

# Thomas Lee, MD

Chief Medical Officer

*The arc of history is clear—we are heading into a competition-driven, value-oriented health care system that is organized around reducing the suffering of patients. To thrive, provider organizations need a clear idea of their strategy their performance, and how to improve.*

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## PROFESSIONAL EXPERIENCE

### Press Ganey Associates

Chief Medical Officer, 2013 - present

### Partners Community HealthCare

Chief Executive Officer, 2004 - 2013

### Partners High Performance Medicine Program

Director, 2004 - 2012

### Partners HealthCare System

Network President, 2004 - 2013

### Partners Community HealthCare

Chief Medical Officer, 1995 - 2004

### Brigham and Women's Hospital

Chief, Clinical Epidemiology, 1993 - 1995

### Brigham and Women's Hospital

Director, Clinical Initiative Development Program 1992 - 1995

### Brigham and Women's Hospital

Medical Director, Preoperative Evaluation Center, 1991 - 1994

## PROFESSIONAL MEMBERSHIPS

**Geisinger Health System:** Chairman of the Board

**Health Leads:** Board of Directors

**Weill Cornell Medical College:** Board of Overseers

**Veterans Administration:** The Special Medical Advisory Group (SMAG)

**Panel of Health Advisors of the Congressional Budget Office**

**The New England Journal of Medicine:** Editorial Board

**Harvard Medical School:** Professor of Medicine

**Harvard School of Public Health:** Professor of Health Policy and Management



Dr. Thomas Lee joined Press Ganey as Chief Medical Officer in 2013, bringing more than three decades of experience in health care performance improvement as a practicing physician, a leader in provider organizations, researcher and health policy expert. As CMO, Tom is responsible for developing clinical and operational strategies to help providers across the nation measure and improve the patient experience, with an overarching goal of reducing the suffering of patients as they undergo care, and improving the value of that care. In addition to his role with Press Ganey, Tom continues to practice primary care at Brigham and Women's Hospital in Boston.

Tom received a BA from Harvard College and earned his MD/MSc from Cornell University-Medical College and Harvard.

## Speaking Topics

- Creating Value/Competition
- Culture
- EDCAHPS
- Epidemic of Empathy
- Patient and Family-centered Care
- Patient Engagement
- Patient Loyalty
- Physician Engagement
- Population Health/Segmentation
- Reducing Suffering

# Thomas Lee, MD, Chief Medical Officer

## ARTICLES AND PUBLICATIONS

Lee, Dafny, "Health Care Needs Real Competition," *Harvard Business Review*, December 2016

Lee, Dafny, "What the Trump Administration Needs to do About Health Care," *Harvard Business Review*, November 10, 2016

Lee, "Patient Experience Must Move Beyond Bad Apples," *Annals of Internal Medicine*, October 18, 2016

Lee, Porter, "From Volume to Value in Health Care, the Work Begins," *JAMA*, September 13, 2016

Lee, "Zero Pain Is Not the Goal," *JAMA*, April 2016

Lee, "An Epidemic of Empathy in Healthcare: How to Deliver Compassionate, Connected Patient Care That Creates a Competitive Advantage," *McGraw Hill*, November 2015

Lee, Porter, "Why Strategy Matters Now," *New England Journal of Medicine*, April 2015

Kolata, "Doctors Strive to Do Less Harm by Inattentive Care," *New York Times*, February 2015

Lee, "How to Spread Empathy in Health Care," *Harvard Business Review*, July 2014

Lee, Porter, "The Strategy That Will Fix Health Care," *Harvard Business Review*, October 2013

Lee, Mylod, "A Framework for Reducing Suffering in Health Care," *Harvard Business Review*, November 2013

Lee, "Eugene Braunwald and the Rise of Modern Medicine," *Harvard University Press*, 2013

Lee, Mongan, "Chaos and Organization in Health Care," *MIT Press*, 2012

## SELECT PRESENTATIONS

**National Quality Forum 2017 Annual Conference**, April 4, 2017, "Amplifying the Patient's Voice" Keynote.

**Affordable Care Act Symposium hosted by University of Chicago**, Oct. 31, 2016.

**HFMA ANI**, June 28, 2016, "What Drives Patient Loyalty?"

**TEDMED**, November 2015, "Rediscovering Health Care's Original Goal: Reducing Suffering"

**Cleveland Clinic Empathy and Innovation Summit**, May 2015, "Empathy's Role in Strategy in the Era of Health Care Reform"