

# WESTCOAST

User Group Meeting



## DAVID BAKER CTO, Innovation Care Partners

As CTO, David is responsible for Information Technology throughout the organization. He joined ICP as a Solutions Architect in April 2014. Throughout his career, he has been involved with implementing, supporting, and managing a large array of technology within various aspects of healthcare. David has over 17 years of experience in healthcare leading information technology, process improvement, technical strategy/support and hosting service operations. Additionally, David started his career in Healthcare transforming a local radiology company in Phoenix, AZ into the digital age through various RIS, PACs, and integration system implementations.



## SANDRA KALINI Ambulatory Informatics Project Manager, Salinas Valley Memorial Healthcare System

Sandra is responsible for implementing and supporting the ambulatory EMR system in the oncology clinic, and for improving care coordination between healthcare settings. Previously, Sandra worked as a Physician Support Specialist at SVMHS, where she was responsible for implementing TigerConnect and supporting the inpatient EMR system. She received her Bachelor's degree in Political Economy and Global Poverty and Practice from the University of California, Berkeley in 2016. In her spare time, she enjoys traveling, hiking, and volunteering for iMentor..



## TIM FRANCE Programmer/Developer, Salinas Valley Memorial Healthcare System

Tim has been involved with MEDITECH's Data Repository since 2000. He utilizes the DR as a data source for automated interfaces that compile and send data to various destinations using SSIS, web based reports using SSRS, CMS Meaningful Use submissions, and most recently the PRIME initiative in California. Tim recently achieved his Epic certifications for Cogito, Clarity, Caboodle, and the Clinical Data Model and is looking forward to working with the ambulatory clinics, and their new Epic EMR.

## WE WANT YOUR FEEDBACK!

Please take our survey and share your thoughts about today's User Group Meeting at [surveymonkey.com/r/TC-WestUGM](https://surveymonkey.com/r/TC-WestUGM)

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## AGENDA

8:00 - 9:00	REGISTRATION / BREAKFAST
9:00 - 9:30	Welcome Remarks and Introductions
9:30 - 9:45	<b>The Connected Care Network</b> Brad Brooks, CEO & Co-Founder, TigerConnect
9:45 - 10:00	<b>8 Fundamentals to Step Up to a Connected Care Network</b> Sarah Shillington, VP of Client Success, TigerConnect
10:00 - 10:30	<b>Coordinating Care Across the Continuum with TigerFlow</b> Omid Toloui, VP of Digital Health Strategy, CareMore Health
10:30 - 10:45	BREAK
10:45 - 11:30	<b>Establishing a Connected Care Network with TigerConnect</b> Dusadee Sarangarm MD, CMIO, UNM Health Sciences Center Janet Abernathy BSN, RN, CPHQ, Quality Program Manager UNM Comprehensive Cancer Center
11:30 - Noon	<b>Improving Patient Flow with TigerConnect</b> Kia Parsi MD, CMO, CHI St. Joseph's Health
Noon - 1:00	NETWORKING LUNCH
1:00 - 1:30	<b>The TigerConnect Platform and What's Next</b> Phil Leung, VP of Product, TigerConnect
1:30 - 2:00	<b>Leveraging Roles &amp; Integrations to Connect the Care Team</b> Sanjay Muttreja MD, SFHM, Regional Medical Director, UHS Abel Mabra, Clinical System Analyst, UHS
2:00 - 2:45	<b>Maximizing Your Investment with TigerFlow</b> Natalie Van Tassel, Physician Practice Liaison Manager, Innovation Care Partners David Baker, CTO, Innovation Care Partners
2:45 - 3:00	BREAK
3:00 - 3:30	<b>Creating Efficiencies in Care with TigerConnect</b> Sandra Kalini, Ambulatory Informatics Project Manager, Salinas Valley Memorial Healthcare System Tim France, Programmer/Developer, Salinas Valley Memorial Healthcare System
3:30 - 4:15	<b>Product Outcomes and Feedback Session (Moderated Discussion)</b> Moderated by Sarah Shillington, SVP Client Success, TigerConnect
4:15 - 4:30	CLOSING REMARKS

## MEET OUR SPEAKERS



**BRAD BROOKS** CEO and Co-Founder, TigerConnect

As a seasoned entrepreneur in the technology sector, Brad's vision and leadership has led TigerConnect to make significant strides in modernizing care team collaboration among doctors, nurses, patients, and care teams. Today TigerConnect is trusted by more than 6,000 healthcare organizations to process more than 10 million messages each day.



**SARAH SHILLINGTON** SVP Client Success, TigerConnect

Sarah brings 20+ years of experience in healthcare IT, overseeing client organizations at large-scale, global enterprise companies. At TigerConnect, Sarah represents the collective voice of the company's 6,000 customers, leading teams responsible for helping customers onboard and maximize their success with the expanding product portfolio.



**OMID TOLOUI** Vice President Digital Health, CareMore Health

Omid leads CareMore Health (subsidiary of Anthem, Inc.) digital health strategy and is responsible for identifying and implementing innovative technologies that address the needs of the health system, its clinician, and patients. Previously, Omid was a founding member of Altegra Health where he served as its Senior Director of Product Management. Prior to joining Altegra, Omid founded and led Sinaiko Healthcare Consulting's Strategic Analytics practice. Omid earned his Master of Business Administration, Master of Public Health in Health Services Management, and Bachelor of Science in Psychobiology from UCLA.



**DUSADEE SARANGARM MD**, CMIO, UNM Health Sciences Center

Dusadee has served as the Associate Chief Medical Information Officer for UNMH since 2011. In addition, she is the Assistant Clinical Director for Informatics for the Emergency Department, and the Assistant Program Director for the Residency. She has been a member of the Physician Advisory Group at UNMH and is also a graduate of the UNM Medical Leadership Academy. Dr. Sarangarm graduated from NMSU in 2003 and UNM School of Medicine in 2008. She completed her Emergency Medicine Residency here at UNM. Her specific clinical interests include quality improvement, ease of practice, and clinical decision support systems.



**JANET ABERNATHY** BSN, RN, CPHQ, Quality Program Manager at UNM Comprehensive Cancer Center

Janet has been an RN for more than 30 years, and a Quality professional since 2004. She has her Master's in Nursing Education. Since 2016, she has been the Quality Program Manager at the UNM Comprehensive Cancer Center in Albuquerque and is happy to share some of the unusual ways they are using TigerConnect to improve patient and staff satisfaction. Janet is a native New Mexican, and is happy to be back in New Mexico after spending many years in northern California, where she worked in the East Bay Area.



**KIA PARSI MD**, Chief Medical Officer, CHI St. Joseph's Health

As CMO, Dr. Parsi is responsible for providing physician oversight for the provision of care at acute and ambulatory points of access. Dr. Parsi also works closely with the medical leadership of the Texas Division toward developing a triad approach to management. Dr. Parsi earned his Doctor of Medicine degree from Baylor College of Medicine in Houston and his Bachelor of Arts degree from the University of Texas at Austin.



**PHIL LEUNG** VP of Product, TigerConnect

Phil brings 20 years of product & engineering experience solving complex business challenges and designing innovative products at global corporations as well as enterprise software startups. At TigerConnect, Phil leads product strategy, design, and development, with a team focused on driving product innovation and continuously improving the user experience.



**SANJAY MUTTREJA MD**, SFHM, Regional Medical Directory, Southwest Healthcare Systems, UHS

Dr. Muttreja is an experienced Regional Medical Director with a demonstrated history of working in the hospital and healthcare industry. Dr. Muttreja is skilled in healthcare consulting, disease management, medicaid, post-acute care, and palliative care. Dr. Muttreja is also a core internal medicine faculty at the newly announced residency program at UHS in Southern California. Dr. Muttreja graduated from State University of New York in Brooklyn NY.



**ABEL MABRA** Clinical System Analyst, Southwest Healthcare Systems, UHS

Abel is the clinical system analyst at Southwest Healthcare System in California. The healthcare system consists of two acute-care hospitals: Inland Valley Medical Center and Rancho Springs Medical Center and prides itself on the extra level of attention staff give to patients and their families.



**NATALIE VAN TASSEL** Physician Practice Liaison Manager, Innovation Care Partners

Natalie oversees a team responsible for physician engagement and technology implementation throughout the network. Natalie has built extensive flourishing relationships with ICP providers and support staff throughout the years. Natalie has over 10 years of healthcare experience starting as a marketing representative for an outpatient imaging facility. Her dedication to account development and physician education has lead healthcare companies in California and Arizona to referral driven results, timely solutions, and excellent customer service.