

CURRICULUM VITAE

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EDUCATION:

Undergraduate: Bachelor of Arts in Anthropology
University of Washington, August, 1972
Graduate: Master of Public Health, Social and Behavioral Sciences
University of Washington, August, 1996

PROFESSIONAL EXPERIENCE:

Co-Director, Primary Care Transformation – Learning from Effective Ambulatory Practices (PCT-LEAP) Learning Community, April, 2013 – present

Consultant and coach, ACCESS project, Missouri Foundation for Health, June, 2011 - present.

Collaborative Lead, Support and Evaluation Resource Program for AHRQ Research Centers of Excellence in Clinical Preventive Services, September, 2011 to present.

Learning Network Director, AHRQ Prevention and Care Management Technical Assistance Center, ARRA Grantees on Multiple Chronic Conditions, September 2010 to present.

Lead content developer, AHRQ Multi-Media Resources: Self-Management Support Guidance for Primary Care Clinicians and Patients, January 2009 to December 2010.

Technical Assistance Provider, Commonwealth Safety Net Medical Home Initiative, March 2008 to present.

Technical Assistance provider, Robert Wood Johnson Foundation Aligning Forces for Quality, September 2009 to present.

Faculty, Pan American Health Organization Chronic Care Collaborative, December, 2008.

Faculty, California Health Care Foundation Team Up for Health Initiative, Oakland, CA. November 11, 2008 - 2011.

Self-Management Support Guideline Development Panel, Nursing Best Practice Guidelines Program, Registered Nurses' Association of Ontario. January, 2007 to present.

Director, New Health Partnerships: Improving Care by Engaging Patients, Learning Community director, Institute for Healthcare Improvement, October 2006 to 2009.

Executive Committee Member, Veteran's Administration Spinal Cord Injury Quality Enhancement Research Initiative (SCI QUERI). Department of Veteran's Affairs, October, 2005 – June 2007.

Consumer Advisor, National Partnership for Women and Families at the National Quality Forum, October, 2005.

Director, Quality Allies: Improving Care by Engaging Patients Learning Community, Institute for Healthcare Improvement, March 2005 to present.

Co-Chair, Self-Management Workgroup, Bureau of Primary Health Care Health Disparities Collaboratives, April 2005 to February 2007.

Collaborative Coach and Consultant, Department of Veterans' Affairs Medical Center, VISN 20, Spinal Cord Injury Collaborative, Seattle, WA. June, 2004 to November 2006.

Director, Self-Management Support Collaborative, Co-Management Learning Network, Health Research and Educational Trust, American Hospital Association, Chicago, IL. December 1, 2003 to April 2004.

Research Associate II, W.A. Sandy MacColl Institute for Healthcare Innovation, Center for Health Studies, Group Health Cooperative of Puget Sound, Seattle, WA, January 1997 to present.

Investigator, Consultant to Department of Veterans' Affairs Medical Center, VISN 20, Portland OR, March 1997 to September 1997.

Research Assistant, Center for Health Studies, Group Health Cooperative of Puget Sound, Seattle, WA July 1995 to June 1996.

Research Assistant, Department of Epidemiology, Seattle King County Department of Public Health, Seattle, WA. July, 1996 to January, 1997.

PROFESSIONAL ORGANIZATIONS:

American Public Health Association, 1996 to present

Society of Behavioral Medicine, 1999 to present

Society of Public Health Educators, 2003 - present

PUBLICATIONS:

Grembowski DE, Schaefer J, Johnson KE, Fischer H, Moore SL, Tai-Seale M, Ricciardi R, Fraser JR, Miller D, LeRoy L. The AHRQ Multiple Chronic Conditions Research Network conceptual model for research on complex patient care. In Press, Medical Care, 2014.

Daniel D, Wagner E, Coleman K, Schaefer J, Austin B, Abrams M, Phillips K and Sugarman J, Assessing Progress towards Becoming a Patient-Centered Medical Home: An Assessment Tool for Practice Transformation. Health Services Research (in press)

LeRoy L, Shoemaker SJ, Levin J, Schaefer J, Weschler C, Genevro J, Advancing Self-Management Support in Primary Care Practice: AHRQ Resources for Clinicians and Clinical Teams. The Journal for Nurse Practitioners: in press.

Engage Patients; Schaefer, J. American College of Physicians Medical Home Builder 2.0, 2011; <https://www.medicalhomebuilder.org>.

Safety Net Medical Home Initiative. Schaefer J, Coleman K, Morales L, and Brownlee B. Patient-Centered Interactions Implementation Guide, Part 1: Measuring Patient Experience. 1st ed. Seattle, WA: The MacColl Institute for Healthcare Innovation at the Group Health Research Institute and Qualis Health, June 2010. Accessed at <http://www.qhmedicalhome.org/safety-net/patientcenteredinteractions.cfm#Guide>

Safety Net Medical Home Initiative. Schaefer J, Van Borkulo N, Morales L. Patient-Centered Interactions Implementation Guide Part 2: Engaging Patients in their Health and Healthcare. 1st ed. Burton, T, ed. Seattle, WA: The MacColl Institute for Healthcare Innovation at the Group Health Research Institute and Qualis Health; December 2010. Accessed at <http://www.qhmedicalhome.org/safety-net/patientcenteredinteractions.cfm#Guide>

Battersby M, Von Korff M, Schaefer J, Davis C, Ludman E, Greene S, Parkerton M, Wagner E. Evidence-based Principles for Implementing Self-management Support in Primary Care. Joint Commission Journal on Quality and Patient Safety; 2010.

Schaefer J, Miller D, Goldstein M, Simmons L. Partnering in Self-Management Support: A Toolkit for Clinicians. Cambridge, MA: Institute for Healthcare Improvement; 2009. Available at: www.IHI.org.

Simmons L, Baker N, Schaefer J, Miller D. Activation of Patients for Successful Self-Management. Journal of Ambulatory Care Management: January/March; 32(1):16-23, 2009.

McGowan P, Fredericks S, Schaefer J, Funnell M, et al. Patients as Partners: Strategies to Support Self-Management in Chronic Conditions. Nursing Best Practice Guidelines Program, Registered Nursing Association of Ontario, August 2010.

Boren SA, Gunlock TA, Schaefer JK, Albright A. Reducing risks in diabetes self-management: a systematic review of the literature. The Diabetes Educator: Nov-Dec;33(6):1053-77; discussion 1078-9, 2007.

Ludman E, Simon G, Grothaus L, Luce C, Markley D, Schaefer J. A pilot study of telephone care management and structured disease self-management groups for chronic depression. *Psychiatric Services*: 58 (8):1065-72.; August 2007

Gask L, Ludman E, Schaefer J. Qualitative study of an intervention for depression among patients with diabetes: how can we optimize patient–professional interaction? *Chronic Illness*; 2, 231–242, 2006.

Wagner EH, Bennett SM, Austin BT, Greene SM, Schaefer JK, VonKorff M. Finding Common Ground: Patient Centeredness and Evidence-Based Chronic Illness Care. *The Journal of Alternative and Complementary Medicine*; 11(Supp1): S7 – S15, 2005.

Pearson M, Wu SY, Schaefer J, Bonomi AE, Shortell SM, Mendel PJ, Marsteller JA, Louis TA and Keeler EB. Assessing the Implementation of the Chronic Care Model in Quality Improvement Collaboratives: Does Baseline System Support for Chronic Care Matter? *Health Services Research*; 43(4) August 2005.

Glasgow RE, Wagner EH, Schaefer J, Mahoney LD, Reid RJ, and Greene SM. Development and Validation of the Patient Assessment of Chronic Illness Care (PACIC), *Medical Care*: 43(5): 436-444, May 2005.

Schaefer JK, Davis CL, Case Management and the Chronic Care Model: A Multidisciplinary Team Role, *Lippincott’s Case Management Journal*; 9 (2) 2004.

Wu SY, Pearson M, Schaefer J, Bonomi AE, Shortell SM, Mendel PJ, Marsteller JA, Louis JA and Keeler EB, Assessing the Implementation of the Chronic Care Model in Quality Improvement Collaboratives: Does Baseline System Support for Chronic Care matter? In *Human Factors in Organizational Design and Management – VII* 595, H. Luczak and K. J. Zink (Editors): 2003.

Wagner EH, Davis C, Schaefer J, Von Korff M, Austin B. A survey of leading chronic disease management programs: Are they consistent with the literature? *Journal of Nursing Care Quality*; 16(2): 67-80; 2002

Schaefer, J *Improving Outcomes for People with Chronic Conditions, Including Children*, NW Bulletin on Family and Child Health; Schaefer, J and Chiku, T eds.; Spring 2002 16(2);1.

Schaefer, J *Outreach Worker Fosters Asthma Self-Management Among Patient Families*, NW Bulletin on Family and Child Health; Schaefer, J and Chiku, T eds.; Spring 2002 16(2);7.

Wagner EH, Austin BT, Davis C, Hindmarsh M, Schaefer J, Bonomi A. Improving Chronic Illness Care: Translating Evidence Into Action. *Health Affairs* 2001; 20 (6):64-78.

Dryden, John and Schaefer, Judith. Capability and Structure of Spinal Cord Injury Patient Care, Department of Veteran's Affairs Medical Center Published Reports, VISN 20, 1997.

Von Korff M, Gruman J, Schaefer J, Curry SJ, Wagner EH. Collaborative management of chronic illness. *Annals of Internal Medicine* 1997; 127 (12): 1097-1102.

An Indexed Bibliography on Self-Management for People with Chronic Disease,
Prepared by The Center for the Advancement of Health and The Center for Health
Studies, Group Health Cooperative of Puget Sound, June 1996.

ADDITIONAL TRAINING

T Trainer Certification, Chronic Disease Self-Management Program, Stanford Patient
Education and Research Center, January 12-16, 2009.

Generating Transformative Change in Human Systems, Leadership Institute of Seattle
and Pacific Integral, September 2006, April, 2008.

Leadership Institute of Seattle and Kore Leadership, Women's Integral Leadership
Training, Seattle, WA, September 2005 – March 2006.

How to Perform a Systematic Review, The Cochrane Collaboration, Cochrane Eyes and
Vision Group US Project; Sarasota, FL, January 23-24, 2004.

Breakthrough Series College; Institute for Healthcare Improvement, Phoenix, AZ,
November 5-7, 2003.

Advanced Motivational Interviewing, Society for Behavioral Medicine, April 3, 2002.

Faculty Development Intensive, Choices and Changes, Kaiser, Portland June 23-30,
2000.

Bayer Institute for Health Care Communication: Choices and Changes: Clinician
Influence and Patient Action, June 19, 1999.

“Changing for Good: Practical Tips for Individual and Population-based Change”
Motivational Interviewing, University of Washington, Seattle, WA, September, 1999.

Bayer Institute for Health Care Communication: Clinician-Patient Communication,
Portland, OR, November 18, 1998

Master Trainer and Course Leader, Chronic Disease Self-Management Program,
developed by the Stanford Patient Education Research Center; Seattle, WA, July 1998.

PRESENTATIONS AND OTHER ACTIVITIES:

Johnson KE, Coleman K, Wagner EH, Phillips K, Daniel D, Sugarman JR, Schaefer J. "Coach Medical Home: A curriculum to facilitate patient-centered medical home transformation." (Podium presentation.) Accepted for American Public Health Association 141st annual meeting & expo, Boston, MA, November 6, 2013.

Partnering with Patients to Take Medications Optimally, LDL Challenge: Bringing Beacon IT Investments to LIFE!, Office of the National Coordinator for Health Information Technology, May 3, 2013.

Sustaining and Spreading Innovation, Access Regional Meeting, Missouri Foundation for Health, St Louis, MO, April 18, 2013.

Measuring Patient Experience in the Patient Centered Medical Home, QI/PCMH Roundtable, Washington Association of Community and Migrant Health Centers, Seattle, WA, March 14, 2013.

Master Training, Chronic Disease Self Management Program, Washington State Department of Health, Kent WA, February 11-15, 2013.

Implementing Self Management Support in the Patient Centered Medical Home, CommUnityCare Federally Qualified Health Centers, #Austin TX, January 29, 2013.

Building Learning Communities, Advancing Primary Care Practice, National Association of Community Health Centers meeting, Chicago, IL. July 25, 2012.

Models of Complexity Pertaining to Patients with Multiple Chronic Conditions, AHRQ MCC Research Network Annual Meeting, Rockville, MD, May 17, 2012.

Sustaining and Spreading Change, ACCESS Project Annual Meeting, Missouri Foundation for Health, St. Louis, MO, April 17-18, 2012.

Master Class Road Show: Self Management Support Skills for Outpatient Providers, Change Champions Training, Sydney AU, Auckland, NZ, March 15 – 25, 2012

Chronic Disease Self Management Program Refresher Training, Idaho Department of Health and Welfare, Boise, ID, June 27, 2011.

Discussant, The Path from TUFH to Medical Home Transformation: Miles to Go, or Almost There?, Annual Meeting, Team Up For Health, Oakland, CA, June 14, 2011.

Better Together: building partnerships for coordinated care, Community Health Center Patient Self-Management Collaborative, Oregon Primary Care Association, Tigard, Oregon May 12-13, 2011.

Tools for Building a Medical Neighborhood, International Summit on Improving Practice, Institute for Healthcare Improvement, Grapevine, TX, March 21-22, 2011.

Tools for Building a Medical Neighborhood, Commonwealth Safety Net Medical Home Initiative Summit, Boston, MA, March 8, 2011.

Complex Patient Care, AHRQ Plexnet Learning Network Meeting, Agency for Healthcare Research and Quality, Rockville, MD, March 1-2, 2011.

Chronic Disease Self Management Program Master Training, Washington State Department of Health, Kent, Washington, February 7-11, 2011.

Multi-Media Resources Self-Management Support Guidance for Primary Care Clinicians and Their Patients. Poster presented at the AHRQ Annual Meeting, Bethesda, MD, September 2010.

Developing Community Partnerships with Primary Care, Centers for Disease Control Diabetes Prevention and Control Coordinators Meeting, Seattle, Washington, July 14, 2010

Chronic Disease Self Management Program Master Training, Washington State Department of Health, Kent, Washington, June 21-25, 2010.

From Compliance to Continuous Healing Relationships: Building the Field of Self-Management Support, Agency for Health Research and Quality Technical Expert Panel Meeting, Washington, DC, Wednesday, June 16, 2010

Partnering with Patients and Families to Improve Self-Management Implementation: The New Health Partnerships Initiatives, International Conference on Support for Self Management of Health, University of Stirling, Scotland, May 11, 2010

Change is Good, You Go First: Better Self Management of Diabetes Initiative Meeting, Missouri Foundation for Health, St. Louis, Missouri, May 7, 2010.

Self-Management Support: Trends, Progress and New Directions, Self-Management Support in Primary Care, Vermont Blueprint for Health Annual Meeting; Burlington, VT, April 26, 2010

Change is Good, You Go First: Self Management Support through Leadership, Teams, Patient Engagement, Safety Net Medical Home Initiative
IPCA Regional Coordinating Center Learning Session, Boise, ID, April 6, 2010.

Developing Community Partnerships to Extend Primary Care, Institute for Healthcare Improvement's 11th Annual International Summit on Improving Patient Care in the Office Practice and the Community, Washington D.C., March 8, 2010.

Collaboration and Transparency: Working together to transform care; Change is Good, You Go First: Implementing Self Management Support through Interdisciplinary Team Care; Change is Good, You Go First: Collaborating with Patients for Everyone's Health; Self-Managing Care: From Ideas to Solutions, Ryerson University, Toronto, CA, February 17, 2010

Partnering in Self-Management Support: A Toolkit for Clinicians. New Health Partnerships: Improving Care by Engaging Patients a Robert Wood Johnson Foundation <http://www.newhealthpartnerships.org>; May 2009.

Change is Good: You Go First, Better Self Management of Diabetes Initiative Meeting, Missouri Foundation for Health, St. Louis, Missouri, December 2nd, 2009.

New Health Partnerships: Collaborating with Patients and Families for Improved Outcomes in Chronic Care, Chronic Illness III, International Quality and Productivity Center, Sao Paulo, Brazil; September 29, 2009.

Changing Practice, Changing Lives: The Cycle of Self Management Support and Core Competencies, Care Management Learning Session, CareOregon, Portland, OR, April 28 and June 16, 2009.

Self-Management Support Theory and Practice: Continuing Education, teleconference presentation for Florida Department of Health, February 25, and April 1, 2009.

Self-Management Support and the Patient Centered Medical Home, Washington State Quality Learning Summit, Seattle, WA, March 17, 2009.

Motivation: Self –Management Support in Case Management Services Training, Independence Blue Cross of Pennsylvania, Philadelphia, PA, March 5-6, 2009.

Implementing Practice Action Plans, Washington State Collaborative to Improve Health Self-Management Support Workshop (#2869p), Kent, WA, February 26, 2009.

Self-Management Support and the Chronic Care Model, Chronic Illness: An Evidence-Based Approach to Practical Management, American Academy of Family Physicians, Tucson, AZ, February 14, 2009.

Information Sharing in Self-Management Support, Learning Session 3, Southeast Pennsylvania Chronic Care Initiative Training, Philadelphia, PA, January 21, 2009.

The Chronic Care Model, and Assessment of Chronic Illness Care, Caribbean Chronic Care Collaborative: Improving the Quality of Diabetes Care, International Learning Session I, Grenada, December 18-19, 2008.

Teaching Self Management Support with Role Play, Learning Lab, Institute for Healthcare Improvement National Forum, Nashville, TN, December 8-11, 2008.

Helping People Change: Skill-Building for Self-Management Support, Southeast Pennsylvania Chronic Care Initiative Training, Philadelphia, PA, December 2, 2008.

Living Well with Chronic Conditions Leader Training, Group Health Cooperative; Tacoma, WA, October 20 - 28, 2008.

Leveraging Community Resources and Partnerships, Southeast Pennsylvania Chronic Care Learning Collaborative: Learning Session 2, Philadelphia, PA, September 16 -17, 2008.

Developing a Shared Vision for Patients as Partners: An Essential Element of the British Columbia Primary Health Care, BC Primary Health Care Charter: Patients as Partners Workshop, Vancouver, BC, July 14th, 15th, 2008.

Patients as Partners: The New Frontier in the Integrated Management of Chronic Disease, World Congress 2nd Annual Chronic Care and Prevention Congress, Alexandria, VA, June 1-3, 2008.

Motivating Change in 5 Minutes: Patient Self-Management Support, Society of General Internal Medicine Annual Meeting, Pittsburgh, PA, April 10, 2008.

Advancing the Practice of Self-Management Support: Lessons from New Health Partnerships, The 9th Annual International Summit on Redesigning the Clinical Office Practice, Institute for Healthcare Improvement, Dallas, TX, March 30-April 1, 2008.

Improving My Health-Improving Health Care: Patient and Family Involvement in Chronic Illness Care, Hospitals Moving Forward with Patient and Family Centered Care, Intensive Training Seminar, Institute for Family Centered Care, Atlanta, GA, March 3-6, 2008.

Redesigning Chronic Illness Care: The Chronic Care Model, Institute for Healthcare Improvement National Forum 2008. Orlando, FL, December 10, 2007.

Patients as Partners: Integrated Management of Chronic Illness, The CARMEN Network Biennial Meeting, Pan American Health Organization/World Health Organization, Nassau, Bahamas, November 8, 2007.

Motivation: Helping Patients Manage Chronic Conditions training, New Health Partnerships Learning Community site visit, Unite HERE Health Center, New York, NY, October 26, 2007.

Living Well with Chronic Conditions Leader Training, Group Health Cooperative, Tacoma, WA, October 15,16,22,23, 2007.

Organizing Teams for SMS: Every Patient, Every Time, Aligning Forces for Quality Northeast Ohio Collaborative, Cleveland, OH, September 28, 2007.

Finding Common Ground: Supporting Change in Healthcare and at Home, Partnerships for Enhancing Quality and Safety, The Third International Conference on Patient and Family Centered Care, Seattle, WA, July 30-August 1, 2007.

The Chronic Care Model and Diabetes Educators, American Association of Diabetes Educator's Discover Summit 2007: Establishing a sustainable model of diabetes education delivery in chronic care, Arlington, VA, April 10, 2007.

Self-Management Support: Skills for Behavior Change, California Academy of Family Practice 59th Annual Scientific Assembly, San Francisco, CA, April 1, 2007.

Setting the Stage for Change, New Health Partnerships Learning Community Team Meeting, Virtual Learning Webex Session, March 29, 2007.

Helping People Change: Skill-building for Self-management Support, Partnering for Best Practice, Washington State Health Disparities Collaborative, Seattle, WA, December 5, 2006.

Living Well with Chronic Conditions Leader Training, Group Health Cooperative, Seattle, WA, October 31-2, 2006

Quality Improvement Measurement in SCI, Pressure Ulcers in SCI Training, Department of Veterans Affairs, Seattle, WA, October 24-25, 2006.

System Changes and Program Design to Support Self Management panel discussant, RWJF Diabetes Initiative Capstone Meeting, Tucson, AZ, October -18-20, 2006.

Title IV Provider Training: Self-care Management, Maricopa Integrated Health System, Community Strength Project HIV Program, Tucson, AZ, June 1, 2006.

Delivering Self-Management Support: Teams, Roles and Population-based Care, Quality Allies Learning Session, Atlanta, GA, March 31, 2006.

Self-Management in Medicaid Populations, Medicaid Care Management Learning Network Workshop, Agency for Healthcare Research and Quality (AHRQ); North Bethesda, MD; March 20-21, 2006

SMS Train the Trainer Workshop: Teaching with Role Play, Learning Session 3, Health Disparities Collaborative, Bureau of Primary Health Care, Dallas, TX, November 17-19, 2005.

Building the Field of Self-Management Support, Learning Session 1, Quality Allies: Improving Care by Engaging Patients, San Diego, CA, November 14, 2005.

Chronic Disease Self-management Program Leadership Training, Group Health Cooperative, Seattle, WA, October 18,19,25,26, 2005.

Turning Patient Education into Self-Management Support, New Perspectives: International Conference on Patient Self-Management, Victoria, BC, CA. September 12, 2005.

Promoting Health Behavior Change, Health Care Network for the Homeless of Puget Sound, Seattle, WA July 14, 2005.

Self Management Support: the Basics and Beyond, Learning Session 2, Bureau of Primary Health Care Health Disparities Collaborative, Atlanta, GA May 12-14, 2005.

The Chronic Care Model: Translating Research into Action, Grand Rounds, Thomas Jefferson University Medical School, Philadelphia, PA May 11, 2005.

Approaching Patient Self-Management Support from a Systems Perspective: The Co-Management Learning Network, Society of Behavioral Medicine's 26th Annual Meeting and Scientific Sessions, Boston, MA April 13-16, 2005.

Change is Good, You Go First: Chronic Illness Self-Management in Primary Care, Society of Public Health Education Annual Meeting, Boston, MA April 16, 2005.

The Chronic Care Model in the Breakthrough Series Collaborative, Institute for Healthcare Improvement Breakthrough Series College, Wellesley, MA April 3-5, 2005.

Self-Management Support Training, Pacific West Cluster Transformation Summit, Bureau of Primary Health Care Collaboratives, Portland, OR March 18-19, 2005

Motivation: Self Management Support Training, Neighborhood Health Care Network, and Minnesota Department of Health, St. Paul and Duluth, MN March 15,16, 2005.

Living Well With Chronic Conditions Leader Training, Group Health Cooperative, Seattle, WA March 1,2, 8,9, 2005.

Approaching Patient Self-Management Support from a Systems Perspective: The Co-Management Learning Network, International Conference on Patient and Family Centered Care, San Francisco, CA February 21, 2005.

Effective Case Management and the Chronic Care Model, St. Luke's Roosevelt Hospital - Center for Comprehensive Care, New York, NY, January 25, 2005.

Working together to Manage Chronic Disease: The Team Approach to Self Management, California Quality Improvement Collaborative Phase 1 Congress, Los Angeles, CA, January 12-13, 2005.

Effective Case Management and the Chronic Care Model, Washington State Diabetes Collaborative 4, Seattle, WA. January 11, 2005.

The Chronic Care Model, The Future of Family Medicine Conference, Washington Association of Family Practice, Yakima WA, October 20, 2004.

Approaching Self-Management Support from a Systems Perspective: The Co-Management Learning Network, Annual Meeting of the Midwest Region Society of General Internal Medicine, Chicago, IL, October 2, 2004.

Self-Management Support Skills Workshop, Yakima Valley Health Center Family Practice Residency Program, Yakima WA, September 1, 2004.

Self-Management Support Skills Workshop, Yakima Valley Health Center and Central Washington Community Health, Wenatchee, WA, June 1 and 8, 2004.

Helping Patients Change their Health Behaviors, Annual Conference of the Ohio Primary Care Association, Columbus OH, May 17- 18, 2004.

Coaching for Behavior Change, State of the Art Self-Management Support in Office Practice Collaborative, Seattle, WA, April 8, 2004.

Evaluating Collaboratives in Quality Improvement, 2004 AHQA/AHQF 2004 Annual Meeting & Technical Conference held in New Orleans, LA at the New Orleans Marriott, March 10- 12, 2004.

Improving Chronic Care and Self-Management Support, Arkansas Diabetes and Cardiovascular Collaborative, Arkansas Diabetes Prevention and Control Program, Arkansas Department of Health, Little Rock, AR, February 27-28, 2004.

The Chronic Care Model, Breakthrough Series College, Institute for Healthcare Improvement, Phoenix, AZ, November 5-7, 2003.

The Chronic Care Model: Practical Applications, Oklahoma Collaborative on Diabetes and Preventive Services, Oklahoma Foundation for Medical Quality, September 11-12, 2003, Tulsa, OK.

What Ails Your System: The Assessment of Chronic Illness Care, California Quality Improvement Collaborative, July 11, 2003, Sacramento, CA.

Group Visits: An Alternative for Your Patients, Pacific Northwest Ambulatory Care Nursing Conference, April 24, 2003, Seattle, WA.

Chronic Disease Self-Management Program presentation, Washington State Diabetes Control Program, July 11, 2002 , Seattle, WA.

Living Well With Chronic Conditions Leader Training, Group Health Cooperative, October-November, 2002, Seattle, WA.

Group Visit Basics, Internal Collaborative on Improving Access to Specialty Expertise, Group Health Cooperative, December 5, 2002, Seattle, WA.