DIVERSITY AND INCLUSION: A GROWTH STRATEGY IMPERATIVE
INVEST IN THE CULTURAL DEMOGRAPHIC SHIFT

FORUM AGENDA AND SPEAKERS
HEALTHCARE EXECUTIVE LEADERSHIP FORUM
DIVERSITY AND INCLUSION: A GROWTH STRATEGY IMPERATIVE
TUESDAY, SEPTEMBER 19, 2017

AGENDA

7:30 to 8:15 a.m. REGISTRATION/BREAKFAST

8:15 a.m. WELCOME
Kety Duron
Chief Human Resources and Diversity Officer — City of Hope

8:20 a.m. OPENING REMARKS
Robert W. Stone
President and CEO — City of Hope

9 a.m. ROUNDTABLE/PANEL DISCUSSION — ENTERPRISE LEADERSHIP
David Casey
Chief Diversity Officer — CVS Health
Harlan Levine, M.D.
Chief Strategy Officer and Chief Executive, Medical Foundation — City of Hope
Shaden Marzouk, M.D., M.B.A.
Chief Medical Officer — Cardinal Health
John Nackel
Founder, Chairman and CEO — Three-Sixty Advisory Group

9:40 to 9:55 a.m. BREAK

9:55 a.m. SHORT FORM KEYNOTE — PREVENTIVE CARE
Kevin Barnett, Dr.P.H., M.C.P.
Senior Investigator — Public Health Institute

10:30 a.m. SHORT FORM KEYNOTE — THE MULTICULTURAL PATIENT
Bill Imada
Chairman and Chief Connectivity Officer — IW Group Inc.

10:40 a.m. ROUNDTABLE/PANEL DISCUSSION — THE MULTICULTURAL PATIENT
Len Fong
Associate Vice President of Strategic Alliances — City of Hope
Bill Imada
Chairman and Chief Connectivity Officer — IW Group Inc.
Vince Urrutia
Vice President, Chief Merchant Tailored Offerings — CVS Health

11 a.m. ROUNDTABLE/PANEL DISCUSSION — WORKFORCE REPRESENTATION
Kety Duron
Chief Human Resources and Diversity Officer — City of Hope
Steven T. Rosen, M.D.
Provost and Chief Scientific Officer — City of Hope
Carolyn Wiesenhahn
Senior Vice President, Human Resources — CVS Health
David Boyd Williams
Director, Global Diversity — Sodexo

12 to 1 p.m. LUNCH

1:10 p.m. SHORT FORM KEYNOTE — PATIENT EXPERIENCE
Joseph Alvarnas, M.D.
Senior Medical Director, Community Practices — City of Hope

1:45 p.m. SHORT FORM KEYNOTE — PREVENTIVE CARE
Somava Stout, M.D.
Executive Lead, 100 Million Healthier Lives — Institute for Healthcare Improvement

2:30 p.m. ROUNDTABLE/PANEL DISCUSSION — PATIENT EXPERIENCE/PREVENTIVE CARE
Kristin Bertell
Chief Philanthropy Officer — City of Hope
Jack Cox, M.D., M.M.M.
Senior Vice President, Chief Quality Officer — Providence St. Joseph Health
Betty Ferrell, Ph.D., M.A., R.N., F.A.A.N., F.P.C.N., C.H.P.N.
Director and Professor, Division of Nursing Research and Education, Department of Population Sciences — City of Hope
Joe Kim, M.D., M.P.H.
Chief Medical Officer, California Hospital Medical Center — Dignity Health
Rick Kittles, Ph.D.
Professor and Founding Director, Division of Health Equities — City of Hope

3 to 3:15 p.m. BREAK

3:15 p.m. ROUNDTABLE/PANEL DISCUSSION — WORKFORCE REPRESENTATION
Cie Armstead
Director — American Colleges of Healthcare Executives
Tony Coleman
Senior Military Officer Associate, Health Care Operations — Kaiser Permanente
Randy Martinez
Director, Strategic Diversity Management — CVS Health

4:05 p.m. CONCURRENT BREAKOUT SESSIONS: PREVENTIVE CARE
Kimlin Tam Ashing, Ph.D.
Professor, Beckman Research Institute of City of Hope, Founding Director, Center of Community Alliance for Research & Education, Division of Health Equities — City of Hope
Nancy Clifton-Hawkins
Community Benefit Manager — City of Hope
Mayra Serrano, M.P.H., C.H.E.S.
Manager, Center of Community Alliance for Research & Education — City of Hope

PATIENT EXPERIENCE
Loretta Erhurnmussen, M.D.
Assistant Professor, Division of Thoracic Surgery — City of Hope
Arti Hurria, M.D.
Vice Provost for Clinical Faculty, Professor and Director, Center on Cancer and Aging, The George Tsai Family Chair in Geriatric Oncology — City of Hope

WORKFORCE REPRESENTATION
Patricia Flores
Senior Director, Talent Acquisition — City of Hope
Christopher Sistrunk, Ph.D.
Assistant Professor, Division of Early Biomarkers and Prevention — City of Hope

ENTERPRISE LEADERSHIP
John Nackel
Founder, Chairman and CEO — Three-Sixty Advisory Group
Lisa Stockmon
Chief Marketing and Communications Officer — City of Hope

4:45 p.m. CLOSING REMARKS
Kety Duron
Chief Human Resources and Diversity Officer — City of Hope

5 p.m. NETWORKING RECEPTION
Joseph C. Alvarnas, M.D.

Joseph C. Alvarnas, M.D., is Director of Value-Based Analytics, as well as Senior Medical Director of Community Practices and Clinical Associate Professor, Department of Hematology and Hematopoietic Cell Transplantation at City of Hope Comprehensive Cancer Center in Duarte, California.

Dr. Alvarnas earned his medical degree from the University of California in San Francisco. He completed an internal medicine residence, as well as, hematology and bone marrow transplantation fellowship at Stanford University Medical Center in Stanford, California.

Dr. Alvarnas is a member of the American Society of Hematology, and serves as the Chair of the Committee on Practice. He has previously served as the founding Co-Chair of the NCCN Acute Lymphoblastic Leukemia Panel and as a member of the Cancer Endorsement Maintenance Steering Committee for the National Quality Forum.

Dr. Alvarnas is author or co-author of numerous scientific journal articles.
Cie Armstead

Nationally recognized for her expertise in the evolving diversity and inclusion (D&I) arena, Cie Armstead builds upon more than 25 years’ experience as an innovative D&I leader. In November 2015, she joined the American College of Healthcare Executives (ACHE) to become its first Diversity & Inclusion Director. Previously, Cie served as Diversity Center Director at the American Bar Association (ABA), where she provided substantial consultation to internal ABA entities, as well as bar associations across the country. She served as Chair of the Steering Committee that created and executed the Collaborative Bar Leadership Academy, in conjunction with presidential officers from the national bar associations of color. Cie led the collaborative group that developed the first ABA-wide Diversity Plan. During her 24-year tenure with the ABA, Cie held several other positions including Senior Staff Advisor to the ABA President and Director of Litigation Section Periodicals.

Cie is a frequent presenter and writer on D&I and association management topics, specializing in evidence-based practices and creating collaborative initiatives to achieve D&I objectives. She is Chair of 2016-2017 D&I Committee of the American Society of Association Executives (ASAE), and has held several leadership positions with Chicago’s Association Forum. Cie holds an undergraduate Journalism degree from Northwestern University and a Master’s in Public Administration from Roosevelt University. She is currently pursuing a Doctorate in Business Administration, specializing in Industrial Organizational Psychology.
Kimlin Tam Ashing, Ph. D.

Dr. Kimlin Tam Ashing is professor, and directs the Center of Community Alliance for Research and Education (CCARE) at City of Hope. She received her doctorate in Clinical Psychology from the University of Colorado, Boulder. As an advocate-scientist her work is advancing community, theoretical and methodological approaches in behavioral, implementation and translational sciences. She is active in several cancer related organizations; she serves on the Board of Directors for the American Psych Oncology Society; National Advisory Council for the Asian Pacific Islander Native Hawaiian Cancer Survivors Network, Executive Council of American Cancer Society, Los Angeles, and as Scientific Advisor to Latinas Contra Cancer and the African-Caribbean Cancer Consortium, and the Southern Los Angeles Patient Navigation and Wellness Center.

She is the notable leader in examining cancer inequities, survivorship and quality of life, and has published over 78 articles and book chapters. Her life work is to increase the voice and representation of underrepresented groups in psychooncology practice and research. She is dedicated to her research, mentoring students and trainees, and increasing the capacity of community organizations to engage in research, and address cancer and chronic conditions. Dr. Ashing examines relevant living situation, historical and cultural contexts as these relate to health outcomes and culturally responsive health care. Her work in this area is significant and innovative and guides much of the health-equity and cross-cultural cancer survivorship research. Her scholarship is to understand and investigate how culture, ethnicity, socioecological and systemic contexts influence health and patient centered outcomes.
Kevin Barnett is a Senior Investigator at the Public Health Institute. He has led research and fieldwork in hospital community benefit and health workforce diversity at PHI for over two decades, working with hospitals, government agencies, and community stakeholders across the country.

Recent work includes a study of community health assessments and implementation strategies for the Centers for Disease Control and Prevention and a national initiative funded by the Kresge Foundation to align and focus investments by hospitals, other health sector stakeholders, and financial institutions in low income communities.

Current work includes a partnership with The Governance Institute and Stakeholder Health with funding from the Robert Wood Johnson Foundation to build place-based population health knowledge among hospital board members and senior leadership, a national study of hospital interventions to address food insecurity, and a partnership with the Carsey School of Public Policy to convene regional meetings of hospital and community teams with community development financial institutions to design intersectoral health improvement strategies.

He serves as the Co-Director of the California Health Workforce Alliance, as a member of the Board of Directors of Communities Joined in Action, and as a member of the Board of Directors for the Trinity Health System.
Kristin Bertell, M.A.

Kristin Bertell is a nationally recognized leader in the field of philanthropy having held senior- and executive-level positions for some of the country’s most prestigious academic and health care organizations. She joined City of Hope in 2015 as Chief Philanthropy Officer and leads a team of nearly 150 staff in executing a diverse portfolio of fundraising programs and activities, generating approximately $140 million in private support annually. Under her leadership, City of Hope is evolving its 100+ year fundraising platform into an industry-leading, mission-driven philanthropic enterprise.

Previously, Ms. Bertell served in leadership and campaign positions for UC San Diego Health, the Salk Institute for Biological Studies, Keck School of Medicine of USC, the Greenwood Company, and UCLA Health Sciences Development. Ms. Bertell has received multiple awards recognizing her work including being named the 2014 AFP San Diego Chapter’s Outstanding Fundraising Professional. She is a regular speaker at local and national professional association and industry conferences and actively maintains her C.F.R.E. (Certified Fund Raising Executive) credential. She completed her undergraduate studies and Master’s degree from the UCLA College and USC Annenberg School for Communication and Journalism, respectively.
David L. Casey is Vice President of Workforce Strategies and Chief Diversity Officer for CVS Health, the nation’s largest pharmacy innovation company with $143 billion in revenue and more than 243,000 colleagues in 49 states, the District of Columbia, Puerto Rico and Brazil.

In this leadership role, Casey is responsible for formulating the company’s workforce strategies, with accountability for strategic diversity management, EEO/affirmative action and workforce initiatives. He also serves as the president of the CVS Health Employee Relief Fund, a public charity designed to help CVS Health employees during unanticipated and unavoidable financial hardships and emergencies.

Previously, Casey served as the Vice President, Workplace Culture and Chief Diversity Officer at Anthem, the nation’s largest health insurer by membership, where he led the development and implementation of enterprise wide workplace and diversity management strategies for 42,000 associates, positioning Anthem as one of the top companies in the U.S. for diversity.

Casey is an eight year veteran of the United States Marine Corps, having served in Operation Desert Storm.

Active in the community, Casey serves in an advisory and board of director capacity for several national and local organizations, including the Department of Labor’s Advisory Council on Apprenticeship, Greater Providence Chamber of Commerce, Skills for Rhode Island’s Future, Year Up- Providence, USBLN and the Urban League of Eastern Massachusetts. He also serves on the advisory boards for the Human Capital Executive Research Board, the i4CP Chief Diversity Officer Board and the National Association of African Americans in HR.

Through his work and expertise, Casey has earned several professional service accolades, including induction as a Fellow into the National Eagle Leadership Institute, and has helped contribute to CVS Health’s place on major public rankings, including Diversity Inc’s Top 25 Noteworthy Companies, 100% on the Human Rights Campaign Corporate Equality Index and Fortune’s annual list of the World’s Most Admired Companies, a leading report card on corporate reputation.

With more than 20 years of experience, Casey is recognized as an expert in the field of diversity management, and has been published or cited in Forbes, the Wall Street Journal, New York Times, The Atlantic, Diversity Inc, Profiles in Diversity Journal, Diversity Global and Diversity Executive, and has appeared on the television series, American Profiles, with Lou Gossett, Jr.
Nancy Clifton-Hawkins

Nancy Clifton-Hawkins, is the manager of Community Benefit at City of Hope. Nancy has over 20 years’ experience in the development, implementation and evaluation of population health/public health programs in vulnerable communities. Her current role requires her to weave the complex relationships between the work at City of Hope and the vulnerable communities within the service area. She ensures that all community benefit programs/services are linked with the tri-annual community health needs assessment and builds out an implementation strategy that targets City of Hope towards sustainable investments that address health inequities.

On the volunteering side, Nancy has held various leadership positions in a number of southern California non-profit organizations from the Orange County Breastfeeding Coalition to the Brea Family Resource Center. Currently Nancy is a Board Member for the National Commission for Health Education Credentialing, and acts as the Director for the Mindfulness Center in Orange County. Both Nancy and her husband, Kenton, are Returned Peace Corps Volunteers. She has two teenage sons and thanks them for teaching her how to really love soccer. Nancy is a Master Certified Health Education Specialist and holds a double Master’s degree in Health Education & Promotion/International Health, with an emphasis in Maternal/Child Health, from Loma Linda University.
Tony Coleman is from Los Angeles, California. At 17, he enlisted in the U.S. Navy, serving as a Mine Sweep Boatswain’s Mate on board USS PIONEER (MCM 9) and USS ARDENT (MCM 12), operating in the Gulf of Mexico, the eastern seaboard, the Persian Gulf and the Gulf of Oman. After completing two full sea tours, Tony was reassigned to shore-based duty at Mobile Operations Mine Assembly Unit ELEVEN, Charleston, SC where he earned a Bachelor of Science degree in education, and a Master of Health Administration degree which led to a commission as a Naval Officer (Health Care Administrator).

During his career as a Naval Officer, Tony served as a Department Head for Administrative Services, for three Ambulatory Care Clinics, Medical Administrative Officer onboard USS HARRY S. TRUMAN (CVN 75), Director of Human Resources and later Assistant Chief Financial Officer, U.S. Naval Hospital Yokosuka, Japan, and his final tour of duty as Chief Financial Officer and Executive Board Member at Naval Hospital Beaufort, SC where he successfully managed a over 400 million dollars of government appropriated tax dollars.

Tony was appointed by the Secretary of Defense as a United States Senate Youth Program Military mentor, and is the Treasurer of the National Association of Health Services Executives. He is a member of the American College of Healthcare Executives, and an Executive Development Program Fellow, as well as a Thomas C. Dolan Executive Diversity Scholar. In 2016, Tony became a German Marshall Fund Marshall Memorial Fellow.

Tony retired from the U.S. Navy with honorable service in 2016 and now holds the position of Senior Military Officer Associate, Health Care Operations with Kaiser Foundation Health Plan Inc. and Hospitals, Southern California Region. He is most proud of his role as father to his daughter, Elise Michele.
Dr. Jack Cox is a seasoned senior physician executive, author and national speaker with over 25 years’ experience across a broad field of health care environments including both regional and national senior executive and board experience. Dr. Cox is currently the Senior VP & Chief Quality Officer for Providence St Joseph Health (PSJH) and the SVP/CMO for St Joseph Health (SJH). PSJH is one of the nation’s top Catholic health systems, with 50 hospitals and 107 thousand caregivers serving over 10 million patients in seven states. Representing a recent partnership (2016) between Providence Health & Services and St Joseph Health, PSJH is a $21 billion non-for-profit comprehensive healthcare organization.

Performance & quality improvement are passions for Dr. Cox. He has implemented outpatient QI measures as a Regional Medical Director for Intermountain Healthcare (IHC), built the Clinical Performance Improvement (CPI) team for Premier as their Senior VP / CMO (implemented a national PI model that led to the Health Quality Improvement Demonstration project with CMS) and developed the Performance Improvement team for Hoag.

Dr. Cox is known as a builder / architect. He developed the Utah Valley Family Practice Residency for IHC, developed the CPI team and the clinical products evaluation team for Premier, developed the PI & the clinical institutes’ teams for Hoag as well as served as a member of the executive team that developed the Hoag Orthopedic Institute & Hoag Hospital Irvine and the recent merger to form PSJH. He has had significant operational experience. At Premier, he led the team responsible for $20B in clinical product contracts. At Hoag, he led the Clinical Institute teams responsible for >$400M in revenue.

Dr. Cox is a board certified Family Physician, a fellow of the American Board of Family Practice, a fellow of the American College of Physician Executives and holds a master’s degree in Medical Management from Tulane University. He has been named one of Becker’s Top 100 CMO’s to know in 2014, 2016 and Becker’s Top Expert Leading the Field of Patient Safety, 2017.
Kety Duron is City of Hope’s chief human resources and diversity officer, providing executive strategy and oversight for the organization’s human resource initiatives. This includes overseeing City of Hope’s compensation, benefits, employee/labor relations, organizational design and development, diversity and inclusion, succession planning and leadership development, talent acquisition and selection, staff training, workforce planning and performance management programs.

Prior to City of Hope, Duron was vice president of human resources at Stanford Health Care where she transformed the department into a customer-focused, proactive thought-partner. Before Stanford Health Care, she served in a variety of human resources leadership roles at UCLA Health for more than 25 years.

Kety has a Bachelor of Science degree in physics from the University of Athens, Greece, and a Master of Business Administration degree from Pepperdine University.
Loretta Erhunmwunsee, M.D.

Loretta Erhunmwunsee, M.D. is an assistant professor in City of Hope’s division of thoracic surgery. Dr. Erhunmwunsee graduated Phi Beta Kappa from Emory University in Atlanta, GA and received her medical doctorate from Harvard Medical School in Boston, graduating magna cum laude. She continued her post-graduate training at Duke University Medical Center in Durham, NC, completing a general surgery internship, followed by a residency in general surgery, after which she served as chief resident from 2011 - 2012. This was followed by a residency in cardiothoracic surgery, also at Duke.

Board-certified in surgery, Dr. Erhunmwunsee has been the recipient of numerous honors and awards including the World Congress on Lung Cancer Young Investigator’s Award in 2009. She was chosen as an NIH/NMA Academic Career in Medicine Fellow in 2015, and was chosen as a Feagin Leadership Scholar from Duke University in 2014.

Dr. Erhunmwunsee is also the recipient of the Peter C. Pairolero Scholarship Award which she received in 2015 from the General Thoracic Surgical Club. She sees patients with lung, esophageal and mediastinal tumors. Her research focuses on eliminating health inequity in thoracic oncology patients.
Betty Ferrell, RN, PhD, MA, FAAN, FPCN, CHPN has been in nursing for 40 years and has focused her clinical expertise and research in pain management, quality of life, and palliative care. Dr. Ferrell is the Director of Nursing Research & Education and a Professor at the City of Hope Medical Center in Duarte, California. She is a Fellow of the American Academy of Nursing and she has over 400 publications in peer-reviewed journals and texts. She is Principal Investigator of a Research Project funded by the National Cancer Institute on “Palliative Care for Patients with Solid Tumors on Phase 1 Clinical Trials” and Principal Investigator of the “End-of-Life Nursing Education Consortium (ELNEC)” project. She directs several other funded projects related to palliative care in cancer centers and QOL issues. Dr. Ferrell was Co-Chairperson of the National Consensus Project for Quality Palliative Care. Dr. Ferrell completed a Masters degree in Theology, Ethics and Culture from Claremont Graduate University in 2007.

She has authored eleven books including the Oxford Textbook of Palliative Nursing published by Oxford University Press (4th edition published in 2015). She is co-author of the text, The Nature of Suffering and the Goals of Nursing published in 2008 by Oxford University Press and Making Health Care Whole: Integrating Spirituality into Patient Care (Templeton Press, 2010). In 2013 Dr. Ferrell was named one of the 30 Visionaries in the field by the American Academy of Hospice and Palliative Medicine.
Len Fong has over 25 years of experience in the field of marketing communications working for general as well as ethnic agencies launching national multi-media campaigns in a variety of industries. As a Founding Partner of East-West Advertising, Len is considered a pioneer in Asian American marketing where he developed successful market-entry campaigns for clients such as: Bank of America, Continental Airlines, Anheuser-Busch, Prudential Insurance, Nordstrom and The San Jose Mercury News.

Len currently heads up the burgeoning multi-ethnic marketing department for City of Hope and is responsible for integrated marketing and outreach programs targeting diverse consumer groups. Since his hire a little over two years ago, he has led the efforts to develop culturally-relevant marketing campaigns targeting the Hispanic, African American, Chinese, and Korean communities.

Mr. Fong has given speeches and participated in conferences on multicultural marketing and has been written up in key national publications. He is a graduate of U.C.L.A. and is a former board member of The Asian American Immigration Station Foundation in San Francisco and a former board member of the Oakland-China Wildlife Preservation Foundation.
Arti Hurria, M.D.

Dr. Arti Hurria is a geriatrician and oncologist and is Vice Provost of Clinical Faculty and Director of the Cancer and Aging Research Program at City of Hope. The overall goal of Dr. Hurria’s research program is to improve the care of older adults with cancer. Under Dr. Hurria’s leadership, the Cancer and Aging Research Program has developed and executed over 24 geriatric oncology protocols, enrolling over 3200 participants on studies focused on cancer and aging. Dr. Hurria is principal investigator on 6 NIH-funded grants and has received research support from the Breast Cancer Research Foundation, UniHealth Foundation, and Hearst Foundation. Dr. Hurria leads national and international efforts to improve the care of older adults with cancer. She served on the Institute of Medicine, Committee on “Improving the Quality of Cancer Care: Addressing the Challenges in an Aging Population.” Since 2010, Dr. Hurria has served as the Editor-in-Chief for the Journal of Geriatric Oncology. She was the recipient of the B.J. Kennedy Award from the American Society of Clinical Oncology, which recognizes scientific excellence in geriatric oncology. In 2016, Dr. Hurria was elected to the Board of Directors for the American Society of Clinical Oncology.
Bill Imada is founder, chairman and chief connectivity officer of IW Group, a minority-owned and operated advertising, marketing and communications agency focusing on the growing multicultural and millennial markets. For more than 25 years, Bill has worked with some of the top domestic and global companies, including American Airlines, City of Hope, Coca-Cola, General Motors, Godiva Chocolatier, Lexus, McDonald’s, Southern California Edison, Toyota Motor Sales, USA, Inc., Walt Disney Imagineering, Warner Bros. Pictures, Walmart Stores, Westfield Malls and many others. His areas of expertise include advertising, branding, multicultural communications, marketing, crises management, partnership marketing and public relations.

Bill is active in civic and community affairs, and serves on more than a dozen boards and advisory councils, including the Advertising Educational Foundation, Asian/Pacific Islander American Chamber of Commerce & Entrepreneurship, California Asian Pacific Chamber of Commerce, Center for Asian American Media, Coalition for Asian Pacifics in Entertainment, LAGRANT Foundation, PBS and many others.
Rick Kittles, Ph.D.

Rick Kittles, Ph.D., is Professor and founding director of the Division of Health Equities within the Department of Population Sciences at the City of Hope (COH). He is also Associate Director of Health Equities of COH Comprehensive Cancer Center. Dr. Kittles is well known for his research of prostate cancer genetics and health disparities among African Americans.

Kittles' work explores the impact of genetic variation across populations in pharmacogenomics, biomarker discovery, and disease gene mapping. Dr. Kittles has NIH-funded projects to study genetic and environmental modifiers of serum 25-hydroxyvitamin D levels in order to improve our understanding of the role serum Vitamin D plays in health disparities. He is leading a multi-site collaboration studying modifiers of serum 25-hydroxyvitamin D [25(OH)D] levels and their role on prostate cancer susceptibility.

In 2010 Dr. Kittles was named in Ebony magazine’s “The Ebony Power 100.” In March of 2012 Dr. Kittles presented the Keynote Address to the United Nations General Assembly, “International Day of Remembrance of Victims of Slavery and the Transatlantic Slave Trade.” In 2017 he was named by The Huffington Post as one of “50 Iconic Black Trailblazers Who Represent Every State In America.”

Dr. Kittles has published over 170 research articles.
Joe E. Kim, M.D.

Joe Kim, MD is the Chief Medical Officer of California Hospital Medical Center in downtown Los Angeles, part of Dignity Healthcare. In his role he provides management and strategic leadership functions to the hospital for effective planning, monitoring of patient care quality, resource utilization across all departments. Prior to joining Dignity Health, Joe served as the Medical Director for Care Management and also as the Medical Director of Quality Improvement for Cedars-Sinai Health System. He is also an assistant clinical professor at the UCLA David Geffen School of Medicine.

Dr. Kim earned his medical degree from The George Washington University School of Medicine. He completed a residency in Internal Medicine/Primary Care at Yale University School of Medicine, fellowship training in Health Sciences Research at UCLA and earned an MPH at The Columbia University School of Public Health.
Harlan Levine, M.D., is chief strategy officer of City of Hope, and chief executive of City of Hope Medical Foundation and member of the CEO Council. In these roles he is accountable for strategy, growth, business development, marketing, clinical informatics, product innovation & commercialization, payer strategies, the Center for International Medicine, and the management of the medical group practice.

Prior to City of Hope, Dr. Levine held executive roles at United Health Group, Towers Watson, and WellPoint, Inc., and served on multiple advisory roles including IBM’s Watson Healthcare Board of Advisors, GE Ventures/Healthcare Incubations, and Medtronic Advisor for Population Health. He received his undergraduate degree from Harvard College and medical degree from University of California, San Francisco, and he is board certified in Internal Medicine.
Glenn Llopis (pronounced ‘yō-pēs) is the Chairman of the Glenn Llopis Group, a nationally recognized thought leadership, human capital, and business strategy consulting firm. A bestselling author of the books The Innovation Mentality and Earning Serendipity, Glenn has more than 25 years’ experience as an executive and entrepreneur and is a senior advisor and speaker to Fortune 500 companies and organizations in healthcare, retail, consumer packaged goods, and beyond.

Known for helping organizations move HR leadership to where it belongs – to corporate strategy and transformation – Glenn uses six strategies that his research has identified to help leaders disrupt the status quo and reinvent the way they work.

Glenn is a contributing writer to Forbes, Harvard Business Review, Entrepreneur Magazine and Huffington Post. He was recognized as a top 20 influential writer at Forbes and a top 100 leadership speaker and business thinker by Inc. Magazine. His writings, speaking engagements, and consulting assignments focus on leading diversity and inclusion as a growth strategy by investing in the Cultural Demographic Shift™.

A UCLA graduate, Glenn fast-tracked at the Gallo Wine Company and Sunkist Juice Beverages where he became the youngest executive in the company’s 100-year history. Leading the successful turnaround of Sunkist’s juice beverage division opened the door for his next endeavor – at only 30 years old – as a senior executive at American Seafoods Company. The result was an increase in market share, new brands introductions, and a full-scale transformation of the company. Glenn then went on to form his own successful food business before transitioning into his current role.

Glenn is a member of the Kellogg Innovation Network and serves on the advisory board of the Brittingham Social Enterprise Lab at the Marshall School of Business at the University of Southern California. Additionally, he is a mentor for Junior Achievement and a member of the exclusive Renaissance Weekend think-tank. Glenn is frequently featured as a business leadership expert on CNN, Fox News, Bloomberg, Univision, ABC, NBC, and CBS. He lives in California with his family.
Randy Martinez

Randy has been with CVS Health for 12 years. He serves the company as Director of Strategic Diversity Management where he is responsible for researching, recommending and executing the company’s enterprise Strategic Diversity Management strategy in support of the company’s Prescription Benefits Management (PBM) Business Units. He serves as the primary advisor to the VP of Workforce Strategies and Chief Diversity Officer and provides strategic advice and counsel to the company’s leadership on diversity management goals and strategies into all business and planning processes and practices.

Prior, he worked in Communications, overseeing all community relations and related public relations activities within the company’s central and eastern retail divisions.

In his Community Relations role, he supported a five-year, $25 Million philanthropic initiative called CVS Caremark All Kids Can, which was designed to support programs for children with disabilities, along with supporting other areas of philanthropic focus, such as programs for the uninsured and underprivileged.

He and his former team were responsible for awarding up to $75M annually in philanthropic and corporate contributions through community grants, disaster relief, product donations, two chainwide annual campaigns (ALS and St. Jude), and an end-of-the year Employee Giving Campaign.

Randy has been in the public-affairs space for 25 years, and prior to coming to CVS Health, he lead and managed national advocacy organizations out of Washington, DC where he started his career.

Randy holds a Master of Business Administration from the F.W. Olin Graduate School of Business at Babson College and a Bachelor of Arts in English from George Mason University.
Shaden Marzouk, MD, MBA

Dr. Shaden Marzouk is the Chair of the enterprise Clinical Council and coordinates clinical and medical operations across Cardinal Health. The clinical organization at Cardinal Health has over 2,000 employees and spans Europe, North America, and Asia. The activities range from clinical trials, health economics and outcomes research, reimbursement, clinical education, field clinical operations, and pharmacy support, including nuclear pharmacy services.

Shaden initially joined Cardinal Health in 2012 and helped grow the Cardinal Health Brand offering of products and services through aggressive launches and key acquisitions. She played a critical role in the Cordis acquisition and subsequent strategy development, including helping formulate its China strategy while living and working in China.

Shaden has over two decades of experience in healthcare, with expertise in device, services, financial, and provider spaces. Prior to Cardinal Health, Shaden was Chief of Neurosurgery, leading a U.S. Army neurosurgical trauma team in Iraq and overseeing the Neurosurgery Division at William Beaumont Army Medical Center in El Paso, Texas. Shaden transitioned out of surgical practice after receiving her MBA at The Fuqua School of Business, Duke University, where she concentrated on finance and health sector management. After her MBA, she was an associate in the healthcare practice of Goldman Sachs in New York.

Dr. Marzouk received a bachelor’s degree in Psychology from Washington University and graduated from the St. Louis University School of Medicine. She completed a neurosurgery residency at Henry Ford Hospital in Detroit and a fellowship in spinal deformity surgery at Northwestern Memorial Hospital. In her spare time, Shaden likes to explore New York City and pursue the perfect coffee.
John G. Nackel, Chairman and CEO of Three-Sixty, is a leading authority in the health care industry. For 25 years John served in numerous leadership positions with Ernst & Young (now EY) and CapGemini. He was Global Managing Director of EY’s Health Care Consulting business, Managing Director of New Ventures, and CEO of Sogeti North America (the professional services arm of CapGemini). John also served as CEO of Ingenix Consulting (now Optum) a United Health Group company.

John founded Three-Sixty in 2007 to: 1) assist health care payers, providers and physicians to design, build and operate sustainable health enterprises; and 2) assist early stage health care businesses in biotech, medical devices and health care services by assisting them with growth, performance and capital needs. John serves on the board of directors of several private and public companies, including the Ensign Group, Inc. (NASDAQ:ENSG), which provides skilled nursing, assisted living, home health and rehabilitative services; Mercury General Co. (NYSE:MCY), a specialty writer of all risk classifications of automotive and home insurance; Visual Health Solutions and Vitalacy, both early stage health care companies.

John earned his bachelor’s degree in Mathematics and Economics at Tufts University and Masters Degrees in Public Health and Industrial Engineering at the University of Missouri. Also, he earned his Ph.D. in Industrial Engineering at the University of Missouri, where he was inducted into the Hall of Fame. He is a Fellow of the American College of Healthcare Executives (FACHE) and the Healthcare Information and Management Systems Society (FHIMSS). He is a Senior Member of the Institute of Industrial Engineers (IIE). He has written over 50 books, chapters and articles on topics ranging from performance improvement, entrepreneurship, and leadership. John teaches at the University of California San Diego (UCSD) a course in Health Care Performance Improvement.
Mayra Serrano is the Manager at the Center of Community Alliance for Research & Education (CCARE) at City of Hope. Her work at CCARE focuses on partnering with community advocates and multi-sectoral partners to develop and implement community participatory programs and interventions to reduce the risk and burden of chronic illnesses, including cancer, obesity and diabetes. She manages various research studies and community health programs, including the Eat, Move, Live program whose goal is to prevent cancer and chronic disease through nutrition and physical activity. She also develops health education materials and resources, including a 3-minute Spanish video promoting Latino participation in clinical trials and research. She has been recognized for her work by California Senator Ed Hernandez and received his Women of the Year in Health Award for 2012. She is active in several cancer and health related organizations and committees and has presented her work and research at many national conferences.

She has published peer-reviewed articles and a book chapter. Mayra is fluent in both English and Spanish. She holds a Bachelor’s Degree in Biology from Whittier College and received her Master’s in Public Health in Community Health Sciences from UCLA and is a Certified Health Education Specialist (CHES). She is passionate about her work to reduce health disparities and working with underserved communities as well as mentoring the next generation of public health professionals.
Christopher Sistrunk, Ph.D., is an Assistant Professor in the department of Population Sciences at the City of Hope. Prior to joining City of Hope, he was a post-doctoral fellow in medical oncology at Duke University, where he developed specific biomarkers for the initiation of Triple-Negative Breast Cancers in African American women. Dr. Sistrunk is currently studying the epigenetic effects linked to the chronic exposure of high levels of heavy metals in drinking water.

Dr. Sistrunk is the recipient of several honors, awards and invitations to present his research. He has served as the keynote speaker and session chairperson at several local and national meetings.

In addition to his research experience, Dr. Sistrunk has established himself as a nationally recognized educator, mentor and professional academic advisor for careers in Science Technology Engineering and Math (STEM). He currently serves as the director of the Medical and Translational Research Apprenticeship, which is a post-baccalaureate program designed to give clinical research experiences to underrepresented students. Dr. Sistrunk also serves as the director of City of Hope’s STEM Education and Training program, where he builds partnerships with local and national school districts that provide hands on science research experiences to underrepresent students (K-12). Dr. Sistrunk has a history of developing community-based research projects that provide education, mentoring and career opportunities to the communities he serve.
Robert W. Stone is chief executive officer and president of City of Hope, a cancer research and treatment institution dedicated to innovation in biomedical research and the delivery of compassionate, world-class patient care. Stone sets the strategic vision for City of Hope, driving business development and maximizing potential growth.

He leads a diverse team of talented high-level individuals committed to humanitarian service and to ensuring access to the institution’s breakthrough discoveries and specialized therapies.

In his career at City of Hope, Stone has served in a number of increasingly responsible roles. He joined City of Hope in 1996 as associate general counsel and was promoted to general counsel for the medical center in 2000. In 2003, he was named City of Hope’s general counsel and corporate secretary. He became City of Hope’s chief strategy and administrative officer in 2009, leading the creation and development of the organization’s 10-year strategic plan.

Stone also served as president and executive officer of the City of Hope Medical Foundation, an entity launched in June 2011 to increase collaboration between physicians and staff and to enable more coordinated care for patients. In this role, Stone worked with the foundation board to plan, design and implement the foundation strategy. He was also responsible for the day-to-day management of the foundation, including overseeing the foundation-operated clinics, the management services staff of the foundation and managed-care contracting for City of Hope.

As president of City of Hope, a role he assumed in August 2012, Stone was responsible for executing the strategy for the larger institution, guiding business development and overseeing all operational, financial, human capital and strategic functions. He assumed the dual role of chief executive officer in January 2014.

Prior to City of Hope, Stone was a practicing attorney at the firms of Christa & Jackson and Hanna and Morton. He earned his law degree at the University of Chicago Law School.
Somava Stout, M.D., MS

Somava Stout, MD, MS has worked as a primary care doctor and health system transformation leader in the safety net for over 15 years and in global community and population health for over 20 years, working with health care systems and communities which have made remarkable strides to sustainably improve patient, community and population health, wellbeing and equity.

Dr. Stout currently serves as the Executive Lead of 100 Million Healthier Lives, convened by the Institute for Healthcare Improvement (IHI), to support 100 million people globally to live healthier lives by 2020 (www.100mlives.org). Previously, she served as Vice President for Patient Centered Medical Home Development at Cambridge Health Alliance (CHA), where she led a whole system transformation that aligned large scale payment reform with delivery system redesign to meet the needs of populations. The CHA transformation garnered numerous national awards for achieving breakthrough results in the Triple Aim of better health, better experience and lower cost while improving joy and meaning of work for providers and staff.

Dr. Stout also co-directed the Leadership Development Programs at the Harvard Medical School Center for Primary Care, where she helped to develop change leaders across the Harvard Medical School system to create the needed changes in health and health care. She has consulted with health system leaders from across the world in Guyana, Sweden, the United Kingdom, Australia and Brazil. In 2012, she was awarded the Robert Wood Johnson Foundation Young Leader Award for her contributions to improving the health of the nation.

Dr. Stout attended college at Harvard, medical school/masters at University of California Berkeley and San Francisco, and completed her residency in internal medicine and pediatrics at Harvard Medical School. She continues to serve as Lead Transformation Adviser at Cambridge Health Alliance and remains as faculty at the Harvard Medical School Center for Primary Care, in addition to her role at IHI.
As Vice-President / Chief Merchant, Tailored Offerings for CVS Health, Vince Urrutia leads a team that is charged with developing unique store formats in order to customize the shopping experience for the customer at a market level to drive a deeper connection. Formats such as CVS y más and Navarro which cater to the Hispanic consumer have proven to be very successful while other formats are planned centered on growing multicultural segments including other specialty focused formats. Prior to this role Vince joined Navarro Discount Pharmacies in August of 2012, where he held various Executive level positions including Vice-President of Operations, Loss Prevention and Maintenance.

Vince brings over twenty eight years of drug store retail experience, as he is formerly the head of Multicultural Marketing and Merchandising, U.S. and Puerto Rico, for CVS Caremark. His career has been heavily focused on customizing the shopping experience for diverse consumers within markets that face ever changing demographics. In 2004, when CVS acquired Eckerd Drugs in Florida and Texas, Vince lead the South Florida market in an Operational role as Regional Manager for 200 stores from Fort Lauderdale through Key West. In 2006, Vince took on the role of Senior Manager of Multicultural for the chain impacting nearly 2,500 stores from California to New York and every key market in between with a highly diverse consumer base.

Vince is active in the South Florida community participating in the Emmaus Program and Knights of Columbus. Vince has been a guest speaker at Hispanic 360 and Chamber of Commerce, where he was awarded the Hispanic Vision & Leadership Business Award. Vince attended Nova Southeastern University – H. Wayne Huizenga School of Business in Fort Lauderdale, FL. He resides in South Miami with his wife Madeleine and their two young sons.
Carolyn A. Wiesenhahn

Carolyn leads the HR team supporting the PBM. In this role, Carolyn partners with Jon Roberts and the Executive Committee to ensure that our human capital strategies are executed successfully to drive our business objectives.

Carolyn began her career at CVS Health in 2006 as an employment attorney in the CVS Legal Department. From 2012 to 2014 she led the Employment Law team. In 2014, Carolyn moved into HR, leading the HR team that supports our field management and stores. She held that position until June 2016, when she moved into her current position.

Prior to joining CVS Health, Carolyn worked as an attorney at Mintz, Levin, Cohn, Ferris, Glovsky and Popeo, serving clients in a variety of industries, including retail, health care, technology and biotech. Carolyn has a BA in Psychology from Miami University and a JD from the Boston University School of Law.
David Boyd Williams

David is responsible for leading the Diversity and Inclusion efforts within the global Health Care and Seniors segments for 40,000 employees with 2.1 billion euros in revenues. Additionally, he has oversight of a cross-segment pipeline development initiative and supports global gender balance efforts.

As a strong proponent of leveraging the business case for Diversity and Inclusion, David has been a speaker throughout the US and Europe as well as a panelist for Diversity Best Practices.

Research was the catalyst for David’s interest in and passion for Diversity and Inclusion. Prior to Sodexo he explored the intersection of faith, personhood, story and vocation as these relate to the nature and theory of work, with specific interest in the Limited Liability Company. David is currently developing research on the topic of religion and spirituality in the workplace.

David has a Bachelor of Business Administration in Management & Finance from Mercer University; a Master of Fine Arts in Marketplace Theology from Regent College at The University of British Columbia; and a MMBA from Belmont University in Nashville, TN. David currently resides in New Orleans, LA where you will most likely find him sailing on Lake Pontchartrain.
Se-Se Yennes is a senior healthcare executive with broad, global experience in business development, sales and marketing, including product launches, new product planning, in-line marketing, consultative services and licensing. She currently serves as General Manager of Enterprise Corporate Accounts for Cardinal Health, with responsibility for solution development and delivery for key, strategic health systems, as well as leadership of the strategic account executive team.

Se-Se’s 24-year healthcare career includes serving in leadership positions with global pharmaceutical manufacturing, and acute care and pharmaceutical consulting and distribution providers. She has led cross-functional teams in transformational organizational change, led the launch of new business lines, and established new business units in start-up situations to rapidly develop solutions and support for strategic, national accounts. She launched Johnson & Johnson’s first HIV product and was one of three Cardinal Health leaders selected to develop the integration strategy for two key acute care businesses. Se-Se’s expertise includes an in-depth knowledge of specialty pharmaceuticals and hospital markets, including global healthcare trends, medical devices, cultures, payer systems and business practices.

Se-Se is an active supporter of diversity inclusion and gender partnerships, and has been recognized by Columbus Woman Magazine. She serves on the board of AIDS Resource, Ohio, and was recognized as the Strayer University Alumni of the Year 2013. Se-Se received an MBA from Strayer University and a B.A. in Communications from the University of Pittsburgh. She is a published author and fluent in Spanish.