

# NAFC 2021 SYMPOSIUM AGENDA

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## WEDNESDAY, OCTOBER 27, 2021

### **10:00 – 11:50 AM ET - Networking and Exploring the Virtual NAFC Symposium**

Use this time to explore the NAFC 2021 Symposium virtual platform, network with other attendees, check out on-demand sessions and visit the exhibit hall to connect with our sponsors and exhibitors!

### **11:55 AM ET – Welcome**

**Speaker** - *Stephanie Garris, NAFC Board of Directors Chair*

### **12:00 - 12:50 PM ET - Opening General Session**

**Speakers** - *Thomas Tighe, President & CEO, Direct Relief; Breanna Lathrop, DNP, MPH, FNP-BC, Good Samaritan Health Center; Karen Legato, MPS, MSW, Executive Director, Health Brigade; Jordan Ring Scroggs, Associate Director, MLK Health Center & Pharmacy; David Wywialowski, Director of Outreach and Health Ministry, The Night Ministry*

The unfolding COVID-19 pandemic has again highlighted the severe inequities that exist in the U.S. among persons of different races, as persons of color have experienced disproportionately higher rates of infection, hospitalization, and death from the virus. Such striking, tragic disparities in the current health crisis are among the current-day effects of a history that, beginning with slavery, included overtly racist practices, policies, and traditions that require continued recognition and focused attention to address. Hear from a Direct Relief and four clinics who are working to expand their health equity programs, how these programs be expanded to other organizations across the country.

### **1:00 - 1:50 PM ET - Breakout Session 1.1**

#### **We Provided Healthcare Through COVID, Now What?**

*Speaker: Gisela "Gigi" Bretones-Graham, MA, BHT, MBA, Clinic Director, Miami Rescue Mission Clinic*

It is no question that COVID impacted the way that Free and Charitable Clinics provide healthcare to our patient populations, however, how will COVID shape how we provide care in the future? How do we address access issues for those who experience

homelessness, given telehealth is not always an option? Learn practical tips from Miami Rescue Mission Clinic that will help your organization as you implement lessons learned from COVID for your patients and communities.

### **1:00 - 1:50 PM ET - Breakout Session 1.2**

#### **Caring for Your Muslim Patient**

*Speaker: Yosef Khan, MD, PhD, Islamic Medical Association of North America (IMANA)*

Join the Islamic Medical Association of North America (IMANA) for an informational and interactive session on how to take care of a Muslim patient and improve patient satisfaction. We will discuss culture, beliefs and how they relate to healthcare, common misconceptions, medical visit issues and preferred practices.

### **2:00 - 2:50 PM ET - Breakout Session 2.1**

#### **#FreeClinicsCare: A Campaign to Reframe Perceptions of Free Clinics**

*Speakers: Rebecca Butler, MSW, CFRE, Vice President of Communications, Marketing & Development, Virginia Association of Free & Charitable Clinics (VAFCC); Dan Dunlop, MA, Principal of Jennings*

When the need for accessible healthcare in Virginia was never more apparent as a result of the pandemic, the VAFCC launched an awareness campaign to reach out to their communities, the public, and local businesses to drive greater understanding of free clinic services, challenge common misperceptions, and encourage additional financial support. There were three goals for this campaign: make sure that families and individuals across the state who needed affordable healthcare knew about and had access to free clinics; address an immediate need for volunteers to help clinics continue to provide essential care to those who would otherwise go without; and enhance fundraising that had been hurt by the pandemic while operating costs were increasing. The result was the VAFCC's "#FreeClinicsCare" public awareness campaign.

### **2:00 - 2:50 PM ET - Breakout Session 2.2**

#### **Virtual Management of Diabetes and Hypertension**

*Speakers: Tchernavia Montgomery, MSW, LCSW, Executive Director, Care Ring; Rebecca Palmer, Care Ring*

Like many primary care clinics across the country, Care Ring implemented a virtual care model in early 2021 in response to the COVID-19 pandemic. This session will provide an overview of our experience implementing virtual diabetes and hypertension management, utilizing case studies of its impact within our predominantly Spanish-speaking patient population. We will discuss lessons learned, qualitative and quantitative analysis of the impact of virtual chronic care management, as well as an evaluation of our post-COVID virtual care workflow. Specific areas of focus include best practices in use of virtual care to support at-home monitoring and self-management, opportunities to increase patient engagement, and virtual care program evaluation.

### **3:00 - 3:50 PM ET - Breakout Session 3.1**

#### **Free and Charitable Clinics CHARTing their Future Using Quality Metrics: Update on the Roadmap to Health Equity National Collaborative**

*Speakers: Julie Darnell, Associate Professor, Loyola University Chicago; Martin Zannin, Crossover Health Ministries; Shelby Miller, Executive Director, Hope Clinic*

Join us to learn about an exciting multi-stakeholder collaboration designed to collect and report on patient outcomes across free and charitable clinics (FCCs) on a national scale. Launched in 2017 and now in its fourth year, the Roadmap to Health Equity project is a grassroots consortium of FCCs and state associations who are working to improve the quality of care and reduce health inequities for FCC patients. The centerpiece is a national data repository containing 15 evidence-based clinical quality measures, a cutting-edge patient experience measure, and patient-level characteristics, including race, ethnicity and language. Nearly 50 pilot clinics are currently testing the reporting of the clinical quality measures into the custom-built data repository. Come hear about the progress we've made, why reporting on standardized, evidence-based patient outcomes matters, how data can support improvements in equity, the early lessons learned from collecting outcomes data nationwide, and how your clinic can become involved.

### **3:00 - 3:50 PM ET - Breakout Session 3.2**

#### **Bridging the Gap to Mental Health**

*Speaker: Lisa Kreag, BA Psychology, MSW, LCSW, Executive Director, Heart and Soul Clinic*

The cost of mental health services is a barrier to accessing care to individuals without insurance. However, mental health issues affect our overall physical health. In order to overcome these issues, mental health services were implemented at Heart and Soul Clinic. This session will describe the planning and implementation of this program and the current outcomes of the services. Attendees can expect to learn about the process that Heart and Soul Clinic went through to create Free Mental Health services for the uninsured patients that are served. Each stage of the process will be reviewed such as concept, planning, implementation, and revision. With each stage of process, the partners, resources and concerns will be identified so that other clinics might be able to see what their community could offer. The implementation of the brief solution focused mental health services will be showcased. With further discussion on how these services continue to be revised and improved.

### **4:00 - 5:00 PM ET - Closing General Session**

#### **In Pursuit of Achieving Health Equity**

*Speakers: Edith Lee, LCSW, Vice President, AmeriCares U.S. Program; Suzanne Hoban, Founder and Executive Director, Family Health Partnership Clinic; Mike Romagnoli, Executive Director, Community Health Care Clinic*

Free and Charitable Clinics desire that their patients have the best care and health possible. Achieving this requires a strategic focus on equity. During this session, we will hear from two FCCs participating in the Institute for Healthcare Improvement's 18-month Pursuing Equity Learning and Action Network. These clinics will share some of the knowledge and skills they have acquired thus far, including how they are making health equity a strategic priority, their efforts in building the internal infrastructure to

support health equity, and how they are applying improvement methods to narrow clinical inequities.

### **5:00 – 7:00 PM ET - Networking and Exploring the Virtual NAFC Symposium**

Use this time to explore the NAFC 2021 Symposium virtual platform, network with other attendees, check out on-demand sessions and visit the exhibit hall to connect with our sponsors and exhibitors!

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## THURSDAY, OCTOBER 28, 2021

### **10:00 – 11:50 AM ET - Networking and Exploring the Virtual NAFC Symposium**

Use this time to explore the NAFC 2021 Symposium virtual platform, network with other attendees, check out on-demand sessions and visit the exhibit hall to connect with our sponsors and exhibitors!

### **11:55 AM ET – Welcome and Introduction of Keynote Speaker**

**Speaker** - *Nicole Lamoureux, NAFC President & CEO*

### **12:00 - 12:50 PM ET - Opening General Session**

**Keynote Speaker** - *Duane Reynolds, MHA, Founder & CEO, Just Health Collective*

#### **Rethinking Cancel Culture as an Inclusion Strategy**

We have all likely been guilty of perpetuating cancel culture. We are advocates of change, social justice and anti-discrimination, all worthy aspirations but we must be careful to guard against our ego and proclamation of a moral high ground. We are the woke, the fighters of liberation and equity. Yet, our "wokeness" can run afoul if we call people out in a manner that publicly shames and ignores the complexity and nuance of their humanity. Cancel culture has its place but in some circumstances it may lead to divisiveness rather than unity. It is time to rethink our strategy for getting people involved in our inclusion movement. What if instead of calling people out, we called them in?

Learning objectives - At the end of the session, participants will be able to:

- Define cancel culture, its pros and cons
- Explain the difference between calling-in and calling-out
- Learn how to lead with compassion and ACE conversations

- Understand that inviting others to give up hate ultimately requires that we lead from a place of love

### **1:00 - 1:50 PM ET - Breakout Session 4.1**

#### **What Do Grant Reviewers Really Want, Anyway?**

*Speakers: Ariana Gordillo de Vivero, Director of Strategic Initiatives, NAFC; Nancy Hudson, Former Executive Director of the Charlotte Clinic, NAFC Board of Directors Member; Shannon Watson, Former Executive Director of the Tri-City Health Partnership, NAFC Board of Directors*

You've submitted your grant and you know that you nailed it, only to receive news that your project wasn't funded. Hear from former Free Clinic Executive Directors who are now grant reviewers about what they are looking for when they review grants for funders. Attendees will learn valuable information on how to make your grant, easier to complete and stronger in the eyes of grant reviewers.

### **1:00 - 1:50 PM ET - Breakout Session 4.2**

#### **Free and Charitable Clinics as an Equity Tool to Reduce Maternal Mortality in America**

*Speaker: Michelle Drew, DNP, MPH, APRN-BC, Executive and Clinical Director, Ubuntu Black Family Wellness Collective*

Black mothers are 2-3 times more likely to die from pregnancy-related complications and Black infants are 2-4 times more likely to die in the first year of life than their white counterparts. While we know that these disparities are true regardless of income and education, low-income Black mothers and babies bear the highest burden of morbidity and mortality rooted in the social and structural determinants of health. Black families are more likely to be uninsured and underinsured. Black women are typically paid 68% of their white male counterparts doing the same work and are more likely to live in food and healthcare deserts. This session will discuss how free and charitable clinics can position themselves to better serve as a preventive measure in preventing perinatal health disparities in mothers and babies through developing care paradigms rooted in antiracism, reproductive justice, and birth equity and serve as primary prevention against perinatal mortality.

### **2:00 - 2:50 PM ET - Breakout Session 5.1**

#### **Innovating Health Care Access: Rethinking Space and Place for Care**

*Speakers: Stephanie Willding, MPA, CEO, CommunityHealth; Avelle Bailey, MPH, Manager of Strategy and Innovation, CommunityHealth*

CommunityHealth has added a dimension to their focus on patient-centered care through the launch of telehealth microsites. As a response to COVID-19, many appointments transitioned to telehealth in 2020, but some patients faced technological barriers to video visits. At the same time, providers still needed to collect patients' vitals and labs, which was not possible via telehealth. CommunityHealth partnered with an established community organization in a neighborhood where the largest number of patients live and work to establish its first telehealth microsite. This small clinic location is staffed by a medical assistant and has a private room with equipment for video visits. Here, patients can have labs and vitals checked, as well as complete an assisted virtual

visit with their primary care provider. This model is designed to be easily replicated and will demonstrate a new, low-cost way to expand access to care.

## **2:00 - 2:50 PM ET - Breakout Session 5.2**

### **Social Determinants of Health: Practical and Sustainable Strategies for Free and Charitable Clinics**

*Speaker: Breanna Lathrop, DNP, MPH, FNP-BC, COO, Good Samaritan Clinic*

The COVID-19 pandemic and increased focus on racial inequities have highlighted persistent health disparities and the impact of social determinants of health. Free and charitable clinics in have firsthand knowledge of the social determinants affecting their communities and are actively seeking strategies to foster health equity but often lack the staff and internal capacity to address them. This session will focus on sustainable and practical strategies for clinics wants to expand their ability to address social determinants of health. This includes:

- Internal organization work such as staff education, addressing bias, monitoring for disparities and diversifying leadership
- Patient focused strategies including screening for SDOH, transportation strategies, food access, programmatic strategies, and use of new roles to address SDOH
- Community focused strategies such as community partnerships, outcome management and reporting, and resource mapping Free and charitable clinics understand the health impact of social determinants of health and have long been innovators in addressing social needs.

## **3:00 - 3:50 PM ET - Breakout Session 6.1**

### **Diversity and Inclusion in the Free and Charitable Clinic Sector**

*Speaker: Kat Mastrangelo, Executive Director, Volunteers in Medicine Clinic of the Cascades*

This session will cover some basic DEI concepts so you can be comfortable with the language, It will provide insights from one clinic's journey three years in to becoming a more diverse, equitable and inclusive organization. You will also learn about some tools your clinic can use to evaluate where you are on your DEI journey, and how to chart a course and track your progress in becoming more committed to a truly diverse and equitable clinic for patients, volunteers, and stakeholders in your community.

## **3:00 - 3:50 PM ET - Breakout Session 6.2**

### **Data: Beauty is in the Eye of the Beholder**

*Speakers: Se-A Han, PharmD, Population Health Pharmacist, NOVA ScriptsCentral; Maria Balbin, MPH, Medical Research Coordinator, NOVA ScriptsCentral; Madeline Canas, Health Education Outreach Coordinator, NOVA ScriptsCentral*

In the current health care environment community members are over surveyed. Which has resulted in tons of data being collected that is not always useable. At NOVA ScriptsCentral, we partnered with various organizations and conducted 3 surveys. Our engagement with the diverse demographic population helped us mold culturally competent survey questions to address the concerns of the underrepresented

population. We are excited to show how we leveraged the data we collected to improve our health communication and program implementation. Our goal is to highlight how we were able to successfully get 2,500 respondents to engage in a total of 3 surveys. We want to demonstrate how our organization was able to redesign our outreach approach by incorporating a culturally competent lens for equitable engagement. Through this learning journey, we learned the importance of using data visualization tools to help make the data relevant to various stakeholders. We will be demonstrating how organizations can use the data visualization to improve health communications and programs.

#### **4:00 - 5:00 PM ET - Closing General Session Celebrating 20 Years of Caring**

*Speaker: Nicole Lamoureux, President and CEO, National Association of Free and Charitable Clinics*

This closing session will report on the NAFC activities for the last 12 months, the goals for the next 12 months and celebrate the last 20 years of caring that the Free and Charitable Clinics and Pharmacies have done together.

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## **PRE-RECORDED, ON-DEMAND SESSIONS**

***(Available beginning Wednesday, October 27th)***

#### ***Advocacy 101 – Getting Back to the Basics***

*Speakers: Alanna Suda, Senior Vice President, Government Affairs, MWW; Nicole Lamoureux, President and CEO, National Association of Free and Charitable Clinics*

Want to get more involved in health policy? This session will go over the basics of the legislative process and the importance of getting involved and educating lawmakers on the important issues facing Free and Charitable Clinics and Pharmacies and our patients. Learn how you can help make sure the voices of the medically underserved are heard while critical policy-making decisions are being made.

#### ***A Student-Driven, Compassionate Model to Initiate Patients on Gender-Affirming Hormone Therapy (GAHT)***

*Speakers: Omid Cohensedgh, B.A., Medical Student Q Clinic (Columbia University Vagelos College of Physicians and Surgeons); Lotanna Ezenekwe, B.A., Medical Student Q Clinic (Columbia University Vagelos College of Physicians and Surgeons)*

Transgender and gender non-conforming (GNC) patients encounter a range of barriers in accessing health care, including lower rates of health insurance coverage and prior

negative experiences in healthcare settings. These patients are also often turned away from providers or required to educate their providers on their own health care. This session will introduce attendees to gender-affirming hormone therapy (GAHT) and how to integrate it into clinic practice. The presenters are two medical students who are part of Q Clinic, a student-run free clinic that aims to provide compassionate medical care to patients marginalized due to their sexual or gender identity. In the course of this session, we will cover how to create a sensitive and respectful care environment, obtain a patient history, consider GAHT regimens, and communicate treatment expectations with patients. We will also provide protocols detailing treatment timeline, treatment regimens, laboratory monitoring, expected effects and risks, and ongoing care.

### ***The SDOH Tools of the Future are Here!***

*Speaker: Phyllis Albritton, Managing Consultant, Colorado Safety Net Collaborative*  
The pandemic has taught us that while we are still in the business of helping people get and stay healthy, that is not always something that can be done in person. Health reasons and changing demographics are leading the way to better SDOH tools for clinics to provide these services while meeting patients where they are and keeping everyone safe from viruses, etc. Learn about the tools that are developing and how you can use them to connect and expand your SDOH reach for your patients as well as proving to funders how connected you are to your community.

### ***The Path to Becoming a Medical Home***

*Speakers: Edith Lee, LCSW, Vice President, US Program, AmeriCares; Mara Servaites, MSW, PCMH CCE, Principal, mjs. Consulting Associates, Inc.*  
Introduction to Patient-Centered Medical Home (PCMH), in the hopes of meeting free and charitable clinics wherever they reside on the spectrum of their quality improvement journey. Appropriate for clinics who have an active interest in PCMH, and clinics who are new to this concept. Best practices and tools for improving quality of care around the PCMH concepts. AmeriCares PCMH programming to be discussed to make clinics aware of funding opportunities. Hear from FCC colleagues about their PCMH journey.



# GENERAL SESSION KEYNOTE SPEAKER

## **Duane Reynolds, Founder and CEO, Just Health Collective**



Duane Reynolds is the founder and CEO of Just Health Collective. Just Health Collective guides organizations in creating cultures of belonging, enabling a fair and just opportunity for everyone to achieve optimal health. Their services include learning collaboratives, consulting and a digital engagement community called the Just Health Collective Village. The JHC Village brings together cross industry professionals committed to sharing best practices, lessons learned and innovative approaches to advancing belonging in health and health care. Previously,

Reynolds was a healthcare consulting director at The Advisory Board Company, developing the division's first inclusion and diversity department — and serving as its inaugural chief executive. Most recently he was the president and CEO of the American Hospital Association's Institute for Diversity and Health Equity and has held operational leadership positions at Johns Hopkins Medicine, Emory Healthcare, OhioHealth and Optum, a United Health Group company.

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# GENERAL SESSION SPEAKERS

## **Suzanne Hoban, Founder and Executive Director, Family Health Partnership Clinic**



Suzanne is the founder and Executive Director of the Family Health Partnership Clinic in Crystal Lake –the first free and charitable clinic in McHenry County. The Clinic is celebrating its 25th year of serving the community. The Clinic has been recognized as a 4 Star charity for 5 years in a row by Charity Navigator, based on its financial health, transparency, and accountability. She has presented at state and national conferences on topics ranging from board development to improving quality assurance in the healthcare safety net sector.

She has a master's in public health from UIC and has served on the board of the Illinois Association of Free and Charitable Clinics for the past several years. Suzanne is a recipient of several local and regional awards including the Illinois State Treasurer "Healthcare Trailblazer" Award, the McHenry County Women of Distinction, and Woodstock Woman of the Year. She was elected in April 2019 as a Trustee of McHenry County College. She and her husband John Sullivan live in Woodstock. They have three grown children.

**Nicole Lamoureux, President & CEO, National Association of Free and Charitable Clinics (NAFC)**



Nicole works daily with the National Association of Free and Charitable Clinics and America's 1,400 Free and Charitable Clinics and Pharmacies to ensure the medically underserved have access to affordable, quality health care. Nicole believes we all have the capability to make the world a better place, that health care is a right and not a privilege, that our country must start putting people over politics, and that together we should make sure all people, regardless of their age, sex, income, education, ethnicity, color of skin, religion, sexual orientation, or identity deserve to be treated with respect and dignity. Nicole has testified before Congress, is a regular TV commentator, and has published numerous articles on the important role of America's safety net and charitable care providers. Nicole was named by the NonProfit Times as one of the top 50 Most Influential and Powerful Nonprofit Executives in the USA. She received the Center of NonProfit EXCEL Award for excellence in Executive Non-Profit Leadership. Nicole holds a Master's Degree in American Government and a Bachelor of Arts Degree in Politics from The Catholic University of America and she resides in Alexandria, Virginia with her husband Mark.

**Edith Lee, Vice President, AmeriCares U.S. Program**



Edith serves as the Vice President of U.S. Programs at AmeriCares where she provides vision, strategic direction and leadership for a portfolio of community health programs designed to build capacity and implement evidence-based practices focused on the preventing and managing chronic disease, improving the quality of care and enhancing clinic- and patient-level outcomes in the safety net sector. Edith has over 10 years experience in health and human services, and community health center administration and quality improvement. She possesses a bachelor's degree in psychology from Arizona State University, and a master's degree in social work from Western New Mexico University. Edith serves as one of the co-chairs of the Roadmap to Health Equity national initiative for free and charitable clinics.

**Karen A. Legato, MPS, MSW, Executive Director, Health Brigade**



Karen Legato is a leader who walks beside others to bring about the best outcomes for people, organizations, and communities. Her passion is shaped by working with those most vulnerable in society who survive with the least resources. Currently, Karen serves as the Executive Director of Health Brigade, formerly known as Fan Free Clinic. She has served over 30 years in the not-for-profit sector, providing both direct service and administrative leadership. Her academic background includes a Bachelor of Science in Psychology from Virginia Tech, Master of Pastoral Studies from Loyola University, and a Master of Social Work from Virginia Commonwealth University. Her service background includes medical social work,

administration, child and family work, education, program development, project management, facilitation, public speaking and community coalitions and partnership work. Karen has been acknowledged for her many contributions...from being named Social Worker of the Year to recognition as One of Richmond's Health Care Leaders. Health Brigade, under her leadership has received several awards recognizing its impact in the greater Richmond community. However, you won't find Karen dwelling on accomplishments. Rather, you will discover her interest in YOU and how WE together can transform our communities into healthy equitable spaces where all are welcomed and valued.

**Mike Romagnoli, Executive Director, Community Health Care Clinic**



Mike is the Executive Director of the Community Health Care Clinic in Normal, Illinois. Mike earned Bachelor of Arts degrees in political science, anthropology and Spanish from Ripon College in Ripon, Wisconsin, and a Master of Arts in Spanish from Illinois State University in Normal. His time at the Clinic began 17 years ago as a volunteer Spanish interpreter. Since then, he has worked in nearly every staff position within the Clinic and is currently the Executive Director. When he's not at the clinic Mike enjoys hunting, fishing, cooking, and traveling.

**Jordan Ring Scroggs, Associate Director, MLK Health Center & Pharmacy**



Jordan Ring Scroggs is the Associate Director of MLK Health Center & Pharmacy in Shreveport, La. She has spent the last four years leading the center's public relations and community engagement efforts. With a media background, her transition to MLK Health has allowed her skills and passions for service to collide. In January 2022, Jordan will become the Executive Director of MLK. She is excited to continue and grow her team's efforts to provide exceptional healthcare to people without insurance or inadequate coverage.

**Thomas Tighe, President and CEO, Direct Relief**



Thomas Tighe has served as President and CEO of Direct Relief, a nonprofit humanitarian medical organization, since October 2000. Since Tighe's arrival, the organization has provided cash grants of more than \$170 million and furnished more than \$9 billion in essential medicines, equipment, and supplies to support health services for low-income people in over 100 countries and all 50 U.S. states, where the organization conducts the country's largest nonprofit charitable medicines program.

During Tighe's tenure, Direct Relief has been named among the world's most innovative nonprofits by Fast Company, has been rated by Forbes as being 99 percent efficient or better in fundraising since 2001, won the Peter F. Drucker Award for Nonprofit Innovation, the CECP Director's Award, the Esri President's Award for GIS

innovation, the Office of the Surgeon General's National Leadership and Partnership Award, and became the first U.S. nonprofit to obtain NABP Drug Distributor Accreditation to distribute Rx medications in all 50 U.S. states.

From 1995 to 2000, Tighe served as Chief of Staff and Chief Operating Officer of the Peace Corps, overseeing day-to-day operations of the agency's worldwide programs and a resurgent growth to a 27-year high. From 1993 to 1995, Tighe served as Associate General Counsel of the Peace Corps, negotiating bilateral agreements to initiate Peace Corps programs in South Africa and China. From 1989 to 1993, he served as Associate Counsel on the U.S. Senate Committee on Veterans' Affairs, conducting oversight and developing legislation related to veterans' mental-health care, special disability programs, drug and alcohol treatment, and services for homeless veterans. Tighe also handled collateral duties related to foreign aid and the Peace Corps.

A 1982 graduate of the University of California, Berkeley, Tighe received a J.D. in 1985 from the University of California, Hastings College of Law, and an Honorary Doctorate of Laws from Hobart and William Smith Colleges in May 2003. He served as a Peace Corps Volunteer teacher in rural Thailand from 1986 to 1988. He was selected for the Aspen Institute's 2003 class of Henry Crown Fellows, was on the editorial advisory board for Pacific Standard Magazine, and is a member of the Pacific Council on International Policy. He was named to the Nonprofit Times Power & Influence Top 50 (2021), Executive of the Year in 2006 by the South Coast Business and Technology Forum. He has also served as a visiting professor at the University of California, Santa Barbara's graduate program in Global and International Studies.

### **David Wywialowski, Director of the Health Outreach Program, The Night Ministry**



transportation.

David Wywialowski is the Director of the Health Outreach Program at The Night Ministry. David has both a Bachelor and a Master of Arts degrees from the University of Illinois Chicago, as well as a Master of Divinity degree from Chicago Theological Seminary. David began with The Night Ministry as an Outreach Professional in 1998, then served for many years as the HIV/STI Coordinator, and since 2014, serves as Director. He oversees the Health Outreach Bus, the Street Medicine Program, and the new outreach program to homeless riders on Chicago's public

# BREAKOUT SESSION SPEAKERS



**Phyllis Albritton** is the managing consultant for the Colorado Safety Net Collaborative. She has more than 20 years' experience in health, human services, education and information technology initiatives that improve peoples' lives working for both public and private organizations such as the Colorado state government, small non-profits, Delta Dental, DaVita and the Colorado Regional Health Information Organization.

These initiatives have contributed to integrated care, improved access to mental health services, health care provider interoperability, as well as measurable philanthropic success. Phyllis has been a 2017-2018 Aspen Institute Fellow for Children and Families; adjunct faculty for the University of Colorado Physician Assistant program helping candidates prepare for using social determinants of health as part of their practice; executive committee member for the Center for Improving Value in Health Care (CIVHC); and a 2009 Denver Business Journal Finalist for Health Care Leader of the Year.



**Avelle Bailey** is the Manager of Strategy and Innovation at CommunityHealth, where she led the creation of the organization's first telehealth microsite and is responsible for developing CommunityHealth's business intelligence practice. Avelle is a public health professional with a passion for using evidence-based research to make informed decisions that will improve the quality of life for diverse

communities. Prior to joining CommunityHealth, she was a data analyst with Chicago Family Health Center. Avelle has experience working on quality improvement projects for nonprofit, government, and hospital organizations. She holds a Master of Public Health from the University of Illinois at Chicago, a B.S. from the University of Michigan, and an Applied Project Management Certificate from Northwestern University.



**Maria Balbin**, MPH obtained her Doctor of Medicine degree, Bachelor of Science degrees in Nursing and Biochemistry in the Philippines and her Master's degree in Public Health Benedictine University in Lisle, Illinois. She worked with Inova Health Systems for 13 years, and presently works at Children's National as a Clinical Data Coordinator. She has been with NOVA Scripts Central for almost two years now as

the Medical Research Coordinator. Her work with NOVA Scripts Central involves processing their collected data for easy analysis and interpretation.



**Gisela Bretones-Graham** is a Clinical Director for the Miami Rescue Mission Clinic, who works with the homeless and vulnerable population by providing access to quality healthcare at no cost. Gisela has a passion for life and love for humanity. Gisela's entrepreneurial spirit has led her to ventures in consulting and automotive repair and restoration. Gisela received formal education in both Health Sciences and

Business. Gisela has a contagious enthusiasm and passionate belief in people that inspires them to become prouder, healthier, and happier. As the Clinical Director at the Miami Rescue Mission Clinic, a non-profit, free clinic, Gisela oversees three offices located in two vital counties plus the organization's operations. She is now creating significant strategic shifts to innovations in healthcare technology. Gisela Bretones-Graham was born in Santiago de Cuba and came to America at a young age. The enthusiasm to always help others, ingrained by her archaeologist father, who consistently fought for human rights. Her diverse upbringing shapes Gisela's character today. Gisela is a wife and mother of two rumbustious boys. In addition to her role in the non-profit sector, Gisela enjoys her role as a coach for at-risk youth. She also coaches adult sports at the local homeless shelters.



**Rebecca Butler** is a dynamic professional, adept problem solver, and passionate connector, and has dedicated the past 10 years of her career to driving awareness, support, and funding to nonprofits of all sizes. In her current role with the Virginia Association of Free & Charitable Clinics she is responsible for planning and executing the organization's internal and external marketing communications and programming in a way that

strengthens engagement and support of the VAFCC, its member clinics, and the vulnerable patients they serve.



**Madeline Canas** received a Bachelor in Health, Physical Education and Exercise Science with a concentration in Health Science from Virginia Commonwealth University (VCU). While at VCU she began to learn about the importance of public health and instantly became passionate about improving healthcare access in America. As the Health Education Coordinator at NOVA Scripts central is focused on improving health

outcomes by tackling the issues of health literacy and cultural competency in order to effectively engage community members.



**Omid Cohensedgh** is a second-year medical student at Columbia University Vagelos College of Physicians & Surgeons. He graduated in 2018 from Columbia University with a degree in Biology and Middle Eastern Studies. Omid's interests include research and advocacy in LGBTQ+ health, particularly in HIV prevention and transgender health care. He is the Research Chair for Q Clinic, a student-run free clinic

providing free primary care for LGBTQ+ youth in the NYC metro area. Along with the rest of the Q Clinic team, he helped to develop and roll out a protocol for gender-affirming hormone therapy. Omid is also involved in research to understand barriers to

uptake and retention of pre-exposure prophylaxis (PrEP) among vulnerable populations. Omid hopes to pursue a career in pediatrics and adolescent medicine where he can continue to serve queer and trans youth.



**Julie Darnell** is Associate Professor of Public Health Sciences in the Parkinson School of Health Sciences and Public Health at Loyola University Chicago. Along with the National Association of Free and Charitable Clinics and Americares, Julie is one of the co-leads (and evaluator) of the Roadmap to Health Equity initiative, a consortium of free and charitable clinics and state associations who are working jointly to improve the quality of care and reduce health inequities through the utilization of a national data repository of standardized quality measures. Julie has earned a national reputation for her work on free and charitable clinics. Findings from her research on free clinics have been published in the Archives of Internal Medicine and Medical Care and in a report to the U.S. Congress. She is active at the state level, serving on the boards of state associations serving free and charitable clinics in Illinois and Wisconsin.



**Dr. Michelle Drew** is a dual board-certified, advanced practice nurse with 3 decades of nursing experience and 2 decades of work in the community and global public health. As a certified nurse-midwife and family nurse practitioner, she has provided care to almost exclusively economically, socially marginalized communities of color in urban and international settings in the United States, Africa, the Caribbean, and Central and South America. She brings her vast experience in health care as well as her lived experience as a woman of color, born into poverty and encountering the health care and medical industrial complex as a low-income Black woman to the equity lens she uses to educate and inform and how she provides care every day to the clients she and Ubuntu Black Family Wellness Collective serves.



**Dan Dunlop, MA**, is a principal of Jennings, a leading healthcare marketing and audience engagement firm. He is a healthcare marketer, innovator, brand consultant, blogger, author, and sought-after speaker, regularly serving on the faculty of national and regional healthcare conferences.



**Lotanna Ezenekwe** is a second-year medical student at Columbia University Vagelos College of Physicians & Surgeons in NYC. She graduated from the University of Illinois at Urbana-Champaign in 2020 with a degree in Molecular and Cellular Biology. Lotanna's interests include advocating for women's health and working with marginalized

groups. Her work in medical school has specifically involved LGBTQ+ patients and adolescent mothers. She is the Outreach Chair for Q Clinic, a student-run free clinic providing free primary care to LGBTQ+ patients in NY, CT, and NJ, where she worked in a small team to develop and implement a protocol for gender-affirming hormone therapy. She also serves as a Co-President of APOYO, Washington Heights Adolescent Pregnancy Program, where she organized teams to create educational videos addressing different elements of pregnancy. She aspires to have a career as an obstetrician/gynecologist working in an area where she can serve a diverse patient population.



**Ariana Gordillo De Vivero** joined the National Association of Free & Charitable Clinics (NAFC) in 2011 and is the Director of Strategic Initiatives. In this position, Ariana works daily with Free & Charitable Clinics and Pharmacies, as well as national partners. Her responsibilities include partner relations, member relations, volunteer activation and aid, grant program management, community outreach, public speaking and committee support. She holds a Master of Arts Degree in Latin American & Hemispheric Studies from the George Washington University, and a Bachelor of Arts Degree in International Studies from the American University in Washington, D.C. Ariana is a native of Lima, Peru while currently residing in Arlington, Virginia and volunteering at the Arlington Free Clinic as an interpreter.



**Se-A Han** obtained her Doctor of Pharmacy degree and Bachelors of Science in Psychology from Virginia Commonwealth University in Richmond, Virginia. After completing pharmacy school, She developed her clinical and professional skills while working in various community pharmacy settings. As a Population Health Pharmacist at NOVA ScriptsCentral, she works collaboratively with other healthcare providers and a health education coordinator to develop and implement programs to improve uninsured patients' health outcomes.



**Nancy Hudson** was a founder and former Executive Director of Charlotte Community Health Clinic (CCHC) for sixteen years (2000 - 2016). She helped lead the clinic from a one night/week volunteer clinic to a paid staff of 24, over 400 volunteers and two full-time locations. CCHC is now a federally qualified health clinic and continues to grow to meet the needs of low-income, insured and uninsured residents of Mecklenburg County. Nancy currently serves on the NAFC Board of Directors.





**Dr. Yosef Khan** - Born and raised in Columbus, Ohio, Dr. Yosef Khan currently resides in Dallas, Texas where he heads clinical trials for Premier Healthcare Solutions and is faculty at the University of Texas at Arlington and Baylor University. He is also a hospital chaplain and is engaged in Muslim chaplain services in the DFW Metroplex. He earned a medical degree from Dow Medical College in Pakistan and a PhD in public health informatics from The Ohio State University. While in Columbus he served as the Muslim chaplain of the OSU Wexner Medical Center from 2004-2014 and worked with the Islamic Professional Student Association to develop an exceptional program to bring gifts of healing to Muslim patients consistent with their faith. He is an active proponent of humanistic care, conducts regular and recurring educational seminars for healthcare providers and chaplains across the nation related to caring for Muslim patients, and serves as a member of the Pastoral Care Advisory Committee at Dallas Children's Hospital, Parkland Hospital, and the UT Southwestern in Dallas.



**Lisa Kreag** graduated from Indiana University in 1997 with her Master of Social Work degree. She is a licensed clinical social worker and has been practicing in hospitals, child welfare, health coaching and tele-health for over 20 years. She has been involved in the community through volunteering with girl scouts, sports teams, organizing and various board positions. She began her relationship with Heart and Soul Clinic as a volunteer. She is passionate about helping reduce barriers for individuals that prevent good health.



**Breanna Lathrop**, DNP, MPH, FNP-BC is the chief operating officer and nurse practitioner at the Good Samaritan Health Center in Atlanta, GA where she provides executive leadership and direct patient care. She has spent over fifteen years providing health care to individuals and families who lack health insurance. She earned her doctor of nursing practice from Georgia Southern University, master of nursing and master of public health from Emory University, and bachelor of arts in nursing from St. Olaf College. She writes, speaks, and provides consulting services on the topics of health equity and social determinants of health. She is the co-author of *How Neighborhoods Make Us Sick: Restoring Health and Wellness to Our Communities* and is a Robert Wood Johnson Foundation Culture of Health Leader.



**Kat Mastrangelo** is the Executive Director of the Volunteers in Medicine Clinic of the Cascades, a free clinic caring for uninsured Central Oregonians who work at low-wage jobs and are not eligible for insurance or Medicare or Medicaid/OHP. This has been the most challenging and interesting job I have ever held. I joined VIM as a volunteer the first year the clinic opened in 2004. After accruing over 100 hours as a volunteer, I left to take a full-time position running a local medical practice. In 2008, the Executive Directors position opened, and I was selected. My background in a variety of positions, and in a variety of locations has helped me lead our organization

through this transition. I have enjoyed the strategic planning and deep conversations that have accompanied this transition. I am a life-long learner. My formal education was in the public schools in Mississippi and then to Georgetown University's School of Foreign Service where I majored in Comparative and Regional Studies. My foreign language proficiency is in French, and I earned the African Studies Certificate for my research on South Africa. I was also able to spend my semester abroad working for an NGO in Senegal, West Africa. While I was there, I learned some Wolof, used my French extensively, and was able to observe firsthand how sometimes very small projects can have an outsized impact on a village. I obtained my Master's in Public Administration from Indiana University's School of Public and Environmental Affairs. I again did a concentration in comparative Administration, with a health care emphasis. I have worked in large insurance companies, small medical practices, large hospital systems, in local government, a Fortune 100 telecommunications company, and currently for a non-profit. Each job has allowed me to learn and practice new skills. I have been able to serve on the national leadership for the Volunteers in Medicine organization and have presented multiple times at their national conferences. I derive great satisfaction from this involvement, and find my colleagues an invaluable source of ideas, inspiration, and friendship in our work.



**Shelby Miller** has more 20 years of experience in the healthcare management field including managing multiple offices and implementing projects to increase revenue, decrease expenses and identify inefficiencies. Shelby managed an independent practice as well as a hospital specialty clinic for more than 12 years. In addition, Shelby has management experience in human resources, manufacturing and environmental services industries. She has been serving the community at Hope Clinic since 2017. Shelby enjoys the many areas in which the Free Clinics are able to support the community with medical care, social assistance, counseling and more.



**Tchernavia Montgomery** - As Executive Director of Care Ring, Tchernavia leads the 65-year-old health services agency focused on equitable access and improved outcomes for people with limited resources in Mecklenburg County. A servant leader at heart and licensed clinical social worker, she has devoted her career to empowering the community's most vulnerable residents. Additionally, Tchernavia serves as an adjunct faculty member within the UNC Charlotte College of Health & Human Services and chairs the School of Social Work's Community Advisory Board. Tchernavia is a senior fellow with the American Leadership Forum (Lee Institute). In 2021, she received the City of Charlotte & Atrium Health's MLK Growing the Dream Award and in 2020 the UNC-Charlotte Black Alumni Excellence in Leadership Award. She is a published author and a proud member of the Charlotte Alumnae Chapter of Delta Sigma Theta Sorority, Incorporated where she was awarded the chapter's 2019 Dynamic Delta of the Year.



**Rebecca Palmer** is the Director of Strategy & Innovation at Care Ring, a health care non-profit located in Charlotte, NC. During her thirteen-year tenure at Care Ring, she has served in a variety of roles across the domains of evaluation/reporting, grants management, program development, health policy and advocacy. Her work is dedicated to improving healthcare access, service delivery and quality in ways that contribute to the development of an integrated care system with the capacity to meet the needs of low-income, uninsured residents in our community. She completed her undergraduate education at UNC-Chapel Hill, with a degree in Environmental Science and Chemistry, and has an MS in Environmental Health Sciences from the University of California-Berkeley.



**Mara Servaites** is an independent consultant for health and human resource organizations across the country, specifically focusing on safety net providers and rural health organizations. She consults with a variety of health organizations ranging from foundations, hospitals, individual clinics, and collaborative groups. Having worked first as a volunteer and then ultimately directing a free clinic to running a free clinic state association and now consulting with clinics, free and charitable clinics are her home. She received her Bachelor of Science degree in Family and Child Development from Virginia Tech and her Master of Social Work degree and Leadership Certificate in Nonprofit Management from The University of North Carolina at Chapel Hill. In 2013, she was one of the first in the country to become a Certified Content Expert (CCE) with the National Committee for Quality Assurance (NCQA) for Patient Medical Home Recognition (PCMH).



**Alanna Suda** serves as the Senior Vice President leading MWW's Government Relations practice in Washington, D.C. Working with associations, corporations, nonprofits, healthcare entities, and higher education institutions, Ms. Suda utilizes her expertise in monitoring the federal landscape and leveraging the legislative and regulatory processes to achieve client goals. Ms. Suda has over 25 years of experience helping clients engage with the federal government to shape policies and funding streams that achieve their desired results. Before joining MWW in 2008, Ms. Suda worked on Capitol Hill and at Jorden Burt LLP, where she led the firm's appropriations and higher education practices. Ms. Suda is involved in a broad range of national, Washington-based organizations and coalitions, including Women in Government Relations, where she currently co-chairs the Health and Social Policies Task Force. Ms. Suda is a highly effective advocate who is passionate about using her government and communications skills to give clients a stronger voice in our nation's capital.



**Shannon Watson** was the executive director (ED) of a free clinic for 10 years, served on the Illinois Association of Free and Charitable Clinics board of directors for several years and is a current NAFC board member. With a diverse background in psychology, neurology, home health care administration, IRB member, free clinic leadership and more, Shannon considers her time as an ED of a free clinic as the most challenging and rewarding job she has had thus far. “Successful grant making was a key component in the overall success of the clinic that I had the honor to lead. Reviewing grants for the NAFC is exciting for me as it provides a window into the ongoing work of clinic members throughout the country.” Shannon has just received an Illinois insurance license that enables her to assist Illinois residents with their Medicare choices.



**Stephanie D. Wilding**, MPA, is the CEO of CommunityHealth. She is a skilled healthcare and nonprofit leader, adept at developing and implementing transformative initiatives across organizations. Steph most recently served as Chief Officer of Strategy, Planning and Development at Chicago Family Health Center (CFHC) where she increased and diversified revenue, led data driven performance improvement projects to expand access to care and improve quality outcomes, and advanced organizational goals through strategic and annual planning. Prior to joining CFHC in 2015, Steph was the Executive Director of the East Village Youth Program, a primarily volunteer-based youth services nonprofit. She holds a Master of Public Administration from the University of Illinois at Chicago, and a B.A. in International Studies from DePaul University.



**Martin Zanin** holds a BA in Political Science from Virginia Commonwealth University and an MS in Foreign Service from Georgetown University. Prior to joining CrossOver, Martin was the Director of Latin American Programs at Americares, a role in which he collaborated with non-governmental organizations to distribute more than \$100 million of medical aid annually and adopt data analysis tools to improve donation targeting and evaluate project outcomes. As CrossOver’s Outcomes Data Analyst, Martin develops patient outcomes frameworks, assesses service access and efficiency, and oversees the design and implementation of patient needs assessments and satisfaction surveys.

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