

## Forum: Improving Community Health

9:30 am to 10:45 pm

### In Our Communities: How Community Organizations Collaborate with Providers and Payers



Theanvy Kuoch, MA, LPC is the Executive Director at Khmer Health Advocates. Theanvy came to the United States in 1982 as a refugee and founded Khmer Health Advocates. Khmer Health Advocates is the only community-based organization for survivors of torture from Cambodia in the United States. She earned a Masters Degree in cross-cultural family therapy and applies these skills in Khmer Health Advocates torture treatment program. She is a nationally known advocate for survivors of war, torture and genocide.

Sengly Kong is currently a Research Study Coordinator at Khmer Health Advocates coordinating a federally funded research study, a partnership of KHA and UConn Health Center, designed to test the effects of lifestyle intervention and medication therapy management on lifestyle and biological diabetes risk factors in the underserved Cambodian Americans with depression in three states: Connecticut, Massachusetts, and Rhode Island. In 1999, Sengly Kong was awarded a Fulbright Scholarship for a graduate study at Cornell University, Ithaca, New York; he graduated in 2005, with a doctorate degree in natural resource policy and management. After graduation, he moved to Lowell, Massachusetts where he had worked for 6 years as a programs director at the Cambodian Mutual Assistance Association (CMAA) of Greater Lowell; and the he had worked with Khmer Health Advocates as a project director for a CDC funded REACH US, a health promotion and education program designed to bridge health disparities in Cardiovascular disease, Diabetes Miletus, and mental health in the Cambodian community in CT and Western Massachusetts.



Thomas Buckley, MPH, RPH is an Associate Clinical Professor at the University of Connecticut School of Pharmacy, where he coordinates the public health and health care policy curriculum. He holds a joint appointment at the UConn School of Medicine, Department of Public Health Sciences, and is Affiliate Faculty in the UConn Human Rights Institute. He is also a preceptor for PharmD students on public health clinical rotations at Khmer Health Advocates, a Cambodian-American healthcare organization in West Hartford, CT. His clinical and academic work focuses on health disparities and health policy implications; he has authored numerous national and global health publications and been principle investigator or co-investigator on multiple federal grant projects serving racial and ethnically underserved populations. He has been active with legislative and health policy work in Connecticut for over 25 years, and is the legislative chairman of the Connecticut Society of Health-Systems Pharmacists.

S. Megan Berthold, Ph.D., LCSW is an Associate Professor and Director of Field Education at University of Connecticut's School of Social Work. She has worked with Cambodian genocide survivors and diverse refugee and asylum seeking survivors of torture, war, and other traumas since the mid-1980s. Dr. Berthold has engaged in community-based participatory research with Khmer Health Advocates since 2011. She was a clinician and educator in refugee camps in Nepal, the Philippines and on the Thai-Cambodian border. Dr. Berthold has conducted federally funded clinical outcomes research with torture survivors and NIMH funded research examining the prevalence of torture and its mental and physical health consequences among Cambodian refugees. She frequently testifies as an expert witness in U.S. Immigration Court.





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Julie Wagner, Ph.D. is Professor in the Division of Behavioral Sciences & Community Health in the University of Connecticut School of Dental Medicine, and Professor in the Department of Psychiatry in the University of Connecticut School of Medicine. She is a licensed clinical psychologist with a program of research in behavioral diabetes. She leads two complimentary lines of research. One examines individual differences in mood disorders and the social determinants of health on psychophysiological responses to mental stressors. In her other line of research, she partners with community agencies to design, implement, and test culturally-based, community health worker (CHW) behavioral interventions to prevent or control diabetes in low-resource settings. Her work has been funded by the National Institutes for Minority Health and Health Disparities, the National Institute for Diabetes, Digestive, and Kidney Diseases, the American Diabetes Association, the American Heart Association, and others. She has authored >85 peer reviewed publications and 6 book chapters. Dr. Wagner has served as associate editor for leading journals. She has held leadership positions in the American Diabetes Association, American Psychological Association (Division 38 Health Psychology) and the Behavioral Research in Diabetes Group Exchange (BRIDGE). She contributes to the American Diabetes Association's national training initiative for mental health providers.

Cathy Grosshart, NBC-HWC is a National Board Certified Health and Wellness Coach who empowers people with chronic health conditions to live their best lives. For the past five years, Cathy has been professionally guiding clients after becoming a Certified Integrative Health Coach through the Institute for Integrative Nutrition in New York City. She continued her studies through the Integrative Women's Health Institute (IWHI), becoming a Certified Women's Health Coach. Cathy completed her undergraduate work at The Pennsylvania State University in Labor Relations and was formerly a Director of Human Resources at a Boston-based multinational travel firm. Cathy is the Community Health Educator for the Southwestern Connecticut Agency on Aging (SWCAA) where she manages the Live Well Programs. She is a certified Master Trainer for these evidence-based chronic disease self-management programs, developed at Stanford University. Her health coaching approach is focused on increasing self-efficacy while exploring and supporting the implementation of client-led lifestyle shifts. In addition, she works as a Master Coach at IWHI, mentoring students in their women's health coach certification program. Cathy maintains a small private health coaching practice.



Jessica Stelmaszek, MPH is the Director of Health and Naugatuck Valley Medical Reserve Corps Director for the Naugatuck Valley Health District (NVHD), a nationally accredited health district that serves six towns and a population of 127,000. She concentrated her Master of Public Health degree in Environmental Health Science and also received a graduate certificate in Emergency Preparedness from New York Medical College. She holds a Bachelor of Science degree in Safety Studies from Keene State College where her studies focused on occupational safety and health, as well as a minor in Criminal Justice. Jessica was inducted into Delta Omega (Honorary Society in Public Health) and Rho Sigma Kappa (National Honor Society in Safety Studies).

Neal Lustig, BS, MPH has been serving as Director of Health since 1988 for the Pomperaug Health District. The District is a 3 town full time – full service local health department in Ct. He is responsible for all District Affairs and Budgets and is most interested in Vaccination Programs and Public Health Prevention Disease Prevention Programs, and the support necessary work to maintain that capacity. My Lustig is co-chair of the CT Immunization Coalition, formerly the Flu and Pneumonia Coalition of the CT Lung Association. He has presented at the National Immunization Conference and the National Association of City/County Health Officials, along with several CT Conferences. Mr. Lustig has developed vaccination tracking, marketing, and billing databases in Filemaker Pro and distributed them through CT which enabled numerous Health Districts to maintain and sustain capacity. Additionally he wrote the “Local Health Billables Manual” as part of the CDC Funded “Billing Initiative” in 2012 and developed the School Based Influenza Workshop for the Coalition in 2015. In 2019 he was instrumental in creating a cloud based tracking database system for monitoring and evaluation of Diabetes Self-Management Programs (DSMP). Mr. Lustig is a graduate of Southern CT State University and the Yale School of Medicine (MPH) Public Health Program.



# Forum: Improving Community Health

11:00 am to 12:15 pm

## Healthcare Providers: On the Frontline to Make Communities Stronger



Nancy C. Yedlin, MPH, Vice President, Donaghue Foundation contributes to the design and evaluation of grant programs and leads programmatic efforts that connect health research to the real worlds of healthcare practice and policy. She identifies opportunities, initiates projects and collaborates with diverse stakeholders on projects aimed at improving public health and health care systems and that advance the dissemination, scale-up and implementation of evidence-based interventions and approaches. Nancy sits on the advisory boards for Connecticut's State Health Improvement Plan (SHIP) and the Yale School of Management's student- led annual Healthcare Conference. She is a past member of the Patient-Centered Outcomes Research Institute's (PCORI) Advisory Panel on Healthcare Delivery and Disparities Research. Nancy played a key role in establishing the Connecticut Choosing Wisely Collaborative (CCWC), a multi-stakeholder group and served as the first chair. In 2016, she received a leadership award from the Connecticut Center for Primary Care in recognition of her efforts in starting the CCWC. Before joining Donaghue in 2005, Nancy spent almost 20 years in management and strategic planning roles related to the design and delivery of health plan benefits, at both PHS/Health Net Northeast and Pitney Bowes. She holds a master's degree in public health from Yale University and a bachelor's degree in cultural anthropology from Brown University.

Ken Lalime is the Chief Executive Officer (CEO) for the Community Health Center Association of CT (CHCACT). CHCACT supports the 17 Federally Qualified Health Centers (FQHC's) throughout Connecticut by providing Training and Technical Assistance to enhance their provision of comprehensive medical, behavioral health and dental services to all patients regardless of their ability to pay. Ken is the former CEO at HealthyCT, Director of Managed Care at Norwalk Hospital and was the owner of Cranbury Pharmacy in Norwalk.



Mollie Melbourne is the President/CEO of Southwest Community Health Center, a non-profit organization located in Bridgeport, CT. Prior to joining Southwest, Mollie was the Chief Operating Officer of the Community Health Center Association of Connecticut (CHCACT), an organization that advances and aligns the work of health centers, with stakeholders, to improve the health and wellness of all. Before working with CHCACT, Mollie was the Director of Emergency Management at the National Association of Community Health Centers where she worked to ensure health centers were prepared to respond to and recover from disasters and emergencies. Mollie holds an MPH, BA in English, and BS in Agriculture and National Resources from the University of Connecticut.

Dr. Jennifer Pothen has been with Hartford Healthcare since August 2018 working as a Primary Care Physician at our Norwich office. She came to Hartford Healthcare from United Community Family Services, a Federally Qualified Health Center in Norwich, Connecticut. Dr. Pothen's completed her undergraduate degree at SUNY Stony Brook, Stony Brook NY, Medical School at Spartan Health Sciences University, St. Lucia and Residency in Family Medicine at Wyckoff Hospital, Brooklyn NY. Dr. Pothen is Board Certified in American Board of Family Medicine and is a member of the American Academy of Family Physicians.





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Hilary Maynard joined Hartford HealthCare Medical Group in August 2016 as an Office Manager with over 10 years of Office Management experience in both Primary and Specialty Care office settings. She then joined the Community and Clinical Integration Program team at the Medical Group in October 2018 as the Community Resource Coordinator for HHC's Connections That Matter platform.

Jillian Dubrosky joined Hartford HealthCare Medical Group in May 2011. She has held various positions in both project and practice management throughout the organization. Her most recent role as Clinical Transformation Specialist gave her the opportunity to lead both the Connections That Matter implementation project and the recent build for our expansion of Race and Ethnicity collection.



Roxanne Rotondaro, MPH is currently the director for population health, quality and safety at Hartford HealthCare Medical Group. She has a master's in public health from UCONN. She started career in health care with the Vermont Department of Public Health. Relocated to CT where she worked for a community health center for a number of years before joining the Hartford HealthCare (HHC) system. Initially, she was at Hartford Hospital where she developed their breast care program. She then transitioned to ambulatory care where she was a leader for several surgical practices and progressed to become the director of specialty care services for Hartford HealthCare Medical Group which she did for several years. She transitioned to a director of primary care for a few years prior to moving into her current position as director of population health, quality, and safety.

Jeanne O'Brien, MS, CEO, ValueCareAlliance has been a C--level executive for over 20+ years with significant accomplishments in the healthcare industry. She has had unique success guiding providers from diverse, competitive settings to come together to forge new organizational entities. Her vision, persistence, and grace in the face of ambiguity and a challenging environment have consistently helped organizations find pathways to clinical and economic sustainability. Prior to the VCA, Ms. O'Brien was the Vice President of River Health ACO, the largest ACO in Central Pennsylvania. Previously she held significant positions at Boston Medical Center and BMC HealthNet Plan, was the Vice President of Network Development for a multi--hospital system, and was the Chief Operating Officer of two Independent Practice Associations. Ms. O'Brien obtained her bachelor's degree from Curry College, a Masters in Management from Lesley University, and executive training from Harvard Business School.



Tracy Raab MPA, CMC, Project Manager, ValueCareAlliance has a wealth of experience in care management and program administration. Prior to joining the VCA, Tracy was a Senior Care Consultant in the Enhanced Personal Health Care program at Anthem. Prior to that role, she was the Program Manager for the Money Follows the Person demonstration for Connecticut Community Care, Inc., providing education and outreach to facilities, providers, and consumers while focusing heavily on quality improvement. Tracy is trained in LEAN methodology and Kaizen events for process improvement. Tracy holds a Bachelor's Degree in Sociology and Political Science and a Master's Degree in Public Administration, with an emphasis in Community Clinical Services. She is certified by the National Association of Certified Care Managers in care management. Tracy is helping the VCA improve the health of the community by providing guidance around specific Community and Clinical Integration Program goals, as well as other value-based commercial, Medicaid, and Medicare contract goals. Tracy also assists in all the operational facets of an Accountable Care Organization.



# Forum: Improving Community Health

1:00 pm to 2:30 pm

## How Payers are Driving Better Healthcare



Patricia Baker is the founding leader of the Connecticut Health Foundation, having guided the organization since its creation in 1999. Under her leadership, the foundation has become the state's largest independent health philanthropy and has used a combination of grantmaking, policy work, and research to improve the health status of Connecticut residents. Patricia came to the foundation with two decades of experience as a visionary, pragmatic leader in health care policymaking, service provision, advocacy, and community engagement. She served as the national program director for the March of Dimes Birth Defects Foundation, director of Connecticut government programs at Oxford Health Plans, executive director of Planned Parenthood of Connecticut, and associate executive director of Planned Parenthood of Wisconsin. Patricia is a member of the National Academies of Sciences, Engineering and Medicine Roundtable on the Promotion of Health Equity; a member of the board of directors of Grantmakers in Health; vice chair of the governor's Health Care Cabinet; chair of the State Health Improvement Plan advisory council; and serves on several other advisory committees. She has a master's degree from the University of Wisconsin in urban and regional planning.

Jill Hummel currently is the President of Anthem Blue Cross and Blue Shield in Connecticut. In this role she is responsible for Anthem's P&L, long-term strategic direction and partnering with stakeholders across the delivery continuum to deliver programs and products that drive improvements in health care access, quality, experience, outcomes and affordability. Jill currently serves on the board, and as the Immediate Past Chair, of the Primary Care Collaborative, a nationally recognized organization dedicated to promoting high performing primary care as the foundation of an effective, efficient and equitable health care system. She also serves on the board, and as chair, of the Governor's Prevention Partnership, the Health Information Alliance (Connecticut's new health information exchange) as well as the board of The Bushnell Center for the Performing Arts. Outside of her board work, as a passionate advocate for the importance of addressing the social determinants of health, she actively supports the American Heart Association serving as a corporate ambassador and as the chair of major events including the Go Red Luncheon for Women and the Greater New Haven Heart Walk.



Deidre S. Gifford, MD., MPH began service as Commissioner of the Connecticut Department of Social Services in June 2019, after appointment by Governor Ned Lamont. Commissioner Gifford joined state government from the federal Center for Medicaid and CHIP Services, and has wide experience in medical practice, non-profit advocacy and government service. Since 2016, Commissioner Gifford had served as deputy director for the Center for Medicaid and CHIP (Children's Health Insurance Program) Services at the Centers for Medicare and Medicaid Services (CMS). Prior to joining CMS, she served as the Director of State Policy and Programs at the National Association of Medicaid Directors, where she led that organization's efforts with states to support and advance value-based purchasing in Medicaid. From 2012 to 2015, Commissioner Gifford served as Medicaid Director in the Rhode Island Executive Office of Health and Human Services, having previously served as the agency's medical director. During her tenure, she advanced changes in the payment and delivery system to improve the quality of care and enhance the value of Medicaid services, including the development of numerous initiatives in care coordination, information technology, and provider payment innovations. Commissioner Gifford was co-founder and Project Director of Rhode Island's multi-payer Medical Home demonstration, one of the nation's first and most enduring multi-payer payment reform initiatives. She was also the Director of Healthcare Policy and Programs for Rhode Island's Medicare Quality Improvement Organization. A graduate of the University of California at Los Angeles, Commissioner Gifford received her medical degree from Cornell University Medical College in New York. She specialized in obstetrics and gynecology and received a Master of Public Health degree in epidemiology from UCLA.

Eric Galvin, President, ConnectiCare is at the helm of one of Connecticut's leading health plans and is a proven leader with more than 20 years of experience in the health care industry. Throughout his career, Mr. Galvin has worked with insurance industry regulators on a variety of initiatives to better serve health plan members. He has been active in efforts to make the health care system more sustainable and affordable in both Connecticut and South Carolina. In his role at ConnectiCare, he is responsible for all aspects of the company and its performance; financial and operational. Customer and marketplace focus are at the core of his leadership style. Mr. Galvin, a Connecticut native, came to ConnectiCare in 2015 as Senior Vice President, Chief Financial Officer with responsibility for finance, actuarial and medical analytics functions. He architected and led the company through a financial turnaround in just over a year while also improving risk scores for the company's ACA business segment and driving coding accuracy through provider collaboration arrangements. Prior to joining ConnectiCare, Mr. Galvin was Senior Vice President, Private Insurance for Blue Cross Blue Shield South Carolina and before that Mr. Galvin spent thirteen years at CIGNA where he held various senior leadership positions including Head of Global Service and Clinical Strategy, Vice President Customer Service Operations and Strategy – U.S. Domestic Operations and Operational Effectiveness and Finance Officer – Enterprise Operations. He is a graduate of CIGNA's Financial Development Program (FDP) and the Advanced Leadership Program at the Darden School of Business, University of Virginia. He holds a bachelor's degree in accounting from the University of Connecticut and is a certified internal systems auditor and a certified public accountant.

