



**R. Heather Palmer, M.B., B.Ch. (British equivalent of M.D.), S.M.** is

a retired Professor of Health Policy and Management and former Director of the Center for Quality of Care Research and Education (QCARE) at the Harvard School of Public Health. For ten years she was Editor-in-Chief of the International Journal for Quality in Health Care. Dr. Palmer earned her baccalaureate degree and her M.B. and B.Ch. degrees (equivalent to the United States M.D. degree) from Cambridge University. She trained in pediatrics at Children's Hospital of Philadelphia and Children's Hospital Medical

Center in Boston. She also has a Master of Science degree in Health Services Administration from the Harvard School of Public Health (HSPH). Dr. Palmer is now retired. She taught for many years at the Master's and doctoral level and in many courses around the world on methods of quality measurement and improvement.

Dr. Palmer's research focused on evaluation and improvement of quality of health care, for both hospital and ambulatory settings. She specialized in the development and evaluation of clinical performance measures and improvement programs. She has served on advisory committees for the Joint Commission on Health Care Organizations, the Centers for Medicare and Medicaid Services, and the Institute of Medicine and on the Boards of the National Committee for Quality Assurance, and the International Society for Quality in Health Care and served on the former Executive Committee of the Physician Consortium for Performance Improvement of the American Medical Association.

Dr. Palmer is a member of the Harvard team that developed the methodological structure for the National Quality Measures Clearinghouse of the Agency for Health Care Quality (ended in July 2018).