

# EXAMINING COMMUNITY HEALTH WORKER MODELS IN MANAGING CHRONIC CONDITIONS

## *Speaker Biographies*

**Laudy Aron** is a senior fellow in the Center on Labor, Human Services, and Population at the Urban Institute. Since joining Urban in 1992, she has spent over 25 years conducting research and policy analysis on a wide range of social welfare issues, including health and disability, education, employment and training, homelessness, and family violence. She directed and coedited a groundbreaking 2013 study for the National Research Council and Institute of Medicine on *US Health in International Perspective: Shorter Lives, Poorer Health*, which found a large and growing US “health disadvantage” relative to other high-income countries. Aron’s work focuses on how social and economic conditions shape health and well-being and how social welfare programs can best support healthy human development. Throughout her career, Aron has conceptualized, designed, and fielded studies useful to policymakers, program officials, and other interested stakeholders. Her many publications include books, book chapters, journal articles, and opinion pieces on topics ranging from the social determinants of health to urban education reform. From 2007 to 2012, she was a senior program officer with the Division of Behavioral and Social Sciences and Education at the National Academy of Sciences and was director of policy research at the National Alliance on Mental Illness. Aron holds a BS in mathematics from McGill University and an MA in demography from the University of Pennsylvania.

**Melissa Cohen** is staff vice president of payment innovation strategy at Anthem, where she runs a team focused on program evaluation, portfolio analysis, and management of cross-cutting initiatives. Before joining Anthem, Cohen was director of the policy and programs group at the Innovation Center at the Center for Medicare and Medicaid, where she was responsible for center-wide strategy and implementation of the Quality Payment Program proposed in the Medicare and CHIP Reauthorization Act. Previously, Cohen was director of the Innovation Center’s Division of Financial Risk. Before that, she practiced medical malpractice defense litigation for six years in the New York City metropolitan area. Cohen received her undergraduate degree from the University of Pennsylvania, her law degree from the Fordham University School of Law, and her master’s degree in public administration with a concentration in health policy from the Harvard Kennedy School.

**Alex Federman** is a professor of medicine at the Icahn School of Medicine at Mount Sinai and is director of research in the Division of General Internal Medicine. Federman’s research has focused on pathways that facilitate or impair older adults’ ability to effectively manage chronic illnesses. He is translating the findings from his observational research to practical health care delivery interventions. These include interventions to improve medication adherence and communication between doctors and older patients with complex chronic diseases. He also leads a randomized trial of a home-based self-management support intervention for older adults with asthma funded by the Patient-Centered Outcomes Research Institute. Other innovative models of home-based health care delivery he is evaluating include a hospital-at-home program and a home-based primary care program for homebound adults evaluated in a randomized controlled trial. Federman provides primary care to adult patients in the internal medicine associates practice at the Mount Sinai Hospital.

**Jamillah Hoy-Rosas** is a senior health care professional who has worked in nutrition and public health for over 15 years. She specializes in program design and service delivery, curriculum development and training, health coaching and adult education, and motivational interviewing and medical nutrition therapy for weight loss, diabetes, and heart disease. She has worked in clinical care coordination, medical case management, maternal nutrition, and worksite wellness. She is a trained lifestyle coach for the National Diabetes Prevention Program, a US Diabetes Conversation Map program facilitator, and an asthma care specialist. Hoy-Rosas is the chief health officer at City Health Works, a nonprofit health organization that hires community health workers to provide health coaching, disease management education, and care coordination services to people with chronic illnesses. She is responsible for program design and evaluation and hires for, trains, and supervises the care delivery team. She oversees all clinical collaborations with partnering foundations, health systems, pharmacies, clinics, and community-based organizations. Hoy-Rosas chairs the American Association of Diabetes Educators Community of Interest on Diversity and serves on the board of trustees of the Packer Collegiate Institute. She also runs a Girl Scout troop in Brooklyn. Hoy-Rosas received her bachelor's degree in biological basis of behavior from the University of Pennsylvania and completed her master's and doctoral degrees at New York University.

**Manmeet Kaur** founded City Health Works in 2013 to create a business case for integrating local health coaches into the US health care system. City Health Works has become a national example of how to deploy a neighborhood-based care model that improves health, reduces avoidable health care spending, and creates rewarding jobs. It has been featured in many major media outlets, including *Politico*, *PBS Newshour*, the *Economist*, and NPR. Kaur was previously an adviser to the One Million Community Health Workers campaign and worked on community health and workforce initiatives in South Africa, India, and New York City. In her time abroad, Kaur saw the potential for applying best practices from low-cost health systems from across the globe to the US. She is a Janice Nittoli practitioner fellow at the Urban Institute and has formerly been a Draper Richard Kaplan social entrepreneur, a GLG Social Impact fellow, and a Third Millennium Human Rights fellow. She serves on the board of the civil rights organization Sikh Coalition and on the advisory board to the Sikh Family Center. Kaur earned a BA from Barnard College and an MBA from Columbia University.

**Joanne Kenen** is *Politico Pro's* health care editor. Kenen has covered everything from Haitian voodoo festivals to US presidential campaigns. Since arriving in Washington in 1994, she has focused on health policy and health politics. She joined *Politico* in 2011. She has previously worked for Reuters in New York, Florida, the Caribbean, and Washington. As a Kaiser Family Foundation media fellow in 2006–07, she wrote about aging and palliative care. Kenen spent three years writing and blogging about health policy at the New America Foundation. Her work has appeared in numerous publications including the *Atlantic*, *Kaiser Health News*, the *Washingtonian*, and the *Washington Post*, among other publications.

**Jacob Reider** is a family physician, chief executive officer of Alliance For Better Health, chief health officer of Health Coda, and cofounder of RS Partners. Reider was previously deputy national coordinator for health information technology at the US Department of Health and Human Services, where he was responsible for the policies and programs designed to improve health through the development and implementation of safe, resilient, reliable, usable, helpful, and interoperable information technology. He has more than 20 years of experience in health information technology, with a special interest in user experience, clinical decision support, and information portability. Reider was chief medical information officer at Allscripts and was associate dean for biomedical informatics at Albany Medical College. He cofounded four successful health information technology start-up companies and has held directorships on boards of nonprofits and private companies. Reider has held leadership roles in the American Medical Informatics Association and the New York State Academy of Family Physicians. His interests include organizational leadership and culture, shared clinical decisionmaking, and evidence-based management of common outpatient conditions.

**Leny Rivera** is a health coach at City Health Works, where she works with clients to help them mitigate the symptoms of diabetes, hypertension, and asthma through healthy lifestyle changes. She engages clients in their homes and teaches them to minimize carbohydrates, increase vegetable intake, take medications, and create and reach achievable goals. She also accompanies clients to doctors' appointments and promotes increased physical activity. In 2012, Rivera interned at Mount Sinai Health System's Internal Medicine Associates clinic, where she tracked patients with diabetes and reengaged them to support pursuing proper medical care. As a volunteer for the American Diabetes Association, Rivera has worked at health fairs that target high-risk communities. Before coming to Mount Sinai Health System, she was the head teacher of an early childhood education program at the West Side YMCA in New York City. Rivera attended LaGuardia Community College and took classes in health and wellness, community health, and foundations for community health workers.

**Kathleen Sebelius** is one of America's foremost experts on national and global health issues, human services, and executive leadership. As CEO of Sebelius Resources LLC, she provides strategic advice to companies, investors, and nonprofit organizations. Sebelius serves on the board of directors of Dermira, Devoted Health, Grand Rounds, Humacyte, the Kaiser Family Foundation, and Myovant Sciences. She cochairs the Aspen Institute Health Strategy Group and serves on advisory boards for the Dole Institute of Politics, Solera Health, Out Leadership, and the Estée Lauder Foundation. From 2009 to 2014, Sebelius was secretary of the US Department of Health and Human Services, where she worked to pass and implement the Affordable Care Act. Sebelius managed 11 operating agencies, 90,000 employees in 50 countries, and a \$1 trillion budget. *Forbes* named Sebelius one of the 100 most powerful women in the world. She was governor of Kansas from 2003 to 2009, and *Time* magazine named her one of America's top five governors. Previous elected offices include two terms as the Kansas insurance commissioner and four terms in the Kansas legislature. Sebelius earned a bachelor's degree from Trinity Washington University and a master's degree in public administration from the University of Kansas.

**Theresa A. Soriano** is a board-certified general internist and palliative medicine physician and a professor of medicine, geriatrics, and palliative medicine at the Icahn School of Medicine at Mount Sinai. She is senior vice president for care transitions and population health at Mount Sinai St. Luke's. Before this role, she was deputy chief medical officer for Mount Sinai Health Partners, planning and implementing system initiatives for populations with complex medical and social needs. As acting chief of Mount Sinai's Division of General Internal Medicine, she oversaw many of the early population health-driven primary care initiatives for the system. Soriano's interest in and work addressing social and medical needs of vulnerable populations stems from her work as director of the Mount Sinai Visiting Doctors Program, through which she continues to see patients. Through clinical work, publications, and presentations, Soriano has earned a national reputation in the field of home-based primary and palliative care clinical practice, quality, and leadership. She is president-elect of the American Academy of House Call Medicine.

**Sue Suh** is Chief Talent Officer at The Rockefeller Foundation, based in the New York City headquarters. What gets her up in the morning? Her team's mission to energetically recruit, develop, engage, and retain the Foundation's extraordinary global talent who, together, is driven to make positive impact on some of the world's biggest challenges. Sue's previous roles at the Foundation include serving as Special Assistant & Director of the President's Office as well as acting as interim Director of the Asia Office in Bangkok, Thailand. Before joining the Foundation, Sue served with the U.S. Departments of State and Defense in Washington DC, New York, and Tripoli, Libya—managing issues such as nuclear nonproliferation, UN sanctions, public affairs, and overall U.S.-UN relations. She is also passionate about the power of education, the performing arts and sports to effect positive change, and sits on the Boards of the Coca-Cola Scholars Foundation, the Classical Theatre of Harlem, and Special Olympics Asia Pacific. Sue absolutely loved Princeton University



(Politics BA) and Columbia University (Political Science MA), and was grateful to earn a Fulbright award to South Korea and a Presidential Management Fellowship with the U.S. federal government.

**Elaine Waxman** is a senior fellow in the Income and Benefits Policy Center at the Urban Institute. Her expertise includes food insecurity, nutrition and the food assistance safety net, the social determinants of health disparities, and other issues affecting low-income families and communities. Before joining Urban, Waxman was vice president of research and nutrition at Feeding America, where she oversaw research on food insecurity, the intersection of hunger and health, and the circumstances and experiences of people seeking charitable food assistance. She also helped develop community-based intervention models to address the needs of low-income, food-insecure families. From 1999 to 2009, Waxman worked on a series of linked research projects at the University of Chicago on low-wage work and the challenges facing low-income working families. Waxman has coauthored numerous research and policy reports and articles in scholarly journals, including *Applied Economics Perspectives and Policy*, *Health Affairs*, *Social Science Review*, and the *Journal of Hunger and Environmental Nutrition*. She is a member of the Feeding America technical advisory group, an adviser to the national food and agricultural policy forum Agree, an advisory board member of the Family Resiliency Center at the University of Illinois, and a member of the Aspen Institute Dialogue on Food Insecurity and Health Care Expenditures. She holds an MPP and a PhD from the University of Chicago, where she is a lecturer.

**Sarah Rosen Wartell** became president of the Urban Institute in 2012 and is the third president since Urban was founded in 1968. During her tenure, Urban has articulated its strategy to “elevate the debate” by bringing more of its research insights to federal, state, and local government and practice; becoming a leader in research communications and data visualization; and undertaking an ambitious program of business systems and technology modernization. Previously, Wartell was deputy assistant to the president for economic policy and deputy director of the National Economic Council. At the US Department of Housing and Urban Development from 1993 to 1998, she advised the federal housing commissioner on housing finance, mortgage markets, and consumer protection. After government service, Wartell was the founding chief operating officer and then executive vice president of the Center for American Progress. Her work focused on the economy and housing markets, and she directed the Mortgage Finance Working Group and “Doing What Works” government performance program. Before her tenure in government, she practiced law with the Washington, DC, firm Arnold & Porter. Wartell has an AB degree with honors in urban affairs from Princeton University’s Woodrow Wilson School of Public and International Affairs. She has a JD degree from Yale Law School.