

Laura Kneale, PhD

Kirkland, WA

Education

University of Washington
Seattle, WA (December 2017)
PhD, Biomedical & Health Informatics

The George Washington University
Washington, DC (June 2008)
MS, Information Systems & Technology Management

University of Michigan
Ann Arbor, MI (May 2006)
BSE, Industrial & Operations Engineering

Relevant Skills

Research: Development of protocols
Development of instruments
Project management (PMP certified
2012-2015)

Technical: Workflow analysis (Visio)
Qualitative analysis tools (Dedoose)
Statistical analysis (R, Minitab)
Wireframing (Balsamiq)

Clinical: Clinical documentation
Government mandated measures
Clinical operations and workflows

Selected Publications

Ordway A, Johnson K, **Kneale L**, Amtmann D, Demiris G. The experience of home care providers and beneficiaries with enhanced training requirements in Washington State. JAH. 2019 July 3; [Epub ahead of print]

Kneale L, Mikles S, Choi YK., Thompson H, Demiris G. Using Scenarios and Personas of Older Adults and their Care Team to Enhance the Effectiveness of a Heuristic Evaluation. JBI. 2017 Sept.; 73:43-50.

Kneale L, Demiris G. Lack of diversity in personal health record evaluations with older adult participants: a systematic review of literature. J Innov. Health Inform. 2017;23(4):789-798.

Work Experience

Lecturer, University of Washington Bothell & Seattle

September 2017 to present

Taught several Bachelors and Masters level courses at UW Bothell School of Nursing and Health Studies and UW Seattle School of Nursing. In-person and online courses included: Research methods, Introduction to Telehealth, Health Policy & the Organization of Healthcare, and Critical Reading and Information Literacy.

Research Scientist/PhD Student, University of Washington

September 2013 – December 2017

Led multiple research projects analyzing applications of health information technology to support older adult health and wellness. I designed and evaluated health information technologies with, and for, older adults and their caregivers including personal health records, fall detection devices, and mobile applications for at-home physical therapy routines.

Performance Improvement Consultant, University of Chicago Medicine

March 2012 – September 2013

Managed multidisciplinary teams of clinicians and hospital administrators to analyze and improve clinical processes. Used established clinical improvement methodologies such as Lean, FMEA, the Institute for Healthcare Improvement's (IHI) Collaborative Model, and Six Sigma.

Quality Consultant/Quality Analyst, University of Chicago Medicine

November 2009 – March 2012

Managed a portfolio of CMS core measures and operational excellence initiatives to improve compliance with federal and hospital requirements. Projects included gathering user requirements, designing, and managing the development of an internal credentialing system for licensed clinicians (physicians and advanced practice nurses).