

Denise D. Quigley, Ph.D., Dr. Quigley is President of Evaluation & Research Services (E&R Services), which conducts evaluations and supports program development in the area of health and education. She also is a senior policy analyst at RAND in the area of health and education. She holds a Ph.D. in public policy analysis from the RAND Graduate School (1996) and two Masters Degrees, one in International Policy and one in German from Monterey Institute of International Studies in Monterey California (1991), and a B.A. in Mathematics from Benedictine College in Atchison, KS (1985). Her research interests are in the area of leadership; delivery of care; use and reporting of consumer-reported health care measures; pay-for-performance; evaluation of program and quality improvement initiatives; governance; the health, nutrition and well-being of families; college-readiness; and parental involvement. Dr Quigley is currently leading several large-scale evaluation projects. First is the evaluation of the Children's Scholarship Fund, a program that offers scholarship funds to families to support their children and families' desire to attend a private school rather than their neighborhood school. Second is an evaluation of school board training in the 43 large urban and suburban school districts in Texas. Finally, Dr Quigley is conducting research and evaluation to support the strategic planning process for the Beach Cities Health District (BCHD) that supports over 35 health and education programs. At RAND, Dr. Quigley leads three Quality Improvement (QI) demonstration projects at RAND for the Consumer Assessment of Healthcare Providers and Systems (CAHPS) project. The first, with Health Plus of Michigan, focuses on physician communication and pay-for-performance for doctors using Ambulatory CAHPS and involves cognitive testing of a physician-level report with core CAHPS items and QI items; the second, with the UCLA Medical Center, involves field testing quality improvement items in the area of Emotional Support for Hospital CAHPS and tracking two QI initiatives using the Hospital CAHPS survey; and the third, with networks and facilities in Texas, concerns staff professionalism, patient privacy, and physician communication using the End Stage Renal Disease CAHPS survey. Dr. Quigley has extensive experience with focus groups, interviews, Delphi method, survey design and item development as well as various analytic and modeling techniques for longitudinal quasi-experimental research projects and evaluations. She has familiarity with large-scale panel national databases, facility-based healthcare datasets, and large-scale school district administrative databases, including work with facility-based and health plan patient experience data, district course-taking data and school Academic Performance Index scores. Dr. Quigley was previously a senior education researcher at UCLA's Center for the Study of Evaluation (CSE) and has over 10 years experience working in middle and high schools in the Los Angeles Unified School Districts as well as other medium to small size districts in Los Angeles County.