

DQA Medicaid Quality Improvement Learning Academy Coach and Consultant Biographies

Coaches

Gretchen Thompson, MBA, CPHQ

Gretchen Thompson serves as Executive Director, State & Corporate Services (S&CS) for Health Services Advisory Group, Inc. (HSAG). Ms. Thompson has more than 20 years of experience in healthcare administration and managed care with expertise in Medicaid, Medicare, and other publicly funded healthcare systems. She has worked with both public and private entities to develop innovative healthcare programs that demonstrate improved quality of care for the population as well as reduced costs for the program. At the request of the CMS in 2015, Ms. Thompson served on the technical expert panel for the CMS Oral Health Performance Improvement Project (PIP) Initiative led by CMS in partnership with Mathematica Policy Research, the Children's Dental Health Project, and the Center for Health Care Strategies (CHCS). Prior to joining HSAG in 2009, Ms. Thompson was president of Pinnacle Strategies, a private healthcare consulting firm focusing on strategic planning, business development, quality improvement and compliance in Medicaid. Most recently, Ms. Thompson was asked by the DQA to serve as a faculty expert and coach for the DQA's Medical Quality Improvement Learning Academy. As a faculty member and coach, Ms. Thompson will provide insight related to quality improvement in Medicaid managed care in addition to providing input and feedback to the quality improvement projects developed by learning academy teams.

Ms. Thompson earned a Master of Business Administration (MBA) from the University of Phoenix, located in Phoenix, Arizona. She earned a Bachelor of Arts (BA) in Psychology from Arizona State University, located in Tempe, Arizona. She is also a Certified Professional in Healthcare Quality from the Healthcare Quality Certification Board.

Patrick W. Finnerty, MPA

Patrick Finnerty is a Senior Advisor for Oral Health Programs with the DentaQuest Foundation. Prior to his association with DentaQuest, Patrick worked for the Commonwealth of Virginia for 32 years, including eight years as Virginia's Medicaid Director. Improving access to oral health services for Medicaid/CHIP children was a hallmark of Patrick's tenure as Medicaid Director. His prior work within Virginia government included directing the Virginia State Employees Health Benefits program, and serving as the Executive Director of a legislative health policy commission within the Virginia General Assembly. Patrick serves on several non-profit boards that promote access to care for uninsured and low-income persons, including the Virginia Oral Health Coalition. He is the Immediate Past President of the Virginia Dental Association Foundation Board of Directors. He volunteers at Mission of Mercy (MOM) Projects which provide free dental care to those in underserved areas of Virginia. Patrick earned both a Bachelor of Science Degree in Psychology and a Master of Public Administration Degree from Virginia Commonwealth University.

James J. Crall, DDS, ScD

Dr. James J. Crall received DDS and master's degrees and a certificate in pediatric dentistry from the University of Iowa, and is a Board Certified Pediatric Dentist. He was a Robert Wood Johnson Foundation Dental Research Scholar at Harvard from 1984-1986, and obtained masters and doctoral degrees in Health Policy and Management from the Harvard School of Public Health. In 1997, Dr. Crall was appointed as the first Dental Scholar-in-Residence at the Agency for Healthcare Research and Quality.

Dr. Crall has authored or co-authored over 130 peer-reviewed publications, chapters, commissioned works (including the CMS Guide to Children's Dental Care in Medicaid) and policy briefs on oral health disparities; health care organization, financing, delivery and quality; performance measures; and financing of dental education programs. He has been principal investigator for grants and contracts awarded by NIH, AHRQ, HRSA, state and local governmental agencies, and private foundations, with total funding of over \$60 million. He is regarded as an expert on pediatric oral health, dental care financing, performance assessment and dental Medicaid issues, having twice testified at U.S. House of Representatives hearings and Medicaid federal court cases.

Jim was Director of the HRSA/MCHB National Oral Health Policy Center (2000-2008), Director of the AAPD-Head Start Dental Home Initiative (2007-2010), Director of the UCLA-First 5 LA 21st Century Dental Homes Project (2012-2017) and Children's Dental Care Program (2013-2018). He currently directs the UCLA Medi-Cal 2020 Dental Transformation Initiative. Jim joined UCLA as Professor and Chair of Pediatric Dentistry in 2004, and became Chair of the Division of Public Health & Community Dentistry in 2011. Previous appointments include: Director of Columbia University's Oral Health Disparities & Policy Center (2000-2004), Department Head and Associate Dean for Program Evaluation and Planning at the University of Connecticut (1992-2000), and Director of Dentistry at Connecticut Children's Medical Center (1996-2000).

Neva Kaye

Neva Kaye rejoined the NASHP staff as a part time Policy Fellow in July, 2016 to work on the State Innovation Model (SIM) evaluation. She first joined the organization in 1994 as director of the Medicaid Managed Care Resource Center. During her over 20 years at NASHP she served as program director, senior program director and, finally, managing director. She worked with teams of staff to develop and implement projects supporting state efforts to address a variety of health policy issues, including Medicaid, purchasing, medical homes, behavioral health, and children's health. During her time at NASHP she led learning collaborative designed to support young children's healthy mental development, advance medical homes, and improve the delivery of care provided to children in foster care. Before joining NASHP, Neva served as director of Wisconsin's Medicaid managed care program where she established several innovative managed care programs including some of the earliest programs serving people with disabilities and youth involved with the juvenile justice system. Neva holds a BS in industrial engineering and psychology from the University of Wisconsin.

Consultants

Jill Boylston Herndon, PhD

Dr. Herndon is a managing member and principal consultant with Key Analytics and Consulting. She is a health economist and health services researcher with more than 20 years of experience in research, policy analysis, program evaluation, project management, and education in both industry and academic environments. Dr. Herndon's experience includes survey research, analyses of large administrative datasets, Delphi consensus processes, and quality of care assessments using administrative claims and electronic health record data. She led the testing efforts for the initial Dental Quality Alliance oral health care quality measurement sets to establish measure feasibility, reliability, and validity; served as principal investigator on NIH-funded research; and led policy and program quality evaluations for the State of Florida's Children's Health Insurance Program. Dr. Herndon continues to work with the DQA as a methodology consultant on dental quality measure testing, maintenance, and implementation. Dr. Herndon's research has been published in a broad range of journals in the social and medical sciences, and she is an elected member of the Society of Pediatric Research.

Jane Taylor, Ed.D.

Dr. Jane Taylor currently serves as an improvement advisor, learning designer, and program evaluator. In this role, she has advised over 70 learning collaborative, improvement and innovation projects for clients such as: Institute for Healthcare Improvement; National Institute for Children's Healthcare Quality; VISN 23 of Veterans Administration Health System, States of MN and ND, IL, and AL; Mathematica Policy Research; UCLA-First 5 LA Oral Health Program; DentaQuest; and The American Academy of Pediatrics. She also served as director of strategic quality management and later vice president of compliance and physicians practice at Quorum Health Group/Quorum Health Resources where she developed, implemented, and oversaw corporate compliance program for over 500 physicians. Dr. Taylor has also served as chief executive officer of Central Oregon Hospital District and chief operations officer for Huntsville Memorial Hospital.

Dr. Taylor earned a bachelor of arts from the University of California at Los Angeles, master of business administration from the University of LaVerne, master of science from the University of Houston, and a doctor of education from Columbia University