



## **NH Citizens Health Initiative Annual Symposium 2018**

### **Presenter Bios**

#### **Beyond Partners: Using a Team to Deliver Measurement-Based Depression Treatment**

**Anna Ratzliff, MD, PhD** is the Director of the AIMS Center supporting implementation of collaborative care and Director of the UW Integrated Care Training Program. Her clinical experience includes primary care consultation, women's mental health, and mental health care for underserved populations. She also is an associate professor of psychiatry and behavioral sciences, and trains resident psychiatrists at the school.

She received her M.D./Ph.D. in 2005 from the University of California, Irvine, where she completed doctoral work in anatomy and neurobiology. Dr. Ratzliff's academic pursuits include implementing collaborative care, developing strategies provide mental health education to members of integrated care teams and studying the impact of integrated mental health care programs in special populations.

#### **Health as the Foundation for Achievement: Integrating Mental Health Across the Community**

##### **Benjamin Miller, PsyD**

Dr. Benjamin F. Miller is the Chief Strategy Officer for Well Being Trust, a national foundation committed to advancing the mental, social and spiritual health of the nation.

He helps oversee the foundation's portfolio ensuring alignment across grantees, overall strategy and direction, and connection of the work to advance policy. The end goal is to help advance the national movement around mental health and well-being. Prior to joining Well Being Trust, Dr. Miller spent 8 years as an Associate Professor in the Department of Family Medicine at the University of Colorado School of Medicine where he was the founding Director of Eugene S. Farley, Jr. Health Policy Center.

Dr. Miller has written and published extensively on enhancing the evidentiary support for integrated models, increasing the training and education of behavioral health providers in medical settings, and the need to address specific health policy and payment barriers for successful integration. Dr. Miller's research interests include models of integrating mental health and substance use, primary care practice redesign, using practice-based research networks to advance whole person health care, financing health care, and health policy. He has been featured in numerous media outlets including NBC News, NPR, PBS News Hour, and many more. Outside of health care, Dr. Miller enjoys playing music, mountain biking, rock climbing, and painting. He and his family live in Denver, Colorado.

#### **Medical Legal Interventions in New Hampshire Integrated Practice Settings: How to recognize and manage a patient's health harming legal needs**

**Lucy Hodder, JD** is the Director of Health Law and Policy programs at the University of New Hampshire, a professor of law at UNH School of Law, and a member of the leadership team at the Institute for Health Policy and Practice. She has been a practicing health law attorney in New Hampshire for over 25 years and most recently served as Legal Counsel to New Hampshire Governor Maggie Hassan and Senior



Health Care Policy Director, working with the Governor on initiatives to expand access to health, mental health and substance use disorder services for New Hampshire citizens.

**Geysel Lopez** is a skilled, dedicated and resourceful Case Manager with many years of experience working in an integrated primary care pediatric setting. Through her strong advocacy, calm persistence and passionate commitment to improving lives, Geysel supports and connects patients and families to resources to help them overcome challenges and move forward. Geysel has served as a health educator facilitating groups to provide evidence-based sexual health curriculum to Manchester teens. As an advocate and case manager for families in crisis at Child Health Services and the Manchester Family Justice Center, Geysel has partnered directly with NH Legal Assistance to help families affected by domestic violence, immigration issues, substance use and human trafficking.

**Sara Squires** is a Patient Navigator and MLP Liaison with Ammonoosuc Community Health Services for the Littleton and Franconia, NH offices. My job as a patient navigator is to help patients explore and access resources that may be available to them when facing certain challenges. Patient navigators can help with a variety of things, including: finding free or low-cost medications, or help finding coverage for medical services/procedures not covered by insurance, help with finding affordable insurance plans on the marketplace during open-enrollment, applying for Medicaid, SNAP, and other applications for financial support programs. Help finding affordable housing, transportation, immediate food assistance, and legal assistance. Though, support is not limited to the assistance mentioned above. If a patient has a need of any kind we will do our best to navigate them to the most appropriate resources.

### **Patient and Family Engagement: Strategies that Meet Your Needs**

**Tanya Lord PhD, MPH.** When tragedy strikes an individual, it is common for the impact to be life altering. It was for Tanya, a special education teacher turned stay at home mom when her son, Noah, had a devastating healthcare experience. This fired her desire to improve patient safety, quality and the patient experience. Returning to school, she currently holds a Masters of Public Health from the University of New Hampshire and a Doctorate in Clinical and Population Health Research from the University of Massachusetts Medical School. As a graduate student, Tanya focused on patient safety research, learned improvement science and research methods while working with many experts in these fields. However, there always seemed to be something missing from the research and improvement initiatives, the voice and experiences of patients. Combining her expertise in Quality Improvement and a passion for including all healthcare stakeholders, Tanya is the Director of Patient and Family Engagement at the Foundation for Healthy Communities in Concord, NH. Tanya works with all NH hospitals as they partner with patient and families to improve care. Tanya was formally PFE Subject Matter Expert with the AHA HRET HIIN project that works with 36 hospital associations and their hospitals. She is a sought-after national consultant, workshop and keynote presenter. Tanya's passion, initiated by tragedy, is sustained by hope for a safer healthcare system.

### **Nationwide Data Exchange: Coming Soon to Your EHR!**

**Jitin Asaani, MBA** is the Executive Director of CommonWell Health Alliance, which is dedicated to the vision that health data should always follow the patient, regardless of where care occurs. Previously, Jitin led interoperability R&D at athenahealth, where he helped launch CommonWell as well as the



Argonaut Project. Prior to that, Jitin worked for the Office of the National Coordinator for Health IT (ONC), where he led the S&I Framework and The Direct Project. He has a Bachelor's degree in Computer Science & Engineering from MIT and a Masters in Business Administration from Harvard Business School.

**Mark Belanger, MBA** is a Principal with the Massachusetts eHealth Collaborative. Mark is a healthcare strategist who helps senior leaders of healthcare organizations and governments plan and deploy large scale system reforms. He is relied upon for his out of the box ideas, his drive to improve patient care, and his ability to engage and work closely with clinical and business leaders. Mark's recent work is focused on integration of primary care, mental health, substance use disorder treatment, and community supports providers. Previously Mark took a lead role in planning, funding, launching, and operating three health information exchanges including the New Hampshire Health Information Organization (NHHIO). Prior to joining MAeHC, Mark was a member of the Booz Allen Global Health team where he led healthcare strategy projects in the US and Australia. Mark holds a Master's degree in Business Administration from Babson College.

### **How to Meet Pediatric Well-Visit Requirements using Lean QI Methods**

**Molly O'Neil, BS** has been working at IHPP since January of 2014. She is a project director for the NH Pediatric Improvement Partnership and is involved in the work of the NH Citizens Health Initiative as a practice facilitator for the Northern New England Practice Transformation Network and the Behavioral Health Integration Learning Collaborative. Molly is currently pursuing her Master of Public Health degree at the University of New Hampshire and is expected to graduate in December 2018. She has completed clinical microsystem training at the Dartmouth Institute Microsystem Academy and is a certified Lean yellow belt.

**Dee Watts** joined IHPP team in January of 2018 as a Practice Transformation Facilitator. Prior to working with the Institute, she was Director of Operation for the Provider Network at LRGHealthcare where she oversaw all business and revenue operations for more than 100 providers. Throughout her career she has gained extensive knowledge of workflows and standard operating procedures in both primary care and multi-specialty practices. Her hands-on experience offers her a unique opportunity to identify and relate to many of the challenges currently being faced in provider practices. In 2015 Dee obtained her Lean/Six Sigma Green Belt certification in Healthcare from the University of Georgia and in 2018 she went on to obtain her Black Belt certification from the Management and Strategy Institute. Dee is an advocate for the delivery of patient focused healthcare within local communities. She has a passion for quality improvement, bringing joy to the work place and increasing patient access.

### **Workforce Strategies: Expanding Your Network (Panel)**

**Kile Adumene MEd** is a working mother of four wonderful children. Originally from Nigeria, she came to the United States as a refugee in 1999. Her desire to work in the medical field came at 8 years of age when she watched her younger brother, born with a condition that required extra support to breathe, struggle and die because the hospital did not have access to the type of medical equipment that would have saved his life. Since that day Ms. Adumene has been committed to saving lives and improving the health of patients and her community. Ms. Adumene is an Adjunct Instructor at SNHU and previously coordinated the Equity Leaders Fellowship (ELF) program. Ms. Adumene received her B.S. in Biology



from the University of New Hampshire and Masters in Education from Merrimack College. She has completed the Diversity and Cultural Competence training, Community Health Worker training, and the Leadership Program in Neurodevelopmental and Related Disabilities (LEND) program.

**Clyde Terry, JD** is the former Chair of the National Council on Disability (NCD), appointed by President Obama in 2015. He also served on the NCD since 2010 when first appointed by the president. NCD is an Independent Federal agency charged with advising the President and Congress on disability issues to promote the promise of the American with Disabilities Act. Mr. Terry is responsible for the overall direction and policy work of the council. In New Hampshire, Mr. Terry is the CEO of Granite State Independent Living. He is responsible for the entire organization's business operations including human resources, finance services and government relations. Prior to that position he was the Executive Director of the New Hampshire Developmental Disabilities Council. Mr. Terry received his law degree from Franklin Pierce Law Center, now University of New Hampshire School of Law.

**Will Stewart** was named the Executive Director of Stay Work Play in September 2017. In this role he is responsible for the overall management of Stay Work Play and oversees the development, growth, and implementation of organization's mission, programs, and budget. He also serves as the organization's key spokesperson and as an advocate for the attraction and retention of younger workers in the New Hampshire. Will brings significant experience in economic development, community relations, media relations, and government affairs. He most recently served as President of the Greater Derry Londonderry Chamber of Commerce. Actively involved in community efforts, Will also serves in leadership roles for several volunteer organizations and in November 2017, Will was elected to represent Ward 2 on the City of Manchester Board of Mayor and Aldermen.

**Todd Fahey, JD**, a New Hampshire native, is the State Director for AARP New Hampshire, with its over 230,000 members. Todd is responsible for the overall leadership of AARP New Hampshire, an organization which strives to enhance the quality of life for all as we age. Prior to joining AARP, Mr. Fahey practiced law for more than two decades, most recently as a director and shareholder with Orr & Reno, P.A. of Concord. Todd has run and founded businesses, nonprofit organizations, and has served on numerous nonprofit boards. He writes and speaks frequently on matters relating to the personal, financial and health implications of aging. Todd brings an academic, practical and unique experience to AARP in his service to the organization and its members. Todd holds a Bachelor's degree in English from Columbia College, Columbia University and a Juris Doctor from the University of Maine School of Law.

### **Tri-State Virtual Collaboration: Using Project ECHO to Improve Care for Vulnerable Populations**

**Lisa Tuttle, MPH**, leads QC's development of strategic initiatives to facilitate virtual communities of practice for healthcare improvement, including statewide and regional advancement of Project ECHO and QC's online learning management system (LMS), in addition to the development of blended virtual and on-site learning forums. Previously, she led large health care transformation initiatives, including the Maine Patient Centered Medical Home Pilot, and Maine Health Home and Behavioral Health Home Learning Collaboratives. She has expertise convening and facilitating multi-stakeholder committees,



bringing technical experts, practitioners and community partners together to develop comprehensive solutions to complex challenges in the delivery system.

**Lindsey Mogren, MSW, LICSW**, received her Master of Social Work from UNH in 2008. Since then, she has worked clinically in community mental health, medical social work as a perinatal social worker, and currently as a clinician for Hope on Haven Hill. Lindsey's work has evolved to focus on practice with pregnant/newly parenting women with substance use disorder. In addition to her clinical work, Lindsey is employed as an Adjunct Faculty Member for UNH's Department of Social Work and has also taught courses in an adjunct capacity at Granite State College. Lindsey lives in Portsmouth with her 2 children.

**Katrin Bergeron-Killough, MD** is a family medicine physician who works at Lamprey Health Care in Newmarket, NH. She graduated Magna Cum Laude from Brown University in 1996. She then spent two years working in research on novel antiretroviral treatments for HIV at Miriam hospital in Providence, RI prior to going to medical school. She spent her first two years at Dartmouth Medical School and then did her clinical years at Brown. She graduated in 2003 after taking a year off when her oldest daughter was born. She did her residency in family medicine at Maine Medical Center and then spent an additional fourth year there as the chief resident. She then moved back to the seacoast area of NH to be close to family and started working at Lamprey Health Care where she has been since. She has been active in projects to improve maternity care for women with substance abuse disorder and is collaborating with others to initiate a comprehensive outpatient SUD treatment program for pregnant women at the Newmarket site. She lives in Lee with her husband, five children, 8 chickens and 1 cat.

### **Better Together! Trust, Communication, Flexibility and Collaboration: How to Develop and Sustain an Integrated Practice that Builds Capacity, Increases Access for Patients and Families, and Overcomes Barriers to Care in Pediatric Primary Care.**

**Lisa DiBrigida, MD** is the Associate Medical Director of Pediatrics at Child Health Services - Manchester Community Health Center. Dr. DiBrigida is a well loved pediatrician who has provided care to Manchester families since 1993. She is a respected leader on issues of child and family health and well-being in the state of New Hampshire. She began working at Child Health Services in 2003 and has been a champion of comprehensive integrated care within the clinic.

**Susan Zankel, LICSW** is a skilled behavioral health clinician with a strong commitment to providing integrated care in a primary care setting. Ms. Zankel brings her years of mindfulness and yoga training to the clinical work she is doing with the at-risk children, teens, and families she works with that Child Health Services. Ms. Zankel is currently a Behavioral Health Consultant at CHS and has been integral to building a new Behavioral Health Consultant model at Child Health Services.

**Ethan Stumpo** is a skilled Case Manager with many years of experience working in an integrated primary care pediatric setting. His patience, compassion, and the respect he has for the families he works with make him an exceptional social worker. Ethan brings a commitment to strength-based care and social justice to the work that he does. Ethan is a valued mentor and coach to new staff learning how to provide social work in an integrated setting.



## **Continuum of Collaborative Care: Creating Interagency Teams and Support Integration**

**Julie Lago, MSW, LICSW**, has been passionately dedicated to positively impacting the lives of those with various special needs since meeting friends and family with Intellectual/Developmental Disabilities and medical complexities at the age of 6. From that time, Julie knew her life would be spent working with those Intellectual/Developmental Disabilities and their families. Her career began 18 years ago, working in direct support in various capacities in MA and NH. Julie graduated from Northeastern University with a BA in Human Services, concentrating in Deaf Studies. During that time, she proudly worked and interned at Perkin's School for the Blind. Julie went on to get her MSW from UNH, interning with NH-LEND and graduating from NH Leadership in 2010. Julie went on to work as a Program Coordinator, overseeing a community-based day program for individuals with Intellectual/Developmental Disabilities, as well as developing new programming. In 2012, Julie began her career with Center for Life Management, working as an Outpatient Clinician. She quickly identified opportunities for improved continuity of care for those with Intellectual/Developmental Disabilities and co-occurring mental health needs, thus began increased collaboration with Community Crossroads and the implementation of the Continuum of Collaborative Care, merging supports to create one comprehensive team and a clinically informed approach to person centered care. In her current role as Coordinator of Collaborative Care, Julie provides oversees implementation and growth of the Continuum of Collaborative Care model, including ongoing interagency trainings, efforts for state-wide expansion, and internal and external trainings related to supporting those with Intellectual/Developmental Disabilities and mental health needs. Julie also provides clinical supervision and oversees our integrated care with Northeast Rehabilitation Hospital. She is the recipient of the 2016 START National Training Institute's START Network Partner Award.

**Sarah Snyder, M.S.**, has a passion in helping others and supporting them to lead their best lives. She obtained her Bachelor's Degree in Criminal Justice in 2008 as well as a Master's Degree in Human Services with a concentration in Clinical Counseling in 2014. She has experience working with individuals who experience Developmental Disabilities, neurological disorders, traumatic brain injuries/acquired brain disorders and mental health diagnoses. She has provided ten years of support to adolescents, adults and families including direct support, assessment, case management, and group facilitation. Following the completion of a specialized 40-hour DBT skills training program for borderline personality disorder she provided DBT case management for clients within a residential program as well as facilitated a DBT skills group and DBT consult team. She currently sits on a variety of committees including the Community Crossroads Human Rights Committee, Behavior Plan Review Committee and Risk Management Committee. While at Community Crossroads, she completed an extensive training program on co-occurring Mental Health and Intellectual/Developmental Disabilities to become a certified NH START Coordinator. Following her position as a START Coordinator she served as an Intensive Services Coordinator and most recently the Service Coordination Team Leader where she supervises a team of Service Coordinators while maintaining a caseload. Sarah has been an excellent advocate for individuals with Developmental Disabilities, she has attended legislative hearings and is continuously advocating for her clients and families' needs while encouraging them to do the same.

**Steve Arnault, M.A.** has been working in the human services field for 34 years. Steve's career has focused mostly on outpatient mental health; he also has experience with inpatient services and the developmentally disabled population. He has taught at the undergraduate and graduate level for 25



years at New England College. Integrated care is an area of Steve's focus. Publications include "The Ethics of Integration: Where Policy and Practice Collide", and "Navigating the Ethical Foundations of Informed Consent and Confidentiality in Integrated Primary Care." He has presented at the Collaborative Family Healthcare Association's annual conference on integrated care topics as well as forums within New Hampshire. Steve is currently Vice President of Clinical Services, Quality and Compliance at the Center for Life Management in Derry, NH.

### **Leading from Every Seat: Bridging the Integration Gap**

**Felicity Bernard, LCMHC** joined IHPP in January of 2018 as a Project Director. She is a licensed clinical mental health counselor and has worked in a variety of settings with others from multi-disciplinary backgrounds to address all aspects of clients' lives and barriers to wellness. She is experienced in quality improvement, providing high quality patient care with positive clinical outcomes, developing methodologies for evaluation and utilizing technology solutions to increase efficient workflows. She is an experienced trainer and guide for other clinicians and professionals, helping them grow in their professional lives and their understanding of evidenced based models of care.

**Janet Thomas, RN, BS** joined IHPP in February 2016 to direct and manage the tristate, CMS-funded, Northern New England Practice Transformation Network while also supporting & assisting with NH Citizen's Health Initiative project work. Jan is a health care professional whose career has been dedicated to quality, safe & person-centered health care. She has Quality Improvement yellow belt from DH Value Institute, including QI instruction. Jan's passion to promote the development of all staff is supported by her certifications in Myers-Briggs, Social and Emotional Intelligence, meeting facilitation and extensive work through Association of Training and Development.