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Summit Faculty Biographies

Scott A. Aebischer, BS, MPH, as Senior Vice President of Customer Service and Product Innovation at HealthPartners in Minnesota, is responsible for serving more than 1.4 million members through several service centers, as well as for overseeing the organization’s product development, marketing/sales systems, market research and strategic information, international development, and overall Web and mobile development. Mr. Aebischer holds a master’s degree in public health administration and a bachelor of science degree from the University of Minnesota.

Daren Anderson, MD, a general internist, is Vice President and Chief Quality Officer at Community Health Center, Inc. (CHCI), where he is responsible for directing quality improvement work across a statewide, federally qualified health center caring for over 130,000 medically underserved patients. CHCI’s quality improvement model features front-line staff engagement and quality improvement tools, including Clinical Microsystems, Six Sigma, and the Lean Toyota Production System. Dr. Anderson is also Director of the Weitzman Quality Institute, a division of CHCI dedicated to research and training in systems redesign and process improvement in safety-net settings. His research focuses on primary care redesign, health disparities, and patient-centered care, and he has published a wide range of articles in peer-reviewed journals.

Bruce Bagley, MD, FAAFP, is Interim President and CEO at TransforMED, a subsidiary of the American Academy of Family Physicians (AAFP) that supports physicians seeking to implement the patient-centered medical home (PCMH) model of care. Dr. Bagley directs overall management of the organization and oversees the strategic development of its product and service lines. Previously, he was the Medical Director for Quality Improvement for both the AAFP and TransforMED, and he has been
a leader at AAFP for many years, serving terms as both President and Board Chair. In nearly 30 years of practice, Dr. Bagley provided the full range of family medicine services in leading a single-specialty, 10-physician family medicine group that became a well-known pioneer in meeting the challenges of managed care, quality improvement, informatics, and patient-centered care. A nationally recognized expert on performance measurement, PCMH office redesign, electronic health records, and health care leadership, Dr. Bagley consults with medical practices and developing delivery systems and remains active in developing and implementing performance measures. He continues to advocate for primary care as the foundation of a redesigned US health care system.

Barbara Balik, RN, EdD, Principal, Common Fire Healthcare Consulting, is also Senior Faculty at the Institute of Healthcare Improvement. Her areas of expertise include leadership and systems for a culture of quality and safety, including patient- and family-centered care, patient experience, systems to improve transitions in care, and transforming care prior to or with optimization of an electronic health record implementation. She works with leaders to develop adaptive systems to excel and innovate in complex organizations, and to ensure sustained improvement and innovation every day. Ms. Balik's publications include the book, The Heart of Leadership, and the IHI white paper on "Achieving an Exceptional Patient and Family Experience of Inpatient Hospital Care," among others. Previously, she served in senior leadership roles at Allina Hospitals and Clinics, United Hospital, and Minneapolis Children's Medical Center.

Maureen Bisognano, President and CEO, Institute for Healthcare Improvement (IHI), previously served as IHI's Executive Vice President and COO for 15 years. She is a prominent authority on improving health care systems, whose expertise has been recognized by her elected membership to the Institute of Medicine and by her appointment to the Commonwealth Fund's Commission on a High Performance Health System, among other distinctions. Ms. Bisognano advises health care leaders around the world, is a frequent speaker at major health care conferences on quality improvement, and is a tireless advocate for change. She is also an Instructor of Medicine at Harvard Medical School, a Research Associate in the Brigham and Women's Hospital Division of Social Medicine and Health Inequalities, and serves on the boards of The Commonwealth Fund, ThedaCare Center for Healthcare Value, and Mayo Clinic Health System-au Claire. Prior to joining IHI, she served as CEO of the Massachusetts Respiratory Hospital and Senior Vice President of The Juran Institute.

Patricia G. Bondurant, DNP, RN, a Program Director at HealthBridge, brings her considerable knowledge and expertise in clinical quality improvement to her work overseeing the $13.75 million grant award for the Greater Cincinnati Beacon Collaboration. The aim of this program is to advance communities' efforts to build and strengthen their health information technology infrastructure and exchange capabilities to improve care coordination and the quality of care and slow the growth of health care spending. Prior to joining HealthBridge, Ms. Bondurant had extensive experience leading improvement efforts to reduce pressure ulcers, ventilator-acquired pneumonia, and central line-associated bloodstream infections across critical care settings. She has also served as a lead faculty consultant on ventilator-acquired pneumonia and as an advisor on an expert panel charged with developing whole system quality measures for children’s hospitals.

Marie Teresa Brown, MD, FACP, a practicing internist, is an Assistant Professor in the Department of Internal Medicine at Rush University Medical Center. She is the current Governor of the Illinois chapter (Northern) of the American College of Physicians. Dr. Brown’s publications include reviews in Mayo Clinic Proceedings, Family Practice Management, and the American Journal of Medicine. She lectures nationally on medication adherence, adult immunizations, and diabetes. Dr. Brown serves on the Board of Directors of the American Board of Internal Medicine and is a member of the Operations Committee of the National Diabetes Education Program sponsored by the US Centers for Disease Control and Prevention and the National Institute of Diabetes and Digestive Kidney Diseases.
Jennifer Bussell, MD, is a Clinical Assistant Professor at Northwestern University’s Feinberg School of Medicine and also serves as the Northern Region Patient Safety Officer for Northwestern Memorial Physicians Group. Previously, she was a Clinical Assistant Professor in the Department of Medicine at the University of Chicago and Associate Program Director of Internal Medicine and Transitional Year Residency at MacNeal Hospital. In that role, Dr. Bussell was involved in the Patient Safety for Life Program, rapid response team reviews, patient quality and safety reviews, near-miss awareness, and the Seven Pillars Program in Illinois. Active with the American College of Physicians, she serves on the Illinois council of that organization and is Chair of its Quality and Patient Safety Committee.

Gina A. Carney is Senior Project Manager for Health Transformation Grants at the Health Collaborative, a regional, multi-stakeholder organization aimed at improving quality, cost, and experience of care in the greater Cincinnati area. She also serves as Acting Director for Cincinnati Aligning Forces for Quality, a signature program of the Robert Wood Johnson Foundation. Prior to joining the Health Collaborative, Ms. Carney brought her focus on building strategic partnerships to her work at several health-related nonprofit organizations, including the Harvard-affiliated Joslin Diabetes Center.

Eleni A. Carr, MBA, LICSW, after joining Cambridge Health Alliance (CHA) as Chief of Medical Social Work, transitioned into the position of Senior Director of Care Integration with the development of CHA’s accountable care organization (ACO). During the 20 years in which she has led human service organizations in the mental health field, Ms. Carr developed programs grounded in a patient-centered, wraparound approach to care. Her interests include organizational development with an emphasis on organizational effectiveness and efficiency, and she is committed to addressing issues of health equity and social justice, especially as they relate to race, gender, and socioeconomic class differences.

Dr. Cawley is an innovative physician executive with 18 years experience in leading and managing physicians and clinical care teams in a variety of academic and healthcare settings. She has presented locally, regionally and nationally on topics such as Open Access, Group Medical Visits, implementation of the Care Model and Team Based Care, Clinical Microsystems, and Practice Redesign. Currently, Dr. Cawley is functioning as the health system’s Chief Medical Information Officer, and leads initiatives in Patient Centered Medical Home, population health and physician leadership.

Dr. Cawley is a graduate of State University of New York at Buffalo. She received her medical degree from the University Of New England College Of Osteopathic Medicine.

Rob Chamberlin, MD, MBA, is a primary care physician at Cambridge Health Alliance (CHA) who works with CHA’s patient-centered medical home (PCMH) development team, focusing on support for clinic-based teams that integrate patient partners into a multidisciplinary practice improvement team. Dr. Chamberlin graduated from Boston University Medical School and did his training at the Brigham and Women’s/Harvard Vanguard Medical Associates primary care program.

Aimee Chevalier, RN, BSN, MHR, Clinical Manager in Ambulatory Administration, Cambridge Health Alliance, provides direction and supports the 12 ambulatory clinic sites in the Alliance’s medical home initiatives. Prior to coming to Cambridge Health Alliance, she served in the US Navy Nurse Corps from 1999 to 2008, overseeing ambulatory and family practice clinics. Ms. Chevalier has a BS degree in nursing from Norwich University and a master’s in human relations from the University of Oklahoma.
Michael A. Chilcoat is affiliated with Partners in Family Health in York, Pennsylvania. After working as a dock worker and Teamster for 38 years, Mr. Chilcoat retired 12 years ago and now works part-time at Sears as a sales associate.

Calvin Chou, MD, PhD, is Staff Physician at the VA Medical Center and Professor of Clinical Medicine and the Academy Chair in the Scholarship of Teaching and Learning at the University of California at San Francisco. As a faculty member of the American Academy on Communication in Healthcare, he is nationally recognized for his efforts in education and research to enhance communication between patients and physicians. Dr. Chou has delivered communication skills curricula for providers at medical centers across the country, including the Mayo Clinic, the Cleveland Clinic Foundation, Stanford University, and New York University.

Ronda Christopher, MEd, OTR/L, LNHA, Executive Director at Healthcare Transformation, leads regional initiatives to help providers and organizations adopt improvement science and organizational change applications in support of transformation efforts. Nationally recognized for her deep knowledge of change management in the clinical setting and her ability to apply improvement science strategies to attain measurable goals, Ms. Christopher has expertise in diagnosing a system’s needs and quickly identifying areas for improvement, redesigning clinical workflows, and enabling clinical staff to use tools that support the highest level of licensure and interpretation of key metrics to provide meaningful decision support for their clients. Previously, she was Director of Quality Improvement and Practice Transformation for the Greater Cincinnati Health Collaborative, Project Director for the Ohio Perinatal Quality Collaborative at Cincinnati Children’s Hospital Medical Center (CCHMC), and Executive Director for Post-Acute Services at Mercy Health Partners.

Dorothy Cilenti, MA, PhD, is a Senior Investigator with the North Carolina Institute for Public Health and a Clinical Assistant Professor in the Department of Maternal and Child Health at the Gillings School of Global Public Health at the University of North Carolina at Chapel Hill. Ms. Cilenti has also served as Local Health Director of Alamance and Chatham Counties and as Interim Health Director for the Orange County Health Department. Prior to working as a senior executive in local public health, she served as Deputy Director of the North Carolina Division of Public Health.

Nan Cochran, MD, is an Associate Professor of Medicine at Geisel School of Medicine at Dartmouth and the Dartmouth Institute for Health Policy and Clinical Practice. She also practices as an internist and geriatrician at the VA Medical Center in White River Junction, Vermont. Dr. Cochran designed and directs the clinical skills course and is co-leading the clinical longitudinal curriculum redesign effort at Geisel School of Medicine. As a faculty member of the American Academy on Communication in Healthcare, she focuses on faculty development and training in the areas of shared decision-making, conflict resolution and negotiation, and motivational interviewing.

Dean Allen Fredriks, PharmD is the Director of Clinical Pharmacy Services for Kaiser Permanente in California. Dean has been involved in the development and spread of Clinical Pharmacy Services for 25 years. 20 years have been with Kaiser Permanente with a clinical pharmacy focus on Anticoagulation care, Oncology care, Primary Care, Population/Disease management, Medication Therapy Management, as well as others. Prior to Kaiser, Dean was involved in clinical pharmacy at the Department of Veterans Affairs as well as with the University of Pacific School of Pharmacy.

Kim A. Fuller, MSW, MBA, CCE, is Administrative Director, Case Management, at the Shawnee Mission Medical Center and Chair of the medical center’s Bioethics Committee. In this role, she has developed Shawnee’s readmissions program, as well as a community-based case management program for frequent visitors to the emergency department, and taken on many
other challenging projects. As a health care leader for 27 years, Ms. Fuller has been involved in the evolution of hospital case management, utilization review, and discharge planning. After developing a special interest in bioethics in the hospital setting, she obtained postgraduate training in bioethics and taught in a clinical ethics certificate program. Ms. Fuller has also taught in the master of social welfare and master of health care administration programs at two local universities.

**Heather K. Gates, MPH**, serves as Director of Western North Carolina (WNC) Programs for the WNC Health Network, a role in which she provides leadership and support for population health and quality programs. Ms. Gates also serves as the Regional Coordinator of WNC Healthy Impact, a partnership and process between hospitals and health departments across a 16-county region to assess and address community health needs. Previously, she worked independently as a public health consultant supporting health promotion and disease prevention efforts across the state of North Carolina.

**Mary Glover, MSN, ANP-BC**, is a nurse-practitioner with over 30 years of clinical experience working with individuals with disability and complex medical conditions. She has been a practicing clinician with Commonwealth Community Care (CCC) (formerly known as Boston’s Community Medical Group) since its inception in 1988, assuming the role of Executive Director in 2004. As a group practice specializing in the care of adults with physical, developmental, and intellectual disabilities, CCC offers a model that could be expanded and made available to more people throughout the state. From 2007 to 2010, Ms. Glover also served as the Clinical Director for the Eastern Massachusetts Region of Commonwealth Care Alliance’s clinical program in senior care options.

**Julie Grant** is Operations Manager at One Medicare, a primary care service provider in the United Kingdom. Her work focuses on the 5S standardization system.

**Karen A. Hacker, MD, MPH**, is Senior Medical Director for Public and Community Health at the Cambridge Health Alliance (CHA) and Executive Director of the Institute for Community Health (ICH), a community research organization dedicated to improving the health of communities. She is an Associate Professor of Medicine at the Harvard Medical School and at the Harvard School of Public Health. Dr. Hacker has more than 20 years of experience in collaborating with community partners and working as a public health leader, health care administrator, primary care physician, and researcher taking a community-based participatory research (CBPR) approach to catalyzing change and solving public health problems. She leads the Population Health Workgroup for the CHA transformation into an accountable care organization. Dr. Hacker is an internist and adolescent medicine specialist who sees patients at Broadway Pediatrics.

**Janet L. Hamilton**, is Deputy Director for Project Access Now, a nonprofit connecting low-income uninsured individuals to donated health care services. In this role, she is responsible for program development, operations, staff supervision, strategic planning, budget administration, relationship management with strategic partners, and IT infrastructure development. Previously, Ms. Hamilton was Director of Information Systems for Columbia United Providers. She has also had an extensive career in health care management consulting to national and regional health care services companies, providing strategic planning, systems analysis, change implementation, project management, training and development, business process redesign, leadership, coaching, and meeting facilitation.

**Martha Hayward**, Lead for Public and Patient Engagement, Institute for Healthcare Improvement, is a founding board member of the nonprofit Women's Health Exchange. As a cancer survivor herself, she served on the Patient and Family Advisory Council of Dana-Farber Cancer Institute in Boston. Her career experience includes over 20 years in marketing and
fundraising in the areas of health, politics, and education. As a partner at Donovan & Vicenti, a branding and web design firm on Boston's North Shore, Ms. Hayward works with a variety of small businesses and nonprofits. As Executive Director at The Partnership for Healthcare Excellence, she brought a particular focus on, and considerable experience in, the area of patient advocacy.

**Erin Holve, PhD, MPH, MPP,** as Senior Director at AcademyHealth, directs the organization’s work on analytic methods and research resources for the field of health services research (HSR). She also serves as Principal Investigator of the Electronic Data Methods (EDM) Forum, funded by the Agency for Healthcare Research and Quality (AHRQ), as well as the National Library of Medicine–funded HSRProj (Health Services Research Projects in Progress). She holds a PhD in public health from the Bloomberg School of Public Health at Johns Hopkins University and master's degrees in public health and public policy from the University of California at Berkeley.

**Mara H. Huberlie, MA,** is the Director of Project Implementation at the Greater Nashua Mental Health Center. For the past three years, she has directed the agency’s Primary and Behavioral Health Care Integration Project, funded by the Substance Abuse Mental Health Services Administration (SAMSHA). Ms. Huberlie has extensive experience in securing funding and developing and implementing innovative programs in the nonprofit human services arena.

**Claude-Alix Jacob,** as Chief Public Health Officer for Cambridge, Massachusetts, is responsible for managing all aspects of the city’s Public Health Department, including public health planning, service delivery, and regulatory activities. Previously, Mr. Jacob was Deputy Director of the Office of Health Promotion at the Illinois Department of Public Health, where he oversaw health promotion activities related to chronic disease prevention, oral health education, children’s health, and injury prevention. Mr. Jacob also served as Chief of Baltimore’s Bureau of Disease Prevention and Control and as Director of Community Affairs at the Sinai Community Institute. Mr. Jacob serves on the boards of several public health organizations, as well as on the community advisory board of the Harvard Clinical and Translational Science Center. A past national chair of the Black Caucus of Health Workers of the American Public Health Association, he chairs the NACCHO Survive and Thrive Workgroup and is a Certified Site Visitor for the Council on Education for Public Health.

**Robert C. Joseph MD, MS,** is Director of the Cambridge Health Alliance’s Consultation-Liaison and Primary Care Behavioral Health Service and an Assistant Professor at the Harvard Medical School. He has also worked as a consult psychiatrist in both inpatient and ambulatory sites for the past 20 years at Cambridge Health Alliance. Dr. Joseph developed an ambulatory mental health service that has been integrated into 12 primary care clinics. The mission of the service is to extend access to psychiatric care to patients who cannot access traditional mental health services and to help primary care providers manage the mental health needs of their patients. In addition to his clinical work, Dr. Joseph has taught aspects of general and consultation psychiatry and integrated mental health care to psychiatric and primary care residents and fellows in psychosomatic medicine.

**Barbara L. Joyce, PhD, RN, CNS, ANEF,** Associate Professor of Nursing at the University of Colorado in Colorado Springs, has been lauded for her academic leadership in collaborative education and practice. The action-oriented interprofessional learning experiences she creates for her students have resulted in financial agreements and joint appointment contracts. Dr. Joyce has served as a member and as chair of the Board of Directors of the Research Workgroup of the Public Health Nursing Association of Colorado and as a member of the Board of Directors of the Association of Community Health Nurse Educators. Dr. Joyce's leadership and expertise have also had an impact on international nursing education outcomes in her work as an international consultant with Universidad Juárez Autónoma. She is a fellow of the National League of Nursing Academy of Nursing Education.
Boris Kalikstein, Vice President of Strategic Support at Clinica Family Health Services. Graduated from Colorado School of Mines with a degree in Mathematics and Computer Science with a minor in Electrical Engineering. Worked as a software engineer for Lockheed Martin prior to moving to being a Strategy Program Manager and Executive Consultant for Kaiser Permanente. Implemented panel management concepts at Kaiser including provider continuity and advanced access. Won Service Project of the Year award for the advanced access implementation. In the current role of VP of Strategic Support, I’m responsible for Information Technology, Business Intelligence, Process Improvement and Training. Focused on developing and implementing the strategic vision for Clinica Family Health Services.

Erin P. Kane, MD, a family physician in Dallas, works with Baylor Community Care, the charitable arm of the Baylor Health Care System. Her clinical interests include a focus on care for underserved populations and the development of community health worker programs to improve health outcomes. She did her residency at Thomas Jefferson University Hospital in Philadelphia and completed a faculty development fellowship at Christiana Care in Wilmington, Delaware.

Sheila K. Kee, in her role as Chief Operating Officer of Niagara Falls Memorial Medical Center, is working to transform the hospital from a traditional safety-net hospital into a center for community health. Ms. Kee’s extensive background in health care includes having served as Chief Executive Officer of two western New York hospitals. She gained invaluable insight and expertise in community health matters through her work as an Associate Commissioner of the New York State Department of Health and as Chief Executive Officer of the Community Healthcare Association of New York State.

Christine Klucznik, MS, RN, Associate Chief Nurse, is responsible for nursing practice in the ambulatory clinics at Cambridge Health Alliance. She has served for more than 25 years in a nursing executive role in a variety of academic and community settings. Ms. Klucznik is President-Elect of the Organization of Nurse Leaders in Massachusetts and Rhode Island and is currently pursuing a doctorate of nursing practice at the University of Massachusetts Graduate School of Nursing.

John Krueger, MD, is Medical Director of Quality for Iowa Physicians and Clinics, an affiliate care division of Iowa Health Systems with more than 500 physician members. Dr. Krueger is also a Vice President of Iowa Physicians and Clinics. As a board-certified family physician, he focuses his efforts on patient-centered care delivery, innovation and reliability science. Dr. Krueger was a George W. Merck Institute for Healthcare Improvement Fellow in 2010–2011.

Mara Laderman, MSPH, a research associate at the Institute for Healthcare Improvement (IHI), is a member of the IHI Research and Development team, for which she conducts research initiatives and develops content to inform IHI’s program offerings, with a particular focus on vulnerable populations and behavioral health. Prior to IHI, she managed the National Latino and Asian American Study, a nationally representative psychiatric epidemiologic survey that investigated the effect of social and environmental factors on the mental health outcomes of Latinos and Asian Americans. Ms. Laderman received a Master of Science in Society, Human Development, and Health from the Harvard School of Public Health.

Catherine Lauridsen received her BSN from Washburn University, where she is currently working on her master’s degree in the Clinical Nurse Leader program. She has worked in several clinical areas within nursing, including neonatal intensive care and acute cardiac and neurological care, and also has experience in community health education and school nursing. Presently she is employed by Shawnee Mission Medical Center in Shawnee Mission, Kansas as a Transitions Care Coach. Catherine lives in Lawrence, Kansas.
Cristin Lind, BA, is a Family Leader and Project Associate for the Children's Health Insurance Program Reauthorization Act (CHIPRA) representing Massachusetts Family Voices, a project of the Federation for Children with Special Needs. In her leadership work, she strives to create authentic partnerships and collective empowerment between families and health care professionals to ensure that parents' and families' perspectives are part of the design, implementation, and evaluation of the health care transformation process. Ms. Lind is also a consultant to health care practices and community health care organizations seeking to include patients and families in their practice improvement teams.

Isabelle “Izzy” Lopes, MSW, MPH, is Project Manager for Patient-Centered Medical Home (PCMH) Development at Cambridge Health Alliance, where she works with several primary care sites on practice transformation and innovation projects. Before taking this position, Ms. Lopes coordinated several high-level policy initiatives in Boston, including the oft-cited Mayor’s Task Force for Improving Access to Primary Care for Boston Residents.

Beth Lown, MD, is Associate Professor of Medicine, Harvard Medical School, and a general internist at Mount Auburn Hospital. In 2010, Dr. Lown became the first Medical Director of the Schwartz Center for Compassionate Healthcare, an independent, nonprofit organization within the auspices of Massachusetts General Hospital dedicated to strengthening the relationship between patients and health care professionals and promoting compassionate health care. Dr. Lown collaborates with national partners in health care communication and medical education. Her career path has been guided by a commitment to fostering health professionals’ empathy and compassion and honoring the dignity and uniqueness of those who seek care.

Bob Matthews is President and CEO of MediSync, a company that has served as the management team for over 125 medical groups across the USA, providing them with electronic health records and other management infrastructure and processes. Through the MediSync relationship, he was the Executive Director of PriMed Physicians, a multispecialty group. Mr. Matthews has worked with many groups nationwide that are involved in improving medical group performance. Using his Black Belt training in the Six Sigma quality approach, he has led several project teams in efforts to improve outcomes in hypertension, diabetes, lipids, asthma, and osteoporosis.

Debra McGill, RN, is Population Health Manager at Maine Medical Partners in Scarborough, Maine. Developed the organization's primary care based Care Transitions Program in May 2010. Extensive background in home health care.

Glenda Meeks is the Manager of Clinical Care Coordination for the P2 Collaborative of Western New York. In this role, she provides oversight for the clinical aspects of all ambulatory quality improvement initiatives and serves as a leader in building collaborative practice teams to improve clinical performance and quality outcomes. With over 30 years of experience in health care, Ms. Meeks has held various positions — as a Nurse Manager, as a Manager for Quality Improvement, and as Director of Community Health Services for a large health care system in western New York.

Diane E. Meier, MD, is Director of the Center to Advance Palliative Care (CAPC), a national organization devoted to increasing the number and quality of palliative care programs in the United States. Under her leadership, the number of palliative care programs in US hospitals has more than tripled in the last 10 years. Dr. Meier is also Vice Chair for Public Policy, Professor of Geriatrics and Palliative Medicine, and Gaisman Professor of Medical Ethics at the Mount Sinai School of Medicine. In 2009–2010, she was a Health and Aging Policy Fellow in Washington, DC, and she was recognized in 2010 by
HealthLeaders as one of 20 "Americans Who Make Healthcare Better." Dr. Meier received a MacArthur Foundation "genius award" in 2008.

**Kirsten Meisinger** has been a family doc at the Union Square Family Health Center, a 2012 Robert Wood Johnson recognized exemplary practice, since 1999 and Medical Director since 2008. She led the practice through two Medical Home collaboratives and to level 3 NCQA recognition. Perhaps most importantly, she and the staff at Union Square have worked together to create a safety net primary care practice in which staff and providers are happy, and enjoy their work. Patient satisfaction data indicates that the patients in the practice are pretty happy with the care as well.

**John J. Messmer, MD,** is Associate Professor of Family and Community Medicine at Pennsylvania State College of Medicine, where he also serves as Medical Director of the Pennsylvania State Hershey Medical Group, a level 3 medical home certified by the National Committee for Quality Assurance (NCQA), and as Associate Vice Chair for Inpatient Medicine with responsibility for managing the family medicine inpatient service. Dr. Messmer has been part of the development team and serves as a faculty member for a course at Pennsylvania State College of Medicine to train third- and fourth-year medical students in the principles of the patient-centered medical home (PCMH) during a six-month longitudinal experience. He has lectured regionally and nationally on the importance of the patient’s perspective within the PCMH, as well as on the implementation of chronic disease registries in the medical home.

**Andrew Morris-Singer, MD,** President and Co-Founder of Primary Care Progress (PCP), is a primary care clinician, educator and advocate who works actively in the space of primary care revitalization. As the President of Primary Care Progress, Dr. Morris-Singer has been instrumental in igniting an interprofessional, trainee-led, grassroots movement to reform primary care delivery and training. Though only in its second year, PCP has chapters at 22 health professional training institutions across the country. The organization has provided advocacy training and coaching to leaders of these chapters, as well as campaigned widely for greater awareness of the pressing need for revitalizing the primary care pipeline. In addition to leading Primary Care Progress, Dr. Morris-Singer writes and speaks regularly on the topics of primary care community advocacy, utilizing organizing strategies to advance primary care clinical innovation and the critical role of trainees in the revitalization of primary care. Dr. Morris-Singer is a frequent blogger and has been sought after as an expert by mainstream media outlets including NPR, CNN and The New York Times. He has been invited to speak at academic medical institutions across the country and numerous professional conferences. Dr. Morris-Singer is a former community organizer and trainer, with over 15 years of advocacy experience. He is Board-certified in Internal Medicine and works as a primary care physician at a new patient-centered medical home practice in Boston. He is an Instructor in Medicine at Harvard Medical School and lives in Cambridge, MA.

**Michael S. Oleksyk, MD,** board-certified in internal medicine, serves as Vice President of Medical Affairs and Chief Medical Officer for Baptist Health Care. He also continues to practice as a hospitalist for the health system, following his passion for delivering care to patients and families. Dr. Oleksyk provides leadership and expertise on behalf of the Baptist Leadership Group not only to the hospital but also to its health system partners across the country, focusing specifically on physicians and senior leadership teams as he speaks and provides coaching on physician engagement to achieve patient-centered outcomes. He is a national speaker for the practice and shares his experience as a physician and leader to help colleagues embrace strategies and tactics to create and sustain a culture that is centered on the patient.

**Bobbi Outten, MA, LPC, FWWI,** joined Southcentral Foundation’s Family Wellness Warriors Initiative (FWWI) as a volunteer when it first began and now serves as FWWI’s Clinical Director. A licensed professional counselor and former board member of Standing Together Against Rape (STAR), Ms. Outten is determined to end domestic violence, child sexual abuse,
and child neglect in Alaska. She has chosen to share her own story of domestic violence as a contribution to breaking the silence around issues of abuse and also in the hope of helping others find their voices and the courage to stand against violence. She recently coauthored an article on FWWI's healing work that was published in the Family and Community Health Journal.

Wilson D. Pace, MD, FAAFP is a Professor of Family Medicine and the Green-Edelman Chair for Practice-based Research at the University of Colorado. He is the director of the American Academy of Family Physicians National Research Network (AAFP NRN) and the CEO of the DARTNet Institute. His research has focused on practice reorganization, practice-based research methodology, electronic data collection and patient safety. His projects have helped to create the framework for a consortium of multiple electronic health record (EHR) enabled networks, the DARTNet Collaborative, involving over 3500 primary care clinicians.

Michael Lynn Paustian, PhD, MS, Health Care Manager in the Department of Clinical Epidemiology and Biostatistics at Blue Cross Blue Shield of Michigan, works on developing and evaluating clinical programs, including the Patient-Centered Medical Home Program and similar programs developed for specialist physicians. Prior to joining Blue Cross, Dr. Paustian worked as a maternal and child health epidemiologist at the Michigan Department of Community Health with a focus on pediatric health services, particularly for children with special health needs. Dr. Paustian received his MS in epidemiology from the University of Iowa and his doctorate in epidemiological science from the University of Michigan.

Jerry Penso, MD, MBA, is Chief Medical and Quality Officer for the American Medical Group Association (AMGA), where he works to design, develop, and implement AMGA initiatives related to quality management and research on behalf of the membership. Dr. Penso oversees the efforts of the AMGA’s philanthropic arm, the American Medical Group Foundation (AMGF), and plays a key role in the quality initiatives of the AMGA’s for-profit informatics and analytic company, Anceta, LLC, a collaborative data warehouse. In addition, he contributes to setting goals consistent with the AMGA’s organizational strategic plan and serves as a member of the AMGA strategic planning team.

Nitzali Rivera, LPN, is a Licensed Practical Nurse who has been employed by the Cambridge Health Alliance at two facilities: the Union Square Family Health Center as a medical assistant, and the Malden Family Medicine Center as an LPN. Ms. Rivera is a member of the Robert Wood Johnson Foundation Medical Home Project and also a member of the planned care coordination patient counseling team at the Malden Family Medicine Center.

Krisa Ryan leads research and design efforts around "smart space" interventions aimed at improving patient outcomes while reducing clerical burden and improving situational awareness. She's worked on projects related to delivery of care for pediatric patients, patients undergoing dialysis and patients requiring enteral feeding. Krisa holds a B.F.A. in Industrial Design from Rhode Island School of Design, and is trained in Wellness Coaching from Mayo School of Health Sciences.

Hanna B. Sherman, MD, is Program Director, Health Care, for the Center for Courage and Renewal, a nonprofit organization dedicated to nurturing personal and professional integrity and the courage to act on it. In helping organizations develop safe and trustworthy spaces for personal and professional growth, positive change, and improvement, Dr. Sherman has worked with Mayo Clinic Florida, Mission Health System, and Cambridge Health Alliance, among other organizations. Since 2008, she has co-led Courage to Lead®, a Center for Courage and Renewal retreat series for the professional and personal development of leaders in health care and other serving professions. Dr. Sherman has consulted with health care organizations on leadership
development and relationship-centered organizational transformation, and she writes and speaks nationally about professional formation and relational trust in organizations.

**Amy N. Ship, MD,** is a primary care physician and educator at Beth Israel Deaconess Medical Center (BIDMC) and Assistant Professor of Medicine at Harvard Medical School. She directs two yearlong clinical courses at Harvard Medical School and the Program for Humanism in Medicine in the Department of Medicine at BIDMC, and she teaches communication skills to house officers and faculty. Since 2007, Dr. Ship has led workshops for clinicians using literature to discuss complex issues and enhance empathy. She facilitates the Literature and Medicine Program sponsored by the Massachusetts Council for the Humanities at BIDMC and the Brigham and Women’s Hospital. Dr. Ship is a Fellow in Training at the American Academy on Communication in Healthcare.

**John P. Sloan, MD,** is a family physician with a special interest in the frail elderly. He is also a Clinical Professor with the Division of Community Geriatrics of the Family Practice Department at the University of British Columbia. In addition to publishing Protocols in Primary Care Geriatrics, Dr. Sloan has produced two videos on geriatrics, organized and taught in over 100 courses and conferences in Canada, the USA, and Europe, and written up the results of original research in several of his 17 articles on the elderly.

**Christine A. Snead, RN, CPHQ,** is Nurse Manager, Care Coordination, for the Baylor Quality Alliance Network and Health Texas Provider Network, a 590-physician multispecialty medical group affiliated with Baylor Health Care System. In this role, she leads two care coordination programs for high-risk patients, one led by nurses and the other by community health workers. Ms. Snead has developed several community health worker programs for the underserved and is interested in the potential of community health workers as peer educators and patient navigators. Previously, she developed several disease management programs during her 15-year career in the medical device and pharmaceutical industry. Ms. Snead is a Certified Professional in Healthcare Quality.

**Claire Snyder, PhD,** is Associate Professor of Medicine, Division of General Internal Medicine, at the Johns Hopkins School of Medicine, with joint appointments in oncology and health policy and management at the Bloomberg School of Public Health. Her research on the quality of cancer care focuses on quality of life for cancer patients undergoing treatment and coordination of care for cancer survivors. Dr. Snyder is a former board member of the International Society for Quality of Life Research. She is also active in the American Society of Clinical Oncology (ASCO), where she has served on the Clinical Practice Guidelines Committee and currently serves on the Quality of Care Committee.

**Donna Stevens, BS,** is the Program Director of OACIS (Optimizing Advanced Complex Illness Supports) at Lehigh Valley Health Network. OACIS is the Palliative Medicine service which includes an inpatient consult service, a robust home-based palliative medicine service, and the beginnings of clinics/office-based palliative medicine. She received her Bachelor of Science degree in Occupational Therapy from Elizabethtown College. Her background includes skilled nursing facility occupational therapy administration and inpatient psychiatry program administration. Her passion lies in creating teams and structures to support others.

**Brad Stuart, MD,** is Chief Medical Officer for Sutter Care at Home, the largest home care and hospice provider in Northern California, and he has worked with hospice and palliative care services at Sutter Care at Home for 19 years. Dr. Stuart founded the Advanced Illness Management (AIM) program, which integrates hospitals, medical groups, and home- and community-based care.
based services to improve care and reduce costs for patients with late-stage chronic illness. Previously, he provided primary care in internal medicine for over a decade. The lead author in 1996 of national Medicare hospice eligibility criteria for noncancer disease, he has also written many book chapters and articles and lectured internationally on the medical, psychosocial, and spiritual issues associated with serious illness. Dr. Stuart was voted “Physician of the Year” in 2007 by the California Association for Health Services at Home and is a founding board member of the Coalition to Transform Advanced Care.

Anil Thapliyal, BSc, MEd, JP, NZAC, Chief Executive Officer, HealthTRX Limited, has worked in a variety of leadership roles ranging from organizational management to research to practice as a family therapist in the mental health sector in New Zealand. He is widely known for his entrepreneurial expertise in establishing partnership frameworks in a niche area of mental health services: online screening and treatment programs for primary care. Mr. Thapliyal’s online programs have made positive changes to the ways in which mental health service users engage with primary care in New Zealand.

Douglas N. Thompson, MPP, as Chief Administrative Officer for Accountable Care Organization (ACO) Development at the Cambridge Health Alliance (CHA), is leading the development and implementation of the strategic business plan that will transform CHA into an ACO. During his tenure, CHA has become a national model for the development of ACO safety-net delivery systems. Previously, Mr. Thompson was Vice President of Finance at Network Health, a Medicaid health plan, and Chief Financial Officer for the Commonwealth of Massachusetts Office of Medicaid. In the latter capacity, he developed and oversaw a $9 billion budget during an acute recession without reducing eligibility or services.

Tara Timothy, BS, received her BS in Marketing and Finance from the University of Oregon. Her work experience has included community outreach and relations, public relations, product development and marketing and branding. Tara's entrance into the health care field took place 12 years ago. Over the course of her time with Providence Health & Services (a regional system of health care facilities, providers and services in Oregon, Washington, Montana, Alaska, and California), she has served as a Providence director in marketing and communications, volunteer services and Providence Cancer Center's program development; cancer projects and outreach.

Jonathan Tolentino, MD, is Assistant Professor of Clinical Medicine and Pediatrics at the University of Cincinnati/Cincinnati Children’s Hospital Medical Center, and he practices at the medical center’s Internal Medicine–Pediatrics Clinic. He is also an Associate Program Director and Key Faculty for the Internal Medicine–Pediatrics Residency Training Program and Director of Quality Improvement Education for the Med-Peds Residency Program. Dr. Tolentino directs the quality improvement efforts at the Internal Medicine–Pediatrics Clinic, as well as the clinic’s ED Alert project to improve post-emergency room visits and reduce readmission rates. He was instrumental in the practice transformation that led to the clinic’s recent recognition by the National Committee for Quality Assurance (NCQA) as a level 3 patient-centered medical home (PCMH). Besides his quality improvement work, Dr. Tolentino cares for adult survivors of pediatric cancers and focuses especially on improving the quality of care for pediatric patients with special needs as they transition to adult care.

Sheila R. Tumilty, MA, Project Manager for Quality at Iowa Health Physicians and Clinics (IHPC), an affiliate of Iowa Health System, has worked in all aspects of the health care field. Trained as a medical assistant, she has worked at IHPC in patient care and systems training. Ms. Tumilty has also managed four rural health clinics and recently led system initiatives as a Project Manager for Quality in the Cedar Rapids region.
Mark D. Valenti, is a Quality Improvement Specialist and Project Manager with the Pittsburgh Regional Health Initiative (PRHI), one of the first regional collaboratives of medical, business, and civic leaders organized to address health care safety and quality improvements. He is also the Pennsylvania Project Manager of the Partners in Integrated Care (PIC) initiative: a collaborative, multistate effort to identify and address depression and unhealthy substance use as part of routine primary care. Before joining PRHI, Mr. Valenti served in the University of Pittsburgh Medical Center (UPMC) Health System as Administrative Director of the UPMC Shadyside Family Health Center and Residency Program, where he was responsible for strategic planning, staff development, quality improvement initiatives, and operations. Mr. Valenti is a trainer and coach for the Minority AIDS Initiative, a two-year program to reach out to HIV-positive individuals lost to care. He has also been a researcher with the UPMC Western Psychiatric Institute and Clinic through its Depression/Manic Depression Prevention Clinic, Alcoholism and Family Interaction Project, and Center for Autism Research.

Kyle Vath, RN has served as Clinical Coordinator at Crossroad Health Center in Cincinnati, Ohio since January, 2012. Prior to his time at Crossroad, Kyle worked in various healthcare settings including critical care (as a staff nurse), long-term care (as a nursing manager, director of nursing, and licensed nursing home administrator), and in Tanzania, East Africa as a hospital administrator of a mission hospital. Kyle has a passion for care coordination for the poor and underserved and is working to develop programs and systems to improve the quality of care for patients with complex needs while decreasing costs to the healthcare system. Kyle is a Cincinnati-native and received his Bachelor of Nursing from Harding University in Searcy, Arkansas.

Melissa Wendland brings over 20 years of healthcare experience to her work at Finger Lakes Health Systems Agency. As Associate Director of Planning and Research, Melissa coordinated the 2012 community-wide submission that was awarded $26.6M to the Finger Lakes Region from the Center for Medicare and Medicaid Innovation as part of the Affordable Care Act Partnership for Patients. The focus of the CMMI grant is to reduce hospital admissions and ED visits through supporting primary care redesign while integrating home and community based services. Melissa also lead a team of hospitals and home care agencies in 2011 on behalf of community partners to receive a $3.2M award from CMS that aims to improve care transitions for high risk Medicare beneficiaries. Melissa’s accomplished facilitation and interpersonal skills distinguish her as an effective leader as she aims to develop trust and collaborative relationships among community partners. Melissa has presented at the European Association for Communication in Healthcare, the American Association for Communication in Healthcare, the Annual Academy Health Research meeting in Washington, and conducted webinars for IPRO and Dorland Health. Melissa’s most recent qualitative research appeared in the June 2012 Journal of Academic Medicine, The Impact of a Program in Mindful Communication on Primary Care Physicians.

Rachel Wheeler, MD, serves as Vice Chair of the Department of Family Medicine and as Ambulatory Quality Director for the Cambridge Health Alliance (CHA). She is a practicing family physician at Union Square Family Health Center, an award-winning community health center that she cofounded in 1997. Dr. Wheeler leads a multidisciplinary, team-based-care workgroup that is working on streamlining and spreading common ambulatory work processes across the CHA.

Phil E. Yphantides, MD, served for several years as Outpatient Medical Director for a network of community clinics before joining Sharp Rees-Stealy Medical Group in 2006. Dr. Yphantides has served as Chairman of Clinical Guidelines and as Physician Champion for Sharp Rees-Stealy’s Hypertension and Diabetes Quality Programs. He has also served on the group’s board of directors and is now Chairman of the Urgent Care Department. Dr. Yphantides has a contagious passion for improving the quality, efficiency, and empathy of care delivery to patients.
Kathryn Walker Zavaleta, FACHE, is Senior Health Systems Engineering Analyst at the Mayo Clinic in Rochester, Minnesota. She has more than 25 years of broad leadership experience in healthcare delivery and quality management. Ms. Zavaleta has served as both an internal and external consultant in diverse healthcare systems, including regional healthcare systems, military healthcare, and community hospitals. Her executive experience includes management oversight for regulatory compliance and strategic quality planning. She also holds certifications as a Master Black Belt in Lean Six Sigma and is a Certified Manager of Quality and Organizational Excellence.

Claudia Zayfert, PhD is a licensed clinical psychologist and Associate Professor of Psychiatry at The Geisel School of Medicine at Dartmouth. Her work has focused on optimizing delivery of evidence-based treatment for behavioral health disorders. Currently she has been developing a computer-guided treatment for posttraumatic stress disorder, for which she has received support from the US Department of Defense. As a co-founder of PTSD Tech Solutions, LLC, she has been involved in developing mobile technologies to increase accessibility of evidence-based treatment for behavioral health problems in a range of healthcare settings.