

Partnering Together to Empower Health Care Consumers
November 5, 2018
New York, NY
#nyshealthevent

SPEAKER BIOGRAPHIES

David Sandman, PhD
President and CEO
New York State Health Foundation

David Sandman is the President and Chief Executive Officer of the New York State Health Foundation (NYSHealth), a private foundation dedicated to improving the health of all New Yorkers, especially the most vulnerable. Since 2006, NYSHealth has invested more than \$136 million in initiatives to improve health care and the public health system in New York State. Equally important, the Foundation is committed to sharing the results and lessons of its grantmaking; informing policy and practice through timely, credible analysis and commentary; and serving as a convener of health care leaders and stakeholders throughout New York State.

Dr. Sandman was named President and CEO in 2016, after serving as NYSHealth's Senior Vice President. Previously, Dr. Sandman was appointed by the Governor of New York as executive director of the Commission on Health Care Facilities in the 21st Century, also known as the "Berger Commission." Earlier, Dr. Sandman was managing director of Manatt Health Solutions, a vice president at Harris Interactive, and assistant vice president at the Commonwealth Fund. Dr. Sandman received his Bachelor of Arts degree, Phi Beta Kappa, from Haverford College, and his Master of Public Administration degree and Ph.D. from New York University's Wagner School of Public Service. He is a Fellow of the New York Academy of Medicine and a member of the Herman Biggs Society; he also serves on Philanthropy New York's Board of Directors.

Dr. Eric Manheimer
Former Medical Director, Bellevue Hospital
Producer, Writer, and Medical Consultant, NBC TV Series *New Amsterdam*

Eric Manheimer is an internist with specialties in geriatrics and palliative care. He is currently a producer, a writer, and the medical consultant for the NBC TV series *New Amsterdam*, based on his book *12 Patients: Life and Death at Bellevue Hospital*. During his tenure as medical director at Bellevue Hospital for more than fifteen years, Dr. Manheimer focused on patient care and patient safety and became a leader at NYC Health + Hospitals. Previously, he was on the faculty of Dartmouth Medical School and chaired the Department of General Internal Medicine at Dartmouth Hitchcock Medical Center. He developed a lasting interest in variations in health care delivery and the social determinants of health. Dr. Manheimer has extensive experience in health care internationally, including Haiti, Pakistan, and Latin America. He is currently completing a book, *The Cause of Causes: Health Care or Our Health*. Dr. Manheimer is on the faculty of the New York University School of Medicine.

Sharrie McIntosh, MHA
Vice President for Programs
New York State Health Foundation

As Vice President for Programs at the New York State Health Foundation (NYSHealth), Sharrie McIntosh, oversees the Foundation's priority areas, Empowering Health Care Consumers and Building Healthy Communities, as well as its focus on Veterans' Health and its Special Projects Fund. Ms. McIntosh plays a leadership role in further developing the Foundation's program areas and ensuring the quality and accountability of its grantmaking through program and grantee evaluations. As a member of the leadership team, she assists in developing and implementing the Foundation's goals and strategies; identifying emerging opportunities and strategic niches; and building partnerships with other foundations and key stakeholders.

Prior to joining NYSHealth, Ms. McIntosh worked as senior vice president and chief program officer at The Arnold P. Gold Foundation, where she managed the portfolio of programs focused on humanizing health care for patients and health care professionals, as well as implemented strategic priorities and cultivated partnerships and collaborations. She also was a vice president at The Lewin Group, a premier health and human services consulting firm, where she worked with a wide range of clients, including government agencies, hospitals, and foundations, on improving access to care for vulnerable populations, delivering culturally responsive care, and program design and evaluation. Ms. McIntosh also worked as the affiliations administrator at the New York University School of Medicine/Langone Medical Center, where she was responsible for managing its affiliation agreement with NYC Health + Hospitals. Ms. McIntosh received a Bachelor of Arts degree from the University of Virginia and a Master in Health Administration degree from Pennsylvania State University.

Martha E. "Meg" Gaines, JD, LLM
Distinguished Clinical Professor; Director, Center for Patient Partnerships
University of Wisconsin-Madison Law School

Meg Gaines founded and directs the interdisciplinary Center for Patient Partnerships at the University of Wisconsin-Madison. The Center's mission is to disrupt dysfunctional health care by restoring people to the core of care. The Center advocates with patients to get the care they need while teaching future professionals to see their patients as partners; promotes changes in health care policy at the local, state, and federal levels; and conducts primary, mixed methods research focused on patients' experiences of their care. Students are informed by a breadth of disciplines, including medicine, nursing, law, health systems, genetic counseling, industrial engineering, and pharmacy, as well as work in interprofessional teams to provide advocacy services to patients with life-threatening and serious chronic illnesses.

Professor Gaines' work focuses on consumer engagement and empowerment in health care reform, where she has been privileged to collaborate with the Robert Wood Johnson Foundation, the Kaiser Family Foundation, the American Board of Internal Medicine Foundation, the Josiah Macy Jr. Foundation, and the National Cancer Institute (NCI), among others. She serves on the NCI Council of Research Advocates and on the boards of the National Quality Forum and the Academy on Communication in Healthcare. She recently co-chaired the Josiah Macy Jr. Foundation annual conference, "Partnering with Patients, Families, and Communities to Link

Interprofessional Practice and Education.” She co-authored the “Charter on Organizational Professionalism for Healthcare Organizations,” as a companion to the “Charter on Medical Professionalism” of the Choosing Wisely campaign.

Abby Rosmarin, Esq., LMHC
Patient Partner
Northern Westchester Hospital

Abby Rosmarin is both an attorney and a New York State-licensed mental health counselor. Ms. Rosmarin also has been granted a certificate in medical bioethics and humanities, including case consultation, from Einstein College of Medicine/Cardozo Law School. She has participated in the narrative medicine intensive workshop at Columbia University Irving Medical Center. She draws on her training and experience in law, conflict resolution, and mental health to mediate a wide range of family disputes, as well as facilitate family discussions to enhance communication, understanding, creative problem-solving, and resolution.

Ms. Rosmarin sits as a community member on the Patient and Family Advisory Council ethics and credentials committees at Northern Westchester Hospital. Along with Drs. White and Stumacher, she is one of the first grant recipients of Northern Westchester Hospital’s Patient Centered Innovation Fund. Through the grant, they trained medical staff to augment communication skills, particularly in times of stress, and to deepen an understanding of conflict styles for the purpose of improving interpersonal relationships and end-of-life conversations.

Julian Schink, MD
Enterprise Chief of Gynecologic Oncology
Cancer Treatment Centers of America

Dr. Julian Schink earned a medical degree from the University of Texas Health Science Center at San Antonio. Following medical school, he completed a four-year residency in obstetrics and gynecology at Northwestern University Medical School in Chicago, Illinois. Dr. Schink also completed a fellowship in gynecologic oncology at the University of California, Los Angeles School of Medicine.

Dr. Schink has held numerous academic positions, including vice chair of obstetrics and gynecology and professor at the University of Wisconsin Medical School; an endowed professorship, as the John and Ruth Brewer Chair in Gynecology and Cancer Research at Northwestern University Feinberg School of Medicine; chief of women’s health at Spectrum Health; and professor of obstetrics and gynecology at Michigan State University. Dr. Schink’s work has been published in several medical journals, including more than 125 publications on oncology and women’s health. He has authored more than 10 chapters in oncology textbooks, particularly focusing on gestational trophoblastic disease. He has also served as principal investigator and co-investigator for many large clinical trials responsible for improving and expanding cancer treatment options.

B. Paul White, MD
Surgeon
Northern Westchester Hospital

Dr. B. Paul White is a General and Minimally Invasive Surgeon and Surgical Hospitalist at Northern Westchester Hospital in Mount Kisco, New York. He was previously Director of Minimally Invasive Surgery at the Jack D. Weiler Hospital of the Albert Einstein College of Medicine. Dr. White's major surgical interests include advanced laparoscopic surgery, as well as the full range of general surgery. He has long been interested and involved in surgical quality improvement, patient safety, medical ethics consultation, and education and end-of-life issues.

Dr. White has been a member of ethics committees for more than 25 years. He was the director of the surgical intensive care unit at Beth Israel Medical Center from 1992 to 1996. Dr. White has been a police surgeon for the New York City Police Department since 1995. He attended medical school at the University of Medicine and Dentistry of New Jersey. He completed his residency in surgery at Beth Israel Medical Center in New York City and a fellowship in surgical critical care at Westchester County Medical Center in Valhalla, New York. In addition, he has a Master of Engineering degree in Electrical and Biomedical Engineering from Rutgers University.

Amy Shefrin, MPA
Program Officer
New York State Health Foundation

As Program Officer at the New York State Health Foundation (NYSHHealth), Amy Shefrin works with program staff, grantees, and key stakeholders to develop new ideas and practical solutions to policy questions. She manages projects related to NYSHHealth's work on empowering health care consumers to better advance the needs of patients and consumers in the health care system. She has worked on a wide range of projects, including efforts to innovate new models and payment arrangements, maximize enrollment in coverage, address the needs of undocumented immigrants, inform implementation of health reform in New York State, expand safety-net providers, leverage federal options for high-need populations, and pursue emerging opportunities.

Ms. Shefrin brings to NYSHHealth a background in nonprofit capacity building, coverage expansion initiatives, and research and analysis designed to directly inform policy. Prior to joining NYSHHealth, she served as a senior analyst at the U.S. Government Accountability Office, conducting health policy studies for Congress. Previously she worked for the New York City Mayor's Office of Health Insurance Access to expand access to coverage in the public and private health insurance markets. Ms. Shefrin has also worked for the U.S. Senate, the New York City Office of Management and Budget, and the National Center for Law and Economic Justice. Ms. Shefrin holds a Bachelor of Arts degree from New York University and a Master of Public Administration degree from Columbia University's School of International and Public Affairs.

Rick Evans, MA
Senior Vice President & Chief Experience Officer
NewYork-Presbyterian

Rick Evans is the Senior Vice President and Chief Experience Officer for the NewYork-Presbyterian Hospital (NYP). In this role, he oversees NYP's efforts to enhance the patient and family experience across its continuum of care and the implementation of a comprehensive strategy to improve patient satisfaction metrics across NYP and its 10 facilities in and around New York City. In addition to patient experience improvement, Mr. Evans oversees related functions at NYP, including the patient services, pastoral care, volunteer, medical interpreter, physician referral, and call center teams for the organization.

Before returning to NYP in late 2015, Mr. Evans was the first chief experience officer appointed at the Massachusetts General Hospital (MGH) and Massachusetts General Physicians Organization in Boston. At MGH, he coordinated the organization's efforts to improve the patient experience and led patient experience-related work across the Partners Health System. He also had responsibility for MGH's referral management office, its physician leadership program, and its visitor education program. Over his 20 years in health care, Mr. Evans has had responsibility for patient experience and has a proven track record of year-over-year improvement in these metrics. He has also had responsibility for a wide range of hospital operations, including overseeing nursing units, community health centers and programs, fund development functions, food service, housekeeping, and laundry. Mr. Evans brings this knowledge of operations to his work in patient experience. Mr. Evans holds a Master of Divinity degree in Theology from Christ the King Seminary and a Bachelor of Arts degree in Philosophy from Wadhams Hall Seminary College.

Jason A. Wolf, PhD, CPXP
President
The Beryl Institute

Dr. Wolf is a passionate champion and recognized expert on patient experience improvement, organization culture and change, and high performance in health care. As President of The Beryl Institute, Dr. Wolf has grown the organization into the leading global community of practice and thought leaders on improving the patient experience, engaging more than 55,000 members and guests in more than 55 countries and establishing the framework for the emerging profession of patient experience. He is the founding editor of *Patient Experience Journal*, the first open-access, peer-reviewed journal committed to research and practice in patient experience improvement. Dr. Wolf is a sought-after speaker, provocative commentator, and respected author of numerous publications and academic articles on culture, organization change, and performance in health care, including two books on organization development in health care and more than 25 white papers on patient experience improvement.

Sue Woods, MD, MPH
President
Society for Participatory Medicine

Susan Woods, board certified in internal medicine and informatics, is Chief Medical Information Officer at Northern Light Mercy Hospital in Portland, Maine, and current President of the Society for Participatory Medicine. She was the former director of patient experience at the Veterans Health Administration's Connected Care Office, focusing on development and national deployment of the Veterans Affairs' portal and mobile apps, including secure messaging, OpenNotes, and patient-generated data. Dr. Woods founded the MaineHealth Center for Tobacco Independence and Maine Tobacco HelpLine. She previously served as associate residency director, Maine Medical Center Department of Medicine, and investigator at Maine Medical Center Research Institute. She is passionate about digital strategy and driving virtual services into routine care, and she partners with U.K. innovators using intelligent messaging for self-care. She serves on the boards of the Maine Medical Association and the Maine broadband ConnectME Authority. Her research and work focuses on design and usage of patient technology, digital inclusion, and patient-clinician collaboration for participatory care.