

# #NaRCAD2015 Speaker Biographies

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## Keynote Biography: **CAROLYN M. CLANCY, MD**

*Chief Medical Officer, Office of the Under Secretary for Health  
Veterans Health Administration*



Carolyn Clancy, M.D., served as Interim Under Secretary for Health for the Department of Veterans Affairs, July 2, 2014 until July 5, 2015, and currently serves as Chief Medical Officer, OUSH. In these roles, Dr. Clancy oversees the health care needs of millions of Veterans enrolled in VHA, the United States' largest integrated health care system, with more than 1700 sites, including hospitals, clinics, long-term care facilities, and Readjustment Counseling Centers. In addition, VHA is the nation's largest provider of graduate medical education and a major contributor to medical research.

Prior to assuming the duties of the Interim Under Secretary for

Health, Dr. Clancy was the Assistant Deputy Under Secretary for Health, for Quality, Safety and Value and served as the Chief Quality Management Officer for VHA – planning, directing, coordinating, and evaluating VHA's national quality, safety, and value-producing programs and approaches. Dr. Clancy also served as Director of the Agency for Healthcare Research and Quality (AHRQ), from February, 2003 through August, 2013.



Dr. Clancy, a general internist and health services researcher, is a graduate of Boston College and the University of Massachusetts Medical School. Following clinical training in internal medicine, Dr. Clancy was a Henry J. Kaiser Family Foundation Fellow at the University of Pennsylvania. Before moving to AHRQ in 1990, she was an assistant professor in the Department of Internal Medicine at the Medical College of Virginia.

Dr. Clancy holds an academic appointment at George Washington University School of Medicine (Clinical Associate Professor, Department of Medicine) and serves as Senior Associate Editor, Health Services Research. She serves on multiple editorial boards including JAMA, Annals of Family Medicine, American Journal of Medical Quality, and Medical Care Research and Review.

She is a member of the Institute of Medicine and was elected a Master of the American College of Physicians in 2004. In 2009, was awarded the William B. Graham Prize for Health Services Research. Her major research interests include improving health care quality and patient safety, and reducing disparities in care associated with patients' race, ethnicity, gender, income, and education. As Director of AHRQ, she launched the first annual report to the Congress on health care disparities and health care quality.

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# Keynote Biography: **DON GOLDMANN, MD**

**Chief Medical and Scientific Officer**  
**Institute for Healthcare Improvement (IHI)**

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Don Goldman, MD, works both internally and externally to deepen IHI's profile, credibility, and influence in health care and health promotion. An essential part of his work is to harvest expertise, knowledge, and innovation from the field while forging relationships with key allies, partners, professional and academic societies, and membership organizations to further IHI's strategic aims and reach.

As Chief Medical Officer, Dr. Goldman supports IHI's content leads in identifying innovative approaches, cutting-edge developments, and expert faculty in areas of strategic focus, using his external relationships to identify important or emerging gaps in IHI content, particularly with regard to innovations and evidence-based interventions that emerge from academia.

As Chief Scientific Officer, his primary goal is to strengthen ties between IHI and the health services research and academic communities. In this capacity, he works with IHI colleagues, especially the Results and Evaluation Team, to ensure the rigor of IHI's results-oriented work, and to disseminate these results in presentations at national meetings and peer-reviewed publications.



To this end, Dr. Goldman develops and nurtures alliances and relationships with translational, pragmatic researchers and organizations nationally and globally. He also serves as senior lead for the IHI Fellowship Program, and he continues to train and mentor emerging investigators at Harvard Medical School, Boston Children's Hospital, and the Harvard TH Chan School of Public Health. He is exploring new ways to teach and learn, and is lead faculty for the Massive Open Online Course (MOOC) being developed with HarvardX and the Harvard TH Chan School of Public Health.



### **Sameer V. Awsare, MD, FACP**

#### ***Associate Executive Director, The Permanente Medical Group (TPMG)***

Sameer V. Awsare, MD, practices Internal Medicine in Campbell, CA. Dr. Awsare graduated from University of California Davis School of Medicine in 1989 and has been in practice for 25 years. Dr. Awsare joined the Permanente Medical Group in 1993, and is an Associate Executive Director for The Permanente Medical Group in charge of Pharmacy, Adult and Family Medicine, Risk Adjusted Coding, Revenue Cycle and Outside Medical Services. He is also involved in resident teaching, was the Chair of the Hospital Ethics Committee, and served as Chief of Medicine at the Permanente Medical Group's Campbell facility. He served as a member of TPMG Board of Directors since 1997 to 2014.



### **Sarah Ball, PharmD**

#### ***Assistant Professor & Program Director for Academic Detailing, Department of Clinical Pharmacy & Outcomes Sciences, S. Carolina College of Pharmacy***

Sarah Ball serves as core faculty in the Section of Health Systems Research & Policy, Division of General Internal Medicine and Geriatrics at the Medical University of South Carolina (MUSC). She is also a training facilitator at NaRCAD's Academic Detailing Techniques Training. Dr. Ball directs the SCORxE Academic Detailing Service at SCCP and is the project director for the University Internal Medicine Patient-Centered Medical Home at MUSC. As founding director of SCORxE, she has significant experience with the education, training and field management of clinical pharmacy academic detailers and primary responsibility for evidence-based content development.



### **Julia Bareham, MSc, BSP**

#### ***RxFiles Academic Detailing, Long Term Care Project***

Julie Bareham is a graduate of the University of Saskatchewan's College of Pharmacy and Nutrition where she earned her Bachelor of Science in Pharmacy in 2008. She returned to the U of S in 2010 to pursue her Master of Science degree. In addition to this, Julia currently works for RxFiles on the Long-Term Care Project focusing on optimizing medication use in long-term care. She also has been a board member with the Pharmacists' Association of Saskatchewan since 2009.



### **Cheryl Bartlett**

#### ***Executive Director of Substance Abuse Prevention & Public Health Initiatives at Cape Cod Healthcare***

Cheryl Bartlett served as Commissioner of the Massachusetts Department of Public Health under Governor Deval Patrick 2013-2014, and prior to being appointed Commissioner she served as Deputy Commissioner. In these roles she chaired the inaugural Prevention and Wellness Advisory Board, which oversees a \$60 million Prevention Trust Fund – the first of its kind in the nation. As former Deputy Commissioner, Ms. Bartlett led the Department's implementation of the health care reform & cost containment legislation known as Chapter 224 and spearheaded

a number of other health care quality and performance improvement initiatives. Ms. Bartlett has extensive experience as a registered nurse and hospital administrator implementing health system changes through quality assessment and improvement practices. Currently Ms. Bartlett is developing an integrated public health approach to address the opiate use and overdose crisis being felt across the nation, and in particular Cape Cod, through Cape Cod Healthcare (CCHC).



## Speaker Biographies



### **Melissa Christopher, PharmD**

***National Director Academic Detailing, U.S. Dept. of Veterans Affairs Central Office, Pharmacy Benefits Management (PBM) Academic Detailing Service***

Dr. Melissa Christopher is currently the National Director of VA Academic Detailing Services overseeing the implementation efforts for academic detailing expansion across all Veteran Integrated Service Networks since 2014. She received her Doctor of Pharmacy from Duquesne University, Pittsburgh Pennsylvania. She completed a Pharmacy Practice Residency and Post Graduate Year 2 in Pharmacoeconomics and Formulary Management at VA San Diego Healthcare System. Dr. Christopher conducted research in health outcomes and pharmacoeconomic analysis for several chronic disease management areas. In recent years, Dr. Christopher has embraced the mission to expand efforts for educational outreach by clinical pharmacists for improvement of evidence based care in Pain Management, Depression, Schizophrenia, and Posttraumatic Stress Disorder as well as other substance use disorders. Most of her program efforts focus on development of educational materials, outcome monitors, provider specific electronic audit and feedback tools to trend practice patterns with implementation efforts for the newly developed as well as fully implemented AD programs.



### **Phillip Coffin, MD, MIA**

***Director of Substance Use Research in the Center for Public Health Research at the San Francisco Department of Public Health***

Dr. Coffin is a board certified internal medicine and infectious diseases clinician; specific foci of Dr. Coffin's training include HIV management, buprenorphine maintenance, addiction management, toxicology, and viral hepatitis care. As Director, Dr. Coffin oversees several pharmacologic and behavioral trials that aim to reduce substance use and related HIV risk behaviors. Since the early 1990s, Dr. Coffin has been involved in developing and studying services for drug users, including syringe exchange, agonist maintenance therapy, and overdose prevention programs. In addition to the intersection between substance use and HIV, Dr. Coffin's interests include screening and linkage to care for persons with hepatitis C; opioid overdose and the distribution of naloxone; and mathematical modeling; and clinical care for HIV, viral hepatitis, and general infectious diseases. Dr. Coffin has an established record of clinical experience, academic service, and innovative research, and his expertise in the field is evidenced by his extensive presentation and publication record. Dr. Coffin is also credited with developing a major international conference, Preventing Heroin Overdose: Pragmatic Approaches, and establishing the first hospital-based naloxone distribution program at Columbia University Medical Center.

## Speaker Biographies



### **Andy Ellner, MD**

***Co-Director of the Center for Primary Care, Director of the Program in Global Primary Care and Social Change, Harvard Medical School***

Dr. Ellner is an Associate Physician in the Division of Global Health Equity at Brigham and Women's Hospital and Innovation Consultant at the Phyllis Jen Center for Primary Care, where he practices primary care medicine. His work focuses on the redesign of health service delivery and medical training to incorporate advances in information technology, to hasten the adoption of higher functioning organizational models, and to better address the social determinants of health. He previously worked with the World Health Organization and Clinton HIV/AIDS Initiative on projects to improve health systems in low and middle-income countries. He serves on the board of several non-profit organizations focused on advancing primary care and community health.



### **Allyson Gottsman**

***Program Manager, Colorado Health Extension System  
Executive Vice President, HealthTeamWorks***

Allyson has been in healthcare her entire career, coming from the administrative perspective of healthcare delivery, and currently working at Colorado Health Extension System, a collaborative of 20 practice transformation organizations and an evolving workforce of regional health connectors. She began experimenting with practice facilitation in the early nineties with a focus on patient centeredness, patient education and customer service. She expanded to clinical transformation in her role as Executive Vice President for HealthTeamWorks. Allyson was the original Colorado Director of the national Improving Performance in Practice program (IPIP), working in close collaboration with Ann Lefebvre in North Carolina. The IPIP program was the foundation for the evolution of the nationally recognized HealthTeamWorks practice transformation services.



### **Amanda Kennedy, PharmD, BCPS**

***Director of the Vermont Academic Detailing Program at the Office of Primary Care, University of Vermont***

Amanda has delivered Academic Detailing sessions to over 700 participants since 2003. Amanda regularly serves as a faculty facilitator for NaRCAD Academic Detailing Techniques trainings. As Associate Professor of Medicine, University of Vermont, College of Medicine, Dr. Kennedy is a residency and fellowship-trained board-certified pharmacist investigator. She has extensive training in research and medication safety through completion of an AHRQ-funded career development award (K08), a graduate certificate in human factors and an executive fellowship in patient safety. Her primary care research has been funded by AHRQ, HRSA, the State of Vermont, and local health plans. She has a clinical pharmacy practice in Rheumatology at the UVM Medical Center.

## Speaker Biographies



### **Michael Kharfen**

***Senior Deputy Director, HIV/AIDS, Hepatitis, STD and TB Administration at DC Department of Health (DOH)***

Michael Kharfen has 30 years of experience in public health and human services with federal and local governments and non-profit organizations. Mr. Kharfen developed the District's condom-distribution program, expanded the District's school-based STD screening program, developed an award-winning awareness and social-marketing program on HIV/AIDS prevention, established an academic detailing program on HIV and hepatitis testing and implemented innovative programs to promote HIV prevention among older adults and via peer education among youth. His priorities, in collaboration with community partners, include enhancing the health outcomes for persons living with HIV; promoting innovative and home-grown large-scale prevention strategies, including Pre-Exposure Prophylaxis (PrEP); improving the timeliness and breadth of data on the epidemics; redesigning the HIV housing program; expanding sexual and respiratory health services; and strategies to eradicate hepatitis C.



### **Lyndee Knox, PhD**

***Director, LA Net***

Lyndee Knox, PhD is founding director of LA Net, a primary care practice based research and resource network established with funding from the [Agency for Healthcare Research and Quality \(AHRQ\)](#) in 2002. LA Net supports research and innovation in the healthcare safety net in Los Angeles and provides practice facilitators to practices in its network to support practice-based, clinician and community-led research, evidence translation and practice improvement. Dr. Knox served as principal investigator on AHRQ's Task Order 13 (TO 13) to examine the use of practice facilitators to implement the Care Model in the safety net, and convened the AHRQ Practice Facilitator Consensus Panel to summarize the state of the field as part of TO13. Lyndee has served as lead on a 2-year contract with the Greater Los Angeles Veterans Administration to create and train internal coaches to support primary care teamlets and PACT transformation. Dr. Knox also directs Project ECHO LA, a replication of the successful quality improvement and clinical education intervention from the University of New Mexico aimed at increasing access to specialty care services in rural areas.



### **Ann Lefebvre, MSW, CPHQ**

***Associate Director, North Carolina Area Health Education Centers (AHEC) Program, University of North Carolina at Chapel Hill***

Ann Lefebvre is Associate Director of the NC AHEC Program at the University of North Carolina at Chapel Hill and oversees statewide quality improvement efforts for NC AHEC. Included in her responsibilities is the function of executive director of the NC regional extension center (REC) for health information technology as well as directing all statewide, practice-based quality improvement efforts under the NC AHEC Program. In this role, Ms. Lefebvre has worked to develop a practice facilitation program to help community-based primary care practitioners understand and improve their delivery of healthcare. Ms. Lefebvre also developed a program to train and support over 50 staff to perform as practice facilitators in over 1300 primary care practices across the state.



## Speaker Biographies



### **Joy Leotsakos, PharmD**

***Senior Clinical Pharmacist, Program Manager, AD Service  
Atrius Health Clinical Pharmacy Program***

Joy joined Atrius Health in 2007 and became the program manager for the ADS program in 2012. Prior to joining Atrius Health, Joy worked as an assistant professor at Massachusetts College of Pharmacy and Health Sciences University in Boston, MA and provided ambulatory care pharmacy services to the South End Community Health Center also in Boston. Joy graduated with a Doctor of Pharmacy degree from Virginia Commonwealth University School of Pharmacy and then completed her residency in Ambulatory Care and Community Pharmacy at the University of Florida College of Pharmacy.



### **Terryyn Naumann, BSc(Pharm), PharmD**

***Director of Evaluation, Drug Intelligence & Optimization Branch  
Medical Beneficiary & Pharmaceutical Services Division  
British Columbia Ministry of Health***

Dr. Naumann began her work in academic detailing in 1993 at Lions Gate Hospital in North Vancouver as the clinical pharmacist for the Community Drug Utilization Program – the first academic detailing program in Canada. Since 2008, she has been coordinating the BC Provincial Academic Detailing, or PAD, Service. Terryyn earned her BSc(Pharm) and PharmD from the University of British Columbia in Vancouver BC, and completed a hospital pharmacy residency at St. Paul's Hospital in Vancouver and then worked at St. Paul's as a clinical pharmacist in the areas of Palliative Care, General Medicine and at the HIV Centre of Excellence.



### **Loren Regier, BA, BSP**

***Program Coordinator, RxFiles Academic Detailing Service***

Loren has guided the development of this provincial academic detailing service since the first ground-breaking pilot project began in 1997. Loren is active as a member of the Canadian Academic Detailing Collaboration and provides training and consultation to various programs and initiatives. Loren's interests cover the practical application of evidence to practice and the ongoing development of multifaceted interventions that support academic detailing. Additionally, Loren serves as a faculty facilitator for NaRCAD's Academic Detailing Techniques trainings. Loren is co-editor of the *RxFiles Drug Comparison Charts – 10<sup>th</sup> Edition* and a contributor/reviewer for *Geri-RxFiles* and the *RxFiles – Bringing Evidence to Practice* section of Canadian Family Physician journal.



### **Valerie Royal, PharmD, BCPS**

***Manager, Ambulatory Pharmacy Programs, Greenville Health System***

Valerie joined GHS in 2006 as an internal medicine clinical pharmacy specialist and transitioned into ambulatory pharmacy in 2010. She is currently responsible for a variety of pharmacy programs including specialty pharmacy, provider relations, academic detailing, and formulary management. Valerie received a BS from Clemson University and a Doctor of Pharmacy degree from the Medical University of South Carolina. She then completed residency training at the Regional Medical Center in Memphis, Tennessee.