



**REID KISER**  
**FOUNDER AND PRESIDENT**



**SUMMARY**

Mr. Kiser is the founder and president of Kiser Healthcare Solutions, LLC.

He is an innovative leader who has served in a variety of capacities with healthcare organizations over the past 20 years addressing healthcare quality, performance measurement, data analytics and reporting, and business systems design.

**FOCUS AREAS**

- ✓ Project management
- ✓ Strategic planning
- ✓ Product development
- ✓ Quality measurement
- ✓ Data collection and analysis
- ✓ Electronic healthcare data exchange

**ACCOMPLISHMENTS**

- Executive lead for Inovalon’s industry-leading, NCQA-certified health plan quality measurement reporting engine product that involved ongoing business development, P&L management, product evolution, and client support (200+ clients).
- As the national director at UnitedHealthcare, managed corporate-level operations and analytics associated with accreditation, HEDIS, CAHPS®, and other performance improvement initiatives for 300+ health plans in the enterprise.
  - Led multiple member engagement strategies and programs that had significant impact on quality performance results and health plan rankings.
  - Developed and implemented an enterprise-wide solution/application used for quality measure data reporting, analytics, benchmarking, and performance improvement.
  - Managed the annual corporate HEDIS audit across all lines of business.
- Business champion for NCQA’s online Interactive Data Submission System (IDSS) and the online Healthcare Organization Questionnaire (HOQ) - both of which transformed and significantly improved the data collection process between NCQA and its health plan clients.
- Transformed the U.S. Healthcare Efficiency Index measuring the adoption and cost savings impact of the use of electronic transactions between payers and providers for CAQH bringing standardized performance metrics and analysis. Continue to manage the data collection, analysis and reporting for the CAQH Index.




**LEADERSHIP & ADVISORY EXPERIENCE**

- ✓ Co-chair for the Pharmacy Quality Alliance (PQA) measure Implementation Advisory Panel
- ✓ Active member of URAC’s Measures Advisory & Research Group
- ✓ Faculty member at The George Washington University’s Department of Clinical Research and Leadership
- ✓ SME for multi-stakeholder panels seeking to develop and implement value based or performance measurement programs in non-traditional sectors like Emergency Medical Services and Administrative Simplification.

**EDUCATION**

- MS, Evaluative Clinical Sciences - Dartmouth College
- BS, Biochemistry and Biophysics - University of Houston
- NCQA-certified Patient Centered Medical Home (PCMH) Content Expert

**CONTACT INFORMATION**

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