

FRANCES NORWOOD, PhD

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CAREER INTERESTS

Long term care and end-of-life health policy; healthy aging, disability; innovative health care solutions; quality improvement; spirituality and health; independent living and aging in place; health care reform and health policy; critical medical anthropology; qualitative and quantitative methodologies; United States and the Netherlands.

EDUCATION

PhD, Medical Anthropology (2005), University of California-San Francisco and Berkeley, CA Dissertation: Euthanasia Talk: Euthanasia Discourse, General Practice and End-of-Life Care in the Netherlands

MA, Anthropology (1994), American University, Washington, DC

BA, Industrial Relations (1989), University of North Carolina, Chapel Hill, NC

AWARDS AND HONORS

2014	Visiting Scholar, St. Mary's College, Department of Anthropology
2012	Fellow, Society for Applied Anthropology
2011	Margaret Mead Award (Society for Applied Anthropology and American Anthropological Association)
2006	Article-of-the-Month for "The Ambivalent Chaplain," Association for Clinical Pastoral Education (ACPE), April 2006

WORK EXPERIENCE

Center for Medicare and Medicaid Innovation, Center for Medicare & Medicaid Services, Baltimore, MD (6/2012-Present) – Social Science Research Analyst

Conduct cross-model analyses on Innovation Center models to highlight promising practices and lessons learned. Publish results and policy recommendations for internal and external audiences, including executive branch, CMMI leadership, and peer-reviewed publications.

- Conduct cross-model analyses (2018-present) highlighting quality improvement, lessons learned, and promising practices for implementation of innovation, service delivery, and payment model reform. Build database in Salesforce to house all learning and diffusion data. Draft and publish findings for academic and non-academic dissemination, including journal articles, one pagers, reports, and briefings for leadership within CMMI and the administration. Provide data support for the Learning and Diffusion Group Government Performance and Modernization Act (GPRA) measure for the Report to Congress. Conduct quality improvement research and analysis (using driver diagrams, PDSAs, and run/control charts). Build new LDG Data Store, a database to house all data related to learning system educational support. Draft and manage the development of three videos on value-based payment reform (earning CMMI Directors Award 2019 and LDG Special Achievement Award 2019). Serve as subject matter expert on internal and interagency workgroups, including new model/ICIP support; Patient and Family Champions; and Patients over Paperwork Hospice workgroup; Human-Centered

Design workgroup; and HHS-Wide Palliative Care and Dementia workgroup. Software use includes Tableau, DMARS, SAS, and MS Excel (including Pivot Tables and QI Macros).

- On detail with the Administration for Community Living (11/2016-3/2017) to provide research and evaluation support for the No Wrong Door Data System Management Tool and PRA package, the Veteran-Directed Home- and Community-Based Services program, and the Person-Centered Practices and Training program.
- Conduct rapid cycle analyses (2013-2017) using Health Care Innovation Award (HCIA) data to inform policy and program direction. Focus on key strategies for award sustainability and key elements for further replication and spread. Make policy recommendations for future initiatives based on review of independent evaluation results. Evaluate health care financing and delivery system proposals, with focus on qualitative methodology for multiple portfolios and chair HCIA1/2 metrics committee. Present findings to leadership, group Directors, and other key stakeholders.
- Serve as COR (2016-2017) for HCIA implementation support contract, including managing budget and deliverables for HCIA1 (\$6.7 million) and HCIA2 (\$7.7 million) and MITRE FFRDC 51 contract (\$9.3 million)
- Serve as lead project officer (2013-2016) for 26 Health Care Innovation Awards and project officer on 14 HCIA awards (2012-2016) from Round 1 and 2 (current portfolio \$84 million). Focus on projects that support health care reform for persons living with advanced illness and persons living with dementia and their caregivers. Manage and approve budgets and all project deliverables. Serve as lead project officer for Patient Care Models Group, HCIA1 and 2. COR-III certification.
- Creator and moderator for Advanced Care Collaboration (2014-2016) – HCIA awardees that focus on health care reform for persons who are frail elderly or living with advanced illness.
- Provide analysis, portfolio information, and policy recommendations (2015-present) to leadership and requests for information from the administration and Congress on HCIA1 and 2 portfolio.
- Serve on inter-agency Department of Health and Human Services-wide committees (2014-present) to develop planning strategies to improve long-term care, palliative care, care coordination and person-centered planning.

George Washington University, Anthropology Department and Institute for European, Russian and Eurasian Studies, Washington DC (1/2010-Present) –Assistant Research Professor/Professorial Lecturer

Courses taught

- Anthropology 3531/6531, Methods in Sociocultural Anthropology
- Anthropology 261, Death, Modernity and Public Policy

Inclusion Research Institute, Washington, DC (2/2003-5/2012) – Director of Research and Evaluation/Lead Grant Writer

Conduct and design research and evaluation for a variety of projects related to persons with disabilities and long term care.

- Lead writer on multiple successful grant proposals, including NIDRR (\$395K), DHHS/ADD (\$300K), DHS (\$1.2 million).
- Manage all aspects of the research and evaluation department and supervise up to six research assistants on various qualitative studies and a survey research shop for quantitative research. Manage research and evaluation budget, staffing and hiring, project development, and management of implementation, analysis, and dissemination.
- Project Director (2012-2014) on a Maryland statewide quantitative study to identify and measure core indicators of performance of the Maryland state developmental disabilities service system through quality of life surveys with adults with developmental disabilities and their family members. Manage and monitor all aspects of both the mail-in family survey

(subcontracted to Morris Davis Co) and face-to-face consumer surveys (conducted in-house). Responsible for training recruiting, training, and managing face-to-face interviewers and supervising project milestones. Funded by the Maryland Department of Health and Mental Hygiene.

- Co-Investigator (2009-2011) on a nationwide quantitative study of evacuation practices for persons with disabilities funded by National Institute on Disability Rehabilitation & Research. Manage all aspects of research related to disability, including monitoring deliverables and project budget, developing quantitative and qualitative research methodology and sampling framework, drafting surveys and interview guides, managing multiple, large-scale mail and telephone surveys, conducting qualitative interviews, managing conference and individual workshops, developing a website for research dissemination, and analyzing and drafting multiple reports and presentations.
- Principal Evaluator (2010-2011) for a travel training project for persons with significant disabilities in cooperation with the Washington Metro Area Transit Authority (WMATA) and local Centers for Independent Living. Designed process and outcome evaluation, drafted multiple on-line evaluation instruments for use at 4 respective sites, monitored and analyzed evaluation findings, drafted report of findings with recommendations for corrective action.
- Supervised multiple research and evaluation projects including study of emergency preparedness at Georgetown (2010) and Seton Hall University (2011); study of barriers to employment for people with disabilities in the District of Columbia (2006); pilot informational campaign on emergency preparedness for migrant workers and Spanish-speaking families in the state of Maryland (2005-2006); study of One Stop Career Centers for people with disabilities (2004).
- Regularly drafting reports, academic and non-academic presentations and articles, website content, and correspondence related to project management for multiple projects.
- Regularly present research findings at academic and non-academic conferences. Provided expert testimony for a FEMA training video.

Health Resources and Services Administration, Bureau of Primary Health Care, Washington, DC (8/2010) – Grant Reviewer

Performed a three-day grant review for the Bureau of Primary Health Care.

Professional & Scientific Associates, Inc., Reston, VA (9/2004-12/2005) - Writer

Under contract with Health Resources and Services Administration (HRSA), Division of Independent Review to conduct grant reviews.

- Assisted in drafting the summary statement for grant reviews for multiple HRSA programs

The American University, Department of Anthropology, Washington, DC (9/2004-12/2004) – Assistant Research Professor/Professorial Lecturer

Courses taught

- Anthropology 550, Ethnographic Field Methods (Fall 2004) with a fieldwork component with the George Washington University School of Medicine.

The Helix Group, Inc., Camp Springs, MD (6/2002-2/2003) – Research Associate

Under contract with multiple federal agencies, including the Centers for Disease Control and Prevention and the Department of Health and Human Services.

- Project manager on study of injuries to workers on-site during the clean-up of the World Trade Centers following the 9/11 attacks in New York City. Designed database and managed all aspects of coding, data entry, and data quality.
- Directly supervised six (6) research assistants in charge of data entry and a physician in charge of coding health in-take forms.

- Designed database and managed data entry for records on incidence and prevalence of HIV/AIDS among young men of color who have sex with men. Drafted report on prevalence and incidence of HIV/AIDS transmission in communities of color for the CDC.
- Regularly drafted reports of research findings.

Applied Research Analysts, McLean, VA (10/2001-12/2005) – Research Analyst

Under contract with the American College of Cardiology to evaluate continuing education courses.

- Conducted periodic evaluations of continuing education courses, including quantitative and qualitative analysis of feedback forms from course participants.

Charlene Harrington, Department of Social and Behavioral Sciences, University of California, San Francisco, CA (6/1998-3/1999) – Research Analyst

Under contract with the Center for Medicaid Services (formerly Health Care Financing Administration) to track usage of 1915(c) Home- and Community-based Medicaid waivers.

- Tracked 1915(c) Home- and Community-based Medicaid waivers usage in 50 states.
- Conducted frequency analysis of HCBS waiver usage.
- Co-authored peer-reviewed article on HCBS waiver usage in *Home Health Care Services Quarterly*.

Center for Mental Health Services Research, University of California, Berkeley, CA (9/1997-3/1998)—Research Analyst

Under contract with the National Institute of Mental Health to conduct a study of a new model of managed care in the State of Colorado.

- Designed qualitative methodology and plan for analysis of field notes taken during an evaluation of a model of managed care program in Colorado.

Department of Obstetrics, Gynecology and Reproductive Sciences, University of California, San Francisco, CA (6/1997-9/1997) – Research Assistant

Under contract with the National Institute of Health to track health progress of low birth weight neonates.

- Collected quantitative data on low birth weight neonates at local hospital. Accessed the hospital's database daily for data.
- Conducted structured interviews with birth mothers.

Department of Sociology, University of California, Berkeley, CA (6/1997-9/1997) – Research Assistant

Under contract to assist in tracking and coding foster care health records in the city of San Francisco, California.

- Reviewed foster care written records and coded records for instances of neglect, emotional, physical, and sexual abuse.

Advanced Resource Technologies, Inc., Alexandria, VA (1/1994-8/1996) – Research Analyst

Under contract with the Administration on Developmental Disabilities, U.S. Department of Health and Human Services to study the feasibility and implications of expanding the purview of State Developmental Disabilities Councils under the Developmental Disabilities Assistance and Bill of Rights Act.

- Designed and implemented 26-state study of the practices surrounding state Developmental Disabilities Councils. Conducted all aspects of research, including research design, implementation, qualitative analysis, report writing, and dissemination.
- Conducted surveys, focus groups, site visits and interviews with representatives of state Developmental Disabilities Councils (DDC), state Protection and Advocacy centers, state

University-Affiliated Programs, disability advocacy and service provider organizations, state Senators and U.S. representatives, family members, persons with disabilities and others affiliated with advocating, planning, or supporting persons with disabilities.

- Conducted extensive case studies of DDC activities in seven states, including Alaska, Indiana, Maryland, New Mexico, Texas, Utah, and Virginia.
- Drafted report to Congress (1997), presented findings to academic and non-academic audiences.

Margaret Boone, Ph.D., Policy Research Methods, Inc., Falls Church, VA (1/1995-8/1996) – Research Analyst

Under contract with the Juvenile Corrections Division in the State of Virginia to evaluate the impact of “therapeutic community” on recidivism rates with juvenile offenders.

- Assisted in cost-benefit analysis of use of “therapeutic community” on recidivism rates for juvenile offenders.

Department of Justice, Law and Society, The American University, Washington, DC (11/1991-1/1994) – Senior Administrative Assistant to the Chair

Managed a departmental office and provided assistance to the chair of the department.

- Assisted in preparation of course schedule and hiring of adjuncts.
- Supervised 3 student interns.
- Managed all aspects of the departmental office.

PUBLICATIONS AND PRESENTATIONS

BOOKS AND BOOK CHAPTERS

Norwood, Frances. 2020. *The Maintenance of Life: Preventing Social Death Through Euthanasia Talk and End-of-Life Care, Lessons from the Netherlands*. Second edition. Ethnographic Studies in Medical Anthropology, Carolina Academic Press. Durham, NC.

Norwood, Frances. 2018. The New Normal: Mediated Death and Assisted Dying in the United States. *In A Companion to the Anthropology of Death*. Antonius C. G. M. Robben, editor. Hoboken, NJ: John Wiley & Sons.

Norwood, Frances. 2015. End-of-Life Choices *in International Encyclopedia of the Social and Behavioral Sciences*, 2nd Edition. Elsevier Limited. Oxford, UK.

Norwood, Frances. 2013. “A Window into Dutch Life and Death: Euthanasia and End-of-Life in the Public-Private Space of Home,” in *Transitions and Transformations: Cultural Perspectives on the Life Course*, edited by Caitrin Lynch and Jason Danely. Berghahn Publishers, NY.

Norwood, Frances. 2009. *The Maintenance of Life: Preventing Social Death Through Euthanasia Talk and End-of-Life Care, Lessons from the Netherlands*. Ethnographic Studies in Medical Anthropology, Carolina Academic Press. Durham, NC.

Winner of the 2011 Margaret Mead Award presented by the Society for Applied Anthropology and the American Anthropological Association. The Margaret Mead Award is presented to a younger scholar for a particular accomplishment such as a book, film, monograph, or service, which interprets anthropological data and principles in ways that make them meaningful and accessible to a broadly concerned public. The award recognizes a person clearly associated with research and/or practice in anthropology. The awardee's activity exemplify skills in broadening the impact of anthropology.

Translated into French as *Mourir un Acte de Vie*. Trans. Pierre Viens and Lise Laberge. Quebec: Presses de l'Université Laval, 2010.

Reviewed in JAMA (2010), Health Affairs (2010), Canadian Family Physician (2010), Medische Contact (2009), Medische Antropologie (2009), and numerous other mainstream media outlets (Amazon.com), blogs, and newsletters (World Federation of Right to Die Societies, Dying with Dignity Victoria, Canada). For more reviews and information, see <http://francesnorwood.wordpress.com/the-maintenance-of-life/>

ARTICLES, REVIEWS, AND OTHER PUBLICATIONS

Norwood, Frances and Joanne Lynn. 2020. Taking long term care from crisis to thriving in the time of COVID-19. *Journal of Aging Studies*, 54(September). Amsterdam, The Netherlands: Elsevier <https://doi.org/10.1016/j.jaging.2020.100865>

Norwood, Frances. 2011. Review of *No Place for Dying: Hospitals and the Ideology of Rescue*, by Helen Stanton Chapple. *Anthropological Quarterly* 84(1):279-282.

Norwood, Frances. 2010. Review of *Auto-Euthanasie: Verborgen Stervenswegen in Gesprek met Naasten*. *Medische Antropologie* 22(2):434-437.

Norwood, Frances. 2009. Review of *Medical Ethics in Health Care Chaplaincy*, edited by Walter Moczynski, Hille Haker, and Katrin Bentele. *Medische Antropologie* 21(2):329-330.

Norwood, Frances, Gerrit Kimsma, and Margaret P. Battin. 2009. "Vulnerability and the 'slippery slope' at the end-of-life: A qualitative study of euthanasia, general practice and home death in the Netherlands." *Family Practice* 26(6):472-480; doi: 10.1093/fampra/cmp065.

Norwood, Frances. 2007. "Nothing More To Do: Euthanasia, General Practice, and End-of-Life Discourse in the Netherlands." *Medical Anthropology* 26(2):139-174.

Norwood, Frances. 2006. "A Hero and a Criminal: Dutch *Huisartsen* and the Making of Good Death Through Euthanasia Talk in The Netherlands." *Medische Antropologie* 18(2):329-347.

Norwood, Frances. 2006. "Authors Reply to Responses to the April 2006 Article-of-the-Month, An Ethnographic Study of Chaplains." *ACPE Research Newsletter*, Spring 2006 4(3): <http://www.acperesearch.net/Spring06.html>.

Norwood, Frances. 2006. "The Ambivalent Chaplain: Negotiating Structural and Ideological Difference on the Margins of Modern-Day Hospital Medicine." **Reprinted as April 2006 Article-of-the-Month on Association for Clinical Pastoral Education (ACPE) website** <http://www.acperesearch.net/apr06.html>.

Norwood, Frances. 2006. "The Ambivalent Chaplain: Negotiating Structural and Ideological Difference on the Margins of Modern-Day Hospital Medicine." *Medical Anthropology* 25(1):1-29.

Harrington, Charlene, Helen Carillo, Valerie Wellin, Fannie Norwood, and Nancy Miller. 2001. "Access of Target Groups to 1915(c) Medicaid Home and Community Based Waiver Services." *Home Health Care Services Quarterly* 20(2):61-80.

FEDERAL AND STATE GOVERNMENT REPORTS

Norwood, Frances. 2018. "Beneficiary and Patient Incentive Programs: An Overview of the Literature," October 12, 2018. *Internal document for use within the Center for Medicare & Medicaid Innovation.*

Norwood, Frances. 2018. "Overview of Learning System Supported Patient Engagement Components in CMMI Models," August 14, 2018. *Internal document for use within the Center for Medicare & Medicaid Innovation.*

Norwood, Frances and Steve Farmer. 2017. "Use of Risk Adjustment in CMMI Models," October 26, 2017. *Internal document for use within the Center for Medicare & Medicaid Innovation.*

Norwood, Frances. 2016. "Health Care Innovation Awards: Decision Framework and Process for Future Initiatives. *Internal document for use within the Center for Medicare & Medicaid Innovation.*

Norwood, Frances. 2016. "Telehealth in the Health Care Innovation Award Portfolio," February 23, 2016. *Internal document for use within the Center for Medicare & Medicaid Innovation.*

Norwood, Frances. 2015. "Health Care Innovation Award (Round One): A Snapshot of Sustainability Plan," November 9, 2015. *Internal document for use within the Center for Medicare & Medicaid Innovation.*

Norwood, Frances. 2014. "Indicators for Success in the Health Care Innovation Award Portfolio. A Qualitative Comparison of High and Moderate Performing Awards, July 2012-December 2013." *Internal document for use within the Center for Medicare & Medicaid Innovation.*

Norwood, Frances. 2013. "Participant Enrollments in the Health Care Innovation Award Portfolio: Qualitative Evaluation of Low Enrollments According to Project Officers, February 2013". *Internal document for use within the Center for Medicare & Medicaid Innovation.*

Norwood, Frances. 2012. "The CIL Project. Comprehensive Individualized Level of Travel Training: A Regional DC-VA-MD Initiative." Final Benchmark Report. A Cooperative Project with the Washington Metropolitan Area Transit Authority, the DC Center for Independent Living, Independence Now in Silver Spring, MD, ENDependence Center of Northern Virginia, and Inclusion Research Institute in Washington, DC.

Norwood, Frances. 2011. "Promising Practices for Evacuating People with Disabilities." A Cooperative Project with researchers from the University of Colorado-Denver, Inclusion Research Institute, Louisiana State University, and West Virginia University funded by the National Institute on Disability and Rehabilitation Research, Disability Rehabilitation Research Projects, United States Department of Education, Washington, DC.

Gerber, Brian J., Frances Norwood, Michael Zakour. 2010. "Disasters, Evacuations and Persons with Disabilities: An Assessment of Key Issues Facing Individuals and Households." A Cooperative Project with researchers from the University of Colorado-Denver, Inclusion Research Institute, Louisiana State University, and West Virginia University funded by the National Institute on Disability and Rehabilitation Research, Disability Rehabilitation Research Projects, United States Department of Education, Washington, DC.

Norwood, Frances. 2010. "The State of Preparedness for Oxygen Dependent Persons in the Greater Kansas City UASI Area. Study with Oxygen Suppliers, Service Providers, and Oxygen Users:

Findings and Implications for Emergency Preparedness,” Mid-America Regional Council, Kansas City, MO.

Norwood, Frances and David Kendall. 2009. “De-Institutionalizing Elder Care: Recommendations for Health Care Reform Based on a Dutch Model of Long Term and End-of-Life Care” Medical Anthropology at the Intersections Society for Medical Anthropology Conference. Inclusion Research Institute, Washington, DC.

Norwood, Frances and Scott Teper. 2006. “Functional Exercise at Holly Center: After Action Report,” Salisbury, MD:(September 28). An evaluation of a functional exercise to test emergency preparedness among a group of residential and day care providers for persons with developmental disabilities on the southeastern shore in Maryland. Under contract with the Maryland Department of Disabilities, Baltimore, MD.

Norwood, Frances and Luis Hurtado. 2006. “*Prepárese para un Desastre. Proteja su Familia 1-2-3,*” a Maryland-state emergency preparedness campaign with Latino migrant workers and others who speak Spanish and do not have access to emergency information in English. Under contract with the Maryland Department of Disabilities, Baltimore, MD.

Norwood, Frances and Balchander Jayaraman. 2006. “Transition Planning: A Guide for Families and Students with Disabilities.” A transition planning guide for parents of students with disabilities in the District of Columbia, under contract with the District of Columbia Medical Assistance Administration, Washington, DC.

Norwood, Frances. 2006. “DC Quality Assurance and Improvement Committee (DC QAIC) Project: Quality Assurance Interview Study.” A study of resources and barriers to employment for persons with disabilities in the District of Columbia, under contract with the District of Columbia Medical Assistance Administration, Washington, DC.

Norwood, Frances. 2005. “National Capital Region (NCR) Disability Preparedness Initiative: NCR Needs Assessment on Disability Preparedness.” Under contract with an Urban Area Security Initiative (UASI) grant for the National Capital Region, Washington, DC.

Norwood, Frances and Balchander Jayaraman. 2005. “District of Columbia One Stop Career Centers: An Analysis of Knowledge and Utilization by People with Disabilities.” Under contract with the District of Columbia Rehabilitation Services Administration, Washington, DC.

Norwood, Frances, Balchander Jayaraman, William G. Swenson, Carl T. Cameron, and Gerald R. Boyd, Sr. 2003. “Domestic Violence Student Stipend Program: Program Assessment Report.” An evaluation of student stipend programs in historically black, Hispanic and tribal colleges and universities, under contract with the Department of Health and Human Services, Family Violence Prevention and Services Program, Washington, DC.

Norwood, Frances. 2002. “HIV/AIDS in the Latino Young Men who have Sex with Men (YMSM) Community.” A report on the latest epidemiology data and cultural characteristics of Latino YMSM, under contract with the Centers for Disease Control and Prevention, Division of HIV/AIDS Prevention, Atlanta, GA.

Cameron, Carl and Frances Norwood. 1996. “Study of the Implications of Expanding State Developmental Disabilities Council Activities: Summary of Findings.” Under contract with the U.S. Department of Health and Human Services, Administration on Developmental Disabilities, Washington, DC. Final report submitted to Congress, 1997.

PRESENTATIONS

Norwood, Frances and Victoria X. Danner. 2018. Voices of Virginia: A Qualitative Study of Shared Understandings and Civic Engagement in the Aftermath of the 2016 U.S. Presidential Elections. Society for Applied Anthropology, Annual Conference, Philadelphia, PA: April 4.

Norwood, Frances. 2018. Euthanasia in the Netherlands: The Space between Law and Practice. National Academy of Sciences, Washington, DC: February 12.

Norwood, Frances and Victoria X. Danner. 2017. Voices of Virginia: Pulaski Pilot. American Anthropological Association, Annual Conference, Washington, DC: December 1.

Norwood, Frances. 2015. Innovations in Long Term Care: Fostering Social Reciprocity and Preventing Social Death through Form and Practice in The Netherlands. 3rd International Congress on Gerontology and Geriatric Medicine. Delhi, India: November 27-29.

Norwood, Frances. 2015. End of Life Policy and Culture Change in India. 3rd International Congress on Gerontology and Geriatric Medicine. Delhi, India: November 27-29.

Norwood, Frances. 2015. Assessing Total Pain: An Exploratory Qualitative Study of the Presence and Relevance of Total Pain in the Clinical Emergency Department Encounter. National Institutes of Health, National Cancer Institute, Rockville, MD; April 27.

Manfredi, Rita, Sarah Zader, Sarah Smilanich, and Frances Norwood. 2015. Rethinking Pain Assessment in the Emergency Department. Society for Academic Emergency Medicine MidAtlantic Regional Research Conference, Washington, DC; February 28.

Norwood, Frances. 2014. Naturalizing End of Life: Intersections of Nature and Culture Through Euthanasia and Other End-of-Life Policies. Visiting scholar lecture at St. Mary's College of Maryland, St. Mary's, MD; February 24.

Norwood, Frances. 2013. Chaplaincy Work: Theory and Practice. Training presented to chaplain interns through Zorgnet Vlaanderen, Ghent, Belgium: October 24-25.

Norwood, Frances. 2013. The Maintenance of Life: Euthanasia and Other Policy Lessons from The Netherlands. Paper presented to Caritas Vlaanderen, Antwerp, Belgium: October 23.

Norwood, Frances. 2011. Euthanasia and "Natural Death": Intersections of Nature and Culture at the End of Dutch Life. Gerontological Society of America, Boston, MA: November 18-22.

Norwood, Frances. 2011. Promising Practices for Evacuating Persons with Disabilities. Getting Real II conference, Federal Emergency Management Agency, Arlington, VA; September 13-14.

Norwood, Frances and Carl. T. Cameron. 2011. Emergency Preparedness for Persons with Disabilities in Higher Education Settings. Consortium of Universities Emergency Management in Higher Education Annual Seminar, Georgetown University, Washington, DC; June 10.

Norwood, Frances. 2011. The Maintenance of Life: Euthanasia and Other Policy Lessons from The Netherlands. Paper presented to Compassion & Choices with Final Exit Network, Baltimore, MD; March 5.

Norwood, Frances. 2011. The Maintenance of Life: Euthanasia and Other Policy Lessons from The Netherlands. Paper presented to Compassion & Choices, Leisure World, Silver Spring, MD; February 26.

Norwood, Frances. 2011. The Maintenance of Life: Euthanasia and Other Policy Lessons from The Netherlands. Paper presented to Compassion & Choices, Riderwood Village, Silver Spring, MD; February 17.

Norwood, Frances. 2011. The Maintenance of Life: Euthanasia and Other Policy Lessons from The Netherlands. Paper presented to Compassion & Choices, Bethesda, MD; January 16.

Norwood, Frances and Michael J. Zakour. 2010. Disaster, Disability and Spatial Practice: A Study of Altered Barriers and Creative Use of Resources. Conference paper presented to the American Anthropological Association, New Orleans, LA; November 17.

Norwood, Frances. 2010. Assisted Dying, Social Death, and U.S. Healthcare Reform: Lessons from The Netherlands. Paper presented to Compassion & Choices, Falls Church, VA; May 27.

Norwood, Frances and Edwina Juillet. 2010. NIDRR Evacuation Study for Persons with Disabilities. Conference paper presented at Fire Safety for People with Disabilities Task Force, National Fire Protection Association, Phoenix, AZ; April 28-30.

Zakour, Michael J. and Frances Norwood. 2010. Social Support and Disaster Preparedness: Research Findings and Policy Implications. Conference paper presented to the National Association of Rehabilitation Research and Training Centers (NARRTC), Alexandria, VA; May 3.

Norwood, Frances. 2009. "Euthanasia, Social Death and U.S. Healthcare Reform: Policy Lessons from The Netherlands." Culture in Global Affairs (CIGA) Research & Policy Program Seminar Series, The Elliott School of International Affairs, George Washington University, Washington, DC; October 30.

Norwood, Frances, and David B. Kendall. 2009. "De-Institutionalizing Elder Care: Recommendations for Health Care Reform Based on a Dutch Model of Long Term and End-of-Life Care." Society for Medical Anthropology, Annual Meeting, Yale University, New Haven, CT; September 24-26.

Norwood, Frances, Brian Gerber and Michael J. Zakour. 2009. "Disabilities and Disasters: Evacuation Experience and Challenges Facing Persons with Disabilities." *Galveston Traumatic Brain Injury*, Annual Meeting, Galveston, TX; April 30.

Norwood, Frances. 2008. "Reporting Qualitative Research in a Quantitative World." *Washington Association of Professional Anthropologists*, Washington, DC; October 14.

Norwood, Frances. 2006. "A Window into Death: Transforming Personhood and Social Space through Euthanasia Discourse and End-of-Life Practice in the Netherlands." American Anthropological Association, Annual Meeting, November, San Jose, CA.

Norwood, Frances. 2001. "Scheduling Death: The Role of Family and Home in Euthanasia and End-of-Life Care in the Netherlands." Paper presented at the American Anthropological Association, Annual Meeting, November, Washington, DC.

Norwood, Frances. 2001. "Euthanasia Discourse: The Changing Role of the Euthanasia Discussion between Patients and General Practitioners in the Netherlands." Paper presented to the University of

Amsterdam, SISWO (Social Science and Health Issues) symposium, September, Amsterdam, The Netherlands.

Norwood, Frances. 2001. "Scheduling Death: Euthanasia and End-of-Life Care in the Netherlands." Paper presented to Free University, Department of Social Medicine symposium, September, Amsterdam, The Netherlands.

Norwood, Frances and Thomas Cross. 1997. "Universal Access in the U.S. and Abroad: A Comparative Analysis of the 'Universal Access' Model in Health Care Policy in Britain, Canada and the United States." Paper presented at the Society for Applied Anthropology, Annual Meeting, March, Seattle, WA.

Norwood, Frances. 1996. "Disabilities and Cultural Diversity: A Double Minority Identity." Paper presented at the Society for Applied Anthropology, Annual Meeting, March, Atlanta, GA.

TEACHING EXPERIENCE

Department of Anthropology, George Washington University, DC – Professorial Lecturer

ANTH 6506, *Life, Death and Modernity* (Fall 2012)

ANTH 3531/6531, *Methods in Sociocultural Anthropology* (Spring 2011-Spring 2012)

ANTH 251, *Death, Modernity and Policy* (Fall 2010)

ANTH 117, *Methods in Sociocultural Anthropology* (Spring 2010)

Department of Anthropology, American University, Washington, DC – Adjunct Professor

ANTH 550, *Ethnographic Field Methods* (Fall 2004)

Brown-bag lecture on "Just Write: Getting Through the Dissertation" (Fall 2004)

Medical Anthropology and Sociology Program, University of Amsterdam, Amsterdam, The Netherlands – Guest Lecturer

M&T 1, *Methods and Techniques* "Euthanasia in The Netherlands" (Spring 2001)

Department of Sociology, San Francisco State University, San Francisco, CA – Guest Lecturer

SOCI 392, *Social Research – Methods and Techniques I* "Ethics in Qualitative Research" (Fall 1998)

Department of Justice, Law & Society, The American University, Washington, DC – Teaching Assistant

JLS 551, *Comparative Justice Studies Abroad The Fifth Comparative Corrections Institute in the United Kingdom and the Netherlands*, Robert Johnson, professor (Summer 1994)

Department of Justice, Law & Society, The American University, Washington, DC – Guest Lecturer

JLS 104, *Introduction to Issues in Justice* "The Culture of the Sixties" (Spring 1993)

MEDIA EXPERIENCE

Wrote and assisted in the production of the *Value-Based Healthcare: What Every Clinician Should Know* (2020) video series for CME/CEU credit. Includes "The Fundamental Shift to Value-Based Care" (20:40 minutes), "Financial Incentives and Innovative Payment Models" (23:58 minutes), and "Assuming Full Risk in Care Delivery" (23:56 minutes). See <https://www.youtube.com/watch?v=Yz4VO2s01cs> ; https://www.youtube.com/watch?v=Ss_ViayKrKI ; <https://www.youtube.com/watch?v=ziAxIDCaLMM>

Live television interview for CCTV-America on “China’s Government Seeks Ways to Improve Pension System” (June 11, 2015). See <http://www.cctv-america.com/2015/06/11/chinas-government-seeks-ways-to-improve-pension-system>

Print interview for “Life, Death and the Dutch: Award-Winning Book Delves into End-of-Life Issues,” by Susan Simone in *Carolina Alumni Review* (May/April 2012).

Print interview for “Anthropologist association revises code of ethics,” by Cory Weinberg in *The GW Hatchet* (December 5, 2011); <http://www.gwhatchet.com/2011/12/05/anthropologists-revise-code-of-ethics/>.

Radio interview on Kenn Fox Live! With Nanny on 103.5 The Renegade Classic Rock radio station. Talked about how to improve end-of-life care and discussed being the recipient of the Margaret Mead award for *The Maintenance of Life* (September 12, 2011, replayed March 26, 2012).

Video-taped interview for FEMA/DHS training video to support emergency preparedness for people with disabilities, *Emergency Planning for People with Access and Functional Needs*. FEMA, Department of Homeland Security Training Video, prepared by Oak Ridge National Laboratory, TN (2010).

Aaron Tobler and Frances Norwood. 2005. “Anthropology Students Offer Insight into Medical Culture” in *GW Progress* 17(3):7.

PROFESSIONAL CONSULTATION

“Voices of Virginia: A Qualitative Study of Shared Understandings and Civic Engagement” – Principal Investigator. Serve as PI for two-year study of the perceptions, concerns, and conditions that are influencing civic engagement activities of 300 Virginians in six diverse communities in the Commonwealth of Virginia. (2016-2018).

“Chaplain Work in Professional Context,” Caritas Vlaanderen and Zorgnet Vlaanderen, Ghent, Belgium – Course Consultant and Lecturer. Provided consultation and lecturer support for a two-day workshop for Belgium chaplains continuing education in hospital and long term care chaplaincy (October 24-25, 2013, Ghent, Belgium).

The Social Construction of Death, Vrije Universiteit, Brussels, Belgium – Invited Expert Panel Member. Invited expert panel member and volume contributor for a workshop to discuss and disseminate academic work on a wide array of topics on death and dying using social constructivist points of view. (May 2012, Brussels, Belgium).

International Workshop for Development of a Policy Statement on Euthanasia and Related End of Life Care Issues, University College of Medical Sciences and Indian Medical Association, New Delhi, India – International Advisory Board/Key Note Speaker. Invited key note speaker and expert panel member to develop consensus guidelines for withdrawing and withholding support at the end of life and other related end-of-life care policies in wake of Supreme Court ruling March 2011 allowing passive euthanasia in certain cases (August 5-7, 2011, New Delhi, India).

Emergency Planning for People with Access and Functional Needs, 2010. FEMA, Department of Homeland Security Training Video, prepared by Oak Ridge National Laboratory, TN. - Expert Interview. Invited expert interview for a FEMA/DHS training video to support emergency planning for people with disabilities, 2010.

Improving the Quality of Spiritual Care as a Dimension of Palliative Care, Betty Ferrell, PhD, FAAN, City of Hope and Christina Puchalski, MD, MS, George Washington Institute for Spirituality and Health, Washington, DC - Advisor. Invited advisor for project looking at the role of spiritual care in palliative end-of-life care (2008-2009). Results published, Ferrell, Betty and Christina Puchalski. "Improving the Quality of Spiritual Care as a Dimension of Palliative Care: The Report of the Consensus Conference," *Journal of Palliative Medicine* (October 2009).

George Washington University Medical Center, Palliative Care Team, Washington, DC - Consultant. Provided consultation for tracking patient outcomes for a forthcoming initiative to expand hospice and palliative care services in the hospital (January 2012).

Editorial Review Board (2012-2014), *Journal of Hospital Administration*
Reviewer – *Social Science and Medicine, BioMed Central Public Health, British Medical Journal, Family Practice, Journal of Injury and Violence Research, International Journal of Nursing Studies, Health Policy, Medical Anthropology, Medische Antropologie, Bioethics, Human Organization, Current Anthropology*

PROFESSIONAL ACTIVITIES

Professional Service

Journal of Aging Studies – Board (2020-present)

Society for Applied Anthropology – Fellow (2012-present)

Washington Association of Professional Anthropologists – Editor of *WAPA Features* (2016-present), PI of *Voices of Virginia* (2016-2018), President (2016-2017), Careers Coordinator (2008-2016), Co-Chair Praxis Committee (2012-2013)

Journal of Hospital Administration – Editorial Review Board (2012-2014)

Memberships

American Anthropological Association

Association for Anthropology and Gerontology

Gerontological Society of America

Society for Applied Anthropology

Washington Association of Professional Anthropologists

LANGUAGES

Advanced proficiency – Dutch, English

Rudimentary level – Spanish, French