

BIOGRAPHIES

Conference Speakers and Panelists

Mylia Christensen

Executive Director, Oregon Health Care Quality Corporation

Mylia Christensen is the Executive Director of the Oregon Health Care Quality Corporation, an independent, nonprofit organization dedicated to improving the quality and affordability of health care in Oregon by leading community collaborations and producing unbiased information. Mylia has worked in almost all facets of health care, from clinical settings to hospital and health care system management, strategic planning and administration. She joins the Oregon Health Care Quality Corporation from the OHSU Center for Evidence-based Policy, where she was the Project Director for the Medicaid Evidence-based Decisions Project, a collaborative of Medicaid agencies and state partners from 12 states across the country that provides high quality evidence for use in state coverage and benefit design decisions.

Debi Cornell

Patient Advisor, Oregon Medical Group

Debi Cornell is a member of the Patient Advisory Council at Oregon Medical Group in Eugene, Oregon. She became a patient advisor because she feels it's important for the medical group to know the positive and negative that is happening in the practice. She hopes the advisory council can provide input ahead of time so that new programs being implemented will be easier for both patients and the clinics.

Trisha Herber

Patient Advisor, Providence Medical Group

Trisha Herber is a member of the Patient and Family Advisory Council at Providence Medical Group in Portland, Oregon. She has experience in organizational development and change management. She is also a certified project manager and has facilitation training. Trisha believes these skills will lend themselves well to her work on the Patient and Family Advisory Council. She has traveled extensively (47 countries), which enables her to recognize and appreciate many cultural differences. Trisha chose to be on the council because she wants to help improve the connection and communication between a patient and their medical provider. Through this work, she hopes the council can contribute to a better experience for patients.

Jodi Hettiger

Patient Advisor, St. Charles Family Care-Redmond

Jodi Hettiger is a member of the Patient and Family Advisory Board at St. Charles Family Care-Redmond in Redmond, Oregon. She has been a Board Member for nine months. She, her husband, and their 2-year old son are all patients at St. Charles Family Care-Redmond. Jodi has 15+ years of experience in quality management and staff/student training in the corporate world. She is using that experience, as well as her experience as a patient, to help influence the policies and improvements at the Redmond Clinic. Jodi has enjoyed her time as a member of the Patient and Family Advisory Board and looks forward to continued service.

Beverley Johnson**President and CEO, Institute for Patient- and Family-Centered Care**

Beverley Johnson is the President and CEO of the Institute for Patient- and Family-Centered Care in Bethesda, Maryland. She has provided technical assistance and consultation for advancing the practice of patient- and family-centered care to over 250 hospitals, health systems, and federal, state, and provincial agencies. Bev has authored or co-authored many publications on patient- and family-centered practice. She currently serves on the Selection Committee for the American Hospital Association Quest for Quality Prize and will co-chair the National Medical Home Summit East in Philadelphia in 2012. Bev also currently serves as project director for a variety of projects and initiatives to advance the practice of patient- and family-centered care, including initiatives in Oregon and Maine to develop effective and sustained partnerships with patients and families in ambulatory programs and health plans.

Scott Johnson, MD**Medical Director and Family Practice Physician, Oregon Medical Group**

Scott Johnson is the Medical Director and a Family Practice Physician at Oregon Medical Group in Eugene, Oregon. He has practiced Family Medicine with Oregon Medical Group for fifteen years and has been the part-time Medical Director for the last two years. He graduated from medical school at Wake Forest University and completed his family medicine training at Oregon Health and Science University. He has been a trainer/instructor in the Our Whole Lives adolescent sexuality curriculum for eight years and has always had a special interest in education about health issues. Scott lives in Eugene with his spouse, a Physician Assistant in Family Medicine, and two teenage children.

Cindy Klug**Director of Patient and Professional Education, Providence Medical Group**

Cindy Klug is the Director of Patient and Professional Education at Providence Medical Group in Portland, Oregon. She is a Certified Health Educator who has worked for the Providence Health System in Oregon for over 15 years. Recently Cindy was appointed to director for the development and implementation of Providence's Patient Centered Medical Home. She has also participated in several research studies. Academically, she has a Master's Degree in Community Health Education as well as being a Certified Health Education Specialist.

Rae LaMarche**Patient Advisor, Oregon Medical Group**

Rae LaMarche is a member of the Patient Advisory Council at Oregon Medical Group in Eugene, Oregon. As the primary caregiver for both of her parents through the end of their lives, Rae is particularly interested in working to establish a way for patients to maneuver the multiple services they receive from the medical community.

David McNulty, MD**Medical Director and Family Practice Physician, Northwest Primary Care**

David McNulty is the Medical Director and a Family Practice Physician at Northwest Primary Care in Portland, Oregon. He graduated from the University of California, Davis-Medical School in 1987. After

completing a family practice internship at Oregon Health and Science University in 1988, he did his family practice residency training at the University of Virginia. He has practiced family medicine in rural Virginia and since 1991 has practiced family medicine at Northwest Primary Care.

Mary Minniti, CPHQ

Project Director, Patients and Families as Leaders

Mary Minniti is the Project Director for *Patients and Families as Leaders*, a project of Quality Corp that is funded by a grant from the Robert Wood Johnson Foundation's *Aligning Forces for Quality* initiative. Mary has worked in quality improvement and community organizing for more than 25 years. She spent 16 years with PeaceHealth managing diverse cross-regional projects focused on improving the patient experience of care. She has worked for PeaceHealth Medical Group, a large multi-specialty practice in Eugene, Oregon, as the Quality Improvement Director. Mary also worked in partnership with the Oregon Health Authority and Northwest Health Foundation to convene a statewide taskforce to develop recommendations for implementation of the Patient-Centered Primary Care Home across the state. She is a Program and Resource Specialist for the Institute for Patient- and Family-Centered Care.

Daniel Murphy, MD

Medical Director and Family Practice Physician, St. Charles Family Care-Redmond

Daniel Murphy is the Medical Director and a Family Practice Physician at St. Charles Family Care-Redmond in Redmond, Oregon. He graduated from Georgetown University School of Medicine in 1981. After completing a family practice residency with the University of California at Davis, Dr. Murphy practiced family medicine in a variety of settings including Indian reservations. He also taught family medicine in a UC Davis residency program. For the last 16 years, Dr. Murphy has practiced as a family physician in Redmond, Oregon.

Diane Myers

Member Advisor, CareOregon

Diane Myers is a member advisor on the Member Advisory Committee (MAC) at CareOregon, a non-profit health plan serving more than 150,000 Medicaid and Medicare recipients in Oregon. Diane states that the MAC is highly valued by the staff and board of CareOregon at a time when patient centered care and transformation of health care is so important to the nation. The continual appreciation and opportunities to contribute to the organization has been sincerely demonstrated and the commitment to the Member Advisory Committee's work continues to grow in its importance to the organization.

Gary Rutledge

Patient Advisor, Northwest Primary Care

Gary Rutledge is a member of the Patient Advisory Council at Northwest Primary Care in Portland, Oregon. He is a native born Oregonian who has been married to his wife for 54 years and has three children, nine grandchildren, and one great grandchild. Gary looks at the bright side of everything and has a wonderful sense of humor. He has spent 22 years in the real estate business and is a broker. Gary has been a patient advisor with Northwest Primary Care for a year and has received care for 15 years from the clinic.

Haseeb Shojai**Patient Advisor, St. Charles Family Care-Redmond**

Haseeb Shojai is a founding member of the Patient and Family Advisory Board at St. Charles Family Care-Redmond in Redmond, Oregon. He has served on the Advisory Board for one year. Haseeb has been part of bringing changes to patient experience at St. Charles Family Care-Redmond that include better communications between patients and caregivers, better and easier access to caregivers at any time of day and a patient satisfaction survey that asks patients about their opinion of the care they received during their clinic visit. He is a small business owner and an active community member who speaks English with an accent. Haseeb is the proud father of 1-year old son.

David Shute, MD**Medical Director, Oregon Health Care Quality Corporation**

In his role as medical director, David Shute works collaboratively with diverse stakeholders in health care to develop community wide solutions to quality measurement, public reporting, and quality improvement. He is also a practicing internist and medical director at GreenField Health in Portland. His portfolio of experience includes extensive work with quality measurement and reporting, quality improvement, practice transformation, physician engagement and physician culture, transparency, and the application of information technology in clinical practice.

Martin Taylor**Director of Public Policy and Member Centricity, CareOregon**

Martin Taylor is the Director of Public Policy and Member Centricity at CareOregon, a nonprofit health plan serving more than 150,000 Medicaid and Medicare recipients in Oregon. He has been at CareOregon since 2008 and has been involved with CareOregon's collaboration with the Oregon Health Authority regarding state and federal health reform, including representing CareOregon and advocating for CareOregon members to the Oregon Legislature and community. Most recently, Martin has directed efforts to more vigorously involve CareOregon membership in setting the health plan's direction, including creating a member advisory committee, developing a member-leader training program and initiating community-based health-renewal projects. Prior to joining CareOregon, Martin had more than a decade of experience in Oregon's legislative and health policy arenas.

Margie Turner**Patient Advisor, Providence Medical Group**

Margie Turner is a member of the Patient and Family Advisory Council at Providence Medical Group in Portland, Oregon. She is passionate about her family receiving the best health care available. Margie chose to receive her care from Providence Medical Group after she saw the care family members were receiving. Her provider takes time to go over specific health needs and concerns, so that she does not feel that she is just one more person on the "to do" list for the day. Having experienced the positive and negative sides of care gives her a unique experience to draw from and a perspective that not everyone may have. Margie would like for the PMG council to enable PMG to see the patient in a different light and to partner with PMG to better meet the needs of patients. She is very excited to start this journey and looks forward to working with PMG.