



Chronic Care at the Crossroads

Exploring Solutions for Chronic Care Management

Panel Participants

Steve Agritelley, Director, Product Incubation and Prototyping



Steve received a degree in Computer Science from Stanford University in 1995 and started working for Intel immediately thereafter. He started his career in high tech as an IT architect and engineer supporting emerging web tools. He quickly moved into the lab environment where he managed initiatives on distributed and mobile computing, and a team defining industry-wide XML standards. To deepen his understanding of managing in a research environment, Steve then took on the role of operations manager for a globally distributed lab focused on system level software while also managing a small team of security researchers. Steve spent the last 4 years in an extraordinarily exciting and challenging role, managing an interdisciplinary team of social science, hardware, software and interaction design researchers. This diverse team collaborates with medical researchers in academia and industry, exploring how emerging technologies (e.g., sensor nets and applications built on top of sensor nets) can solve healthcare issues in the home, clinic and hospital. These sensor networks—along with adaptive software that creates easy-to-use, personalized interfaces for seniors, family members and healthcare providers—are fundamental building blocks for creating new aging-in place technologies and services that may transform what it means to be in the healthcare business. Currently, Steve directs the Product Incubation and Prototyping program for DHeG, chartered with bridging the gap between research and product development. This program's objective is to build a portfolio of product concepts through interdisciplinary collaboration and rapid prototyping.

Craig R. Barrett, Chairman of the Board, INTEL CORPORATION

Craig Barrett is chairman of the board of Intel Corporation and a leading advocate for improving education and healthcare. He is also a vocal advocate for the value that technology can provide in raising social and economic standards globally.

Barrett joined Intel Corporation in 1974. In 1992, he was elected to the company's board of directors and was named chief operating officer in 1993. Barrett became Intel's fourth president in 1997, CEO in 1998, and chairman of the board in 2005.

While serving as Intel's CEO, Barrett became increasingly concerned about the rising costs of healthcare for employers. He was determined to find a way that technology can expand access to, improve quality in, and reduce costs of healthcare. In 2005, he helped establish Intel's Digital Health Group, which aims to help transform global healthcare by connecting people and information. Barrett also has become actively involved in helping drive innovation in healthcare. For example, he serves on the American Health Information Community, co-chairing its Chronic Care Workgroup, and plays a key role in Dossia. Dossia is a Web-based system that will enable employees, retirees, and their dependants to maintain lifelong personal health records.

In addition, Barrett serves as chairman of the United Nations Global Alliance for Information and Communication Technologies and Development, and is an appointee to the President's Advisory Committee for Trade Policy and Negotiations. He co-chairs the Business Coalition for Student Achievement and the National Innovation Initiative Leadership Council, and is a member of the Board of Trustees for the U.S. Council for International Business. As chair of the National Academy of Engineering, Barrett promotes the academy's policies to the engineering community and the public. In addition, he is a member of the National Governors' Association Task Force on "Innovation America," the National Infrastructure Advisory Council, and the Committee on Scientific Communication and National Security.

Barrett received his bachelor's, master's and doctoral degrees in Materials Science from Stanford University. He also was a Fulbright Fellow at the Danish Technical University in Denmark and a NATO Postdoctoral Fellow at the National Physical Laboratory in England. Prior to joining Intel, Barrett was an associate professor in the Department of Materials Science and Engineering at Stanford University.

Carmella A. Bocchino, Executive Vice President, Clinical Affairs & Strategic Planning, America's Health Insurance Plans (AHIP)

Carmella Bocchino is a leading authority in identifying and promoting medical management strategies that advance public health goals and improve the overall quality of health care. As Executive Vice President of Clinical Affairs and Strategic Planning at America's Health Insurance Plans (AHIP), Ms. Bocchino works with the executives of member organizations to develop innovative patient-centered medical management tools and clinical delivery models, foster private-public partnerships and advance an interconnected health care system.

A registered professional nurse and former hospital administrator, Ms. Bocchino's clinical and public policy expertise has been widely recognized by national and state lawmakers, policymakers, patient advocacy groups, employers, and throughout the health care community. She has been appointed to numerous private, state, and federal health care advisory committees, including the National Academy of Sciences Institute of Medicine for the Study of the Medicare End-Stage Renal Disease (ESRD) program; Advisor to the Rand Health Sciences Program for the capitation study for the end-stage renal disease project; the Advisory Committee for Quality Improvement Standards for Managed Care; and the Planning Committee establishing the National Quality Forum. She currently serves on the Robert Wood Johnson Foundation (RWJF) ONCHIT Health Information Technology Adoption Initiative Expert Consensus Panel and the RWJF National Advisory Committee, Project Health Design: Rethinking the Power and Potential of Personal Health Records.

Ms. Bocchino received her Masters in Business Administration from Rutgers University, Graduate School of Management (Newark, NJ). She also has an undergraduate degree in human resources management from Upsala College and a nursing degree from Mountainside Hospital School of Nursing. Prior to her positions in health policy, Ms. Bocchino held administrative and clinical positions in critical care medicine and renal replacement therapy.

Troyen A. Brennan, Chief Medical Officer of Aetna Inc.



Troyen A. Brennan, M.D., M.P.H., is Chief Medical Officer of Aetna Inc., one of the nation's leading health care and related benefits organizations. Dr. Brennan reports to Ronald A. Williams, Aetna Chairman, CEO and President.

In this role, Dr. Brennan directs Aetna's National Quality Management and is responsible for Aetna's major public health initiatives, which include racial and ethnic equality, genomics, next generation consumer-driven health care, the Aetna Compassionate CareSM Program and integrated depression management. He also provides oversight for the development of Aetna's clinical policies, as well as Aetna's full range of clinical operations, disease management programs and patient management services. Prior to joining Aetna, Dr. Brennan served as president and CEO of Brigham and Women's Physician's Organization from 2000-2006. Prior to these responsibilities, Dr. Brennan served as director of quality measurement and improvement at Brigham and Women's Hospital.

In these roles at Brigham and Women's, he was responsible for managed care contract negotiations, designing both primary care and specialty medical management and incentive programs, and oversaw the merger of seven specialty physician foundations and eight hospital departments into a single physician organization. Dr. Brennan also served as a practicing internist at Brigham and Women's Hospital until 2006.

In his academic work, he has served as professor of medicine at Harvard Medical School since 1995, and professor of law and public health at Harvard School of Public Health since 1992. Since 1987, he has published 230 peer-reviewed papers and four books. He is also a frequent presenter on health care policy, ethics and law.

Dr. Brennan received his M.D. and M.P.H. degrees from Yale Medical School, his J.D. degree from Yale Law School, and his M.A. degree from Oxford University, where he was a Rhodes Scholar. He completed his internship and residency in internal medicine at Massachusetts General Hospital. He is a member of the Institute of Medicine of the National Academy of Sciences.

Janice Kiecolt-Glaser, Ph.D., S. Robert Davis Chair of Medicine in The Ohio State University College of Medicine



Janice Kiecolt-Glaser holds the S. Robert Davis Chair of Medicine in The Ohio State University College of Medicine; she is also Professor of Psychiatry and Psychology, and Director of the Division of Health Psychology in the Department of Psychiatry, as well as a member of the OSU Institute for Behavioral Medicine Research. Working in the area of psychoneuroimmunology, she has authored more than 190 articles, chapters, and books, most in collaboration with Dr. Ronald Glaser. Their studies have demonstrated important health consequences of stress, including slower wound healing and impaired vaccine responses in older adults; they have also shown that chronic stress substantially accelerates age-related changes in IL-6, a cytokine that has been linked to some cancers, cardiovascular disease, type II diabetes, osteoporosis, arthritis, and frailty and function decline. In addition, their programmatic work has focused on the ways in which personal relationships influence immune and endocrine function, and health. Her current studies address questions such as the psychological and physiological consequences of chronic stress in older adults, the ability of omega-3 supplementation to alter mood and inflammation, how genetic and environmental influences contribute to depression and immune dysregulation in older adults, the impact of major life stressors on the progression of basal cell carcinoma, the ability of mind-body interventions such as yoga to modulate endocrine and immune responses, and the role that proinflammatory cytokines play in combination with depression among cancer survivors who experience debilitating fatigue.

Most notable among her honors is her membership in the Institute of Medicine of the National Academy of Sciences [Press Release]. In addition, she is a Fellow of the American Association for the Advancement of Science [Press Release], as well as the American Psychological Association; she received an Award for Outstanding Contributions to Health Psychology from the American Psychological Association's Division of Health Psychology, as well as the Developmental Health Psychology Award from the Divisions of Health Psychology and Adult Development and Aging. She is the past President of the Division of Health Psychology. The Psychoneuroimmunology Research Society gave her the Norman Cousins Award in 1998. She is listed in the Institute for Scientific Information ISIHighlyCited.com (among the world's most highly cited authors, a group comprising less than one half of one percent of all publishing researchers). She has served on the NIMH Mental Health and AIDS study section, as well as the editorial boards of 10 professional journals including the Journal of Consulting and Clinical Psychology, Psychosomatic Medicine, and Health Psychology. Her research has been supported by a series of grants from the National Institutes of Health, including a MERIT award, as well as a Research Career Development Award, and she is currently a PI on NIH grants from the NCI, NIA, and NCCAM. Her first mystery novel, *Detecting Lies*, was published by Avon in 1997, and her second, *Unconscious Truths*, in 1998.

David Lansky, Ph.D, Senior Director, Health Program and Executive Director, Personal Health Technology Initiative at the Markle Foundation



David Lansky, Ph.D., is the Senior Director, Health Program and Executive Director, Personal Health Technology Initiative at the Markle Foundation. Prior to this position, Dr. Lansky served as FACCT's president from its inception in 1995. For more than twenty years, Lansky has been a proponent of a more responsive and accountable health care system. He is a nationally recognized expert in accountability and quality measurement and, as a result, has served as a board member or advisor to numerous health care projects and programs. Some of these include the National Quality Forum, Joint Commission on Accreditation of Healthcare Organizations, National Patient Safety Foundation, The Leapfrog Group, and President Bush's 2002 Economic Forum.

Prior to FACCT, Lansky was a senior policy analyst for the Jackson Hole Group during the national health reform debate of 1993-94. He also led the Center for Outcomes Research and Education at Oregon-based Providence Health System. In this capacity he was responsible for outcomes research, measurement of consumer satisfaction, health risk and health status assessment, development of electronic member and patient records, and communicating with purchasers and the larger community about health care quality.

Thomas H. Lee, MD, M.Sc., Network President for Partners Healthcare System and Chief Executive Officer for Partners Community HealthCare, Inc.



Thomas H. Lee, MD, is an internist and cardiologist, and is Network President for Partners Healthcare System and Chief Executive Officer for Partners Community HealthCare, Inc, the integrated delivery system founded by Brigham and Women's Hospital and Massachusetts General Hospital. He is a graduate of Harvard College (1975), Cornell University Medical College (1979), and Harvard School of Public Health (1987). He completed his training in internal medicine and cardiology in 1985 at Brigham and Women's Hospital, and received his Masters in Science in Epidemiology in 1987 from the Harvard School of Public Health. Before becoming CEO for Partners Community Healthcare in 2004, he was its Chief Medical Officer since the organization's inception in 1995.

He is a Professor of Medicine at Harvard Medical School and a Professor of Health Policy and Management at Harvard School of Public Health. His research interests include risk stratification and optimal management strategies for common cardiovascular problems, and improvement of quality of care, with a particular focus on critical pathways, guideline development and implementation, and managed care. Dr. Lee is co-chair of the Committee for Performance Measures of the National Committee for Quality Assurance (NCQA), and has been the Chairman of NCQA's Cardiovascular Measurement Advisory Panel since 1996. He is a member of the Boards of Bridges to Excellence and of the Massachusetts Health Quality Partnership. He is the Editor-in-Chief for The Harvard Heart Letter and Associate Editor of The New England Journal of Medicine.

Mark B. McClellan, M.P.A., M.D., Ph.D., Senior Fellow, AEI - Brookings Joint Center for Regulatory Studies, The Brookings Institution

Dr. Mark B. McClellan is the former administrator for the Centers for Medicare and Medicaid Services (CMS) and the former commissioner of the Food and Drug Administration (FDA) in the U.S. Department of Health and Human Services.

In October 2006, Dr. McClellan joined the AEI-Brookings Joint Center for Regulatory Studies as a visiting senior fellow where he works on developing and implementing ideas to drive improvements in high-quality, innovative, affordable health care. He is also an associate professor of economics and associate professor of medicine at Stanford University.

Dr. McClellan has had a highly distinguished tenure of public service. In the George W. Bush administration, he served as a member of the President's Council of Economic Advisers and senior director for health care policy at the White House (2001–2002), FDA commissioner (2002–2004), and CMS administrator (2004–2006).

In the Clinton administration, Dr. McClellan was deputy assistant secretary of the Treasury for economic policy from 1998–1999. He subsequently directed Stanford's Program on Health Outcomes Research and was a research associate of the National Bureau of Economic Research and a visiting scholar at the American Enterprise Institute. Additionally, he was associate editor of the *Journal of Health Economics* and co-principal investigator of the Health and Retirement Study (HRS).

A graduate of the University of Texas at Austin, he earned his M.P.A. from Harvard's Kennedy School of Government in 1991, his M.D. from the Harvard-MIT Division of Health Sciences and Technology in 1992, and his Ph.D. in economics from MIT in 1993.

Larry Minnix, President and CEO of the American Association of Homes and Services for the Aging.



Larry Minnix is President and CEO of the American Association of Homes and Services for the Aging, a position he has held since 2001.

Dr. Minnix has been in mental health and aging services fields for over 35 years. He was associated with the Wesley Woods Center of Emory University for 28 years, where he started as an administrative intern in 1972 and rose to the position of CEO, a position he held for 10 years until he joined AAHSA. Wesley Woods is a comprehensive aging services organization, with acute, outpatient, outreach, housing, and nursing home care within the academic context of Emory University.

Larry is a frequent speaker on long term care, quality, ethics, and policy. He has served on numerous commissions and boards. Larry earned undergraduate and graduate degrees from Emory University. He received his Doctor of Ministry degree there and is an ordained elder in the United Methodist Church.

Suzanne Mintz, President/Co-founder/Family Caregiver, NFCA.



Suzanne Mintz is a family caregiver for her husband, Steven, who was diagnosed with Multiple Sclerosis in 1974. Her longtime personal involvement with caregiving led her to the conclusion that chronic illness and disability affects the person who provides care as well as the one that requires it. In addition its impact goes beyond individual families and has become a national healthcare and social policy issue that stretches across the lifespan. She realized that family caregivers are part of a "silent and neglected workforce" that does not receive the recognition, training, support, assistance, or public policy attention it deserves. As a consequence she co-founded NFCA in 1993. Today, she spearheads the organization's efforts to meet the unmet needs of family caregivers.

Ms. Mintz spent over 25 years in the field of interior architecture and marketing prior to becoming NFCA's first paid chief executive in 1997. She worked at her "day job" and continued to build NFCA on borrowed time and during the evenings and on weekends before taking over the reins fulltime.

Tracey Moorhead, President and Chief Executive Officer of the Disease Management Association of America (DMAA)



Tracey Moorhead is President and Chief Executive Officer of the Disease Management Association of America (DMAA), the only organization effectively representing all stakeholders in disease management and care coordination. Based in Washington, D.C., DMAA represents more than 200 corporate and individual members by advancing the promise of disease management for cost-effective, quality health care.

Ms. Moorhead is recognized as a leading health care advocate with considerable experience in public policy and coalition management. She effectively directs policy formulation and strategic advocacy efforts, as well as represents the disease management community before the media, allied organizations and constituents, and all levels of government.

Ms. Moorhead previously served as Executive Director of the Alliance to Improve Medicare (AIM), a bipartisan coalition advocating comprehensive Medicare improvements. AIM supported enactment of the Medicare Prescription Drug, Improvement and Modernization Act of 2003. As AIM's Executive Director, Ms. Moorhead coordinated and moderated educational and policy briefings for congressional staff; directed AIM's policy research, development and communications efforts; and developed grassroots programs in conjunction with AIM member organizations.

In addition to her role with AIM, Ms. Moorhead served as Vice President, Government Relations, for the Healthcare Leadership Council (HLC). In this role, she coordinated a nationwide, multi-million dollar grassroots outreach campaign to senior citizens and partner organizations to increase awareness and participation in new Medicare benefits.

Michael L. O'Dell, M.D., M.S.H.A.,F.A.A.F.P., Chair and Director, Family Medicine Department and Residency Program, North Mississippi Medical Center



Dr. O'Dell has served as the Director of the Family Medicine Residency Program at North Mississippi Medical Center (NMMC) since March 2002. NMMC is the largest rural hospital in the nation and one of the largest integrated health systems in the nation. NMMC is a Malcolm Baldrige National Quality Award recipient this year. During Mike's tenure at NMMC he has overseen the full accreditation of the program and has successfully grown the program to 20 current physicians in training in addition to other duties at the facility.

Dr. O'Dell received his Bachelors degree from Kansas State University in 1974 and received his Doctorate of Medicine in 1977 from the University of Kansas Medical Center at Kansas City. Following a year of internship, Dr. O'Dell was called to active duty service with the Navy. He returned in to the University of Kansas in 1981 to complete his residency training doing so in 1983. Upon completion of Family Medicine residency training in 1983, Mike joined the faculty of the University of Kansas. In addition, Dr. O'Dell has also served on the faculties of the University of Texas Medical Branch and University of Alabama Birmingham. Dr. O'Dell is Board Certified by the American Board of Family Practice. He became a Fellow of the American Academy of Family Physicians in 1985. Mike completed a Masters Degree in Health Care Administration at University of Alabama- Birmingham in 2005. He has authored several professional articles and book chapters.

Dr. O'Dell continued his Navy service as a reserve officer and retired from the US Navy Reserve in 1998, holding the rank of Captain. He was awarded the Meritorious Service Medal and other awards during his Navy career and was deployed during the first Gulf War.

Mike is active in many national, regional, and community activities. He serves on the American Academy of Family Physicians Commission on Quality. He is a Governors Appointee to the Mississippi Hospital Equipment and Financing Authority which is the state's bond agency for health care facilities. He is the Vice- Chair for Mississippi's Medicaid Pharmacy and Therapeutics Committee. He is an elected member of Mississippi State Medical Association's Committee on Education and also serves on the Publications Committee. He is active in the Mississippi Academy of Family Physicians and currently serves as Secretary. He is an active member of the Tupelo Rotary Club. He serves on the Board of Directors for two clinics serving indigent patients. He is an ordained elder in the Presbyterian Church (PCUSA).

Mike married Kristi Jane Francis in 1973. Kristi holds a Ph.D. in Social Work from the University of Kansas and teaches Social Work at the University of Mississippi. They have two children: Kelly, who lives in Houston, Texas where she teaches elementary school; Brian, who is a senior at Ole Miss.

Carol Raphael, MPA, President and Chief Executive Officer of Visiting Nurse Service of New York (VNSNY)



Carol Raphael, MPA, is President and Chief Executive Officer of Visiting Nurse Service of New York (VNSNY). Her responsibilities include managing the VNSNY programs in post-acute care, long-term care, children's and family services, hospice, rehabilitation, mental health and public health, as well as its health plans for dually eligible Medicare and Medicaid beneficiaries. Ms. Raphael developed the Center for Home Care Policy and Research, which conducts policy-relevant research focusing on the management and quality of home and community-based services. Previously, Ms. Raphael held positions as Director of Operations Management at Mt. Sinai Medical Center and Executive Deputy Commissioner of the Human Resources Administration in charge of the Medicaid and Public Assistance programs in New York City. Between 1999 and 2005, Ms. Raphael was a member of MedPAC.

She chairs the New York eHealth Collaborative and is a member of the Harvard School of Public Health's Health Policy Management Executive Council, the Markle Foundation Connecting for Health Steering Group, Atlantic Philanthropies Geriatrics Practice Scholars Program, Advisory Board for The Jonas Center for Excellence in Nursing, and the National Advisory Committee of the Care Giving Project for Older Americans. She is also on the Boards of Barrier Therapeutics, Excellus/Lifetime Healthcare Company, the Continuing Care Leadership Coalition, the American Foundation for the Blind, and Pace University. She has authored papers and presentations on post-acute, long-term and end-of-life care and co-edited the book "Home Based Care for a New Century." Ms. Raphael has an M.P.A. from Harvard University's Kennedy School of Government, and was a Visiting Fellow at the Kings Fund in the United Kingdom.

Mariah Scott, General Manager of Personal Health Platforms for Intel Corporation



Mariah Scott is general manager of Personal Health Platforms for Intel Corporation. In this role, she is responsible for the worldwide business strategy and operations of Intel's Personal Health Platforms. Scott has been with Intel for 10 years in a number of marketing and general management roles, most recently as the worldwide director for the Intel Inside Program. In that role, she was responsible for program development, global customer engagement and operational deployment of Intel's largest marketing program. Prior to her work with Intel Inside, she was the general manager of Internet Authentication Services within the Internet Health Initiative, a business she founded in collaboration with the American Medical Association* and later sold to VeriSign* in 2001.

Scott has a B.A. in Japanese from Carleton College and received an MBA from Northwestern University's Kellogg Graduate School of Management.

Allen Woolf, M.D., Sr. V.P. & National Medical Officer, Health Advocacy for CIGNA Healthcare



Dr. Allen Woolf is the Sr. V.P. & National Medical Officer, Health Advocacy for CIGNA Healthcare. In that capacity, he oversees the delivery of CIGNA's consumer-facing medical management programs including: wellness, lifestyle modification, disease management, health information and health advocacy. Woolf also serves as the Sr. V.P. & Chief Medical Officer for CareAllies-CIGNA Behavioral Health, a medical management and behavioral health managed care subsidiary of CIGNA Healthcare. Dr. Woolf has 20 years of experience in medical management with CIGNA Healthcare, the last nine of which have been in roles at the national level. Woolf started his medical management career with CIGNA Healthcare of Arizona, where he spent 11 years in a series of progressively responsible positions.

Dr. Woolf's clinical background is in pediatrics. A graduate of Harvard University School of Medicine, he served his internship and pediatric residency at the University of Washington in Seattle. He is board-certified in Pediatrics and is licensed in the States of Pennsylvania, Missouri Arizona and Connecticut. Woolf is a member of the Health Management Strategic Advisory Council of The Institute for Health and Productivity Management, a member of the Health Industry Forum and a Fellow of the American Academy of Pediatrics. He recently completed service as a member of the Board of Directors for the Disease Management Association of America. He has held numerous other leadership and committee positions in medical societies, hospitals and industry and government task forces. Dr. Woolf is also involved in his local community, serving as a member of the Board of Directors of Philabundance, a Philadelphia area food bank.

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