

Darryl R. Brown

Office Address

Drexel University School of Public Health
Department of Health Management and Policy
Bellet Building – Room 1327
1505 Race Street
Philadelphia, PA 19102-1192
215.762-7287

Email

drb48@drexel.edu

Education

PhD **Johns Hopkins University**, Health Services & Outcomes Research, May 2005

MPA **New York University**, Health Policy & Management, May 1991

BS **Pennsylvania State University**, Community Development, August 1983

Dissertation

“The Influence of Patient Satisfaction on Outcomes in After-hours, Telephone-based Primary Care”

Areas of Specialization

Injury epidemiology, patient-reported outcomes and quality of care research, applied health economics, psychometrics.

Teaching Appointments

July 2008 - Assistant Professor – Health Management and Policy
present School of Public Health
Drexel University

July 2007 - Adjunct Professor – Public Health
present Department of Medical Science and Community Health
Arcadia University

July 2006 - Lecturer
June 2008 School of Public Affairs and Administration/School of Public
Health
Rutgers University/UMDNJ

Courses taught: Research Methods for Public Health and Health Education, Management of Health Outcomes, Research Design

Administrative Appointments

April 2004 - Research Scientist – Central Nervous System Injuries
June 2008 New Jersey Department of Health, Center for Health Statistics,
Office of Injury Surveillance and Prevention

Aug 2002 - Pharmaceutical Data Analyst
June 2003 InChord Communications – Health Process Management, LLC.

Oct 1999 - Project Director/Data Analyst, General Internal Medicine
July 2002 University of Pennsylvania Medical School

Sept 1998 - Year 2000 Coordinator: Jeanes Hospital, Lower Bucks Hospital
Sept 1999 Temple University Health System

Sept 1990 - Senior Planning Analyst, Corporate Communications
Aug 1998 Jeanes Hospital

Jan 1987 - Planning Associate, Division of Planning
Aug 1990 Eagleville Hospital

Sept 1983 - Planner, Division of Plan Development
Sept 1986 Health Systems Agency of Southeastern Pennsylvania

Consulting

Jan 2001 - Research Consultant, Jeanes Hospital
Apr 2001 Temple University Health System

Sept 1998 - Biostatistical Consultant, Maryland Region Medicaid HMO
Jan 1999 Prudential Healthcare

Nov 1995 - Research Consultant, Office of the CEO
Sept 1997 Columbia Hospital for Women

Memberships in Professional and Scientific Societies

International Society for Pharmacoeconomics and Outcomes Research
(Member, 2008)

Academy for Health Services Research
(Member, 2008)

American Association of Public Health
(Member, 2008)

US Centers for Disease Control and Prevention – R.E.A.C.H. USA
Peer Review Research Panel (Member 2007)

American College of Healthcare Executives
(Member, 1999)

Society for the Study of Social Problems
(Member, 1999)
Voluntary Hospitals of America (VHA) East Task Force on Patient Satisfaction
(Member, 1996)
National Association of Health Services Executives
(Member, 1995)
Commonwealth of Pennsylvania Task Force on Ambulatory Surgical Services
(Member, 1992)

Awards and Honors

2001 Johns Hopkins Bloomberg School of Public Health Scholarship Award
for best thesis concept in Healthcare Communication Technology
1994 National Association of Health Services Executives Scholarship in Health
Administration
1993 Johns Hopkins Bloomberg School of Public Health Minority Fellowship
1988 Alfred P. Sloan Fellowship for Minority Graduate Students in Public
Policy

Certificates of Participation

2005 Association for the Advancement of Automotive Medicine – Training
Course in Injury Severity Scaling
2004 University of Michigan School of Public Health – Graduate Summer
Session in Epidemiology
2004 US Centers for Disease Control – National Center for Health Statistics
Statistical Workshop on Tracking Health Indicators
2003 International Society for Pharmacoeconomics and Outcomes Research –
Meta-Analysis and Systematic Literature Review
2001 Academy for Health Services Research – Advances in Methods for
Monitoring Healthcare Outcomes from the Patient Point of View
2000 University of Pennsylvania, Center for Clinical Epidemiology and
Biostatistics – Workshop on Research Informatics
1996 Gallup Organization – Patient Satisfaction Analysis and Use
1994 University of Delaware – Focus Groups for Program Evaluation
1991 Anderson & Neihbur Associates – Questionnaire Design and Analysis
1990 Johns Hopkins Bloomberg School of Public Health – Graduate Summer
Program in Epidemiology

Presentations

2003 Influence of patient satisfaction on outcomes in patient/provider
communication
Health Outcomes Group, Wyeth Pharmaceuticals

- 2000 Randomized Trial of Nurse Advice Call Centers
General Internal Medicine Research Meeting, University of Pennsylvania
- 1999 Consumer preparation for Y2K
New Employee Orientation, Temple University Hospital
- 1998 Hospital systems and processes vulnerable to Year 2000 rollover
Medical Staff and Senior Management, Jeanes Hospital
- 1997 Research agenda for assessing women's health in the District of Columbia
National Women's Health Resource Center
- 1997 Marketing challenges/opportunities in Fox Chase/Rockledge communities
Senior Management, Jeanes Hospital
- 1996 Primer in Medicare's Resource-based Relative Value Scales
Senior Management, Jeanes Hospital
- 1996 Advantages and Disadvantages of vendor-based patient satisfaction
Nursing Administration, Jeanes Hospital
- 1995 Administration of hospital-based clinical research
Nursing Research Committee, Jeanes Hospital
- 1994 Use of the Internet for applications in health services research
National Association of Health Services Executives
- 1992 Joint hospital/physician business venture in radiology services
Poster Presentation for Jeanes Hospital CEO
- 1989 Substance abuse treatment and Spirituality
Manna Bible Institute
- 1985 Nursing home utilization and bed shortage in Northeast Philadelphia
Northeast Philadelphia Advisory Council
- 1984 Health status indicators in the Philadelphia region
Executive Board, Health Systems Agency of Southeastern Pennsylvania

Research Publications (peer-reviewed)

1. Pauly MV, Hillman AL, Kim MS, Brown DR. Competitive Behavior in the HMO Marketplace. Health Affairs. Vol. 21(1): 194-202; 2002.
2. Hansen SM, Hartz WH, Brown DR. A model for an outpatient imaging center. European Journal of Radiology 16: 20-25; 1992.

Clinical Studies and Research Reports (unpublished)

- 2003 Meta Analysis of Lyophilized versus Aqueous growth hormone
Genentech, Incorporated
- 2003 Phase II Clinical Trial results of topical acne medication
Galderma Laboratories, L.P.
- 2003 The reliability of APACHE II scores in assessing ICU patients with severe
sepsis
Eli Lilly and Company
- 2002 Final Grantee Report – Randomized Trial of After-hours Nurse Advice
Robert Wood Johnson RO1, University of Pennsylvania Medical School
- 1998 NCQA Study – Media campaign to increase pediatric lead screenings
Prudential Healthcare, Maryland Region Medicaid HMO
- 1998 Women’s Health Services - Focus group analyses
Menopause & Osteoporosis Institute Feasibility Study, Jeanes Hospital
- 1997 Content analysis of Emergency Room patient satisfaction
Strategic Planning Process, Jeanes Hospital
- 1996 Pain outcomes in response to music accompanied gastro-surgery
Clinical research analyses, Jeanes Hospital – Gastroenterology Division
- 1996 Report of women’s health status indicators in Washington, D.C.
National Women’s Health Resource Center, Columbia Hospital for
Women
- 1992 Financial cost modeling for mammography services
Women’s Health Feasibility Study, Jeanes Hospital
- 1991 Marketing Plan for hospital-based women’s health
Product Line Strategic Planning, Jeanes Hospital
- 1990 Statistical model for predicting compliance with scheduled admission for
substance abuse treatment
Senior Clinical Management, Eagleville Hospital
- 1989 Report of comparative ALOS by discharge percentiles
Response to JCAHO contingencies, QA Committee - Eagleville Hospital
- 1988 Feasibility study to establish inpatient substance abuse treatment services
in Warren County, NJ
Senior Management, Eagleville Hospital

- 1986 Analysis of Medicare utilization and expenditures in Philadelphia region
Health Systems Agency of Southeastern Pennsylvania
- 1985 Feasibility study to expand physician care to Philadelphia ethnic groups
Health Systems Agency of Southeastern Pennsylvania

Funded Research and Training Projects

- 2002 **Project Director, Study of the impact of an After-hours Medical Call Center on the Patient-Physician Relationship, funded by the Robert Wood Johnson Foundation:** to conduct a randomized controlled trial of an after-hours nurse-advice call center in primary care practices of the University of Pennsylvania. The project evaluated the cost-effectiveness of access to a telephone nurse relative to patient satisfaction, symptom relief, and productivity.
- 2002 **Data Analyst, Measuring Patient Satisfaction in Low Literacy Populations, funded by the Agency for Healthcare Research and Quality:** to examine patients' assessment of primary care received in Medicaid HMOs using the Community Assessment of Health Plans (CAHPS 2.0) survey. The impact of low literacy was tested by administering the survey in 3 formats: written version in English or Spanish language, telephone version in English or Spanish language and by illustration.
- 2001 **Project Director, Market Forces in Investor-Owned Health Maintenance Organizations, funded by the Robert Wood Johnson Foundation:** cross-sectional study to determine managed care competition factors that predict increased, decreased or flat profit margins for investor-owned HMOs. The study assessed profitability by comparing the level of earnings for the periods 1994 and 1997.
- 2000 **Project Director, Disease Management for Asthmatics in Medicaid HMOs, funded by the Agency for Healthcare Research and Quality:** to conduct a randomized controlled trial of asthma disease management. The objective was to demonstrate cost effectiveness of the intervention through improved health outcomes, reduced utilization of health services and lower costs of care among a population of adult asthmatics enrolled in three Medicaid HMOs.