

## EDUCATION

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Doctor of Philosophy (PhD) in Biomedical and Health Informatics Summer 2017 (expected)  
University of Washington School of Medicine Seattle, WA

Master of Science (MS) in Management of Information Systems Technology May 2008  
The George Washington University Washington, DC

Bachelor of Science in Engineering (BSE), Industrial and Operations Engineering May 2006  
University of Michigan Ann Arbor, MI

## WORK EXPERIENCE

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**University of Washington Biomedical and Health Informatics** **Seattle, WA**  
PhD Candidate September 2013 to present

My research seeks to understand how to optimize healthcare information systems using a socio-technology model of evaluation. I am primarily focused on how information systems can support the health and wellness of older adults and their caregivers, and the clinical tasks of healthcare providers that care for older adults.

**University of Washington Tacoma Milgard School of Business** **Tacoma, WA**  
Lecturer, T BUS 590 C: Healthcare Information Systems (4 credits)

This course covered the history of healthcare information systems and relevant policy, current uses of information technology, and the students explored how health information technology could help solve a problem in a healthcare domain. I provided 2,000 hours of instruction in the 4-week summer b quarter. I was responsible for all course material, course content, grading, and student feedback.

**University of Chicago Medicine** **Chicago, IL**  
Performance Improvement Consultant March 2012 to September 2013

- Led the UCM Readmissions Reduction Program focusing on congestive heart failure, pediatric asthma, and acute myocardial infarction patient populations, and older adults transferring from UCM to a SNF. Completed over 30 PDSAs to improve patient experience, clinical outcomes, and adherence to best practices.
- Collaborated with the EPIC team and clinical stakeholders to implement changes to the electronic health record (EHR) that focus on satisfying regulatory requirements while improving clinical staff documentation and adherence to best practices.
- Worked with leadership to establish yearly Medical Center quality goals. Lead several multi-disciplinary teams to analyze and achieve these aims using performance improvement methodologies such as lean, FMEA and six sigma.

Quality Consultant/Analyst November 2009 to March 2012

- Managed the Operations Quality Committee project portfolio. Trained operations staff on project management tools and provide regular initiative status updates to leadership.
- Digitized the OPPE and FPPE processes for over 1000 clinical staff. Managed the design and development process with outside developers. Facilitated the yearly upgrade process to maintain regulatory compliance and customer satisfaction.
- Evaluated data needs of clinical stakeholders and designed custom EPIC Clarity reports to monitor clinical quality measures.
- Managed several Joint Commission and CMS core measures including performing concurrent review, managing abstraction and completing improvement initiatives. Assisted in a successful Joint Commission (JCAHO) accreditation survey (2010, 2013).

## SELECTED SERVICE

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- University of Washington Division of Biomedical and Health Informatics, Student Representative on Graduate Admissions Committee 2016
- Home Healthcare and Hospice Informatics Technology Conference, Organizing Committee Chair 2016

## GRANTS AND GIFTS

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- Agency for Healthcare Research and Quality Grants (AHRQ) for Health Services Research Dissertation Program (R36), scored not funded, Role: PI
- Graduate School's Fund for Excellence and Innovation (GSFEI) Student Travel Award

## SELECTED AWARDS AND HONORS

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- National Library of Medicine (NLM) Pre-doctoral Trainee in Biomedical and Health Informatics, 2013-2017
- University of Washington Retirement Association Fellow in Aging, 2015
- Healthcare Information and Management Systems Society (HIMSS) Foundation Doctorate Scholarship, 2015

## SELECTED PEER-REVIEWED JOURNAL PUBLICATIONS

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- **Kneale L**, Demiris G. Lack of diversity in Personal Health Record evaluations with older adult participants: a systematic review of literature. *Journal of Innovation in Health Informatics*. In press.
- **Kneale L**, Choi Y, Demiris G. Assessing commercially available personal health records for home health: recommendations for design. *Applied Clinical Informatics*. 2016;7(2):355-367. doi: 10.4338/ACI-2015-11-RA-0156.

## SELECTED PRESENTATIONS

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- **Kneale L**, Ordway A, Johnson K, Demiris G. Understanding Information Exchange between Home Care Clients and Aides: Opportunities for Informatics. Paper presented at the Home Healthcare and Hospice Information Technology Conference, 11 November 2016; Chicago, IL.
- **Kneale, L**. Exploring Personal Health Records for Older Adults and Their Caregivers. Abstract presented at the 2016 Healthcare Information and Management Systems Society NW Technology Conference, 24 October 2016; Seattle, WA.
- **Kneale L**, Choi Y, Mikles S, Thompson H, Demiris G. Evaluating Publicly Available Personal Health Records for Home Health. Paper presented at the National Library of Medicine Training Conference, 27-28 June 2016; Columbus, OH.