

Advancing Care Coordination and Integration between Community Health Centers & Hospitals to Achieve the Triple Aim

Learning Session One

June 3, 2014

FACULTY BIO'S (REVISED)

Amy Boutwell, M.D., M.P.P.

CEO, Collaborative Healthcare Strategies

Amy Boutwell, M.D., M.P.P., founded Collaborative Healthcare Strategies to pursue work aligned with the opportunities created by the Affordable Care Act, the CMS Center for Innovation and the [Partnership for Patients](#), specifically with the goal of engaging thousands of communities across the nation to work across settings and sectors to improve healthcare delivery. Dr. Boutwell was the co-designer of the Institute for Healthcare Improvement's STAAR Initiative (State Action on Avoidable Readmissions), known best for its emphasis on cross-setting, multi-stakeholder approaches to improving transitions in communities. Dr. Boutwell currently advises state and national efforts focused on achieving the three-part aim, and works at the intersection of all best practices and approaches to improve care transitions, without exclusive adherence to one particular model – taking the best from what is known to be effective, practical and efficient in improving care transitions.

Dr. Boutwell is a graduate of Stanford University, Brown University School of Medicine and the Harvard Kennedy School of Government, where she received a master's degree in public policy and the Robert F. Kennedy Award for Excellence in Public Service. Dr. Boutwell is a practicing physician at Newton-Wellesley Hospital, attends on the medicine teaching service at Massachusetts General Hospital and is an Instructor in medicine at Harvard Medical School.

Cindy Hupke, BSN, MBA

Director, Institute for Healthcare Improvement (IHI)

Cindy Hupke, BSN, MBA, is a Director within the Institute for Healthcare Improvement (IHI) and is a content lead for IHI's Triple Aim for Population Health. Her focus over the last 15 years has focused on leading large, strategic population health initiatives to improve population outcomes at scale, with a particular focus on reducing disparities and inequities. Those initiatives included the U.S. Department of Health and Human Services Health Resources and Services Administration's Health Disparities Collaboratives and the Indian Health Service's Improving Patient Care Collaboratives. Her work with these initiatives has reached more than 800 health centers and clinics across the United States. She developed and leads the IHI seminar on the Transformation of Primary Care Practices and is an active participant in ongoing development of leadership and spread content within IHI.

Grace Wang, PhD

Senior Researcher, American Institutes for Research

Grace Wang is a health services and policy researcher with primary interests in evaluating and measuring public health programs on health, experience, and cost outcomes. Dr. Wang is Co-Director of the American Institute for Research's Triple Aim Measurement Instrument development initiative (funded by the Blue Shield of California Foundation). Dr. Wang has led mixed method studies to understand the adoption of new technologies in health care systems, the effectiveness of public private partnerships on community mental health services, and health care transitions experienced by youth with disabilities. Dr. Wang also has experience conducting economic evaluations and decision modeling to examine prevention of cancer and changes in quality adjusted life years in relation to costs. She has synthesized and translated findings into guidance for researchers and decision makers, including state and federal-level policy makers. Dr. Wang holds degrees from the University of Pennsylvania, The George Washington University, and the University of Washington.

Rachel Wick
Program Officer, Blue Shield of California Foundation

Rachel Wick is a program officer for the Foundation's Health Care and Coverage program. In this role, she supports the Foundation's grantmaking and programmatic work related to improving access to healthcare services for the underserved, and strengthening systems of care in California's safety net.

Prior to joining the Foundation, Ms. Wick was the director for policy, planning and special projects at the Consumer Health Foundation, a private health foundation in the Washington, D.C. region. She led the development, implementation, and evaluation of the Foundation's strategic plan.

She also previously served as a program officer at the Consumer Health Foundation, where she managed the grants portfolio and provided program design, evaluation, and capacity-building support to nonprofits.

She chaired the Health Working Group of the Washington Regional Association of Grantmakers and served on the Greater Washington Workforce Development Funders Collaborative. Rachel was an active member of the Regional Primary Care Coalition.

Ms. Wick was selected as a 2010 Terrence Keenan Emerging Leader in Health Philanthropy Fellow by Grantmakers in Health. She holds a bachelor's degree in philosophy from the College of St. Benedict and an MPH in health management.

Lisa Payne Simon, MPH
Senior Advisor to Blue Shield of California Foundation

Lisa Payne Simon is a Senior Advisor and Consultant to health foundations and healthcare quality improvement initiatives throughout the nation. Ms Simon provides grant program design, management and evaluation services. She has designed and managed learning collaboratives, including serving as Program Director of the California Healthcare-Associated Infection Prevention Initiative (CHAIFI - a program of the Blue Shield of California Foundation). CHAIFI was a 55 hospital collaborative working on improved clinical process and technological

innovation aimed at reducing hospital-acquired infection. Ms. Simon also evaluates learning collaboratives and their impact. In her role as Senior Advisor, Ms. Simon provides strategic direction, program development, and grantmaking support to health funders across the nation. Her areas of content expertise include healthcare delivery, quality improvement, health information technology, health services research, organizational capacity building, project and program management, and all aspects of foundation grantmaking.

Ms. Simon was formerly Director of the Blue Shield of California Foundation's Health and Technology program (a \$7.5M annual grantmaking program). Ms. Simon also held a number of positions at the California HealthCare Foundation, including Senior Program Officer and Deputy Director of the Quality Initiative. Prior to that, she was Manager of Medical Outcomes Research with Blue Cross of California. Ms. Simon holds a Bachelor of Arts from Brown University and a Master's in Public Health with a concentration in Epidemiology and Biostatistics from the University of California, Berkeley.

**Rachel Tobey, MPA
Director, JSI San Francisco**

Rachel Tobey is the Director of JSI's San Francisco office. John Snow, Inc. (JSI) is a public health research and consulting organization with a focus on vulnerable populations. For 16 years, Ms. Tobey has worked in large integrated delivery systems and community health clinics to improve cost effectiveness, quality, access and ultimately health of populations. Since 2011, Ms. Tobey has been engaged with California Primary Care Association and California Association of Public Hospitals and Health Systems to shape and advance a comprehensive payment reform strategy for California Federally Qualified Health Centers.

Ms. Tobey is also an investigator on an RWJF grant studying emerging safety-net accountable care organizations nationally and a Blue Shield of California Foundation grant studying advancing whole-person-centered care in the safety net in California.

Ms. Tobey holds a Bachelor of Arts from Stanford University and a Master's in Public and International Affairs from Princeton's Woodrow Wilson School.

**Ogo Nwosu, RN, MSN, MBA
Care Coordination Manager, Partnership HealthPlan of California**

Ogo Nwosu is Care Coordination Manager at Partnership HealthPlan of California. Partnership HealthPlan of California is a well-respected MediCal and MediCare Managed Care organization serving over 400,000 members in 14 California counties: Napa, Solano, Yolo, Sonoma, Marin, Mendocino, Del Norte, Humboldt, Lake, Lassen, Modoc, Shasta, Siskiyou and Trinity. Ms. Nwosu is a graduate of Maryland School of Nursing where she obtained both a Bachelor of Science (BSN) and Master of Science (MSN) in Nursing. She has a Masters Degree in Business Administration (MBA) from the University of Baltimore. She has spent 20 years in healthcare having served in various roles for the Department of Defense Health System, Kaiser Permanente, and the V.A. Health Administration. Her major professional interests are care coordination by managing patients through the healthcare continuum, and assisting individuals to become engaged and proactive within the healthcare system through the utilization and

advocacy of the Patient Activation Measure (P.A.M.) tool, Motivational Interviewing, and Advance Care Planning.

Kathy Neal, RN, BSN, MEd
Chief Health Services Officer, Central California Alliance for Health

Kathy is the Chief Health Services Officer for Central California Alliance for Health, a managed Medi-Cal health plan serving 254,000 beneficiaries in three rural and underserved counties in Northern California. In this role, she is responsible for overseeing health services, including utilization management, behavioral health integration, population management, quality improvement, and pharmacy. She has extensive senior hospital and health plan operations experience, most recently from her work providing senior strategic health plan leadership in the Central Valley with Kaiser Permanente, preceded by hospital operations experience in Chief Operating Officer and Chief Nursing Officer positions for both profit and not-for-profit hospital systems. She has been board certified for Nurse Executive, Advanced, and is recognized as a Certified Professional in Healthcare Management. Kathy is currently pursuing her Doctorate in Nursing Practice (DNP) with an expected completion date in 2015.

Lakshmi Dhanvanthari, MD
Chief Medical Officer, Health Plan of San Joaquin

In October, Lakshmi Dhanvanthari, MD joined Health Plan of San Joaquin (HPSJ) as the new Chief Medical Officer, overseeing all aspects of the medical management department, including utilization management, quality improvement, case and disease management, credentialing and pharmacy. Dr. Dhanvanthari comes to HPSJ from Health Net, where she served as the Regional Medical Director in Woodland Hills. Dr. Dhanvanthari has extensive experience in directing and coordinating utilization management, case management, health and disease management and quality improvement programs to ensure delivery of cost effective health care to the members of national health insurance companies.

Dr. Dhanvanthari has developed and implemented innovative award winning programs to improve the quality of care delivered to members and achieved the highest level of quality accreditation for several health plans. She has significant experience managing the complex issues of members with State funded insurance programs such as Medicaid and SCHIP Programs. She has also worked at Wellpoint, Inc., University of California/Irvine, Children's Hospital of Orange County and Sinai Medical Center.

Dr. Dhanvanthari graduated from Kilpauk Medical College Madras, India with a Bachelor of Medicine & Surgery and a Post Graduate Physician in Pediatrics from Cook County Hospital. She is a fellow of the American Academy of Pediatrics and a Diplomat of the American Board of Pediatrics.

Dr. Dhanvanthari, during her tenure at WellPoint was responsible for the oversight of several programs that received National recognition and awards including the 2007 Blue Cross Blue Shield Associations' Best Blue Award for Public Relations for "Live Like A Champion", a Childhood Obesity Public Education Campaign, and in 2006, for the Blue Cross of California Childhood Obesity Initiative's BMI Program, which was featured as an innovative program in NCQA's publication, Quality Profiles Leadership Series- Focus on Wellness and Prevention.