

BACKGROUND ON SPEAKERS/FACILITATORS

MELVIN “KAUILA” CLARK

President Elect, National Association of Community Health Centers
2nd Vice-President, Board of Directors, Waianae Coast Comprehensive Health Center

Melvin “Kauila” Clark has been on the Board of Directors of the Waianae Coast Comprehensive Health Center for 20 years and is currently the President-Elect of the National Association of Community Health Center Board of Directors, where he also previously held the position of Treasurer. Kauila has a Master’s degree in Fine Arts and is a Certified Traditional Hawaiian Practitioner. He has served in the capacity of lecturer, educator and consultant in a wide range of areas including for new start community health centers, medical students, international studies, native youth groups, the visitor industry, etc. His work has taken him from Washington, DC to Hawaii as an intern for Senator Daniel Akaka in 1981, to the associate professor of art at Park College in Missouri for several years and to the director of an alternative high school and director of an employment and training program in Hawaii.

KAMAHANAHOKULANI FARRAR

1st Vice President, Board of Directors, Waianae Coast Comprehensive Health Center

Kamahanahokulani Farrar has been on the Board of Directors of the Waianae Coast Comprehensive Health Center since 2007 and has served as 1st Vice President since 2009. She is the Health Service Coordinator of the Native Hawaiian Health Scholarship Program of Papa Ola Lokahi, focused on developing a Native Hawaiian workforce with the Native Hawaiian Health Care Systems, Community Health Center’s and other “community partner” organizations to improve the health of Native Hawaiians. Other current community affiliations include Hawaii Primary Care Association Workforce Hui, ATSU National Advisory Committee, National Association of Community Health Center’s subcommittee on Health Center Financing and Rural Health Committee and serves as the current Program Chair of the American Indian, Alaskan Native and Native Hawaiian Caucus of APHA. Ms. Farrar has a Master’s degree in Human Resources with 20 years of experience in administration and organizational development.

JOSH GREEN, MD

Physician and Senator, Big Island of Hawaii

Senator Josh Green is from the 3rd Senatorial District on the Big Island of Hawaii. He is a physician. Several years ago, Senator Green was part of a very impressive planning group on the Big Island to develop a community health center serving the Kona or west side of the island. This community health center is the West Hawaii Community Health Center. After that involvement, he successfully ran for office and was elected as a Representative in 2004 and in 2008 was elected Senator. Senator Green has been a solid advocate for health issues for all underserved communities.

JOHN WILLIAMS

Chief Information Officer, Waianae Coast Comprehensive Health Center

John Williams has broad and extensive experience in designing and managing health information and technology projects including network, electronic health records, management information systems, software development, and project management. He has worked within the CHC system since 2004 as IT Director for Bay Clinic before moving back to Oahu and serving as CIO for WCCHC starting in 2006. Since 1997, he has worked in the healthcare industry, first as CIO for a consulting firm that specialized in health care technology and adoption, including decision support systems related to radiological analysis. In 2000, as project manager of development at the Honolulu Medical Group, he was responsible for migration of practice management data to GE Centricity as well as implementation of custom applications, some standalone and others that interfaced with GE Centricity as well as external systems, such as DLS. While receiving his baccalaureate degree in business from UH, he worked as a developer and computer programmer for the university, mostly within the math and physics fields. In addition, he began teaching at private colleges and training academies since 2000 and continues to train today. He has taught general science, computer, as well as project management courses. In addition to his work at WCCHC, he currently works as CIO for Pacific Innovation Collaborative, a collaborative of nine health centers as well as two payers from Hawaii and Washington state, focusing on health information exchange related to advanced health informatics and research. His post baccalaureate degree certifications include technical as well as technical training certifications.

SELENA GAUI

Eligibility Coordinator, Waianae Coast Comprehensive Health Center

Selena Gau, is a 1984 graduate of James Campbell High School. She started with the Waianae Coast Comprehensive Health Center in 2007. Prior to her employment at the Health Center, Selena was a stay at home mom raising her two children. She is currently working in Patient Assistance Services as an Eligibility Coordinator. Selena worked as the project coordinator on the PAS Tele Video Project from Jan 2010. Selena has experience working at all five of the Health Center's primary care clinic sites. She remains one of the top-producing workers for assisting the uninsured in obtaining medical insurance.

JEFFREY CABALLERO

Executive Director, Association of Asian Pacific Community Health Organizations

Jeffrey Caballero, MPH, is the executive director of the Association of Asian Pacific Community Health Organizations (AAPCHO) and has been with AAPCHO since 1993. Having more than 20 years of experience in community health, Mr. Caballero now advocates for programs and policies that aim to increase access to quality, comprehensive community health care services that are culturally and linguistically appropriate. He has overall authority for all AAPCHO programs, finances, and operations, while also serving as chief spokesperson for the association. In addition to his work with AAPCHO, Mr. Caballero serves on numerous national committees addressing health issues disproportionately affecting Asian Americans, Native Hawaiians and other Pacific Islanders, including diabetes, hepatitis B, tuberculosis and cancer. Mr. Caballero received his Bachelor's Degree in Biochemistry/Cell Biology from the University of California, San Diego, and his Masters in Public Health from University of California, Los Angeles. He is the proud parent of two young daughters with his wife Corrina.

RICHARD TAAFFE

Executive Director, West Hawaii Community Health Center

Richard has been the Executive Director of the West Hawaii Community Health Center, one of Hawaii's newest community health centers, since 2005. Richard is Board Secretary of the Hawaii Primary Care Association, Vice President of the Board of Directors of the HHSC West Hawaii Regional Hospital, and past Board member of the Kona Kohala Chamber of Commerce. Prior to moving to Hawaii in 2005, Richard lived in Santa Fe, New Mexico for over 30 years where he worked in a variety of positions including CEO of La Familia Medical Center, aide to the Governor of the State of New Mexico, and assistant to the President of Northern New Mexico Community College. He also participated in numerous social and civic organizations including Chairman of the Santa Fe County Health Policy Commission, Vice President of the New Mexico Primary Care Association, and Treasurer of the Santa Fe District Council--Boy Scouts of America. Richard has a Master's Degree from the University of New Mexico; a BA from Allegheny College in Pennsylvania, and attended the University of Manchester in England.

DR. RIC CUSTODIO, MD

Medical Director, Waianae Coast Comprehensive Health Center
Associate Professor; A. T. Stills University School of Osteopathic Medicine
Director of Medical Education, Waianae Community Campus

"It is better to ask for forgiveness than permission." For Dr. Ric, requests for forgiveness occur routinely. Maybe it is because he has been a part of the Community Health Center Movement for over 30 years. A short attention span has allowed him to be a Pediatrician, Medical Director, Part-Founder of a Managed Care Plan (AlohaCare), Head Groundskeeper, Restaurateur, LPGA Doctor, Pipeline Builder and Med School Developer. One thing that may be hard to explain to the paramedics is his passion for Middle Eastern drumming and performing with belly dancers. He is ever thankful for the tolerance, love and caring of an artist/author wife and two adventurous sons. Dr. Custodio completed his undergraduate degree at Stanford University, his medical degree at the University of Hawaii – John A. Burns School of Medicine and his graduate degree at Harvard University.

SARAH NAE'OLE

Director of Administration and Compliance, Bay Clinic

Sarah Nae'ole serves as the Director of Administration and Compliance at Bay Clinic Family Health Centers. Sarah received a B.A. degree in Social Sciences from the University of Hawaii-West O'ahu and a M.S. in Health Sciences from the George Washington University School of Medicine and Health Sciences. An advocate for community health, she has spent her career in the underserved rural communities of Moloka'i and Hawai'i islands working in telemedicine, diabetes self-management and health promotion programs. Currently, Sarah leads the corporate compliance, quality management and revenue cycle initiatives for Bay Clinic.

ROSY CHANG-WEIR

Director of Research, Association of Asian Pacific Community Health Organizations

Rosy Chang Weir is the Director of Research at the Association of Asian Pacific Community Health Organizations (AAPCHO) where she conducts research to improve health of medically underserved Asian Americans, Native Hawaiians, and Other Pacific Islanders (AA&NHOPIs) at community health centers. She is the principal investigator/project director for the Health Resources and Services Administration-funded *Pacific Innovation Collaborative*, *Pacific Health Technology Innovation Project* and *Enabling Services Health Information Exchange at Hawaii Health Centers* projects to develop a clinical data repository inclusive of enabling services and track quality improvement at health centers and health plans in Hawaii and Washington states, as well as a Robert Wood Johnson-funded pay-for-performance evaluation at health centers. Her projects also include: (1) *the Enabling Services Accountability Project* to examine the impact of enabling services on health, (2) *Patient-Centered Strategy to Reduce Diabetes Disparities in Chinese Americans* to evaluate a culturally-appropriate team care intervention for improving diabetes care and outcomes, (3) *Dissemination through Community Health Centers Serving Diverse Populations* to assess the capacity of health centers to incorporate intervention dissemination and implementation efforts for culturally and linguistically diverse patient populations, and (4) *the Medically Underserved AA&NHOP Communities* geographic information systems project to identify and provide a better understanding of underserved AA&NHOP communities. Prior to joining AAPCHO in 2002, Dr. Weir studied the development of Asian-European American interethnic relationships and developmental pathways from preschool through adulthood. An immigrant from Laos, Dr. Weir received her Bachelor's Degree and PhD in Psychology at the University of California, San Diego and Santa Cruz, respectively.

BETH GIESTING

Executive Director, Hawaii Primary Care Association

Most of Beth Giesting's career has been in promoting good health and health care starting with a position at the University of Texas (Galveston) Cancer Center. In 1983, she became the executive director of Kalihi-Palama Health Center, where she supervised a substantial expansion of health services for Honolulu residents with language, cultural, and financial barriers to care, and developed a new clinic facility. Beth moved from the Kalihi-Palama position to the Hawai'i Primary Care Association, where she has been its chief executive officer since January 1995. At the Association, she promotes equitable health policy and has been instrumental in increasing: the number of community health centers in the state; additional resources for the underserved including the Hawai'i immigrant health initiative, additional state and federal dollars for health centers and Native Hawaiian Health Care Systems, and development of a prospective payment system for health centers' Medicaid patients; an active statewide oral health task force; increased resources for outreach and enrollment in public insurance; electronic Health Record and telehealth expansion; and the development of the Pacific Islands Primary Care Association, a new primary care association for the US-affiliated Pacific. Ms. Giesting periodically serves as a guest lecturer for the University of Hawai'i Schools of Nursing, Social Work, and Public Health where she addresses issues of health and public policy. A native of Indiana, Beth earned a bachelor's degree in history from Ball State University in Muncie, Indiana, and a master's degree in instructional systems technology from Indiana University in Bloomington, Indiana. She is married to Keith Kiuchi and has one daughter.

EMMANUEL KINTU

CEO, Kalihi-Palama Health Center

Board Chair, Hawaii Primary Care Association

Emmanuel Kintu is the Chief Executive Officer of Kalihi-Palama Health Center (KPHC) in Honolulu, Hawaii. Before joining KPHC, Mr. Kintu was vice president of People's Health Centers, Inc. and chief executive officer of the St. Louis Integrated Health Network in St. Louis, Missouri. Mr. Kintu serves on boards of directors of AAPCHO, AlohaCare, and the Hawaii Primary Care Association and on the advisory board of the Johnson & Johnson/ University of California at Los Angeles Health Care Executive Program. He co-founded the Civic Progress Companies' Diversity Officers' Network in St. Louis, Missouri and co-chaired Bridges Across Racial Polarization © a program recognized as a "Solution for America" by the Pew Partnership For Civic Change (2002). Mr. Kintu earned his Doctor of Management from Webster University in St. Louis, Missouri, Master of Business Administration from Saint Louis University, St. Louis, Missouri, Bachelor of Arts, Political Science and Public Administration from Makerere University in Kampala, Uganda. His postgraduate education includes an Operations' Executive program, Harvard University Graduate School of Business Administration, and the Johnson & Johnson/University of California at Los Angeles Health Care Executive Program.

RICHARD BETTINI, MPH, MS

President and Chief Executive Officer, Waianae Coast Comprehensive Health Center

Richard is the President and Chief Executive Officer of the Waianae Coast Comprehensive Health Center (WCCHC), Hawaii's largest Federally Qualified Community Health Center. WCCHC serves 27,000 annual users in Leeward Oahu with two-thirds of its patients

having income below federal poverty level. The majority of our patients are Native Hawaiian. Richard earned his MPH at the University of California, Berkeley and a Master of Science from San Jose State University. He is a member of the NACHC Workgroup on Pay for Performance, Vice President of AlohaCare, Hawaii's third largest HMO, and Past President of the Association of Asian and Pacific Community Health Organizations (AAPCHO). In 2004, Richard was nominated and received the Non-profit Business Leadership Hawaii award.

MICHELE KUAHINE

Innovations Coordinator/EMR Manager, Waianae Coast Comprehensive Health Center

Michele "Chrissy" Kuahine is the Electronic Medical Records (EMR) Manager and Innovations Coordinator at the Waianae Coast Comprehensive Health Center (WCCHC). Her responsibilities include the overall management of the Health Center's EMR system implementation, development, support, and training, including template and report development. She is continuously challenged to coordinate system and procedure improvements throughout the Health Center in both clinical and non-clinical environments. Previous experiences in process redesign include training and project management support in areas of EMR and patient visit redesign at various community health centers in Hawaii. She has worked at WCCHC for 20 years, with over 7 years in the field of Electronic Health Records and Health Information Technology. She is also a Registered Medical Assistant and holds a Bachelor of Science degree in Health Care Administration.

MICHAEL WURTSMITH

Consumer/Board Member Representative, National Association of Community Health Centers
Board Chair, Thunder Bay Community Health Services, Michigan

Michael is a strong advocate for all community health center board consumers and is the current Consumer/Board Member Representative on the National Association of Community Health Centers. He has served since 1993 as a Consumer/Board Member on the Board of Thunder Bay Community Health Services in Northeast Michigan, and as the Board Chair since 1998. He also served on the Executive Board of the Michigan Primary Care Association (MPCA) as the Consumer/Board Representative. In 1998 and 2006, Michael received MPCA's Ralph C. Mills Award as Consumer Board Member of the Year.

KENNETH WELCH

Consultant, Information Management

Kenneth is an expert in the design and delivery of cost-effective high-performance technology solutions in support of business growth. He has extensive background in providing development services at managed-care organizations, managing enterprise document management, data warehouse, business intelligence, and high-availability transactional systems for clients in the commercial and Medicaid health care businesses.

SUSAN HUNT

Chief Executive Officer, Hamakua Health Center

Susan B. Hunt, MHA is the Chief Executive Officer at Hamakua Health Center, Inc. She received her Master's Degree in Health Administration from St. Louis University School of Public Health in St. Louis, Missouri. She completed a post-graduate fellowship with Intermountain Health Care in Salt Lake City and became Director of Women's Services at IHC's Utah Valley Regional Medical Center. Susan came to Hawaii in 1991 where she directed the Kapi'olani Medical Center for Women and Children's Outpatient Clinics and Fetal Diagnostic Center. She also served as Director of the Kapi'olani Women's Center. She has served on the State Health Coordinating Council and the Hawaii Island Sub-Area Council of the State Health Planning and Development Agency. Currently Susan serves on the Board of Directors for AlohaCare, the Hawaii Primary Care Association and the East Hawaii Regional Board for Hawaii Health Systems Corporation. She is also a member of the National Association of Community Health Centers.

TOM TSANG, MD, MPH

Medical Director, Meaningful Use Division, Office of Provider Adoption Support,
Office of the National Coordinator for Health Information Technology

Thomas Tsang, M.D., M.P.H., is currently the Medical Director, Meaningful Use at the Office of the National Coordinator for Health Information Technology. He is providing clinical and policy guidance on the meaningful use objectives and technical assistance to the REC and Beacon Community programs. He leads the clinical e-quality division and is spearheading the coordination of e-quality measure development, and testing process at ONC. He recently worked as a Robert Wood Johnson Foundation/IOM health policy fellow on the Committee on Ways and Means-Subcommittee on Health. He participated in developing the healthcare reform

legislation including Graduate Medical Education, the Medical Home Demonstration Model, Value-Based Purchasing and the HITECH Act in ARRA. Prior to his Federal experience, he was the Chief Medical Officer at Charles B. Wang Community Health Center where he spearheaded the implementation of electronic health records and advocated for the use of clinical informatics in the area of chronic disease management. He was an active participant in two regional health information organizations in New York City to increase the use of clinical informatics to improve the quality of care. Additionally, Dr. Tsang was actively engaged in community-based participatory research, focusing on Asian American health issues, including hepatitis B clinical research. He was a co-principal investigator in the Asian American Hepatitis B Program sponsored by the City Council of New York, the Center of Excellence for the Elimination of Disparities for Hepatitis B sponsored by the CDC and was the Director of the Health Disparities Training Program at the Center for the Study of Asian American Health at NYU Medical Center, a multi-year grant funded by the National Institutes of Health's National Center on Minority Health and Health Disparities. He served on several scientific advisory boards, including the Board of Health for NYC's Dept. of Health and Mental Hygiene and the Office of Minority Health's Advisory Panel for Hepatitis B Guidelines.

DR. CHRISTINA LEE, MD

Medical Director, Waimanalo Health Center

Dr. Lee has been a physician at the Waimanalo Health Center since 2003 and its medical director since 2007. She graduated from the John A. Burns School of Medicine where she also currently serves as an Assistant Clinical Professor for the Family Practice Department. Dr. Lee is also Assistant Clinical Professor for A.T. Stills University. She is active on the Hawaii Primary Care Association Clinical Leadership team.

DR. VIJA SEHGAL, MPH, PhD, MD

Director of Primary Care, Waianae Coast Comprehensive Health Center

Dr. Vija Sehgal is the Director of Primary Care and a Pediatrician at the Waianae Coast Comprehensive Health Center in Waianae, Hawaii. She is the Chairperson for both the Health Center's Quality Assurance and Peer Review Committees. She is also the Physician Advocate for their Electronic Medical Record program. She is an Assistant Clinical Professor of Pediatrics at the John A. Burns School of Medicine in Honolulu, Hawaii as well. Dr. Sehgal graduated with a B.A. from the University of California, Berkeley with degrees in both Psychology and Zoology. She received her Masters of Public Health from the University of Michigan. She was then awarded a Fellowship from the East West Center in Honolulu, Hawaii to pursue her PhD studies at the University of Hawaii at Manoa in Infectious Disease Epidemiology. She conducted her dissertation research, on the transmission of maternal immunity to malaria, at the Institute for Medical Research in Madang, Papua New Guinea. Dr. Sehgal received her Medical Degree from the University of Miami. She completed her Pediatric residency training at the John A. Burns School of Medicine in Honolulu, Hawaii and is board certified in Pediatrics. She has been in clinical practice at the Waianae Coast Comprehensive Health Center for the past 17 years. Dr. Sehgal has two teenagers and a Labrador retriever. She enjoys the outdoor beauty of Hawaii where she runs, having successfully completed eight Honolulu Marathons. She has noticed many parallels between parenting children, training dogs, running marathons and getting providers to embrace and utilize electronic health records.

JOHN MCCOMAS

Chief Executive Officer, AlohaCare

For 30-plus years, John McComas has dedicated his life to the betterment of public health for the underserved population. His commitment to helping those in need started as early as 1966, as a three-year volunteer in the Peace Corps, stationed in Nigeria following receipt of a degree in psychology from the University of California, Berkeley. In 1971 he received his Master's Degree in Public Health and a graduate certificate in Urban Planning from the University of Hawaii. From there, John served as a health care administrator for the Kalihi Palama Community, the Department of Health and later he did consulting in health planning in Micronesia. Returning to Hawaii in 1977, John spent the next 18 years in a variety of senior management positions at Hawaii Medical Service Association, Hawaii's largest provider of health insurance in the state. In 1996, John was appointed to CEO of AlohaCare, a non-profit health plan organized in 1994 by community health centers in Hawaii to ensure Hawaii's at-risk population would be served under Hawaii's managed care plan for Medicaid beneficiaries, called QUEST. Under John's leadership, AlohaCare has grown, from a 45-person operation with approximately 17,000 QUEST members to Hawaii's third largest health plan with 210 employees serving about 75,000 members statewide with annual revenues over \$210 million. In January 2006, under John's direction, AlohaCare expanded its services to include two health plans for Medicare beneficiaries; one a special needs plan and the other a Medicare Advantage Plan. John has also volunteered as a board officer and board member, and advisor to various organizations including the National Association of Community Health Center Health Plans; Hawaii Association of Health Plans; Hina Mauka (substance abuse treatment agency); People Attentive to Children; Aloha United Way; Child and Family Service; Hawaii Health Information Exchange; and Hawaii Chamber of Commerce.

ROBERT TAGALICOD

Deputy Director, Office of External Affairs and Beneficiary Services, Centers for Medicare and Medicaid (CMS)

Presently the Director of CMS' Office of External Affairs and Beneficiary Services, Mr. Tagalicod has nearly 20 years of management experience, working in the areas of public health, clinical education and training, health care policy, and finance. Mr. Tagalicod recently served as a Special Assistant in CMS' Office of the Administrator, overseeing key initiatives of the Agency, e.g., as Recovery Act Coordinator, ensuring proper coordination and reporting of CMS' ARRA-funded projects such as HITECH, Prevention, and Comparative Effectiveness Research. Before coming to CMS, Mr. Tagalicod worked as the Program Manager for the Native Hawaiian Health Scholarship Program at the Health Resources and Services Administration (HRSA), and was one of a handful of subject matter experts for Asian, Native Hawaiian and Other Pacific Islander health issues in the U.S. Department of Health & Human Services. Prior to Federal service, Rob worked at the University of California, San Francisco (UCSF), where he successfully oversaw a nationally-recognized project comprising twelve training and capacity-building programs designed to enhance prevention and care services by clinicians in the greater Pacific Rim. Using his extensive experience in project management and evaluation, Mr. Tagalicod has expertly managed this and other large, multi-million dollar initiatives, including health information campaigns on issues such as HIV awareness and tobacco cessation for State and county health departments in California. In addition, he has worked tirelessly with community-based and national organizations to address health disparities, especially among minority populations.