

# **Patients and Families as Leaders in Health Care Improvement**

## **Speakers' Biographies**



*Information for a Healthy Oregon*

A project of the Oregon Health Care Quality Corporation  
and the Robert Wood Johnson Foundation's *Aligning  
Forces for Quality* initiative.

## **Keynote Speaker**

### **Beverley H. Johnson**

President and Chief Executive Officer of the Institute for Patient- and Family-Centered Care in Bethesda, Maryland.

Beverley Johnson has provided technical assistance and consultation for advancing the practice of patient- and family-centered care to over 200 hospitals, health systems, federal, state, and provincial agencies, and community organizations. She has assisted many hospitals and ambulatory programs with changing organizational culture, facilitation of visioning retreats, and the integration of patient- and family-centered concepts in policies, programs, and practices, as well as in facility design and the education of health care professionals.

Bev is the Project Director for a year-long initiative, funded by the Rothschild Foundation, to develop and disseminate a leadership package, a set of audiovisual and print resource materials for senior executives and managers in hospital and long-term care settings on how to partner with patients/residents and families to improve care, support, programming, and facilities across the continuum of care.

Bev serves on the Selection Committee for the American Hospital Association McKesson Quest for Quality Prize and the American Hospital Association's National Advisory Committee. She is also a faculty member for Team Up for Health, a California HealthCare Foundation initiative, to advance the practice of self-management support in ambulatory settings that are community-based and/or affiliated with a hospital/health system.

Bev is a past recipient of the Lloyd Bentsen Award and the Humanitarian Award from Pediatric Nursing. In 2007, she received The Gravens Award for leadership in promoting optimal environments and developmental care for high risk infants and their families and The Changemaker Award by the Board for the Center for Health Care Design. In 2008, the National Perinatal Association presented Bev with the Stanley L. Graven Award. On behalf of the Institute for Family-Centered Care, Bev Johnson recently accepted a 2009 Picker Award for Excellence<sup>®</sup> in the advancement of patient-centered care.

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## **Presenters**

### **Mary Minniti, CPHQ**

Project Director for "Patients and Families as Leaders: Transforming Patient and Family Engagement in Oregon," Quality Improvement Director, PeaceHealth Medical Group

Mary Minniti has worked in quality improvement and community organizing for more than 25 years. She has spent over 13 years with PeaceHealth managing diverse cross-regional projects focused on improving the patient experience of care. She is currently working for PeaceHealth Medical Group, a large multi-specialty practice in Eugene, Oregon, as the Quality Improvement Director. She is serving as the Project Director for "Patients and Families as Leaders: Transforming Patient Engagement in Oregon," part of the *Partner for Quality Care* initiative, funded in part by a grant from the Robert Wood Johnson Foundation's *Aligning Forces for Quality* program.

### **Shari Wright**

Project Coordinator for "Patients and Families as Leaders: Transforming Patient and Family Engagement in Oregon"

Shari Wright has worked with PeaceHealth Medical Group for six years in the innovative Senior Health and Wellness Clinic, the clinical pharmacy, and as project coordinator for an Agency for Healthcare Research and Quality-funded grant on Patient Medication Management at Home.

### **Nancy Clarke**

Executive Director, Oregon Health Care Quality Corporation

Nancy Clarke has been an innovative leader in Oregon health care for 27 years, with positions in public health, medical care delivery systems and health services research. Initiating and implementing collaborative projects is at the core of Nancy's work history. As Health Systems Liaison with the Oregon Department of Human Services, she spearheaded design and evaluation of a unique, cooperative pilot program between public health and personal health care delivery system aimed at measuring and reducing the burden of chronic disease in Oregon. This program, the Chronic Disease Data Clearinghouse, laid the foundation for the *Partner for Quality Care* initiative, which is managed by the Oregon Health Care Quality Corp. Nancy implemented other cooperative projects, including the development of a public-private Tobacco Quit Line that became the model for 18 states. As state Emergency Medical Services Director, she initiated implementation of the statewide trauma system, the state injury registry and the children's injury prevention program.

Use of information technology to improve the quality of health care and the health of Oregonians has been a long-term interest since her first Oregon job – computerizing the public health analysis of birth and death vital records. At Kaiser Permanente as Assistant Research Operations Manager, Clarke managed and coordinated projects in prevention, epidemiology and the delivery of medical care. More recently, she coordinated planning for the metropolitan Portland health information exchange.

### **David Shute, M.D.**

Medical Director, Partner for Quality Care initiative and Internal Medicine Consultant, GreenField Health

David Shute wears a multitude of hats, all of which point toward improving patient care. Previously he held posts as Clinical Coordinator through Medical Director, 1999-2006, Aumentra (formerly OMPRO), Oregon's Quality Improvement Organization; and at HealthFirst Medical Group/Metropolitan Clinic. Dr. Shute's residency and internship in Internal Medicine were both at OHSU. He earned his Doctor of Medicine at the University of Illinois and is Board Certified in Internal Medicine. Dr. Shute also sits on the Executive Committee of the Oregon Medical Association.

"I enjoy building rich patient-physician relationships that help people enjoy healthier lives. Our goals? They are defined by the patient, and my job is to provide the knowledge, tools, and encouragement to help ensure success. Helping my patients to manage illness is a critical physician role. But I get the most satisfaction when we focus on improving health.

## **Panel Members**

### **Willa Reich**

Co-Chair, PeaceHealth Patient Advisory Council, PeaceHealth Medical Group, Eugene

Willa Reich is actively retired and living in Eugene, Oregon. She has participated as a patient advisor for the last three years. She has served on the Medication Oversight Safety Team and provided input on a number of important strategic initiatives. She is a 2010 Honoree of the AGE KNOWS NO LIMITS Project. She has donated over 800 hours as a community volunteer in a variety of capacities.

### **Kathi Levell, R.N.**

Executive Director Planning, PeaceHealth Medical Group, Eugene, Oregon

Kathi Levell serves on the PeaceHealth Advisory Council as representative of the medical group leadership team. As PHMG has expanded with new construction and/or remodeling of existing buildings, Kathi has involved patients and families in these designs. She was the operational lead on the development of PHMG's strategic plan called "Creating the Idealized Patient Experience" and worked closely with physician and patient/family leaders.

### **Patty Black**

Co-Chair, PeaceHealth Medical Group Patient Advisory Council, Eugene, Oregon

Patty Black brings her own health care experience to her role as a patient advisor. She is passionate about the important role patients and families play when faced with difficult diagnoses. She has served on the Council for over two years. She was instrumental in the development of the Patient Safety Program, helping recruit community members to fill roles in the video. She is a Hardy Plant Society member and plays competitive tennis.

### **Marla Sanger, R.N., M.B.A.,** Program Manager, PeaceHealth System Quality & Process Improvement

Marla came to St. Joseph Hospital in 2002 as Assistant Vice President for Patient Care Services and hospital lead during Whatcom County's participation in a Pursuing Perfection grant, sponsored by the Robert Wood Johnson Foundation and the Institute for Healthcare Improvement. She served as Regional Vice President for Quality and Process Improvement between 2005 and 2009. Ms. Sanger has worked as a licensed registered nurse serving children and adults in multiple settings including a rural Tlingit community in SE Alaska. She held various roles at Seattle Children's Hospital for more than 25 years. Her area of clinical practice was the Infant Intensive Care Unit until she moved into leadership as a Nursing Supervisor and for 7 years was Director of the Children's Hospital Emergency Department.

Current responsibilities involve two Vision 2012 focus areas; Safe and Clinically Effective Care and Clinician Partnership and Planned Care. In addition to participating on change leadership teams for Palliative Care and Planned Care, Ms. Sanger is supporting the spread of patient / family engagement as partners on teams and in their own care.

**Barbara Forss,** Patient Advisor, Whatcom Region PeaceHealth and PeaceHealth system wide, Patient Representative on four PeaceHealth teams.

Barbara Forss is a woman with hereditary Factor VII deficiency. She suffered from bleeding episodes for 47 years, and was hospitalized over 50 times before being correctly diagnosed. Absences from school and then work, chronic pain and exhaustion, and endless surgeries and transfusions to control bleeds were often attributed to the fact that "some women just bleed a lot." A total hysterectomy at age 31 to control severe menorrhagia left her feeling devastated emotionally; as even then, no one could explain her constant bleeding.

When Ms. Forss learned that up to 2% of the population has a bleeding disorder and doesn't know it, she began doing outreach and advocacy, with training from programs at the National Hemophilia Foundation and the Hemophilia Federation of America. She immersed herself in local and national conferences, meeting others who shared her concerns. In 1998, Barb Forss began the first national foundation serving only women with bleeding disorders, The LadyBugs Foundation: [www.ladybugsfoundation.org](http://www.ladybugsfoundation.org)

Ms. Forss speaks extensively both in the U.S. and abroad. She is a member of the Puget Sound Blood Center's Hemophilia Advisory Board, and also holds the title of Executive Director for her foundation. Ms. Forss is currently a Patient Representative on four PH teams.

**Jackie Moore**, Practice Manager, Sunset Medical Practice Group, Portland, Oregon

Jackie Moore has worked 28 years in the primary care clinical setting. Recently she has worked with patient advisors on Sunset Medical Practice Group process design committees and has seen this primary care organization obtain process redesign that is better understood and more patient and family user friendly when patient input is obtained throughout of all phases of planning.

**Kathrine McClure**, Resource Stewardship Director, Permanente Northwest, Portland, Oregon

Kathrine McClure is the Kaiser leader for transition care work. She and patient advisor, Al Parr, have worked together on this committee.

**Al Parr**, Patient Advisor, Permanente Northwest, Portland, Oregon

Al Parr has served as a Patient Advisor for Permanente Northwest serving on a Transition Care process redesign committee.

**Erwin Teuber**, Executive Director, OHSU Family Medicine at Richmond, Portland, Oregon.

Erwin Teuber has been with Richmond Clinic since December 2009. He previously was Executive Director of an Idaho community health center (FQHC) for 22 years, Terry Reilly Health Services, in the Boise/Nampa area. Erwin also worked with the Ohio Department of Health for 12 years in state health planning and policy roles. He is also a student and devotee' of quality improvement in American health care.

**Claire Tranchese**, Member, Board of Directors, OHSU Family Medicine at Richmond, Portland, Oregon

Claire Tranchese has been a board member of the Richmond Clinic, an FQHC Look-a-like, for 1 1/2 years. She is a consumer user and represents her 2 year old son Finn who is a user of the clinic. She has a master's degree in Public Administration in Health Administration and is using her knowledge of the healthcare system as well as her experience as a patient to help direct the policy and development of the Richmond clinic. She lives near the clinic and has many friends with young children who live in the area as well, so she is able to act as a representative for a larger segment of young families in the neighborhood. She has really enjoyed her time on the board of the clinic and intends to continue to serve on the board and represent the neighborhood and young families.