

M. RASHAD MASSOUD, MD, MPH, FACP

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PROFESSIONAL PROFILE

C-Suite physician executive, public health specialist, and globally recognized leader in improving health outcomes, efficiency of care delivery, and patient and staff satisfaction. Adept at developing organizational capability, strategic and operational plans, fiscal management, teambuilding, advocacy, policy dialogue, business development, fundraising, program implementation, operational excellence, stakeholder engagement, exceeding customer expectations, innovation, results, and raising visibility. Committed, passionate, change agent; high energy; technologically savvy; data driven; analytic, continually learning. Master at orchestrating complex, multi-country activities, and virtual operations. Strong cross-cultural competencies, communications skills, relationship management, partnership-building, empowering leadership, and adaptive management.

PROFESSIONAL HIGHLIGHTS

- Thought leadership in quality management and health systems strengthening: Elected Inaugural Member ISQua Academy. Advisory Board Member, World Health Organization Global Report on Quality and Safety.
- Improved health outcomes and reduced inequities: For example, Improved blood pressure control in 8 mobile health centers in India from 63% to 90% and reduced the gender inequity gap from 10.4% to 2.5%.
- Managed multiple projects in 40 countries at a time. Received USAID's highest Contractor Performance Assessment Reporting System (CPARS) of "Exceptional" on every evaluation criterion for the HCI Project.
- Managed a budget of \$160 million/year. Oversaw distribution of \$1.25 billion gifts-in-kind to 92 countries.
- Staff management and oversight: 80 HQ, and 600 staff in 40 countries. Nurtured vibrant, collaborative teams.
- Empowering, inclusive, and adaptive management. Exceptional relationship management. Inspiring advocate and articulate public speaker. Worked with policymakers. Extensive US and global network.
- Quadrupled revenue for QPI/URC from \$14 to \$60 million/year. Generated \$750 million in revenue. Generated funds from solicitations, philanthropies, I-NGO's, high net worth individuals, private companies.
- Lived in 6 countries, traveled to 93, worked with 104. Multilingual: English, Arabic, Russian, basic French.
- Experienced working with Boards of Directors of IHI, URC, and Americares. Board Member, 400,000-member Harvard Alumni Association. Editorial Board Member Journal for Health Management Standards. Former President, Harvard Chan SPH Alumni Association. Former Chair, BOD Americares Tanzania.

PROFESSIONAL EXPERIENCE

Head, Global Health, USA, IQVIA

Jan 2025 – Present

Leading global health efforts in the USA including strategy, revenue generation, and delivery in countries.

Founder & CEO, Rashad Massoud Associates, LLC

Dec 2023 – Present

Consulting, Advisory, and Implementation in Healthcare Quality Improvement, Global Health, Health Systems. Set up, and managing company, generating revenue, designing, implementing, resourcing, and monitoring and evaluating activities. Managing client, funder, and partner relations. Reporting and ensuring compliance.

- November 2024 – Present: Indonesia Ministry of Health, National Quality and Patient Safety Strategy
- September 2024: Snorkel AI Inc., Consultant, Expert Contributor, Health Policy.
- August 2024 – Present: Renaye James Healthcare Associates, Consultant, Health Care Equity.
- May -December 2024: Vmarsh Healthcare, Empaneled Consultant.
- April – June 2024: World Bank, Senior Consultant, Quality Component, HEQIP II Project, Cambodia.
- Nov 2023- April 2024: Abt Associates, Consultant: Instituting Continuous Improvement.
- Oct 2023 – May 2024: Rios Partners, Senior Advisor: Healthcare and Lifesciences Strategy.
- Sep – Nov 2023: AstraZeneca, Lead Consultant: Study Concept Design, Quality Improvement Initiative.
- Mar – Jun 2023: InterAmerican Development Bank, Strategy Consultant: Assessed, Engaged Leadership, and Developed Strategic and Technical Direction Roadmap to Improve Healthcare in Belize.
- Nov 2022 – January 2025: Women Influencing Health, Education, Rule of Law (WI-HER), Strategic Advisor.

Harvard T. H. Chan School of Public Health

July 2024 – present

Healthcare Quality Improvement Instructor for graduate students and for Executive Education Programs.

Visiting Faculty, Harvard T. H. Chan School of Public Health**Sep 2022 – July 2024**

Department of Global Health and Population (GHP) and the François-Xavier Bagnoud (FXB) Center for Health and Human Rights. Developing innovative, comprehensive curricular content and programs for health systems strengthening, global health security, and public health in humanitarian crises and providing mentorship to students in the MPH, SM II, DrPH, and PhD programs.

- Developed and taught tutorial on “How to Improve Healthcare” for students and Executive Education.
- Participated in multiple activities including Global Health Security and Health and Human Rights.

Senior Vice President and Chief Program Officer**Sep 2020 – Sep 2022****Americares Foundation, Stamford, CT**

Worked remotely to oversee and provide leadership to the organization’s 50+ health programs at \$60M/year with 3,000 health centers in 20 countries for people affected by poverty or disaster, and 1,000 Free and Charitable Clinics in the US, its 45 Emergency Responses in US and globally, and its global distribution of \$1.25B pharmaceuticals to 92 countries. Oversaw the program team of 470+ in 12 countries. Direct Reports: Two Deputy SVPs, Two VPs, Executive Director of Americares Free Clinics (AFC) - a separate 501 c3, and Chief of Staff for Programs. Ex-Officio Member, BOD AFC. Leadership Team Liaison to the Program Committee of Americares Board of Directors, working closely with the Chairperson and Members of the BOD. Ex-officio Chair of the Board of Directors of Americares Tanzania. Worked closely with Development, Fundraising, and Marketing.

- Led the Program Team to deliver improvements in impact. Improved blood pressure control in 12 mobile health centers in India from 63% to 90% and reduced gender inequity gap from 10.4% to 2.5%.
- Led the development of Americares Five-Year Program Strategy and Annual Implementation Plan. Focused on deepening impact through improved health outcomes; bridging health equity gaps; designing sustainability through local partnerships.
- Strengthened and Positioned the Technical Unit. Pooled technical experts across Americares into eight technical communities of practice. Matrix managed technical experts with US and global Programs. Introduced two new communities of practice in Quality Improvement and Knowledge Management.

University Research Co., LLC-Center for Human Services (501 c3), Bethesda, MD, Nov 2007 – Sep 2020

Establish goals to support key organizational objectives including profit and loss, fiscal management, and technical and organizational direction. Provide Executive-Level Corporate Leadership.

Chief Medical & Quality Officer/ SVP (Jan 2015 – Sep 2020)

Oversee quality improvement efforts, corporate operations, and compliance with organizational and federal government regulations within a budget of \$160 million. Oversaw 50 staff at HQ, 600 in 40 countries, and 200 consultants. Direct Reports: Project Directors, ASSIST Deputy Director, three Senior Directors, and four Regional Directors. Point of Contact with US Government Counterparts.

- Fundraising: Led competitive bid and won USAID’s “Improving Health Systems” IDIQ - \$500M/5 years.
- Successfully directed USAID’s “Applying Science to Strengthen and Improve Systems (ASSIST) Project” - \$210 million, 46 long-term program countries. Received \$40.5 million additional funding to address the Zika epidemic in 13 LAC and Caribbean countries.
- Developed system for managing knowledge on improvement across countries and global improvement community. Developed and implemented online product solutions: Improvement Indicators Database, online training in three languages, and Financial Management System.

SVP, Quality & Performance Institute (QPI) (Nov 2007 – Jan 2015)

Generated revenue and managed \$50+ million, ~10 Projects; 30+ countries, 50 headquarters staff, 560 field personnel, and 180 consultants. Direct Reports: three Senior Directors and four Regional Directors. Point of Contact with US Government Counterparts.

- Fundraising: Tripled revenues from \$14 to \$50+ million, and the number of countries from 14 to 44.
- Director, “USAID Healthcare Improvement (HCI) Project” - \$150 million, 38 countries.
- Received USAID’s highest Contractor Performance Assessment Reporting System (CPARS) of “Exceptional” on every evaluation criterion for the HCI Project.
- Awarded USAID’s first Small Business Mentor-Protégé Award for the relationship with WI- HER (Woman-owned small business focused on gender) on the USAID HCI Project.

**Senior Vice President
Institute for Healthcare Improvement (IHI), Cambridge, MA**

Oct 2004 to Nov 2007

Led Strategic Partner Portfolio – key customers focused on innovation, transformation, and large-scale spread.

- Member of the IHI Executive Management Team. Provided subject matter expertise and technical solutions in quality improvement. Grew revenue and evolved Strategic Partner Portfolio from 3 (Ascension Health, HRSA's Health Disparities Collaborative, and Premier Inc.) to 9, adding (Kaiser Permanente, Allina Hospitals and Clinics, DHHS Indian Health Service, NHS Institute for Innovation and Improvement in England, NHS Scotland, and Jonkoping County Sweden). Delivered innovative solutions, yielding improvements at scale for every strategic partner.
- IHI's Board of Director Liaison on disparities, and Co-Chair of the IHI – Kaiser Permanente Endowment Committee for Community Benefits.

Prior Experience: Vice President, Regional Director, & Senior Quality Assurance Advisor of URC; Healthcare Improvement Expert for Harvard University Institute for International Development; Management Consultant for KPMG and UNICEF; Director of Quality for the Palestine Council for Health; Medical Officer at the United Nations Relief and Works Agency (UNRWA), West Bank; and Internal Medicine Clinical Practice, West Bank.

EDUCATION

Master of Public Health (MPH), Health Policy & Management, Harvard T. H. Chan School of Public Health.

Doctor of Medicine (MD), I.M. Sechenov First Moscow State Medical University, Moscow, Former USSR.

SELECTED TEACHING & SPEAKING ENGAGEMENTS

International Society for Quality and Safety; World Health Organization, Bill & Melinda Gates Foundation, National Academies of Science, Engineering, and Medicine; Johns Hopkins Bloomberg School of Public Health.

SELECTED HONORS AND AWARDS

- Member, Advisory Board, Harvard Business Review (August 2024)
- Inaugural Member, Emeriti Presidents Council, Harvard T. H. Chan School of Public Health (July 2024)
- Chair, International Advisory Board to the Palestinian Ministry of Health (July 2024)
- Frontiers in Public Health. Review Editor (June 2024), Member Editorial Board (2015)
- Discussant, European Public Health Preparedness, European Parliament, Brussels, Belgium (March 2024)
- Co-Chair, Salzburg Global Seminar, Salzburg, Austria: Better Preparedness for the Next Pandemic (March 2024)
- Lifetime Membership Award, International society for Quality in Healthcare (ISQua), (August 2023)
- Editorial Board Member, Journal for Healthcare Management Standards, (June 2023)
- Member, International Advisory Board FlaQuM (Flanders Quality Model), (September 2022)
- Member, Board of Directors, Harvard Alumni Association (HAA). (July 2022 -June 2025)
- Member Health Equity Committee, American College of Physicians (April 2022)
- Member, Global Health Equity Network, World Economic Forum (March 2022)
- Three times Alumni Commencement Speaker, Harvard T.H. Chan School of Public Health, and Senior Marshal, Harvard University Commencement, Cambridge, MA (05/2019, 05/2018, 05/2016)
- Elected Inaugural Member of ISQua's International Academy for Quality and Safety - "for excellence of leadership within research, academia, or service delivery in quality and safety in healthcare (10/2018)
- Advisory Board Member, World Health Organization Global Report on Quality and Safety (09/2013-06/2018)
- Harvard T. H. Chan School of Public Health Alumni Association. Immediate-Past President (09/2019-09/2021), President (2017-2019), President-Elect, (2015-2017). Member Alumni Council (2012-2015)
- Co-Chair, Health Systems Global, TWG on Quality in Universal Health Coverage (10/2017-10/2020)
- Chair, Salzburg Global Seminar, Session 565 on "Better Health Care: How Do We Learn About Improvement?" Salzburg, Austria (07/2016). Chair, Salzburg Global Seminar, Session 489 (04/2012)
- Co-Chair, TWG, Quality, Standards, and Regulation, WHO Global Health Workforce Alliance (10/2013 – 10/2015)
- Nominee (one of 64) for SafeCare Magazine's Person of the Year. Editors and Board regard nominees as "contributed significantly toward improving patient safety and healthcare quality across the globe" (04/2015)
- Faculty Member of the Year Award, F1000 Medicine Public Health & Epidemiology, (04/2014)
- Special Recognition Award for Leadership in Global Health Improvement, Asia Pacific Forum on Improving Quality and Safety in Health Care, Auckland, New Zealand (10/2014)
- Elected Fellow, American College of Physicians, FACP (08/2009)