

## **STATE ADVISORY COUNCIL QUALITY CARE AT THE END-OF-LIFE**

### **Paul Ballard**

Paul Ballard is an Assistant Attorney General who is Counsel for Health Decisions Policy for the Attorney General. He also advises the Department of Health's Office of Health Care Quality, which agency licenses and regulates all the health care programs and facilities in the State of Maryland. Prior to performing his present duties, Mr. Ballard has been Counsel to various health occupation licensing boards, including the Dental, Pharmacy, Physical Therapy, Psychology, Social Work and Acupuncture Boards. Before being assigned to the Department of Health, he was an Assistant Attorney General with the Maryland Department of Transportation. In 2005, he received the Attorney General's Exceptional Service Award. He has been practicing law since 1987.

Mr. Ballard graduated summa cum laude from Morgan State University, where he majored in philosophy. He received a Master of Arts degree in counseling psychology from Loyola College in Maryland and earned his Juris Doctor degree from the University of Baltimore School of Law.

### **Tiffany Callender**

Ms. Callender is a Senior Program Officer at the Horizon Foundation, a local health philanthropy. At the Foundation Ms. Callender manages initiatives that improve access to quality health care. This includes overseeing a public campaign to encourage advance care planning, with a particular focus on providing resources to help residents begin end-of-life conversations with their loved ones and to appoint health care agents. She also manages the Foundation's mental health programs.

Along with her work in advance care planning, Ms. Callender brings a blend of clinical experience and a foundation in project management and strategic planning. Prior to joining the Foundation she served as a program manager for the Johns Hopkins Armstrong Institute for Patient Safety and Quality where she oversaw system-wide quality improvement projects. Ms. Callender holds a master's degree in social work from Temple University, a bachelor's degree in psychology from Eastern University, and a project management professional certification.

### **Alan D. Eason, JD**

Alan Eason is an attorney and a Certified Master MOLST Trainer (CMMT) of the Maryland Office of Health Care Quality. As a CMMT he provides training for health care professionals and consumers on advance directives and MOLST (Medical Orders for Life-Sustaining Treatment).

Mr. Eason graduated from Lehigh University with a B.A in psychology in 1970 and earned his Juris Doctor degree from the University of Maryland School of Law in 1977. For 30 years Mr. Eason served as a Maryland Assistant Attorney General. During that time, he provided legal advice to, and representation of, officials of the Maryland Department of Public Safety and Correctional Services, receiving the Attorney General's Exceptional Service Award.

After retiring from the Attorney General's Office in 2010, Mr. Eason has audited health care law courses at the University of Maryland School of Law, including a course on legal and policy issues in end-of-life health care.

**Carol Eckerl, LBSW**

After graduating cum laude from Juniata College in Huntingdon, PA , Carol Eckerl has been a licensed Social Worker in Maryland since 1978. Ms Eckerl has spent her career in the long term care arena. For over 20 years she served as a Social Work Director in nursing facilities in both Baltimore City and County. Since 2000 she has functioned in some sort of Regional capacity providing support and education to Social Service staff in Genesis Healthcare centers. Her current position, as a member of the National Specialty Practice Leadership Team, is Director of Clinical Practice and Education.

For over 20 years Ms. Eckerl has been a member of the Genesis Patient Care Advisory Committee, acting as facilitator since 2010. Collaborating with others on the Committee, she has developed and provided training on the Healthcare Decisions Act, Advance Directives and the MOLST form.

**Steve Glazer**

Steve Glazer is Rabbi Emeritus of Congregation Beth Emeth, Herndon, VA and principal of Glazer Consulting, which serves as a resource to individuals, caregivers, and health-care professionals dealing with issues related to aging, illness, dementia and end-of-life. He currently serves on the CNS (Central Neuroscience) IRB at NIH, the bioethics faculty of USUHS (The Uniformed Services University of the Health Sciences) School of Medicine, and the Ethics Committee of Inova Fairfax Hospital. Recently, Rabbi Glazer has also been invited to join the WRAIR (Walter Reed Army Institute of Research) IRB, as well as a new Pilot IRB at NIH.

Rabbi Glazer has a long and distinguished academic career, most recently at George Washington University, and including serving as Visiting Scholar at Harvard Divinity School, The Oxford (U.K.) Centre for Hebrew and Jewish Studies, and The Smithsonian Institution. He holds degrees from Columbia University, The Jewish Theological Seminary, and Hebrew Union College – Jewish Institute of Religion, and was awarded an honorary doctorate by the Seminary in 1996. Rabbi Glazer is co-editor of the award-winning book, “Seasons of Caring: Meditations for Alzheimer’s and Dementia Caregivers, “ a first-of-its-kind volume of over 140 original meditations by 70 religious leaders and care specialists, representing 17 faith traditions.

**Marian Grant**

Ms. Grant is a nurse practitioner dually certified in Acute Care and Palliative Care/Hospice and an assistant professor at the University of Maryland School of Nursing where she teaches courses on communication, evidence-based practice, and end-of-life nursing. She is also on the University of Maryland Medical Center’s Palliative Care Service as an NP. Dr. Grant is on the board of the national Hospice and Palliative Nurses Association, on the board of the Maryland Nurse Practitioner Association, on the Public Engagement Workgroup for the national Coalition to Transform Advanced Care, and blogs monthly for the *Journal of Palliative Medicine*. Her consistent focus is on how to raise clinician and public awareness of palliative care and advocate for policy changes to make these services more widely available. Before becoming a nurse, Dr. Grant studied mass communication and worked in advertising and marketing for the Procter & Gamble Company.

**M. Jane Markley, RN, MEd, FACHE**

Consultant with over 35 years of experience in healthcare including direct clinical care, ethics, strategic planning, quality assurance, administration, program management, and technology. President of M Jane Markley Consulting, LLC, she works with individuals, families, and groups to help them understand the importance of advance care planning for themselves and their loved ones. She helps people have the conversation regarding how they wish to 'live well' throughout their lives and helps them to give the gift of a plan to their family. That "gift" helps not only the family but also friends, employers, and healthcare workers by ensuring that decisions are discussed and made prior to a crisis occurring.

A retired Navy Nurse, she holds a Bachelors of Science in Nursing and a Masters in Education. Board-certified in healthcare management, she is a Fellow in the American College of Healthcare Executives (ACHE), a Registered Nurse, has earned a Patient Advocate Certificate from the Professional Patient Advocate Institute and is a Respecting Choices First Steps® Advance Care Planning Certified Facilitator.

Active in her profession, she is Past President of the National Capital Healthcare Executives, the local chapter of ACHE, and a former Chairman of the Ethics Committee of the National Naval Medical Center, Bethesda, MD. Currently she participates in ethics' committees in the Washington, DC area; is an International Society of Advance Care Planning & End of Life Care member; speaks both nationally and internationally; facilitates medical student ethical discussions as an Assistant Professor in Psychiatry at the Uniformed Services University of the Health Sciences, Bethesda, MD; and has been appointed by the Governor of Maryland to the State Advisory Council on Quality Care at the End of Life.

When not exercising her passion for ethics, she travels with her husband, Dan, and is active in pet therapy work with her dog, Charlie. She can be reached at [jane@mjmarkley.com](mailto:jane@mjmarkley.com).

### **Christian J. Miele, Esq.**

Christian J. Miele is the Deputy Secretary of the Maryland Department of Disabilities. He previously served as a member of the Maryland House of Delegates, representing Baltimore County from 2015–2019. During his time in the legislature, Christian served on the House Health and Government Operations Committee and the Maryland General Assembly's Joint Committee on Behavioral Health and Opioid Use Disorders. He also served as chairman of the Baltimore County House Delegation's Public Safety Committee.

Christian's major legislative accomplishments include passing the Hire Our Veterans Act, a jobs bill to help unemployed military veterans re-enter the workforce; the Animal Shelter Standards Act, a measure that improves animal welfare in Maryland by creating standards of care for animals being sheltered in publicly-funded facilities; Janet's Law, which empowers Marylanders to make more informed decisions when choosing their doctors by requiring physicians practicing without medical malpractice insurance to disclose their lack of coverage to prospective patients; and anti-bullying legislation for Baltimore County Public Schools to address widespread issues of bullying, cyberbullying, intimidation, and harassment in the nation's 25th largest public school system.

Christian is a practicing attorney with Pinder Plotkin LLC, a general practice firm located in Baltimore County. He earned B.S. and M.A. degrees from Towson University, and holds a J.D. from the Emory University School of Law. He resides in Perry Hall with his wife, Dr. Jessica Miele, and their one-year-old son, Theodore.

**Dr. Yvette Oquendo-Berruz is a Medical Director at CareFirst BCBSMD.**

Dr. Oquendo-Berruz is a Board-Certified Family Physician with more than 30 years' experience. Completed residency in family medicine at the University of Maryland Hospital in 1986. She served in the US ARMY as a Medical Officer, achieving the rank of Major. While in the ARMY she practiced family medicine at Aberdeen Proving Grounds and the Pentagon, serving during Desert Shield and Desert Storm, receiving ARMY Commendation and ARMY achievement Medals. After leaving the military she joined Potomac Physicians P.A. at their Laurel MD office where she practiced full scope family medicine for 19 years. During her tenure with Potomac Physicians she also served in many leadership roles to include Associate Medical Director. From December 2008 to April 2017, Dr. Oquendo-Berruz practiced family medicine at the Chase Brexton Health Care Columbia office, where she also served as Site Medical Director.

Dr. Oquendo-Berruz was honored as Maryland Family Physician of the Year in 2002.

Dr. Oquendo-Berruz has been very active serving her specialty and her community. She has been an active member of the Maryland Academy of Family Physicians and has served in many leadership roles to include President from 2012-2014. She was appointed to serve of the Governor O'Malley's State Advisory Council on Heart Disease and Stroke Prevention from 2013-2014.

She previously served as a Board member of Conexiones, a non-profit organization supporting Latino student achievement. Currently, she serves as a Board Trustee of The Horizon Foundation of Howard County and Board member of the Health Advisory Board of the Community Action Council of Howard County.

In her spare time, Dr. Oquendo-Berruz enjoys long distance running and has completed 10 marathons, including Marine Corps, New York and Boston Marathon.

Dr. Oquendo Berruz is a very passionate patient advocate and strong believer of leading by example.

Wellness and prevention of illness were at the center of the way she practiced family medicine.

**Patricia Tomsko Nay, MD, CMD, CHCQM, FAAFP, FAIHQ, FAAHPM**

Dr. Nay received Bachelor of Science degrees in zoology and psychology from the University of Maryland in College Park before completing medical school at the Ohio State University. She completed a Family Practice internship at Georgetown University and a Family Practice residency and Geriatrics fellowship at George Washington University. Dr. Nay is certified in Family Practice, Geriatrics, Hospice and Palliative Medicine, Quality Management, and as a Home Care Physician. She is a fellow of the American Academy of Family Practice, the American Academy of Hospice and Palliative Medicine, and the American Institute for Healthcare Quality. Since 1999, she has been a Certified Medical Director.

Dr. Nay's clinical experience includes managing patients in their homes, assisted living facilities, nursing homes, psychiatric group homes, psychiatric hospitals, inpatient hospice units, and acute care hospitals. She worked as a geriatric hospitalist for seven years. Dr. Nay has held medical directorships at multiple nursing homes, hospices, a home health agency, and a hospital-based palliative care service. She joined the Office of Health Care Quality in 2008 as the Medical Director and was appointed the Executive Director in August 2013. She maintains a part-time clinical practice providing palliative care to homebound individuals in Montgomery County.

**Sister Lawrence Mary Pocock**

Sister Lawrence Mary Pocock has been a Little Sister of the Poor since 1968. Her education includes nursing studies at St. Agnes Hospital in Baltimore; since 1965 she has maintained an active Maryland nursing license. In 1995-1996 she pursued a course of Palliative Care at the Catholic University in Seoul, Korea earning the equivalent of certification. Her religious formation as a Little Sister of the Poor included two years of religious studies and studies concerning the Aging in Queens, New York, further studies in Scranton, PA and in France before she made her final commitment as a Little Sister of the Poor in 1976. In order to serve the elderly abroad, language studies were also done: French in Paris, a two-year program of Korean in South Korea, and a few months of Tagalog in the Philippines.

Since 1968 Sister Lawrence Mary has served the elderly poor in the Homes of the Little Sisters of the Poor. She gave direct nursing care to the elderly in Scranton, PA, Paris, and Singapore before being sent to Seoul, Korea for language study in 1971. After graduating from language school she served as director of nursing from 1973-2007 in Homes of the Little Sisters of the Poor in Cheong Ju, Jeon Ju, and Kwang Ju South Korea. She then spent a few months on the Board of the Home of the Little Sisters of the Poor in Seoul as treasurer. Sister was then asked to go to the Philippines where she was director of nursing in a new Home of the Little Sisters of the Poor in Bolinao, Pangasinan before returning to the United States in April of 2009.

Since her return to Baltimore at that time, Sister has been involved in the care of the elderly at St. Martin's Home. Her various roles have included direct care in the Assisted Living Cottage, Assisted Living Manager, and social service designee. She is presently serving as a member of the Board as Treasurer, a member of the Development Team, Alternate Assisted Living Manager, Volunteer Coordinator and the Jeanne Jugan Association Facilitator.

As a Little Sister of the Poor who works daily with the elderly, providing quality care at the end of life is a priority for Sister Lawrence Mary. The mission statement of the Little Sisters of the Poor states clearly that "continuing the work of Saint Jeanne Jugan, our MISSION is to offer the neediest elderly of every race and religion a home where they will be welcomed as Christ, cared for as family and accompanied with dignity until God calls them to himself." The Little Sisters work together and keep constant vigil near their Residents who are dying, so that they are never left alone.

### **Karen B. Smith, PharmD**

Native Marylander, grew up in Baltimore City, and have resided in Howard County since 1970. Attended the University of Maryland, earning BS in Pharmacy (1979) and PharmD (1986), Began my career as a Poison Information Specialist at the University of Maryland in Baltimore. Transitioned into the pharmaceutical industry in sales management/medical liaison roles, retiring from Bristol-Myers Squibb in January of 2018 after 35 years. Currently serving in volunteer roles as a community educator and support group facilitator for the Maryland Alzheimer's Association. Developed a passion around the need for early diagnosis of Alzheimer's Disease and quality end of life care as a result of serving as care giver and patient advocate for my parents and husband during illness and last days.

### **Aziz Shahdid, MD**

Dr Aziz is a board certified physician in the fields of Pediatrics, Medical Management, and Hospice and Palliative Medicine. He has worked extensively with patients suffering from life limiting illnesses, serving both the adult and pediatric populations. He was instrumental in the start of the palliative care program at Laurel Regional Hospital and the Pediatric Hospice

services at Hospice of Chesapeake. He is presently the Team Physician for Montgomery Kids at Montgomery Hospice in Rockville Maryland.

In addition, Dr Aziz has chaired multiple Ethics Committees and taught clinical ethics over the last 25 years at Medstar Harbor Hospital, Laurel Regional Hospital and Hospice of Chesapeake. One of his passions being teaching, he has taught extensively in Pediatrics, Medical Ethics and Palliative Medicine in many of the local, national and international institutions. He has been on the clinical faculties of University of Maryland and Johns Hopkins Schools of Medicine.

He is the past Assistant Chair of Pediatrics at St Agnes Hospital (14 years), Chair of Pediatrics at Medstar Harbor Hospital (14 years) and VP of Medical Affairs also at Medstar Harbor Hospital (9 years).

He has worked passionately on the issue of Advance Care Planning clinically along with clinical and public education. In that effort, he maintains a blog on the subject: “you deserve a good death.blogspot.com” .

In 2018 he published a book on end of life conversations, advance care planning/ goal-setting and decision-making; a guide for clinicians and public alike. It is available on Amazon and is titled: “Courageous Conversations on Dying – the Gift of Palliative Care”

Dr Aziz is a graduate from King Edward Medical College, Lahore Pakistan. He received his pediatric training at University of Maryland, St Agnes and Mercy Hospitals, all in Baltimore. His interest in end of life issues was generated through the ethics consultations that he had to work on as chair of the Ethics Committee. He resides in Columbia, Maryland.

#### **Christine S. Watts RN, MSN- Bio**

Ms. Watts is currently a nurse case manager with MCO MedStar Family Choice responsible for the coordination of care and services to members who have experienced a critical event or diagnosis requiring extensive use of resources, and assisting with navigation of the system to facilitate appropriate delivery of care and services. She is a member of the MFC Charitable Giving Committee, MFC Newsletter Committee, MFC Provider Relations Committee, and has developed several Standard Operational Procedures for MFC population health programs. To maintain clinical skills she currently works part-time in the urgent care/primary care setting as a staff nurse at Patient First in Owings Mills, responsible for coordination and administering medical care in the adult and pediatric populations for urgent /emergent cases, primary care, workman’s compensation, Department of Transportation physicals, and preventative health care maintenance.

Ms Watts has worked as a certified Hospice & Palliative home care nurse for 6 years for Gilchrist Hospice Care. She has held several nursing faculty positions in the community setting; Clinical Assistant Professor of Nursing Towson University coordinating the community nursing program at the Hagerstown campus, developed and coordinated senior level hospice observational opportunities with home based hospice nurses with Hospice of Washington County, and adjunct faculty at Morgan State University as a lecturer for Research in Nursing and Community Clinical instructor. In the role as Quality Improvement Coordinator/Trainer for CareFirst’s Patient Centered Medical Home (PCMH) she trained nurses to implement the PCMH program located throughout Maryland. As Clinical Trials Research Nurse Coordinator for St. Joseph Medical Center, The Cancer Institute she coordinated the ARRA grant to educate providers and the community on current clinical trials and cancer prevention. As Clinical

Research Nurse Coordinator at Johns Hopkins School of Public Health and the JHH School of Medicine, through a variety of community settings she has always embraced quality of care at end of life through discussions with patients and family, providers, coordination of care, teaching and training, and by personal counseling.

**M Michele Williams DNP, CRNP, MSN, BSN, RN-BC, OCN**

Dr. Williams is an Associate Medical Director for Talbot Hospice in Easton MD. She is also an Oncology Nurse Practitioner for the University of Maryland Community Medical Group/ Shore Regional Medical Center, in Easton MD. She is board certified in; Adult/ Gerontology, Oncology, Palliative Care and Pain Management. Her entire career has been in oncology, palliative care and hospice. Her clinical experience includes managing patients in their homes, assisted living facilities, nursing homes, inpatient hospice and acute care hospitals.

Dr. Williams is on the Board of Directors of the Maryland Academy of Advanced Practice Clinicians, past president of the Upper Eastern Shore Oncology Nursing Society, on the Access to Care Workgroup for the Maryland Cancer Collaborative, Co-State Lead Ambassador for the American Cancer Society Cancer Action Network, Court Appointed Special Advocate for the Mid-Shore (CASA). Her focus and passion is on raising a better understanding of the role of palliative care among both the public and professionals across the continuum of care, so as to ensure high-quality care for individuals facing serious or life-threatening illness.

Dr. Williams was instrumental in the development of the Palliative Care Suites at the University of Maryland Shore Regional Medical Center in Easton MD, as well as the expansion of the inpatient Palliative Care Program, for the Three Hospital System on the Eastern Shore of Maryland. She has implemented a New Lung Cancer Screening Program for the Five-County, Three-Hospital System.

She has received many honors for her work, including Every Day Hero Award, Commitment to Caring Award, Outstanding Achievement in Care Delivery, Commitment to Others, Outstanding Service Award and the Hometown Hero Award for Medical Professional.

Dr. Williams received a Doctor of Nursing Practice at Walden University in Minneapolis, MN, Post Masters in Adult Gerontology Primary Care Nurse Practitioner at Wilmington University in New Castle Delaware, Masters of Science in Nursing at University of Phoenix in Phoenix Arizona, Bachelors in Nursing at Stevenson University in Stevenson MD, Diploma in Nursing at Mc Queen Gibbs Willis School of Nursing in Easton, MD. She is a native of the Eastern Shore of Maryland.

**Hank Willner, MD**

Dr. Willner attended Yale University College and Medical School and completed his residency in Family Practice at the University of Virginia where he was the Chief Resident from 1977-78. He was Board Certified in Family Practice initially in 1978 and has been recertified in 1984, 1991, 1997, 2004 and 2014. From 1978-80 he served in the National Health Service Corps as a family practitioner in a large rural health clinic in Buckingham County Virginia. In 1980 he founded Virginia Family Practice Associates, PC in western Fairfax where he worked in private family practice until 2001, when he decided to change careers to focus on Hospice and Palliative Medicine. He worked with Hospice of Northern Virginia, now Capital Caring, as a staff Medical Director and a Palliative Care Consultant with Capital Palliative Care Consultants from 2001-2013. He also worked as a part time Emergency Physician from 1997-2013 at Laurel Regional Hospital. He is currently the Chief Medical Director of Holy Cross Home Care and Hospice.

Dr. Willner is active in teaching medical students and House Staff from the Medical Centers in the Washington Metropolitan Area and has served as a Clinical Assistant Professor of Family

Practice both at Georgetown University Medical School and the Medical College of Virginia. His special interests include the doctor-patient relationship, informed consent and Bioethics and he was the Chairman of the Ethics Committee at Fair Oaks Hospital as well as at Capital Caring, and is now active on the Ethics Committee at Holy Cross Hospital. He is the Medical Consultant to the Hospice Foundation of America. He also serves on the Maryland State End of Life Council.

His hobbies are spending time with his family and friends, exercise, walking with his dog, Daisy, reading mystery thrillers and he is an avid golfer. Dr. Willner lives in Bethesda, MD with his wife Catherine and his sons, Daniel and Jonathan.