



California Pan-Ethnic Health Network

Practical Approaches to Cultural Competency:

Working for Equality in Health

Biographies

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KEYNOTE SPEAKER

Ignatius Bau, Program Officer
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Ignatius Bau, joined The California Endowment as a program officer after seventeen years of community service and experience working to address the health challenges affecting the state's underserved communities. Prior to joining The Endowment, Bau served for seven years in a number of capacities with the Asian and Pacific Islander American Health Forum. Other positions of note include adjunct faculty at the New College of California School of Law in San Francisco and staff attorney at the Lawyers' Committee of Civil Rights of the San Francisco Bay Area.

Mr. Bau has served on numerous nonprofit, community-based organizations' boards of directors, including the Asian and Pacific Islander Wellness Center, the Northern California Coalition for Immigrant and Refugee Rights, and the National Minority AIDS Council. He has served on a number of government committees and task forces, including the Presidential Advisory Council on HIV/AIDS, the NIH Office of AIDS Research Prevention Science Working Group, the CDC National HIV Prevention Planning Group, and the OMH National Minority HIV Plan Working Group. He also was a member of the Joint Commission Public Advisory Group, the National Quality Forum Work Group on Minority Healthcare Quality Measurement and Reporting, and several Technical Advisory Committees for the California Health Interview Survey.

Mr. Bau was the lead author of the *A People Looking Forward: Action for Access and Partnerships in the 21st Century*, the Interim Report of the President's Advisory Commission on Asian Americans and Pacific Islanders, has authored *This Ground is Holy*, a book on the sanctuary movement for Central American refugees, a chapter on immigration law in *AIDS and the Law (Third Edition)*, and several articles in legal, health and public policy journals.

He is the recipient of several awards, including the Asian and Pacific Islander Wellness Center's 1998 National Community Award and the National Lawyers Guild Immigration Project's 1995 *Carol King Award*. Mr. Bau, a San Francisco resident, received his Bachelor of Arts in Political Science from the University of California, Berkeley (Phi Beta Kappa) and his law degree from the Boalt Hall School of Law at the University of California, Berkeley.

PANEL 1 – CREATIVE SOLUTIONS FOR HEALTH EQUITY

Richard Figueroa, Legislative Director
California Insurance Commissioner John Garamendi
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Richard Figueroa is responsible for advancing the Commissioner's legislative proposals and advising the Commissioner on other legislative proposals that affect the California Department of Insurance. Mr. Figueroa is also a voting member of the State of California Managed Risk Medical Insurance Board (MRMIB) which administers the Healthy Families Program (S-CHIP), Access for Infants and Mothers, and Major Risk Medical Insurance Program (high-risk pool). Previously, he served as a Deputy Legislative Secretary in the Office of Governor Gray Davis, where he was responsible for health, human services, insurance, and child care issues.

Mr. Figueroa has also served as Principal Consultant to the Senate Committee on Insurance, Senior Consultant to the Senate Budget and Fiscal Review Committee, and a Legislative Budget Analyst in the Office of the Legislative Analyst. He has a Bachelor's Degree from the University of California at Davis and a Master's degree in Business Administration from the University of California at Los Angeles.

Karen G. Graham, Health Plan Manager
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Karen Graham is Manager of Health Plans for Marriott International, Inc. Karen and her team are responsible for managing the company's 60+ HMOs across the country as well as the life insurance and disability plans. She has worked in various Human Resource positions for Marriott for the past 22 years.

Preston Maring, MD, Associate Physician-in-Chief
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Dr. Preston Maring is responsible for tertiary care services planning and development for Oakland's 200,000 health plan members as well as members from around the Northern California region. Dr. Maring has been at the Oakland Medical Center for almost 34 years. While maintaining a part-time clinical practice of Obstetrics and Gynecology, he has previously served as chief of service and Physician-in Chief before his current position, assumed in 1997. He is board certified in Obstetrics and Gynecology and received his M.D. degree from the University of Michigan. He completed his residency in Obstetrics and Gynecology at the Kaiser Permanente Medical Center in Oakland in 1974.

Dr. Maring is an enthusiastic cook who was supported by the Kaiser Permanente leadership at the Oakland Medical Center to start a farmers' market for the benefit of staff, members, visitors,

the community around the medical center and the farmers. The success of this first market has inspired Kaiser Permanente employees at multiple facilities in 5 states to create their own markets. The innovation and spirit of the local facility sponsors has resulted in different market models, community outreach and a program wide focus on healthy eating. Dr. Maring has personally supported the development of many of these markets. He believes that the availability of healthy food choices is fundamentally important in support of Kaiser Permanente's wide reaching health education and health maintenance programs that are sponsored within the program and in the community.

Beatriz Solís, Board of Directors
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Beatriz Solís is currently a lecturer at California State University at Northridge in the Chicano Studies Department and California Polytechnic University at Pomona in the Ethnic, Gender and Women's Studies Department. She has been teaching courses on women's health and social justice, Central American women's history and Latin American women. She is also a researcher for the Foundation for Health Care Quality. Most recently she was director of Cultural and Linguistic Services for L.A. Care Health Plan, and is currently completing her Ph.D. in public health at UCLA where she also obtained her masters in public health. Ms. Solís joined L.A. Care Health Plan as the director of Cultural and Linguistic Services in 2001, following nearly 10 years with UCLA. During her time at UCLA she acted most recently as the Project Manager for the Center for Health Policy Research, where she was responsible for several original research projects in women's health, including examination of health care systems issues as they relate to low-income and diverse communities.

She has focused her research efforts on: HIV/AIDs and the impact of this disease on women of color; Latina sexual health; access to health care coverage for low-income women; welfare reform; and cultural and linguistic appropriate services in Medicaid managed care. She has co-authored articles and reports on the aforementioned topics. She also serves as a board member to the California Pan Ethnic Health Network and was elected council chair to the California State Department of Health Services, Office of Women's Health and was recently appointed to the Alan Guttmacher Institute board of directors.

Monica Valdes Lupi, JD, MPH, Chief of Staff
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Monica Valdes Lupi, JD, MPH, is the Chief of Staff for the Boston Public Health Commission, the health department for the city of Boston. In this capacity, she works directly with the Executive Director to strengthen the public health system for all Boston residents, particularly those who are most vulnerable. As the principal aide to the Executive Director, Ms. Valdes Lupi handles a wide range of matters of institutional importance on behalf of the Executive Director and assists in overseeing operations of the Executive Office. She also manages the Disparities Project, which includes the publication of three reports and coordination of a \$1 million RFP

effort to implement prioritized recommendations: the Mayor's Task Force Blueprint to Eliminate Health Disparities, the Hospital Working Group Recommendations, and the Disparities Data report. She has presented on the subject of eliminating health disparities by increasing workforce diversity and cultural competency, both locally and nationally.

After her undergraduate studies at Bryn Mawr College, Ms. Valdes Lupi pursued her law degree at the Dickinson School of Law of Pennsylvania State University where she concentrated in health law. She received her Masters in Public Health from Boston University School of Public Health with a concentration in Health Law.

Cindy Young, Senior Member Benefits Coordinator
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Cindy Young has been the Senior Member Benefits Coordinator for California School Employees Association for 15 years. Her primary responsibilities include research and development of health policy for 225,000 classified school employees in California. Ms. Young also assisted in the establishment of Health Access of California. California School Employees Association is a founding member of the California Health Care Coalition.

PANEL 2 – INTEGRATING CULTURAL COMPETENCY INTO ORGANIZATIONAL PRACTICE

Paula Allen (Karuk/Yurok), Traditional Resources Specialist
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Paula Allen (Karuk/Yurok) works at United Indian Health Services, Inc. as their Traditional Resources Specialist where she works to integrate cultural traditions and values into services provided to the community. She has her BA in Native American Studies from Humboldt State University, and has worked in the area of American Indian Health and Education for the past ten years. She is very involved in the culture of her Karuk and Yurok communities, and is a singer, dancer and mentor for Karuk women at the Brushdance and Ihuk ceremonies. She and her husband Alme, are also the parents of their eight year old daughter, Ty'ithreeha.

Mary Martha (Molina) Bernadett, MD, MBA, Executive Vice President
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Dr. Bernadett is a consulting resource for all subsidiaries, including assisting with investigation and procurement of Federal, State and local grant initiatives, strategic alliances and programs. Dr. Bernadett has been charged with developing a national strategy for cultural competency and reduction of health disparities through strategic consulting, research, development and implementation of special projects. One such project is Hablamos Juntos, a demonstration project funded by The Robert Wood Johnson Foundation to study and improve access to healthcare for the Latino population, focusing on language service access. Dr. Bernadett is the Principal Investigator.

Dr. Bernadett started working at Molina, a company started by her father, the late C. David Molina, M.D., as a teenager working in the front office of Molina's first medical practice. She completed received her doctorate of medicine from University of California, Irvine, and completed her Family Practice residency at Santa Monica Hospital. She worked as a family physician in Molina's staff model medical practices in both rural and urban areas before returning to an applied academic setting and receiving her Master's in Business Administration degree from Pepperdine University. Dr. Bernadett's research, policy focus and decisions are based upon how they will ultimately impact the patient and the doctor's practice to improve patient outcomes and physician practice satisfaction. She has a great interest in underserved and multi-cultural populations.

**Gamini Gunawardane, PhD, JD, Director Legal, Regulatory Affairs and CLAS
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Gamini Gunawardane holds an MBA and Ph.D. from University of Chicago and a J.D. from Western State University College of Law, and is an attorney at law. He has worked in the health care field for the past eighteen years and is currently the Director in charge of legal, regulatory affairs and CLAS at Care1st Health Plan, a primarily Medi-Cal HMO serving Los Angeles and Sacramento counties. He has several publications in reputed management journals and has made presentations at the last two National Conferences on Health Care for Diverse Populations. Under his leadership, Care1st was listed in 2004, in the DMHC OPA annual HMO Report Card, as one of eight California HMOs providing "above average" services in non-English languages, and in 2005 is listed as the top most HMO providing non-English language services to Medi-Cal populations.

**Sunita Mutha, MD, FACP
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Dr. Mutha is Associate Professor in the Division of General Internal Medicine, Department of Medicine at the University of California, San Francisco (UCSF) and the Center for the Health Professions. She directs a project, in partnership with the California Safety Net Institute, "LEADing Organizational Change: Advancing Quality through Culturally Responsive Care: whose goal is to support safety net institutions in their efforts to advance and integrate cultural competency throughout the organization. Her scholarly work focuses on educational and organizational approaches to addressing health disparities and improving the quality of care for diverse population and on educational research. She has developed curricula, written, and taught extensively on the topics of health disparities and cross-cultural care.

**Robert Phillips
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"Three mornings a week from 6 am to 10 am, Robert Phillips sits in a reclining chair, tethered to a machine that laboriously performs the work of his own kidneys. . ." wrote the June 18, 2004 front page of the Wall Street Journal. This statement describes very succinctly why Robert Phillips has engaged patient advocacy over the last 5 years, focusing on disparities in care for people of color with chronic health conditions.

Mr. Phillips has worked with business, labor and government leaders from across the country. He led the research effort to develop a hybrid private equity/capacity-building fund for California's Community Capital Investment Initiative for PolicyLink, a national nonprofit research and advocacy organization, as well as facilitated the development of PolicyLink's work in the areas of health disparities and asthma.

Mr. Phillips was responsible for crafting and implementing strategies and policies for progressive investment by institutional investors for the Service Employees International Union (SEIU). He led the education, community outreach and coalition-building efforts of SEIU, which led to him creating the California Pension Trustees Council. He also coordinated political solutions to the health-care restructuring efforts in the public and non-profit hospital for SEIU in California. Prior to working with SEIU he provided policy analysis on health, community development, and civil rights issues for the AFL-CIO. He focused specifically on Disproportionate Share Hospital funding, restructuring of Graduate Medical Education, reform of the employer-based health system, ERISA, and the establishment of NCQA.

Mr. Phillips currently serves a President of the board of Health Access California Foundation; board member for the California Transplant Donor Network; member of the Project LEAD Advisory Committee-Network for Multicultural Health, UCSF; and, as a founder and president of the Northern California Coalition for Civic Participation. He was formerly a member of the Alameda County Medical Board of Trustees. He holds a master's degree in Public Affairs from the Maxwell School of Citizen and Public Affairs at Syracuse University, a Bachelor's from Morehouse College in Atlanta, and is a PhD candidate at the Harvard School of Public Health.

Nancy Steiger, RN, MS, Chief Executive Officer
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Nancy is the Chief Executive Officer of San Mateo Medical Center (SMMC), a 509 bed acute and long term care public hospital. During her tenure at SMMC, Nancy was responsible for a reorganization and 10 million dollar turnaround while increasing volume, programs and services throughout San Mateo County. Prior to SMMC, Nancy spent 15 years at Santa Rosa Memorial Hospital/St. Joseph Health System, in progressive management positions. During her tenure Nancy implemented numerous programs and services including: the development of a Comprehensive Cancer Center; Women and Children's services including negotiating a 20-year strategic partnership with UCSF to jointly develop a Level III NICU, Cardiovascular Services, the development of a Telemedicine project; achievement of Level II Trauma Designation, Home Care and Infusion services and Palliative Care.

Nancy received her Bachelor of Science in Nursing from New York University in 1976. She went on to complete her Master's degree in 1980 from the University of California at San Francisco. She is the co-author of Self-Care Nursing: Theory and Practice published in 1985 and again in 1995.

PANEL 3 – INCREASING QUALITY CARE THROUGH CULTURAL COMPETENCY

Anne Beal, MD, MPH, Senior Program Officer
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The goal of the Program on Quality of Care for Underserved Populations is to improve quality and reduce disparities in healthcare for low income and racial/ethnic minority patients by promoting quality improvement innovations and addressing barriers to quality improvement adoptions that would benefit the underserved. Prior to joining the Fund, Dr. Beal was a health services researcher at the Center for Child and Adolescent Health Policy at Massachusetts General Hospital. In addition, she was Associate Director of the Multicultural Affairs Office, an attending pediatrician within the division of General Pediatrics, and an Instructor in Pediatrics at Harvard Medical School. Dr. Beal's research interests include social influences on preventive health behaviors for minorities, racial disparities in health care, and quality of care for child health. She is also the author of *The Black Parenting Book: Caring for Our Children in the First Five Years*. Dr. Beal has been a pediatric commentator and medical correspondent for The American Baby Show, ABC News, and NBC News. Dr. Beal holds a BA from Brown University, an MD. from Cornell University Medical College, and an MPH from Columbia University. She completed her internship, residency, and NRSA fellowship at Albert Einstein College of Medicine/Montefiore Medical Center in the Bronx.

Leticia Gonzalez, Health Promoter
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Leticia Gonzalez has been a Health Promoter volunteering for La Clinica de la Raza for the past fifteen years. Throughout that time she has worked facilitating workshops on various topics such as domestic violence, immunization, as well as training other Health Promoters. Currently she is helping coordinate the Promoters in the Self Management Diabetes Program at La Clinica.

Nicole Reavis, Med, Project Director
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Nicole Reavis is a Project Director for NICHQ and the University of Washington's Child Health Institute. Since 1992, she has worked in education and health care, with extensive experience in the areas of program development and implementation, needs assessment, and curriculum development. Her current work includes directing two NICHQ projects, Improving Cultural Competency in Children's Health Care and the Plan/Practice Improvement Project, a Virtual Learning Collaborative on asthma, and the Children's Preventive Health Care Collaborative for the Child Health Institute.

**Amy Wilson, MPP, CPHQ, Associate Project Director, Principle Investigator, Hospitals, Language, and Culture, Division of Standards and Survey Methods
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Amy Wilson earned her Masters Degree in Public Policy Studies Health Policy concentration from the University of Chicago, and also earned a Graduate Certificate in Health Administration and Policy from the University of Chicago. She is a Certified Professional in Healthcare Quality (CPHQ) and is responsible for the development and maintenance of Joint Commission standards and survey processes. Amy is currently the Principal Investigator for the Joint Commission study *Hospitals, Language, and Culture: A Snapshot of the Nation*, a project funded by The California Endowment. She has been a leader in the Joint Commission's initiatives related to cultural and linguistic issues in health care, conducting an assessment of Joint Commission Surveyors' opinions and observations related to culturally and linguistically appropriate health care services and developed a two-part surveyor training program to address issues of language and culture that may be identified during Joint Commission surveys.

Amy entered the health care field as an occupational therapy volunteer at a small downtown Chicago hospital. She then worked in the long term care industry as a Director of Activities and Psychosocial Programs, and subsequently worked for a Joint Commission accredited national substance abuse treatment program. She has worked with the elderly, the mentally ill, persons with HIV/AIDS, and persons with addictions from a variety of ethnic, cultural and socioeconomic backgrounds. These experiences have allowed her to observe directly the impact of culture and language on quality and safety of care and services in health care.

**Lok Wong, MHS, Senior Health Care Analyst
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Ms. Wong is responsible for the Geriatrics Measurement Advisory Panel, the Women's Health Measurement Advisory Panel, and overseeing the maintenance of HEDIS measures in those areas. Currently she is leading projects to develop new performance measures in several areas, including appropriate antibiotic use, geriatrics, cultural and linguistic competency and health disparities.

Prior to her current role in Quality Measurement at NCQA, Ms. Wong was Health Care Analyst in Product Development where she worked on developing a Disease Management Accreditation program. Her interest in health services research and public accountability was fostered at Johns Hopkins School of Public Health where she gained her Masters of Health Science in Health Policy and Management. In addition, Ms. Wong has community experience in patient advocacy and outreach, dealing with issues from access for minority populations to oncology care and HIV education.



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