

Meet Today's Presenters

Ellen Gagnon serves as the Interim Chief Executive Officer (CEO) of the Network for Regional Healthcare Improvement (NRHI), a national network of multi-stakeholder regional health improvement collaboratives and state-affiliated partners all working toward the goals of better health, better care, and lower costs. Ellen is responsible for all strategic, financial and operational functions to achieve a high level of member satisfaction while meeting key grant deliverables. She also leads NRHI's strategic initiative to advance healthcare affordability through education and promotion of regional success stories to improve health, reduce price and eliminate waste. Joining NRHI in November of 2013, she brings over 25-years of experience in the healthcare industry. Most notably she has led the Getting to Affordability initiative, a multi-region innovation project producing national benchmarks and spreading actionable and transparent healthcare cost reporting – essential to identifying and addressing cost drivers.

Prior to joining NRHI, she held the position of Senior Program Manager at Martin's Point Health Care, developing and leading various cross-functional teams and supporting efforts that included Behavioral Health integration, a Medical Expense Management initiative, and Clinical Quality Reporting. She served as the Population Health Nurse Advisor and organized multiple efforts toward achievement of NCQA Patient Center Medical Home standards. As Senior Project Manager for Martin's Point Health Plans, she led teams in the development and implementation of an innovative Primary Care Payment Model with supporting web-based provider reporting and medical expense analysis tool.

Mike Eisenberg, *Director, Editor, and Producer of To Err is Human*, Mike is a Partner and Creative Director at Tall Tale Productions in Chicago, IL. Mike has directed a variety of films and commercials, including *To Err is Human*, the award-winning short film *Stitches*, and the documentary *Whoop Dreams*. Mike's father, Dr. John Eisenberg, was the director of the Agency for Healthcare Research and Quality (AHRQ) until his passing in 2002. His work not only paved the way for much of the patient safety efforts you see today, but also the opportunity for Mike to put together many of these present-day leaders on screen in the film.

Patty Starr, *Executive Director, Health Action Council*, joined Health Action Council in 2013. Health Action Council, a not-for-profit organization founded in 1983, represents over 200 mid-size and large employers, and works to enhance human and economic health through thought leadership, innovative services and collaboration. Prior to joining Health Action Council, Patty was the Senior Director Health Insurance and Benefits of the Council of Small Enterprises, a regional small business organization serving Northeast Ohio. Patty has over a decade of health insurance product development experience. Her focus has been developing, improving access of and selling products targeted towards the individual insurance consumer and small business owner. Prior to entering the insurance industry Patty's experience was in the publishing industry which has served her well in her insurance career. She also has her accident, health and life insurance license and earned a bachelor's degree in business administration from Cleveland State University.



Joseph Gladwell, M.D., Board-Certified Family Physician and Medical Director of Quality and Patient Safety at Riverside Methodist Hospital, in Columbus Ohio. After completing his residency training at the Riverside Methodist Family Medicine Residency Program, he was the inaugural fellow of the OhioHealth Fellowship in Quality Improvement and Patient Safety (QI/PS). Dr. Gladwell has additional certifications in patient safety through the National Patient Safety Foundation and quality improvement through the National Association of Healthcare Quality. He currently divides his time among direct patient care, supervising Family Medicine residents, and improving the quality and safety of patient care at Riverside Methodist Hospital. In his role as Medical Director of Quality and Patient Safety he acts as content expert in root cause analysis and leads various projects aimed at reducing clinical variation and eliminating preventable harm.

Florian Kete, Health Action Council Member Experience Leader, is responsible for member outreach and ensuring Health Action Council services provide them with the most valuable content, insight, networking opportunities, and financial benefits. Before joining Health Action Council, Florian held Senior Human Resources leadership roles over the last 25+ years, where his responsibilities included, but were not limited to, the overall design and implementation of compensation and benefit programs. Today, Florian serves on the Board of Directors of a manufacturer of elastomeric products.

Dominic Lorusso is the Director of Partner Engagement at FAIR Health where he is responsible for implementing strategies to engage organizations in dissemination of the FAIR Health cost transparency tool and resources to consumers across the country. Prior to joining FAIR Health, Dom was Director of Health Partnerships and Impact at Consumer Reports, leading the consumer outreach efforts of the Choosing Wisely campaign. In that role, Dom worked with national and regional partner groups in developing unique methods to reach each of their members or constituents. Dom has over 30 years of professional experience with expertise in IT, project management and partner engagement. Prior to working at Consumer Reports, Dom held leadership positions in Information Technology at Avon Products, Pepsico and Price Waterhouse.

Carrie Baker currently serves as President and CEO of the Healthcare Collaborative of Greater Columbus. The Healthcare Collaborative of Greater Columbus (HCGC) is an independent, not-for-profit organization committed to transforming the quality, delivery, and affordability of healthcare to ensure that all people in the Columbus region have the best healthcare experience possible. HCGC is an affiliate organization of the Columbus Medical Association and an active member of the Network for Regional Healthcare Improvement (NRHI), a national organization representing more than 30 Regional Health Improvement Collaboratives (RHICs) like HCGC all across the country. HCGC improves the quality, delivery, and value of healthcare and the overall patient experience is by bringing public and private providers, payers, purchasers, and consumers together to learn and share information around innovative best practices, the latest research and policies, and lessons learned for collective patient and provider impact.

Carrie has been working in and around healthcare in Columbus and across Ohio for over 15 years. She has focused on advocacy and quality improvement with providers and payers in non-profit and membership organizations. Carrie has worked closely with the Ohio General Assembly and various Ohio Administrations, as well as officials in the federal government, on issues such as payment reform, hospital reimbursement, chronic disease management and child health priorities. Former employers include the Ohio Nurses Association, the Ohio Manufacturers' Association, the Ohio Department of Job and Family Services, the Ohio Children's Hospital Association and President of her own consulting group. She is very involved in the Columbus community and is a proud 2017 recipient of Columbus Business First's 40 Under 40 Award.