

COMMUNITY HEALTH ASSOCIATION  
INLAND SOUTHERN REGION

*Biennial Symposium*



Providing Healthcare in Challenging Times:  
Embracing Resiliency, Relevancy, and Determination

#AdvanceHealthIE

September 27, 2018  
DoubleTree Hilton • San Bernardino, CA

# *About the Community Health Association Inland Southern Region*

The Community Health Association Inland Southern Region (Community Health Association) is a champion for community-based health centers and clinics located throughout Riverside and San Bernardino Counties. We provide services to support our diverse membership in providing access to care and quality health services for safety net communities. The Community Health Association provides advocacy, public policy promotion, and education, as well as resources to strengthen the provision of primary and specialty care services throughout the region.

The Community Health Association was founded in 2009, incorporated in 2010, and designated as a 501(c)(3) nonprofit organization in 2011. We exist to support our membership and community partners to ensure accessible, high quality, and cost-effective health services. We envision health care access for all and efficient use of health services and resources for the Inland Southern Region.

The Community Health Association currently supports 18 community health centers and clinics, representing 69 primary care clinical sites throughout Riverside and San Bernardino Counties. The Association's organization membership is diverse and includes Federally Qualified Health Centers, community health centers, public health clinics, hospital-based clinics, and free clinics.

## **AHEC Program**

The Inland Empire Area Health Education Center (AHEC) is a HRSA-funded program managed by the Community Health Association Inland Southern Region. The Inland Empire AHEC is also a Public Health Training Center (PHTC) and collaborates with the California AHEC Program Office with funding from the Health Resources and Services Administration.

In addition to Community Health Association's mission, the Inland Empire AHEC is committed to Cal-AHEC's mission of improving access to quality healthcare for underserved populations through academic and community partnerships, particularly in the inland southern region encompassing both San Bernardino and Riverside counties.

The Inland Empire AHEC utilizes a collaborative approach to increase diversity in the healthcare workforce, increase community-based health professions training programs, develop and strengthen partnerships between multi-disciplinary organizations, contribute to pipeline programs to promote healthcare careers within youth of underserved communities, and support communication amongst health centers/clinics, academic institutions, and community partners.





# *Welcome*

On behalf of the Community Health Association Inland Southern Region, thank you for attending the Biennial Symposium. This year's group of knowledgeable presenters will describe strategies and innovative approaches on the selected topics for providing healthcare during these challenging times. We would like to recognize and thank the communities we serve.

The Community Health Association Inland Southern Region is a non-profit membership organization supporting community health centers and clinics located throughout Riverside and San Bernardino Counties. The membership represents a diverse group of dedicated health centers and clinics that provide primary and specialty care in the safety net. The Community Health Association is a champion for the health centers and clinics, and provides services that include education and training, advocacy, quality improvement, community engagement, as well as resources to strengthen the delivery of high-quality primary and specialty care. We envision health care access for all and efficient use of health services and resources throughout the Inland Southern Region.

We are grateful to our membership and community partners for without them we would not be successful. We applaud the diverse audience and supporters that assisted us with making this year's Biennial Symposium a success. As challenges lie ahead, we are certain each of you possess the strength and wisdom needed to achieve your goals.

Deanna Stover, PhD, RN, FNP, CNS, COHN-S  
President & Chief Executive Officer  
Community Health Association  
Inland Southern Region

Staci McClane, MHA  
Associate Hospital Administrator,  
Ambulatory Services  
Arrowhead Regional Medical Center  
CHAISR, Board Vice-Chair





# COMMUNITY HEALTH ASSOCIATION INLAND SOUTHERN REGION

## MISSION

We exist to support out membership and community partners to ensure accessible, high quality, and cost-effective health services.

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# AGENDA AT A GLANCE



TIME	SESSION	
7:45-8:30	Registration, Breakfast, and Exhibitors	
8:30-8:45	<b>Welcome</b> Deanna Stover, PhD, RN, President & CEO Community Health Association Inland Southern Region	Inland/Arrowhead Ballroom
8:45-9:30	<b>Opening Plenary: Holistic Healthcare: Empowering Healthier Communities</b> Joshua Morgan, PsyD, National Director of BH & Whole Person Care, SAS	Inland/Arrowhead Ballroom
9:30-10:15	<b>Morning Keynote Address</b> Honorable Xavier Becerra, California Attorney General	Inland/Arrowhead Ballroom
10:15-10:45	Refreshment Break with Exhibitors	
10:45-11:45	<b>Breakout Sessions - Morning</b>	
	<b>1. The State of Oral Health in the Region: What's New and On the Horizon</b> Conrado Barzaga, MD, Center for Oral Health Lizbeth Bayardo, MPH, Center for Oral Health	Loma Linda
	<b>2. Making a Payer-Provider Relationship Work to Get Quality and Value-Based Results: One Health Plan's Roadmap</b> Ellen Rudy, PhD, AVP Quality Improvement, HEDIS Operations, Molina Healthcare	Vista
	<b>3. Rethinking your Patient Experience: Access, Outcomes and Loyalty</b> Keith Slater, VP Patient Access Change Healthcare	Riverside
	<b>4. The Rising Bar of Corporate Compliance Programs for Community Health Centers</b> Lawrence B. Garcia, Shareholder, Kronick Gabriel S. Garcia, Senior Counsel, Kronick	Inland/Arrowhead Ballroom
11:45-12:45	Networking Lunch / Exhibitors	
	<b>Afternoon Plenary: Immigration – What Health Facilities Need to Know to Protect Patients and Themselves</b>	Inland/Arrowhead Ballroom
12:45-1:30	Ronald T. Vera, Attorney at Law, Vera & Barbosa Elizabeth Oseguera, Senior Policy Analyst, CPCA	
1:30-2:30	<b>Breakout Sessions - Afternoon</b>	
	<b>1. 340B: Opportunities, Challenges, and Solutions Comprehensive Pharmacy Services</b> Bruce Thompson, RPH, MS, Division VP of Compliance, Comprehensive Pharmacy Services	Vista
	<b>2. Patient-Centered Medical Home (NCQA—2017 Edition)</b> Sarah Lee, MPA, PCMH CCE	Loma Linda
	<b>3. Virtual Care in the Safety Net – eConsult and Beyond</b> Priya Batra, MD, MS, FACOG, Senior Medical Director, IEHP, Family and Community Health	Riverside
	<b>4. Population Health: Collaborating Across Sectors to Improve Health Outcomes</b> Tricia Gehrlein, MBA, Director, Population Health, Morongo Basin Healthcare District	Inland/Arrowhead Ballroom
2:30-3:00	Refreshment Break with Exhibitors	
3:00-4:15	<b>Closing Plenary: Future of Health Care</b> Beth Malinowski, Deputy Director of Government Affairs, CPCA Curtis E. Degenfelder, President, Curt Degenfelder Consulting, Inc.	Inland/Arrowhead Ballroom
4:15-4:30	<b>Afternoon Keynote Address</b> Honorable Eloise Gómez Reyes, Assemblymember 47th District	Inland/Arrowhead Ballroom
4:30-4:45	<b>Closing</b> Deanna Stover, PhD, RN, President & CEO Community Health Association Inland Southern Region	Inland/Arrowhead Ballroom

# SESSION DESCRIPTIONS



TIME	SESSION	
7:45-8:30	Registration, Breakfast, and Exhibitors	
8:30-8:45	<b>Welcome</b> Deanna Stover, PhD, RN, President & CEO Community Health Association Inland Southern Region	Inland/Arrowhead Ballroom
8:45-9:30	<b>Opening Plenary: Holistic Healthcare: Empowering Healthier Communities</b> Joshua Morgan, PsyD, Natl. Dir. of BH & W hole Person Care, SAS There is increasing focus around the country on coordinating and integrating both services and data for a more holistic perspective. Data and evaluation is particularly important for organizations to stay resilient and relevant in challenging and changing times. Holistic healthcare can empower and create healthier communities, making differences at both the individual patient level as well as system and policy levels.	Inland/Arrowhead Ballroom
9:30-10:15	<b>Morning Keynote Address</b> Xavier Becerra, California Attorney General	Inland/Arrowhead Ballroom
10:15-10:45	Refreshment Break with Exhibitors	
10:45-11:45	<b>Breakout Sessions - Morning</b> <b>1. The State of Oral Health in the Region: What's New and On the Horizon</b> Conrado Barzaga, MD, Center for Oral Health Lizbeth Bayardo, MPH, Center for Oral Health This session will provide an overview of the local oral health landscape and describe public health and public policy implications for oral health improvements in the Inland Empire. The social determinants of oral health will be applied as a lens to improve systems of care and systems change. Attendees will learn about collaborative opportunities and initiatives to improve oral health outcomes in the region.	Loma Linda
	<b>2. Making a Payer-Provider Relationship Work to Get Quality and Value-Based Results: One Health Plan's Roadmap</b> Ellen Rudy, PhD, AVP Quality Improvement, HEDIS Operations, Molina Healthcare As value-based care reimbursement protocols continue to become a mainstay in the healthcare industry, more payers are bringing Healthcare Effectiveness Data and Information Set (HEDIS), STARS and Consumer Assessment of Healthcare Providers and Systems (CAHPS) measures to the forefront with providers. This session explores the HEDIS, CAHPS, and STARS measure sets and the lifecycle of quality throughout the calendar year and examines programs and leadership skills that drive quality.	Vista
	<b>3. Rethinking your Patient Experience: Access, Outcomes and Loyalty</b> Keith Slater, VP Patient Access Change Healthcare Join us to hear the latest industry best practices at increasing Patient Access to your providers. Contrast your organization with patient consumerism challenges currently being felt within healthcare and their impact on patient loyalty or quality outcomes. How are you measuring up with value-based care initiatives with reimbursable CMS programs with following chronically ill or patients transitioning care settings? Finally, envision how working with a partner like Change Healthcare can accelerate your initiatives.	Riverside
	<b>4. The Rising Bar of Corporate Compliance Programs for Community Health Centers</b> Lawrence B. Garcia, Shareholder, Kronick Gabriel S. Garcia, Senior Counsel, Kronick This session provide information and support for the proposition that all community health centers need a Corporate Compliance Program. It will discuss the key components of a community health center Corporate Compliance Program and how community health centers may collaborate to operate a Joint Compliance Program.	Inland/Arrowhead Ballroom

# SESSION DESCRIPTIONS



11:45-12:45 Networking Lunch / Exhibitors

## Afternoon Plenary: Immigration – What Health Facilities Need to Know to Protect Patients and Themselves

Ronald T. Vera, Attorney at Law, Vera & Barbosa

Elizabeth Oseguera, Senior Policy Analyst, CPCA

12:45-1:30

Mr. Vera will focus on the ethical and policy challenges in providing health care access and services to the one million undocumented immigrants who live in Southern California and who rely upon safety net health clinics and hospitals for their primary health care. He will also touch upon the practical aspects of dealing with requests for information from immigration officials as to whom is being served by health care providers.

Inland/  
Arrowhead  
Ballroom

## 1:30 -2:30 Breakout Sessions - Afternoon

### 1. 340B: Opportunities, Challenges, and Solutions Comprehensive Pharmacy Services

Bruce Thompson, RPH, MS, Division VP of Compliance, Comprehensive Pharmacy Services

This program will provide current trends with the HRSA Audit Process, discuss the changes with the Bizzell Group, and provide the participant tools to incorporate these elements into their 340B Program. The program will also provide the risks and the opportunities in the 340B program, updates from Washington, and the 340B political climate. Key points of the program include, diversion, Medicaid Managed Care, Referral processes, Third Party Administrators, and changes in the 340B audit process over past year as well as trends in audit results.

Vista

### 2. Patient-Centered Medical Home (NCQA—2017 Edition)

Sarah Lee, MPA, PCMH CCE

NCQA has redesigned Patient-Centered Medical Home (PCMH) Recognition based on the feedback from practices, policy makers, payers and other stakeholders. The redesigned program includes ongoing, sustained recognition status with Annual Reporting instead of a 3-year recognition cycle. The program is more manageable, while continuing to ensure practices provide team-based, coordinated patient-centered care with a concentration on performance and quality improvement.

Loma Linda

### 3. Virtual Care in the Safety Net – eConsult and Beyond

Priya Batra, MD, MS, FACOG, Senior Medical Director, IEHP, Family and Community Health

"Virtual Care" may encompass modalities also referred to as "telemedicine" or "telehealth," and includes: store-and-forward encounters, the use of live video, remote patient monitoring, and mobile health (mHealth). Virtual Care has great promise for improving health outcomes and patient/provider experience in the safety net. In partnering to launch Virtual Care programs, payers and providers can improve access to care for those patients who need it most.

Riverside

### 4. Population Health: Collaborating Across Sectors to Improve Health Outcomes

Tricia Gehrlein, Director, Pop. Health, Morongo Basin Healthcare District

Attendees will gain an understanding of: The social determinants of health and how they can be integrated into a clinical care setting; creating systems change through working across sectors within the community to support improved outcomes; and applying a population health approach in the prevention and management of chronic disease.

Inland/  
Arrowhead  
Ballroom

2:30-3:00 Refreshment Break with Exhibitors

## Closing Plenary: Future of Health Care

Beth Malinowski, Deputy Director of Government Affairs, CPCA

Curtis E. Degenfelder, President, Curt Degenfelder Consulting, Inc.

3:00-4:15

The health care delivery system is undergoing great upheaval, with astronomically growing costs and great uncertainty as to the future of the ACA. This session will provide an overview of major changes that could happen in California under a new Governor and will provide key things to think about in ensuring your organization is resilient under a variety of potential changes.

Inland/  
Arrowhead  
Ballroom

4:15-4:30

## Afternoon Keynote Address

Honorable Eloise Gómez Reyes, Assemblymember 47th District

Inland/  
Arrowhead  
Ballroom

## Closing

4:30-4:45

Deanna Stover, PhD, RN, President & CEO

Community Health Association Inland Southern Region

Inland/  
Arrowhead  
Ballroom



# SPEAKERS

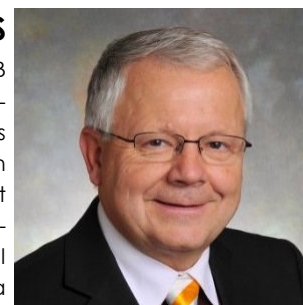


## BETH MALINOWSKI

Beth Malinowski, Deputy Director of Government Affairs, joined California Primary Care Association (CPCA) in 2013. Beth advances CPCA's policy priorities and legislative interests through CaliforniaHealth+ Advocates, CPCA's advocacy affiliate. In this role, Beth led CPCA's recent FY17-18 CA and FY18-19 state budget advocacy to support the 340B Drug Discount Program. In FY 16-17, Beth led state budget advocacy to secure \$100 million for primary care residency. Beth is a recent graduate of Blue Shield of California Foundation Clinic Leadership Institute's Emerging Leaders Program. She received her MPH from the UC Berkeley School of Public Health where she focused on health and social behavior. While at Berkeley, she held positions at the Center for Health Leadership, Labor Occupational Health Program, and California Department of Health Care Services. Prior to graduate study, she worked with SEIU healthcare locals, primarily in Illinois and California, where she organized healthcare workers and consumers to promote quality care, quality jobs, and policy reform in homecare and hospital systems. Raised in New York by her neurotic Jewish mother, spending more time at the pediatrician's office than the local playground, she has been thinking about transforming the health care delivery system since her first sneeze.

## BRUCE THOMPSON, RPH, MS

Bruce Thompson, Division Vice President of Compliance and Regulatory Consulting leads the team of 340B consultants for Comprehensive Pharmacy Services. Over the past four years, Bruce has assisted over 30 organizations with 340B HRSA Audits and supports over 300 covered entities. Our team has assisted 14 facilities with the Bizzell Group HRSA Audits. These include all hospital types, and grantees such as Community Health Centers, Hemophilia, Ryan White and Family Planning programs. In addition to our compliance review, most of our engagements provide additional savings to the covered entity through our 340B Optimization evaluation. Previously, he served as Director of Health System Pharmacy Services at Hennepin County Medical Center, Minneapolis, MN, the largest 340B Safety Net Hospital in Minnesota. During that time, Bruce was a HRSA Peer to Peer Mentor and a 340B University faculty. Bruce has given numerous presentations and publications over his career. Recently his work has been with 340B program including program integrity, program optimization and expansion of clinical services for the patients. Over the past four years, entities that follow our guidance have not had any diversion or duplicate discounts that required repayment to manufacturers through HRSA audits.



## CONRADO BARZAGA, MD

Dr. Conrado Bárzaga is an internationally recognized public health leader with over 20 years of progressively important positions with organizations addressing public health issues. He has served as Executive Director at Center for Oral Health for nearly seven years. Prior to this appointment, he served in top leadership positions for the Los Angeles County Commission on Children and Families (First 5 LA), Planned Parenthood, and the Area Health Education at Sacred Heart University. Dr. Bárzaga directed the development and implementation of Oral Health Investments for the Los Angeles County First 5 Commission and helped develop The Los Angeles Oral Health Needs Assessment of Underprivileged Children. He is a Coro Fellow and a Global Leadership Fellow at the Global Child Dental Fund, King's College London. He earned his Doctor of Medicine (MD) degree from the University of Havana in 1994.

## CURTIS E. DEGENFELDER

CDCI is based in Los Angeles and headed by Curt Degenfelder, a National Healthcare business consultant with 28 years of healthcare experience; 21 years focused on developing financial, operational, and strategic solutions for community health centers (CHCs). An industry thought leader, Curt has helped hundreds of CHCs across the country address critical organization issues and improve their bottom lines through creating effective approaches and setting internal benchmarks that increase performance and evolve institutions to their next-level. Curt's expertise touches all facets of a CHC via his comprehensive organizational analysis that runs from the front office to the management and board. Mr. Degenfelder is currently working on FQHC payment reform and helping CHCs realize the Triple Aim in several states. Curt performs trainings for state primary care associations, the National Association of Community Health Centers (NACHC), the Health Resources Services Administration (HRSA) as well as foundations and boards.





# SPEAKERS



## ELIZABETH OSEGUERA

Elizabeth Oseguera is the Senior Policy Analyst for CaliforniaHealth+ Advocates, an affiliate organization of the California Primary Care Association. Her issue areas include mental health, workforce, specifically as it relates to community health workers, and immigration. As the lead on immigration work for CPCA, she has collaborated with immigrant partners to create resources, such as sample policies and procedures, that help health centers prepare staff and patients for a possible encounter with immigration officials. Elizabeth graduated from Sonoma State University in 2010, with a Bachelor's degree in Political Science and Criminal Justice. During college she worked as an educational advisor for migrant students. She is a daughter of immigrant parents who are passionate about helping marginalized communities gain access to basic health services in a culturally appropriate way.

## ELLEN RUDY, PHD

Ellen Rudy is the Associate Vice President of Quality for Molina Healthcare of CA. She has been with Molina Healthcare for six years, serving in both corporate and state roles for Quality. Dr. Rudy has her Ph.D. in Epidemiology from UCLA and served over 10 years in the Los Angeles Department of Public Health developing, evaluating and improving county-wide public health programs. She has published over 20 peer-reviewed publications.



## ASSEMBLYMEMBER ELOISE GÓMEZ REYES

Eloise Gómez Reyes was elected to the California State Assembly in November 2016 to represent California's 47th Assembly District. Eloise graduated from Colton High School and received her A.A. from San Bernardino Valley College. After completing her undergraduate degree at the University of Southern California, Eloise went on to earn her law degree from Loyola Law School. Due to the lack of access to quality legal services in her community she became the first Latina to open her own law firm in the Inland Empire. Her determination, perseverance, and conviction to succeed has empowered her to be a voice for the voiceless, an advocate for the working class and a champion for her community. Ladies and Gentlemen, I present to you Assemblymember Eloise Gómez Reyes.

## GABRIEL S. GARCIA

Mr. Garcia is an experienced health and wellness law attorney. In his practice, he provides corporate, regulatory and tax advice to clients across the spectrum of care, including: community clinics, medical groups, medical device companies, senior living system, med-tech startups, and medicinal/adult-use cannabis operators. He counsels for-profit and nonprofit corporations, boards of directors, and charitable foundations. Mr. Garcia's has also served as in-house commercial counsel for Abbott Laboratories, Inc., where he handled all commercial contracting matters related to the Abbott Vascular's national medical device business. He has served as a legal consultant for BDC Advisors, LLC, a leading healthcare consulting firm specializing in strategic planning, integrated delivery systems, and market transformation consulting support.



## JOSHUA P. MORGAN, PSYD

As SAS' National Director of Behavioral Health and Whole Person Care, Dr. Josh Morgan helps public health agencies use data and analytics to support a person-centered approach to improving health outcomes. A licensed psychologist, Dr. Morgan was previously San Bernardino County Department of Behavioral Health's Chief of Behavioral Health Informatics. His clinical work includes adolescent self-injury, partial hospitalization, and intensive outpatient programs, psychiatric inpatient units and university counseling centers. Dr. Morgan earned his Bachelor of Arts in Religious Studies from the University of California, Berkeley, and a PsyD (Doctor of Psychology) in Clinical Psychology with an emphasis in Family Psychology from Azusa Pacific University, and is trained in Dialectical Behavior Therapy.



# SPEAKERS



## KEITH SLATER

Keith has 29 years of experience in healthcare technology and revenue cycle management. Having worked with thousands of clients over the years, Keith consults with clients to develop partnerships a go-to-market direction for key service offerings for Change Healthcare. In his role at Change Healthcare, Keith supports sales, marketing and operations team members to improve the patient's overall experience from the first appointment being offered to the last dollar being collected.

## LAWRENCE B. GARCIA

Lawrence B. Garcia has over 43 years of experience as a practicing attorney. Mr. Garcia's experience encompasses the counseling and representation of clients in highly regulated business environments with a heavy concentration in providing support for healthcare providers, senior living providers, and small businesses. Mr. Garcia's practice activities include mergers, acquisitions, financings, commercial transactions, healthcare law, and facilitated conflict resolutions, as well as the representation of clients before regulators. Mr. Garcia works with hospitals, health systems, federally qualified health centers, medical group practices and senior living providers in the design and implementation of "value-added" business relationships that are designed to improve the quality of clinical care provided by his clients. He also serves as legal counsel to the California Primary Care Association, and as the President of Garcia Consulting Group Inc., which provides business consulting services in the areas of healthcare, long-term care, business development and education consulting. Mr. Garcia is also a founding member of the Institute for Senior Living, a think-tank of leaders that works as a catalyst for innovations to meet the needs of the aging population. The Institute for Senior Living is a leader in the development of creative solutions to the problems of the nation's growing senior population.



## LIZBETH BAYARDO, MPH

Lizbeth Bayardo is the Director of Programs for the Center for Oral Health where she oversees Center for Oral Health's Early Smiles programs, and the Oral Health Action Coalition-Inland Empire (OHAC-IE). In these roles, she leads efforts to increase access to oral health care for vulnerable populations through program coordination and development, coalition building, and systems change. Prior to joining the Center for Oral Health, she worked with the Community Health Association Inland Southern Region as a Project Manager and as the Inland Empire AHEC Center Director. Ms. Bayardo is currently pursuing a Doctor of Public Health degree from Claremont Graduate University, and earned a Master of Public Health degree from Loma Linda University, and a Bachelor of Science degree from the University of California, Los Angeles.

## PRIYA BATRA, MD, MS, FACOG

Dr. Priya Batra joined Inland Empire Health Plan (IEHP) in June of 2017. As a board-certified Obstetrician-Gynecologist, Dr. Batra brings clinical expertise in women's health, child health, and reproductive care to IEHP. She completed her MD degree at Columbia University, and her clinical and research training at the University of California, Los Angeles (UCLA). Since then, Dr. Batra has provided full-scope care to women in both academic and safety net care settings throughout Southern California. This background has driven her to focus on developing IEHP programs and initiatives that support: evidence-based care, disease prevention, health equity, and addressing the social determinants of health. Dr. Batra continues to serve in Adjunct faculty positions with both the UCR School of Medicine and the RAND Corporation.



# SPEAKERS

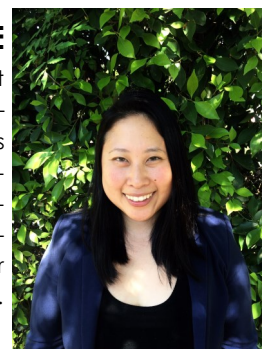


## RON T. VERA

Ronald Vera is a partner with the Law Firm of Vera & Barbosa. He has been in private practice since 1987, with offices in Claremont, California. Prior to starting his private practice, he was with two nationally recognized public interest law firms where he litigated seminal cases in the field of civil rights. He now advises a number of businesses, and major non-profit corporations, including serving as Legal Counsel to the Inland Empire Economic Partnership, Keck Graduate Institute, and Claremont Graduate University. Mr. Vera will be coordinating the legal work to establish the new medical school that is focusing on graduating primary care physicians and will be located at the Claremont Colleges starting in the Fall 2022. He also served as legal counsel to the formation of CHAIRS. He currently serves on the Board of Directors for Tri City Mental Health Agency, a public joint powers agency, and Pomona Valley Hospital Medical Center. He has also served on the Boards for the California Community Foundation, and the Los Angeles County Fair Association. Mr. Vera earned a Bachelor of Science Degree from Michigan State University and a Juris Doctor from UCLA. Over his career, he has received a National Endowment for the Humanities Fellowship, served as a Visiting Scholar at UC Berkeley and the Claremont Graduate University, and was a Visiting and Adjunct Professor for seven years at Loyola Law School.

## SARAH LEE, MPA, PCMH CCE

Sarah Lee is the Assistant Director of the Recognition Programs, Policy and Resources team and has been at NCQA since 2012. She supports the development, maintenance and update of NCQA's practice-level recognition and state-specific recognition and certification programs. Her team provides content expertise to practices and develops the resources needed to clearly understand recognition program processes and interpret requirements. Prior to this role, she was a manager of Government Recognition Initiatives where she oversaw the review process for federal qualified health centers and military facilities pursuing NCQA recognition. Sarah graduated from the University of California San Diego with a B.A. in International Studies, Economics. She received her M.P.A. with a focus on Policy Analysis and Evaluation from The George Washington University in Washington, DC.

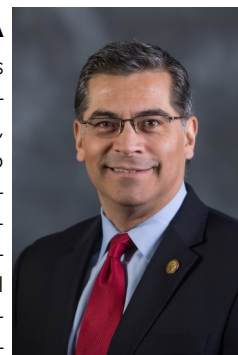


## TRICIA GEHRLEIN, MBA

Tricia Gehrlein is the Director of Population Health for the Morongo Basin Healthcare District, a Special District of the State of California. The District owns and operates two Federally Qualified Health Centers, located in Yucca Valley and Twentynine Palms (The Morongo Basin Community Health Center). In her role, she is responsible for collaboratively implementing programs that further the District's mission of improving the health of its residents. This includes working across sectors within the community to foster better health outcomes and improve overall health and wellness. Prior to her current position, she was the Director of Community Health Transformation for the Bill, Hillary and Chelsea Clinton Foundation. Working with national and regional thought leaders, she was responsible for implementing systems change within seven targeted communities across the United States, including the Coachella Valley, to improve health outcomes. An alumni of College of the Desert, Tricia received her B.S. in Business and Management from the University of Redlands and her M.B.A. from Western Governors University.

## ATTORNEY GENERAL XAVIER BECERRA

On January 24, 2017, Xavier Becerra was sworn in as the 33rd Attorney General of the State of California, and is the first Latino to hold the office in the history of the state. The State's chief law enforcement officer, Attorney General Becerra has decades of experience serving the people of California through appointed and elected office, where he has fought for working families, the vitality of the Social Security and Medicare programs and issues to combat poverty among the working poor. He has also championed the state's economy by promoting and addressing issues impacting job generating industries such as health care, clean energy, technology, and entertainment. Attorney General Becerra previously served 12 terms in Congress as a member of the U.S. House of Representatives. While in Congress, Attorney General Becerra was the first Latino to serve as a member of the powerful Committee on Ways And Means, served as Chairman of the House Democratic Caucus, and was Ranking Member of the Ways and Means Subcommittee on Social Security. Prior to serving in Congress, Attorney General Becerra served one term in the California Legislature as the representative of the 59th Assembly District in Los Angeles County. He is a former Deputy Attorney General with the California Department of Justice. The Attorney General began his legal career in 1984 working in a legal services office representing the mentally ill. Born in Sacramento, California, Attorney General Becerra is the son of working-class parents and was the first in his family to receive a four-year degree, earning his Bachelor of Arts in Economics from Stanford University. He earned his Juris Doctorate from Stanford Law School. His mother was born in Jalisco, Mexico and immigrated to the United States after marrying his father. He is married to Dr. Carolina Reyes, and they are the proud parents of three daughters: Clarisa, Olivia and Natalia.



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UnitedHealthcare Community Plan would like to thank the **Community Health Association Inland Southern Region** for dedicating their time and efforts to making a positive impact throughout Riverside and San Bernardino Counties.



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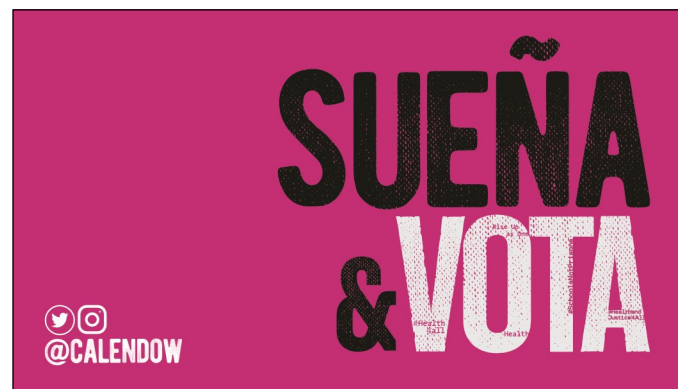
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Sponsored by Claremont Graduate University, School of Community and Global Health, a designated provider of continuing education contact hours in health education. Application for CHES (entry-level) / MCHES (advanced-level) Category I continuing education contact hours (CECH) has been made to the National Commission for Health Education Credentialing, Inc. (NCHEC) to provide 5.5 total category I continuing education contact hours. It is accredited through the Council on Education for Public Health (CEPH) and a member institution of the Association of Schools and Programs in Public Health (ASPPH), a pre-approved CE provider.

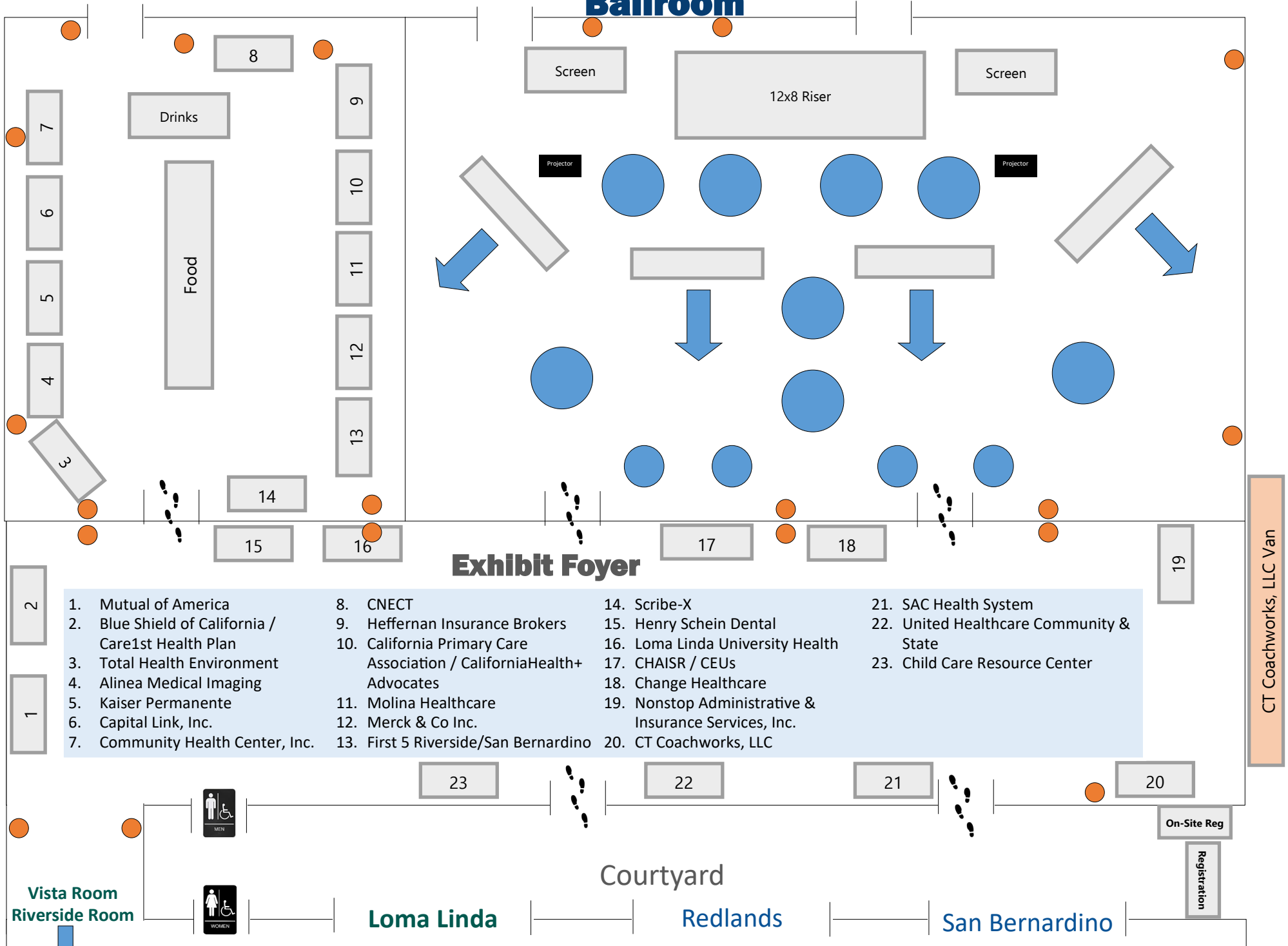
\*Approval is currently pending: Arrowhead Regional Medical Center is approved by the California Board of Registered Nursing, Provider Number CPE437.

## NOTES

[illegible]



# Ballroom



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