



## Faculty Biographies

### Learning Session #2: Planned Care

#### Kaiser Permanente Transformation Accelerator: Mid-Atlantic Region



**Tammy Fisher**

**Center for Care Innovations**

Tammy is the Senior Director at the Center for Care Innovations (CCI). In collaboration with the Executive Director and CCI team, she is responsible for contributing to the overall organizational strategy and operations, and directing programs to transform safety net organizations.

Prior to joining CCI, Tammy was the Senior Director of Quality and Performance Improvement at Partnership HealthPlan, a large Medi-Cal plan with over 500,000 members, where she led Partnership's Quality Strategy and programs. She has an extensive background in using quality improvement methods to drive changes, having led quality improvement strategy and initiatives for the San Francisco Health Plan, Pacific Business Group on Health, and Brown & Toland Medical Group. Tammy has coached more than 50 organizations – community health centers, medical groups, and Independent Physician Associations- across California. As a Technical Advisor to the Integrated Healthcare Association's (IHA) Pay for performance program, Ms. Fisher 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 an M.P.H. from New York University. Tammy completed Lean training through Lean Healthcare West and was trained by the Institute for Healthcare Improvement as an Improvement Advisor.

**Alexis Wielunski**

**Center for Care Innovations**

Alexis is a Program Manager at the Center for Care Innovations. Alexis works with CCI leadership, external consultants, grantees, and other partners to carry out the strategy and goals of CCI's PHASE, Transformation Accelerator, and Telehealth programs. With over 10 years experience in community health programs, Alexis has a particular interest in health equity.



Before joining CCI, Alexis was the Senior Manager of Organizational Learning and Sustainability at Health Outreach Partners where she helped launch a new initiative to address transportation barriers to care. Alexis also spent four years coordinating a teen pregnancy prevention program that developed the leadership of young women by utilizing popular education methods and a peer health education model. Alexis worked for California's STD Control Branch to develop youth- friendliness assessment tools for clinics. For over 8 years, Alexis volunteered at the Berkeley Free Clinic providing client-centered HIV Test Counseling and designing, implementing, and evaluating the training of new volunteers.

Alexis earned her BA in Ethnic Studies from UC Berkeley and MPH from San José State University. Alexis has been a Teaching Associate for Health Communication and Technology and a Lecturer for Health Issues in a Multicultural Society at San José State University.



**Mary Blankson, DNP, APRN, FNP-C**  
**Community Health Center, Inc.**

Mary, is the Chief Nursing Officer (CNO) for Community Health Center, Inc. (CHC), overseeing diverse nursing services across the CHC network, including primary care, health care for the homeless, and school based health services. As CNO she ensures the quality and expansion of nursing services, the development of nursing policy, and continuing nurse education. Mary also works collaboratively to ensure Joint Commission and Patient Centered Medical Home compliance throughout CHC.

Building upon her service in various missions organizations, Mary continued to develop her passion for meeting the needs of the underserved by earning her MSN at Yale University in 2005. Mary joined CHC as a family nurse practitioner shortly after graduation. While at CHC, Mary has served as the On-Site Medical Director of the New London County Sites, the Vice President of the Medical Staff, the Chair of the Pharmacy and Therapeutics Committee, and has served as a preceptor for CHC's Nurse Practitioner Residency Program. She completed her DNP education at Johns Hopkins University in 2015 with her capstone focusing on "Increasing Identification and Treatment Referral of Individuals with Hepatitis C (HCV) in the Primary Care Setting Through Clinical Dashboards." Mary is certified and holds professional membership in the American Association of Nurse Practitioners. She continues to support various quality improvement projects throughout the agency to increase the visibility of nursing's contribution to the Medical Home.

**Tierney Giannotti**  
**Community Health Center, Inc.**

Tierney is the Senior QI Manager of Population Health at the Weitzman Institute, the research and innovation arm of Community Health Center, Inc. (CHC). Tierney joined the Institute in 2014 and works in the Quality Improvement Department, interfacing with CHC's clinical care team to improve patient care. Most recently Tierney is responsible to ensure the ongoing transformation of CHC's approach toward population health. In this role she works closely with the QI team, Business Intelligence, Finance and Clinical Leadership to develop strategies to track and monitor performance and to use data proactively to drive organizational change.



Prior to joining CHC, Tierney worked at UConn Health Center in the Center for Excellence in Developmental Disabilities for five years. There, she coordinated the Leadership Education in Neurodevelopmental Disabilities grant, helping to train the next generation of leaders in a variety of disciplines to work with children with disabilities. Her work also focused on improving systems of care for children with autism spectrum disorder and their families including serving as the Centers for Disease Control and Prevention's Act Early Ambassador for Connecticut, promoting their "Learn the Signs. Act Early." campaign. As a former data analyst turned project coordinator turned senior research associate at Qualidigm, Tierney was steeped in quality improvement and data analysis for ten years, with a particular specialization in the Medicaid population. She received a bachelor's degree from Johns Hopkins University and a Masters in Public Administration from New York University.



**Carolyn Shepherd, MD**  
**Leibig-Shepherd, LLC**

Carolyn is a family medicine physician who has worked for more than 34 years providing health care in the safety net that serves at risk and underserved populations. Her interest is 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 a regular presenter at

the Institute for Healthcare Improvement (IHI). She served as the national Co-chair of 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.

### **Maggie Jones**

#### **Center for Community Health and Evaluation**

Maggie is an associate director at the Center for Community Health and Evaluation (CCHE), which is part of Kaiser Permanente's Washington Health Research Institute. Maggie oversees CCHE's portfolio of evaluation projects. She leads many of its large-scale evaluation efforts related to community health improvement, clinical quality improvement, health policy, health equity, and public health training programs. Maggie's work has focused on providing health-related organizations with the information, tools and resources they need to more effectively achieve their goals and build their evaluation capacity. She holds a BS in business from the University of Minnesota and an MPH from the University of Washington.

