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HIT Standards Committee

Implementation Workgroup Meeting on the Adoption Experience

October 29, 2009

Non-Healthcare Industry Panel

- *Skip Best and David Miller, Covisint*
- *Adam Bosworth, XML, SQL*
- *John Trustman, Salt Island Consulting*
- *Clarence So, Salesforce.com*

N.K. "Skip" Best, Director of Business Development, Covisint. Mr. Best is responsible for the relationships with the American Medical Association, a national effort to drive adoptions of e-health applications and interoperability, statewide health information exchange development and interface with federal and state agencies. In this role he works closely with governors and state agency leadership in expanding the understanding of the value of interoperability and managing the associated changes to drive adoption in the market for e-health applications. Mr. Best's experience in healthcare technology spans thirty years in business development, sales, sales management and general management of health information and medical device technology companies. The product and service experience ranges the gambit of clinical, operational and financial software and services.

David C. Miller, Chief Security Officer, Covisint. David C. Miller is the Information Security Officer for Covisint. His responsibilities include internal and external system architecture security issues for the e-business exchange. In addition Dave directs the identity management offering at Covisint which currently secures access for the automotive and healthcare industries. Dave has been at Covisint since its inception in 2000. He has built its INFOSEC organization, developed policies and procedures for information security and helped design secure solutions for its product offering. Dave has more than 15 years experience in the Information Technology and automotive industries and prior to joining Covisint, served as Director of Operations for GM TradeXchange managing the implementation and architecture of the project. Previously, Dave was Chief Architect for Secureway an IBM division that provided security to e-business initiatives. His experience with General Motors also extends to his days as Director of Technology for Dascom and his many years as an Enterprise Architect at EDS in Detroit where he designed various systems in support of the automaker. Dave is a member of the Medical Banking initiative where he chairs the HIPPA compliance workgroup and is a board member of the C.O.M.B.A.T initiative. In addition Dave is a member of Executive Security Action Forum which is an on-going independent committee that includes key business and government security policy and technology implementers.

Adam Bosworth was until recently a Vice President of Product Management at Google Inc. He was previously senior VP Engineering and Chief Software Architect at BEA Systems and was responsible for the engineering efforts for BEA's Framework Division. Known as one of the pioneers of XML technology, Bosworth previously held various senior management positions at Microsoft, including General Manager of the WebData group, a team focused on defining and driving XML strategy. While at Microsoft, he was responsible for designing and delivering the Microsoft Access PC database product (codenamed 'Cirrus') and assembling and driving the team that developed Internet Explorer 4.0's HTML engine.

Clarence So, Senior Vice President, Strategy - Salesforce.com. Clarence So joined Salesforce.com in 1999, its founding year, and currently is the Senior Vice President of Strategy for the company. During his ten year tenure at salesforce.com, Clarence has helped the company grow from a business plan, to joining the S&P 500 with over 1.5M subscribers and \$1B in annual revenue. During his first four years, he served in the role of Vice President of Product Marketing, responsible for bringing the company's first eight product lines to market. He later assisted with the company's first three acquisitions and served as a Senior Vice President leading the EMEA marketing organization out of the company's London office. He most recently led salesforce.com's global marketing efforts as Chief Marketing Officer responsible for generating awareness, leads and pipeline for the global organization. Prior to salesforce.com, Clarence spent 10 years in a variety of engineering, sales, strategic planning and venture capital roles at IBM, Motorola Semiconductor, Arbor Software (acquired by Oracle) and US Venture Partners respectively. Clarence was born in Toronto, Canada. He holds an MBA from the University of California, Berkeley and a Bachelor's in Electrical Engineering from Queen's University, Canada.

Providers Panel

- *Andy Wiesenthal, Kaiser Permanente (IDN)*
- *Dick Taylor, CMIO, Providence Health, Portland, OR (IDN)*
- *Rick Warren, VP/CIO, Allegiance Health, MI (Community Hospital)*
- *Lisa Bewley, VP/CIO, Regional West Medical Center, Scotts Bluff, NE (Community Hospital)*
- *Louis Spikol, MD, Allentown PA (Small Practice)*
- *Floyd Bradd, MD, Virginia (Small Practice)*

Andy Wiesenthal. Andrew M. Wiesenthal, MD, SM is Associate Executive Director of the Permanente Federation for Clinical Information Support. From 1983 until April 2000, Dr. Wiesenthal served as a pediatrician and pediatric infectious disease consultant with the Colorado Permanente Medical Group (CPMG). He also led CPMG's quality management program and served as Associate Medical Director for Medical Management, with responsibility for quality management, utilization management, regulatory compliance, risk management, credentialing and physician performance, and informatics. He joined the Permanente Federation in April 2000. His current work is in the arenas of development and deployment of automated medical records, decision support, and other clinical systems for all of Kaiser Permanente. Dr. Wiesenthal graduated from Yale University with a BA degree with honors in Latin American Studies in 1971 and received his MD in 1975 from the State University of New York, Downstate Medical Center in Brooklyn. He completed his pediatric residency at the University of Colorado in 1978 and then served as an Epidemic Intelligence Service Officer with the Centers for Disease Control from 1978-80 before returning to the University of Colorado for a pediatric infectious disease fellowship, which was completed in 1983. In 2004, Dr. Wiesenthal earned an SM in Health Care Management from the Harvard School of Public Health.

Dick Taylor, MD, is the Chief Medical Information Officer for Providence Health and Services in Oregon. Following a sixteen year career in software and systems design, Dr. Taylor entered medical school in 1994. He graduated from the University of Colorado School of Medicine in 1998 and completed a residency in Pediatrics at The Children's Hospital of Denver in 2001. Since that time, he has been a Pediatric Hospitalist for Kaiser Permanente (Colorado), a Project Director for a medical device design and outsourcing company, a physician lead for Information Technology with Kaiser, and, just prior to his position with Providence, had the position of Vice President, Medical Affairs for McKesson Corporation. He joined Providence as the CMIO in April, 2008.

Richard D. Warren, Vice President & Chief Information Officer (since 1988) at Allegiance Health. Member: College of Healthcare Information Management Executives, Charter Member; Healthcare Information and Management Systems Society (HIMSS). He has published numerous articles on connecting to EHRs.

Lisa Bewley, RN. As Vice President of Information Technology/CIO at Regional West Medical Center, Lisa Bewley oversees an annual budget of \$6.5 million and 38 staff who are charged with strategically identifying and implementing operational and healthcare technological solutions designed to improve patient care and organizational efficiencies. As President of the Western Nebraska Health Information Exchange (WNHIE) and board member of the Nebraska Health Information Initiative (NeHII), Bewley advises regional and state health and technology leaders about health information exchange issues. Bewley earned her Master of Science and Bachelor of Science in Nursing from the University of Nebraska Medical Center's College of Nursing.

Louis Spikol, MD, Family Practice Physician in Whitehall, PA. *How is his practice different from others?* He says: For more than 20 years, I have practiced office family and hospital medicine in small towns and cities as well as trained hospital residents. In my efforts to improve the delivery of medical services, I have developed an enthusiasm for the application of computers in office medicine, including electronic health records. Fluent in the associated software, I have now implemented a paperless office in my own private practice and am always looking for the opportunity to apply and enhance my skills in this area. I am excited about the potential these technologies hold for the medical profession and plan to take an active role in family medicine's transition to fully computerized systems in the 21st century. For three years, I had the opportunity to work for the American Academy of Family Physicians (AAFP) as part of their Center for Health Information Technology, in addition to my part-time family medicine practice.

Floyd "Tripp" Bradd, MD, FAAFP. Dr. Bradd represents small practices in his testimony before the HIT Standards Committee's Implementation Workgroup. He has active medical staff admitting privileges at Warren Memorial Hospital in Front Royal, Virginia. His primary specialty is family medicine, with a secondary specialty in geriatrics. Dr. Bradd has been in practice since 1982, and is a Fellow in the American Academy of Family Practice.

Vendors Panel

- *Rick Ratliff, SureScripts*
- *Arien Malec, Relay Health*
- *Sean Nolan, MicroSoft*
- *Girish Kumar, eClinical Works*
- *Chris Stevens, Orion Health*

Rick Ratliff, SureScripts, Chief Operating Officer. As COO, Ratliff is responsible for the development, deployment, and support of SureScripts connectivity services. In addition, he leads SureScripts' efforts in establishing and managing strategic relationships with physician and pharmacy technology partners as they connect to SureScripts.

Arien Malec, Vice President, Product Management & Strategy, Relay Health. Mr. Malec has a long and varied career applying technology and informatics to solve problems in healthcare and life sciences. In his current position, he coordinates product strategy, product management, user experience and product marketing for the RelayHealth division of McKesson. Prior to RelayHealth, he worked at Fast Track Corporation, applying clinical informatics and analytics to clinical trials processes for clinical practices and pharmaceutical companies. Prior to Fast Track, he had leadership positions in product management and business development in software and services companies focusing on pharmaceutical drug development. He is a graduate of The American University, where he studied international relations.

Sean Nolan is a Distinguished Engineer currently serving as Chief Architect of the Health Solutions Group, where his mission is to improve global health and wellness by building and delivering great software to an industry that badly needs it. Nolan's professional career began in 1989, when as a perhaps overly-confident Dartmouth junior he wrote personal letters to Steve Jobs and Bill Gates asking for an internship. Gates never replied, but a few weeks and one terrifying interview trip later, Microsoft offered him actual money to write code. After college Nolan moved to Washington State, and wrote code for many versions of Works – from DOS and OS/2 to the Mac and ultimately Windows. He then moved to the newly formed MSN team to help sim-launch with Windows 95. Nolan left Microsoft in 1996 for a 10-year journey through the startup and venture capital worlds, where his most visible role was as CTO of Drugstore.com. In 2006, he had the opportunity to return to Microsoft help found the Health Solutions Group.

Girish Kumar, CEO and co-founder, eClinicalWorks. eClinicalWorks is a privately held leader in the ambulatory clinical systems market. The company's unified electronic medical record (EMR) and practice management (PM) solutions are proven for every market segment: large practice groups, including Massachusetts eHealth Collaborative (MAeHC), Electronic Health Records of Rhode Island (EHRRI) and the New York City Department of Health and Mental Hygiene, as well as medium, small and solo practices regardless of specialty.

Quality Measures Panel

- *Janet Wright, American College of Cardiology*
- *Richard Gliklich, CEO, Outcome Sciences*
- *Jesse Singer, NYC Health*
- *Barbra Rabson, Massachusetts Health Quality Partners*
- *Jack Bowhan, Wisconsin Collaborative for Healthcare Quality*

Richard Gliklich, M.D., Dr. Richard Gliklich is president of Outcome Sciences, a provider of registries and technologies for evaluating real world outcomes and quality measurement. Dr. Gliklich has developed more than 150 registries including some of the most widely known national programs. He works frequently with medical and surgical specialty associations on registries for quality measurement. He is also Principal Investigator (PI) for the Outcome DEcIDE Center, one of 13 DEcIDE centers under the Agency for Healthcare Research and Quality's Effective Healthcare Program. Dr. Gliklich is the senior editor of the Agency for Healthcare Research and Quality (AHRQ) handbook "Registries for Evaluating Patient Outcomes: A User's Guide." Dr. Gliklich received his B.A. from Yale University and completed his medical training at Harvard Medical School. He trained in Outcomes Research as a Charles A. Dana Scholar at the University of Pennsylvania School of Medicine. Dr. Gliklich is a frequently invited speaker on registries and quality measurement. He is the inventor on an issued patent related to outcomes and physician performance measurement. He has numerous academic publications and authored a textbook on office based quality measurement. In addition to his work with Outcome, Dr. Gliklich is a practicing surgeon and is a Professor at Harvard Medical School.

Barbra Rabson has been the executive director of Massachusetts Health Quality Partners (MHQP) since 1998. MHQP is nationally recognized for its collaborative approach to collecting and reporting performance information to improve care. Under Ms. Rabson's leadership, MHQP has become a national leader in cross-payer data aggregation, the development and large-scale implementation of performance measurement initiatives, and a trusted source of physician performance information in Massachusetts. MHQP is known for its successful track record for reporting health care performance information to providers and the public. Ms. Rabson is a founding member of the Network for Regional Healthcare Improvement (NRHI), a national network of regional quality collaboratives.

Jack Bowhan is the Manager of Performance Measurement for the ThedaCare Center for Healthcare Value and the Wisconsin Collaborative for Healthcare Quality (WCHQ). He brings twenty-plus years of healthcare experience with multi-specialty group practices, hospitals, managed care organizations and led the first team to write performance measure specifications for WCHQ. Currently Jack is responsible for leading, directing, and managing the development of healthcare value metrics. He works in partnership with members of WCHQ as well as its strategic partners including health care purchasers, the Wisconsin Health Information Organization, the Wisconsin Medical Society, and the Health Care Value Leaders Network.