

## Solutions-Oriented Approaches to Improving Healthcare for Older Adults

### Presenter Biosketches—June 20, 2013

#### Harriet Udin Aronow, Ph.D. Cedars-Sinai Medical Center

**Dr. Harriet Aronow** is a Research Scientist in Nursing at Cedars-Sinai Medical Center. Her research is focused on the development and evaluation of home and community-based preventive health intervention for persons aging with disability, and on evaluating programs providing health services to frail older adults and persons with disabilities. She has a 40-year career in research and evaluation in healthcare delivery settings with positions and projects at RAND, UCLA, WISE & Healthy Aging, University of La Verne and Casa Colina Centers for Rehabilitation. Dr. Aronow earned a doctorate in applied social psychology from Claremont Graduate University, nationally known for its program in evaluation research.



#### Jeff Borenstein, M.D., M.P.H., F.A.C.P. Cedars-Sinai Medical Center

**Dr. Jeff Borenstein** is the Medical Director of Applied Health Services Research (AHSR), a function under the Cedars-Sinai Medicine Initiative within the Cedars-Sinai Health System (CSHS). Dr. Borenstein is a Health Sciences Associate Professor of Medicine at the David Geffen UCLA School of Medicine and Cedars-Sinai Medical Center Professorial series. His interests, grants, and publications are focused on population health; interprofessional team-based care; the development, implementation, and evaluation of evidence-based medical interventions to improve the quality and efficiency of healthcare; and patient-centered health outcomes research.



#### Janelle Howe HealthCare Partners Medical Group

**Ms. Janelle Howe** is Director of Disease Management and Health Education at HealthCare Partners. She is responsible for the development and implementation of disease programs and overseeing educational initiatives for patients with diabetes, congestive heart failure, chronic obstructive pulmonary disease, chronic kidney disease, and other chronic health conditions. In this role she supports identification of patients for each initiative, for stratification and engagement strategies, interventions activities to improve patient self-management, and outcomes measurement and analysis to determine overall program effectiveness. Ms. Howe continues to be involved in development of HCP systems and other technology to support self-management and incorporating motivational interviewing into existing systems and processes. She has worked in disease management program development for five years at HealthCare Partners and prior to that for 10 years directing disease management programs at WellPoint and its subsidiary, Health Management Corporation. She completed her education at North Dakota State University and also studied at the University of Iowa Hospitals and Clinics. She is a Registered Dietitian and served in the Office of Administration, where she worked with employees of the Executive Office of the President under Presidents Reagan and Bush.

### **Glenn A. Melnick, Ph.D.**

#### **USC Center for Health Financing Policy + Management**

**Dr. Glenn Melnick** is Professor and Blue Cross of California Chair in Health Care Finance in the Sol Price School of Public Policy at USC. He is the founder and director of the USC Center for Health Policy and Management, and is also a senior economist and resident consultant with RAND. Nationally-recognized as an expert in the field, Dr. Melnick has worked extensively in the areas of healthcare competition, health system financing and delivery, and accountable and managed care. Regularly published in the scientific literature including the Journal of Health Economics, JAMA, and Health Affairs, his editorials have appeared in the Wall Street Journal and the Los Angeles Times. Dr. Melnick's research in the area of healthcare competition began more than a two decades ago, involving development of the first hospital market-level data base in the U.S., which was utilized to evaluate the effects of market-based pro-competition policies. He frequently travels to Washington, D.C. to provide counsel to legislators and their staffs, and has served as an expert for numerous government agencies, including the Federal Trade Commission. He received his Ph.D. in Urban and Regional Planning/Health Economics from the University of Michigan.



### **Huong Nguyen, Ph.D.**

#### **Kaiser Permanente Southern California**

**Dr. Huong Nguyen** is a Research Scientist in the Implementation Science Program at Kaiser Permanente Southern California. Prior to joining Kaiser in late 2012, she was on the nursing faculty at the University of Washington for almost 10 years. She is trained in bio-behavioral research of chronically ill adults and older adults, physical activity epidemiology, and applied informatics. Her research is broadly focused on supporting patient activation and motivation for collaborative chronic illness self-management and sustained lifestyle behavior change. Dr. Nguyen has co-led multi-disciplinary teams to develop and test the efficacy of web and mobile-enabled nurse led self-management and physical activity persistence interventions and bio-behavioral and web-based data collection methods in older patients with moderate to severe COPD for more than 10 years. She is currently studying the biological causes and functional consequences of depression in COPD, and pilot-testing a brief video-enabled psychosocial-behavioral therapy intervention to improve depressive symptoms in patients with COPD and co-morbid depression. In addition, her work at Kaiser is focused on developing and testing a blended care management-rehabilitation care model for patients with COPD.



### **Jeremy Rich, D.P.M.**

#### **HCP Institute for Applied Research + Education**

**Dr. Jeremy Rich** is a physician-scientist and health service researcher who serves as the Director of the HealthCare Partners Institute for Applied Research and Education, an independently operated not-for-profit foundation that designs, implements, refines, and disseminates patient-centered innovations to improve patient care, quality and effectiveness. His research interests range from risk stratification of chronically ill patients, to cultural sensitivity in Alzheimer's and dementia care for Latinos, application of remote monitoring for COPD, patient experience, and palliative care. Dr. Rich graduated from Brandeis and Temple Universities, and completed his surgical internship, residency and a research fellowship at Harvard Surgical Service/Deaconess Medical Center and Brigham and Women's Hospital in Boston. He has published extensively including the Journal of Forensic Science, Diabetes, Population Health Management, and the Journal of the International Society of Telemedicine and e-Health.



**Aurora Galindo-Simental, B.S., C.H.E.S.**  
**HealthCare Partners Medical Group**

**Ms. Aurora Galindo-Simental** is a Health Educator in the Health Enhancement department of HealthCare Partners Medical Group. She has been a Certified Health Education Specialist (CHES) since 2009, as well as a Promotora of HIV prevention and education, having completed her internship at the East Los Angeles Women's Center. Promotoras are local leaders who advocate for the communities where they live and serve; they play a key role in gaining access to underserved communities throughout California. As a bilingual English and Spanish speaker, she is able to reach the Latino communities in a culturally-sensitive venue, as she empowers patients to better self-manage their conditions. In her role as a Health Educator, Ms. Galindo-Simental has developed and implemented a wide array of interventions for patients with chronic conditions. She is constantly seeking creative ways to foster a dynamic learning environment and to promote high quality patient care and continuous improvement. Aurora earned her Bachelor of Science degree in public health from California State University at Los Angeles.



**Mari Zag, M.P.H., R.D., C.D.E.**  
**Facey Medical Foundation**

**Ms. Mari Zag** is Administrative Director of Managed Care for Facey Medical Foundation, a non-profit medical foundation that manages the 140-physician Facey Medical Group serving 175,000 commercial and HMO patients. At Facey, Ms. Zag is responsible for utilization management and provider contracting, and is administrator of an interprofessional Discharge Planner Hospitalist Team involved in structuring safe and efficient care transitions. She formerly was Director of Provider Relations, Education and Marketing for a large IPA and staff model medical group in Ventura County and West LA County, which grew to 135,000 lives, and 206 PCP and 700 contracted providers under her tenure. Prior to that, she spent 15 years in clinical practice as a Nutrition Support Specialist in Critical Care and a Certified Diabetes Educator. A Registered Dietitian, she has published on wellness and self-management of chronic diseases, been a frequent conference presenter, and appeared on NBC Today and NPR. Her passions includes end of life planning, patient empowerment and engagement and population health biostatistics. Ms. Zag has served on the boards of a Chamber of Commerce, American Diabetes Association-S.CA, and Health Essentials and, currently, Partners in Care Foundation. She taught for the Ohio State University, School of Allied Medical Professions and holds a Master of Public Health from the University of Michigan and a Bachelor of Science in biochemistry from Penn State University.

