

Faculty Biographies

PHLN Convening #2

Tiffany Jimenez | Petaluma Health Center



Tiffany Jimenez, RN, MSN, is the Quality Improvement and Care Innovation Director at Petaluma Health Center. Tiffany has been working in the FQHC environment for the last 10 years in the roles of Team Nurse, Director of Nursing, and Quality Improvement Director. In 2016, she completed the 10-month ADVANCE quality improvement training program through Partnership HealthPlan. What she enjoys most about her work is engaging others in the quality improvement process - from patients, to administrative and front line staff - and then celebrating how their collaborative efforts positively impacted the quality of patient care and patient experience. Tiffany has a Bachelor of Arts in Spanish from the University of Evansville in Indiana, and a Master of Science in Nursing with an emphasis on the Clinical Nurse Leader role, from Sonoma State University.

Jessicca Moore | Petaluma Health Center



Jessicca Moore, MSN, FNP is the Director of Innovations at Petaluma Health Center. She earned a Masters in Nursing from UCLA and a certificate in Rural and Community Clinic Management from Sonoma State University. Jessicca has been with PHC since 2005 and helped guide the organization through their transition to team-based care and patient-centered medical home. She approaches problems through a human centered design lens, leveraging her experience as a clinician and a practice leader to her work in quality improvement and innovation.

Danielle Oryn | Petaluma Health Center



Dr. Danielle Oryn, MPH, is the Chief Medical Informatics Officer. Dr. Oryn also serves as the Chief Medical Officer for the Redwood Community Health Coalition and was previously Medical Director at Petaluma Health Center. Dr. Oryn provides leadership and support for initiatives in clinical systems, health information technology and quality. She graduated from Nova Southeastern University as a Doctor of Osteopathy, completed postdoctoral training at the Family and Community Medicine Residency program at Christiana Care Health System, and has a Master's Degree in Public Health from West Chester University. Her interests include a whole person approach to medicine, health information technology, and public health policy.



Parinda Khatri | Cherokee Health Systems

Dr. Parinda Khatri is Chief Clinical Officer at Cherokee Health Systems (CHS), a comprehensive community health care organization in Tennessee that is a Federally Qualified Health Center and Community Mental Health Center. As Chief Clinical Officer at Cherokee Health Systems, she provides oversight and guidance on clinical quality, program development and management, workforce development, clinical research, and clinical operations for blended primary care and behavioral health services within the organization. She is also the principal investigator of several research programs at CHS, including the NIH Precision Medicine All of Us Research Program. Dr. Khatri is also involved in integrated healthcare policy and practice issues at the national level. She was recently appointed to the HRSA Advisory Committee on Interdisciplinary and Community-Based Linkages by the U.S. Secretary of Health and Human Services.



Tara Kirk | La Clinica

Tara Kirk currently serves as the Director of Performance Excellence at La Clinica, a federally qualified health center in Southern Oregon. She has a strong background in operations management and quality improvement, serving as a practice manager for 7 of the 15 years she has worked at La Clinica. In 2009 Tara was emerged in LEAN culture, where she attended intense training over the course of nine months to become a LEAN practitioner. She also holds a green belt in lean six sigma, is a certified professional in healthcare quality, and is a certified practice coach for primary care innovation. Tara is passionate about empowering teams and individuals, removing barriers and inspiring innovation.



Jillian Robinette | La Clinica

Jillian Robinette has been with La Clinica since 2012 and leads as the Practice Manager for La Clinica's new Wellness Center. Prior to this role, Jillian served as Site Coordinator for La Clinica's Birch Grove Site and was an Integrated Behavior Health Coach at La Clinica's Central Point Health Center. Jillian holds Bachelor degrees in Forensic Science and in Psychology. She is an expert in the addiction medicine field and has extensive experience working with mental health patients and veterans. In addition she is a *Living Well With Chronic Illness* facilitator and is certified in Advanced Care Directive work.

Lori Raney | Health Management Associates



Lori is available for faculty consultations.

Dr. Lori Raney is a board-certified psychiatrist and Principal with Health Management Associates in Denver, Colorado. She is considered a leading authority on the collaborative care model and the bidirectional integration of primary care and behavioral health. Her work focuses on implementing evidence-based practices to improve the identification and treatment of mental illness in the primary care setting and improve the health status of patients with serious mental illness in behavioral health settings. She is the editor of the books *Integrated Care: Working at the Interface of Primary Care and Behavioral Health* and *Integrated Care: A Guide for Effective Implementation* and has published numerous articles in peer-reviewed journals on topics related to integration. Dr. Raney served for 15 years as the medical director of a community mental health center, where she fostered the development of a full range of evidence-based services including the development of a telepsychiatry program, working in and deploying psychiatric providers in correctional health settings, managing the psychiatric medical team in implementing prescribing best practices including metabolic monitoring.

Rob Houston | Center for Health Care Strategies



Rob is available for faculty consultations.

Rob Houston, MBA, MPP, is the Associate Director for Payment Reform at the Center for Health Care Strategies. He works on projects involving the design and implementation of value-based payment models, including providing technical assistance to state Medicaid agencies, provider organizations, and health plans. Rob also leads state-based efforts to implement Medicaid accountable care organization (ACO) programs, and provides guidance to states under the Medicaid Innovation Accelerator Program for Value-Based Payment and Financial Simulations, which is a collaboration between the Center for Medicaid and CHIP Services and the Center for Medicare & Medicaid Innovation. Rob has authored numerous publications related to VBP and ACO development.

Greg Howe | Center for Health Care Strategies



Greg is available for faculty consultations.

Greg Howe is a Senior Program Officer at the Center for Health Care Strategies where he works on initiatives related to populations with complex medical and social needs, and delivery system and payment reform. In this role, Greg works with Medicaid leaders across the country on an array of projects, including providing technical assistance to states developing value-based payment models, supporting CMS and state efforts to successfully implement and monitor 1115 waiver initiatives, leading a ten-state learning collaborative to help states identify Medicaid financing options for sustaining Project ECHO, and providing leadership development opportunities to Medicaid directors and staff through CHCS' *Medicaid Leadership Institute*.

Carolyn Shepherd | Leibig-Shepherd, LLC



Carolyn is available for faculty consultations and coaching.

Dr. Carolyn Shepherd is a family medicine physician who has worked for 36+ years providing health care in the safety net that serves at risk and underserved populations. Her interest has been in redesigning systems of delivering health and health care. She joined Clinica Family Health Services in 1988 and served as the organization's Senior Vice-President for Clinical Affairs until her retirement in October 2013. She is a frequent national and international speaker on clinical quality improvement, patient centered medical homes and team-based care. She served as the national Co-chair with Dr. Ed Wagner for the 2010 IHI International Summit on Redesigning the Clinical Office Practice. Since 2011, Dr. Shepherd has been a member of the National Advisory Committee for the Robert Wood Johnson Foundation "Primary Care Teams-Learning from Effective Ambulatory Practices" project with the MacColl Center. She has also worked on primary care design in over 60 clinics through work with AHRQ, CareOregon, The Colorado Healthcare Foundation, and the Center for Care Innovations. Dr. Shepherd is currently working with safety net clinics to transform primary care in preparation for value-based payment reform.

Denise Armstorff | Armstorff Consulting



Denise is available for faculty consultations and coaching.

Denise Armstorff has worked for over 30 years in the healthcare industry and in the arena of performance improvement since 2008. Denise has a wide-range of experience in quality improvement, having served as Director of Performance Improvement at Kaiser Permanente, Manager of Performance Improvement Capability Development at Partnership HealthPlan of California, and independent Performance Improvement Consultant for companies such as Pacific Business Group on Health, San Francisco Health Network, and University of California Los Angeles. She has functioned as a: Practice Coach, working directly with provider practice teams to develop provider/staff capability and capacity for improvement; Master Coach, training and developing improvement advisors and coaches; Curriculum Developer and Program Designer, creating practical, applicable, and participatory learning program, events and tools; and Facilitator/Trainer, delivering curriculum via interactive exercises and methods reflecting adult learning theory, including the following Model for Improvement and quality improvement leadership.



Tammy Fisher | Center for Care Innovations

Tammy Fisher, MPH, is CCI's Senior Director, and is responsible for contributing to the organization's overall organizational strategy and operations, as well as directing programs to transform safety net organizations. Prior to joining CCI, Tammy was the senior director of quality and performance improvement at Partnership HealthPlan. She has an extensive background in using quality improvement methods to drive changes, having led quality improvement initiatives for the San Francisco Health Plan, Pacific Business Group on Health, and Brown & Toland Medical Group. As a technical advisor to the Integrated Healthcare Association's pay for performance program, Tammy advised on measures to improve cost efficiency and clinical care. Tammy received a bachelor's degree from the University of California, San Diego and has a master's degree in public health from New York University. She was trained by the Institute for Healthcare Improvement as an improvement advisor.



Megan O'Brien | Center for Care Innovations

Megan O'Brien is a Senior Program Manager at CCI. Megan builds capability around care delivery transformation and manages a range of programs within CCI's value-based care portfolio of work. Megan has more than 10 years of experience in the non-profit and community health sectors. She has a longstanding commitment to California's health care safety net as a trainer, facilitator, consultant, and direct service provider. Prior to CCI, she worked at Health Outreach Partners, where she led projects aimed at strengthening access to health care services and provided training and technical assistance to FQHCs across the country. Megan has also worked at the Shanti Project, a San Francisco-based non-profit that provides care and support to clients living with life-threatening illnesses. Megan earned her bachelor's degree in international relations and a master's degree in international peace and conflict resolution from American University.