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ACHE of MA Fall Conference Building Healthcare for the Future

November 10th - Session 1

Closing the Racial and Socioeconomic Divide:

Re-imagining a Healthcare Delivery System that Addresses the Needs of All Americans

5:00pm – 7:00pm



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COVID-19 – our most recent and still ongoing healthcare challenge, has come with misery, death, hardship, uncertainty and economic challenge. For diverse communities, it has put a stark spotlight on the massive disparities they face in health conditions, access to care and further emphasized the need to pay more attention to the social determinants of health. Compounding the coronavirus challenges, horrifying acts of racism and violence against people of color were publicly exposed, putting yet another spotlight on inequities that have existed in our country for centuries and establishing without a doubt, that racism is a public health crisis.

As the pandemic merged individual and societal needs, providers, healthcare leaders, insurance companies, government and citizens did what had to be done despite all of the existing barriers. The entire healthcare community came together to innovate and effectively transform care as never before. Healthcare organizations focused on mission, temporarily disregarding the skyrocketing treatment expenses and loss of revenue that are significantly impacting their financial viability. We also witnessed daily humanism and heroism in every community and organization. Doctors, nurses, provider teams, support staff and essential workers rose to the challenge, putting their own lives and health in jeopardy beyond normal limits.

The uncertainty of the crisis bred innovation and caused major transformations in the healthcare system. As healthcare leaders where do we go from here? Will we revert to old methods or will this moment provide the catalyst to make meaningful change and re-imagine a health system that truly provides exceptional health to all regardless of race, creed, gender, sexual orientation, religion or economic circumstances and that focuses on the things that really matter?



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Time	Virtual Event Happening
5:00 – 5:05 p.m.	Opening Remarks from ACHE of Massachusetts President, John Fogarty, FACHE, President, Beth Israel Deaconess Hospital-Needham
5:05 – 5:10 p.m.	Welcome from Steve Walsh, President & CEO of Massachusetts Health & Hospital Association
5:10 – 5:30 p.m.	2 nd Annual Diversity and Inclusion Award Announcement and Remarks
5:30 – 5:35 p.m.	Sponsor Focus: Dimensional Insight
5:35 – 6:35 p.m.	Program Panel Discussion
6:35 p.m.	Program Transition to Breakout Sessions
6:35 – 7:00 p.m.	Breakout Sessions
7:00 p.m.	Closing Remarks

Conference Learning Objectives

- Why we must redesign our healthcare system and what this will take?
- Which leading organizations, states and countries are doing to provide superior care to all at a lower cost?
- How government, payors, providers, and regulatory bodies can facilitate a redesigned healthcare system.
- The changing expectations and demands of patients and the public.
- A roadmap for the healthcare system of the future.



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During this first session on November 10th,
ACHE of MA is awarding

The 2nd Annual Diversity & Inclusion Award!

The Diversity & Inclusion Award is presented to a hospital or health system that has taken the American Hospital Association's [#123forEquity](#) Pledge as well as demonstrating action towards D & I, measuring or increasing inclusivity and telling others of their achievements in addition to being recognized.



Pictured with this year's award is ACHE of MA D&I Committee Chair, Carmen Kenrich.



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Meet Our Moderator



Dr. Joseph Betancourt, MD, MPH, is the Vice President and Chief Equity and Inclusion Officer of Massachusetts General Hospital (MGH), the founder, senior advisor and faculty of the Disparities Solutions Center (DSC) at MGH, Faculty at the Mongan Institute, an Associate Professor of Medicine at Harvard Medical School and a practicing Internal Medicine physician. He has also served on the leadership team of the MGH Center for Diversity and Inclusion. Dr. Betancourt is a nationally and internationally recognized expert in health policy, health care disparities, diversity, and cross-cultural medicine, and has served on several Institute of Medicine Committees, including those that produced the landmark reports, *Unequal Treatment* and *Increasing Diversity in the Healthcare Workforce*. Dr. Betancourt has secured grants and contracts that have led to over 60 peer-reviewed publications, and advises private industry, government, and not-for-profit health systems on approaches to eliminating racial and ethnic disparities in health care. He sits at on the Board of Trinity Health, a large national health system; and sat on the Boston Board of Health and the Board of Neighborhood Health Plan in Boston. He is a 2015 Aspen Institute Health Innovator Fellow.

Dr. Betancourt received his Bachelor of Science from the University of Maryland, his medical degree from Rutgers-New Jersey Medical School, and completed his residency in Internal Medicine at the New York Hospital-Cornell Medical Center. Following residency, he completed The Commonwealth Fund-Harvard University Fellowship in Minority Health Policy and received his Master's in Public Health from the Harvard School of Public Health.



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Meet Our Panelists



Stephanie Browne, Vice President of Talent Acquisition and Chief Diversity, Equity & Inclusion Officer for Blue Cross Blue Shield of Massachusetts. Stephanie Browne develops and leads BCBSMA's strategies to attract, recruit and retain talent and to inspire a culture of inclusion where all associates are engaged and feel valued. Stephanie co-chairs the Diversity Council with BCBSMA's President and CEO, Andrew Dreyfus. She works with external partners, community groups and key stakeholders to help position BCBSMA as an employer of choice. Under her leadership, BCBSMA's eight Employee Resource Groups are actively engaged in supporting DE&I strategies and programs including BCBSMA's Talent Ambassador program. Most recently, Stephanie was the recipient of the Diversity Global Magazine's, 2020 Top Ten Influential Women in Diversity and the 2019 Mass Technology Leadership Council's Mosaic Award for her ongoing efforts to diversify Corporate America. Prior to her current role, Stephanie led the IT Strategy and Planning

organization where she was charged with planning and delivering enterprise-wide, technology programs. In addition to the strategy role, she supported BCBSMA's Corporate Strategy and Innovation teams during the successful launch of Design Thinking and the Idea Management programs for BCBSMA. Stephanie is dedicated to board and community service. She is a board director for Cambridge College (Cambridge, MA); a member of the Mass Business Alliance for Education Advisory Council, and a council member for Pine Manor College. She previously served as a director on the Executive Board of The Girl Scouts of Eastern Massachusetts and is a recipient of the 2016 Leading Women Award. Stephanie is a member of The Boston Club; The Links Incorporated, Boston Chapter; and is immediate past National President of The Circle-Lets. Known for her boundless energy and entrepreneurship, in 1998 Stephanie founded Divas Uncorked, a Boston based wine education group with a mission to demystify wine for women and people of color. She has the distinction of serving on a keynote speaker with three other Divas, as the first people of color to keynote the International Nederberg Wine Auction in South Africa. Stephanie is a Certified Health Insurance Executive (CHIE), and holds a Masters of Education from Cambridge College. She is also an alumna of the Executive Leadership Council's Pipeline Leadership and the America's Health Insurance Professionals (AHIP). Stephanie and her husband, Basil, live on Martha's Vineyard in the town of Oak Bluffs, Massachusetts.



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Ildemaro Gonzalez, Vice President and Chief Inclusion & Diversity Officer for the Dana-Farber Cancer Institute. Ildemaro Gonzalez joined Dana-Farber Cancer Institute (DFCI) in 2019. He is a Diversity and Inclusion (D&I) leader with 20 years of experience and a successful track record designing and implementing innovative D&I strategies. In a domestic and global context, he works to align D&I with the strategic priorities of the organization and impact all aspects of the operation including both employee and patient experience. Ildemaro has served as the Chief Inclusion & Diversity Officer at Parkland Health and Hospital System; the Global Director of Inclusion and Philanthropy at Newell Rubbermaid; and the Managing Director, Diversity Strategy at the American Cancer Society- National Home Office.

Ildemaro galvanized Executives and Board members around a common vision; leveraged partnerships with operational leaders for long term adoption of new D&I initiatives; and engaged employees in driving Diversity, Inclusion, and Engagement outcomes. He earned an MBA from the J. Mack Robinson School of Business at Georgia State University, and his Bachelor of Business Administration from the Universidad Catolica Andres Bello, in Caracas, Venezuela. Ildemaro lives in Boston with his wife, Viviana, and their two sons.



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Thea James, MD, is Vice President of Mission and Associate Chief Medical Officer at Boston Medical Center. She is an Associate Professor of Emergency Medicine and Director of the Violence Intervention Advocacy Program at BMC. Dr. James is a founding member of the National Network of Hospital-Based Violence Intervention Advocacy Programs (NNHVIP). In 2011 she was appointed to Attorney General Eric Holder's National Task Force on Children Exposed to Violence.

As Vice President of Mission Dr. James works with caregivers throughout BMC. Additionally she has primary responsibility for coordinating and maximizing BMC's relationships and strategic alliances with a wide range of local, state and national organizations including community agencies, housing advocates, and others that partner with BMC to meet the full spectrum of patient needs. The goal is to foster innovative and effective new models of care that are essential for patients and communities to thrive. Integrating upstream interventions into BMC's clinical care models are critical to achieve equity and health in the broadest sense.

Dr. James served on the Massachusetts Board of Registration in Medicine 2009-2012, where she served as chair of the Licensing Committee. She is 2008 awardee of Boston Public Health Commission's Mulligan Award for public service, and a 2012 recipient of the Suffolk County District Attorney's Role Model Award. She received The Boston Business Journal Healthcare Hero award in 2012 & 2015. She was 2014 recipient of the Schwartz Center Compassionate Care Award. The Boston Chamber of commerce awarded Dr. James with the Pinnacle Award in 2015, which honors women in business and the professions.

Dr. James' passion is in Public Health both domestically and globally. She is a Supervising Medical Officer on the Boston Disaster Medical Assistance Team (MA-1 DMAT), under the Department of Health and Human Services. She has deployed to post 9/11 in NYC, Hurricane Katrina in New Orleans in 2005, Bam, Iran after the 2003 earthquake, and Port-Au-Prince Haiti after the earthquake of 2010. Dr. James traveled to Haiti with MA-1 DMAT one day after the 2010 earthquake.

A graduate of Georgetown University School of Medicine, James trained in Emergency Medicine at Boston City Hospital, where she was a chief resident.



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Greg Wilmot, Senior Vice President and COO, East Boston Neighborhood Health Center. Greg brings over 20 years of experience in the health-care field to his role as Senior Vice President, Chief Operating Officer at East Boston Neighborhood Health Center (EBNHC) and Executive Director of Neighborhood PACE. EBNHC is the largest community health center in Massachusetts and among the largest community health centers in the country. Neighborhood PACE is part of the national Program of All-Inclusive Care for the Elderly network that provides comprehensive care and support for adults 55 and older with specific needs and preferences. Most recently, prior to joining EBNHC, Greg worked at Mass General Brigham/AllWays

Health Partners where, among other leadership roles, he led the organization's MassHealth Accountable Care Organization strategy and operations.

Prior to his position with AllWays, Greg worked at Boston Medical Center, leading business development, where he partnered with clinical and administrative leaders at the hospital and across key partners to create new opportunities for growth, expand clinical services, and implement new initiatives that supported the hospital's growth, patient-satisfaction, and quality goals.

Greg also worked for the Massachusetts Executive Office of Health and Human Services as Senior Advisor to the HHS Secretary and Director of Strategy and Performance Management for EOHHS. At EOHHS, Greg led various strategic initiatives including the state-wide effort to redesign children, youth, and family services in order to offer residents more holistic and coordinated health and human services. Prior to joining the Patrick Administration, Greg held various operational and management roles at Blue Cross Blue Shield of Massachusetts.

Greg has served on the Board of Directors for various non-profits, including MassPACE, The Dimock Center, Old Colony and Dorchester YMCAs, South Shore Stars Early Education, and others. For his professional and civic achievements, Greg was awarded the Stars' 40 under 40 award in 2010, YMCA Achievers award in 2016, Boston Business Journal's 40 under 40 award in 2019.

Greg holds an MBA from Northeastern University and BA in Psychology from Boston College.



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