

## Learning Lab: Faculty Biographies



**Boris is available for faculty consultations.**

**Boris Kalikstein** | Pivotal Moment Consulting

Boris has over fifteen years of experience in organizational strategy development, business intelligence, implementation and team management. As a Primary Care Executive Consultant at Kaiser Permanente, Boris helped lead the rollout of Advanced Access as well as work around the development of a new provider panel system. He also helped manage the design and rollout of 2010-2012 Strategic Plan initiatives. In 2011, Boris left KP and joined Clinica Family Health as the CIO and VP of Strategy. In this role Boris managed the Process Improvement, Clinical Quality, EMR training, Business Intelligence and IT teams. The role also included the development and implementation of organizational strategy. Most recently Boris served as faculty at Centers for Medicare and Medicaid for practice transformation. Through Pivotal Moment Consulting, Boris is excited to bring his knowledge and expertise to a variety of Healthcare organizations.



**Carolyn is available for faculty consultations.**

**Carolyn Shepherd** | Leibig-Shepherd, LLC

Dr. Carolyn Shepherd, MD, 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.



**Connie is available for faculty consultations.**

**Connie Davis** | The Centre for Collaboration, Motivation, & Innovation

Connie, MN, ARNP, GNP,BC (Washington State) RN (Washington State and BC), provides quality improvement, system design and self-management expertise to health care systems and professionals internationally. She is the development lead of the non-profit Centre for Collaboration Motivational and Innovation. She has participated in many improvement and redesign initiatives at the national, provincial, regional and local level with the goal of improving health and healthcare. She is the author or co-author of publications on health promotion, chronic illness care, quality improvement, and self-management support. Connie is also a member of the Motivational Interviewing Network of Trainers.

## Lori Raney | Health Management Associates

Principal  
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. She was selected to be a Master Trainer for the American Psychiatric Association's Support and Alignment grant to train 3,500 psychiatrists in the collaborative care model.

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. She has worked with tribal populations with the Indian Health Service in remote clinics in the Southwest and continues her clinical work with the Ute Mountain Ute tribe in Towaco, Colorado.

## Brian Chan | Central City Concern

Assistant Professor  
Department of Medicine, Division of General Internal Medicine and Geriatrics  
Oregon Health & Science University (OHSU)  
Central City Concern/ Old Town Clinic Staff Physician



Dr. Chan, MD MPH, is a junior clinician-investigator interested in primary care interventions to improve quality of care for medically and socially complex patients including patients with substance use disorders. He is principal investigator of a partnered research evaluation of an ambulatory intensive care ("SUMMIT A-ICU") program for high utilizers at Central City Concern, an FQHC healthcare for the homeless site in Portland, Oregon. He is supported by an AHRQ PCOR K12 career development award and maintains clinical and resident teaching practice. Dr. Chan attended undergraduate at Stanford University and obtained his MD at SUNY Downstate. He completed internal medicine residency at OHSU followed by general medicine fellowship at UCSF in 2015.

### **Erin Kirk** | OHSU Richmond



Clinic Quality Manager  
OHSU Family Medicine at Richmond

Erin, MS, is the Clinic Quality Programs Manager at the OHSU Family Medicine at Richmond clinic, an urban Federally Qualified Health Center serving a diverse population of SE Portland. Her professional background includes over 18 years in quality improvement and operations management of community health centers where she has been honored to promote the delivery of high-quality care to underserved populations. Erin works passionately to impact the Quadruple Aim of Healthcare to improve health outcomes, the patient/family experience, and reduce costs on our system while also reinforcing the viability of the provider workforce. Erin earned her Master of Science in Healthcare Management at Oregon Health & Science University and a Bachelor of Science from Concordia University.

### **Holly Herrera** | OHSU Richmond



Lead RN Care Manager  
OHSU Family Medicine at Richmond

As lead RN care manager at OHSU Richmond Clinic, Holly, BSN, RN, CHFN, oversees a team of nurses with a focus of care management, quality improvement and interdisciplinary team work. Projects she has worked on include creating a clinic emergency response protocol, innovating a new RN orientation process, and implementing nurse-led heart failure visits. Prior to joining Richmond, Holly provided intensive case management to individuals living with HIV in both long-term care and community-based settings. Holly earned her Bachelor of Science in Nursing at Western Governors University, and bachelor's degree in Foreign Languages at Lewis & Clark University. Holly loves Oregon for its opportunities to hike, bike and eat delicious food.

### **Karen McIntire** | Southcentral Foundation



Karen McIntire is Director of Human Resources for Southcentral Foundation (SCF), a comprehensive health care system with an operating budget of \$241.5 million and more than 1,750 employees. Karen joined SCF in 1996. Karen is responsible for the development and management of human resources policies, programs, and procedures related to recruitment and employment, compensation and benefits, employee relations, human resources information systems, safety, and other associated programs. She plays a key supporting role in SCF's strategic planning and development, and implementation of improvement plans. Karen develops, implements, and monitors balanced scorecard measures to effectively drive the long-term initiatives for the organization. She is a facilitator for strategic management and improvement processes, improvement work teams, and training. She leads a team of more than 30 human resource employees and 30 improvement advisors, specialists, application developers, program coordinators, information system specialists and analysts, and other administrative support, to plan multi-phase improvement projects for six divisions from development to implementation.

**Kelly Reilly** | The Centre for Collaboration, Motivation, & Innovation



Kelly Reilly, RN MS CDE, works both in direct patient care (as a Diabetes Nurse Care Manager) and on design/launch teams (at PAMF) with various patient centered care projects including Successful Aging Shared Medical Appointments for elderly patients and Lifestyle Management Support-Health Coaching for patients with chronic conditions. Additionally, she is actively involved in Open Communication and Patient Activation projects that focus on training Health Care Teams communication skills (such as Motivational Interviewing and Shared Decision Making). Kelly is also a Guidance Team member (at PAMF) on the recently launched Medicare Million Hearts Program, a nationwide population management primary care prevention program to reduce heart disease and stroke across the U.S. Kelly is a member of MINT (the Motivational Interviewing Network of Trainers) and a trainer/consultant for CCMi (Centre for Collaboration Motivational and Innovation).

**Matt Mitchell** | Central City Concern



Matthew Mitchell is the data strategist at Central City Concern, a homeless service nonprofit and federally qualified health center in Portland, OR. Mr. Mitchell leverages analytics and human-centered design to shape strategic responses to complex health and social needs. He has worked in homeless services and health care for over a decade and is committed to ensuring that our most vulnerable neighbors have access to high quality care.

**Mike Hirst** | Southcentral Foundation



Mike, MPH, BSN, CPHQ, is the director of data services for Southcentral Foundation (SCF), where he leads an Integrated Information Team of program analysts, data analysts, and program evaluators in the process of turning data into actionable information across multiple information systems and platforms.

Mike's expertise in population health informatics and process improvement drives the organization's strategic planning and decision-making process and enables whole-system alignment. In 2011, SCF earned the Malcolm Baldrige Award for quality excellence and was recently recognized as a Patient Centered Medical Home (PCMH) Level 3 by the National Committee for Quality Assurance (NCQA). Mike's team produces innovative web-based health care analytic tools and reports that help SCF identify the needs of its more than 60,000 customer base. These tools, used by primary care teams and others, help multi-disciplinary teams proactively determine the clinical preventive services and condition management needs of their empaneled populations.