

QMETRICS NEWSLETTER

CELEBRATING 15 YEARS February 2006 - February 2021



SUZAN DALEN, MPA, CHCA CHIEF EXECUTIVE OFFICER & HEDIS® AUDITOR

In this issue of our newsletter, we are commemorating our 15 year anniversary, our Quinceañera! As a Latina woman, this is particularly special to me because a Quinceañera is an important cultural and religious milestone shared with family and friends. The Quinceañera celebration emphasizes the importance of family and maturity. We are commemorating this noteworthy event by celebrating our team and partners – our QMetrics family.

As I look back on our first decade, QMetrics was comprised of just me, a solo operator focused on HEDIS® and Quality Reporting. Fast forward to the last five years and wow, we have had supernova-level growth expanding to five divisions offering over a dozen services! All this has been possible by building a foundation based on a hard work ethic, value-evident work, carefully selecting an expert team, and a relationship-based mindset for all clients and partners. We are so pleased to have stayed the course and remained a self-funded minority woman owned business. I welcome you to take a peek at some new and familiar-faced leaders at QMetrics who bring their best talents to the virtual table every single day.

Here's to another 15 years! Cheers! Suzan



Jim Dalen, MA

Chief Health Economist

**FREE WEBINAR
SIGN UP TODAY!**

Stacy is hosting a FREE Webinar on the Proposed Timely Access Regulation on Wednesday, 2/24/2021 from 12pm – 1pm PST (will add link to Register). Sign up today to save your spot.

Stacy leads the QMetrics' Regulatory Compliance services division and has established her reputation in the Health Care industry for her strong work ethic, in-depth expertise, and customer service. Stacy grew up in Rhode Island and moved to San Diego after college and is grateful to call two such beautiful places home. Stacy and Suzan have worked together for over 20 years and have a long-standing partnership in working with health plans and provider groups. Stacy loves the outdoors and activities such as kayaking, yoga, hiking, and enjoying sunsets at the beach. She is an avid reader and loves animals!

Sign Up for Stacy's NEW bi-annual Regulatory Compliance Newsletter!

Jim has more than 25 years of experience in health care data analysis, reporting, predictive modeling, and forecasting. As QMetrics' Chief Health Economist, Jim oversees all analytical activities from dashboard reporting to predictive model development.

Jim grew up in the Boston area and attended Graduate School at the University of Arizona focusing on econometrics and health care. After experiencing the warm Arizona sun, Jim decided to stay on the West Coast. Suzan and Jim met while conducting a HEDIS® audit in Memphis, Tennessee in 2006 and were later married in 2016.

Jim spends much of his spare time reading mystery novels, and cooking for/with his wife Suzan. Jim is an avid fisherman; despite this photo being taken in Alaska, Jim's very favorite fishing spot is the Florida Keys!



Stacy Baker, JD

Chief Compliance Officer & SVP Regulatory Affairs



April joined the QMetrics team as VP of Surveys & Applied Analytics in the Fall of 2020. She is responsible for the administration of all Surveys while also providing analytical support.

April is most excited about launching a new Survey in 2021 and hosting a PAAS Summit this April. Her extensive background includes working as a Licensed Vocational Nurse (LVN) and obtaining her Lean Six Sigma Black Belt. April's clinical and operational experience positions her to bring innovative ideas and solutions.

As a Veteran of the Navy, April resides in San Diego with her husband and daughter.

April House, MHA

VP Surveys & Applied Analytics

**LEARN MORE ABOUT HOW
WE CAN HELP YOU!**

Kelly has worked with QMetrics for over two years and has dual responsibilities for both external Client projects and leading internal initiatives.

Kelly has a diversified background in public relations & marketing, customer experience, program management, health plan operations, change management, and organizational design. She specializes in strategic planning, executive coaching, and employee engagement.

Kelly enjoys spending time with family, traveling, reading, painting, cooking, and writing. Kelly is the eldest of five sisters and lives in Laguna Niguel.



Kelly Huffman, MBA

Sr. Director, Strategy & PMO



QMetrics selected by NCQA as Lead Validator on Early Adopter Phase of new developed Data Aggregator Validation (DAV) Program.

[READ MORE](#)

THANK YOU FOR BEING PART OF THE QM FAMILY!



Sergio Gutierrez
Information Technology



Thuy-Tien Hoang, MPH
Quality Improvement



Doug Hunting
Advanced Analytics



Megan Wilson-Hunting, MA
Quality Improvement



Jeff Lucas, MS
Surveys & Analytics



Rachael Mora
Surveys & Analytics



Jasmine Norris
Quality Improvement



Mariana Ojeda
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Bob O'Reilly
Regulatory Compliance



Dana Reppond, MS
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Sarah Salazar
Admin Support & Marketing