

Michael L. Millenson, president of Health Quality Advisors LLC, Highland Park, IL, is a nationally recognized expert on making American health care better, safer and more patient-centered. He is the author of the critically acclaimed book, *Demanding Medical Excellence: Doctors and Accountability in the Information Age*, and is also an adjunct associate professor of medicine at Northwestern University's Feinberg School of Medicine. National Public Radio called him "in the vanguard of the movement" to measure and improve American medicine.

As a consultant, Millenson has helped clients with strategic planning, designed a website to aid consumer care decisions and developed a tool to improve doctor-patient communication during office visits. His clients have included provider organizations, health plans, pharmaceutical companies, entrepreneurs and non-profits. In the policy realm, he has authored numerous white papers and testified before Congress, the Illinois legislature and the Federal Trade Commission. He is also co-principal investigator on a research grant examining leading-edge patient-centered practices by ACOs.

Prior to starting his own firm, Millenson was a principal in the health-care practice of a major human resources consulting firm. Before that, he was a health-care reporter for the *Chicago Tribune*, where he was nominated three times for a Pulitzer Prize.

Millenson has lectured at the National Institutes of Health and served as a faculty member for the Institute for Healthcare Improvement. He co-authored a case study for the Harvard Business School, is a regular contributor to Forbes.com and has written for publications ranging from the *British Medical Journal* and *Health Affairs* to *The Washington Post* and *USA Today*. A former board member of the Society for Participatory Medicine, he currently serves on the board of the American Medical Group Foundation and in an advisory board capacity to the *American Journal of Medical Quality*, the Johns Hopkins' Armstrong Institute for Patient Safety and Quality and several health care start-ups.