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EDUCATION

Ph.D. 1996. Public Policy Analysis. RAND Graduate School, Santa Monica, CA
M. Phil. 1993. Public Policy Analysis. RAND Graduate School, Santa Monica, CA
M.A. 1991. International Policy. Monterey Institute of International Studies, Monterey, CA
incl. 1990-1991 at Humboldt Universitaet, Berlin, Germany
M.A. 1991. German Studies. Monterey Institute of International Studies, Monterey, CA
B.A. 1989. Mathematics. Benedictine College, Atchison, Kansas, *magna cum laude*.

PROFESSIONAL EXPERIENCE

June 2020 – present	Full Health Policy Researcher, RAND, Santa Monica, CA
Sept 2019 – present	Professor of Policy Analysis, Pardee RAND Graduate School, Santa Monica, CA
Oct. 2017 – May 2020	Associate Health Policy Researcher, RAND, Santa Monica, CA
June 2017 – Sept 2017	Senior Policy Analyst V, RAND, Santa Monica, CA
June 2013 – May 2017	Senior Policy Analyst IV, RAND, Santa Monica, CA
Oct. 2004 – May 2013	Policy Associate/Analyst III, RAND, Santa Monica, CA
Oct. 2002 – Oct. 2004	Adjunct Behavioral Scientist, RAND, Santa Monica, CA
May 2002 – present	President, Evaluation & Research Services, CA
Feb. 2002 – Feb. 2003	Director of Program Planning and Development, Families In Schools, Los Angeles, CA
Oct. 1996 – Sept. 2002	Consultant Behavior Scientist, RAND, Santa Monica, CA
Oct. 1996 – March 2002	Senior Education Researcher, Center for the Study of Evaluation, UCLA, Los Angeles, CA
July 1991 – Sept. 1996	Policy Analyst and Doctoral Fellow, RAND, Santa Monica, CA

RESEARCH INTERESTS

Health care access and quality, patient and caregiver experiences with care, patient-provider communication, shared decision making, palliative and hospice care at end-of-life, reducing infections in nursing homes and home care settings, care transitions, patient safety, workers' compensation benefits and medical access of injured workers, use and reporting of consumer-reported health care measures, evaluation of program and quality improvement initiatives, process and summative evaluation, qualitative analysis and case studies, quantitative survey methods, and mixed methods research

QUIGLEY/2

SELECTED FUNDED PROJECTS

Impacts of COVID-19 Claims and SB 1159 Presumptions of Compensability on the California Workers' Compensation System Study, California Dept. of Industrial Relations, (Co-PI, **Quigley, D.D.**, Co-PI, Dworksy, M.). (2021 – present).

ImpAct of COVID-19 on CaRe TransitiOns and Health OutcomeS for Vulnerable PopulationS in Nursing Homes and Home HealthCARE Agencies” (ACROSS-CARE). National Institute on Minority Health and Health Disparities, Qualitative Researcher and Co-Investigator (Principal Investigator, Stone, P. at Columbia University and RAND subcontract Principal Investigator, Dick, A.). (2021 – present).

Evaluation of Incidence of Mental Health Conditions or Illnesses Among Firefighters and Peace Officers, California Dept. of Industrial Relations, (Co-PI, **Quigley, D.D.**, Co-PI, Dworksy, M.). (2020 – present).

Infection Prevention in Home Health Care (In Home). National Institute of Nursing Research/NIH/DHHS, Qualitative Researcher and Co-Investigator (Principal Investigator, Stone, P. at Columbia University and RAND subcontract Principal Investigator, Dick, A.). (2019 – present).

Study of Infection Management and Palliative Care at End-of-Life (SIMP-EL). National Institute of Nursing Research/NIH/DHHS, Qualitative Researcher and Co-Investigator (Principal Investigator, Stone, P. and Shang, J. at Columbia University and RAND subcontract Principal Investigator, Dick, A.). (2017 – present).

Accelerating Health Research on Women (WHAM!). Access Circles, Health Policy Researcher and Co-Investigator (Principal Investigator, Frank, L.). (2019-2021).

National Implementation of the Hospice Experience of Care Study, Centers for Medicare & Medicaid Services, Researcher and Co-Investigator (Principal Investigator, Anhang Price, R. and Co-PI, Bradley, M.). (2016 – present).

Consumer Assessment of Healthcare Providers Survey (CAHPS V), Agency for Healthcare Research and Quality (AHRQ), Quality Improvement Task Lead, (Principal Investigator, Hays, R. and Co-PI, Elliott, M.N.). (2017 – present).

Evaluation of California's Global Payment Program, Qualitative Task Lead and Survey Task Lead (Principal Investigator, Katherine Kahn and Co-PI Justin Timbie). (2017-2019).

Evaluation of Workers' Compensation Return-to-Work Fund, California Dept. of Industrial Relations, (Principal Investigator, Dworksy, M.; Co-PI, **Quigley, D.D.**). (2017 – 2018).

National Healthcare Safety Network Adoption, Center for Disease Control, Qualitative Researcher and Co-Investigator (Principal Investigator of RAND subcontract, Dick, A. and Principal Investigator, Stone, P. at Columbia University). (2016 – 2018).

Health Equity Innovation Incubator, Centers for Medicare & Medicaid Services Office of Minority Health, Management Team member and Researcher (Principal Investigator, Scholle, S.

QUIGLEY/3

at National Center of Quality Assurance and RAND subcontract Principal Investigator, Elliott, M. and). (2016 – 2018).

Consumer Assessment of Healthcare Providers Survey (CAHPS IV), Agency for Healthcare Research and Quality (AHRQ), Quality Improvement Task Lead (Principal Investigator, Hays, R. and Co-PI, Elliott, M.N.). (2012 – 2018).

Access to Care for Injured Workers, California Department of Industrial Relations, Physician Survey Task Lead (Principal Investigator, Wynn, B. and Co-PI, Mulcahy, A.). (2016 – 2018).

Evaluation of SB 863 Workers' Compensation Reporting, California Depart. of Industrial Relations, Qualitative and Reports Task Lead (Principal Investigator, Wynn, B.). (2014 – 2016).

Consumer Reporting System for Patient Safety Events Prototype, Agency for Healthcare Research and Quality (AHRQ), (Principal Investigator, Schneider, E. and Acting Co-PI, **Quigley, D.D.**). (2011-2015).

Physician Groups' Responses and Strategies to Improve the Patient Experience. Robert Wood Johnson Foundation. Qualitative Task Lead (Principal Investigator, Freidberg, M.). (2010-2013).

Consumer Assessment of Healthcare Providers Survey (CAHPS III), Agency for Healthcare Research and Quality (AHRQ), Quality Improvement Task Team member and researcher (Principal Investigator, Hays, R. and Co-PI, Farley, D.O.). (2007 – 2012).

Consumer Assessment of Healthcare Providers Survey (CAHPS II), Agency for Healthcare Research and Quality (AHRQ), Quality Improvement Task Team member and researcher (Principal Investigator, Hays, R. and Co-PI, Farley, D.O.). (2002 – 2007).

PUBLICATIONS UNDER REVIEW

Chastain, A.M., Kang, J.A., Perera, U.G., Pogorzelska-Maziarz, M., **Quigley, D.D.**, Stone, P., Shang, J. Characteristics of US home health care patients and informal caregiver support by urban/rural location. *Under review.*

Quigley, D.D., Qureshi, N., Rybowski, L., Shaller, D., Edgman-Levitan, S., Cleary, P.D., Ginsberg, C., Hays, R.D. Summary of the 2020 AHRQ Research Meeting on “Advancing Methods of Implementing and Evaluating Patient Experience Improvement Using Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Surveys”. *Under review.*

Agniel, D., Martino, S. C., Burkhart, Q., Scholle, S. H., **Quigley, D.D.**, Hambarsoomian, K., Orr, N., Maksut, J. L., Darabidian, B., Elliott, M.N. Measuring inconsistency in quality across patient groups to target quality improvement. *Under review.*

SELECTED PUBLICATIONS

Quigley, D.D., Qureshi, N., Palimaru, A., Pham, C., Hays, R.D. 2021. Content and Actionability of Recommendations to Providers After Shadow Coaching. *Quality Management in Health Care.* 00: 000-000.

QUIGLEY/4

Quigley, D.D., Estrada, L.V., Alexander, G.L., Dick, A.W., Stone, P.W. 2021. Urban and Rural Differences in Care Provided in Long-Term Care Facilities: A Systematic Review. *Journal of Gerontological Nursing.* 00: 000-000.

Quigley, D. D., & Predmore, Z. 2021. What parents have to say: Content and Actionability of Narrative Comments from the Child HCAHPS Survey. *Hospital Pediatrics.* 00: 000-000.

Quigley, D.D., Elliott, M.N., Slaughter, M.E., Burkhart, Q., Chen, A., Talamantes, E., Hays, R.D. 2021. Shadow Coaching Improves Patient Experience with Care, But Gains Erode Later. *Medical Care.* 00: 000-000.

Quigley, D.D., Slaughter, M.E., Gidengil, C., Palimaru, A., Lerner, C., Hays, R.D. 2021. Usefulness of Child HCAHPS Survey Data for Improving Inpatient Pediatric Care Experiences. *Hospital Pediatrics.* 00: 000-000.

Quigley, D.D., Slaughter, M.E., Qureshi, N., Elliot, M.N., Hays, R.D. 2021. Practices and Changes Associated with Patient-Centered Medical Home Transformation. *The American Journal of Managed Care. Am J Manag Care.* 2021;27(9):294-301.

Quigley D.D., Qureshi, N., AlMasarweh, L., Hays, R.D. 2021. Using CAHPS® Patient Experience Data for Patient-Centered Medical Home Transformation. *The American Journal of Managed Care.* 27(9):e000-e000.

Quigley, D.D., Qureshi, N., Slaughter, M.E., Kim, S., Talamantes, E., Hays, R.D. 2021. Provider and Coach Perspectives on Implementing Shadow Coaching to Improve Provider-Patient Interactions. *Journal of Evaluation of Clinical Practice.* doi.org/10.1111/jep.13575. PMID: 34014026.

Quigley, D.D., Reynolds, K., Deliva, S., Anhang Price, R. 2021. Examining the Business Case for Patient-Centered Care: A Systematic Review. *Journal of healthcare management / American College of Healthcare Executives,* 66(3), 200–224. <https://doi.org/10.1097/JHM-D-20-00207>. PMID: 33960966.

Quigley, D.D., and McCleskey, S. 2021. Improving Care Experiences for Patients and Caregivers at End of Life: A Systematic Review. *American Journal of Hospice and Palliative Medicine.* 38(1):84-93. doi: 10.1177/1049909120931468. PMID: 32551966.

Fu, C. J., Agarwal, M., Estrada, L. V., Murali, K. P., **Quigley, D. D.,** Dick, A. W., & Stone, P. W. 2020. The Role of Regional and State Initiatives in Nursing Home Advance Care Planning Policies. *American Journal of Hospice and Palliative Medicine.* doi: 10.1177/1049909120970117. PMID: 33111537.

Xenakis, L., **Quigley D.D.,** Qureshi, N., AlMasarweh, L., Pham, C., Hays, R.D. 2020. Some Aspects of Patient Experience Assessed by Practices Undergoing Patient-Centered Medical Home Transformation are Measured by CAHPS, Others are Not. *Quality Management in Healthcare.* 29(4):179-187. doi: 10.1097/QMH.0000000000000263. PMID: 32991534.

QUIGLEY/5

Quigley, D.D., Qureshi, N., AlMasarweh, L., Hays, R.D. 2020. Practice Leaders Report Targeting Several Types of Changes in Care Experienced by Patients During Patient-Centered Medical Home Transformation. *Journal of Patient Experience*. 1509-1518. doi: 10.1177/2374373520934231

Qureshi, N., **Quigley, D.D.**, Hays, R.D. 2020. Nationwide Qualitative Study of Practice Leader Perspectives on What It Takes to Transform into a Patient-Centered Medical Home. *Journal of General Internal Medicine*. 35(12), 3501-3509. doi: 0.1007/s11606-020-06052-1.

Shang, J., Chastain, A.M., Perera, U. G. E., **Quigley, D. D.**, Fu C. J., Dick, A. W., Pogorzelska-Maziarz, M., Stone, P. A. 2020. COVID-19 Preparedness in U.S. Home Healthcare Agencies. *Journal of the American Medical Directors Association*. 21(7):924-927. doi: 10.1016/j.jamda.2020.06.002. PMID: PMC7269929.

Quigley, D.D., Dick, A., Agarwal, M., Jones, K. M., Mody, L., Stone, P. W. 2020. COVID-19 Preparedness in Nursing Homes in the Midst of the Pandemic. *Journal of the American Geriatrics Society*. 68(6), 1164-1166. doi.org/10.1111/jgs.16520. PMID: 32343362; PMID: PMC7267170.

Bird, C. E., Frank, L., Dick, A. W., Zaber, M. A., **Quigley, D. D.**, Jayasuriya, A. 2020. Women and COVID-19: Studying the impact of sex and gender. Released April 13, 2020. Accessed at: <https://www.rand.org/blog/2020/04/women-and-covid-19-studying-the-impact-of-sex-and-gender.html>

Quigley, D.D., Palimaru, A.I., Lerner, C., Hays, R.D. 2020. A Review of Best Practices for Monitoring and Improving Inpatient Pediatric Patient Experiences. *Hospital Pediatrics*. 10(3), 277-285. doi.org/10.1542/hpeds.2019-0243. Epub 2020 Feb 18. Review. PubMed PMID: 32071119.

Dorritie, R., **Quigley, D.D.**, Agarwal, M., Tark, A., Dick, A. W., Stone, P.W. 2020. State Departments of Health Provide Varied Support to Nursing Homes in Infection Management. *Journal of Hospital Infection*. Epub 2020 Feb 14. doi.org/10.1016/j.jhin.2020.02.007. PMID: PMC7286787.

Quigley, D.D., Parast, L., Haas, A., Elliot, M.N., Teno, J.M., Anhang Price, R. 2020. Differences in Caregiver Reports of the Quality of Hospice Care Across Settings. *Journal of the American Geriatrics Society*. 68(6):1218-1225. doi.org/10.1111/jgs.16361. PMID: 32039474.

Quigley, D.D., Dick, A.W., Stone, P.W. 2019. Quality Innovation Networks Share Varied Resources for Nursing Homes on Mostly User-friendly Websites. *Journal of the American Geriatrics Society*. 67(11):2376-2381. doi:10.1111/jgs.16201. PMID: PMC8173537.

Schoenfeld, E.M., Kanzaria, H.K., **Quigley, D.D.**, St. Marie, P., Nayyar, N., Sabbagh, S.H., Beckford, T., Probst, M.A. 2019. Does Shared Decision-Making Actually Occur in the ED? Looking at it from the Patients' Perspective. *Academic Emergency Medicine*. 26(12): 1369-1378. doi: 10.1111/acem.13850. PMID: PMC8099042.

Setodji C.M., Burkhart Q, Hays R.D., **Quigley D.D.**, Skootsky S.A., Elliott M.N. 2019. Differences in Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Clinician and Group Survey Scores by Recency of the Last Visit: Implications for Comparability of Periodic and Continuous Sampling. *Medical Care.* 57(12): e80-e86. doi:10.1097/MLR.0000000000001134. PMID: 31107400; PMCID: PMC6856388.

Stone, W. P., Chastain, A.M., Dorritie, R., Tark, A., Dick, A.W., Bell, J. M., Stone, N.D., **Quigley, D.D.**, Sorbero, M.E. 2019. The Expansion of NHSN Enrollment and Reporting in Nursing Homes: Lessons Learned from a National Qualitative Study. *American Journal of Infection Control.* 47(6):615-622. doi: 10.1016/j.ajic.2019.02.005. PMCID: PMC6544481.

MacCarthy, S., Martino, S. C., Burkhart, Q, Beckett, M. K., Schuster, M. A., **Quigley, D.D.**, Ng, J. H., Agniel, D., Elliott, M. N. 2019. An Integrated Approach to Measuring Sexual Orientation Disparities in Women's Access to Health Services: An NHIS Application. *LGBT Health,* 6(2): Feb/Mar 2019, 87-93. doi:10.1089/lgbt.2018.0190. PMID: 30724685.

Quigley, D.D., Elliott, M.N., Hambarsoomian, K., Wilson-Frederick, S., Lehrman, W.G., Agniel, D., Ng, J.H., Goldstein, E.H., Giordano, L.A., Martino, S.C. 2019. Inpatient Care Experiences Differ by Preferred Language within Racial/Ethnic Groups. *Health Services Research.* Health Equity Issue; 54:263-274. doi: 10.1111/1475-6773.13105. PMCID: PMC6341216.

Quigley, D.D., Elliott, M.N., Setodji, C.M., Hays, R.D. 2018. Quantifying Magnitude of Group-Level Differences in Patient Experiences with Health Care. *Health Services Research.* 53(4, sup. 1): 3027-3051. doi: 10.1111/1475-6773.12828. PMCID: PMC6056572.

Fortuna, R.J., Nagel, A.K., Rocco, T., Legette-Sobers, S., and **Quigley, D.D.** 2018. Patient Experience with Care and its Association with Medication Adherence. *American Journal of Hypertension.* 31(3): 340-345. doi:10.1093/ajh/hpx200

Schoenfeld, E., Kanzaria, H., **Quigley, D.D.**, St. Marie, P., Nayyar, N. Sabbagh, S. Gress, K., Probst, M. 2018. Patient Preferences Regarding Shared Decision Making in the Emergency Department: Findings from a Multisite Survey. *Academic Emergency Medicine.* 25(10): 1118-1128. doi: 10.1111/acem.13499. PMCID: PMC6185792.

Dworsky, M., **Quigley, D.D.**, Rennane, S., and Doyle, M.B. 2018. Evaluation of the Return-to-Work Fund in California's Workers' Compensation System: Performance to Date and Options for Modification. State of California Department of Industrial Relations. https://www.rand.org/pubs/research_reports/RR2548.html.

Kapinos, KA, Doyle, M.B., Barrett, M, Montemayor, CK, Mulcahy, A and **Quigley, D.D.** 2018. Access to Medical Treatment for Injured Workers in California: Year 2 Annual Report. State of California Department of Industrial Relations. https://www.rand.org/pubs/research_reports/RR2748.html.

Quigley, D.D., Klein, D.J., Dembosky, J.W, Haviland A.M., Elliott, M.N. 2018. Patient Reported Denials, Appeals, and Complaints: Associations with Overall Plan Ratings. *The American Journal of Managed Care.* 24(13): e294-e300. PMID: 29553282.

Quigley, D.D., Predmore, Z.S., Hays, R.H. 2017. Tools to Gauge Progress during Patient-Centered Medical Home Transformation. *The American Journal of Accountable Care*. 5(4): e8-e18.

Setodji, C.M., **Quigley, D.D.**, Elliott, M.N., Burkhart, Q, Hochman M., Chen A., Hays, R.H. 2017. Patient Experiences with Care Differ with Chronic Care Management in a Federally Qualified Community Health Center. *Population Health Management*. 20 (6): 442-448. doi:10.1089/pop.2017.0003. PMID: 28387598.

Quigley, D.D., Palimaru A.I., Chen A.Y., & Hays R.D. 2017. Implementation of Practice Transformation: Patient experience according to practice leaders. *Quality Management in Health Care*. 26 (3), 140-151. PMID: 6724179.

Quigley, D.D., Predmore, Z.S., Chen, A., Hays, R.H. 2017. Implementation and Sequencing of Practice Transformation in Urban Practices with Underserved Patients. *Quality Management in Health Care*. Jan/Mar; 26 (1):7-14. PMID: 28030459.

Weingart, S.N., Weissman, J.S., Zimmer, K.P., **Quigley D.D.**, Hunter L.E., Giannini, R.C., Ridgely M.S., Schneider, E.C. 2017. Implementation and evaluation of a prototype consumer reporting system for patient safety events. *International Journal for Quality in Health Care*. 1-6. doi: 1093/intqhc/mzx060. PMID: 28541430.

Ingram, W.J. and **Quigley, D.D.** 2017. Choosing the Right Consultant. *Great Commission Journal*. 8(2): 240-249.

Quigley DD, Syltebo TF and Legette-Sobers S. 2016. Practical Lessons for Improving Care of Patients with High Blood Pressure in Urban Underserved Practices. *J Fam Med*. 3(1): 1046. PMID: PMC7793020.

Quigley, D.D., Mendel, P., Predmore, Z.S., Chen, A., Hays, R.H. 2015. Use of CAHPS patient survey data as part of a patient-centered medical home quality improvement initiative: initial evaluation. *Journal of Healthcare Leadership*. 7, 41-54.

Fortuna R.J., Nagel A.K., Rose E., McCann R., Teeters C.C., **Quigley D.D.**, Legette-Sobers S., Bisognano J.D., Rocco T.A. 2015. Effectiveness of a Multidisciplinary Intervention to Improve Hypertension Control in an Urban Underserved Practice. *Journal of the American Society of Hypertension*. 9(12): 966-974. PMID: 26687551.

Probst, M.A., Kanzaria, H.K., Mower, W.R., Hoffman, J.R., Mower, W.R., Moheimani, R.S., Sun, B.C., **Quigley, D.D.** 2015. Emergency Physicians' perceptions and decision-making processes regarding patients presenting with Palpitations. *Journal of Emergency Medicine*. 49(2):236-43. doi: 10.1016/j.jemermed.2015.02.013. Epub 2015 May 2. PMID: PMC4522216.

Lendon J.P., Ahluwalia S.C., Walling A.M., Lorenz K.A., Oluwatola O.A., Anhang Price R., **Quigley D.D.**, Teno J.M. 2015. Measuring Experience with End-of-Life Care: A Systematic Literature Review. *Journal of Pain and Symptom Management*. 49: 904-915. doi: 10.1016/j.jpainsymman.2014.10.018. PMID: PMC5063029.

Weinick, R., **Quigley, D. D.**, Fleishman-Mayer, L. A., & Sellers, C. D. 2014. Use of CAHPS patient experience surveys to assess the impact of real-world innovations. *The Joint Commission Journal on Quality and Patient Safety*. 40(9):418-427.

Quigley, D.D., Elliott, M. N., Farley, D. O., Burkhart, Q, Skootsky, S. A., Hays, R. D. 2014. Specialties Differ in Which Aspects of Doctor Communication Predict Overall Physician Ratings. *Journal of General Internal Medicine*. doi:10.1007/s11606-013-2663-2. PMID: PMC3930786.

Quigley, D.D., Martino, S.C., Brown, J.A., Hays, R. D. 2013. Evaluating the Content of the Communication Items in the CAHPS Clinician and Groups Survey and Supplemental Items With what High-Performing Physicians Say They Do. *The Patient*, May 2013. 6(3): 169-177. PMID:23716167.

Walling, A. M., Brown, J. A., Skootsky, S. A, Teleki, S. S., **Quigley, D. D.**, Farley, D. O., Hays, R. D. 2009. Health Care Provider's Motivation to Improve Communication Skills. *Proceedings of UCLA Healthcare*. 13.

Teleki, S. S., Dambery, C. L., Sorbero, M. E. S., Shaw, R. N., Bradley, L. A., **Quigley, D. D.**, Fremont, A. M., Farley, D. O. 2009. Training a Patient Safety Work Force: The Patient Safety Improvement Corps. *Health Services Research, Patient Safety Evaluation Special Issue*. 44 (2), Part II: 701-716. PMID: PMC2677036.

Quigley, D. D., Elliott, M.N., Klein, D. N., Hays, R., Farley, D.O. 2008. Building a Bridge: Continuity in Measuring Patient Experiences of Care When Converting to the CAHPS Hospital Survey. *Medical Care*. 46 (7). 654-661.

Teleki, S. S., Kanouse, D. E., Elliott, M. N., Hiatt, L., de Vries, H., **Quigley, D. D.** 2007. Understanding the Reporting Practices of CAHPS Sponsors. *Health Care Financing Review*, Spring; 28 (3): 17-30.

Quigley, D. D., Jaycox, L. H., Marshall, G. N., & McCaffery, D. 2006. Adolescent Anger Expression and the Acceptance of Cross Gender Aggression: the influence of past and present conflict among family and peers. *Violence and Victims*. 21, (5) 597-610.

Quigley, D.D. 2003. "Establishing Connections Between Evaluation and Program Improvement", Chapter 5 in *Research Perspectives on School Reform: Lessons from the Annenberg Challenge*. Michael Grady & Brenda Turnball (eds.), Providence, RI: Brown University, Annenberg Institute for School Reform.

SELECTED PEER-REVIEWED TECHNICAL REPORTS

Quigley, D.D., Dworsky, M.S., Qureshi, N., Ashwood, J.S., O'Hallaren, K., Meredith, L.S. 2021. First Responder Claims for PTSD in Workers' Compensation – Assessing the Effects of SB 542 in California. Research Brief. (Santa Monica, California: RAND Corporation), RB-A1391-1. *Forthcoming*.

QUIGLEY/9

Quigley, D.D., Dworsky, M.S., Qureshi, N., Ashwood, J.S., O'Hallaren, K., Meredith, L.S. 2021. Post Traumatic Stress in California's Workers' Compensation System: A study of mental health presumptions for firefighters and peace officers under senate bill 542. Final Report. (Santa Monica, California: RAND Corporation), RR-A1391-1. *Forthcoming*.

Baird, M., Zaber, M., Dick, A., Bird, C., Chen, A., Waymouth, M., Gahlon, G., **Quigley, D.D.**, Al Ibrahim, H., Frank. L. 2021. Research Funding for Women's Health: Modeling Societal Impact. Final Report. (Santa Monica, California: RAND Corporation), RR-A708-4. *Forthcoming*.

Baird, M., Zaber, M., Dick, A., Bird, C., Chen, A., Waymouth, M., Gahlon, G., **Quigley, D.D.**, Al Ibrahim, H., Frank. L. 2021. Research Funding for Women's Health: A Modeling Study of Societal Impact: Findings for Coronary Artery Disease. Final Report. (Santa Monica, California: RAND Corporation), RR-A708-3. *Forthcoming*.

Baird, M., Zaber, M., Dick, A., Bird, C., Chen, A., Waymouth, M., Gahlon, G., **Quigley, D.D.**, Al Ibrahim, H., Frank. L. 2021. Research Funding for Women's Health: A Modeling Study of Societal Impact: Findings for Rheumatoid Arthritis. Final Report. (Santa Monica, California: RAND Corporation), RR-A708-2. *Forthcoming*.

Baird, M., Zaber, M., Dick, A., Bird, C., Chen, A., Waymouth, M., Gahlon, G., **Quigley, D.D.**, Al Ibrahim, H., Frank. L. 2020. Research Funding for Women's Health: A Modeling Study of Societal Impact: Findings for Alzheimer's Disease and Alzheimer's Disease Related Dementia Model. Final Report. (Santa Monica, California: RAND Corporation), RR-A708-1.

Timbie, J.W., DeYoreo, M., Liu, J, **Quigley, D.D.**, Baseman, L., Slaughter, M.E., Palimaru, A., Kahn, K. L. 2019. Evaluation of California's Global Payment Program. Final Report. (Santa Monica, California: RAND Corporation), RR-3080-CDHCS.

Dworsky, M.S., **Quigley, D.D.**, Rennane, S.L., Doyle M.B. 2018. Evaluation of the Return-to-Work Fund in California's Workers' Compensation System: Performance to Date and Options for Modification. Final Project Report. (Santa Monica, California: RAND Corporation), RR-2548-DIR.

Quigley, D.D., Wynn B.O., Doyle M.B. 2017. Physician Reporting Requirements for Injured Workers in California: Review of payment policies and processes. Final Project Report. (Santa Monica, California: RAND Corporation), RR-1406-DIR.

Schneider, E.C., Ridgely, M.S., **Quigley, D.D.**, Hunter, L.E., Leuschner, K.J., Weingart, S.N., Weissman, J.S., Zimmer, K.P. 2015. Developing and Testing the Health Care Safety Hotline: A Prototype Consumer Reporting System for Patient Safety Events. (Santa Monica, California: RAND Corporation), RR-1158-AHRQ.

Kahn, K.L, Timbie, J.W, Friedberg, M.W., Lavelle, T.A., Mendel, P., Ashwood, J.S., Hiatt, L., Brantley, I., Weidmer, B.A., Rastegar, A., Kofner, A., Malsberger, R., Kommareddi, M., **Quigley, D.D.**, Setodji, C.M. 2015. Evaluation of CMS FQHC APCP Demonstration: Second Annual Report, RR-886/1-CMS. Santa Monica, California: RAND Corporation.

QUIGLEY/10

Anhang Price, R., **Quigley, D.D.**, Bradley, M., Parast, L., Elliott, M.N., Haas, A., Stucky, B., Mingura, B., Lorenz, K. 2014. Hospice Experience of Care Survey: Development and Field Test. (Santa Monica, California: RAND Corporation), RR-657-CMS.

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Farley, D.O., Wiseman, S.H., **Quigley, D.D.** 2012. Improving Interactions with Patients in a Dialysis Facility. (Santa Monica, California: RAND Corporation), WR-954-AHRQ.

Quigley, D.D., Wiseman, S.H., Farley, D.O. 2011. Improving Customer Service and Access in a Surgical Practice. (Santa Monica, California: RAND Corporation), WR-848-AHRQ.

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Quigley, D.D., Wiseman, S.H., Farley, D.O. 2010. Improving Hospital Inpatient Nursing Care: A Case Study of One Hospital's Intervention to Improve the Patient's Care Experience. (Santa Monica, California: RAND Corporation), WR-751-AHRQ.

Quigley, D.D., Wiseman, S.H., Farley, D.O. 2007. Improving Performance for Health Plan Customer Service: A Case Study of a Successful CAHPS Quality Improvement Intervention. (Santa Monica, California: RAND Corporation), WR-517-AHRQ.

Quigley, D.D. 2001. Parents as Learning Partners (PLP): Notes to the Principals Report 1998-2001. (Los Angeles, California: UCLA) Center for the Study of Evaluation (CSE) Technical Report.

SELECTED PRESENTATIONS

Quigley, D.D., Chastain, A.M., Kang, J.A., Perera, U.G., Dick, A., Shang, J. Impacts on Home Health Value-Based Purchasing Model Upon Quality and Performance Improvement. (Presented at NAHC Home Care and Hospice Conference, New Orleans, LA, October 3-5, 2021).

Quigley, D.D., Chastain, A.M., Kang, J.A., Perera, U.G., Pogorzelska-Maziarz, M., Stone, P., Shang, J. Characteristics of US home health patients and informal caregiver support by urban/rural location. (Presented at APHA Annual Meeting, Denver, CO, October 23-27, 2021).

Quigley, D.D., Slaughter, M., Qureshi, N., Hays, R. Care Delivery Change Strategies and Quality Improvement Practices Associated with Patient-Centered Medical Home Transformation. (Presented virtually at AcademyHealth, July 28-August 6, 2020).

QUIGLEY/13

Quigley, D.D., DeYoreo, M., Timbie, J., Liu, J., Slaughter, M., Kahn, K. Public Health Care Systems Participating in California's Global Payment Program Adopted Diverse Strategies to Provide Care to the Remaining Uninsured. (Presented virtually at AcademyHealth, July 28-August 6, 2020).

Kahn, K., DeYoreo, M., Timbie, J., Liu, J., **Quigley, D.D.** Impact of California's Global Payment Program on Behavioral Health Services Utilization. (Presented virtually at AcademyHealth, July 28-August 6, 2020).

Tark, A., Estrada, L., Tresgallo, M., **Quigley, D.D.**, Stone, P., Agarwal, M. Nursing Home Infection Management at End-of-Life: Results from a Nationwide Survey. (Presented virtually at AcademyHealth, July 28-August 6, 2020).

Kahn, K., Liu, J., DeYoreo, M., Timbie, J., **Quigley, D.D.** Breadth and Utilization of Nontraditional Services by the Uninsured Under California's Global Payment Program. (Presented virtually at AcademyHealth, July 28-August 6, 2020).

Fu, C.J., Agarwal, M., Estrada, L., **Quigley, D.D.**, Dick, A., Stone, P., Miller, S. The Role of Regional and State Initiatives in Nursing Home Advance Care Planning Policies. (Presented virtually at AcademyHealth, July 28-August 6, 2020).

Quigley, D.D., Parast, L., Haas, A., Elliot, M.N., Teno, J.M., Anhang Price, R. Caregivers Report Worse Hospice Experience in Nursing Homes and Assisted Living Facilities than at Home. (Presented at Academy Health, Washington, DC, June 2019).

Quigley, D.D., Wilson-Fredrick, S., Ng, J.H., Giordano., Elliott, M.N. Inpatient Care Experiences Differ by Preferred Language Within Racial/Ethnic Groups. (Presented at Academy Health, Seattle, WA, June 2018).

Schoenfeld, E., Kanzaria, H., **Quigley, D.D.**, St. Marie, P., Nayyar, N. Sabbagh, S. Gress, K., Probst, M. Evaluating the Frequency and Quality of Shared Decision-Making Conversations in the Emergency Department – a Multi-Center Survey Study. (Presented at Society of Medical Decision-Making; Annual North American Meeting, SMDM., Pittsburg, PA, October 2017)

Schoenfeld, E., Kanzaria, H., **Quigley, D.D.**, St. Marie, P., Nayyar, N. Sabbagh, S. Gress, K., Probst, M. Patient perceptions of Shared Decision-Making in the Emergency Department - A multi-center survey study. (Presented at American College of Emergency Physicians Annual Scientific Assembly presentation, Washington DC, October 2017).

Quigley, D.D., Predmore, Z.S., Chen, A.Y., Hays, R.H. Implementation and Sequencing of Practice Transformation in Urban Practices with Underserved Patients: Experiences of a Federally Qualified Health Center in California. (Presented at Academy Health June 2016, Boston, MA, June 2016).

Quigley, D.D. with Anhang Price, R. Data-Driven Approaches to Improving Patient Experiences of Care. (Presented at Academy for Healthcare Improvement. Oct. 2015, Alexandria VA)

Setodji, C.M., Elliott, M.N., Burkhart, Q, **Quigley, D.D.**, Hays, R.H. Differences in Consumer Assessment of Healthcare Providers and Systems (CAHPS) Clinician and Group Survey Scores

QUIGLEY/14

by Number and Recency of Patient Visits. (Presented at Academy Health 2014, San Diego, CA, June 2014).

Walling, A.M., Ahluwalia, S. Anhang Price, R., Oluwatola, O., **Quigley, D.D.**, Lorenz, K., Shanman, R., Teno, J. Systematic Review of Surveys to Measure Informal Caregiver Satisfaction with Hospice. (Presented at SGIM 2013).

Quigley, D.D., Hays, R.D. Confirmation and Supplementation of CAHPS Communications Items Using Feedback from High-Performing Doctors. (Presented at the AHRQ Annual Conference, Bethesda MD, Sept. 2012).

Quigley, D.D., Hays, R.D. One Health Plan's Initiatives to Improve Patient Experiences: What the Physicians Had to Say. (Presented at the AHRQ Annual Conference, Bethesda MD, September 2012).

Quigley, D.D. Using Survey Results to Improve Patient Experience. (Presented at the 11th Annual CAHPS User Group Meeting in Baltimore March 2010).

Quigley, D.D. Testing and Using the Quality Improvement Supplemental Items for Physician Communication. (Presented at the 11th Annual CAHPS User Group Meeting in Baltimore March 2010).

Quigley, D.D. Using CAHPS to Improve Quality: Development of QI supplemental Items. (Presented at the 11th Annual CAHPS User Group Meeting in Scottsdale Arizona December 3-5th 2008).

Quigley, D.D. Quality Improvement for Health Plan Customer Service: A Case Example of CAHPS QI. (Presented at New York State IPRO conference 'Using CAHPS® to Improve Health Plan Performance: A Local and National Perspective' in New York City, New York November 6, 2008).

Quigley, D.D. Consumer Assessment of Healthcare and Provider Survey (CAHPS) Hospital Survey Quality Improvement Demonstration: Summary of Findings. (Presented for the UCLA medical affairs committee and board of advisors at UCLA medical Center. April 2006).

Quigley, D.D. Consumer Assessment of Healthcare and Provider Survey (CAHPS) In-Center Hemodialysis Survey: Using Results to Improve Quality. (Presented at the 10th Annual CAHPS User Group Meeting in Baltimore April 29-31st 2006).

Quigley, D.D., Farley, D.O. Consumer Assessment of Healthcare and Provider Survey (CAHPS) Hospital Survey Quality Improvement Demonstration: Summary of Findings. (Presented for the Senior Administration Leadership Team (SALT) at UCLA Medical Center. October 2005).

Quigley, D.D. Evaluating Principal Leadership Programs. (Presented at American Evaluation Association Conference in Montreal, Canada. April 4- 10, 2005).

Quigley, D.D. Evaluating Leadership. (Presented at Institute for Educational Learning in Washington DC, February 8-9, 2005).

Quigley, D.D. Evaluation of Aspiring Principal Programs. (Presented at University Council for Educational Administration (UCEA) in Kansas City, MO, November 12, 2004).

Quigley, D.D. Lessons Learned from a Large Scale, Longitudinal Evaluation of Parent Involvement and its Link to Student Achievement. (Presented at American Evaluation Association Conference in San Diego, CA. April 12- 16, 2004).

Quigley, D.D. Research and Evaluation Tools: Linking Family Involvement to Student Achievement. (Presented at Families in Schools Annual School-Family-Community Involvement Conference in Los Angeles, CA. May 21, 2002).

Quigley, D.D. Parent-Teacher Communication and Its Influence on Learning at Home. (Presented at the Family Involvement = Student Achievement: A Parent Symposium sponsored by the California PTA in Los Angeles, CA. May 1, 2002).

Quigley, D.D. University of California Outreach Efforts and their Relationship to UC Eligibility. (Presented at the Chancellor's Administrative Policy Committee Meeting in Los Berkeley, CA. April 24, 2002).

Quigley, D.D. How High School Students are Faring in the College Prep Curriculum. (Presented at RAND, CA. March 28, 2002).

Quigley, D.D. Evaluation Tools for Parent Involvement Programs. (Presented at California School Board Association (CSBA) Annual Education Conference in San Diego, CA. Nov. 29 – Dec. 1, 2001).

Quigley, D.D. Parent-Teacher Communication and Parent-Child Interactions Influence on Third Grade Student Achievement. (Presented at the American Evaluation Association Conference in St. Louis, MO. Nov. 7-10, 2001).

Quigley, D.D. Systematic Evaluation of Educational Outreach Programs in a Complex Context: Methods and Design. (Presented at American Association for the Advancement of Science (AAAS) in San Francisco, CA. February 16-19, 2001).

Quigley, D.D. Evaluation Tools for Parent Involvement Programs. (Presented at California School Board Association (CSBA) in Sacramento, CA. February 14, 2001).

Quigley, D.D. Parents and Teachers Working Together to Support Third Grade Achievement. (Presented at American Educational Researcher Association (AERA) in New Orleans, LA. April 24-28, 2000).

Quigley, D.D. Access to Higher Education and the Role of Service Learning: First Year Evaluation of Career Based Outreach Program (CBOP). (Presented at the UCLA CRESST Conference in Los Angeles, CA. Sept.16-17, 1999).

Quigley, D.D. Parent-Teacher Communication and Its Influence on Learning at Home. (Presented at American Educational Researcher Association (AERA) in Montreal, Canada. April 19-23, 1999).

Quigley, D.D. High School Graduates' Initial Persistence in the Labor Force and College: Does Work-Based Learning have an Impact? (Presented at the Population Association of America (PAA) conference in New York City, NY. March 24-29, 1999).

HONORS AND AWARDS

National Science Foundation Recognition Award for the Integration of Research and Education (RAIRE), competitive award for school research project evaluation, awarded \$200,000 in 1998.

German Marshall Fund Research Award from Deutsches Institute fuer Wirtschafts Forschung (DIW) (German Economic Institute) and Freie Universitaet Berlin (Free University of Berlin), competitive award for German-American comparative research, awarded \$800 in 1996.

United States Department of Labor Research Award, Division of Immigration Policy and Research, Bureau of International Labor Affairs, competitive award for dissertation research, awarded \$10,000 in 1995.

PROFESSIONAL ACTIVITY

2021- present Editorial Review Board, Journal of Patient Experience

2021- present Dissertation Committee, Pardee RAND Graduate School

2020 - present Long Term Supportive Services Interest Group, Academy Health

1999 - 2002 Outreach Evaluation Advisory Panel, University California Office of the President

1998 - 2002 Outreach Committee, University California, Los Angeles

Evaluator and/or consultant for:

Greater Rochester Health Foundation (Rochester, NY), Lifetime Health (Monroe County, NY), The Broad Foundation (Los Angeles, CA), Finger Lakes Health Systems Agency (Rochester, NY), Texas Institute for School Boards (Houston, TX), Children's Scholarship Fund (Los Angeles, CA & NY, NY), Beach Cities Health District (Redondo Beach, CA), Policy Studies Institute (Washington DC) and Center for School-University Partnerships, UC Berkeley (Berkeley, CA)

PROFESSIONAL SERVICE

Reviewer for:

Health Affairs, Medical Care, Health Services Research, Journal of General Internal Medicine, Journal of Patient Experience, Journal of the American Geriatrics Society, Journal of Pain and Symptom Management, Clinical Case Reports, Death Studies, Journal of Spirituality in Mental Health, American Journal of Managed Care, Journal of Healthcare Research, Healthcare, BioMedCentral, BMC Health Services Research, BMC Medical Education, Applied Clinical Informatics, JCO Oncology Practice, and Evaluation and Program Planning

2021 - present Abstract reviewer for Improving Safety, Quality and Value, Academy Health

2019 - 2020 Abstract reviewer and discussant for Improving Safety, Quality and Value, Academy Health

2014 - present Member, Academy Health

2010 - 2012 Board Member, Redondo Beach Educational Foundation

QUIGLEY/17

- 2006 - 2010 Conference discussant and moderator, Quality Improvement chair for User Group Meeting for Consumer Assessment of Healthcare Providers Survey (CAHPS)
- 2000 - 2013 Member, American Evaluation Association (AEA)
- 2000 - 2010 Member, American Association for Higher Education (AAHE)
- 1997 - 2010 Member, American Education Researcher Association (AERA)
- 1996 - 2008 Member, Population Association of America (PAA)
- 1994 - 2012 Member, Western Association of SAS Users