

MARGAE KNOX, MPH

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EDUCATION

2019 –Present	University of California, Berkeley	PhD Candidate, Health Policy (Organizations and Management concentration)
2013 – 2015	University of California, Berkeley	MPH, Health Policy and Management
2007 – 2011	University of California, Berkeley	BA, Public Health; Public Policy Minor Honors, Phi Beta Kappa

HONORS/AWARDS

2019-2021	Agency for Healthcare Research & Quality NRSA T32 Trainee Fellow
2018	UC San Francisco, School of Medicine STAR Achievement Award
2017	UC San Francisco, Department of Family and Community Medicine Spot Achievement Award
2014	UC Berkeley School of Public Health Alumni Leadership Scholarship

PROFESSIONAL EXPERIENCE

Center for Healthcare Organizational and Innovation Research (CHOIR)

UC Berkeley School of Public Health

PhD Graduate Student Researcher

August 2019 – Present

MPH Graduate Student Researcher

August 2013 – August 2015

UCSF Center for Excellence in Primary Care

Department of Family and Community Medicine

Research Manager

September 2018 – August 2019

Project Manager / Data Analyst

July 2017-September 2018

Evaluation Coordinator

August 2015-July 2017

- Managed quantitative and qualitative evaluations of health system innovations and workforce experience. Duties included focus group recruitment, group facilitation, interviewing, statistical analyses, budgeting, and grant reporting.
- Annually conducted assessments of clinician and staff experience amidst practice transformation across more than 20 clinics (1000+ respondents, 70-90% response rate per clinic). Assessment included survey design, distribution, and feedback reports.
- Managed site visits with over 20 primary care teaching clinics nationwide and toolkit production based on lessons learned

LifeLong Medical Care (Federally Qualified Health Center Network)

Quality Improvement Intern

June 2014 – August 2014

- Designed and tested a pilot project to integrate pharmacist support for high-risk patients in clinic serving 4,000 patients

Right Care Initiative for Heart Attack and Stroke Prevention

UC Berkeley and California Department. of Managed Health Care

Project Analyst

July 2011 – July 2013

- Tracked and designed NCQA quality data displays for CA health plan and medical group heart health metrics
- Managed correspondence for annual statewide conference and a monthly regional meetings

TEACHING EXPERIENCE

Graduate Student Instructor for:

- Introduction to Health Policy (Online MPH Program) – Summer 2020
- Healthcare and Public Health Management (Undergraduate) – Spring 2022
- Foundations of Health Policy and Management (On campus MPH) – Fall 2022

SKILLS

- **Research methods:** Longitudinal analysis, multi-level modeling, survival analysis, qualitative interviewing and analysis, survey design and administration
- **Software:** STATA, R, Tableau, Microsoft Access, Atlas.Ti/Nvivo

PUBLICATIONS

- **Knox M**, Esteban EE, Hernandez EA, Fleming MD, Safacinilli N, Brewster AL. "Defining case management success: a qualitative study of case manager perspectives from a large-scale health and social needs support program." *BMJ Open Quality*. 2022 Jun 1; 11(2): e001807. doi: 10.1136/bmjopen-2021-001807
- Brewster AL, Fleming M, **Knox M**, Roth A. "Community Resilience For COVID-19 And Beyond: Leveraging A System For Health Care And Social Services Integration," *Health Affairs Blog*, August 12, 2020. doi: 10.1377/hblog20200807.222833
- Dai M, Willard-Grace R, **Knox M**, Larson SA, Magill MK, Grumbach K, Peterson LE. Team Configurations, Efficiency, and Family Physician Burnout. *J Am Board Fam Med*. 2020 May-Jun;33(3):368-377. doi: 10.3122/jabfm.2020.03.190336. PMID: 32430368.
- Adler-Milstein J, Zhao W, Willard-Grace R, **Knox M**, Grumbach K. Electronic health records and burnout: Time spent on the electronic health record after hours and message volume associated with exhaustion but not with cynicism among primary care clinicians. *J Am Med Inform Assoc*. 2020 Apr 1;27(4):531-538. doi: 10.1093/jamia/ocz220. PMID: 32016375.
- DeGette RL, **Knox M**, Bodenheimer T. The Outpatient Training Gap: A Pilot Study. *Fam Med*. 2020 Feb;52(2):131-134. doi: 10.22454/FamMed.2020.369455. PMID: 32050269.
- Bodenheimer T, **Knox M**, Kong M. Models of Faculty Involvement in Primary Care Residency Teaching Clinics. *Acad Med*. 2020 Feb;95(2):190-193. doi: 10.1097/ACM.0000000000002970. PMID: 31464735.
- **Knox M**, Murphy EJ, Leslie T, Wick R, Tuot DS. e-Consult implementation success: lessons from 5 county-based delivery systems. *Am J Manag Care*. 2020 Jan 1;26(1):e21-e27. doi: 10.37765/ajmc.2020.42149. PMID: 31951363
- Grumbach K, **Knox M**, Kivlahan C, Hammer H, Willard-Grace R. A Longitudinal Study of Six-Year Trends in Burnout During Primary Care Transformation in Two Health Systems. *Annals of Family Medicine*. 2018.
- Willard-Grace R, **Knox M**, Huang B, Hammer H, Kivlahan C, Grubmach K. Burnout Predicts Primary Care Clinician but Not Staff Turnover in Two Health Care Systems. *Annals of Family Medicine*. 2018.
- Demarchis EM, **Knox M**, Hessler D, Willard-Grace R, Olayiwola JN, Peterson LE, Grumbach K. Perceived Clinic Capacity to Address Patients' Social Needs and Family Physician Burnout. *The Journal of the American Board of Family Medicine*. 2018.
- Sharma AE, **Knox M**, Peterson LE, Willard-Grace R, Grumbach K, Potter MB. How Is Family Medicine Engaging Patients at the Practice-Level?: A National Sample of Family Physicians. *The Journal of the American Board of Family Medicine*. 2018 Sep 1;31(5):733-42.
- Dubé K, Gupta R, Kong M, **Knox M**, Bodenheimer T. Continuity of care in residency teaching practices: lessons from "bright spots". *The Permanente Journal*. 2018 Jul; 22.
- **Knox M**, Willard-Grace R, Huang B, Grumbach K. Maslach Burnout Inventory and a Self-Defined, Single-Item Burnout Measure Produce Different Clinician and Staff Burnout Estimates. *Journal of General Internal Medicine*. 2018 Jun 4:1-8.
- Bodenheimer T, **Knox M**, Syer S. Interprofessional Care in Teaching Practices: Lessons From "Bright Spots." *Academic Medicine: Journal of the Association of American Medical Colleges*. 2018 Jun.
- Sharma AE, Huang B, **Knox M**, Willard-Grace R, Potter MB. Patient Engagement in Community Health Center Leadership: How Does it Happen? *Journal of Community Health*. 2018 May 18:1-6.
- Olayiwola JN, Potapov A, Gordon A, Jurado J, Magana C, **Knox M**, Tuot D. Electronic consultation impact from the primary care clinician perspective: Outcomes from a national sample. *Journal of Telemedicine and Telecare*. 2018 Jan; 1.

- Sharma AE, **Knox M**, Mleczo VL, Olayiwola JN. The impact of patient advisors on healthcare outcomes: a systematic review. BMC Health Services Research. 2017 Dec; 17(1):693.
- Olayiwola JN, **Knox M**, Dubé K, Lu EC, Woldeyesus T, James IE, Willard-Grace R, Tuot D. Understanding the Potential for Patient Engagement in Electronic Consultation and Referral Systems: Lessons From One Safety Net System. Health Services Research. 2017 Sep 20.
- Kwok J, Olayiwola JN, **Knox M**, Murphy EJ, Tuot DS. Electronic consultation system demonstrates educational benefit for primary care providers. Journal of telemedicine and telecare. 2017 Jan 1.
- **Knox M**, Rodriguez HP, Shortell SM. Multi-Sectoral Partnerships and Patient-Engagement Strategies in Accountable Care Organizations. Frontiers in Public Health Services and Systems Research. 2016; 5(4):27-33.
- Rodriguez HP, **Knox M**, Hurley V, Rittenhouse DR, Shortell SM. The Use of Enhanced Appointment Access Strategies by Medical Practices. Medical care. 2016 Jun 1; 54(6):632-8.
- Rodriguez HP, Ivey SL, Raffetto B, Vaughn J, **Knox M**, Hanley HR, Mangione CM, Shortell SM. As good as it gets?: Managing risks of cardiovascular disease in top performing physician organizations. Joint Commission Journal on Quality and Patient Safety. 2014 Apr 10(4): 148-158.

SELECTED PRESENTATIONS

AHRQ NRSA T32 Trainee Conference. *Virtual conference.*

1-2 June 2021

- Knox M “Signals of success: engagement patterns in a health and social needs case management program for high-risk clients.” Poster.

Santa Cruz Health Improvement Partnership Joy in Work Events. *Merced, CA and Monterey, CA.*

17-18 April 2018

- Knox M & Willard-Grace R. “Addressing Burnout Amidst Primary Care Transformation.” Panelist.

North American Primary Care Research Group. *Montreal, Quebec.*

17-21 November 2017

- Knox M, Willard-Grace R, Huang B, Grumbach K. Team Culture and Practice Change Strategies: Associations with Huddles, Recognition, Patient Feedback, and Quality Improvement. Oral Presentation.
- Demarchis E, Knox M, Olayiwola JN, Hessler D, Willard-Grace R, Grumbach K, Gottlieb LM. Healthcare Practice Traits Associated with Resources to Address Social Needs. Oral Presentation.

American Conference on Physician Health. *San Francisco, CA.*

12-13 October 2017

- Willard-Grace R, Knox M, Huang B, Grumbach K. Clinician perception of team support, burnout, and "doability" of primary care. Oral presentation.
- Knox M, Willard-Grace R, Huang B, Grumbach K. Team Culture and Practice Change Strategies: Associations with Huddles, Recognition, Patient Feedback, and Quality Improvement. Poster.

HIMSS (Healthcare Information Management Systems & Society) Annual Conference. *Orlando, FL.*

19-23 February 2017

- Olayiwola JN, Tuot D, Knox M, Iguehi J. Electronic Consultations to Achieve the Quadruple Aim: Frameworks for Implementation and Evaluation. Workshop.

North American Primary Care Research Group. *Colorado Springs, CO.*

12-16 November 2016

- Knox M, Olayiwola JN, Willard-Grace R, Hessler D, Grumbach K, Gottlieb LM. Who addresses Social Determinants of Health in Primary Care? Oral Presentation.
- Knox M, Olayiwola JN, Lu CE, Woldeyesus T, James I, Tuot D. Primary Care Provider Perceptions of Patient Engagement in Electronic Consultations: Lessons from a Mature Safety Net System. Oral Presentation.
- Knox M, Willard-Grace R, Grumbach K. The Clinic PULSE Survey: Are team culture, behavioral health resources, and panel management capabilities associated with likelihood to recommend your clinic? Oral Presentation.

PEER REVIEWER

- Mayo Clinic Proceedings, Medical Care, BMJ Open

ACADEMIC SERVICE

- Student member, faculty advisory committee (*Fall 2020 – Summer 2021*)
- Student admissions committee member (*2021 admissions*)

VOLUNTEER EXPERIENCE

- Co-Organizer, Berkeley Run Club / Trail Running Group 2012 - present
- Team Coach, Girls on the Run 2012 – 2015