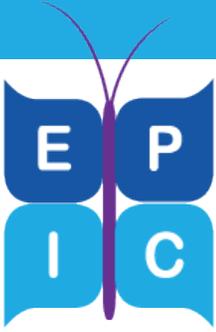


TEAM MEMBERS



QUALITY IMPROVEMENT AND COLLABORATIVE COACHING TEAM

Yvonne Hamby, MPH, Team Coordinator.

Ms. Hamby has worked extensively with DHHS agencies as well as state and local health departments; she has extensive experience with programs of the CDC. Ms. Hamby is particularly experienced in the development of quality assurance assessment plans. Ms. Hamby has participated on an Evaluation/QI Workgroup with the Florida Breast and Cervical Cancer Coalition. Additionally, she directed a project to develop one set of criteria to evaluate the quality of care provided at family planning clinics for the Regional Office of PHS Region VIII (RQIP). Most recently, Ms. Hamby completed a study to determine the effectiveness of the unique patient identifier system within the Region VIII Infertility Prevention Project as well as the ability of the unique identifiers to track the utilization of services in various clinic types. She also serves as the site evaluator for six Special Programs of National Significance (SPNS) sites, Options Replication Project; additionally, she serves as project director for the HIV Integration and Evaluation of the Steps to a Healthier Weld County Projects. Ms. Hamby has her MPH in Maternal Child Health from the University of South Florida where she was the recipient of the MCH Traineeship, and her BA in Sociology from Georgia State University.

Lea Ayers LaFave, PhD, RN, Quality Improvement (QI) Technical Advisor.

Dr. LaFave has broad experience as a registered nurse working across the healthcare system and the continuum of care, focusing on community-based services. Dr. LaFave's doctoral research included nurses' organizational systems knowledge as well QI learning collaboratives. Dr. LaFave provides consultation in the areas of systems change and development, and QI at local, regional, state, national and international levels. She embraces an improvement model that fosters empowerment through the development of action learning collaboratives (ALCs), by fostering collaboration and shared learning toward the implementation of evidence-based programs and interventions. As the Project Director for the QI-focused Multistate Learning Collaborative, she collaborated with two cohorts of learning teams comprised of CBOs to link health status and capacity targets. The successful QI initiative with pregnant women has spread horizontally to support reduction of tobacco use among women of childbearing

age in NH through WIC programs, and vertically to improve the interface between community-based WIC service delivery programs and the state level program office. Dr. LaFave obtained her PhD from the University of Massachusetts, Worcester, School of Nursing and her RN from Yale University School of Nursing.

Kathleen Thies, PhD, RN, Quality Improvement (QI) Technical Advisor.

Dr. Thies is a consultant with John Snow, Inc. A psychologist and a nurse, she is a seasoned health care professional, equally at home in academic and clinical settings. The keystone of her clinical and academic work is the systems thinking that is inherent in developmental psychology, and which has recently become more valued in health care. She received training as a coach in Clinical Microsystems approach to quality improvement, offered by The Dartmouth Institute (TDI) for Healthcare Policy and Clinical Practice. As the senior researcher for the Elliot Health System in Manchester, NH, she worked with interdisciplinary staff and Clinical Microsystems teams on several initiatives, to improve the quality of care, track and analyze indicators, and to implement and evaluate evidence-based practice, including a funded project to implement system-wide screening for perinatal mood disorders. As a consultant, she is also working with JSI to implement screening in primary care for substance use in adolescents, and with Community Health Care, Inc., a federally qualified health center in Connecticut to implement and evaluate care coordination across its 12 sites. Dr. Thies is an Affiliate Professor in the Department of Nursing at the University of New Hampshire, was a tenured associated professor and chair of the Department of Nursing at Colby-Sawyer College in NH, and the founding director of the Graduate Entry Program at the University of Massachusetts Medical School's Graduate School of Nursing.

TEAM MEMBERS



TRAINING AND TECHNICAL ASSISTANCE TEAMS

Naima Cozier, MSPH, Co-Training Coordinator

She has 13 years of experience in community health, behavioral sciences, and training development and delivery. As a Senior Consultant with JSI, she works on a variety of training development and TA delivery projects. As CBA Provider for the CDC Capacity Building Branch, she provides focused technical assistance for CBOs on organizational infrastructure, implementation of evidence-based interventions according to fidelity, and monitoring and evaluation. Ms. Cozier is on the targeted TA team for the Affordable Care Enrollment (ACE) TA Center. The center is a partnership with Health Resources and Services Administration (HRSA) HIV/AIDS Bureau (HAB) to help RWHAP-funded agencies enroll minority clients in ACA coverage options through all stages of the health coverage access continuum, including outreach and education, enrollment assistance, post-enrollment support, and renewal/re-enrollment. The ACE TA Center's services include on-site technical assistance, content-specific training and technical support, webinars, e-learning opportunities and institutes. Ms. Cozier served as Project Director for a gender integration capacity building project for the US DHHS Office of Women's Health (OWH). The project provided capacity building assistance to CBOs that are directly funded by OWH with a focus on integrating gender-responsive approaches to HIV prevention. Ms. Cozier holds a MSPH from Tulane School of Public Health and Tropical Medicine and a BS from Xavier University of Louisiana.

Megan Lane Hiltner, MPH, Co- Training Coordinator.

Ms. Hiltner has 12 years of health services program experience related to T&TA and maternal and child health. Currently, Ms. Hiltner is a project manager with JSI's National Training Center for Management and Systems Improvement funded by the Office of Population Affairs. On this project, she works on a team of seven to support Title X Family Planning Grantees incorporate the Affordable Care Act (ACA) into their programming, specifically outreach and enrollment. In addition, Ms. Hiltner has served as a TA Coordinator for JSI's Early Childhood Comprehensive Systems (ECCS) project, supporting 12 ECCS grantees in the Midwest and Western states to build statewide systems and collaborations in early childhood. She also directed JSI's Family and Youth Services Bureau T&TA project. She oversaw a team of TA providers in their support of Personal Responsibility Education Program grantees with planning and implementation of evidence-based pregnancy prevention programs and led the roll-out of a Communities of Practice website. She also managed JSI's T&TA project with the Office of Adolescent Pregnancy Programs in which she oversaw the provision of training and TA to school based health centers, CBOs, and health clinics that were conducting demonstration projects focused on caring for pregnant and parenting adolescents. Ms. Hiltner has a BA from Colorado State University and an MPH from Boston University with a Maternal Child Health Concentration.

Naomi Clemmons, MPH, TA Coordinator.

Ms. Clemmons is a Senior Consultant with extensive experience in conducting program evaluation, needs assessments and QI monitoring. Over the course of her 17 years of experience, she has worked to address a wide range of public health issues. Currently, she is working as Senior Technical Advisor on a five-year Teen Pregnancy Prevention project funded by the CDC and is Senior Evaluator for the Performance Measurement and Impact for Achieving Healthy People 2020 Goals for Children and Youth with Special Healthcare Needs under MCHB. Ms. Clemmons's state projects include working as Task Manager for the Delaware Department of Public Health, Title V strategic planning and needs assessment; Project Director for the Vermont Department of Health, Division of Maternal and Child Health on the Title V Needs Assessment, a requirement of the Maternal and Child Health (MCH) Block Grant application and currently Project Director for the Vermont Department of Maternal and Child Health on the Title X Family Planning Needs Assessment. In 2010, Ms. Clemmons was Project Director for Vermont's MIECHV Programs, a statewide assessment of Vermont's population, systems needs and resources conducted to identify appropriate evidence based programming for the State's home visiting initiative. Ms. Clemmons holds an MPH from University of Massachusetts School of Public Health, Amherst and a BA from American University.

TEAM MEMBERS



TRAINING AND TECHNICAL ASSISTANCE TEAMS CONTINUED

Debra Olesen, MSHA, TA Coach.

Ms. Olesen serves as a JSI senior consultant and the Regional Director of Denver's JSI office. Her experience includes years of work in assisting communities in the development of effective integrated health care delivery systems. Consulting and technical assistance provided by Ms. Olesen has included projects (large and small) for the Bureau of Primary Health Care, Maternal and Child Health Bureau, CDC Division of HIV Prevention, Colorado Office of Primary Care, Denver Health and Hospital Authority and various local, state and national organizations. This breadth of experience includes small individual consultancies to assist organizations in capacity building; conducting county and state level needs assessments; organizational assessments to ensure fidelity to program requirements for Bureau of Primary Health Care grantees; training Community Health Center grantees in the collection and accurate reporting of Uniform Data System information; and the direction of a CDC funded National HIV Monitoring and Evaluation project to provide training and technical assistance to community-based organizations and health departments in standardized data collection, reporting and analysis for their HIV prevention programs. Ms. Olesen also has extensive experience in qualitative data gathering by assisting in the design of key informant and focus group interview guides, conducting key informant and focus groups interviews, synthesizing data to find recurring themes and issues, and writing summary findings.

Alexia Eslan, MBAH, TA Coach.

Ms. Eslan has over a decade of experience working with both public and private health entities at all levels and bringing together diverse communities to understand shared needs and wants. Ms. Eslan has extensive expertise facilitating meetings and groups in both English and Spanish for formative research purposes, training, strategic planning, program development and implementation, and team meetings among others. She is certified in the Institute of Cultural Affairs' Techniques of Participation (ToP) facilitation and strategic planning methods. Prior to JSI, Ms. Eslan worked as Operations Business Manager at Kaiser Permanente. In this role, she implemented initiatives such as a new electronic health record, panel management, group visits and mass flu clinics; and then proceeded to create new programs and processes within operations using Lean Six Sigma methodology for all Kaiser Permanente facilities in Colorado. This experience has enhanced Ms. Eslan's ability to apply process improvement, health information technology and marketing theories to programmatic objectives, working closely with leadership, staff and providers, and managing the key tasks required to create an outstanding final product.