
A Journey towards Patient-Centered Healthcare Quality

Jean Moody-Williams

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Patients, Families and Caregivers,
Voices of Transformation

 Springer

Jean Moody-Williams
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Preface

A Journey Toward Patient-Centered Healthcare Quality: Patients, Families, and Caregivers, Voices of Transformation provides valuable insight into emerging trends in healthcare delivery; patient, family, and caregiver engagement and the intersection of the two. It is unique in that it not only incorporates patients' voice but also provides context in the application of patients' families and caregivers in healthcare transformation and the future of healthcare models.

It is intended to not only promote empathy toward patients but also challenge the reader to learn and think about the future of healthcare and the value of patient's voice in policy making and decisions about healthcare. It provides valuable information on quality improvement, consumer experience, and emerging careers in this area with practical information and interventions.

Clinicians and other members of the care team play a critical role in the evolving models of care and must stay abreast of emerging trend to ensure that patients' needs are met, while contributing to meeting the quality and economic goals of the organizations and care settings in which they work. This book will help to ensure that they remain abreast of changing trends in quality improvement, quality measurement, cost, health information technology, and patient and family engagement so that they are able to lead their teams and organizations.

Direct accounts from patients, family, and caregivers who want their "voices" heard are incorporated throughout the book.

Baltimore, MD

Jean Moody-Williams

Acknowledgments

I wish to acknowledge all that have contributed to the completion of this book which is intended to challenge how we think about the delivery of healthcare and how we incorporate the voices of patients, families, and caregivers.

I acknowledge all the patients, families, caregivers, and health professionals that shared their very personal stories with the hope of transforming the healthcare system.

Thanks to my family, including my husband Hendri, my daughters Tracey, Danielle, and Nicole, and my sons-in-laws who patiently watched me work through family dinners and vacations understanding the importance of this work for improving the lives of others.

A special thanks to all the physicians, nurses, and other clinicians, and the quality improvement and patient safety advocates that go to work each day with a true desire to provide the best care possible for the people they serve. You are to be commended, and I can only hope this book will help to enhance the wonderful work you already do!

Jean Moody-Williams

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About the Author

Jean D. Moody-Williams, RN, MPP, enjoys a long history of improving quality, safety, and value in healthcare. Starting as a registered nurse, she gained clinical experience that informed her approaches in several policy positions at the private, state, and federal levels. She is currently the Deputy Director of the Center for Clinical Standards and Quality, Centers for Medicare & Medicaid Services, United States Department of Health and Human Services.

She is a part of a leadership team that provides national direction on policy activities for Quality Improvement, Survey and Certification, Quality Measurement, Coverage and Analysis, Learning and Action Innovations Models, and many of the country's Value Based Purchasing programs including the new Medicare Quality Payment Program (QPP). This program fundamentally changes clinician reimbursement for clinical care and promotes the adoption of advance payment models.

Prior to joining CMS, Ms. Moody-Williams served as an executive at several entities working to improve care for patients and families including, the Maryland Health Care Commission (MHCC), the Emergency Medical Services for Children National Resource Center for Health Policy and Strategies, Quality Improvement Organizations, and a healthcare system in Dallas.

She is a recent recipient of the Samuel J. Heyman Service to America Medal awarded by the Partnership for Public Service and was recognized as the Federal Employee of the Year. Ms. Moody-Williams is also the recipient of the 2016 President of the United States Meritorious Rank Award and the 2018 President's Distinguished Service Award. These awards are the highest given to Senior Executives demonstrating unparalleled leadership skills and a strong dedication to achieving tangible results.

Ms. Moody-Williams is the author of the book, *Transitions, Trust and Triumph: A Daily Devotion for Caregivers*. She travels the country providing workshops for caregivers, families, and friends to help them prepare for the awesome responsibility of being a caregiver. She serves as a Deacon in her church and considers the care of caregivers and incorporates the voices of patients, family, and caregivers in her ministry. She is blessed by all she encounters. She had the wonderful opportunity to care for her mother and father prior to their transitions.

She received her Bachelor of Science in Nursing from Hampton University and a Master of Public Policy and Management from the University of Maryland, College Park. She has a wonderful family including a loving husband, three wonderful daughters, and sons-in-law.