surveys. *Medical Care* 2006; 44(2):167-174.
27. Safran DG, Miller W, Beckman H. Organizational dimensions of relationship-centered care: theory, evidence and practice. *Journal of General Internal Medicine* 2006; 21 (Suppl 1):S9-15.
28. Soumerai SB, Pierre-Jacques M, Zhang F, Ross-Degnan D, Adams AS, Gurwitz J, Adler G, Safran DG. Cost-related underuse of medications among the elderly and the disabled: A National survey one year before the Medicare Drug Benefit. *Archives of Internal Medicine* 2006; 166(17):1829-1835.
30. Rodriguez HP, Rogers WH, Marshall RE, and Safran DG. Multidisciplinary Primary Care Teams: Effects on the Quality of Clinician-Patient Interactions and Organizational Features of Care. *Medical Care* 2007; 45(1):19-27.
31. Kim TW, Samet JH, Cheng DM, Winter MR, Safran DG, Saitz R. Primary care quality and addiction severity: a prospective cohort study. *Health Services Research* 2007; 42(2):755-772.
32. Wilson IB, Schoen C, Neuman P, Stollo MK, Rogers WH, Chang H, and Safran DG. Physician-patient communication about prescription medication non-adherence: a 50 state study of America's seniors. *Journal of General Internal Medicine* 2007; 22(1):6-12.
33. Bambauer KZ, Safran DG, Ross-Degnan , Zhang F, Adams AS, Gurwitz J, Pierre-Jacques M, Soumerai SB. Depression and cost-related medication nonadherence in Medicare beneficiaries. *Archives of General Psychiatry* 2007; 64(5):602-608.

34. Rodriguez HP, Rogers WH, Marshall RE, Safran DG. The effects of primary care physician visit continuity on patients' experiences of care. *Journal of General Internal Medicine* 2007; 22(6):787-793.
35. Rodriguez HP, von Glahn T, Chang H, Rogers WH, Safran DG. Patient samples for measuring primary care physician performance: Who should be included? *Medical Care* 2007; 45(10):989-996.
36. Elliot RA, Ross-Degnan D, Adams AS, Safran DG, Soumerai SB. Strategies for Coping in a Complex World: Adherence Behavior Among Older Adults with Chronic Illness. *Journal of General Internal Medicine* 2007; 22(6):805-810.
37. Ranganathan M, Hibbard J, Rodday AM, Rogers WH, Safran DG. Motivating Public Use of Performance Data: An Experiment with the Effect of Message on Interest in Web-Based Physician-Level Performance Data. *Medical Care Research and Review* 2009; 66(1):68-81.
36. Fanjiang G, von Glahn T, Chang H, Rogers WH, Safran DG. Using web-based quality data to choose a primary care physician. *Journal of General Internal Medicine* 2007; 22 (10):1463-1466.
37. Neuman P, Stollo MK, Guterman S, Rogers WH, Li A, Rodday AM, Safran DG. Medicare prescription drug benefit progress report: findings from a 2006 national survey of seniors. *Health Affairs* 2007; 26(5):w630-43.

39. Gellad WF, Haas JS, Safran DG. Race/ethnicity and nonadherence to prescription medicines among seniors: Results of a National Study. *Journal of General Internal Medicine* 2007; 22(11):1572-1578.
40. Rodriguez HP, Rodday AM, Rogers WH, Chang H, Marshall RE, Safran DG. The relation of patients' experiences with individual physicians to malpractice risk. *International Journal for Quality Health Care* 2008; 20(1):5-12.
41. Rodriguez HP, Anastario MP, Frankel RM, Odigie EG, Rogers WH, von Glahn T, Safran DG. Changing physician communication behavior: A controlled intervention study. *Journal of General Internal Medicine* 2007; 22(Supp 1):80.
42. Rodriguez HP, Anastario MP, Frankel RM, Odigie EG, Rogers WH, von Glahn T, Safran DG. Can teaching agenda-setting skills to physicians improve clinical interaction quality? A controlled intervention. *BMC Medical Education* 2008; 8(1):1-7.
43. Rodriguez HP, Rodday AM, Marshall RE, Nelson KL, Rogers WH, Safran DG. Relation of patients' experiences with individual physicians to malpractice risk. *International Journal for Quality Health Care* 2008; 20(1):5-12.
44. Pierre-Jacques M, Safran DG, Zhang F, Ross-Degnan D, Adams AS, Gurwitz J, Rusinak D, Soumerai SB. Reliability of new measures of cost-related medication nonadherence. *Medical Care* 2008; 46(4):444-448.
45. Madden JM, Graves AJ, Zhang F, Adams AS, Briesacher BA, Ross-Degnan D, Gurwitz JH, Pierre-Jacques M, Safran DG, Adler GS, Soumerai SB. Cost-related medication nonadherence and spending on basic needs following implementation of Medicare Part D. *Journal of the American Medical Association* 2008; 299(16):1922-1928.
46. Sequist TD, Ayanian JZ, Marshall R, Fitzmaurice GM, Safran DG. Primary-care clinician perceptions of racial disparities in diabetes care. *Journal of General Internal Medicine* 2008; 23(5):678-684.
47. Davies E, Shaller D, Edgman-Levitan S, Safran DG, Oftedahl G, Sakowski J, Cleary PD. Evaluating the use of a modified CAHPS survey to support improvements in patient-centred care: lessons from a quality improvement collaborative. *Health Expectations* 2008; 11(2):160-176.
48. Sequist TD, Fitzmaurice GM, Marshall R, Shaykevich S, Safran DG, Ayanian JZ. Physician performance and racial disparities in diabetes mellitus care. *Archives of Internal Medicine* 2008; 168(11):1145-1151.
49. Rodriguez HP, Marshall RE, Rogers WH, Safran DG. Primary care physician visit continuity: a comparison of patient-reported and administratively derived measures. *Journal of General Internal Medicine* 2008; 23(9):1499-502.

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51. Federman AD, Safran DG, Keyhani S, Siu AL, Halm EA. Low levels of awareness of pharmaceutical cost-assistance programs among inner-city seniors. *Journal of the American Medical Association* 2008; 300(12):1412-1414.
52. Rodriguez HP, von Glahn T, Grembowski DE, Rogers WH, Safran DG. Physician effects on racial and ethnic disparities in patients' experiences of primary care. *Journal of General Internal Medicine* 2008; 23(10):1666-1672.
53. Sequist TD, Schneider EC, Anastario M, Odigie EG, Marshall R, Rogers WH, Safran DG. Quality monitoring of physicians: linking patients' experiences of care to clinical quality and outcomes. *Journal of General Internal Medicine* 2008; 23(11):1784-1790.
54. Rodriguez HP, von Glahn T, Chang H, Rogers WH, Safran DG. Measuring patients' experiences with individual specialist physicians and their practices. *American Journal of Medical Quality* 2009; 24(1):35-44.
55. Friedberg MW, Safran DG, Coltin KL, Dresser M, Schneider EC. Readiness for the Patient-Centered Medical Home: structural capabilities of Massachusetts primary care practices. *Journal of General Internal Medicine* 2009; 24(2):162-169.
56. Federman AD, Safran DG, Keyhani S, Cole H, Halm EA, Siu AL. Awareness of pharmaceutical cost-assistance programs among inner-city seniors. *American Journal of Geriatric Pharmacotherapy* 2009; 7(2):117-129.
57. Rodriguez HP, von Glahn T, Rogers WH, Safran DG. Organizational and market influences on physician performance on patient experience measures. *Health Services Research* 2009; 44(3):880-901.
58. Sequist TD, von Glahn T, Li A, Rogers WH, Safran DG. Statewide evaluation of measuring physician delivery of self-management support in chronic disease care. *Journal of General Internal Medicine* 2009; 24(8):939-945.
59. Rodriguez HP, Scoggins JF, von Glahn T, Zaslavsky AM, Safran DG. Attributing sources of variation in patients' experiences of ambulatory care. *Medical Care* 2009; 47 (8):835-841.
60. Friedberg MW, Coltin KL, Safran DG, Dresser M, Zaslavsky AM, Schneider EC. Associations between structural capabilities of primary care practices and performance on selected quality measures. *Annals of Internal Medicine* 2009; 151(7):456-463.
61. Rodriguez HP, von Glahn T, Elliott MN, Rogers WH, Safran DG. The effect of performance-based financial incentives on improving patient care experiences: a statewide evaluation. *Journal of General Internal Medicine* 2009; 24(12):1281-1288.

62. Safran DG, Strollo MK, Guterman S, Li A, Rogers WH, Neuman P. Prescription coverage, use and spending before and after Part D implementation: a national longitudinal panel study. *Journal of General Internal Medicine* 2010; 25(1):10-17.
63. Sequist TD, Fitzmaurice GM, Marshall R, Shaykevich S, Marston A, Safran DG, Ayanian JZ. Cultural competency training and performance reports to improve diabetes care for black patients: a cluster randomized, controlled trial. *Annals of Internal Medicine* 2010; 152(1):40-46.
64. Friedberg MW, Safran DG, Coltin K, Dresser M, Schneider EC. Paying for performance in primary care: potential impact on practices and disparities. *Health Affairs* 2010; 29 (5):926-932.
65. Friedberg MW, Coltin KL, Safran DG, Dresser M, Schneider EC. Medical home capabilities of primary care practices that serve sociodemographically vulnerable neighborhoods. *Archives of Internal Medicine* 2010; 170(11):938-944.
66. Castaldi PJ, Rogers WH, Safran DG, Wilson IB. Inhaler costs and medication nonadherence among seniors with chronic pulmonary disease. *Chest* 2010; 138(3):614-620.
67. Anastario MP, Rodriguez HP, Gallagher PM, Cleary PD, Shaller D, Rogers WH, Bogen K, Safran DG. A randomized trial comparing mail versus in-office distribution of the CAHPS Clinician and Group Survey. *Health Services Research* 2010; 45(5):1345-1359.
68. Chernew ME, Mechanic RE, Landon BE, Safran DG. Private-payer innovation in Massachusetts: the 'alternative quality contract'. *Health Affairs* 2011; 30(1):51-61.
69. Sequist TD, Schneider EC, Li A, Rogers WH, Safran DG. Reliability of medical group and physician performance measurement in the primary care setting. *Medical Care* 2011; 49(2):126-131.
70. Luxford K, Safran DG, Delbanco T. Promoting patient-centered care: a qualitative study of facilitators and barriers in healthcare organizations with a reputation for improving the patient experience. *International Journal for Quality Health Care* 2011; 23(5):510-515.
71. Gellad WF, Huskam HA, Li A, Zhang Y, Safran DG, Donohue JM. Prescription drug samples and doctor patient communication. *Journal of General Internal Medicine* 2011; 26(12):1458-64.
72. Song Z, Safran DG, Landon BE, Yulei H, Ellis RP, Mechanic RE, Day MP, Chernew ME. Health care spending and quality in year 1 of the Alternative Quality Contract. *New England Journal of Medicine* 2011; 365(10):909-918.
73. Fossli Jensen B, Dahl FA, Safran DG, Garratt AM, Krupat E, Finset A, Gulbrandsen P. The ability of a behaviour-specific patient questionnaire to identify poorly performing doctors. *BMJ Quality and Safety* 2011; 20(10):885-93.
74. Fisher ES, McClellan MB, Safran DG. Building the path to accountable care. *New England Journal of Medicine* 2011; 365(26): 2445-2447.

75. Song Z, Safran DG, Landon BE, Landrum MB, He Y, Mechanic RE, Day MP, Chernew ME. The 'Alternative Quality Contract, 'Based On A Global Budget, Lowered Medical Spending And Improved Quality. *Health Affairs* 2012; 31(8): 1-10.

Other Papers Presenting Primary Data

1. Safran DG and Eastwood EA; *Transitional Care: The Problem of Alternate Level of Care in New York City*; United Hospital Fund; Paper Series 13; November 1989.
2. Safran DG; "Nursing Home Placement for New York City Patients: Who Goes on Alternate Level of Care;" United Hospital Fund; Issue Paper #1; January 1990.
3. Safran DG; "Long-Term Ventilator Care in New York City Hospitals: The Need for Extramural Options for Care;" United Hospital Fund; Issue Paper #4; June 1990.
4. Safran DG; "Staffing ALC Patient Care: A Comparison of ALC Units and Acute Care Floors;" United Hospital Fund; Issue Paper #5; June 1990.
5. Safran DG; "ALC Recidivism: When ALC Patients Return to the Hospital and to ALC Status;" United Hospital Fund; Issue Paper #6; June 1990.
6. Kurland J; "One Stop Health-Care Shopping;" *The Boston Globe*; April 18, 1991; p. 13; written for Commissioner Kurland by Dana Gelb Safran.
7. Safran DG; *Monitoring the Quality of Primary Care Under Managed Competition*; The Health Institute, New England Medical Center; Boston, MA; January 1993; requested by and prepared for U.S. Senate Committee on Labor and Human Resources.
8. Safran DG; *Adjusting Capitation Rates Under Managed Competition*; The Health Institute, New England Medical Center; Boston, MA; January 1993; requested by and prepared for U.S. Senate Committee on Labor and Human Resources.
9. Safran DG; Wilson IB. *Profiling Individual Physician Performance: Findings from Interviews with Ten Leading Health Care Organizations in Massachusetts*. The Massachusetts Medical Society; Waltham, MA; October 2000.

Books and Chapters

1. Safran DG, Ruger JP; *The Massachusetts Health Care Industry: Pathways to the Future*; Final Report of the Task Force on the Health Care Industry: Governor's Council on Economic Growth and Technology; April 1994.
2. Safran DG. *Defining Primary Care: A Background Paper Prepared for the Institute of Medicine Committee on the Future of Primary Care*. Boston, MA: New England Medical Center; 1994.

3. Safran DG. The United States Health Care Delivery System: Past, Present and Future Policies. In: *Concepts of Pharmacoeconomics: Module 1*. Kansas City, MO: American College of Clinical Pharmacy; 1996.
4. Murray A, Safran DG. The Primary Care Assessment Survey: A tool for measuring, monitoring and improving primary care. In: *Handbook of Psychological Assessment in Primary Care Settings*. Mark E. Maruish, editor. Mahwah, NJ: Lawrence Erlbaum Associates; 2000: 623-651.
5. Safran DG, Montgomery JE. Measuring Children's Health Care: The State of the Field and Its Potential for Improving Children's Health. *Commissioned by the Agency for Healthcare Research and Quality for its Children's Health Outcomes Initiative Meeting*, 15 March 2001; Rockville, MD.
6. Safran DG. Primary Care Performance: Views from the Patient. *Commissioned by The Robert Wood Johnson Foundation for its Future of Primary Care Meeting*, 4-5 October 2001; Glen Cove, NY.
7. Safran DG, Rogers WH. Survey-Based Measures of Physician-Level Performance. *Commissioned by NCQA for its Physician-Level Performance Measurement Conference*, 10 October 2002; Washington D.C.
8. Safran DG. Measuring the Quality of the Primary Care Relationship. In: *Emotional and Interpersonal Dimensions of Health Services: Enriching the Art of Care with the Science of Care*. Edited by: Laurette Dube, Guylaine Ferland, D.S. Moskowitz. McGill-Queen University Press: Montreal, Canada; 2003.
9. Safran DG. Patients' Trust in Their Doctors: Are We Losing Ground? In: *The Public's Health: A Matter of Trust*. Harvard University Press 2003 (in press).
10. Safran DG. Primary Care Performance: Views from the Patient. In: *The Future of Primary Care*. Jossey-Bass/Wiley 2004.
11. Safran DG. Measuring and Reporting on Health Care Quality. In: *Building a Better Delivery System*. National Academy of Engineering and Institute of Medicine. National Academies Press: Washington DC 2005.
12. Safran DG. Patients' Trust in Their Doctors: Are We Losing Ground? In: *The Trust Crisis in Healthcare: Causes, Consequences, and Cures*. Edited by: David A. Shore. Oxford University Press: New York; 2007. p.79-88.

Published Abstracts

1. Taira DA, Seto TB, Safran DG. The impact of resource utilization and patient participation on patient ratings of ambulatory care. *Journal of General Internal Medicine*(abstract) 1995; 10(4):84.
2. Safran DG, Rogers WH, Tarlov AR, Montgomery J, et al. Organizational and financial characteristics of health plans: are they related to primary care performance? *Journal of General Internal Medicine* (abstract).1998; 13 (supplement 1): 66.
3. Safran DG, Murray A, Chang H, Montgomery J, Murphy J, Rogers WH. Linking doctor-patient relationship quality to outcomes. *Journal of General Internal Medicine* (abstract).2000; 15 (supplement 1) 116.
4. Safran DG, Rogers WH, Wilson IB, Chang H, Montgomery JE. Health outcomes in traditional Medicare and Medicare HMOs: Equal for all? *Journal of General Internal Medicine* (abstract). 2002; 17 (Supplement): 210.
5. Wilson IB, Rogers WH, Montgomery JE, Chang H, Safran DG. Rates and correlates of cost-related medication skipping among Medicare beneficiaries. *Journal of General Internal Medicine* (abstract). 2002; 17 (Supplement): 218.
6. Safran DG, Karp M, Coltin K, Ogren J, Li A, Chang H, Rogers WH. Measuring patients' experiences with individual physicians. *Journal of General Internal Medicine* (abstract). 2004; 19 (Supplement): 177.
7. Safran D, Rogers WH, Wilson I, Chang H, Li A. Comparing 4-year health outcomes of elderly adults enrolled in traditional Medicare (FFS) vs. Medicare HMOs. *Journal of General Internal Medicine* (abstract). 2005 (Supplement): 134.
8. Safran D, Their S, Wilson I, Bender W, Sommers T, Chang H, Rogers W. Treatment Nihilism: Exploring attitudinal factors that may contribute to disparities in health care. *Journal of General Internal Medicine* (abstract). 2005 (Supplement): 105.
9. Rodriguez HP, Rogers WH, Marshall RE, and Safran D. Primary care teams effects on the quality of clinician-patient introductions and patients' primary care experiences. *Journal of General Internal Medicine* (abstract). 2006 (Supplement): 110.
10. Gellad WF, Haas JS, and Safran D. Race and non-adherence to prescription medications among seniors: Results of a National Survey. *Journal of General Internal Medicine* (abstract). 2006 (Supplement): 115-116.
11. Fanjiang G, Von Glahn T, Chang H, Rogers W, and Safran D. Using web-based quality data to choose a primary care physician: Which information do patients rely on most. *Journal of General Internal Medicine* (abstract). 2006 (Supplement): 159.

12. Friedberg MW, Safran DG, Singer JA, Coltin KA, Zheng J, Howitt K, Schneider EC. Do patient sociodemographic characteristics affect primary care practice sites' performance on quality measures? *Journal of General Internal Medicine* (abstract). 2007.
13. Sequist TD, Schneider EC, Anastario M, Odigie E, Rogers WH, Safran DG. Linking patients' experiences of care to clinical quality and outcomes. *Journal of General Internal Medicine* (abstract). 2007.
- 14 Rodriguez HP, Anastario MP, Frankel RM, Odigie EG, Rogers WH, von Glahn T, Safran DG. Changing Physician Communication Behavior: A Controlled Intervention. *Journal of General Internal Medicine* (abstract). 2007.
15. Sequist TD, Fitzmaurice GM, Marshall R, Shaykevich S, Safran DG, Ayanian J. Physician-level Performance and Racial Disparities in Diabetes Care. *Journal of General Internal Medicine* (abstract). 2007. [Winner of the 2007 Homolsky Award, Society of General Internal Medicine]

Graduate Research Reports and Thesis Documents

1. Gelb DA; "Three Risk Factors Associated with Death in the United States: Life-Years Lost and Policy Implications;" Department of Health Policy and Management; Harvard University, School of Public Health; May 1988. [This paper was awarded the 1988 Ciba-Geigy Award for the Outstanding Paper in Public Policy.]
2. Safran DG; "The Art and Science of Medical Decision Making: Determinants of Physician Prescribed Disability;" in *Managing Chronic Conditions: Patient, Provider and System* (Doctoral Dissertation); Harvard University, School of Public Health; December 1992.
3. Safran DG; "Is Managed Care the Answer: Evaluating the Delivery of Primary Care in Prepaid and Fee-for-Service Health Care Systems;" in *Managing Chronic Conditions: Patient, Provider and System* (Doctoral Dissertation); Harvard University, School of Public Health; December 1992.
4. Safran DG; "Social Supports as a Determinant of Community-Based Care Use Among Rehabilitation Patients;" in *Managing Chronic Conditions: Patient, Provider and System* (Doctoral Dissertation); Harvard University, School of Public Health; December 1992.

FUNDED RESEARCH

Principal Investigator, "The Costs and Health Outcomes of Post-Hospital Care for Hip Fracture Patients: Comparing Community-Based and Institutional Long-Term Care;" 1993-1996; \$75,000. (Subcontract to Harvard Injury Control Center, funded through U.S. Centers for Disease Control).

Principal Investigator, "Primary Care Assessment Project;" New England Medical Center, Inc. through the auspices of The Henry J. Kaiser Family Foundation; 1994; \$34,364.

Principal Investigator, "Consumer Health Care Quality Assessment Project;" New England Medical Center, Inc. through the auspices of The Henry J. Kaiser Family Foundation; 1994; \$50,000.

Principal Investigator, "Health Care Delivery Systems & Primary Care Performance;" Agency for Health Care Policy and Research (RO1 HS08831); 1995-1998; \$925,778.

Co-Principal Investigator, "The Effect of a Sustained Primary Care Relationship on Patient-Clinician Communication;" Bayer Institute for Health Care Communication; 1997-1998; \$20,000.

Principal Investigator, "Primary Care Performance & Outcomes in Medicare;" Agency for Health Care Policy and Research (RO1 HS09622); 1998-2002; \$1,991,477.

Principal Investigator, "Determinants and Outcomes of Relationship Quality in Primary Care;" Robert Wood Johnson Foundation: Provider-Patient Relationship Initiative (035321); 1998-2000; \$499,676.

Co-Investigator and Director of Subcontract from the Foundation for Accountability, "Quality Counts" Initiative: A randomized trial to test the mode effects associated with internet vs. mail administration of surveys on health and health care; Robert Wood Johnson Foundation; 2000-2001; \$394,584.

Principal Investigator, "The State of the Field in Physician Performance Assessment: A Study of MA Health Plans and Integrated Delivery Systems." Massachusetts Medical Society; 2000; \$50,000.

Principal Investigator, "Health and Health Care Experiences of Low Income Medicare Beneficiaries: A Study of 8 States;" Commonwealth Foundation (20010182) and Kaiser Family Foundation and Kaiser Family Foundation (001574-A); 2000-2001; \$595,000.

Principal Investigator, "Assessment of Primary Care Physician Performance in Massachusetts: A Demonstration Project." Commonwealth Fund and Robert Wood Johnson Foundation; 2001-2002; \$634,917.

Principal Investigator, "Auxiliary Funding for the Primary Care Performance & Outcomes in Medicare Study," Robert Wood Johnson Foundation, 2002-2003, \$50,000.

Principal Investigator, "Comparing Four-Year Health Outcomes Under Traditional Medicare vs Medicare HMOs," Agency for Healthcare Research and Quality [Purchase order]; 2002-2003; \$100,000.

Co-Principal Investigator, "A Randomized Trial Employing 3 Alternate Modes of Data Collection for Patient Surveys to Evaluation Individual Physician Performance," California Health Foundation, 2002-2003, \$72,000 (NEMC subcontract to Pacific Business Group on Health).

Co-Principal Investigator, "Phase III of Compare-Your-Care: Using Web-based Data Collection to Obtain Physician-Level Performance Information Using Patient Surveys in a Single Health Care Market," Robert Wood Johnson Foundation, 2002-2003, \$85,000 (NEMC subcontract to Foundation for Accountability).

Principal Investigator, "Health and Health Care Experiences of Low Income Medicare Beneficiaries: A National Study;" Commonwealth Foundation (20010182) and Kaiser Family Foundation and Kaiser Family Foundation (001574-A); 2002-2005; \$655,655.

Principal Investigator, "Engaging the Public in Health Care Quality." Robert Wood Johnson Foundation; 2005-2005; \$50,000

Principal Investigator, "Development of a Patient Survey to be Used in the Doctor's Office Quality Project (DOQ) and psychometric analysis of the resulting survey data," 2002-2005, \$40,000.

Co-Investigator, "CAHPS II" (PI: Paul Cleary); Agency for Healthcare Research and Quality (U18HS0925), 2002-2007.

Co-Principal Investigator, “Cost-related Underuse of Medications (CRUM) in the Elderly” (PI: Soumerai); National Institute on Aging (R01-AG-22362-01); 2003-2008; \$1,128,135.

Principal Investigator, “Health Care Quality and Outcomes in Medicare, 1998-2006,” Agency for Healthcare Research and Quality (R01HS09622); 1998-2009, \$3,000,000.

Co-Principal Investigator, “Testing the Value of Patient-reported Physician Quality Information for Quality Improvement and Consumer Choice (PI: Von Glahn); Robert Wood Johnson Foundation (Grant No. 050791); 2004-2006; \$90,000.

Principal Investigator, “Improving Patients’ Experiences of Care in a Multispecialty Group Practice; Harvard Vanguard Medical Associates; 2004-2007; \$400,000.

Principal Investigator, “Linking Patients’ Experiences with Health Care to Clinical Quality and Outcomes,” Commonwealth Fund (20060118); 2005-2006, \$101,378.

Principal Investigator, “Calibrating Measures of Patients’ Experiences to Malpractice Risk,” Risk Management Foundation; 2005-2006; \$50,000.

Co-Investigator, “Developing a Pediatric Version of the CAHPS Clinician/Group Survey” (PI: Cleary); Commonwealth Fund; 2005-2007; \$120,463 (subcontract).

Co-Investigator, “Impact of Medicare Drug Benefit on Use and Cost-related Underuse of Medicines” (PI: Steve Soumerai); NIA (R01AG028745-01), 2006-2010.

JOURNAL REVIEWER

Health Affairs
Health Services Research
International Journal for Quality in Health Care
Journal of the American Medical Association (JAMA)
Journal of Family Practice
Medical Care
New England Journal of Medicine

BOARD and COMMITTEE ASSIGNMENTS

Robert Wood Johnson Foundation, National Advisory Committee Member, Workers’ Compensation Health Initiative, 1997-1999.

Tufts Managed Care Institute, Program and Policy Advisory Committee, 1997-2005.

Research Review Committee, Harvard Pilgrim Health Care Foundation, 1998-1999.

Doctoral Research Award Committee, Academy for Health Services Research and Health Policy, 2001.

Dissertation Award Committee, Academy for Health Services Research and Health Policy, 2001-2003.

Board of Directors, Massachusetts Peer Review Organization, 2001-2007.

Fellows Committee, Academy for Health Services Research and Health Policy, 2002-2003.

Nominating Committee for Board of Directors, AcademyHealth, 2004.

Reviewer, HIT – Implementation Special Emphasis Panel (SEP), Washington, DC, 2004.

Co-Chair, Network of Investigators, Relationship-Centered Care Initiative, Regenstrief Institute, Indianapolis, Indiana, 2004-2007.

Vice President for Research, American Academy on Communication in Healthcare (AACH), 2005-2007 [Formerly known as “American Academy on Physician and Patient”]

Member, Technical Advisory Panel for Coordination of Care and Patient Experience with Care, National Quality Forum (NQF), 2005-2007.

Member, Research Advisory Council, National Committee for Quality Assurance (NCQA), 2005-2007.

Governor’s appointee, Advisory Committee to the Governor Council on Quality and Cost, 2006 – 2012.

Member, Board of Directors, Massachusetts Health Quality Partners (MHQP), 2007–present.

Member, Board of Directors, Center for the Evaluation of Value and Risk in Health, Institute for Clinical Research and Health Policy Studies, 2007–2009.

Member, Advisory Board, Institute for Health Policy Studies, Massachusetts General Hospital, 2007 – 2012.

Member, Massachusetts Medicaid Disparities Policy Roundtable, 2006–2007.

Member, Commonwealth of Massachusetts Health Disparities Council, 2007–present.

Member, Commonwealth of Massachusetts Data Review Board, 2007– 2012.

Trustee, Partnership for Health Care Excellence (PHCE), 2008-2011.

Member, CMS Expert Panel to Inform Physician Value-Based Purchasing (PVBP), 2009-2010.

Member, Brookings Institute Accountable Care Organization Initiative, Performance Measurement Workgroup, 2009–2010.

Member, American Board of Internal Medicine (ABIM), Performance Improvement Module Oversight Committee, 2009–present.

Member, American Medical Association, Measures Development, Methodology and Oversight Advisory Committee, Physician Consortium for Performance Improvement (PCPI), 2009–present.

Co-chair, Massachusetts Expert Panel on Performance Measurement (convened by MA Secretary of HHS), 2009–2012.

Member, National Committee on Quality Assurance (NCQA), Technical Expert Panel on Patient-Centered Medical Home CAHPS Survey, 2009–2012.

Member, National Advisory Council Subcommittee: Identifying Quality Measures for Medicaid-Eligible Adults, Agency for Healthcare Research and Quality (AHRQ), 2009 – 2012.

Member, Quality Measures Workgroup of the Office of the National Coordinator (ONC) Health Information Technology (HIT) Policy Committee: Tiger Team on Patient and Family Engagement, 2010-2012.

Co-chair, Center on Accountable Care, Patient Centered Primary Care Collaborative (PCPCC), 2010–present.

Member, US Department of Health & Human Services (DHHS) Regional Health Equity Council, 2011-present.

Member, Coordinating Task Force for a National Quality Registry Network, 2011-present.

Member, Massachusetts State Quality Advisory Council, 2012-present.

Member, Technical Expert Panel, Value Based Purchasing: Measuring Success, US Department of Health and Human Services, 2012-present

Member, Technical Expert Panel, Quality Rating System, Centers for Medicare and Medicaid Services (CMS) & Center for Consumer Information and Insurance Oversight (CCIIO), 2012-present

TEACHING & TRAINING OF GRADUATE STUDENTS/POST DOCTORAL

1994-1995, MD-MPH Program, Tufts University School of Medicine, *Topics in Health Economics and Health Policy*, Course developer and leader

1995-1997, Post-doctoral fellowship: Deborah Taira, ScD, Mentor

1996-present, Clinical Care Research Postdoctoral Training Program, Faculty

1997-1998, Pre-doctoral fellowship: Constance Bacon, MPH, Mentor

1997-1999, Post-doctoral fellowship: Alison Murray, MD, MPH, Mentor

1997-1999, Applied research project (MPH): Emily Sullivan, Mentor

1997-1998, Thesis research: Alison Vratil, Mentor

1999-Present, *Introduction to Clinical Care Research*, Division of Clinical Care Research, Lecturer

2000-present Patient, Doctor and Society, TUSM, Lecturer.

2000 *Fundamentals of Outcomes Research*, Division of Clinical Care Research, Lecturer.

2000-2001, Post-doctoral research fellowship, John Ogren, MD, Project Mentor.

2001-Present, Post-doctoral research fellowship, Matt Trokel, MD, Project Mentor.

2001-Present, Post-doctoral/PhD dissertation research, Catherine Milch, MD, Dissertation committee member.

2000-Present, Study Design, Clinical Research MS/PhD Program, Sackler School of Graduate Biomedical Sciences, Faculty.

2001-Present, Scientific Manuscript and Grant Writing, Clinical Research MS/PhD Program, Sackler School of Graduate Biomedical Sciences, Lecturer.

2003-Present, Post-doctoral research fellowship, Laurel Radwin, PhD, Project mentor (K-award).

2004-2005, Harkness fellowship, Rachel Elliott, PhD, Project mentor.

2004-2006, Post-doctoral research fellowship, Kathleen Bunday, PharmD, Project mentor (K-award).

2004-2006, Pre-doctoral research fellowship, Hector Rodriguez, Mentor and Dissertation committee member.

2005-2006, Post-doctoral research fellowship, Kara Bambauer, PhD, Project mentor.

2004-2008, Post-doctoral research fellowship, Alex Federman, MD, Mentor.

2005-2007, Pre-doctoral research fellowship, Sara Thier, Project mentor.

2005-2008, Post-doctoral research fellowship, Gary Fanjiang, MD, Project mentor.

2005-2007, Post-doctoral research fellowship, Walid Gellad, MD, Project mentor.

2008-2009, Harkness fellowship, Karen Luxford, PhD, Co-Mentor.

2009-2010, Harkness fellowship, Penny Andrews, MD, Co-Mentor.

TUFTS UNIVERSITY COMMITTEES

1999-Present, Member, Admissions Committee, Clinical Research Graduate Program, Sackler School of Graduate Biomedical Sciences

1999-Present, Member, Qualifying Exam Committee, Clinical Research Doctoral Program, Sackler School of Graduate Biomedical Sciences

1999-Present, Member, Thesis Subcommittee, Advisory Committee, Clinical Research Graduate Program, Sackler School of Graduate Biomedical Sciences

1999-2005, Member, Steering Committee, Tufts University Institute on Aging

2002-2006, Member, Scientific Advisory Committee, General Clinical Research Center, Tufts-New England Medical Center

2004-2006, Member, Steering Committee, Tufts-NEMC Institute for Clinical Research and Health Policy Studies

2004-2006, Member, Infrastructure Committee, Tufts-NEMC Institute for Clinical Research and Health Policy Studies

2004-2006, C-Chair, Communications Committee, Tufts-NEMC Institute for Clinical Research and Health Policy Studies