

SPEAKER Bios – May 30, 2019



John Christoforo, MBA, FACHE

President & Chief Executive Officer, Beth Israel Deaconess HealthCare

John Christoforo has over 35 years' experience in the health care industry and has been President and Chief Executive Officer of Beth Israel Deaconess HealthCare (BIDHC) since 2011. BIDHC is a fast-growing network of 39 primary care practices, a subacute/long term care program and a managed services organization (MSO). A subsidiary of the newly created Beth Israel Lahey Health in Boston, BIDHC includes over 187 providers and is an industry leader in the provision of high quality, patient-centered and cost-effective medical services. Before joining BIDHC, John served in various senior leadership roles including President & Chief Executive Officer at Radius Specialty Hospital, Vice President of Clinical & Administrative Services at North Shore Medical Center, and Chief Operating Officer at Hallmark Health System.

John earned his MBA with honors from the University of Chicago, and his BA degree in Economics from Cornell University. John is a Fellow and current Board member of the American College of Healthcare Executives, Massachusetts Chapter.



Andrea Paciello, FACHE

Executive Director of Teaching & Education, Massachusetts General Hospital

Andrea Paciello currently serves as the Executive Director of Teaching & Education at Massachusetts General Hospital. In this role, she is responsible for championing the educational mission of the hospital, supporting the governance structure of the hospital related to education, and stimulating closer collaboration across medical student, resident/fellow, health professions, and continuing professional development education.

At the same time, Andrea has played leadership roles in other important institutional initiatives. In 2011, Andrea co-led the process to operationalize MGH's new 14-story Lunder Building - transitioning the facility from a construction site to a vibrant hub of the campus, providing 5 floors of inpatient and ICU beds, 3 floors of ORs plus a new sterile processing center, an expanded emergency department, 2 floors of radiation oncology services, and new materials management and mechanical support facilities. She frequently mentors students and early careerists, including leading MGH's Administrative Internship program.

Prior to assuming her current role in 2015, Andrea served as Executive Director of Radiation Oncology at MGH, leading a complex technical service across eight sites, including five community locations. Prior to that role, she served for nearly five years as Administrative Director of Burns, Plastic Surgery, General Surgery, Trauma and Emergency Surgery, and Surgical Oncology at MGH. She also completed MGH's two-year Administrative Fellowship program.

She is an active contributor to the American College of Healthcare Executives, currently serving as President of ACHE's Massachusetts chapter and previously serving a three-year governance term on ACHE's national Council of Regents representing Massachusetts. She is Board Certified in Healthcare Management and a Fellow in the American College of Healthcare Executives.

Andrea was honored in 2013 with the Massachusetts Early Healthcare Executive Award. In addition, she held a two-year appointment at Suffolk University Sawyer Business School as the 2013-2015 Distinguished Guest Lecturer in Healthcare Administration. She completed the Advisory Board Fellowship Program in 2016 and the 2017 cohort of Lead Boston, a year-long executive development program focused on socially responsible leadership.

Outside of her professional career, Andrea is an active community volunteer – she is on the Board of City Sprouts and serves as a volunteer wish granter with the Make-A-Wish Foundation of Massachusetts and Rhode Island. She also served on the Board of the Junior League of Boston and chaired community projects that improve the health, wellness and self-esteem of women and adolescent girls.



Joan Clifford, DNP, RN, FACHE, NEA-BC

Medical Center Director, Edith Nourse Rogers Memorial Veterans Hospital

Joan Clifford, DNP, was appointed as the Director of Edith Nourse Rogers Memorial Veterans Hospital March 18, 2018.

Before being appointed director, Dr. Clifford served as the Deputy Assistant Deputy Under Secretary for Health for Access to Care for the Veterans Health Administration. She was detailed to the Veterans Administration Central Office as the Acting Deputy Chief Nursing Officer from May 2016 through

Sept. 2016 and the Acting Deputy Assistant Deputy Under Secretary for Health for Access from Oct. 2016 through Dec. 2016.

Prior to her work in VA Central Office, Dr. Clifford served as the Deputy Nurse Executive, VA Boston Healthcare System, and has more than 37 years of experience as a registered nurse with the Department of Veterans Affairs. She is a leader in systems/flow improvement and coaching in Veterans Health Administration at the local, regional and national levels.

She is certified as a Fellow in Healthcare Management by the American College of Healthcare Executives and Nursing Executive, Advanced by the American Nurses Credentialing Center.

Dr. Clifford has a certificate of completion from the Dartmouth Institute Microsystem Academy Coaching Program, a VHA lean certification at the Green Belt level, is a VHA certified mentor at the Fellow Level and is a graduate of the VHA Executive Career Field Development Program. She holds a Bachelor's of Science in Nursing from Salem State College, a Master's of Management from Emmanuel College and a Doctor of Nursing Practice from Massachusetts General Hospital Institute for Health Professions.



Steve Flaherty
Advisor, Capadev

Steve Flaherty is currently an advisor to Capadev, a healthcare implementation and advisory group. His work at present focuses on creating data capture, storage and reporting systems to enable value based health care in countries around the world. Previously Steve was the Director of Standardization and Benchmarking, stationed in the ICHOM Boston office where he oversaw the development of ICHOM's standard sets and benchmarking work with strategic partners and health information technology firms globally. His work also included management of US Policy and Measure Development efforts building off of ICHOM Standard Set adoption.

Prior to joining ICHOM, he worked in healthcare at the Ohio Hospital Association and Dana-Farber Cancer Institute, managing quality projects, regulatory reporting, data capture and visualization. Over the past eighteen years, he has served as an analyst, researcher, teacher, and thought leader on both state and national level boards including the elected chair of the 21 member Collaborative of Comprehensive Cancer Centers for Quality Improvement (C4QI).

Steve holds a master's degree in public health leadership from the University of North Carolina at Chapel Hill and a Bachelors in Biochemistry from Union College.