

## EXPERIENCE

**The Zacharias Group**, Washington, DC & South Portland, ME  
Owner (1998-Present)

**Frederick Schneiders Research** (A Public Opinion Research Firm) Washington, DC  
Vice President of Health Care Research (1997)

- Responsible for quantitative and qualitative research on health care issues for both corporate and non-profit clients

**American Hospital Association**, Washington, DC  
Director, Field Development (1992-1997)

**National Health Policy Forum, GWU** Washington, DC  
Assistant Director, External Programs (1990-1992)

- Responsible for the development and coordination of site visits to health facilities and programs throughout the nation to study the impact of policy on health issues, health care financing and health delivery systems

**Office of Hon. Willis D. Gradison, Jr. (R-OH)** Washington, DC  
Congressional Fellow, US House of Representatives (1990)

- Functioned as a Legislative Assistant for health, social security and welfare issues.

## Hospital Social Work Experience

- Hermann Hospital, Houston, TX  
Administrative Director, Social Work
- St. Luke's Hospital, Kansas City, MO  
Director, Department of Social Work
- Magee-Women's Hospital, Pittsburgh, PA  
Assistant Director, Department of Social Work & Social Worker, Neonatal Intensive Care Unit

## EDUCATION

- University of Pittsburgh, Pittsburgh, PA  
Graduate School of Social Work, M.S.W.
- University of Texas, Austin, TX  
B.A., Sociology
- RIVA Market Research, Bethesda, MD  
30 hour training course in focus group moderating
- University of Southern Maine, Portland, ME  
Certification in Mediation, Certification in Facilitation

## PROFESSIONAL MEMBERSHIPS

- Academy Health
- Qualitative Research Consultants Association
- Society for HealthCare Strategy and Market Development

## COMPETENCIES

### Project Development, Coordination, and Analysis

- **Technical assistance**, including monitoring budgets, site visits, strategic planning and program evaluation oversight, e.g., assisting state programs funded by federal grants to undertake development of new programs to enhance access to state services.
- **Staffing**, e.g., assisting a community health leadership development organization in the annual recruitment and selection of “health Fellows;” working with community leaders to identify mentoring opportunities for the Fellows; and overseeing all continuing education activities for the program.
- **Coordinating and conducting large, multi-site qualitative research studies.** *Topics include:* the health care delivery system, health care coverage, patient safety and quality initiatives, governance, environmental assessments for strategic planning, work force concerns, services for persons with disabilities. *Clients include:* foundations, universities, state government, hospitals and health systems, membership organizations.
- **In-depth Environment Assessments** (both internal and external) for organizations such as hospitals and health systems, including analysis and, when appropriate, recommendations for organizations to address particular issues/problems.

## FACILITATION/COMMUNICATION

- **Focus Group Moderator:** long experience with diverse populations (physicians, health care employees, persons with disabilities, business executives, etc)
- **Meeting Facilitator/Moderator** for many national meetings: moderating panels; facilitating general sessions; serving as facilitator/coordinator of entire meeting
- **In-depth Individual Interviews:** conducted hundreds of interviews with physicians, hospital and health system executives, business executives, and other leaders of organizations, both public and private
- **Experienced public speaker**
- **Key Skill sets** include:
  - Synthesizing data** into meaningful information, summarizing and analyzing significant findings that will enable client to make strategic decisions
  - Clearly presenting information**, orally or written

## HIGHLIGHTS OF PROGRAM/PROJECT DEVELOPMENT AND MANAGEMENT EXPERIENCE

- Developed and organized site visits focused on health policy issues for Federal Congressional and Regulatory staff, sponsored by a university-affiliated policy organization.
- Selected as “campaign manager” for a national health care association’s yearlong endeavor on health care reform. Included development of materials, training and information meetings across the country, speaking and presentations, and organizing grass roots efforts throughout the campaign.
- Organized and staffed quarterly Legislative and advocacy Workshops for hospital CEOs and Board members for national member organization.
- Established a quarterly Washington meeting for senior government relations staff of health care systems.
- Managed a member association’s extensive multi-year public perception research project.
- Director of Social Work Departments at two large urban hospitals with staffs of 15-49. Reorganized and expanded departments, initiated new programs, provided clinical supervision, and created staff development programs. Also served on Hospital Ethics Committee.