



NIHCM
FOUNDATION

Strategies & Challenges to Reduce Disparities and Ensure Culturally Competent Maternal & Child Health Care



PRESENTER BIOGRAPHIES (In order of appearance on the program)

NANCY CHOCKLEY, MBA is the founding President and CEO of the National Institute for Health Care Management (NIHCM) and NIHCM Foundation, and has led the organizations since their inception in 1993, steering them through one of the most interesting decades of health care policy. She has spearheaded NIHCM Foundation's work in obesity, pharmaceuticals, prevention, children's health and the uninsured. Ms. Chockley is a national voice in the health care arena and has been featured on many broadcasts such as ABC World News Tonight with Peter Jennings, NBC News with Tom Brokaw, BBC and CNN, and in numerous print outlets such as *The Wall Street Journal*, *The New York Times*, and *USA Today*. Ms. Chockley received her M.B.A. in 1983 and her B.A., with Distinction in Economics, in 1980 from the University of Virginia. Prior to founding NIHCM, Ms. Chockley was a principal in the Strategy Practice of Mercer Management Consulting where she had worked with a variety of industries, including health care and pharmaceuticals, since 1985. Her experience spans the areas of business strategy development, best practices benchmarking and strategy implementation.

KATHRYN KUSHNER, MA is a Senior Research and Policy Analyst at the NIHCM Foundation. Ms. Kushner manages the foundation's grants with the U.S. Department of Health and Human Services' Health Resources and Services Administration's Maternal and Child Health Bureau. Ms. Kushner's work for MCHB includes managing conferences, and co-authoring publications related to maternal and child health topics. Her other responsibilities at NIHCM include conducting research and analysis for innovative health policy topics including health information technology under grants from Agency for Healthcare Research and Quality. Ms. Kushner joined NIHCM Foundation after receiving her Master's degree in Public Policy from the George Washington University with a focus on women's health policy. Previously, Ms. Kushner worked for Robert Betz Associates, a health policy consulting firm, as a Communications Assistant, and for Women in Government/Digene Corporation, as a Project Consultant, on a state-by-state report card on cervical cancer screening. Ms. Kushner also holds a B.A. in Political Science from Villanova University.

DANA HUGHES, DrPH has 27 years experience in the field of health policy and health policy research. The majority of her work has focused on issues related to children's access to health care, examining programs and policies on the federal, state and local level. Currently, she is an Associate Professor in the Department of Family and Community Medicine and the Institute for Health Policy Studies at the University of California, San Francisco. Her work includes monitoring trends in children's health insurance coverage, examining barriers to insurance and health services, and disparities in health and health care use. Currently, she is Principal Investigator of CORE (County Outreach, Retention and Enrollment), a project involving six California counties that are learning a Quality Improvement method to better understand and ultimately improve the processes they use to enroll and retain low income children in public insurance programs. She is also member of team to evaluation the Santa Clara Children's Health Initiative and the San Mateo Children's Health Initiative. Dr. Hughes has evaluated the Kaiser Permanente Cares for Kids' Child Health Plan, as well as examined barriers to enrollment in Healthy Families and Medi-Cal. She recently served as Co-Principal Investigator of an evaluation of the CaliforniaKids program and as the project director on a six-year, nine site evaluation of a Robert Wood Johnson Foundation project designed to better finance and organize children's health services on the local level. Between 1995 and 1998, Dr. Hughes was a fellow with the Kellogg National Fellowship Program. Prior to joining UCSF, Dr. Hughes worked in Washington D.C. in Congress and for the Children's Defense Fund and for Children Now in Oakland. She earned a doctorate in public health (DrPH) at the University of California at Berkeley. In addition, she has a Masters Degree in public health and a Masters Degree in urban planning from Columbia University.

LAURA SHONE, MSW, DrPH is Assistant Professor of Pediatrics at the University of Rochester. She combines experience in health services research, social work, and health policy to questions about how changes in organization, financing, and delivery affect health care access, use, and outcomes for vulnerable children. She has particular interest in using research results to develop interventions for practice and policy change. Dr. Shone has been involved in research about SCHIP and its precursors since the early 1990's, with particular focus on disparities in access, use, quality and outcomes of care received before and after enrollment in SCHIP; on the effect of state policy variation on SCHIP enrollment and retention, and on eligibility restriction and crowd-out in SCHIP.

MONICA VALDES LUPI, JD, MPH is the Chief of Staff for the Boston Public Health Commission, the health department for the city of Boston. As the Chief of Staff, she works directly with the Executive Director to strengthen the public health system for all Boston residents, particularly those who are most vulnerable. She is committed to the elimination of health disparities and the promotion of systemic changes in public health to improve the health of residents of color and other disenfranchised populations in Boston. Ms. Valdes Lupi also manages the Disparities Project, which includes the publication of three reports and oversight of over thirty grants distributing over \$1 million to implement key recommendations from these reports: the Mayor's Task Force Blueprint to Eliminate Health Disparities, the Hospital Working Group Recommendations, and the Disparities Data report. She has presented on the subject of eliminating health disparities both locally and nationally. Prior to joining the Public Health Commission in 2001, Ms. Valdes Lupi worked in the Clinical Department at the Massachusetts League of Community Health Centers, the primary care association for Massachusetts.

RHONDA MOORE JOHNSON, MD, MPH is a Medical Director for Highmark Inc., Integrated Clinical Services Division. In this position, she provides clinical support to a diverse array of medical management and health related activities. Dr. Johnson serves as the project lead for Highmark's efforts to address and reduce racial and ethnic disparities in care.

JENNIFER CAYANAS, MBA recently joined the Consumer and Market Intelligence Team at Blue Cross Blue Shield of Florida (BCBSFL), as Market Intelligence Leader. In her role, she manages the market intelligence for the Small Group, Individual and Over 65 segments. Previously she was a Manager in the Cultural Competence and Diversity Systems Department of BCBSFL, where she worked with the BCBSFL Delivery Systems, Senior Solutions and Operations to develop and implement multicultural initiatives in their respective areas. Her efforts focused on improved customer understanding of Florida's multicultural communities, increased marketing presence, more customized health programs and greater involvement in multicultural community events. In her position in Cultural Competence and Diversity Systems, Jennifer worked with BCBSFL Delivery Systems to bring Quality Interactions to the Recognizing Physician Excellence physicians and BCBSFL clinical staff. Jennifer has an MBA and a Bachelor of Science degree in Marketing with a minor in Spanish from the University of Central Florida. She also has earned her license in Life, Health and Variable Annuities as well as Property and Casualty insurance.

BETSY SILVA HERNANDEZ, MBA is Blue Cross Blue Shield of Massachusetts' Chief Diversity Officer. In this capacity, Betsy works to develop, advance, and guide the company's diversity strategy and initiatives to build business performance. She is working to create a more inclusive environment for associates and collaborate with the company's external partners to address the diverse needs of BCBSMA members and the broader community. Betsy came to BCBSMA with more than 20 years of senior-level diversity and operations leadership experience. She has served as Chief Diversity Strategist at Freddie Mac, and was the founder and President of Silva Hernandez Consultants, a minority-owned international consulting firm. Specializing in such topics as diversity strategy and organizational development, the firm's clients included Unilever, the United States Postal Service and Colgate Palmolive, among others. As Vice President of Diversity and Work Life at the American Express Company, Betsy's direction and leadership led the organization to be named to its 2002 list of "Ten Best Companies for Working Mothers" by *Working Mother Magazine*. Betsy earned a Bachelor of Business Administration degree in Accounting and a Master's degree in Business Administration from Inter-American University in Puerto Rico. She is a graduate of the Center for Public Leadership at Harvard University's John F. Kennedy School of Government, and was a 2005 National Hispana Leadership Fellow.

KENNETH PATRIC, MD is board certified in Family Practice and has been with BlueCross BlueShield Tennessee for the past 11 years in various positions, including Associate Medical Director, Medical Director of Quality Management, Medical Director of HMO Blue, Medical Director of Riverbend, Inc. (BCBST's Medicare Part A Intermediary), Sr. Medical Director of Medical Management & Operations, and Corporate Medical Director. Currently Dr. Patric is Chief Medical Officer in the Commercial Business & Established Markets Division of BCBST. He is also Board Certified by the American Board of Quality Assurance & Utilization Review Physicians, certified by the Health Insurance Association of America as a Health Insurance Associate & Managed Healthcare Professional, and is a Fellow of the American Academy of Healthcare Management.

Prior to coming to BCBST, Dr. Patric was in private practice for 15 years in various settings in California, where he was also Chief of Staff and Board member of a 200 bed community hospital, Board Member of an 80+ physician IHO, Board member of the California Medical Association & California Academy of Family Physicians, and Clinical Professor of Family Practice at UC, Davis School of Medicine. Dr. Patric received his BA in Biology from the University of California (UC), San Diego in 1972; his MD from the University of Rochester School of Medicine in 1976; and completed his Family Practice residency at UC, Davis School of Medicine in 1979.