



## Amy M. Zheng, M.D., M.Phil., CHSE

*Board Certified Emergency Medicine Physician*

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### Executive Summary

Dr. Zheng is an award-winning board-certified emergency physician, currently in active clinical practice in two emergency departments (trauma and stroke centers), and 5 urgent care clinics. She is the Medical Director of Quality for one of the largest healthcare systems in San Diego, responsible for improving patient safety and helping clinicians deliver quality care. As the Medical Director of the Point Loma Nazarene University Physician Assistant program, she is an expert on physician assistant education and supervision. She was the emergency medicine expert for the Veterans Administration (VA) Office of Inspector General, responsible for determining whether VA staff provided substandard care, committed fraud, or violated policies. She has published more than 30 government reports, one of which resulted in \$53 million of reimbursement for veterans who sought emergency care outside of the VA. She has briefed members of Congress on her findings and defended her reports. She has won medical school teaching awards, a public speaking award from the American College of Emergency Physicians, and the VA Inspector General's highest award for her "dedication to the highest standards of professionalism, character, and integrity." As a professor at three universities, she has trained over 3000 students and hundreds of professors.

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### Employment

Oct 2022-  
Present

#### **Medical Director of Quality**

Sharp Rees Stealy, San Diego, CA

- Work with 750 physicians, nurse practitioners, and physician's assistants to ensure delivery of quality patient care
- Responsible for reporting practitioners to the licensing boards and the National Practitioner Data Bank
- Chair of Peer Review Committee, responsible for determining if standards of care were met by practitioners.
- Chair of Quality Council, provide oversight for quality improvement projects performed by various departments and committees.

May 2022-  
Present

#### **Medical Director, Physician Assistant Program**

Point Loma Nazarene University

- Assist with accreditation and discipline/remediation of at risk students
- Provide medical guidance to ensure curriculum is consistent with standard of care
- Responsible for faculty development

- Teach problem-based learning classes, large classroom lectures, skills labs
- May 2019-  
Present
- Physician, Urgent Care**  
Sharp Rees Stealy, San Diego, CA
- Practicing in five high acuity urgent care clinics around the county
- Mar 2019-  
Present
- Owner**  
Amy Zheng Consulting
- Provide medical expert witness services
  - Medical Reviewer, Medical Board of California (Sept 1, 2019 to present)
  - Curriculum development for healthcare interprofessional education
- Oct 2016-  
Present
- Physician, Emergency Department**  
Southwest Healthcare System, Murrieta, CA
- Provide bedside teaching to medical students and residents in two community hospitals
  - Inland Valley: Certified Level 2 Trauma Center and Primary Stroke Center
  - Rancho Springs: Certified Primary Stroke Center
- Sept 2014-  
May 2019
- Senior Physician, Medical Consultation and Review**  
Department of Veterans Affairs, Office of the Inspector General  
Office of Healthcare Inspections
- Reviewed allegations and published reports on quality of care issues at the VA
  - Briefed members of congress on report findings
  - Medical consultant to healthcare inspectors, auditors, and criminal investigators
  - Responsible for faculty development and physician education
- July 2015-  
Oct 2016
- Locum Tenens Physician, Emergency Department**  
Klickitat Valley Health, Goldendale, WA
- 48-hour shifts in a rural, federally designated Critical Access Hospital
  - Via Coast to Coast Staffing (no longer exists)
- May 2015
- Locum Tenens Physician, Emergency Department**  
Seneca Healthcare District, Chester, CA
- 72-hour shifts in a rural, federally designated Critical Access Hospital
  - Via Coast to Coast Staffing (no longer exists)
- July 2009-  
Sept 2014
- Full Time Staff Physician, Simulation Director**  
**Emergency Department**  
Veterans Healthcare Administration, San Diego, CA
- Performed bedside teaching to medical students and residents
  - Responsible for procedural training and airway privileging
- Dec 2009-  
July 2014
- Per Diem Physician, Emergency Department**  
Scripps Mercy Hospital, San Diego, CA
- Provided bedside teaching to residents in community urban hospital
  - Certified Level 1 Trauma Center, Primary Stroke Center, STEMI Receiving Center
- Nov 2009-  
July 2014
- Per Diem Physician, Emergency Department**  
University of California, San Diego Healthcare System
- Taught medical students and residents in two teaching hospitals

- Hillcrest Campus: Certified Level 1 Trauma Center, Comprehensive Stroke Center, STEMI Receiving Center, Regional Burn Center
- La Jolla Campus: Comprehensive Stroke Center, STEMI Receiving Center

July 2006-  
June 2009

**Full Time Staff Physician, Emergency Department  
University of Arizona**

- Taught medical students and residents in two academic hospitals
- University Medical Center: tertiary urban hospital, Level 1 Trauma Center, Comprehensive Stroke Center, STEMI Receiving Center
- University Physicians Healthcare at Kino: community hospital

**Education**

Oct 2016 *Introduction to Biomedical & Health Informatics for Emergency Physicians*  
American Medical Informatics Association and  
American College of Emergency Physicians

Sept 2014 *Collaboration and Communication in Healthcare: Interprofessional Practice*  
University of California San Francisco School of Medicine

Mar 2013 *Certified Healthcare Simulation Educator (expired 2016)*  
Society for Simulation in Healthcare

Aug 2008 *Teaching Fellowship*  
Mar 2009 American College of Emergency Medicine, Dallas, TX

July 2003-  
June 2006 *Emergency Medicine Residency*  
University of Arizona School of Medicine, Tucson, AZ

Sept 1999-  
June 2003 *Medical Degree*  
University of California, San Diego School of Medicine

Sept 1998-  
Sept 1999 *Master of Philosophy with Distinctions in the History of Medicine*  
University of Glasgow, Scotland, United Kingdom

Sept 1994-  
June 1998 *Bachelor of Science with Honors in Biology and History*  
California Institute of Technology, Pasadena, CA

**Certification and Licensure**

American Board of Emergency Medicine, 2007 – 2027

California Medical Board #A108213, June 2009 – April 2025

Washington State Department of Health #MD60563802, May 2015 – April 2018

Arizona Medical Board #34383, July 2005 – August 2009

**Academic Appointments**

May 2022- Present	<b>Adjunct Professor, Physician Assistant Education</b> Point Loma Nazarene University
July 2015- Present	<b>Assistant Clinical Professor, Medicine Department</b> University of California, Riverside School of Medicine
July 2009- Present	<b>Assistant Clinical Professor, Medicine Department</b> University of California, San Diego School of Medicine
July 2006- June 2009	<b>Assistant Professor of Clinical Emergency Medicine</b> University of Arizona School of Medicine

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## Teaching Activities

### San Diego County District Attorney's Office

- Served as expert witness in 3 Trial Training Workshops, October 3-5, 2023

### Point Loma Nazarene University

- Facilitated small group learning on patient cases
- Taught skills workshops: EKG, interosseus drill, intubation, ultrasound
- Lectured in large classes: peer review, risk management, quality management
- Group facilitator in annual interprofessional exercise involving nurse practitioners, physician assistants, pharmacy, and therapy students
- Developed simulation based learning with Patient Safety Room of Horrors.

### University of California San Diego School of Medicine

#### **Interprofessional Education Collaborative, Chairperson 2013-2020, Consultant 2021-present**

- Consultant for designing and implementing interprofessional education curriculum across six professional schools
- Designed and implemented an annual interprofessional exercise for 350+ medical, nursing, and pharmacy students and faculty from UCSD and University of San Diego
- Work featured in Agency for Healthcare Research and Quality, Impact Case Studies. *San Diego Universities Collaborate Using TeamSTEPPS® to Boost Professional Education*. June 2015. Available from: <http://www.ahrq.gov/policymakers/case-studies/201516.html>.
- Work featured in Sisson P. *UCSD Facility Built to Make Better Doctors*, San Diego Union Tribune May 18, 2013. Available from: <http://www.sandiegouniontribune.com/news/2013/may/18/UCSD-future-teams-training/>
- Work featured in Brooks D and Gregg J. *The Future of Patient Care* video in *Videos: Teaching the Future of Medicine* San Diego Union Tribune, May 20, 2013. Available from: <http://www.utsandiego.com/video/play/55854/>

#### **Continuing Medical Education Course Director, 2014-2020**

- Course title: *Transforming Healthcare Education: Interprofessional Team Training*
- Annual training course for ~100 doctors, nurses, and pharmacists

#### **Clinical Foundation Instructor, 2010-2014**

- Practice of Medicine
- Objective Structured Clinical Exam
- Problem Based Learning

- Surgery 401 Suture Lab

## California State University San Marcos, Institute for Palliative Care

### **Educational Consultant, 2014**

- Medical consultant for interprofessional teams to develop problem based learning, virtual reality, and standardized patient cases for nursing, speech therapy, kinesiology, and social work students
- Developed and presented workshops on teamwork to ~100 staff at Vista Community Clinic

## Veterans Affairs San Diego Healthcare System

### **Emergency Department Simulation Director, 2012-2014**

- Responsible for training and credentialing of attending physicians who request Out of Operating Room Airway Management privileges
- Developed and implemented weekly simulation training for nurses, residents, and students

### **Clerkship Director, 2010-2014**

- Responsible for the teaching and evaluation of the fourth year medical students who rotate through the VA emergency department

## University of Arizona School of Medicine

### **Associate Program Director at University Physicians Healthcare at Kino, 2007-2009**

- Responsible for obtaining accreditation for a new emergency medicine residency

### **Case Based Instructions Facilitator, 2007-2009**

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## Presentations

1. Invited Speaker. *Future of Covid*. Hamilton Burnett American Inn of Court. Virtual Meeting. March 9, 2021.
2. Panel Faculty. *Open-Faced, Triple-Decker, or Plain Old Peanut Butter and Jelly: Stories and Tips from the Sandwich Generation*. American Medical Writers Association Medical Writing & Communications Conference, San Diego, CA, Nov 9, 2019.
3. Panel Faculty. *Interprofessional Education Faculty Development for Large Scale Simulation*. International Meeting on Simulation in Healthcare, New Orleans, LA, Jan 12, 2015.
4. Panel Faculty. *360 Degree Performance Evaluation for Interprofessional Education*. International Meeting on Simulation in Healthcare, New Orleans, LA, Jan 12, 2015.
5. Panel Faculty. *Certified Healthcare Simulation Educator Preparation*. International Meeting on Simulation in Healthcare, San Francisco, CA, Jan 29, 2014.
6. Panel Faculty. *Ten Tips for Large Scale Interprofessional Education*. Society for Simulation in Healthcare Interprofessional Education Affinity Group: A Pecha Kucha Session on Simulation-Enhanced Interprofessional Education. International Meeting on Simulation in Healthcare, San Francisco, CA, Jan 28, 2014.
7. Panel Faculty. *Operationalizing IPE: Initiating Partnerships, Planning, and Execution*. International Meeting on Simulation in Healthcare, San Francisco, CA, Jan 27, 2014.

8. Course Director. *Simulation-Based Interprofessional Education Implementation: We All Want to Do It, but How? A Practical Workshop Exploring Benefits, Barriers, and Solutions for Establishing Interprofessional Education at Your Institution*. International Meeting on Simulation in Healthcare, San Francisco, CA, Jan 27, 2014.
9. Panel Faculty. *Incorporating Mannequins into Standardized Patient Cases for Standardized Patient Educators*. Society for Simulation in Healthcare/Association for Standardized Patient Educator Workshop, San Diego, CA, June 3, 2012.
10. *Better Smart Than Lucky: Case-Based Approach to When Medical Disorders Present with Psychiatric Presentations*. American College of Emergency Physicians Annual Scientific Assembly, Las Vegas, NV, Oct 1, 2010.
11. *Altered Mental Status in the Elderly*. American College of Emergency Physicians Annual Scientific Assembly, Las Vegas, NV, Oct 1, 2010.
12. *A Sight For Sore Eyes: an Ocular Ultrasound Primer*. American College of Emergency Physician Annual Scientific Assembly, Chicago, IL, Oct 7, 2009.
13. Chan, L; Reilly, K; Telfer, J; Zheng, A; Maloney, A; Meislin, H. *An Emergency Department Intake Form Improves Documented Medicine History*. Submitted presentation at the Society of Academic Emergency Medicine New York Regional Meeting in May 2005 and presented at the annual resident research forum June 2006.
14. Kanegaye J, Friday JH, McCaslin RI, Zheng AM, Harley JR, Gutglass DJ. *Ibuprofen provides analgesia equivalent to acetaminophen-codeine in the treatment of acute pain in children with extremity injuries*. American Academy of Pediatrics National Conference and Exhibition, San Francisco, CA, Oct 8, 2004.

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## Publications

1. Awdishu L, Galasso J, Macauley K, Namba J, Sweeney K, Hutchins S, Wallace P, Garman K, Zheng A. 360-Degree Performance Feedback for Interprofessional Education. *MedEdPublish*; 2018. Available from: <https://doi.org/10.15694/mep.2018.0000154.1>
2. Hurst S, Macauley K, Awdishu L, Sweeney K, Hutchins S, Namba J, Johnson M, Wallace P, Garman K, Zheng A. An Autoethnographic Study of Interprofessional Education Partnerships. *J of Interprofessional Practice and Education*; 2017, 7(1). Available from: <http://dx.doi.org/10.22230/jripe.2017v7n1a262>
3. Namba J, Macauley K, Zheng A, Hutchins S, Sweeney K, Wallace P, Garman K, Awdishu L. A Large-Scale Interprofessional Simulation Experience, Module 2: What Happens in Vegas Does Not Stay in Vegas. *MedEdPORTAL Publications*; 2016. Available from: <https://www.mededportal.org/publication/10331>
4. Zheng A, Macauley K, Namba J, Hutchins S, Sweeney K, Wallace P, Garman K, Awdishu L. A Large Scale Interprofessional Simulation Experience for Medical, Nursing, and Pharmacy Students. *MedEdPORTAL Publications*; 2015. Available from: <https://www.mededportal.org/publication/10018>

5. Zheng A, Awdishu L, Namba J, Wallace P. Breaking out of the Silos: Interprofessional Education in the 21<sup>st</sup> Century. UCSD Office of Research Affairs, Research Initiatives Abstracts. Jan 6, 2014.
6. Friday F, Kanegaye J, McCaslin I, Zheng A, Harley J. Ibuprofen Provides Analgesia Equivalent to Acetaminophen -Codeine in the Treatment of Acute Pain in Children with Extremity Injuries: a Randomized Clinical Trial. *Acad Emerg Med* 2009; 16:711-716.
7. Zheng A. Slipped Capital Femoral Epiphysis. Available from: <http://www.annemergmed.com/content/imgemergmed>, Images in Emergency Medicine. *Ann Emerg Med*. 2008;52:e1.
8. Chan L, Reilly K, Telfer J, Zheng A, Maloney A, Meislin H. An Emergency Department Intake Form Improves Documented Medicine History. *Acad Emerg Med*, 2005; 12 (5, suppl. 1): 103-4.

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## Government Publications

1. Department of Veteran Affairs, Office of Healthcare Inspections. *Alleged Wrongful Death and Deficiencies in Documentation of a Patient's Do Not Attempt Resuscitation Status at the Baltimore VA Medical Center Maryland*. Report # 19-05916-24. Washington, DC. Published November 26, 2019.
2. Department of Veteran Affairs, Office of Audits and Evaluations. *Non-VA Emergency Care Claims Inappropriately Denied and Rejected*. Report # 18-00469-150. Washington, DC. Published August 6, 2019.
3. Department of Veteran Affairs, Office of Healthcare Inspections. *Mismanagement of a Resuscitation and Other Concerns at the Gulf Coast Veterans Health Care System, Biloxi, Mississippi*. Report # 18-00808-186. Washington, DC. Published August 6, 2019.
4. Department of Veteran Affairs, Office of Healthcare Inspections. *Episodes of Non-Adherence to Privacy and Security Policies at the Tibor Rubin VA Medical Center, Long Beach, California*. Report # 17-03557-177. Washington, DC. Published July 13, 2019.
5. Department of Veteran Affairs, Office of Healthcare Inspections. *Alleged Deficiencies in Out of Operating Room Airway Management Processes at the Colmery-O'Neil VA Medical Center within the VA Eastern Kansas Health Care System, Topeka, Kansas*. Report # 18-02765-144. Washington, DC. Published June 20, 2019.
6. Department of Veteran Affairs, Office of Healthcare Inspections. *Orthopedic Surgery Department and Other Concerns at the Carl T. Hayden VAMC, Phoenix, Arizona*. Report # 18-02493-122. Washington, DC. Published May 7, 2019.
7. Department of Veteran Affairs, Office of Healthcare Inspections. *Staffing, Quality of Care, Supplies, and Care Coordination Concerns at the VA Loma Linda Healthcare System, California*. Report # 17-02186-114. Washington, DC. Published May 6, 2019.
8. Department of Veteran Affairs, Office of Healthcare Inspections. *Alleged Inadequate Nurse Staffing Led to Quality of Care Issues in the Community Living Centers at the Northport VA Medical Center, New York*. Report # 17-03347-293. Washington, DC. Published September 18, 2018.

9. Department of Veteran Affairs, Office of Healthcare Inspections. *Alleged Quality of Care Issues in the Community Living Centers at the Northport VA Medical Center, New York.* [Report # 17-03347-290](#). Washington, DC. Published September 18, 2018.
10. Department of Veteran Affairs, Office of Healthcare Inspections. *Alleged Poor Quality of Care in a Community Living Center at the Northport VA Medical Center, New York.* [Report # 17-03347-285](#). Washington, DC. Published September 18, 2018.
11. Department of Veteran Affairs, Office of Healthcare Inspections. *Alleged Inappropriate Controlled Substance Prescribing Practices at a Veterans Integrated Service Network 20 Medical Facility.* [Report # 16-05323-200](#). Washington, DC. Published July 5, 2018.
12. Department of Veteran Affairs, Office of Healthcare Inspections. *Mismanagement of a Resuscitation and Other Concerns Buffalo VA Medical Center, Buffalo, New York.* [Report # 17-01485-128](#). Washington, DC. Published March 12, 2018.
13. Department of Veteran Affairs, Office of Healthcare Inspections. *Patient Safety and Quality of Care Concerns in the Community Living Center James A. Haley Veterans' Hospital, Tampa, Florida.* [Report # 17-01491-112](#). Washington, DC. Published March 1, 2018.
14. Department of Veteran Affairs, Office of Healthcare Inspections. *Administrative and Clinical Concerns Central California VA Health Care System, Fresno, California.* [Report # 16-00352-12](#). Washington, DC. Published November 2, 2017.
15. Department of Veteran Affairs, Office of Healthcare Inspections. *Alleged Transcatheter Aortic Valve Replacement Program Issues VA Palo Alto Health Care System, Palo Alto, California.* [Report # 15-01415-382](#). Washington, DC. Published September 28, 2017.
16. Department of Veteran Affairs, Office of Healthcare Inspections. *Delayed Access to Primary Care, Contaminated Reusable Medical Equipment, and Follow-Up of Registered Nurse Staffing Concerns Southern Arizona VA Health Care System, Tucson, Arizona.* [Report # 16-02241-375](#). Washington, DC. Published September 26, 2017.
17. Department of Veteran Affairs, Office of Healthcare Inspections. *Patient Flow, Quality of Care, and Administrative Concerns in the Emergency Department VA Maryland Health Care System, Baltimore, Maryland.* [Report # 15-03418-350](#). Washington, DC. Published August 23, 2017.
18. Department of Veteran Affairs, Office of Healthcare Inspections. *Alleged Access Delays and Surgery Service Concerns, VA Roseburg Healthcare System, Roseburg, Oregon.* [Report # 15-00506-535](#). Washington, DC. Published July 11, 2017.
19. Department of Veteran Affairs, Office of Healthcare Inspections. *Delays in the Evaluation and Care of a Patient with Lung Cancer VA Southern Nevada Healthcare System, Las Vegas, Nevada.* [Report # 15-01301-242](#). Washington, DC. Published May 23, 2017.
20. Department of Veteran Affairs, Office of Healthcare Inspections. *Patient Deaths, Opioid Prescribing Practices, and Consult Management VA Greater Los Angeles Healthcare System, Los Angeles, California.* [Report # 15-01669-246](#). Washington, DC. Published May 23, 2017.
21. Department of Veteran Affairs, Office of Healthcare Inspections. *Alleged Program Mismanagement and Other Concerns at the VA Southern Oregon Rehabilitation Center and Clinics White City, Oregon.* [Report # 15-01653-226](#). Washington, DC. Published May 17, 2017.



22. Department of Veteran Affairs, Office of Healthcare Inspections. *Consult Management Concerns VA Greater Los Angeles Healthcare System, Los Angeles, California.* Report # 15-04681-228. Washington, DC. Published May 4, 2017
23. Department of Veteran Affairs, Office of Healthcare Inspections. *Community Nursing Home Program Patient Safety Concerns VA Northern California Health Care System, Mather, California.* Report # 15-01325-205. Washington, DC. Published May 2, 2017.
24. Department of Veteran Affairs, Office of Healthcare Inspections. *Nurse Staffing and Patient Safety Reporting Concerns, VA Roseburg Healthcare System, Roseburg, OR.* Report # 15-00506-420. Washington, DC. Published Oct. 12, 2016.
25. Department of Veteran Affairs, Office of Healthcare Inspections. *Emergency Department, Mental Health Service, and Suicide Prevention Training Concerns, Mann-Grandstaff VA Medical Center, Spokane, WA.* Report #15-03713-288. Washington, DC. Published Sept. 14, 2016.
26. Department of Veteran Affairs, Office of Healthcare Inspections. *Emergency Department Concerns, Central Alabama VA Health Care System, Montgomery, AL.* Report #14-04530-41. Washington, DC. Published Jan. 14, 2016.
27. Department of Veteran Affairs, Office of Healthcare Inspections. *Poor Follow up Care and Incomplete Assessment of Disability, VA San Diego Healthcare System, San Diego, CA.* Report #15-00827-68. Washington, DC. Published Jan. 5, 2016.
28. Department of Veteran Affairs, Office of Healthcare Inspections. *Access to Urology Service, Phoenix VA Health Care Systems, Phoenix, AZ.* Report #14-00875-03. Washington, DC. Published Oc. 15, 2015.
29. Department of Veteran Affairs, Office of Healthcare Inspections. *Delay in Emergency Airway Management and Concerns about Support for Nurses, VA Northern California Health Care System, Mather, CA.* Report #15-00533-440. Washington, DC. Published July 28, 2015.
30. Department of Veteran Affairs, Office of Healthcare Inspections. *Alleged Colorectal Cancer Screening and Administrative Issues, VA Palo Alto Health Care System, Palo Alto, CA.* Report #14-047554-407. Washington, DC. Published July 9, 2015.
31. Department of Veteran Affairs, Office of Healthcare Inspections. *Alleged Dental Service Scheduling and Administrative Issues, VA Palo Alto Health Care System, Palo Alto, CA.* Report #14-04755-428. Washington, DC. Published July 9, 2015.

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## Book Chapter

Zheng A, Manage Eyelid Lacerations with Extreme Caution in Mattu A, Chanmugam AS, Swadron SP, Tibbles CD, and Woolridge DP (Eds). *Avoiding Common Errors in the Emergency Department.* Philadelphia: Lippincott Williams and Wilkins, 2010, pp 235-237.

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## Community Service

Ukraine Tijuana Refugee Camp Physician, April 2022. Sole treating physician in a camp with 1000 Ukrainian refugees. Taught medical students and nurse practitioner student.

San Diego High School Foundation, Board of Trustee, Nov 2020-present.

Jewish Family Services, Volunteer, 2018-present.

Grant K-8 School, Science Olympiad Coach, 2010-2019.

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## Memberships

Physician Assistant Educator Association  
American Academy of Emergency Medicine

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## Awards

1. Sharp Rees Stealy Core Service Award, 2022
2. Department of Veteran Affairs, Office of Inspector General, Inspector General's Values Award, Dec 2018
3. Department of Veteran Affairs, Office of Inspector General, Individual Contribution Award, Dec 2017
4. Department of Veteran Affairs, Office of Inspector General, Assistant Inspector General for Healthcare Inspections Award for Team Work, Dec 2016
5. Nominated for the Kaiser Excellence in Teaching Award by the UCSD SOM, Classes of 2012 and 2013
6. National Center of Leadership in Academic Medicine, Class of 2012 Valedictorian
7. UCSD, Department of Medicine Chief Resident Teaching Award, 2012 and 2010
8. American College of Emergency Physicians Rising Star Speaker Award, Oct 2009
9. Rotary International Ambassadorial Scholar to Glasgow, Scotland. Sept 1998 - July 1999