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## **I. Education**

<b>Dates</b>	<b>Institution</b>	<b>Degree</b>
2012	Dartmouth College via the Dartmouth Institute for Health Policy & Clinical Practice, Hanover, NH	Ph.D
2008	Geisel School of Medicine, via the Dartmouth Institute for Health Policy and Clinical Practice, Hanover, NH	M.P.H
2003	School of Nursing, MGH Institute of Health Professions, Boston, MA	M.S. (Nursing )- Family Practice and Psychiatric & Mental Health Advanced Practice Nursing Sigma Theta Tau
1995	University of Massachusetts, Amherst, MA	B.S. (Psychology) Magna Cum Laude Phi Beta Kappa
1992-1993	University of Queensland, Brisbane, Australia	International Exchange Student (via UMASS-Amherst)

## **II. Postdoctoral Training**

<b>Dates</b>	<b>Institution</b>	<b>Specialty</b>
2010-2012	Dept. of Veterans Affairs National Quality Scholars Program (VAQS)	Healthcare Quality & Safety, Improvement Science, Education and Leadership  Fellowship Project: “ <i>Academy for Collaborative Education for Health Professions (ACE)</i> ”

## **III. Professional Development Activities**

<b>Dates</b>	<b>Sponsoring Organization / Institution</b>	<b>Name of the Program</b>	<b>Duration of Program</b>	<b>Role</b>	<b>Certificate</b>
2018	Institute for Healthcare Improvement, Boston, MA	Breakthrough Series (BTS) Collaborative Improvement Advisor	1 month	Learner	Professional Certification
2017	Thayer School of Engineering, Dartmouth College, Hanover, NH	Lean/Six Sigma Black Belt	4 months	Learner	Professional Certification
2011	Thayer School of Engineering, Dartmouth College, Hanover, NH	Lean/Six Sigma Green Belt	4 months	Learner	Professional Certification
2006	International Organization of Multiple Sclerosis Nurses (IOMSN), Teaneck, NJ	Certified Multiple Sclerosis Specialist (MSCN)	3 months	Learner	Professional Certification

#### **IV. Academic Appointments**

<b>Title</b>	<b>Institution</b>	<b>Dates</b>
Adjunct Faculty	Jonkoping University and Jonkoping School for Health & Social Welfare, Jonkoping, Sweden	2021-present
Associate Professor of Community and Family Medicine	Geisel School of Medicine at Dartmouth Hanover, NH	2019-present
Associate Professor of Psychiatry	Geisel School of Medicine at Dartmouth Hanover, NH	2019-present
Associate Professor of Health Policy and Clinical Practice	The Dartmouth Institute (TDI), and Geisel School of Medicine at Dartmouth, Hanover, NH	2019-present
Lecturer in Population Health	Jefferson College of Population Health, Philadelphia, PA	2020-present
Adjunct Associate Professor	School of Nursing, MGH Institute for Health Professions, Boston, MA	2017-present
Adjunct Clinical Faculty, Clinical Nurse Leader (CNL) track in Master of Science in Nursing (MSN) Program	School of Nursing, Colby Sawyer College, New London, NH	2017-18
Adjunct Assistant Professor M.S. Health Economics & Outcomes Management	Washington & Jefferson College Washington, PA	2017-18

Assistant Professor, Health Policy & Clinical Practice	The Dartmouth Institute (TDI), and Geisel School of Medicine at Dartmouth, Hanover, NH	2016-2019
Assistant Professor of Community & Family Medicine	Geisel School of Medicine at Dartmouth Hanover, NH	2016-2019
Assistant Professor of Psychiatry	Geisel School of Medicine at Dartmouth Hanover, NH	2016-2019
Adjunct Associate Professor	MGH Institute of Health Professions, Boston, MA	2016-Present
Adjunct Assistant Professor of Psychiatry	Geisel School of Medicine at Dartmouth Hanover, NH	2014-2016
Adjunct Assistant Professor of Community & Family Medicine	Geisel School of Medicine at Dartmouth Hanover, NH	2013-2016
Adjunct Assistant Professor in Health Policy & Clinical Practice	The Dartmouth Institute (TDI), and Geisel School of Medicine at Dartmouth, Hanover, NH	2013-2016
Assistant Professor	School of Nursing, MGH Institute of Health Professions, Boston, MA	2012-2016
Clinical Assistant Professor	School of Nursing, MGH Institute of Health Professions, Boston, MA	2011-2012
Adjunct Assistant Professor of Nursing	Colby Sawyer College, New London, NH	2011-2012
Instructor in Neurology	Geisel School of Medicine at Dartmouth, Hanover, NH	2004-2012
Lecturer (Nursing, Psychiatry)	School of Nursing, MGH Institute of Health Professions, Boston, MA	2008 – 2011
Lecturer (Behavioral Medicine)	Physician Assistant Program College of Graduate and Prof. Studies Franklin Pierce University Lebanon, NH	2009-11

## V. Institutional Leadership Roles

Title	Institution	Dates
Associate Chief Quality Office (Interim)-Patient Experience	Dartmouth-Hitchcock Medical Center, Lebanon, NH	2021-Present
Faculty Senior Scholar	Dept. of Veterans Affairs Health Professions Education, Evaluation, and Research (HPEER) Fellowship, Health Systems Redesign, White River Junction VAMC, White River Junction, VT	2020-Present

National Core Faculty and Curriculum Lead for <i>Improvement Methods and Analytics</i> curriculum track	VA National Quality Scholars (VASQ) fellowship Coordinating Center, Houston, TX	2014-Present
National Core Faculty	Dept. of Veterans Affairs Chief Resident in Quality & Safety (CRQS), Residency Program, Debakey VA Medical Center, Houston, TX	2017-2019
Faculty Senior Scholar and Postdoctoral Fellowship Site Co-Director	Department of Veterans Affairs National Quality Scholars (VAQS) Advanced Fellowship Program, White River Junction VAMC (Program Site), WRJ, VT	2012-2021*
*WRJ program sunset in June, 2021. Academic-Clinical Partnership and Residency Program Co-Director	Department of Veterans Affairs Office of Academic Affiliations (OAA) VA Nursing Academic Partnership for Graduate Education (VANAP-GE): MGH Institute School of Nursing, Boston, MA and WRJ VA Medical Center, WRJ, VT	2016-2017*
*Relinquished role upon transition to Dartmouth in August, 2017.		

## VI. Licensure and Certification:

Date	Title of Licensure and/or Certification
2017-Present	Lean Six Sigma Black Belt Certification (Certificate #BB242), Thayer School of Engineering, Dartmouth College, Hanover, NH
2011-Present	Lean Six Sigma Green Belt Certification (Certificate #789) Thayer School of Engineering, Dartmouth College, Hanover, NH
2006-Present	IOMSN Specialty Certification in Multiple Sclerosis (MSCN), U.S. National Certification Number: 1060532
2004-Present	Nurse Practitioner (APRN-BC): NH License 053117-23-03
2003-Present	ANCC National Advanced Practice Nursing Certification in Adult Psych/Mental Health (PMHNP – BC), U.S. National Board Certification Number: 380282
2003-Present	ANCC National Advanced Practice Nursing Certification in Family Practice (FNP-BC), U.S. National Board Certification Number: 380280

## VII. Hospital or Health System Appointments (if applicable)

Position / Title	Institution /Organization	Dates
Associate Chief Quality Office (Interim)-Patient Experience	Dartmouth-Hitchcock Medical Center, Lebanon, NH	2021-Present
Principal Scientist	Department of Community & Family Medicine, Dartmouth-Hitchcock Health (D-HH), Lebanon, NH	2017-Present

Nurse Practitioner in Neurology & Psychiatry (Neurobehavioral Subspecialist)	Multiple Sclerosis Specialty Care Program Concord Neurological Associates Concord Hospital, Concord, NH	2012-Present
Director of Clinical Evaluative Sciences Research.	Multiple Sclerosis Center Dartmouth-Hitchcock Medical Center Lebanon, NH	2007-2012
Nurse Practitioner in Neurology & Psychiatry (MS Center), research clinician and coordinator for MS clinical trials research program.	Multiple Sclerosis Center Dartmouth-Hitchcock Medical Center Lebanon, NH	2004-2012
Nurse Practitioner in Pediatrics	Pediatric Gastroenterology & Nutrition Massachusetts General Hospital Boston, MA	2003-2004
Nurse Practitioner in Emergency Psychiatry	Psychiatric Clinical Evaluation Center McLean Hospital Belmont, MA	2003-2004
Nurse Practitioner, Family Practice & Psychiatry	Family Practice of Thomas Pearce, MD Gloucester, MA	2003-2004
Registered Nurse, Medical-Surgical/Oncology	Beverly Hospital, Beverly, MA	2001-2003
Pharmacy Technician, Inpatient Pharmacy	Massachusetts General Hospital Boston, MA	1999-2001
Program Director, Wenham Residential Services for Developmental Disabilities	GLMHRA, Lynn, MA	1998-2001
Psychiatric Outreach Counselor and Case Manager	GLMHRA, Lynn, MA	1996-1998
Counselor/Case Manager, Inpatient Psychiatry	Atlanticare Hospital, Lynn, MA	1995-1996

## VIII. Other Professional Positions

Position/Title	Institution/Organization	Date
Adjunct Faculty Nurse Scientist	Munn Center for Nursing Research, The Institute for Patient Care, Massachusetts General Hospital, Boston, MA	2014-2020
Planner: Nursing Continuing Education Council	Office of Continuing Education, DHMC, Lebanon, NHH	2009-2012

## IX. Teaching Activities

### A. Undergraduate teaching (“college” students)

Name of course	Dates taught	Institution where offered	Role	Scheduled hours/year for this activity	Estimated number of students
Undergraduate Pre-Medical Program	2007-2009	Dartmouth College	Research Mentor	50 hours (volunteer)	1-2

**B. Undergraduate Medical Education:** Not applicable.

**C. Undergraduate Medical Education:** Not applicable.

### D. Graduate Medical Education (GME) teaching: Inclusive of instruction of residents and fellows during clinical practice

Name of course	Dates taught	Institution	Role	Scheduled hours/year for this activity	Estimated number of students
Chief Resident in Quality & Safety (CRQS)	2017- 2019	Department of Veterans Affairs	Faculty & Improvement Methodologist	Mentorship Consultations (0.1 FTE)	10-15
LPMR Residency Program	2017-Present	D-HH/Geisel School of Medicine	Faculty & Improvement Measurement Methodologist	Lectures and Mentorship Consultations (0.07 FTE)	10-15

### E. Other clinical education programs:

Name of course	Dates taught	Institution	Role	Scheduled hours/year for this activity	Estimated number of students
QI Methods and Measures I&II	2017- 2018	MSN Program, School of Nursing, Colby Sawyer College, New London, NH	Faculty and Course Co-Director	8 credit hours (2 semesters)	20
Doctoral Seminar and Outcomes Measures courses in DNP program	2016-2017	School of Nursing, MGH Institute of Health Professions, Boston, MA (MGH IHP)	Adjunct Associate Professor	Limited invited lectures- 10 hours (volunteer)	10-15

DNP Outcomes Measures	2012-2016	MGH IHP	Assistant Professor	16-18 credit hours	15-20
DNP Mentored Project	2012-2016	MGH IHP	Assistant Professor	4 credit hours	1-2
Psychiatric Mental Health III	2012-2016	MGH IHP	Assistant Professor	4 credit hours	20-25
Health Policy	2012-2016	MGH IHP	Assistant Professor	4 credit hours	25-40
Advanced Pharm	2012-2016	MGH IHP	Assistant Professor	4 credit hours	15-20
Clinical Instructor, Psychiatry	2011-2012	MGH IHP	Clinical Assistant Professor	3 credit hours	8-12
Health Policy	2010-2011	MGH IHP	Lecturer in Health Policy	3 credit hours	25-40
Behavioral Medicine	2010 – 2011	PA Program, Franklin Pierce University, Lebanon, NH	Lecturer in Behavioral Medicine	4 credit hours	20
General Pharmacology	2009-2010	MGH IHP	Lecturer	4 credit hours	40
Advanced Pharm	2010-2012	MGH IHP	Lecturer	4 credit hours	20-25
Clinical Instructor, Psychiatry	2008-2010	MGH IHP	Clinical Instructor	3 credit hours	8-12

## F. Graduate teaching

Name of course	Dates taught	Institution	Role	Scheduled hours/year for this activity	Estimated number of students
PH 124: Advanced Topics in Healthcare QI	2021	The Dartmouth Institute for Health Policy & Clinical Practice (TDI)	Course Co-Director	4 credit hours	20-25
PH126: Measurement & Statistical Analysis for Healthcare	2014-Present	TDI	TA (2010-2012)  Faculty (2014-16, 2018-	4 credit hours	20-25

Quality Improvement			Present)			
(Residential MPH Program)			Course Director (2016, 2018-Present)			
MPH PH223: Healthcare Improvement Methodology and Measurement	2016-2018	TDI	Faculty and Course Co-Director	4 credit hours		20-25
PH117: Design and Improvement of Clinical Micro-systems	2010-2012	TDI	Graduate Teaching Assistant	6 credit hours		20-30
PH126: Statistical Measurement in Quality Improvement	2009-2011	TDI	Graduate Teaching Assistant	4 credit hours		20-25
Masters Research Design Seminar	2007-2008	TDI	Graduate Teaching Assistant:	4 credit hours		15-20
Continuous Quality Improvement in Healthcare	2007	TDI	Graduate Teaching Assistant	4 credit hours		20-30

**G. Other professional/academic programs:** Not applicable.

**X. Research Advising**

**A. Undergraduate Students:**

Name of Advisee/Mentee	Dates mentored	Program
Jackson Cabot	2020-2021	Concord Hospital, Concord, NH
Anna Vaeth, BS	2019-2021	Massachusetts General Hospital, Boston, MA
Rebecca Laurion, BS	2018-2020	University of New Hampshire, Durham, NH

**B. Graduate Students**

Name of Advisee/Mentee	Dates mentored	Program
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Alice Kennedy, MPH (IBD Chronic Illness Care Value and Outcomes)	2021-	Jonkoping University School of Health and Social Welfare, Jonkoping, Sweden PhD Program (External Committee Member)
Roshani Shah, MPH PhD candidate (MS-CQI Collaborative)	2/21-	PhD Program, Jefferson College of Population Health, Philadelphia, PA
Evans Amoah, MD, MPH(c) (COVID Compass project)	2/21-6/21	Dartmouth Institute MPH Program, Geisel School of Medicine
Tatyana Morton, MD, MPH(c) (MS-CQI Telehealth Utilization/ICoHN Coproduction)	6/20-6/21	Dartmouth Institute MPH Program, Geisel School of Medicine
Larry “Tre” Ayer, MPH(c) (COVID Health Policy Claims Data Analysis)	9/20-9/21	Dartmouth Institute MPH Program, Geisel School of Medicine
Anna Chen, PharmD (MS-CQI Telehealth)	2020-2021	MSc Program, Jefferson College of Population Health, Philadelphia, PA
Matthew Molaei, PharmD (MS-CQI Telehealth)	2020-2021	MSc Program, Jefferson College of Population Health, Philadelphia, PA
Dexter Waters, PharmD (MS-CQI Population Health)	2019-2021	MSc Program, Jefferson College of Population Health, Philadelphia, PA
Laetitia N’Dri, PharmD (MS-CQI Population Health)	2019-2021	MSc Program, Jefferson College of Population Health, Philadelphia, PA
Karen Walsh, MSc, ScD(c) (Predictive Analytics in Multiple Sclerosis Population Health)	2018-2021	University of Minneapolis ScD Dissertation (External Committee Member)
Shruthi Patchava, MPH(c) (Population Health/QI: IBD Qorus BYS 2.0 High Risk Outcomes Study)	2/20-9/20	Dartmouth Institute MPH Program, Geisel School of Medicine
Dennis Clark, BS (Shared Decision Making)	1/20-6/21	MPH Research Internship Mentor, Southern New Hampshire University (SHNU)
Eleanor Bryan, Med (Narrative Medicine)	2018-	Dartmouth College MALS Program
Nive Mandohar, MPH(c) (Systematic Review of PROs in MS care)	1/19-5/19	Dartmouth Institute MPH Program, Geisel School of Medicine
Karen Winn, DNP, ANP (Shared Decision Making and Decision Aids for MS)	2013-2014	MGH IHP DNP Project
Kolu Clark, DNP, ANP (Shared Decision Making in Diabetes)	2014-2015	MGH IHP DNP Project
Connie Cowley, DNP, RN	2014-2015	MGH IHP DNP Project

(Applied QI)

Holly Randall, DNP, PMHNP (Applied QI)	2014-2015	MGH IHP DNP Project
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Miriam Barrientos, MSN (Improvement Coaching)	2013-2014	MGH IHP MSN Capstone
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**C. Medical Students:** Not applicable.

**D. Residents/Fellows**

<b>Name of Advisee/Mentee</b>	<b>Dates mentored</b>	<b>Name of Program</b>
Hena Waseem, MD	2020-2021	D-H Leadership and Preventive Medicine Residency (LPMR)
Kolu Clark, DNP, AGNP	2020-	VA Health Systems Redesign (HPEER), WRJ VAMC, WRJ, VT
Sarah Homann, MD, MPH	2019-2021	VAQS Post-doc Fellowship
Mark Eid, MD, MS(c)	2019-2021	VAQS Post-doc Fellowship
Luke Barre, MD, MPH	2018-2019	D-H Leadership & Preventive Medicine Residency (LPMR)
Adrianna Nava, PhD, RN	2018-2019	VAQS Pre-doc Fellowship
Cynthia Heden, DNP, RN	2018-2019	VAQS Post-doc Fellowship
Hasna Hakim, DNP, MPH, RN	2017-2019	VAQS Post-doc Fellowship
Cathleen Alexander, DNP, MPH, RN	2017-2019	VAQS Post-doc Fellowship
Mary Pomerleau, DNP, MPH	2017-2019	VAQS Post-doc Fellowship
Connie Cowley, DNP, RN	2017-2018	VAQS Post-doc Fellowship
Daniel Jones, MD, MPH	2017-2018	VAQS Post-doc Fellowship

**E. Others (define):** Not applicable.

**XI. Advising/Mentoring (non-research):**

**A. Undergraduate Students**

Faculty Advisor for Undergraduate Nursing Students in Accelerated Bachelor of Science in Nursing (ABSN) program, MGH Institute of Health Professions, School of Nursing, Boston MA: 12 students per academic year meeting x1-3 per semester (2012-2016).

**B. Graduate Students:** Not applicable.

**C. Medical:** Not applicable.

**D. Residents/Fellows:** Not applicable.

**E. Non-degree Program Students:** Not applicable.

**F. Faculty**

<b>Name of Advisee/Mentee</b>	<b>Dates mentored</b>	<b>Name of program</b>
Tim Burdick, MD, MSc, MBA, Justin Montgomery, MSN, APRN (“GITT REAL” implementation research project team)	2021-2022	Levy Incubator Program, The Dartmouth Institute for Health Policy & Clinical Practice
Daniel Stadler, MD* (Improvement and Implementation Science)	2016-2019	None
Timothy Burdick, MD, MSc (Improvement and Implementation Science)	2017-2019	None
Randall Messier, MS, MT (Healthcare Improvement Measurement and Analytics)	2012-2020	None

**G. Others:** Not applicable.

## **XII. Engagement, Community Service/Education**

<b>Dates</b>	<b>Institution or Organization</b>	<b>Course/Activity</b>	<b>Your Role</b>	<b>Hours/Year</b>
2021-Present	Multiple Sclerosis Association of America (MSAA)	National Healthcare Advisory Committee	Committee member	20 (volunteer)
2013-Present	Concord Hospital MS Specialty Care Program, New Hampshire (regional)	Multiple Sclerosis Peer Wellness Outreach Program	Administrative & Research Director and Clinical Liaison to Peer Mentor Leaders	50 (volunteer)

## **XIII. Research Activities**

**A. Sponsored Activities (Grants & Contracts)**

<b>Dates</b>	<b>Role</b>	<b>% effort</b>	<b>Sponsoring agency</b>	<b>Annual direct costs of the award</b>
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**Project title and award number**

2020-2023 Crohn's & Colitis Foundation #0003372 <i>IBD Qorus: Quality of Care Program for Adult Patients with Inflammatory Bowel Disease</i>	PI	0.50	Crohn's & Colitis Foundation	\$225,000
COVID Collaboration (2020-21)	CoI (PI: Nelson)	0.2	State of North Carolina via East Carolina University	\$50,000 (sub-award, Dartmouth Institute is prime site)  \$500,000 overall
2020-25 EMD Serono <i>Next Generation Learning Health System for MS (Next-Gen MS) International Improvement Research Collaborative</i>	PI	0.2	EMD Serono	\$200,000  Total: \$585,000 (Dartmouth Research Oversight Coordinating Center)  \$2.4M Overall Study (multi-center)
2019-2020 Crohn's & Colitis Foundation 3372 <i>IBD Qorus: Quality of Care Program for Adult Patients with Inflammatory Bowel Disease</i>	Co-PI with Gene Nelson, DSc, MPH	0.25	Crohn's & Colitis Foundation	\$225,000
2017-2019 Rx Foundation 0010 <i>International Coproduction of Health Network (ICoHN)</i>	Co-PI with Tina Foster, MD, MPH and Paul Batalden, MD	0.1	Robert Wood Johnson Foundation	\$75,000
2017-2019 RWJ Foundation 75081 <i>International Coproduction of Health Network (ICoHN)</i>	Co-PI with Tina Foster, MD, MPH and Paul Batalden, MD	0.1	Robert Wood Johnson Foundation	\$75,000
2017-2020 GODFRE17QI0	Co-I with Margie	0.1	Cystic Fibrosis Foundation	\$280,000

<i>Cystic Fibrosis Foundation Learning and Leadership Collaboratives</i>	Godfrey, PhD, MS				
2017 – 2018 Authentic Leadership Training Impact	PI	N/A	Department of Veterans Affairs National Quality Scholars Program (VAQS)	Unfunded	
2017-2020 Biogen 256833 <i>The Multiple Sclerosis Continuous Quality Improvement Collaborative (MSCQI)</i>	PI	0.2	Biogen	\$600,000	Total: \$1.8M
2014-2019 MSF0892 <i>Multiple Sclerosis Peer Support and Wellness Program</i>	PI	N/A	Multiple Sclerosis Foundation	\$15,000	
2015-2017 NMSS 1411-01998 <i>Understanding the impact of nurse practitioners and physician assistants in multiple sclerosis care: A study of utilization, quality, and cost</i>	PI	0.1	National Multiple Sclerosis Society (NMSS)	\$30,000	Total: \$245,000
2015-16* <i>Dept. Veterans Affairs VA Nursing Academic Partnerships in Graduate Education: The VA Rural Health Scholars (VARHS) Program in Advanced Practice Nursing</i>	PI		Department of Veterans Affairs Office of Academic Affiliations  <i>*Relinquished grant in July, 2016 upon transition to Dartmouth.</i>	\$900,000.00	Total: \$3.5M
2015-2016 TEVA99258 <i>Mobile Smartphone Application for MS Fatigue</i>	CO-I  PI: Pamela Newland, PhD, RN	0.1	TEVA Neuroscience	\$20,000	Total: \$100,000
2014-2015 TEVA099282 <i>Improving the Quality of MS care in Primary care</i>	CO-I	0.1	TEVA Neuroscience & Novartis	\$141,000	
6/11-3/12 <i>Shared Decision Making Guide for Primary Care Clinicians</i>	Consultant  PI: Susan Berg, MS		Unfunded		N/A
2009-2011 Bayer 833392 <i>Self-efficacy improvement in Multiple Sclerosis</i>	PI	0.1	Bayer Healthcare	50,000	
4/08-8/10	CO-I	-			Unfunded

*Phenomenology of Chronic Med-Psych Illness*

PI: Delia Cimpean, MD1

2005-2007 TEVA111370 <i>Targeted psycho-educational intervention in multiple sclerosis: A study of the MS Learning Lab</i>	PI		TEVA Neuroscience	\$35,000
2005-2006 <i>Screening and treatment of depression in Multiple Sclerosis: A pilot study</i>	PI	0.1	Quality Research Grant Program (QRGP), DHMC	\$10,000

**B. Pending submissions:** None

**C. Clinical Faculty:** N/A

#### **XIV. Program Development**

<b>Title</b>	<b>Aim of program</b>	<b>Role</b>	<b>Dates</b>	<b>Assessments</b>
Chronic Health Improvement Research program (CHIRP)	Improvement science research for complex chronic costly (3C) conditions	Founder and director	2021-	
TDI Microsystem Academy (TDIMA)	Development of improvement measurement curriculum pathway, teaching in national improvement collaboratives internationally, mentorship of junior faculty.	Lead Measurement Faculty	2012-2016	See Godfrey & Oliver (article, 2014)
Collaboratory for Implementation Science at Dartmouth	Improvement scientist and measurement methodologist assisting clinicians and researchers in the D-H and Geisel communities	Improvement Scientist	2016-2018	None
Department of Veterans Affairs VA National Quality Scholars Program (VAQS)	Curriculum lead for national improvement measurement curriculum and advanced skills special interest group. Design, teaching, and leadership of national program in improvement measurement and analytics for post-doctoral fellowship program.	Faculty Senior Scholar, measurement curriculum lead faculty	2014-Present	Bi-annual knowledge and attitudes assessment
VA Nursing Academic Partnerships for Graduate Education (VANAP-GE)	Inaugural Co-director and PI of \$3.4M grant in 2017 for New England Regional Academic-Clinical Partnership between the White River Junction VA Medical Center and the MGH Institute of Health Professions School of Nursing to create the Rural	Program Co-Director	2015-2017	Annual residency assessment

Health Scholars “Clinician-Leader-Improver” Nurse Practitioner Residency Program for Adult/Ger0 Primary Care

MGH IHP School of Nursing	Healthcare quality improvement and improvement science curriculum pathway design, integration, and linked implementation across degree programs (ABSN, MS, and DNP) including associated residency (VANAP) and post-doctoral fellowship programs (VAQS).	Development Lead	2013-2016	Outcomes and experience measures annually
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## XV. Entrepreneurial Activities:

Dates	Description	Partner(s)
2020-Present	Technology Assisted Shared Decision Making for persons with complex, chronic, costly conditions	@ Point of Care/Kaplan

## XVI. Major Committee Assignments

### A. National/International

Dates	Committee name	Role	Institution/organization
2021-22 Present	ABMS Research Advisory Group	Member	American Board of Medical Specialities (ABMS)
2019-Present	National Nursing Leadership Planning Committee	Committee Member	Health Professions Education Summer Symposium (HPESS)
2015-Present	BMJ/IHI International Improvement Scientific Symposium	Abstract Reviewer	BMJ/IHI Sweden
2015	Health Services Research (HSR&D) National Fellowship Program	Proposal Reviewer	Office of Academic Affairs (OAA), Department of Veterans Affairs
2015-Present	QSEN Institute National Conferences	Abstract Reviewer	QSEN Institute
2013-2014	Discontinuation of Disease-Modifying Treatment for Multiple Sclerosis. Evidence Report/Technology Assessment	Key Informant and Reviewer	Agency for Healthcare Research and Quality Rockville, MD
2010-2011	Multiple Sclerosis Clinical Practice Guideline Consensus Committee	Contributor: <i>AANN/IOMSN/ARN Multiple Sclerosis Clinical Practice</i>	Consortium for Multiple Sclerosis Centers, American

**B. Regional:** None**C. Institutional**

<b>Dates</b>	<b>Committee name</b>	<b>Role</b>	<b>Institution/organization</b>
2121-Present	Quality and safety committee	Member	Dartmouth-Hitchcock Health
2020-Present	Internal academic review committee (Dept. of Community & Family Medicine)	Member	Dartmouth-Hitchcock Health and Geisel School of Medicine at Dartmouth
2020-Present	Faculty Council (representing Dept. of Community & Family Medicine)	Member	Geisel School of Medicine at Dartmouth
2019-2021	D-H IRB	IRB Committee Member	D-HH
2019-Present	Hitchcock Foundation Board of Trustees	Trustee	D-HH
2018-Present	CFM Advisory Committee	Faculty committee member	D-HH/Geisel (CFM)
2017-2020	Committee for Protection of Human Subjects (CPHS)	IRB Committee Member	Dartmouth College
2014-2016	Curriculum Committee	Member	MGH Institute School of Nursing
2013-2016	QI Integration Task Force	Chair	MGH Institute School of Nursing
2011	INBRE Nursing Research Summer Internship Program	Faculty	Dartmouth College
2009-2012	Nursing Continuing Education Committee	Educational Planner/Committee Member	DHMC

**XVII. Memberships, Office and Committee Assignments in Professional Societies**

<b>Dates</b>	<b>Committee name</b>	<b>Role</b>	<b>Institution/organization</b>
2012-Present	None	Member	Sigma Theta Tau Honor Society in Nursing Upsilon Lambda Chapter Boston, MA



2012-2017	Advisory	Member	National MS Society Healthcare Advisory Committee
2012-2016	None	Member	Academy for Healthcare Improvement (AHI)
2012-2014	Research	Co-Chair, Research Committee	Int. Organization of Multiple Sclerosis Nurses (IOMSN)
2011-2017	None	Member	Eastern Nursing Research Society (ENRS)
2010-2014	Board of Directors	Director	Int. Organization of Multiple Sclerosis Nurses (IOMSN)
2006-2012	None	Member	American Academy of Neurosci Nurses (AANN)
2005-Present	None	Member	Consortium of Multiple Sclerosis Centers (CMSC)
2005-Present	Research	Member	Int. Organization of Multiple Sclerosis Nurses (IOMSN)
2005-2011	None	Member	NH Nurse Practitioner Association (NHNPA)
2003-2004	None	Boston Area Regional Representative	MA Coalition of Nurse Practitioners (MCNP)

**XVIII. Institutional Center or Program Affiliations:** Not applicable

**XIX. Editorial Boards**

<b>Dates</b>	<b>Society/Journal</b>	<b>Role</b>
2013-2014	AHRQ Publication No. XX EHCXXEF Butler ME, Forte M, Schwehr-Cherba N, Carpenter A, Kane RL. <i>Discontinuation of Disease-Modifying Treatment for Multiple Sclerosis. Evidence Report/Technology Assessment.</i> (Prepared by the Minnesota EPC Evidence-based Practice Center under Contract No. 290-2012-00016L.	Key Informant/ Content Expert

**XX. Journal Referee Activity**

<b>Dates</b>	<b>Society/Journal</b>	<b>Role</b>	<b>Frequency</b>
2021-Present	BMJ Open	Reviewer	Biannual
2021-Present	Academy Health	Annual research meeting abstract reviewer	Annual

2020-Present	ISQua	Reviewer	Annual
2017-Present	Journal for Healthcare Quality (JHQ)	Reviewer	Annual-biannual
2016-Present	BMJ Quality & Safety	Reviewer	Episodic
2016-Present	Institute for Healthcare Improvement	Scientific Symposium Reviewer	Annual

## XXI. Awards and Honors

Date	Award
2012	Sigma Theta Tau Honor Society in Nursing, MGH Institute, Boston, MA
2003	Nursing Education Loan Repayment (NELRP), U.S. Dept. Health & Human Services
2002	Adele Corkum Scholarship in Nursing, MGH Institute, Boston, MA
1995	Phi Beta Kappa Honor Society, University of Massachusetts, Amherst
1995	Massachusetts Commonwealth Scholar, University of Massachusetts, Amherst

## XXII. Invited Presentations

### A. International

Date	Topic/title	Sponsoring Organization	Location
11/21	CO-VALUE: A multi-center prospective three-phase study to study a system level self-assessment approach for value creation in co-produced healthcare services. <i>Co-presented with P. Batalden and R. Forcino</i>	Coproduction Laboratory International Forum: The Dartmouth Institute & Geisel School of Medicine at Dartmouth	Virtual
7/21	^Cultivating wellness with health professions learners. <i>Faculty lead. Co-presented with A. Hall, M. Lypson, K. Clark, M. Huff, and D. Karel.</i>	Health Professions Educators Summer Symposium (HPESS)	Virtual
7/21	^*Coproduction Value Creation Simulation. <i>Co-presented with Batalden, PB and Bryan C.</i>	ISQua	Florence (Virtual)
3/21	Invited Guest faculty and facilitator: Improvement Science Research Day	Annual Jonkoping Microsystems Festival	Jonkoping, Sweden (Virtual)

1/21	*SQUIRE 2.0 Writing Conference	Vancouver Primary Care Network, Vancouver, BC	Virtual
12/20	^*Rural, urban, and academic MS center care utilization patterns in four MS centers during the COVID pandemic.	Biogen World Research Week	Virtual
2/20	^*Learning Health Systems for Improvement, Research and Polulation Health: Examples from MS and IBD efforts underway in two countries. <i>Co-presented with Geljner, M.</i>	Jonkoping Microsystem Festival, Jonkoping Academy and Region Jonkoping, Sweden	Jonkoping, Sweden
12/19	^*Coproduction Value Creation Simulation. Co-presented <i>Co-presented with Batalden, PB.</i>	Institute for Healthcare Improvement (IHI)	Orlando, FL, USA
12/19	^*The Multiple Sclerosis Continuous Quality Improvement Collaborative (MS-CQI): Interim year 2 results of the 3-year multicenter step-wedge randomized study.	Institute for Healthcare Improvement (IHI)	Orlando, FL, USA
10/19	^*Starting a Coproduction Learning Health System. <i>Co-presented with Elwyn, G; Nelson, EC; and Van Citters, A.</i>	ISQua	Cape Town, South Africa
10/19	^*Building Coproduction Communities of Practice. <i>Chairperson: Co-presented with Anderson-Gare, B; Nelson, EC; Elwyn, G; Foster, T; Gremyr, A; Van Citters, A, and Von Plessen, C.</i>	ISQua	Cape Town, South Africa
10/19	^*Person Reported Outcome Measures for Healthcare: Basic and Advanced Applications. <i>Co-presented with Nelson, EC; and Zimlichman, E.</i>	ISQua	Cape Town, South Africa
6/19	*The MS Continuous Quality Improvement Collaborative (MS-CQI): Year 2 results and Improvement Science Implications.	Sheffield Microsystem Coaching Academy (MCA) International Expo	Sheffield, UK
5/19	*Developing an Assessment Method for Coproduction Value Creation in Healthcare Service: The Co-VALUE mixed methods research protocol.	IIAS Coproduction Study Group	Leuven, Belgium
10/18	*Concept-forward performance measurement dashboards: Improvement and informatics considerations.	TDI Microsystems Academy Annual Retreat	Dartmouth College, Hanover, NH
9/18	^*Person Reported Outcome Measures for Healthcare: A Practical Application Workshop <i>Co-presented with Nelson, EC.</i>	ISQua	Kuala Lumpur, Malaysia
3/18	*Facilitating and applying improvement measurement for front-line improvement: Theory and applied skills lab for improvers and coaches	Stockholm Quality Register Collaborative	Stockholm, Sweden
3/18	*Creating the conditions for quality and value measurement to foster an accountable care and co-production healthcare environment: Models, methods, and application approaches	Stockholm Quality Register Collaborative	Stockholm, Sweden

3/18	^*Organic development of a multiple sclerosis outreach wellness co-production program.	Jonkoping Microsystem Festival Scientific Day	Jonkoping, Sweden
3/18	^*Reducing unwarranted emergency department and hospital utilization for frail elders in rural residential care facilities: A hybrid improvement-implementation approach	Jonkoping Microsystem Festival Scientific Day	Jonkoping, Sweden
6/16	*Measurement sustainability for multi-system improvement collaboratives.	QRC Stockholm	Stockholm, Sweden
6/16	^*Balanced improvement measurement	CF Canada	Victoria, BC (Canada)
9/15	*Utilizing QRC registries for QI	Stockholm QRC	Stockholm, Sweden
2/15	^*Shared Decision Making Seminar <i>Co-Presented with Collins-Vidal, D.</i>	Jonkoping University	Gottenburg, Sweden
2/15	^*Quantifying multilevel measurement linkages using SEM methods	Jonkoping Microsystem Festival	Jonkoping, Sweden
2/15	^*Practical linkage of macro- and micro- level drivers in QI. CoPresented with Godfrey MM and Nelson EC.	Jonkoping Microsystem Festival	Jonkoping, Sweden
2/15	*Practical QI Measurement Linkage: Micro-, Meso-, Macro- levels	Stockholm QRC	Stockholm, Sweden
9/14	*Linking Registry and Microsystems Data	Stockholm QRC	Stockholm, Sweden
5/14	^*SPC and Driver Diagrams for QI	Canadian CF Foundation	Toronto, Canada
10/13	*QI Measurement Fundamentals	Ireland ED QI Collab	Ireland (Webinar)
1/13	^*Basic & Intermediate QI Measurement* <i>Co-Faculty with Godfrey, MM.</i>	Practice Support Program	Vancouver, Canada
3/12	^*QI Measurement Fundamentals	Karlstad University	Sweden (Webinar)

## B. National

Date	Topic/title	Sponsoring Organization	Location
11/13/21	Unconventional solutions to rural health resource barriers for people with MS <i>Co-presented with C. Breyton</i>	Multiple Sclerosis Association of America (MSAA)	Virtual
11/7/21	Rural resource and services needs for people with MS. <i>Co-presented with C. Bryan and R. Kenney</i>	MSAA	Virtual
10/4/21-10/5/21	MS implementation science multi-stakeholder summit (Chair)	Novartis	Virtual
8/21	^Fixed and split limits analyses in Statistical Process Control	VAQS	Virtual
6/21	Telehealth-based assessment in Multiple Sclerosis care	Sanofi/Genzyme	Virtual

2/21	^*A practical approach for busy healthcare teams engaged in quality improvement work	CDC HTN Management national collaborative and learning network	Johns Hopkins University and Medical Center (virtual)
1/21	*DNP Intensive: Applied SPC for Improvement & Implementation	MGH Institute School of Nursing DNP Program	Virtual
12/20	QI Measurement & Analysis: Exponentially-Weighted Moving Average SPC analysis and COVID surveillance implications	VAQS Project ECHO QI Measurement & Analysis Special Interest Group	Virtual
11/20	QI Measurement & Analysis: Moving Average SPC Analyses	VAQS Project ECHO QI Measurement & Analysis Special Interest Group	Virtual
10/20	Improvement Measurement & Analysis: Attribute Level SPC <i>Co-presented with Miltner, R; and Hostman, M.</i>	VAQS Fellowship Program	Virtual
9/20	Improvement Measurement & Analysis: Variable Level SPC <i>Co-presented with Miltner, R; and Hostman, M.</i>	VAQS Fellowship Program	Virtual
5/20	Improvement Measurement & Analysis: SPC Special Topics	VAQS Fellowship Program	Virtual
3/20	Improvement Measurement & Analysis: Rare Events SPC	VAQS Fellowship Program	Virtual
12/19	Improvement Measurement & Analysis: Attribute Level SPC <i>Co-presented with Miltner, R; and Hostman, M.</i>	VAQS Fellowship Program	Virtual
11/19	Improvement Measurement & Analysis: Variable Level SPC* <i>Co-presented with Miltner, R; and Hostman, M.</i>	VAQS Fellowship Program	Virtual
10/19	Leveraging Learning Health Systems and Improvement Science to Optimize Outcomes for People with Multiple Sclerosis	Biogen	Boston, MA
8/19	^*Value-Creation in Coproduction of Healthcare Service: An Interactive Simulation Workshop <i>Co-Faculty with Batalden, PB.</i>	VAQS Summer Institute	Houston, TX
5/19	*The MS Continuous Quality Improvement Collaborative (MS-CQI): An Academic-Clinical Partnership Learning Health System for Improvement Science Research	Quality and Safety Education for Nursing Institute (QSEN)	Nashville, TN
5/19	*The MS Continuous Quality Improvement Collaborative (MS-CQI): Year 2 Results.	American Academy of Neurology (AAN)	Philadelphia, PA

8/18	*Bringing Systems Level Quality Improvement to Multiple Sclerosis: Co-Production Perspectives	National MS Society	Concord, NH
5/18	*Wellness and Improvement in Multiple Sclerosis: The MSCQI Collaborative	National MS Society	Stowe, VT
10/17	^*Authentic Leadership for Improvement <i>Panel Facilitator</i>	QSEN	Cleveland, OH
10/17	^*Measurement Dashboard Development	Cystic Fibrosis Foundation	Indianapolis, IN
10/17	^*Co-production of MS care: MSCQI	TDIMA Retreat	Hanover, NH
7/17	*Wellness Outreach for MS	National MS. Society	Concord, NH
6/17	^*Applied Improvement Measurement	Baylor College of Med.	Houston, TX
12/16	^*Improvement Capability via Coaching <i>Co-presented with Godfrey, MM (lead); Nilsson, A; and Geary, U.</i>	IHI National Forum	Orlando, FL
10/16	^*Clinical Value Compass for Co-Production	Cystic Fibrosis Foundation	Orlando, FL
9/16	^*Accelerating Measurement for QI	TDIMA Fall Retreat	Hanover, NH
9/16	^*Measurement Fundamentals <i>Lead Presenter, with Boehm, L; and Romano, R.</i>	VAQS	National Webinar
8/16	^*Improvement Collaborative Simulation	VAQS Summer Institute	Houston, TX
8/16	^*Measurement for high reliability	VAQS Summer Institute	Houston, TX
7/16	^*Integrated improvement measurement	Cystic Fibrosis Foundation	Hanover, NH
5/16	^*QI Fundamentals I & II <i>Lead Presenter with Miltner, R; Cowley, C; and Alexander, C.</i>	QSEN National Forum	San Diego, CA
5/16	*Measurement for Microsystem. Improvement	Dartmouth Institute	Hanover, NH
4/16	*Attribute and Variable Level SPC	VAQS	National Webinar
4/16	^*Mesosystem Measurement for CF Care	Cystic Fibrosis Foundation	Boston, MA
4/16	^*Measuring Quality & Value in CF Care	Cystic Fibrosis Foundation	Boston, MA
3/16	^*Improvement Collaborative Simulation. <i>Lead Presenter with Godfrey, MM; Foster, T; and Messier, R.</i>	Inst. Healthcare Improvement (IHI)	Orlando, FL
12/15	^Shared Decision Making in MS <i>Co-presented with Racke, M; and Coyle, P.</i>	CME Outfitters, Inc.	Washington, DC (National Telecast)

10/15	^*Non-Rx Treatments for Depression	Cystic Fibrosis Foundation	NACFC, Phoenix, AZ
10/15	^*Improvement Fundamentals for CF	Cystic Fibrosis Foundation	NACFC, Phoenix, AZ
10/15	^Cascading Measurement for QI	Cystic Fibrosis Foundation	NACFC, Phoenix, AZ
10/15	^*Innovation in QI Education	TDIMA Retreat	Dartmouth College, NH
9/15	^*QI Measurement Fundamentals	VAQS	U.S. National (Webinar)
6/15	^*Cascading Measures for QI	Cystic Fibrosis Foundation	Minneapolis, MN
6/15	*Practical Wellness for MS Self-Care	National MS Society	Concord, NH
5/15	*Intermediate Measurement for QI <i>Co-presented with Goodman, D.</i>	VAQS	National (webinar)
3/15	^*Cascading Measurement Methods	Cystic Fibrosis Foundation	Baltimore, MD
3/15	^*Measurement Fundamentals for QI	Cystic Fibrosis Foundation	Baltimore, MD
3/15	^*Data Displays for Applied QI	Cystic Fibrosis Foundation	Baltimore, MD
3/15	^*Microsystem Context Assessment	Cystic Fibrosis Foundation	Baltimore, MD
3/15	^*Value Stream Mapping for CF	Cystic Fibrosis Foundation	Baltimore, MD
12/14	^*Micro-/Meso-/Macrosystem Big Room <i>Co-presented with Godfrey, MM; and Harrison, S.</i>	Institute for Healthcare Improvement	Orlando, FL
10/14	^*Mesosystem Measurement Approaches	Cystic Fibrosis Foundation	Atlanta, GA
6/14	*MS Mental Health Management	MS Cure Fund	Billerica, MA
6/14	^*SPC, QI Cascading Dashboards	Cystic Fibrosis Foundation	Omaha, NE
4/14	*Shared Decision Making in MS	MS Cure Fund	Lebanon, NH
3/14	^*Cultivating Improvement Capability <i>Co-faculty with Godfrey, MM; Hess, AM; Anderson, D; and Harrison S.</i>	IHI	Washington, DC
1/14	*Intro to Statistical Process Control (SPC)	VAQS	National Video Conference
9/13	^*DMT Management in MS	MedIQ CME	Pittsburgh, PA

9/13	^*Effective Presenting for Faculty	IOMSN	Teaneck, NJ
8/13	^*DMT Management in MS	MedIQ CME	Tampa, FL
6/13	*Beyond Diagnosis: Coping with MS	National MS Society	Manchester, NH
6/13	^*Advanced QI Measurement Seminar	Cystic Fibrosis Foundation	Minneapolis, MN
6/13	*Comprehensive MS Care Approaches	National MS Society	Manchester, NH
6/13	^*Clinical Strategies for QOL in MS. <i>Chair and co-faculty with Franco, M; and Kennedy, P.</i>	CMSC	Orlando, FL
5/13	*Behavioral Wellness Strategies for MS	National MS Society	Stowe, VT
4/13	*Multiple Sclerosis Neuropsychiatry	National MS Society	Concord, NH
4/13	*Setting Expectations for MS Coping	NMSS Support Group	Dover, NH
4/13	*Cognition in Multiple Sclerosis	NMSS Support Group	Concord, NH
4/13	^*Caring for the Patient with MS <i>Chairperson</i>	IOMSN	Portsmouth, NH
4/13	^*Caring for the Patient with MS	IOMSN	Portland, ME
4/13	^*Introduction to research methodology	HTRS	Charlotte, NC
4/13	^*DMT treatment management in MS	Med IQ CME	Online CME Webcast
4/13	^*Caring for the patient with MS	IOMSN	Portland, ME
1/13	^*QI Coaching and QI Measurement <i>Co-Faculty with Godfrey, MM.</i>	AACN	New Orleans, LA
10/12	*Family Coping in Multiple Sclerosis	National MS Society	Worcester, MA
9/12	^*MS Immunotherapy CME Update	Med IQ CME	Online CME Webcast
9/12	*Cognitive Strategies for MS	National MS Society	Springfield, VT
7/12	*Depression in MS	IOMSN	U.S. National (Teleconference)
3/12	*Wellness Approaches for MS <i>Co-Presented with Franco, M.</i>	National MS Society	Meredith, NH
3/12	^*Applied Measurement in QI	Cystic Fibrosis Foundation	Webinar (USA National)
3/12	^*Advanced Measurement in QI	Cystic Fibrosis Foundation	Minneapolis, MN
2/11	^*Psychosocial Screening in MS	IOMSN	National Teleconference
12/09	*Practical MS Immunology for Patients	National MS Society	Keene, NH



5/09	^*Guided Imagery Training for MS <i>Panelist with Franco, M (Chair).</i>	CMSC	Atlanta, GA
3/09	*Depression, Fatigue & Cognition in MS	National MS Society	DHMC, Lebanon, NH
9/08	*Mood vs. Cognitive Disorders in MS	National MS Society	Concord, NH
6/07	*MS Overview for PTs, OTs, and SLPs	National MS Society	Keene, NH
5/07	*Neuropsychiatry in Multiple Sclerosis	National MS Society	Attleboro, MA

### C. Regional/Local

Date	Topic/title	Sponsoring Organization	Location
10/21	^*Co-production Learning Health Systems: Creating capability for simultaneous improvement, research, and education.	University of VT Annual Nursing Research Symposium	Burlington, VT (Virtual)
1/21	Applied Measurement for QI: Statistical Process Control for Implementation, Improvement, and Translation	MGH Institute of Health Professions Doctor of Nursing Practice Intensive	Boston, MA (Virtual)
12/20	*Improvement, Science, and Improvement Science: Academic Career Trajectories for Doctorally-Prepared Nurses	D-H Greenhouse Series	Lebanon, NH
4/19	^*The MS Continuous Quality Improvement Collaborative (MS-CQI): Developing coproduction approaches using improvement science and learning health system approaches.	Dartmouth-Hitchcock Annual Nursing Research Symposium	Lebanon, NH
10/16	^*Creating Improvement Capability	CT Nurses Association	Cromwell, CT
10/16	*PDSA and QI Measurement Simulation	Sacred Heart College	Fairfield, CT
1/16	*Improvement Sci. Ed. Innovation	School of Health and Rehabilitation Sciences	MGH Institute, Boston, MA
10/15	^*Primary Care Management of MS	Partners Healthcare	Charlestown, MA
6/14	*SPC, Cascading Measures for QI	Carolinas Health	Charlotte, NC
4/14	*Transparency in Improvement Science	Colby Sawyer College	New London, NH
6/14	*QI Leading & Lagging Measures, SPC	Carolinas Health	Charlotte, NC
2/14	*Shared Decision Making in MS	NMSS Support Group	Concord, NH
11/11	^*Multiple Sclerosis Essentials	U. Southern Florida	Boston, MA
10/11	^*Implementation of QI Projects	Am. Coll. Physicians	Lebanon, NH

9/11	^*Critical Appraisal of Research Evidence	Nursing Grand Rounds	DHMC, Lebanon, NH
9/11	*Neuropsychiatry in MS	MS Association of America	Lebanon, NH
9/11	^*Neuropsychiatry of Chronic Disease	St. Anselm's College	Kennebunkport, ME
5/11	^*Neuropsychiatry of Chronic Illness	Boston College	Boston, MA
5/11	^*Multiple Sclerosis 101	Boston College	Boston, MA
5/11	^*MS Neurological Examination	Boston College	Boston, MA
5/11	*Self-Management in MS	National MS Society	Teleconference (N.E. Regional)
4/11	^Introduction to SPC for QI	ACE Program/TDI	Regional Webinar (NH)
4/11	*MS Symptom Management	Albany Med. Center	Albany, NH
4/11	*MS Epidemiology and Assessment	Neuropsychology Fellowship	Dartmouth College
3/11	^*QI for Preventative Ethics <i>Co-Presented with Nelson, W.</i>	VT Ethics Network	Randolph, VT
2/11	*Microsystems in Healthcare QI	NYU School of Nursing	New York, New York
11/10	^*Geriatric Considerations in MS	TDI/NNEGEC	DH, Lebanon, NH
11/10	*Essentials for the Newly Diagnosed	National MS Society	Teleconf. (NH, VT, ME, CT, NY)
11/10	*Intro to Research Methodology	Nursing Research Academy	DHMC, Lebanon, NH
9/10	^*Mood Disorders in Autoimmune Disease	N.E. Region Psychiatry	Kennebunkport, ME
9/10	^*MS-Psych Microsystem Study	Nursing Grand Rounds	DHMC, Lebanon, NH
5/10	^*Neuro Assessment in Primary Care	Boston Univ./MCNP	Manchester, NH
5/10	*MS Neuropsychiatry Update	National MS Society	Jackson, NH
5/10	*MS Coping Skills 101	National MS Society	N.E. Region (Teleconference)
2/10	^*QI in Graduate Nursing Education <i>Co-Presenter with Splaine, M.</i>	AACN	New Orleans, LA
11/09	*MS Coping Skills 101	National MS Society	N.E. Region (Teleconference)
7/09	^*Microsystems in MS Mental Health	DHMC Cont. Ed.	Lebanon, NH

6/09	^*MS Immunopathology and Imaging	Univ. of Southern Florida School of Nursing	Hanover, NH
6/09	^*Ambulatory Mental Health Update	DHMC Cont. Ed.	Lebanon, NH
2/09	*Diff. Dx. of MS NeuroPsych Disorders	National MS Society	Teleconference (NH & VT)
11/08	^*Symptom Management in RRMS	DHMC Cont. Med. Ed.	Monadnock Hospital, NH
10/08	^*Descriptive Research Methodologies	DHMC Con't Med. Ed.	Lebanon, NH
10/08	^*Pt. Ed. and Nursing Mgmt. in MS	D-H Office of Prof. Development	Springfield Hospital, VT
9/08	^*Collaborative Management of MS	DHMC Cont. Med. Ed	New London Hospital, NH
9/08	^*Critical Appraisal of RCTs	TDI Nursing Journal Club	TDI, Lebanon, NH
5/08	^*Psychiatric Problems/Emergencies	DHMC Cont. Med. Ed.	Lebanon, NH
3/08	^*Medical Grand Rounds: MS for PCPs	DHMC	Manchester, NH
10/07	^*MS for Non-MS Specialists <i>Conference Chair</i>	IOMSN	DHMC, Lebanon, NH
10/07	^*Applied Case Studies in MS <i>Co-presented with Ryan, K; and McGrath S.</i>	UVM Coll. of Medicine	Stowe, VT
5/07	*Collaborative Management of MS	GIM Residency Program	DHMC, Lebanon, NH
5/07	^*Psychiatry and Chronic Illness	Boston College/MCNP	Westford, MA
10/06	^*MS Neuropsychiatry for Neurologists	NE Neurological Society	Portsmouth, NH
5/06	^*Differential Diagnosis on Neuro Exam	Boston College/MCNP	Boston, MA
9/03	^*Management Model for Chronic Illness	Harvard Med. School	Boston, MA
4/03	*Integrated Med-Psych Primary Care	MGH Inst. Health Prof.	Boston, MA
4/01	^*PBL in Clinical Education <i>Co-presented with King, C.</i>	Northeastern University	Boston, MA

**Key:** ^ = CME/CEU accredited; \* = Peer-reviewed/invited

### XXIII. Bibliography (**Key:** Underline= Mentee/Learner)

#### A. Peer-reviewed publications in print or other media [[Link to NIH "My Bibliography"](#)]

### Most significant publications:

1. Melmed GY, **Oliver BJ**, Hou JK, Lum D, Singh S, et al. for the IBD Qorus Learning Health System (2021). Quality of Care Program Reduces Unplanned Health Care Utilization in Patients With Inflammatory Bowel Disease. *Am J Gastroenterol*. doi: 10.14309/ajg.0000000000001547. Epub ahead of print. PMID: 34797226.
2. **Oliver BJ**, Forcino R, Batalden PB. (2021). Initial development of a self-assessment approach for coproduction value creation by an international community of practice. *International Journal for Quality in Health Care*, Volume 33, Issue Supplement\_2, November 2021, Pages ii48–ii54, <https://doi.org/10.1093/intqhc/mzab077>
3. Schmidt P, Nelson EC, Kearney G, Kraft S, **Oliver BJ**. (2021). International, national and local trends in the spread of COVID-19: A panoramic and geographic view of COVID-19 spread and the role to be played by coproduction. *International Journal for Quality in Health Care*, Volume 33, Issue Supplement\_2, November 2021, Pages ii71–ii77, <https://doi.org/10.1093/intqhc/mzab074>
4. **Oliver BJ**, **Walsh K**, Messier R, Mehta F, Cabot A, Klawitter E, Pagnotta T, Solomon A, England SE, for the MS-CQI Investigators (May, 2021). System-level variation in Multiple Sclerosis care outcomes: Initial findings from the Multiple Sclerosis Continuous Quality Improvement (MS-CQI) research collaborative. *J Pop Health Mgmt*; (online ahead of print): <http://doi.org/10.1089/pop.2021.0040>.
5. **Oliver BJ**, **Kennedy AM**, van Deen WK, Weaver SA, Heller C, Holthoff MM, Bank J, Melmed GY, Siegel CA, Nelson EC. (May, 2021). Development of balanced whole system value measures for Inflammatory Bowel Disease care in the IBD Qorus collaborative using a modified Delphi process. *Inflammatory Bowel Diseases*; izab091, <https://doi.org/10.1093/ibd/izab091>.
6. **Oliver BJ**, Batalden PB, Dimillia PR, Forcino RC, Foster TC, Nelson EC, Andersson-Gare B. (2020). Coproduction value creation in healthcare service (CO-VALUE): An international multicenter protocol to describe the application of a model of value creation for use in systems of coproduced healthcare services and to evaluate the initial feasibility, utility, and acceptability of associated system-level value creation assessment approaches. *BMJ Open*;10:e037578.
7. **Stadler DS**, **Oliver BJ**, Raymond JG, et al. (2019). Reducing Avoidable Facility Transfers (RAFT): Minimizing unwanted and unwarranted emergency care for patients of skilled nursing facilities. *Journal of the American Medical Directors Association (JAMDA)*; 20(8):929-934. doi.org/10.1016/j.jamda.2019.03.010.
8. **Oliver BJ**, Nelson E, Kerrigan CK (2018). Turning “Feed-Forward” Patient Reported Outcomes (PRO) data into information to take intelligent action and improve outcomes: Case studies and principles to aid score interpretation and care planning. *Medical Care*;57:5(Supplement 1)- S31-S37.
9. **Oliver BJ**, **Pomerleau M**, Potter M, Phillips A, Carpenter S, Cieslielski S, Pusey-Reid E, Marcous A, Grobecker P (2018). Optimizing NCLEX-RN first time pass rate performance using an Educational Microsystems improvement approach. *Journal of Nursing Education*;57(5):265-74.
10. **Oliver BJ**, Potter M, **Pomerleau M**, Phillips A, O'Donnell M, **Cowley C**, Sipe M (2017). Rapid improvement science curriculum integration across programs in a school of nursing. *Nurse Educator*; 42(5S):S38-43.
11. Godfrey MM, **Oliver BJ** (2014). Accelerating the rate of improvement in Cystic Fibrosis care: Contributions and insights of the Learning and Leadership Collaborative. *BMJ Quality & Safety*;23:i23-i32. doi:10.1136/bmjqs-2014-002804.

### All other publications:

1. **Burdick TE**, Moran D, **Oliver BJ**, Eilertsen A, Raymond J, et al. ( December 2021). Transitional Care Management quality improvement methods that reduced readmissions by 58% in a rural, primary care system. *JABFM*. (In press).
2. Tse CS, Siegel CA, Weaver SA, **Oliver BJ**, Bresee C, van Deen WK, Melmed GY (2021). Health Confidence Is Associated With Disease Outcomes and Health Care Utilization in Inflammatory Bowel Disease: A Nationwide Cross-sectional Study. *Inflamm Bowel Disease*. doi: 10.1093/ibd/izab313. Online ahead of print. PMID: 34893849.
3. **Oliver BJ**, Schmidt P, Tomlin S, Kraft SA, Fisher E, Nelson EC. (2021). A “COVID Compass” for navigating the pandemic. *International Journal for Quality in Health Care*, Volume 33, Issue Supplement\_2, November 2021, Pages ii78–ii80, <https://doi.org/10.1093/intqhc/mzab053>
4. **N'Dri LA**, **Waters DD**, **Walsh K**, Mehta F, and **Oliver BJ**, for the MS-CQI Investigators (2021). System-level variation in Multiple Sclerosis disease modifying therapy utilization: Findings from the MS Continuous Quality Improvement (MS-CQI) research collaborative. *The Permanente Journal*; 25; 21.025. doi.org/10.7812/TPP/21.025.

5. Eid M, **Oliver BJ**, Goldwag JL, et al. (2021). Reducing New Ileostomy Readmissions in a Rural Health Care Setting: A Quality Improvement Initiative. *Dis Colon Rectum*. 2021 Oct 29. doi:10.1097/DCR.0000000000002142.
6. Falconer EA, **Oliver BJ**, Wallace JM, Pollock J, Johnson-Martinez K (2021). Standardizing discharge opioid prescribing within general surgery: A patient safety improvement initiative. *NEJM Catalyst*;January 2021. doi: 10.1056/CAT.20.0611.
7. Newland P, Lorenz R, **Oliver BJ** (2021). Patient activation in adults with chronic conditions: A systematic review. *Journal of Health Psychology*; 26(1):103-114. doi:10.1177/1359105320947790.
8. Alexander C, Rovinski-Wagner C, Wagner S, **Oliver BJ** (2021). Building a reliable health care system: A Lean Six Sigma quality improvement initiative on patient handoff. *J Nurs Care Qual* (online ahead of print) doi:10.1097/NCQ.0000000000000519.
9. Newland P, Lorenz R, **Oliver BJ** (2021). Patient activation in adults with chronic conditions: A systematic review. *Journal of Health Psychology*; 26(1):103-114. doi:10.1177/1359105320947790.
10. Horstman M, Miltner R, Wallhagan MI, Patrician P, **Oliver BJ**, et al. (2020). Developing leaders and scholars in health care improvement: The VA Quality Scholars program competencies. *Academic Medicine*;96(1):68-74.
11. Hakim H, Newland P, **Oliver BJ** (2020). Initial user testing of decision aids for Multiple Sclerosis disease modifying therapies. *Journal of Neuroscience Nursing*; 52(4). doi: 10.1097/JNN.0000000000000521.
12. Manohar N, Perkins T, Laurion R, **Oliver BJ**. (2019). Patient Reported Outcomes in Multiple Sclerosis. *Journal of Clinical Outcomes Management*;26(6):277-288.
13. Newland P, **Oliver BJ**. (2019). Testing feasibility of a mobile application to monitor fatigue in people with multiple sclerosis. *Journal of Neuroscience Nursing*;51(6):331-34. doi: 10.1097/JNN.0000000000000479.
14. Barre L, **Oliver BJ**, Alexander-Scott N, et al. (August, 2019). Impact of state regulations on initial opioid prescribing behavior in Rhode Island. *Rhode Island Medical Journal (RIMJ)*:21-23.
15. Hesselton T, Johnson D, Moran D, Seifert B, Pepin R, **Oliver BJ**, Flaherty E, Bartels S. (2018). Implementing change in primary care through the annual wellness visit: On-site support versus learning collaborative. *Innovation in Aging*;2(Suppl 1): 145–146. <https://doi.org/10.1093/geroni/igy023.528>.
16. Newland P, Hendricks-Ferguson VL, Smith JM, **Oliver BJ** (2017). Recommendations and extraction of clinical variables of pediatric Multiple Sclerosis using common data elements. *Journal of Neuroscience Nursing*;50(3):171-76.
17. Newland P, **Oliver BJ**, Smith J, Hendricks-Ferguson VL (2016). Case study of an adolescent young adult patient with multiple sclerosis and unpredictable fatigue. *Journal of Hospice & Palliative Nursing*. doi: 10.1097/NJH.0000000000000287.
18. Goodman D, Ogrinc G, Davies LG, Baker R, Barnsteiner J, Foster TC, Gali K, Hilden J, Horwitz LI, Kaplan HC, Leis J, Matulis JC, Michie S, Miltner R, Neily J, Nelson WA, Niedner M, **Oliver BJ**, Rutman L, Thomson R, Thor J (2016). Explanation and elaboration of the SQUIRE (Standards for Quality Improvement Reporting Excellence) guidelines, V.2.0: Examples of SQUIRE elements in the healthcare improvement literature. *BMJ Qual Saf (Online)*. doi.org/10.1136/bmjqs-2015-004411.
19. Estrada CA, Dolansky MA, Singh MK, **Oliver BJ**, Callaway-Lane C, Splaine M, Gilman S, Patrician PA (2012). Mastering improvement science skills in the new era of quality and safety: The Veterans Affairs National Quality Scholars program. *Journal of Eval Clin Pract*. doi.org/10.1111/j.1365-2753.2011.01816.x.
20. Mielcarz D, DeLong J, Smith K, Heyn A, Mack K, **Oliver BJ**, Kasper L, et al. (2012). IFNbeta-1b treatment alters the composition of circulating B cell subsets and leads to changes in the B cell cytokine secretion profile in an ex-vivo stimulation assay for patients with Relapsing-Remitting Multiple Sclerosis. *Journal of Biomolecular Techniques*;23(Suppl):S30.
21. **Oliver BJ**, Kohli E, Kasper, LH (2010). Interferon therapy in relapsing-remitting multiple sclerosis: A systematic review and meta-analysis of the comparative trials. *Journal of Neurological Sciences*. doi: <http://dx.doi.org/10.1016/j.jns.2010.11.003>.
22. **Oliver BJ** (2009). Primary management of fatigue and relapses in Relapsing-Remitting Multiple Sclerosis. *Nurse Practitioner*;34(9):10-14.

#### Books, book chapters and monographs:

1. **Oliver BJ**, Clark KB, Rovinski-Wagner C (2021, in Press). *Implementation Science*. In Kelly P, Vottero BA, Altmiller G. Introduction to Quality and Safety for Nurses: Core Competencies for Nursing Leadership and Management. New York: Springer.
2. **Oliver BJ**, Mechella J, Hess AM, and Nelson (2021, in Press). *Creating an Actionable Information Environment for Improvement in Healthcare*. In Godfrey MM, Foster T, and Johnson J. Quality by Design (2<sup>nd</sup> Ed.). New York: Josey-Bass.

3. Foster T, **Oliver BJ**, Langstrom G (2021, in Press). *Innovation for Healthcare Quality Improvement and Interprofessional Education*. In Godfrey MM, Foster T, and Johnson J. *Quality by Design* (2<sup>nd</sup> Ed.). New York: Josey-Bass.
4. **Oliver BJ** (2020). *Crisis Intervention*. In Potter M. and Moller M. *Psychiatric Mental Health Nursing: From Suffering to Hope* (Second Ed). Hoboken, NJ: Pearson. ISBN-13: 9780136873495.
5. **Oliver BJ** (2015). *Crisis Intervention*. In Potter M. and Moller M. *Psychiatric Mental Health Nursing: From Suffering to Hope* (577-90). Hoboken, NJ: Pearson.

#### PhD dissertation:

1. **Oliver BJ** (2012). Modifiable factor relationships with biopsychosocial disability in multiple sclerosis. Defended at Dartmouth College in June 2012. Thesis committee: S. Bartels, MD, MS (Chair); G. McHugo, PhD (Methodologist/2<sup>nd</sup> Reader); R. Drake, MD, PhD (3<sup>rd</sup> Reader); and L. Iezzoni, MD, MSc (External Member, Harvard Medical School). [\[Open Source Access via Dartmouth Digital Library Collection\]](#)

#### Contributor, committee member, or advisory panel member:

1. Advisory Panel Member for Ogrinc G, Armstrong GE, Dolansky MA, Singh MK, Davies L. (2019). SQUIRE-EDU (Standards for Quality Improvement Reporting Excellence in Education): Publication Guidelines for Educational Improvement. *Academic Medicine*. doi: 10.1097/ACM.0000000000002750.
2. Contributing Author (2011). *Nursing Management of the Patient with Multiple Sclerosis: AANN, ARN, and IOMSN Clinical Practice Guideline Series*. Thompson HJ, & Mauk KL, Eds. Available: <http://www.aann.org/pubs/content/guidelines.html>.

#### Health professions continuing education programs:

1. **Oliver BJ** (2021). *Facilitating effective shared decision making for people with multiple sclerosis making disease modifying therapy treatment decisions: An approach for patients and clinicians using real-time role play scenarios*. Produced in collaboration with @Point of Care Healthcare Continuing Education.
2. **Oliver BJ** (2021). *Facilitating effective shared decision making for people with breast cancer considering oral chemotherapy options: An approach for patients and clinicians using real-time role play scenarios*. Produced in collaboration with @Point of Care Healthcare Continuing Education.
3. **Oliver BJ** (2018). *Facilitating effective decision support for self-monitoring and adverse event reporting for people with cancer who are on Checkpoint Inhibitor treatment: An approach for patients and clinicians using real-time role play scenarios*. Produced in collaboration with @Point of Care Healthcare Continuing Education.
4. **Oliver BJ** (2017). *Facilitating shared decision making for multiple sclerosis disease modifying treatments: An approach for patients and clinicians using real-time role play scenarios*. Produced in collaboration with @Point of Care Healthcare Continuing Education.

#### Platform presentations:

1. Dolansky M, Pohnert A, **Oliver BJ** (December, 2021). The intersection of quality improvement and implementation science: A case study (The CVS Minute Clinic Age Friendly Initiative). *IHI National Forum Scientific Symposium*. [virtual]
2. Tse CS, Siegel C, Weaver A, **Oliver BJ**, van Deen W, Melmed G, for the IBD Qorus Learning Health System Investigators (October, 2021). Low health confidence is associated with significantly more hospital-based, acute healthcare utilization in patients with Inflammatory Bowel Disease: A national sample of over 18,000 adults. *Digestive Diseases Week*. [Virtual]
3. Molaei M, Chen A, Vaeth A, Walsh K, **Oliver BJ**. (March, 2021). Telehealth utilization and clinical outcomes in four Multiple Sclerosis centers during the COVID pandemic: Real-world evidence from the MS-CQI research collaborative. *Jonkoping Microsystem Festival 2021 Scientific Day*, Sweden. [Virtual]
4. Alexander C, Hakim H, Mehta F, Messier R, **Oliver BJ**. (January, 2021). A research academic-clinical partnership in action: Improving Multiple Sclerosis care using a Learning Health System approach. *QSEN Forum*. [Virtual]
5. Eid M, Goldwag J, **Oliver BJ**, Ivatury J (August, 2020). Decreasing ileostomy readmissions in a rural healthcare setting: A quality improvement initiative. *Department of Veterans Affairs National Quality Scholars (VAQS) Fellowship Program Summer Institute*, Houston, TX. [Virtual]
6. Eid M, Goldwag J, **Oliver BJ**, Ivatury J (May, 2020). Decreasing ileostomy readmissions in a rural healthcare setting: A quality improvement initiative. *Vermont chapter of the American College of Surgeons*, Burlington, VT.
7. **Oliver BJ**, for the MS-CQI Investigators (December, 2019). The Multiple Sclerosis Continuous Improvement Collaborative (MS-CQI): Interim results of the 3-year prospective multicenter step-wedge randomized study. *The Institute for Healthcare Improvement Annual Summit*, Orlando, Florida. *BMJ Open*;8(2):(Suppl 2) A11-A14. doi: 10.1136/bmj-2019-021177.
8. **Oliver BJ**, for the MS-CQI Investigators (October, 2019). The Multiple Sclerosis Continuous Improvement Collaborative: A coproduction research Learning Health System for costly, complex, chronic illness care. *The International Society for Quality in Health Care (ISQua) Annual International Conference*, Cape Town, South Africa.

9. **Oliver BJ** (June, 2019). Coproduction Learning Health System collaboratives— A new type of academic-clinical partnership: Examples from the MS-CQI research collaborative. *QSEN Forum, Cleveland, OH*.
10. **Oliver BJ, Messier R, Hall A, et al.** for the MS-CQI Investigators (June, 2019). The Multiple Sclerosis Continuous Quality Improvement (MS-CQI) collaborative: Improvement science and coaching applications in a multicenter outcomes research study. *Sheffield Microsystem Coaching Academy Annual International Expo*, Sheffield, United Kingdom.
11. **Oliver, BJ, Batalden PB, Forcino R,** for the ICoHN CO-VALUE Investigators (May, 2019). Coproduction creation of value in healthcare services (CO-VALUE): A mixed methods research protocol to develop and assess a model of value creation in systems of co-produced healthcare services. *IIAS Coproduction Study Group*, Leuven, Belgium.
12. **Oliver BJ** (April, 2019). Developing a national multicenter improvement science research collaborative for the study of a complex chronic illness population. *Third Annual Dartmouth-Hitchcock Nursing Research Symposium*, Lebanon, NH.
13. **Oliver BJ, Stadler D, Flaherty E, Raymond, Routzkin G, and Bartels S** (December, 2017). Reducing unwanted and unwarranted emergency department and hospital care utilization in frail elders residing in skilled nursing facilities: A hybrid improvement-implementation approach. *IHI Scientific Symposium on Improving the Quality and Value of Health Care*, Orlando, FL. *BMJ Open Quality*;6(S1):A36-37.
14. **Oliver BJ, Stadler D, Flaherty E, Raymond, Routzkin G, and Bartels S** (December, 2017). Reducing unwanted and unwarranted emergency department and hospital care utilization in frail elders residing in skilled nursing facilities: A hybrid improvement-implementation approach. *IHI Scientific Symposium on Improving the Quality and Value of Health Care*, Orlando, FL.
15. **Cowley C, Alexander C, and Oliver BJ** (May 2017). Innovation in education: Integrating quality and leadership in a Nurse Practitioner residency program. *QSEN Forum*, Chicago, IL.
16. **Pomerleau M, Ruggerio K, and Oliver BJ** (May, 2016). Using an improvement formula as a conceptual model for development of an applied quality and safety curriculum intervention in an accelerated bachelor of science in nursing program at a school of nursing. *QSEN Forum*, San Diego, CA.
17. **Oliver BJ** (2015). Creative Curriculum Redesign: Rapid innovation and integration of applied quality and safety education across undergraduate, graduate, and doctoral programs in a school of nursing: The MGH Institute Academy for Improvement Science model. *QSEN Forum*, San Diego, CA.
18. **Oliver BJ** (2015). Fostering culture change and building faculty capacity for quality and safety in nursing education: One year pilot implementation and outcomes results for the MGH Institute School of Nursing Faculty QI Task Forces initiative. *QSEN Forum*, San Diego, CA.
19. **Winn K, Newland P, Oliver BJ** (2015). Shared Decision Making in Multiple Sclerosis: Lessons learned from creating new DMT Option Grid decision support tools. *CMSC*, Indianapolis, IN.
20. **Oliver BJ** (2015). Practical innovation in improvement measurement training and application from quality registers to the front line: A three-stage model linking improvement teams, improvement coaches, and leaders. *Jonkoping Microsystem Festival*, Sweden.
21. **Oliver BJ, Phillips A, Lauzon-Clabo L** (2015). Applied learning for culture change: Empowering nursing faculty to become scholar-improvers: Pilot results of the MGH School of Nursing Faculty QI Task Forces Initiative. *AACN Master's Conference*, St. Petersburg, Florida.
22. **Oliver BJ, Godfrey MM** (2015). Practical innovation in improvement measurement training and application from quality registers to the front line: A three-stage model linking improvement teams, improvement coaches, and leaders. *Jonkoping Institute International Microsystem Festival*, Sweden.
23. **Oliver BJ** (2013). Modifiable factor relationships with biopsychosocial disability in multiple sclerosis. *CMSC*, Orlando, FL.
24. **Godfrey MM, Oliver BJ, Theis KM.** (February 2011). Preparing academic-clinical partners to teach theory-based quality improvement methods in the classroom while applying this knowledge in clinical settings: A pilot program. *American Association of Colleges in Nursing Master's Education Conference*, Scottsdale, AZ.
25. **Olds DM, Brennan CW, Grisson RD, Miltner RS, Moy N, Newson JH, Oliver BJ, Stephens CE, Wallaert JB, Estrada C, Patrician PA.** (2010). Learning by doing: Observing an interprofessional process as an interprofessional team. *Institute for Healthcare Improvement (IHI) Annual Forum*, Orlando, FL.
26. **Oliver BJ, Young A.** (2010). Targeted psycho-educational intervention to improve relapse self-assessment in Relapsing-Remitting Multiple Sclerosis: A pilot study. Abstracts from the 23<sup>rd</sup> Annual Meeting of the CMSC. *International Journal of MS Care*;12(Suppl. 1):55-56.
27. **Oliver BJ** (May 2009). Screening and treatment of depression in multiple sclerosis: A new treatment pathway versus standard care- Final results of the six month trial. *CMSC*, Atlanta, GA.
28. **Oliver BJ, Franco M.** (2009). Self-efficacy improvement in Multiple Sclerosis: Interim results. Abstracts from the 23<sup>rd</sup> Annual Meeting of the CMSC. *International Journal of MS Care*;12(Suppl. 1):86.
29. **Oliver BJ, Young A.** (2009). Targeted psycho-educational intervention to improve relapse self-Assessment in Relapsing-Remitting Multiple Sclerosis. Abstracts from the 23<sup>rd</sup> Annual Meeting of the CMSC. *International Journal of MS Care*;11(Sup. 2):75.



30. **Oliver BJ**, Franco M. (2009). Self-efficacy improvement in Multiple Sclerosis: The SIMS study. Abstracts from the 23<sup>rd</sup> Annual Meeting of the CMSC. *International Journal of MS Care*;11(Suppl. 2):74.
31. **Oliver BJ**, Ryan KA, Boyle L, Wishart H, Flashman L, Stevenson J, Stewart J, Yazinski N, Bowen S, Kasper LH. (2008). Targeted psycho-educational intervention in multiple sclerosis: Final results of the 1 year trial. In Abstracts from the 23<sup>rd</sup> Annual Meeting of the CMSC. *International Journal of MS Care*;11(Suppl. 2):19.
32. **Oliver BJ** (2008). Screening and treatment of depression in multiple sclerosis- Interim 6 month results. Abstracts from the 22<sup>nd</sup> Annual Meeting of the CMSC. *International Journal of MS Care*;10(1):50.
33. **Oliver BJ**, Ryan KA, Boyle L, Wishart H, Flashman L, Stevenson J, Stewart J, Yazinski N, Bowen S, Kasper LH. (2008). Targeted psycho-educational intervention in multiple sclerosis. Abstracts from the 22<sup>nd</sup> Annual Meeting of the CMSC. *International Journal of MS Care*;10(1):28.
34. **Oliver BJ**, Kohli E, Chen L. (2007). Optimal interferon therapy in Multiple Sclerosis: A systematic review. Abstracts from the 21<sup>st</sup> Annual Meeting of the CMSC. *International Journal of MS Care*;9(2):70-71.
35. **Oliver BJ** (2007). Screening and treatment of depression in multiple sclerosis: Testing a new integrative care delivery model versus standard referral. Abstracts from the 21<sup>st</sup> Annual Meeting of the CMSC. *International Journal of MS Care*;9(2):91.
36. **Oliver BJ**, Ryan KA, Boyle L, Wishart H, Flashman L, Stevenson J, Stewart J, Yazinski N, Brissette S, Kasper LH. (2007). Targeted psycho-educational intervention in Multiple Sclerosis: The MS Learning Lab Study. Abstracts from the 21<sup>st</sup> Annual Meeting of the CMSC. *International Journal of MS Care*;9(2):91-92.

### Posters:

1. Tse CS, Melmed GY, Elwyn G, Weng CH, Shah SA, Weaver SA, **Oliver BJ** et al. (January, 2022). Longitudinal Study of the Impact of Health Confidence on Inflammatory Bowel Disease Outcomes and Healthcare Utilization. *Digestive Diseases Week (DDW) Annual Crohn's and Colitis Congress*, Las Vegas, NV.
2. **Oliver BJ**, Mehta F, Walsh K, for the MS-CQI Investigators (December, 2021). A developing Learning Health Network: Real-world findings from the MS-CQI study. *Institute for Healthcare Improvement Scientific Symposium*, Orlando, FL [Virtual].
3. Walsh K, Mehta F, Oliver BJ, for the MS-CQI Investigators (November, 2021). Learning health system collaborative reduced population level relapse rate for people with multiple sclerosis: Real world findings from the MS-CQI research collaborative study. *Academy Health Dissemination & Implementation Conference* [Virtual].
4. Messier R, Mehta F, **Oliver BJ**, for the MS-CQI Investigators (October, 2021). A Coach Supported Standardized Approach for Quality Improvement (QI) in the Multiple Sclerosis Continuous Quality Improvement (MS-CQI) research collaborative. *Consortium of MS Centers Annual Meeting*, Orlando, FL.
5. Molaei M, Chen A, Vaeth A, Walsh K, Mehta F, **Oliver BJ**, for the MS-CQI Investigators (October, 2021). Telehealth Utilization and Clinical Outcomes in Four MS Centers during the COVID Pandemic: Real-world evidence from the MS-CQI improvement research collaborative. *Consortium of MS Centers Annual Meeting*, Orlando, FL.
6. Bryan E, <sup>1</sup> Mehta F, <sup>1</sup> **Oliver BJ**, <sup>1-3</sup> for the MS-CQI Investigators (October, 2021). Integrating User Experience Improves Participant Engagement: A Co-Design Initiative in the Multiple Sclerosis Continuous Quality Improvement (MS-CQI) Improvement Research Collaborative. *Consortium of MS Centers Annual Meeting*, Orlando, FL.
7. **Oliver BJ**, Walsh K, Messier R, Moeller P, Chen A, Molaei M, and Mehta F, for the MS-CQI Investigators (October, 2021). Center-level variation in Multiple Sclerosis outcomes: Real-world Patient Reported Outcomes (PROs) findings from the Multiple Sclerosis Continuous Quality Improvement (MS-CQI) research collaborative study (2017-2020). *European Committee for Research and Treatment in MS (ECTRIMS): The Digital Experience*. [Virtual]
8. Chen A, Molaei M, Vaeth A, Walsh K, **Oliver BJ**, for the MS-CQI Investigators (June, 2021). Telehealth Utilization and Multiple Sclerosis Imaging Utilization in Four MS Centers during the COVID Pandemic: Real-world evidence from the MS-CQI improvement research collaborative. ISPOR Value in Health Conference Proceedings. *Medical Technology Studies*; 24: S1, S11-S12.
9. **Oliver BJ**, Mehta F, Walsh K, for the MS-CQI Investigators (July, 2021). System-level variation in relapse rate and all-cause hospitalizations in MS: Initial results of the Multiple Sclerosis Continuous Quality Improvement (MS-CQI) research collaborative. *ISQua 37th Annual International Conference*. Florence, Italy [Virtual]
10. Walsh K, Armstrong K, Moore E, **Oliver BJ**. (June, 2021). Comparing traditional statistical methods to machine learning approaches for predicting relapse: Real-world results from the Multiple Sclerosis Continuous Quality Improvement (MS-CQI) research collaborative. *Academy Health Annual Research Meeting (ARM)*. [Virtual]
11. Molaei M, Chen A, Vaeth A, **Oliver BJ**. (June, 2021). Analyzing telehealth utilization across age categories at three Multiple Sclerosis centers during the COVID pandemic: Real-world evidence from the MS-CQI improvement research collaborative. *Academy Health Annual Research Meeting (ARM)*. [Virtual]



12. Chen A, Molaei M, Walsh K, Mehta FS, **Oliver BJ**. (February, 2021). Real world evidence on the impact of PHQ-9 depression severity on relapses in people with Multiple Sclerosis in the multi-center MS-CQI collaborative research study. *ACTRIMS*. [Virtual]
13. Kennedy AM, van Deen W, **Oliver BJ**, Nelson EC, Van Citters AD, Holthoff M, et al., for the IBD Qorus Value Delphi Group (March 2021). Measuring value: Identifying a balanced measure set for quality improvement focused on improving care for Inflammatory Bowel Disease. *Jonkoping Microsystem Festival 2021 Scientific Day*, Sweden. [Virtual]
14. Messier R, Mehta F, **Oliver BJ**, for the MS-CQI Investigators (March, 2021). A coach-supported standardized approach for quality improvement (QI) in the Multiple Sclerosis Continuous Quality Improvement (MS-CQI) research collaborative. *Jonkoping Microsystem Festival*, Sweden. [Virtual]
15. Bryan E, Mehta F, **Oliver BJ**, for the MS-CQI Investigators (March, 2021). Integrating user experience improves participant engagement: A co-design initiative in the Multiple Sclerosis Continuous Quality Improvement (MS-CQI) research collaborative. *Jonkoping Microsystem Festival*, Sweden. [Virtual]
16. Alexander C, Hakim H, Mehta F, Oliver BJ for the MS-CQI Investigators (March, 2021). Experience of Multiple Sclerosis centers participating in the Multiple Sclerosis Continuous Quality Improvement (MS-CQI) collaborative: A qualitative study. *Jonkoping Microsystem Festival*, Sweden. [Virtual]
17. **Oliver BJ**, Walsh K, Mehta F, England S (2020). Telehealth utilization in four Multiple Sclerosis centers during the COVID pandemic: Real-world evidence from the MS-CQI improvement research collaborative. *ECTRIMS*. [Virtual]
18. Reddy S, Shwin K, Arora R, Homan S, Johnson L, Chao Y, Van Citters A, **Oliver BJ**, et al. (November, 2020). Coproduction of care for Veterans with Rheumatoid Arthritis: Improving elicitation and documentation of patient goals. *ACR Convergence* annual conference. [Virtual]
19. **Oliver BJ**, Walsh K, Mehta F, England S, for the MS-CQI Investigators (September, 2020). Telehealth utilization in four Multiple Sclerosis centers during the COVID pandemic: Real-world evidence from the MS-CQI improvement research collaborative. *ECTRIMS/ACTRIMS*, Washington, DC. [Virtual]
20. **Oliver BJ**, Walsh K, Mehta F, England S, for the MS-CQI Investigators (September, 2020). Relapses and all-cause hospitalizations are influenced by system-level factors: Real-world evidence from the MS-CQI collaborative study. *ECTRIMS/ACTRIMS*, Washington, DC. [Virtual]
21. **Oliver BJ**, Walsh K, Mehta F, England S, for the MS-CQI Investigators (September, 2020). Disease modifying therapy utilization is influenced by system-level factors: Real-world evidence from the MS-CQI collaborative study. *ECTRIMS/ACTRIMS*, Washington, DC. [Virtual]
22. **Oliver BJ**, Mehta F, for the MS-CQI Investigators (May, 2020). System-level variation in all-cause hospitalizations in Multiple Sclerosis: Year-1 results of the Multiple Sclerosis Continuous Quality Improvement (MS-CQI) research collaborative. Abstracts from the 34<sup>th</sup> Annual Meeting of the CMSC. *International Journal of MS Care*;22(Suppl 2):64.
23. **Oliver BJ**, Walsh K, for the MS-CQI Investigators (May, 2020). Relapse rate is influenced by system-level variation: Year-2 results of the Multiple Sclerosis Continuous Quality Improvement (MS-CQI) research collaborative. Abstracts from the 34<sup>th</sup> Annual Meeting of the CMSC. *International Journal of MS Care (IJMSC)*;22(Suppl 2):65.
24. Messier R, Mehta F, Alexander C, Hakim H, Bryan E, **Oliver BJ** for the MS-CQI Investigators. (May, 2020). A coach-supported standardized approach for quality improvement (QI) in the Multiple Sclerosis Continuous Quality Improvement (MS-CQI) research collaborative. Abstracts from the 34<sup>th</sup> Annual Meeting of the CMSC. *International Journal of MS Care (IJMSC)*;22(Suppl 2):67.
25. **Oliver BJ**, Walsh K, Mehta F, et al., for the MS-CQI Investigators (July, 2020). Relapse rate is influenced by system-level variation: Year 2 results of the Multiple Sclerosis Continuous Quality Improvement (MS-CQI) research collaborative. *Academy Health Research Annual Research Meeting (ARM)*, Baltimore, MD. [Virtual]
26. **Oliver BJ**, Walsh K, Mehta F, et al., for the MS-CQI Investigators (July, 2020). Initial study of system-level differences in high priority patient-reported Multiple Sclerosis symptoms: Year 1 results of the Multiple Sclerosis Continuous Quality Improvement (MS-CQI) research collaborative. *Academy Health Research Annual Research Meeting (ARM)*, Baltimore, MD. [Virtual]
27. Rudell E, Peterson P, Ingram MF, **Oliver BJ**, Agrawal T, et al. (May, 2020). NSCLC: Integrating the “Yale Model Shared Decision-Making Solution” into the practice setting. *American Board of Clinical Oncology Annual Conference*. [Virtual].
28. Van Deen W, Shah SA, Crate D, Oberai R, Hwang C, Ostrov A, Lum DF, Nelson EC, **Oliver BJ**, et al. (April, 2020). Top goals and commonly reported by individuals with Inflammatory Bowel Disease at outpatient gastroenterology clinic visits. *Digestive Diseases Week*. [Virtual]
29. Kennedy A, Van Deen W, **Oliver BJ**, Nelson EC, et al. (April, 2020). Identifying a balanced measure set for quality improvement improving care for inflammatory bowel disease. *Digestive Diseases Week*. [Virtual]
30. Van Citters A, Holthoff M, Kennedy A, Hoggard A, **Oliver BJ**, Weaver A, et al. (April, 2020). Same page care is associated with improved Shared Decision Making for patients with inflammatory bowel disease. *Digestive Diseases Week*. [Virtual]
31. **Oliver BJ**, Walsh K, Messier R, et al. for the MSCQI Investigators (April, 2020). Two-year interim results of the MS-CQI research collaborative. *AAN Annual Scientific Meeting* (virtual due to COVID-19 pandemic). *Neurology*; 95(15 Supplement).

32. Mehta F, Walsh K, Messier R, **Oliver BJ**. (February, 2020). Interim results from the Multiple Sclerosis Continuous Quality Improvement (MS-CQI) collaborative (MS-CQI): System-level variation in Patient Reported Outcomes (PROs). *ACTRIMS*, West Palm Beach, FL.
33. Smith T, Varieur J, Byran EC, **Oliver BJ**. (February, 2020). Development of a coproduction model of Multiple Sclerosis care. *ACTRIMS*, West Palm Beach, FL.
34. Van Deen WK, Tse CS, Shah SA, Crate DJ, Oberai R, Hwang C, Ostrov A, Lum DF, Nelson EC, **Oliver BJ**, et al. (January, 2020). Goals and concerns reported by patients with Inflammatory Bowel Disease during clinic visits. *Digestive Diseases Week*, Bethesda, MD.
35. Lofton C, Dionne-Odom J, **Oliver BJ**, Patrician P, Bakitas M (March, 2020). Not all fatigue is created equal: The first step of palliative symptom management for adults with Multiple Sclerosis. *Assembly of Hospice and Palliative Care*, San Diego, CA.
36. Hakim H, Newland P, **Oliver BJ**. (October, 2019). Initial user testing of decision aids for Multiple Sclerosis disease modifying therapies. *The International Society for Quality in Health Care (ISQua) Annual International Conference*; Cape Town, South Africa.
37. Clark K, Winn K, **Oliver BJ** (October, 2019). Shared Decision Making in Multiple Sclerosis: Decision aids for disease modifying therapy. *The International Society for Quality in Health Care (ISQua) Annual International Conference*; Cape Town, South Africa.
38. Messier R, **Oliver BJ** for the MSCQI Investigators (September, 2019). Improving Multiple Sclerosis care quality and value using specialty care home concepts: Implementation aspects of the MS-CQI research collaborative. *NCQA Annual Conference*, Boston, MA.
39. Randall H, **Oliver BJ** (October, 2019). Improving antidepressant medication adherence in an underserved population of people with psychiatric conditions in a federally qualified health center. *American Psychiatric Nurses Association (APNA) Annual Conference*; New Orleans, LA.
40. Van Citters A, Holthoff M, Siegel C, Kennedy AM, Barr P, **Oliver BJ**, et al. (July, 2019). Shared Decision Making predicts patient confidence in self-care for adults with Inflammatory Bowel Disease. *International Society for Medical Decision Making*; Toronto, Canada.
41. **Oliver BJ**, Messier R, Hall A, et al. for the MSCQI Investigators (May, 2019). Improving quality of care for people with Multiple Sclerosis: System level patient-reported and clinical outcomes in Multiple Sclerosis populations: Benchmarking findings from the Multiple Sclerosis Continuous Quality Improvement (MS-CQI) research collaborative. *QSEN Forum*, Cleveland, OH.
42. Messier R, Hall A, **Oliver BJ** et al. for the MSCQI Investigators (June, 2019). The MS-CQI research collaborative: Integration of improvement coaching, improvement science, and implementation science approaches in a multicenter outcomes research setting. *Sheffield Microsystem Coaching Academy (MCA) Expo*, Sheffield, United Kingdom.
43. Messier R, Pagnotta P, Hall A, **Oliver BJ** (May, 2019). Continuous improvement of Multiple Sclerosis care quality and outcomes— A coach-supported QI intervention and QI readiness assessment approach for the MS Continuous Quality Improvement (MS-CQI) collaborative. *CMSC*; Seattle, WA.
44. **Oliver BJ**, Messier R, Hall A, et al. for the MS-CQI Investigators (May, 2019). Improving quality of care for people with Multiple Sclerosis: Benchmarking results of a pioneering, multicenter, systems-level quality improvement research collaborative for Multiple Sclerosis - the Multiple Sclerosis Continuous Quality Improvement (MS-CQI). *CMSC*, Seattle, WA.
45. Hakim H, Newland P, **Oliver BJ**. (May, 2019). Initial user testing of Option Grid decision aids for Multiple Sclerosis disease modifying therapies. *CMSC*; Seattle, WA.
46. Clark K, Winn K, **Oliver BJ** (May, 2019). Shared Decision Making in Multiple Sclerosis: Option Grid decision aids for disease modifying therapy. *CMSC*; Seattle, WA.
47. **Oliver BJ**, Messier R, Hall A, et al. for the MS-CQI Investigators (May, 2019). Improving quality of care for people with Multiple Sclerosis: Benchmarking results of the first multicenter systems-level quality improvement research collaborative for MS in the United States— the Multiple Sclerosis Continuous Quality Improvement (MS-CQI) collaborative. *Academy Health Annual Research Meeting (ARM)*, Washington, DC.
48. Hoyt A, Sweeney C, Perloff J, **Oliver BJ** (May, 2019). Comparison of charges for multiple sclerosis care by advanced practice providers, primary care physicians, and neurologists. *Academy Health Annual Research Meeting (ARM)*, Washington, DC.
49. **Oliver BJ**, Messier R, Hall A, et al. for the MSCQI Investigators (April, 2019). Driving continuous improvement of MS care Quality – Interim experience from the first continuous quality improvement research Learning Health System in Multiple Sclerosis. *American Academy of Neurology*, Philadelphia, PA.
50. Rudell E, Ambeskovic A, Agrawal T, Ingram M, **Oliver BJ** et al. (April, 2019). Impact of Shared Decision Making on improving patient-clinician interactions and Multiple Sclerosis quality measures: A pilot study. *American Academy of Neurology*, Philadelphia, PA.

51. **Oliver BJ**, **Messier R**, et al. for the MS-CQI Investigators (December, 2018). Improving the quality and value of care for people with Multiple Sclerosis: Baseline variation in system-level performance between centers in the first multicenter systems-level quality improvement research collaborative for Multiple Sclerosis in the United States— The Multiple Sclerosis Continuous Quality Improvement (MS-CQI) collaborative. *Institute for Healthcare Improvement (IHI) Scientific Symposium*, Orlando, FL.
52. **Messier R**, Hall A., **Oliver BJ**, et al. for the MS-CQI Investigators (December, 2018). Improving the quality and value of care for people with Multiple Sclerosis: Improvement intervention and coaching in the Multiple Sclerosis Continuous Quality Improvement (MS-CQI) collaborative. *Institute for Healthcare Improvement (IHI) National Forum*, Orlando, FL.
53. **Oliver BJ**, **Messier R**, Hall A, et al. for the MS-CQI Investigators (October, 2018). First year experience of the first learning health system quality improvement research collaborative in the United States: Synthesizing PRO and EHR data to create whole person outcomes measurement within multiple sclerosis care systems participating in the MS-CQI collaborative. *TDI Microsystem Academy International Fall Retreat*, Hanover, NH.
54. **Oliver BJ**, **Messier R**, Hall A, et al. for the MSCQI Investigators (October, 2018). First year experience of the first learning health system quality improvement research collaborative in the United States: A study of microsystem-level variation in performance across four multiple sclerosis centers over 12 months. *ECTRIMS*, Berlin, Germany.
55. Rudell E, Ambesovic A, Agrawal A, **Oliver BJ**, et al. (October, 2018). Impact of shared decision making on improving patient-clinician interactions and multiple sclerosis quality measures: A pilot study. *ECTRIMS*, Berlin, Germany.
56. **Oliver BJ**, **Messier R**, Hall A, et al. for the MSCQI Investigators (June 2018). First year experience of the first learning health system quality improvement research collaborative in the United States: The MS-CQI Collaborative. *Academy Health Annual Research Meeting (ARM)*, Seattle, WA.
57. Hoyt A, Sweeney C, **Oliver BJ** (June 2018). Do Nurse Practitioners Function As Primary Care Compliments or Specialty Extenders Among Patients with Multiple Sclerosis? A Private Insurance Claims Data Analysis. *Academy Health Annual Research Meeting (ARM)*, Seattle, WA.
58. Sweeney C, Hoyt A, **Oliver BJ** (June, 2018). Utilization of Nurse Practitioners and Physician Assistants in Multiple Sclerosis Care: An Analysis of Medicare Beneficiaries. *Academy Health Annual Research Meeting (ARM)*, Seattle, WA.
59. **Oliver BJ**, **Messier R**, Hall A, et al. for the MS-CQI Investigators (May 2018). First year experience of the first learning health system quality improvement research collaborative in the United States: The MSCQI Collaborative. Abstracts from the 32<sup>nd</sup> Annual Meeting of CMSC, Nashville, TN. *International Journal of MS Care*;20(Suppl. 1):77.
60. **Oliver BJ**, **Messier R**, Schwartz C, et al. for the MSCQI Investigators (May, 2018). Initial launch experience of the first learning health system quality improvement research collaborative in the United States: The MS-CQI Collaborative. *American Academy of Neurology*, Los Angeles, CA.
61. **Becker J**, **Oliver BJ**, Kamal D, Sathe M, Sharma P (October 2017). Challenges in transitioning despite improved communication between pediatric & adult Cystic Fibrosis care teams. *North American Cystic Fibrosis Care (NACFC) Annual International Conference*, Indianapolis, IN.
62. **Alexander C**, **Cowley C**, **Oliver BJ** (August 2017). Integrated leadership and improvement applied learning curriculum for a Nurse Practitioner residency program: Results of the one-year pilot. *VA National Quality Scholars Summer Institute*, Houston, TX.
63. Newland P, **Oliver BJ** (May 2017). Collecting patient reported data for multiple sclerosis care in real time using a mobile application: A pilot study. *American Academy of Neuroscience Nursing*, Baltimore, MD.
64. **Hakim H**, Bannister G, Phillips A, **Oliver BJ** (August 2017). Comparative case study of implementation in a multicenter research study. *VA National Quality Scholars Summer Institute*, Houston, TX.
65. **Randall H**, **Oliver BJ** (August 2017). Refugee Health Screener-15 (RHS-15) workflow process variation in six refugee resettlement sites in Massachusetts. *VA National Quality Scholars Summer Institute*, Houston, TX.
66. **Oliver BJ**, **Pomerleau M**, Potter M, Phillips A, et al. (May 2017). Improving performance of educational microsystems: Results of formal improvement intervention on NCLEX performance from 2014-2016. *QSEN Forum*, Chicago IL.
67. Green K, **Pomerleau M**, Gona C, Lucey J, Reidy P, and **Oliver BJ** (May 2017). Integration of applied healthcare improvement methods curriculum in a graduate Nurse Practitioner program. *QSEN Forum*, Chicago IL.
68. O'Donnell M, Potter M, **Oliver BJ** (May, 2017). Creative curriculum redesign: Three-year outcomes of an applied quality and safety curriculum integration in two first year generalist nursing courses. *QSEN Forum*, Chicago IL.
69. **Oliver BJ**, Knab M (December, 2016). Two-year results of pilot integration of applied healthcare quality and safety Curriculum into an interprofessional health professions education program. *IHI National Forum*, Orlando, FL.
70. **Oliver BJ**, **Pomerleau M**, Lucey J, Reidy P, Gona C, Green K (December, 2016). Initial pilot results of a three semester pilot of applied healthcare quality improvement curriculum integration using simulated improvement teams in a graduate nurse practitioner program. *IHI National Forum*, Orlando, FL.
71. **Oliver BJ** (September, 2016). Innovation and culture change in nursing education: Application of microsystems improvement methods to develop better Educational Microsystems. *Dartmouth Institute Microsystem Academy Fall Retreat*, Hanover, NH.

72. **Oliver BJ**, **Cowley C**, **Alexander C** (September, 2016). Integrating microsystems improvement and leadership education into a post-graduate residency program for Nurse Practitioners: The VANAP-GE "Clinician-Leader-Improver" model. *Dartmouth Institute Microsystem Academy Fall Retreat*, Hanover, NH.
73. Newland PK, **Oliver BJ**, Kimutus A, Thomas FP (June, 2016). Monitoring fatigue with a mobile phone and internet application: A feasibility study. *CMSC*, Baltimore, MD.
74. **Cowley C**, **Alexander C**, **Oliver BJ** (May, 2016). A quality and safety curriculum threads integration pathway in a school of nursing. *QSEN Forum*, San Diego, CA.
75. **Oliver BJ**, Watts L, Murphy E, **Cowley C**, **Alexander C** (May, 2016). An academic-clinical partnership to improve NP education, recruitment and retention, increase workforce capacity, and improve access to VA primary care services for rural underserved Veterans. *UMASS Integrated Veterans' Health Conference*, Springfield, MA.
76. **Winn K**, Newland P, **Oliver BJ** (2015). Shared Decision Making in Multiple Sclerosis: Lessons learned from creating new disease modify therapy Option Grid decision support tools. *CMSC*, Indianapolis, MN.
77. **Oliver BJ**, Potter M, O'Donnel M (2015). Creative curriculum redesign: Pilot implementation and outcomes of quality and safety curriculum integration in first year nursing courses. *AACN Master's Conference*, St. Petersburg, Florida.
78. **Oliver BJ**, Potter M, O'Donnel M (2014). Creative curriculum redesign: Pilot implementation and outcomes of quality and safety curriculum integration in first year nursing courses. *IHI Scientific Symposium*, Orlando, FL.
79. **Oliver BJ**, **Winn K**, Grande S. (2013). Shared Decision Making in Multiple Sclerosis disease modifying treatment decisions: Creating an Option Grid decision aid for Relapsing-Remitting Multiple Sclerosis. *CMSC*, Orlando, FL.
80. **Oliver BJ**, Rezaee ME, Fortier B, Franco ME (May 2012). Self-efficacy improvement in Multiple Sclerosis (SIMS): A pilot study. *CMSC*, San Diego, CA.
81. Randolph JG, Randolph JJ, Cronenwett S, **Oliver BJ**, Kasper LH, and Wishart HA (February 2012). Cigarette smoking and cognition in Multiple Sclerosis. *International Neurological Sciences Conference*, Montreal, Canada.
82. Mielcarz D, Bergeron A, DeLong J, Smith K, Heyn A, Mack K, **Oliver BJ**, Kasper L, et al. (2012). IFNbeta-1b treatment alters the composition of circulating B cell subsets in particular reducing the number of autoantibody secreting B1 cells in patients with Relapsing-Remitting Multiple Sclerosis. *Neurology*;78.
83. **Oliver BJ**, Berg S, Kearing S (October 2011). Implementation of a decision support program in a multiple sclerosis psychiatric-mental health clinic. *Society for Medical Decision Making*, Chicago, IL.
84. **Oliver BJ**, Berg S, Kearing S (December 2011). A decision support intervention for depression treatment in a Multiple Sclerosis mental health clinic using a Clinical Microsystems approach. *Academy for Healthcare Improvement and Institute for Healthcare Improvement 23<sup>rd</sup> Annual National Forum on Quality Improvement in Health Care*, Orlando, FL.
85. **Oliver BJ**, Franco, M. (June 2011). Self-Efficacy Improvement in Multiple Sclerosis (SIMS): Work in Progress. *CMSC*, Montreal, Canada.
86. **Oliver BJ**, Kohli E, Kasper, LH (February 2011). Interferon therapy in relapsing-remitting multiple sclerosis: A systematic review and meta-analysis of the comparative trials. *Dept. of Veterans Affairs Health Services Research and Development (HSR&D) Annual Conference*, Washington, DC.
87. **Oliver BJ** (December, 2010). Improving patient relapse assessment skills at an academic multiple sclerosis center. *Institute for Healthcare Improvement National Forum*, Orlando, FL.
88. **Oliver BJ**, Franco, M. (June 2010). Self-efficacy improvement in Multiple Sclerosis (SIMS): Interim results. *CMSC*, Dallas, TX.
89. **Oliver BJ**, **Young, A**. (June 2010). Relapse self-assessment in Multiple Sclerosis: A pilot study. *CMSC*, Dallas, TX.
90. **Oliver BJ**, (March 2010). Screening and treatment of depression in multiple sclerosis: A quality improvement study of a new treatment pathway versus standard care. *Eastern Nursing Research Society (ENRS) Annual Conference*, Providence, RI.
91. **Oliver BJ**, Ryan KA, Boyle L, Wishart H, Flashman L, Stevenson J, Stewart J, Yazinski N, Bowen S, Kasper LH. (2009, November). Targeted psycho-educational intervention in Multiple Sclerosis: The MS Learning Lab study. Results of the one-year randomized trial. *International MS Nursing Conference*, Vienna, Austria.
92. Sheehan K, Wishart H, Roth R, Shen L, Wan J, MacDonald J, Ford J, Seville K, **Oliver BJ**, Kasper L. (2009, October). The relationship between thalamic volume and shape and pain levels in Multiple Sclerosis. *ECTRIMS*, Dusseldorf, Germany.
93. **Oliver BJ**, Ryan KA, Boyle L, Wishart H, Flashman L, Stevenson J, Stewart J, Yazinski N, Bowen S, Kasper LH. (2009, May). Targeted psycho-educational intervention in Multiple Sclerosis: The MS Learning Lab study: Final results of the one-year randomized trial. *ACNP National Conference*, New Mexico.
94. **Oliver BJ**, Ryan KA, Boyle L, Wishart H, Flashman L, Stevenson J, Stewart J, Yazinski N, Bowen S, Kasper LH. 2009, May). Targeted psycho-educational intervention in Multiple Sclerosis: The MS Learning Lab study: Final results of the one-year randomized trial. *CMSC*, Atlanta, GA.
95. **Oliver BJ**, **Young A**. (2009, May). Effectiveness of the 24-14-20 Rule for self-identification and reporting of Multiple Sclerosis relapses: Interim results. *CMSC*, Atlanta, GA.
96. **Oliver BJ**, Franco M. (2009, May). Self-efficacy improvement in Multiple Sclerosis: Work-in-progress. *CMSC*, Atlanta, GA.
97. HA Wishart, AJ Saykin, CH Rhodes, LH Kasper, **Oliver BJ**, CE Fadul, JL Seville, GJ Tsongalis, TW McAllister (2008, September). COMT Val158Met genotype and pain perception in patients with MS. *ECTRIMS*, Toronto, Canada.

98. **Oliver BJ** (2008, September). Screening and treatment of depression in multiple sclerosis: Testing a new integrative care delivery model versus standard referral- one-year results. *AANP National Conference*, Maryland.
99. **Oliver BJ** (2008, May). Screening and treatment of depression in multiple sclerosis: Testing a new integrative care delivery model versus standard referral. *CMSC*, Denver, CO.
100. **Oliver BJ**, Ryan KA, Boyle L, Wishart H, Flashman L, Stevenson J, Stewart J, Yazinski N, Bowen S, Kasper LH. (2008, May). Targeted psycho-educational intervention in Multiple Sclerosis: The MS Learning Lab study- Preliminary results. *CMSC*, Denver, CO.
101. Franco M, Barone D, Barone K, Pfohl DC, **Oliver BJ**, et al. (2008, May). Patient education: Using relaxation and guided imagery for MS: Lowering anxiety associated with MS and MS injections. *CMSC*, Denver, CO.
102. **Oliver BJ**, Kohli E, Chen L. (2007, May). Optimal interferon therapy in Multiple Sclerosis: A systematic review. *CMSC*, Washington, DC.
103. **Oliver BJ** (2007, May). Screening and treatment of depression in multiple sclerosis: Testing a new integrative care delivery model versus standard referral. *CMSC National MS Conference*, Washington, DC.
104. **Oliver BJ**, Ryan KA, Boyle L, Wishart H, Flashman L, Stevenson J, Stewart J, Yazinski N, Brissette S, Kasper LH. (2007, May). Targeted psycho-educational intervention in Multiple Sclerosis: The MS Learning Lab study. *CMSC*, Washington, DC.
105. **Oliver BJ** (2007, May). Screening and treatment of depression in multiple sclerosis: Testing a new integrative care delivery model versus standard referral. *AANP National MS Conference*, Indianapolis, IN.

**Key:** Underline= Mentee/Learner

### Undergraduate Honors Thesis:

1. **Oliver BJ** (1995). *Relationships between implicit and explicit measures of self-esteem*. Undergraduate Departmental Honors Program in Psychology and State of Massachusetts Commonwealth Scholars Program. University of Massachusetts at Amherst, Amherst, MA.

## **B. Personal Statement**

*Overview:* I am a healthcare improvement and implementation scientist, educator, and board-certified family and psychiatric nurse practitioner (FNP-BC, PMHNP-BC). My work focuses on applied healthcare improvement science research with a focus on complex and costly chronic (“3C”) illness conditions (including MS, IBD, CF, RA and others), coproduction, learning health systems, and shared decision making (SDM). I have been in clinical practice since 2003, working primarily as a certified MS specialist (MSCN) and MS neurobehavioral nurse practitioner. I hold faculty appointments at Dartmouth, VA Quality Scholars (VAQS), the Jefferson College of Population Health and the MGH Institute School of Nursing. I am a certified Lean Six Sigma Black Belt and also experienced in Clinical Microsystems and IHI Model for Improvement approaches, including Breakthrough Series (BTS) methods. I teach graduate students, residents and post-doctoral fellows in improvement methodology, measurement and analytics. I have extensive experience developing integrated academic pathways and academic-clinical partnerships and leading multicenter improvement and implementation research collaboratives in the United States and internationally.

*Improvement and Implementation Research Scientist:* I have particular expertise in designing and facilitating research and applied improvement efforts at scale and have experience nationally and internationally in that area. My work as a healthcare improvement scientist and methodologist includes roles at Dartmouth (2016-present) including the Leadership and Preventive Medicine Residency program (2017- present) and the Dartmouth Institute Microsystems Academy (TDIMA), where I have served as lead measurement faculty and improvement measurement methodologist from 2012-2019. My work in these roles focuses on applied healthcare improvement, innovation, and implementation science with population health applications, especially in chronic complex conditions such as multiple sclerosis, inflammatory bowel disease, cystic fibrosis, and others. I have international experience, including the Cystic Fibrosis Foundations in the US and Canada, the Quality Register Collaborative in Sweden, BUPA in the UK and Australia, and most recently with the International Coproduction of Health Network (ICoHN) which is an combined international effort representing the US, UK, Israel, Sweden, and includes the Institute of Healthcare Improvement (IHI), the US Department of Veterans Affairs and US federally designated care centers. As a healthcare improvement methodologist, I subspecialize in improvement measurement and analytics, and the education of health professionals in healthcare improvement methods. My research interests include applied improvement science in chronic illness and mental health contexts, including in my clinical specialty area of multiple sclerosis and mental health care in populations with chronic neurological conditions, coproduction of health and healthcare, and shared decision making in complex illness care. My funded research includes support from the National MS Society (NMSS) for a health policy study of the impact of nurse practitioners on utilization and cost of MS healthcare, and support from the MS Foundation (MSF) to

establish a regional peer wellness outreach program for persons with multiple sclerosis which targets the rural isolated and underserved. I was principal investigator of a 3-year, \$1.8M applied improvement science study establishing the first national multi-center multiple sclerosis quality improvement research collaborative in the United States— the MS Continuous Quality Improvement Collaborative (MS-CQI), which pioneers a hybrid improvement-implementation design using a learning health systems collaborative model with a population health outcomes focus. MS-CQI has served as a feasibility, acceptability and proof-of-concept pilot for the NEXT-GEN MS study, recently awarded in 2020, which will expand across the USA and into Canada and will test the effect of Learning Health System feed-forward care pathways on MS care outcomes over a three year period. I also serve as principal investigator of the International Coproduction of Health (ICoHN) CO-VALUE study, which is an international effort to develop and study a new value creation model for healthcare service based on coproduction principles which has the potential to revolutionize how modern healthcare service operations could function and generate value. Finally, and most recently, I serve as Co-Investigator on a COVID public health research collaboration between Dartmouth and East Carolina University funded via the Cures Act through the state of North Carolina to develop and study new approaches to monitor COVID and Post Acute COVID syndrome (PACS) to better inform public health decision making by health and political leaders.

*Education and Partnership Innovator:* I have taught at all levels of higher education, including the supervision of graduate theses, doctoral dissertations and post-doctoral fellowship programs, and have also taught across disciplines including nurses, physician assistants, physicians, and public health practitioners, in classroom, online, hybrid, and in clinical environments. I have substantial experience in educational innovation including program creation and integration of improvement methods into educational contexts. From 2012-2016, I led a comprehensive QI curriculum redesign and integration initiative across nursing programs (BSN, MS, DNP) at the MGH Institute School of Nursing with linkage to post-graduate residency and post-doctoral fellowship options. Deriving from this work, I have published on rapid applied QI curriculum education integration across undergraduate and graduate programs in nursing and using QI methods applied to educational contexts to improve educational performance outcomes. In 2014, I developed a new collaboration between the MGH Institute School of Nursing and a U.S. Department of Veterans Affairs (VA) Medical Center in White River Junction, VT. This collaboration obtained a \$3.4 million grant from the VA to establish an academic clinical partnership between the two entities and provide rural graduate clinical education and post-graduate residency education for nurse practitioners in the VA healthcare system through the VA Nursing Academic Partnership for Graduate Education (VANAP-GE) program. I served as the academic co-director of the program in its inaugural year before transitioning from the MGH Institute to Dartmouth. This work included a collaboration with the WRJ VAQS program site, which I co-directed, and provided guidance in grant writing and curriculum development. Under my supervision, two WRJ VAQS post-doctoral nursing fellows lead the design and pilot implementation of an integrated “*clinician-leader-improver*” curriculum for the new WRJ VANAP-GE nurse practitioner residency program. The program continues at the WRJ VA to this day. Finally, in my work with the WRJ VAQS program site as Senior Faculty Scholar for Nursing (2012-present), I established a new collaboration with the MGH Institute of Health Professions School of Nursing to establish a graduate nursing program partner for the WRJ VAQS site and developed a New England recruitment strategy linked to the MGH Institute graduate and doctoral nursing programs which has substantially increased recruitment of nursing fellows since 2013. I have participated substantively in curriculum design and innovation for the national VAQS program, including efforts to align this with the national VAQS program KSAs and curriculum model and QSEN Institute competencies. This included leadership and redesign (using co-design methods) of the national VAQS improvement measurement and analytics curriculum including an agile innovation group on improvement measurement education and methodology that draws an international audience and fuels continuous innovation of the standard curriculum model for the national VAQS program.