

# Ellis C. Dillon

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## EDUCATION

### University of California, San Diego

Ph.D. in Sociology – 2013

M.A. in Sociology – 2008

### Cornell University

Bachelor of Arts in Sociology - 2001

Magna Cum Laude

## EMPLOYMENT

2018–present **Assistant Scientist**, Palo Alto Medical Foundation Research Institute and Center for Health Systems Research, Sutter Health, Palo Alto, CA

2015-2018 **Research Sociologist**, Palo Alto Medical Foundation Research Institute, Mountain View, CA

2014-2015 **Assistant Research Sociologist**, Palo Alto Medical Foundation Research Institute, Mountain View, CA

2013-2014 **Postdoctoral Fellow**, Stanford University Clinical Excellence Research Center & Palo Alto Medical Foundation Research Institute (joint postdoctoral program), Palo Alto and Mountain View, CA

## RESEARCH EXPERIENCE

2019-2024 Mental Health Research Network III - Embedded research in learning health systems. National Institute for Mental Health (NIMH), Site Principal Investigator.

2019-2024 The Cancer Journey Companion: improving serious illness conversations and palliative care access. Sutter Health Philanthropy, Principal Investigator.

2020-2022 An evaluation of the expansion of outpatient palliative care in Alameda county. Stupski Foundation, Site Principal Investigator.

2020-2021 Suicidality and major depressive disorder: examining screening, detection and follow-up care within a large multispecialty healthcare system. Janssen Pharmaceuticals, Principal Investigator.

2020-2021 Joy of work programmatic research: an evaluation of changes in clinician well-being. Sutter Health Philanthropy, Principal Investigator.

2020-2021 Improving outcomes of older adults with psychosocial vulnerability undergoing major surgery. National Institute on Aging (NIA), Co-Investigator.

2020 The clinical experience of advanced gynecological cancer: a qualitative analysis of medical record progress notes from prior to diagnosis until the time of death. Palo Alto Medical Foundation Philanthropy, Principal Investigator.

2019-2020	The impact of a breast cancer navigation program on patient and physician satisfaction and care utilization. Palo Alto Medical Foundation Philanthropy, Co-Principal Investigator.
2018-2019	Palliative care and goals of care discussions for patients with advanced cancer: a mixed methods study. Palo Alto Medical Foundation Philanthropy, Principal Investigator.
2018-2019	Understanding the optimal experience in breast cancer care for younger women: a patient experience study. Genentech, Co-Investigator.
2015-2019	The Mental Health Research Network (MHRN) II - The Health Care Systems Research Network. National Institute for Mental Health (NIMH), Site Principal Investigator.
2016-2018	Understanding drivers and potential solutions to physician and clinician burnout. PAMF Philanthropy and Sutter Health, Principal Investigator.
2013-2018	A pilot program to expand behavioral health care for adolescents within Palo Alto Medical Foundation and Mills-Peninsula Health Services. Private gift and Sutter Health matching, Co-Investigator.
2018	Evaluation of Sutter Health's care coordination program. Co-Investigator.
2016-2017	Advance care planning in older adults with multiple comorbid conditions undergoing high-risk surgery. National Institute on Aging/Health Care Systems Research Network – Older American Independence Centers Pilot Project, Site-Principal Investigator.
2016-2017	Measuring impact: patient engagement in research methods workshop. Patient-Centered Outcomes Research Institute (PCORI), Site Principal Investigator.
2015-2016	Advance care planning practices in caring for vulnerable elders with multiple chronic conditions. National Institute on Aging/Health Care Systems Research Network – Older American Independence Centers Pilot Project, Co-Principal Investigator.
2013-2016	Strengthening primary care: evaluation of a 'Champion' pilot project to improve care for individuals with diabetes, hypertension, or depression. Betty and Gordon Moore Foundation, Co-Investigator.
2014-2015	Honoring your wishes: an innovative approach to encouraging advance care planning. Hartford Foundation, Co-Investigator.
2013-2015	Creating a zone of openness to increase patient-centered care. Patient-Centered Outcomes Research Institute (PCORI), Co-Investigator.

## PUBLICATIONS

1. **Dillon EC**, Stults CD, Deng S, Martinez M, Szwedinski N, Koenig P, Gregg L, Kacher Cobb J, Mahler E, Frosch DL, Le Sieur S, Hanley M, Pertsch S. Women, younger clinicians, and caregivers' experiences of burnout and well-being during COVID-19 in a U.S. healthcare system. *Journal of General Internal Medicine*. (2021; in press). DOI:10.1007/s11606-021-07134-4.
2. **Dillon EC**, Kim P, Li M, Huang Q, Colocci N, Cantril C, Hung DY. Physician and patient surveys about experience with a breast cancer navigation program. *Clinical Journal of Oncology Nursing*. (2021; in press).
3. **Dillon E. C.**, Meehan A., Nasrallah C., Lai S., Colocci N., & Luft H. Evolving goals of care discussions as described in interviews with individuals with advanced cancer and oncology and palliative care teams. *American Journal of Hospice and Palliative Medicine*. 2020. DOI: 1049909120969202.
4. **Dillon E. C.**, Erlich K. J., Li J., Li M., & Becker D. F. (2020). Primary care nurse practitioner management of adolescent behavioral health. *The American Journal of Managed Care*, 26(9), e295-e299. DOI: 10.37765/ajmc.2020.88495 PMID: 32930559
5. **Dillon EC**, Meehan A, Li J, Liang S, Lai S, Colocci N, Roth J, Szwedinski N, Luft H. How, when, and why individuals with stage IV cancer seen in an outpatient setting are referred to palliative care: a mixed methods study. *Journal of Supportive Care in Cancer*. 2020. PMID: 32430601 DOI: 10.1007/s00520-020-05492-z
6. Chung S, **Dillon EC**, Meehan AE, Nordgren R, Frosch DL. The relationship between primary care physician burnout and patient-reported care experiences: A cross-sectional study. *Journal of General Internal Medicine* (in press) 2020. DOI: 10.1007/s11606-020-05770-w
7. Raevuori A, Forman-Hoffman V, Goldin P, Gillung E, Connolly S, **Dillon E**, Vähämäki V, Ranta K, Hilgert O, Nazander A, Huang F. Smartphone-delivered, therapist-supported digital health intervention for physicians with burnout. *The Journal of Medical Practice Management*, 35 (6), 352-358. 2020.
8. **Dillon EC**, Tai-Seale M, Meehan A, Martin V, Nordgren R, Lee T, et al. Frontline perspectives on physician burnout and strategies to improve well-being: Interviews with physicians and health system leaders. *Journal of General Internal Medicine*. 35.1 (2020): 261-267. DOI: 10.1007/s11606-019-05381-0
9. Tai-Seale M, **Dillon EC**, Yang Y, Nordgren R, Steinberg RL, Nauenberg T, et al. Physicians' well-being linked to in-basket messages generated by algorithms in electronic health records. *Health Affairs* (Millwood). 2019;38(7):1073-8. DOI: 10.1377/hlthaff.2018.05509
10. Yang Y, **Dillon EC**, Li M, Li J, Erlich KJ, Heneghan AM, et al. Primary care provider utilization and satisfaction with a health system navigation program for adolescents with behavioral health needs. *Translational Behavioral Medicine*. 2019;9(3):549-59. DOI: 10.1093/tbm/ibz049
11. Erlich KJ, Li J, **Dillon E**, Li M, Becker DF. Outcomes of a brief cognitive skills-based intervention (COPE) for adolescents in the primary care setting. *Journal of Pediatric Health Care*. 2019;33(4):415-24. DOI: 10.1016/j.pedhc.2018.12.001

12. Tang VL, **Dillon EC**, Yang Y, Tai-Seale M, Boscardin J, Kata A, et al. Advance care planning in older adults with multiple chronic conditions undergoing high-risk surgery. *JAMA Surgery*. 2019;154(3):261-4. DOI: 10.1001/jamasurg.2018.4647
13. **Dillon EC**, Tuzzio L, Madrid S, Olden H, Greenlee RT. Measuring the impact of patient-engaged research: how a methods workshop identified critical outcomes of research engagement. *J Patient-Centered Research and Reviews*. 2017;4(4):237-46. DOI: 10.17294/2330-0698.1458
14. Tai-Seale M, Yang Y, **Dillon E**, Tapper S, Lai S, Yu P, et al. Community-based palliative care and advance care planning documentation: evidence from a multispecialty group. *Journal of the American Geriatrics Society*. 2018;66(2):327-32. DOI: 10.1111/jgs.15145.
15. **Dillon EC**, Stults CD, Wilson C, Chuang J, Meehan A, Li M, et al. An evaluation of two interventions to enhance patient-physician communication using the observer OPTION<sup>5</sup> measure of shared decision making. *Patient Education and Counseling*. 2017;100(10):1910-7. PMID: 28532861 DOI: 10.1016/j.pec.2017.04.020
16. Panattoni L, **Dillon E**, Hurlimann L, Durbin M, Tai-Seale M. Cost estimates for designing and implementing a novel team care model for chronically ill patients. *Journal of Ambulatory Care Management*. 2018;41(1):58-70. DOI: 10.1097/JAC.0000000000000209.
17. **Dillon E**, Chuang J, Gupta A, Tapper S, Lai S, Yu P, et al. Provider perspectives on advance care planning documentation in the electronic health record: the experience of primary care providers and specialists using Advance Health-Care Directives and Physician Orders for Life-Sustaining Treatment. *American Journal of Hospice and Palliative Medicine*. 2017;34(10):918-24. PMID: 28196448. DOI: 10.1177/1049909117693578.
18. Tai-Seale M, Elwyn G, Wilson CJ, Stults C, **Dillon EC**, Li M, et al. Enhancing shared decision making through carefully designed interventions that target patient and provider behavior. *Health Affairs (Millwood)*. 2016;35(4):605-12. PMID: 27044959 doi: 10.1377/hlthaff.2015.1398.
19. **Dillon E**, Panattoni L, Meehan A, Chuang J, Wilson C, Tai-Seale M. Using unlicensed health coaches to improve care for insured patients with diabetes and hypertension: patient and physician perspectives on recruitment and uptake. *Population Health Management*. 2016;19(5):332-40. DOI: 10.1089/pop.2015.0095. Epub 2015 Dec 16.
20. **Dillon EC**. How home hospice care facilitates patient and family engagement. *Death Studies*. 2016;40(10):591-600. doi.org/10.1080/07481187.2016.1203377
21. Madrid S, Tuzzio L, Stults CD, Wright LA, Napolitano G, **Dillon E**, et al. Sharing experiences and expertise: the Health Care Systems Research Network workshop on patient engagement in research. *Journal of Patient-Centered Research and Reviews*. 2016;3(3):159-66. doi: 10.17294/2330-0698.1272

#### Manuscripts under review

1. **Dillon E**, Chopra V, Mesghina E, Milki A, Chan A, Reddy R, Kapp DS, Silver B, Chan JK. The health care journey of women with advanced gynecological cancer from diagnosis through terminal illness: qualitative analysis of progress note data. Under review: *American Journal of Hospice and Palliative Medicine*.

2. Dharmasukrit C, Ramaiyer M, **Dillon EC**, Russell MM, Dutt M, Colley A, Tang VL. Public opinions about surgery in older adults: a thematic analysis. Under review: *Annals of Surgery*.

## TEACHING AND MENTORSHIP

2020-present	Formal mentorship of medical student capstone project, Frank H. Netter School of Medicine, Quinnipiac University
2018-present	Mentorship and training of research staff, analysts, and junior investigators at Sutter Health and Palo Alto Medical Foundation Research Institute
2006-2011	Teaching Assistant at UCSD leading weekly discussion sections for undergraduate courses: Sociology of Health Care Issues, The Study of Society, Practice of Social Research, Introduction to Sociology, Sociology of Health Care Issues, and Sociology of Education.

## SERVICE AND PROFESSIONAL MEMBERSHIP

2021	Member, Council for Health Equity in Mental Health, Sutter Health
2020	Patient-Centered Outcomes Research Institute COVID-19 merit review panel
2020-present	Founder and member, Sutter Health research center well-being committee
2020-present	Member, Sutter Health Joy of Work: clinician well-being steering committee
2016-present	Member, Palliative Care Research Cooperative Group
2013-present	Member, Health Care Systems Research Network (formerly HMO Research Network)
2016-2019	Co-Lead for Patient Engagement in Research Scientific Interest Group, HCSRN
2007-2009	Home hospice care volunteer, San Diego Hospice, San Diego, CA.
Ad hoc reviewer	<i>American Journal of Hospice and Palliative Medicine, Journal of Palliative Medicine, Sociology of Health and Illness, Journal of Health and Social Behavior, Journal of Pain and Symptom Management</i>

## CONFERENCES AND PRESENTATIONS

### Oral presentations

(upcoming) "Changes in clinician well-being and needs over time during the COVID-19 pandemic and the increased burden on female clinicians." Pertsch S, **Dillon E**, Stults C, Deng S, Martinez M, Agodi A, Szerwinski N, Koenig PT, Hanley M, Le Sieur S, Kacher Cobb J, Gregg L. *American Conference on Physician Health (ACPH)*, oral presentation, October 7-9, 2021, Phoenix, AZ.

"Patient self-reported experience of serious illness communication and care among individuals with advanced cancer." **Dillon EC**, Li M, Mann A, Agodi A, Hernandez A, Luft H, Colocci N, Lai S, Patel M. *Health Care Systems Research Network (HCSRN)*, virtual oral presentation, May 11-12, 2021.

"Identifying individuals with advanced cancer: assessing a real-time alternative to retrospective tumor registry data." **Dillon EC**, Mann A, Hays K, Colocci N, Lai S, Patel M, Luft H. *Health Care Systems Research Network (HCSRN)*, virtual oral presentation, May 11-12, 2021.

"The impact of the COVID-19 pandemic on clinician work, general well-being, and needs: surveys highlight increased challenges for female clinicians." **Dillon E**, Stults C, Deng S, Martinez M, Pertsch S, Koenig PT, Hanley M, Le Sieur S, Gregg L. *International Conference on Physician Health 2021*, virtual

oral presentation, April 26-30, 2021.

"Understanding referrals to outpatient palliative care and goals of care discussions with individuals diagnosed with stage IV advanced cancer." **Dillon E**, Li M, Meehan A, Liang S, Lai S, Colocci N, Luft H. *Health Care Systems Research Network Conference*, oral presentation, April 10, 2019, Portland, OR.

"What happens if things go wrong?: searching for evidence of pre-operative advance care planning discussion and documentation among older adults undergoing high-risk surgeries." **Dillon E**, Yang Y, Tang V, Sudore R, Tai-Seale M. *Health Care Systems Research Network Conference*, oral presentation, April 11, 2018, Minneapolis, MN.

"Provider perspectives on advance care planning documentation in the electronic health record." **Dillon E**, Chuang J, Gupta A, Tapper S, Lai S, Yu P, Ritchie C, Tai-Seale M. *International Association of Gerontology and Geriatrics (IAGG) World Congress*, oral presentation, July 23, 2017, San Francisco, CA.

"How do I know if engaging stakeholders changed my project?" **Dillon E**, Greenlee R, Madrid S, Napolitano G, Olden H, Tuzzio L. *Health Care Systems Research Network Conference*, oral presentation, March 22, 2017, San Diego, CA.

"Caring for the patient stakeholder partnership." **Dillon E**, and Stults, C. *Health Care Systems Research Network Conference*, Patient Engagement Symposium, oral presentation, April 16, 2016, Atlanta, GA.

"Evaluating shared decision-making across clinical topics in primary care: an exploratory study of the observer OPTION<sup>5</sup> measure of shared decision making." **Dillon EC**, Stults CD, Wilson C, Meehan A, Chuang J, Li M, Elwyn G, Frosch D, Tai-Seale M. *Health Care Systems Research Network Conference*, oral presentation, April 15, 2016 Atlanta, GA.

"Advance care planning practices in caring for vulnerable elders with multiple chronic conditions." **Dillon EC**, Chuang J, Gupta A, Tai-Seale M. *Health Care Systems Research Network Conference*, oral presentation, April 14, 2016, Atlanta, GA.

"Engaging patients as stakeholders to foster more open communication with primary care providers." Stults CD, **Dillon EC**, Meehan A, Chuang J, Tai-Seale M. *HMO Research Network Conference*, oral presentation, March 12, 2015, Long Beach, CA.

"Re-conceptualizing medical decisions: how home hospice care fosters patient and family engagement and decision-making." **Dillon E**. *HMO Research Network Conference*, oral presentation, April 2, 2014. Phoenix, AZ.

"Choosing hospice or choosing dying: the cultural and medical meanings of hospice and the role of provider referrals in transition to hospice care." **Dillon E**. *HMO Research Network Conference*, oral presentation, April 3, 2014, Phoenix, AZ.

### Poster presentations

"The impact of the COVID-19 pandemic on clinician work, general well-being, and needs: surveys highlight increased challenges for female clinicians." **Dillon E**, Stults C, Deng S, Martinez M, Pertsch S, Koenig PT, Hanley M, Le Sieur S, Gregg L. *International Conference on Physician Health (ICPH)*, virtual poster presentation, April 26-30, 2021.

"Changes in clinician well-being and needs over time during the COVID-19 pandemic and the increased burden on female clinicians." **Dillon E**, Stults C, Deng S, Martinez M, Agodi A, Szerwinski N, Koenig PT, Hanley M, Le Sieur S, Kacher Cobb J, Gregg L, Pertsch S. *Health Care Systems Research Network Conference*, virtual poster presentation, May 11-12, 2021.

"Universal acute care suicide screening among the general population and individuals with major depressive disorder in a large health care system." **Dillon E**, Azar K, Huang Q, Pesa J, de Vera E. *American Psychiatric Association (APA) Annual Meeting*, virtual poster presentation, May 1-3, 2021; online.

"Stage IV gynecologic cancers patients who subsequently died from disease – lessons learned from their health care journey." **Dillon E**, Chopra V, Mesghina E, Chan A, Milki A, Reddy RA, Kapp DS, Silver B, Chan JK. *Society of Gynecologic Oncology (SGO) Meeting 2021*, virtual poster presentation, March 22, 2021.

"Enrollment in health coaching for primary care patients with diabetes and hypertension." **Dillon E**, Panattoni L, Meehan A, Chuang J, Wilson C, McCormick L, Tai-Seale M. *HMO Research Network Conference*, poster presentation, March 11, 2015, Long Beach, CA.

"Planning ahead and personal relationships: home hospice work and patient engagement." **Dillon E**. *Academy Health Annual Research Meeting*, poster presentation, 2014, Boston, MA.

"'So we'll talk about what I think we should do' and 'but are my chances better to continue the weight loss?': How physicians and patients discuss risk and prognosis when making treatment decisions in primary care visits." Dillon E, Hughes S, Mazza MC, Tai-Seale M. *Academy Health Annual Research Meeting*, poster presentation, 2014, Boston, MA.

"'Getting out of the room'... 'but not in a way that would deserve criticism': the vignette technique uncovers divergent views on a primary care scenario." Hughes S, **Dillon E**, Mazza MC, Tai-Seale M. *Academy Health Annual Research Meeting*, poster presentation, 2014, Boston, MA.

News media discourse on dying: "bad death" and the social experience of dying. **Dillon E**. *American Sociological Association Annual Meeting*, August 2009, San Francisco, CA.

News media discourse on dying: "bad death" and the social experience of dying. **Dillon E**. *Pacific Sociological Association Annual Meeting*, San Diego, CA, April 2009.

"Good deaths" and hospice care: how hospice produces meaningful deaths. **Dillon E**. *University of California, San Diego Department of Sociology Graduate Student Conference*. April 2008, San Diego, CA.

The goals of medicine and end-of-life medical care (Lecture). **Dillon E**. *University of California San Diego, Sociology of Healthcare Course*. May 2009 & 2011, San Diego, CA.