

## Speaker Bios – May 17, 2019



**Charles Boicey, MS, RN-BC, CPHIMS is the Chief Innovation Officer for Clearsense**, an outcomes-driven healthcare technology company based in Jacksonville, FL. Previously, Charles was the enterprise analytics architect for Stony Brook Medicine, where he developed the analytics infrastructure to serve the clinical, operational, quality, and research needs of the organization. In his current role of Assistant Clinical Professor, Stony Brook University Charles developed and teaches the analytics elective concentration. He was a founding member of the team that developed the Health

and Human Services award-winning application NowTrending to assist in the early detection of disease outbreaks by utilizing social media feeds. Charles is a past president of the American Nursing Informatics Association.



**Alan Goldberg is a Principal and President of Applied Management Systems, Inc.**, Burlington, MA. His specialty areas include corporate restructuring, organizational change, strategic positioning and productivity. He became President and a member of the Board in 1985, and helped take the company private in 1997 from its previous owner the Massachusetts Hospital Association. He started his career at the Hospital Association of RI in the 70's and taught Biostatistics at Providence College in RI, and Health Systems Management Engineering at RPI in Troy, NY where he graduated with a Masters in Engineering. He also holds a Bachelor's in Engineering from University of Massachusetts-Amherst.

Alan is a Fellow of the American College of Healthcare Executives and serves on the Board of Directors of the Massachusetts chapter, and is a past President. He was the 2002 recipient of their Massachusetts "Healthcare Executive of the Year" award. In 2017, he received the national ACHE Exemplary Service Award.

He is a past elected National President and Chair of the Board, Healthcare Information and Management Systems Society and in 2011 was elected one of HIMSS 50 unforgettable contributors throughout the 50-year history. Alan is also past President and Chair of the Board of the national Association of Healthcare Enterprises, now called the Association of Healthcare Solutions.

A prolific writer, Alan is an author and editor who has sold 30,000 books published by American Hospital Association and has received two awards presented to him by the AHA Board of Trustees. Alan was the co-author in 2017 of the lead article in Momentum, and in 2010 and 2011 of four articles in the Journal of Healthcare Management, all published by ACHE.



**Nancy Michaels, Patient Satisfaction Speaker**, three-decade career in communications and marketing began when she worked with Tom Bergeron (“Dancing with the Stars”) when he was in Boston at WBZ-TV. Over the years, she has become a nationally-recognized business development advisor to small businesses, professional service businesses, and the healthcare industry. She has brought creative, practical and straightforward ideas to her audiences with her many articles and books (Stripped: Life Lessons Learned from Almost Dying,

Dating Success After 40 with Neil Wood, Off the Wall Marketing Ideas with Debbi Kickham, and Perfecting Your Pitch). She was named Small Business Woman of the Year in 2005 by the Women’s Business Enterprise National Council (WBENC) and was the first recipient of the Tom Peters WOW! Project Personified Award for her innovative work with Fortune 500 companies to deliver dynamic content to small businesses (which earned her a Fast Company cover story). Her company, Impression Impact, produced live and web-based events for clients such as Office Depot, UPS and Staples. Her Huffington Post blog showcases her style injected with incredible humor and levity often taken from the mundane to the sometimes-tragic aspects of life. And she has been recognized in such national media as Entrepreneur Magazine, US News & World Report, CNN-FN, Fox, Inc.com, and The New York Post, among numerous others.

Nancy is also known as an inspirational keynote speaker whose motivational talks leave audiences with the distinct belief in themselves that they can overcome anything—as she personally has.

At age forty-one—and physically the picture of health and wellness—Nancy suddenly became deathly ill and underwent an emergent liver transplant. Pronounced clinically dead twice during the surgery, her medical team wondered if she would ever be the same cognitively, especially after experiencing significant medical complications that resulted in her undergoing emergency brain surgery while in a two-month-long coma. When she awoke, she was unable to move or speak and had to go to rehabilitation to learn to stand, walk and take care of herself once again. Miraculously, that extensive rehab left her with no residual effects—but the experience did irrevocably change her life and her message to audiences.

Nancy’s personal story of overcoming immense adversity makes her one of only very few people uniquely qualified to help organizations better understand healthcare through the patient lens, and inspire small business owners to tap into their own innate ability to not only weather the tsunamis of life and business, but to also come out on the other side with a new and more positive view of both. Nancy’s message is all about health—both personal and business—and she is available to motivate audiences to take stock of their own.



**Joan Quinlan is the Vice President for Community Health at Massachusetts General Hospital, and the founding leader of the MGH Center for Community Health Improvement.** She is a graduate of Boston College and the Harvard University's John F. Kennedy School of Government where she received a Masters of Public Administration.

In her current capacity, Joan leads the hospital's efforts to fully integrate community health into all of its missions including patient care, teaching and research, and to engage with local underserved communities to address challenging community-identified public health problems. She is the hospital co-lead for the Substance Use Disorders Initiative, the leading clinical initiative of MGH's most recent strategic plan. The need for this initiative, which focuses on the opioid epidemic, was identified through Community Health Needs Assessment, conducted by CCHI and now required by the Affordable Care Act.

From 1990 to 1995 she was the Administrative Director for the Boston Health Care for the Homeless Program. She was also the Advisor on Women's Issues to Governor Michael Dukakis and the Executive Director of 9to5, the Organization for Women's Office Workers.

Under Joan's leadership, MGH won the Association of American Medical Colleges (AAMC) Spencer Foreman Award for Outstanding Community Service in 2011 and the Foster G. McGaw Prize for Excellence in Community Service from the American Hospital Association.



**Dr. Steven Strongwater is the President and CEO of Atrius Health,** a non-profit accountable care organization with 6,800 employees serving 720,000 patients across eastern Massachusetts and a national leader in delivering high-quality coordinated medical, home health and hospice care.

Dr. Strongwater previously served as Geisinger Health System's Chief Transformation Officer and Chief Medical Executive for Acquisition Integration. While at Geisinger, he provided transformational leadership developing new models of care, as well as strategies and tactics to improve value, leveraging analytics and simulation tools.

Dr. Strongwater has served also in a variety of leadership positions including Assistant Chancellor, Associate Dean for Clinical Affairs, Chief of Staff and Chief Executive Officer, at UMass Medical Center, the University of Connecticut Health Center and Stony Brook University Medical Center, respectively. Currently, he serves on the Mass Digital Health Council, IBM Watson Advisory Board, Janssen Healthcare Innovators Council, Healthcare Executives Network, and on the Zetema Project. He has a long standing interest in population health, physician resilience, quality and patient safety.

Dr. Strongwater completed his undergraduate medical education at Upstate Medical Center and a research fellowship in rheumatology at the University of Michigan. He is a member of AOA and Phi Beta Kappa honor societies.



**Kevin Tabb, M.D., is president and chief executive officer of Beth Israel Lahey Health (BILH),** a pioneering integrated health care system offering a full continuum of health care services, ranging from hospital to ambulatory to urgent to behavioral health care. BILH was envisioned as a transformational approach to health care delivery in the Commonwealth—its unique structure designed to advance meaningful collaboration across organizations, care settings, specialties, and geographies to ensure patients receive the

treatment they need in the communities where they live and work. BILH is the second largest health care system in the state, comprising eight community hospitals; three academic medical centers and teaching hospitals; and two specialty hospitals. The system encompasses 35,000 employees, 4,300 physicians (including more than 800 primary care physicians) and 9,000 nurses, who manage the care of more than 1.3 million patients across its service area, which stretches from southern New Hampshire to Cape Cod. In his new role, Dr. Tabb is responsible for leading a comprehensive integration plan among the BILH member organizations to effectively deliver on their promise to offer patients and their families better and broader access to extraordinary individualized care. Previously, Dr. Tabb was the chief executive officer of the Beth Israel Deaconess system and Beth Israel Deaconess Medical Center (BIDMC), a premier Harvard-affiliated teaching hospital and a founding member of BILH.

Dr. Tabb took the helm of BIDMC in 2011. With extensive expertise in physician network strategy and clinical quality initiatives, he understood the impact of the nation's rapidly evolving health care landscape and the changing function of the academic medical center within that new environment. He quickly began meeting and developing relationships with health care leaders throughout the Harvard network and across the region, and began designing and executing a multifaceted strategic plan for the medical center and its group of affiliates and community partners. In the process, Dr. Tabb recognized that BIDMC could play an instrumental role in defining a new paradigm for what health care could be in Massachusetts and to serve as a model for health care institutions nationwide. He and his colleagues conceptualized BILH as a way to provide more effective and efficient care to patients and, building consensus among a diverse group of health care leaders, signed a definitive agreement with its 13 member hospitals in July 2017. Dr. Tabb helped successfully usher the proposed system through an unprecedented and complex regulatory process, personally testifying at major supervisory organizations including the Massachusetts Department of Public Health, the Massachusetts Health Policy Commission, and the Federal Trade Commission in Washington, D.C. As a result of the team's efforts, BILH received final approval to move forward in December 2018.

Before coming to BIDMC, Dr. Tabb was chief medical officer at Stanford Hospital & Clinics in Stanford, CA. There, he had broad strategic and operational responsibilities, which included physician network strategy, clinical quality and patient safety initiatives, regulatory and medical staff affairs, and graduate and continuing medical education. He was previously chief quality

and medical information officer at Stanford. Prior to joining Stanford, Dr. Tabb led the Clinical Data Services Division of GE Healthcare IT.

Raised in Berkeley, CA, Dr. Tabb immigrated to Israel at the age of 18 and served in the Israel Defense Forces, the country's military service. He received his undergraduate degree from Hebrew University in Jerusalem and his M.D. from The Hebrew University Hadassah Medical School. He completed his residency in internal medicine at Hadassah Hospital. He is married to Caron Tabb, an artist; they have two children.



**Kate Walsh is President and CEO of the Boston Medical Center (BMC)** health system, with annual operating revenue of \$3.0 billion. BMC is a private, not-for-profit, 496 bed, academic medical center with a community-based focus. The primary teaching affiliate of Boston University School of Medicine, Boston Medical Center has approximately 5400 employees and 1,200 physicians. The BMC health system also includes the BMC HealthNet Plan, a Medicaid Managed Care Organization with more than 300,000 members and Boston HealthNet, a network affiliation of 13 community health centers throughout Boston.

Prior to her appointment at Boston Medical Center, Kate served as executive vice president and chief operating officer of Brigham and Women's Hospital. She served previously as the chief operating officer for Novartis Institutes for Biomedical Research and at Massachusetts General Hospital in positions including senior vice president of medical services and the MGH Cancer Center. Prior to her tenure at Mass General, she held positions in a number of New York City hospitals including Montefiore, Columbia Presbyterian Medical Center, Saint Luke's – Roosevelt Hospital Center and the New York City Health and Hospitals Corporation.

Kate received her bachelor's of arts degree and a master's degree in public health from Yale University. She is a member of the Boards of the Federal Reserve Bank of Boston, the Boston Public Health Commission, the Massachusetts Hospital Association, the AAMC Council of Teaching Hospitals, Navigant Consulting, Pine Street Inn, Yale University, and the Greater Boston YMCA Board of Overseers.