

3rd Annual Harry Harwick Course on Healthcare Administration *February 10, 2018*

Course Faculty

Jon Christianson, Ph.D.

Jon Christianson received his Ph.D. in economics from the University of Wisconsin - Madison. He is a faculty member of the Division of Health Policy and Management, School of Public Health, University of Minnesota and has held the James A. Hamilton Chair in Health Policy and Management since 1998. Professor Christianson has authored ten books and more than 200 journal articles and book chapters. He received the Annual Research Award of the National Institute for Health Care Management and chaired Academy Health's annual research meeting.

Professor Christianson's recent research focuses on measurement and reporting of provider performance, physician payment arrangements, and health care purchasers. He regularly teaches graduate courses on the healthcare system and on healthcare purchasers and health insurers.

From 1998-2000, Professor Christianson served on the Institute of Medicine committee that produced the report *To Err Is Human*. More recently, he was a member of the IOM's Geographic Adjustment Factors in Medicare Payment Committee and served 6 years on the IOM's Board on Health Care Services which oversees all IOM health service projects. He currently is Vice-Chair of the Medicare Payment Advisory Commission, which advises Congress on Medicare.

Danielle Crawley, M.A.

Danielle Crawley started her healthcare career in mental health while obtaining her Bachelor's in Healthcare Administration and Communications from Montana State University. Danielle joined Mayo Clinic in 2010 where she has served in many roles within the emergency department, obstetrics, and hematology while completing her Masters of Health and Human Services Administration from Saint Mary's University, Minnesota. Danielle is a health systems engineer within the Department of Management Engineering and Internal Consulting where she works primarily with the hospital and psychiatry practices.

Jennifer Fang, M.D.

Dr. Jennifer Fang is a neonatologist at Mayo Clinic in Rochester, Minnesota and an Assistant Professor of Pediatrics. She received her medical degree from the Mayo Clinic School of Medicine, completed pediatric residency at Lucile Packard Children's Hospital at Stanford University, and completed her fellowship in Neonatal-Perinatal Medicine at Mayo Clinic. She also holds a Master's degree in the Science of Health Care Delivery from Arizona State University.

Dr. Fang serves as the Medical Director of Mayo Clinic's Neonatal Telemedicine Program. This program allows neonatologists to partner with local care teams to manage critically ill neonates and assist in high-risk newborn resuscitations that occur in community hospitals. Over the past four years, Dr. Fang has led the successful development and expansion of the teleneonatology program that now serves 10 community hospitals in the region and has provided over 220 consultations.

Beth Kreofsky, M.B.A.

Beth Kreofsky is a Senior Product Manager at the Mayo Clinic Center for Connected Care with a focus on emergency telemedicine and facility care. She graduated from Cardinal Stritch University in Milwaukee, Wisconsin with a Bachelor of Science in Strategic Management of Information Systems, and received her Master of Business Administration from St. Mary's University of Minnesota. Beth has held many positions within various areas of Mayo including Endocrinology, SPARC Innovation Program, Systems and Procedures, and the Center for Innovation. Beth's experience includes clinical process experimentation, ideation processes and project management, and systems innovation. Beth has worked at Mayo Clinic for 19 years.

Jeffrey Larson Keller, M.A.

Jeffrey Larson Keller has worked at Mayo Clinic for 30 years and is currently a Senior Transformation Advisor in Leadership and Organization Development, Human Resources, where he considers his trade listening and engaging others to accelerate change. He is a catalyst for building change capabilities across the Mayo enterprise. Jeff spends much of his time supporting the Plummer Project as the change management lead as well as acting as a change resource on a number of other enterprise projects. He has broad experience in dialogue based, participatory processes, specializing in organizational change management, meeting management, conflict resolution, and authentic leadership. He is a Prosci certified change practitioner, a certified advanced instructor, and has completed advanced change management training. Jeff received his M.A. degree from Saint Mary's University of Minnesota in management and his B.S. degree from Iowa State University in statistics.

Justine Mishek, M.H.A.

Justine Mishek, M.H.A. instructor, Division of Health Policy and Management, School of Public Health, University of Minnesota is the lead instructor for the Minnesota Problem Solving Method Curriculum alongside the Strategy and Marketing Curriculum for both the full-time and executive M.H.A. programs. Justine brings extensive experience from prior leadership positions across the country in product management, business development, consulting and technology services at Kaiser Permanente, ECG Management Consultants, Fairview Health Services, Athena health, and as an independent consultant. Justine holds a Bachelor of Arts ('97) and a Master of Healthcare Administration ('02) degree from the University of Minnesota.

Hannah Neprash, Ph.D.

Hannah Neprash, Ph.D., is an assistant professor in the Division of Health Policy & Management, within the University of Minnesota School of Public Health. Dr. Neprash is an expert in physician behavior. Her research studies how physicians and other healthcare providers respond to financial and non-financial incentives, with a focus on time pressure, productivity, and market structure. She is experienced using novel sources of data to examine how physician decision-making drives utilization, spending, access, and quality in healthcare. Her applied research and policy experience includes time at the Medicare Payment Advisory Commission (MedPAC), the Health Subcommittee of the U.S. House of Representatives Ways & Means Committee, and the Massachusetts Health Policy Commission. She received her Ph.D. in health economics from Harvard University.

Jamie Newman, M.D., M.H.A.

Dr. Jamie Newman trained at Johns Hopkins University, Mayo Clinic College of Medicine, Baylor University, Houston, and The Carlson School of Business at the University of Minnesota. He is a hospitalist with extensive administrative and educational interests. He serves as Medical Director of the Mayo Midwest Admission and Transfer Center, and Chair of the Hospital Optimization Committee. His educational activities include being director and speaker at many regional, national and international courses designed for both clinical and administrative audiences. He also has a strong interest in the philosophy and history of medicine.

Ashton Schatz, J.D., M.H.A.

Ashton Schatz, J.D., M.H.A., serves as the Operations Administrator of the Department of Urology and Administrator of Contracting and Payer Relations at Mayo Clinic in Rochester, Minnesota. Ms. Schatz partners with physician leadership to assist in ensuring the practice identifies areas of focus for financial sustainability through the ever-changing healthcare regulatory environment. She develops strategy with administration to achieve long-term goals that align with the direction of commercial payers. Previously, she served within Mayo Clinic's Medicare Strategy Unit as a regulatory consultant to administration and physician leadership. Ms. Schatz has a Juris Doctor from Hamline University School of Law, with certifications in health law and healthcare compliance, a Masters in Health Administration from the University of Minnesota and is currently a student at Loyola University Chicago School of Law for her L.L.M in health law.

Tim Smith, M.H.A.

Tim Smith is a principal with Deloitte Consulting LLP. Tim is a national leader for Deloitte's Health Care Information Technology practice, and leads Deloitte's Global Technology Enabled Transformation initiative. Tim is focused on the healthcare industry and leads many of Deloitte's engagements focused on the planning and implementation of clinical and revenue cycle enterprise systems, mHealth and eHealth integration, healthcare IT strategy and design, and operational and organizational redesign projects.

In his role and in his practice, Tim is working with Deloitte's clients to leverage core EHR and other technology assets to drive transformation change.. He has also advised clients on leveraging technology to better engage patients, provide a broadened continuum of care, and to more effectively interoperate with other healthcare providers in the community and across the country. Change management and adoption of healthcare technology has been a critical success factor to all of Tim's engagements.

Cyd Smith, M.H.S.A.

Cyd Smith was one of the founding directors for the Harry Harwick Course on Health Care Administration. She started her career with Mayo as an Administrative Fellow and has served in Research Administration, Hospital Internal Medicine, Revenue Cycle, International Practice and the Office of Health Equity and Inclusion. She is also chair of eMERGING Leaders, the young professionals Mayo Employee Resource Group, a member of the Diversity & Inclusion Committee and Hospital Incident Command System steering committee. Prior to joining Mayo, Cyd had a career in cardiovascular outcomes research at the University of Michigan where she also received her Master's in Health Services Administration. She is the Education Chair for the Southeast Minnesota Local Program Council and member of the state Education and Diversity & Inclusion committees. She also serves as a Park Commissioner for the City of Rochester.

Sarah Szpaichler, M.A.

Sarah Szpaichler is a senior manager in Deloitte's Digital Enablement practice focusing on driving sustainable behavior adoption in large-scale healthcare provider transformations. With a background in Industrial and Organizational Psychology, she has more than 15 years' experience in organizational change, leadership alignment, learning, and organizational survey research. She has led adoption efforts for several large-scale EHR implementations in academic medical centers and regional health systems. Her experience includes engaging leaders, clinical supervisors, physicians, nurses, and other staff to articulate the operational impact of technology changes, and drive operational ownership of readiness, in order to achieve the strategic goals of technology-enabled, high-value care delivery.

Pritish Tosh, M.D.

Dr. Pritish Tosh is an Associate Professor of Medicine in the Division of Infectious Diseases and the Medical Director for Disaster Preparedness at Mayo Clinic. Dr. Tosh's prior training includes the Epidemic Intelligence Service (EIS) at the Centers for Disease Control and Prevention (CDC) as well as the Center for Infectious Diseases Research and Policy (CIDRAP) at the University of Minnesota. He is involved in all hazards disaster preparedness on a local, regional, and national level, working with public health organizations and professional societies in developing preparedness guidance.