

Nancy J. Wilson, M.D., M.P.H.

Dr. Nancy J. Wilson is a Vice President in VHA's Clinical Affairs division and serves as Medical Director of VHA's Clinical Advantage Program. VHA Inc. is a nationwide network of 1,900 leading community-owned health care organizations and their affiliated physicians. The VHA alliance comprises 27 percent of the nation's community hospitals, including many of the nation's largest and most respected institutions. VHA offers programs and services to improve financial and clinical performance, and as a cooperative distributes income annually to members based on their participation. As Medical Director of Clinical Advantage, Dr. Wilson is responsible for the design and development of all Clinical Advantage products and services. Clinical Advantage is VHA's new Clinical Affairs program that translates evidence-based medicine into practice and helps members develop the internal capacity for rapid and ongoing improvement in patient outcomes and associated costs. She is also designing and championing VHA's company wide patient safety initiative.

Before joining VHA, Dr. Wilson was Director of the Office of Performance and Quality for the Veterans Health Administration. As director, Dr. Wilson was responsible for assuring quality of patient care in the nation's largest integrated health care system. Among her accomplishments Dr. Wilson designed and implemented a new comprehensive performance management system that 1) aligned VHA's vision, mission, and goals with quantifiable strategic objectives; 2) defined measures to track progress in meeting those goals and objectives; and 3) held management accountable for results achieved. During her tenure, bed-days of care per 1000 patients decreased 62%--from 3,530 to 1,333; ambulatory surgeries increased from 35% to 82% with increased surgical productivity and reduced mortality; patient-reported problems in timeliness of access, courtesy, and coordination of care were cut in half and now match external benchmark performance. Dr. Wilson also created and implemented indexes for Preventative Care, Chronic Disease Care, and Palliative Care that resulted in dramatic improvements in care of patients with hypertension, COPD, diabetes, obesity, acute myocardial infarction as well as in vaccinations; and cancer, tobacco, alcohol screening, and counseling. In addition, over 90% of eligible patients began receiving effective Palliative Care services.

Dr. Wilson began her career as a psychiatric nurse at the Western (Pennsylvania) Psychiatric Institute and Clinic where she held a variety of clinical and administrative positions, including Clinical Director of the Affective Disorder Clinic. After medical school and residency she joined the faculty at the University of Michigan as a general internist and directed one of their satellite health centers.

Dr. Wilson is a 1976 honors graduate of the University of Pittsburgh. She received her M.D. from Johns-Hopkins School of Medicine in 1986 where she also completed her medical internship and residency in 1989. In 1994 she completed a General Medicine/Health Services Research Fellowship at Harvard Medical School while obtaining her M.P.H. at the Harvard School of Public Health. Her concentration for the M.P.H. was Health Care Management. During her fellowship at Harvard Medical School she designed a patient satisfaction survey system for the VA that culminated in the creation of VA's National Customer Feedback Center. This work resulted in receipt of the Vice-Presidential Hammer Award for Reinventing Government. While directing the Feedback Center Dr. Wilson held a faculty appointment at Harvard Medical School and worked as a general internist at the Brockton/West Roxbury VA Medical Center. She is board certified in internal medicine, and is a member of several professional societies including the Society of General Internal Medicine, the American College of Physicians, American College of Physician Executives, and the American Public Health Association.