



Public Hospitals and Health Systems During the COVID-19 Pandemic

Friday, July 10, 2020

Speaker Biographies

Tangerine Brigham, MPP, is chief administrative officer, population health with the Alameda Health System (AHS). In this role, she leads AHS's efforts to improve patient experience, reduce costs, and transition to population health management. She also works with community partners to develop programs and services that address key social determinants of health and improve community health equity. Brigham's experience crosses the health, supportive housing, and social service fields. Prior to joining AHS, she served as deputy director, managed care services for the Los Angeles County Department of Health Services (LACDHS). She oversaw LACDHS's Managed Care Services Division, which functioned as the management services organization for insured patients; ensured implementation of a health access program for uninsured, undocumented county residents (My Health LA); and served as chief executive officer for the Community Health Plan.

Brigham's previous roles include serving as a deputy director of health and director of Healthy San Francisco with the San Francisco Department of Public Health (SFDPH); community health program officer for The San Francisco Foundation; chief of staff, administrative services for L.A. Care Health Plan; director of the Corporation for Supportive Housing's California program; director of policy & planning and a budget manager for SFDPH; and policy analyst for the San Francisco Department of Social Services. She serves on nonprofit boards in the areas of affordable housing and health care access. She received a bachelor's degree in economics from UCLA and a master's degree in public policy from UC Berkeley.

Kara Carter, MBA, MSc, is senior vice president of strategy and programs at the California Health Care Foundation, where she leads strategic and operational activities. In this role, she develops strategies, provides overall guidance, and leads the program teams in the development, execution, and assessment of specific plans to achieve CHCF's goals. Prior to joining CHCF, Carter was a partner at McKinsey & Company's San Francisco office, where she helped public sector health and social service systems in the UK, the US, and globally to improve quality of care while ensuring affordability and broad access. She has worked with payers, providers, government agencies, and physician organizations to design value-based payment programs, new care-delivery models, and a broad range of innovative interventions aimed at improving health and care for individuals and families with low incomes. Before joining McKinsey, Ms. Carter worked for UK-based philanthropic institutions on a broad range

of topics related to poverty and community action. She earned a bachelor's degree from the University of Virginia, a master's degree in social anthropology from the London School of Economics and Political Science and a master's degree in business administration from the London Business School.

Jennifer Cruikshank, RN, MBA, serves as CEO for Riverside University Health System — Medical Center, a role she was promoted to in August 2017 after serving as the organization's chief operating officer since 2014. She is responsible for the executive oversight and management of the 439-bed teaching hospital and Arlington Behavioral Health facility, 45 hospital-based clinics, 13 community health centers located throughout Riverside County, and Correctional Health Services. Cruikshank is a performance-driven health care executive with strong communication skills and a commitment to ensuring excellence in quality and service in all aspects of hospital administration and patient care. She brings to her CEO role more than 15 years of experience in health care management and leadership.

Prior to joining Riverside University Health System — Medical Center, Cruikshank served as chief patient care director at Loma Linda University Health and Children's Hospital (LLUH). She had previously held additional positions at LLUH throughout her career, such as government relations executive and executive director of quality. Cruikshank earned a bachelor's degree in nursing from College of Saint Benedict and a master's degree in business administration from Walden University.

Susan P. Ehrlich, MD, MPP, is CEO of the Priscilla Chan and Mark Zuckerberg San Francisco General (ZSFG) Hospital and Trauma Center, and a professor of medicine with UCSF. ZSFG is a 397-bed acute care hospital that is a key part of the San Francisco Health Network and the San Francisco Department of Public Health (SFDPH). ZSFG is owned and operated by the City and County of San Francisco, and through its long-standing affiliation with UCSF, serves as the city's only Level 1 Trauma Center and only 24/7 psychiatric emergency department. Annually, ZSFG serves 108,000 patients; provides 20% of the city's inpatient care, psychiatric emergency and inpatient services; and more than a half million full-scope ambulatory primary and specialty care visits. ZSFG serves all San Franciscans and is focused on its most vulnerable citizens, with the vast majority of its patients on Medicaid or Medicare, or uninsured.

Prior to her appointment at ZSFG, Ehrlich served in several roles at San Mateo Medical Center, including CEO, chief medical officer, vice president of ambulatory care services, and medical director. She also served as the medical director of the San Mateo Medical Center's Ron Robinson Senior Care Center. Ehrlich also has extensive background and knowledge of public health policy and finance at all levels of government, having served as budget and planning director for the SFDPH and as a health care analyst with the California State Legislative Analyst's Office. She is a Lean-certified physician executive with extensive expertise leading and

transforming public health care organizations serving diverse and vulnerable populations. Ehrlich received her bachelor's degree in public policy studies from Duke University, her master's degree in public policy from the Goldman School of Public Policy at UC Berkeley, and her medical degree from UCSF. She is board certified in internal medicine and completed her primary care internal medicine residency at Brigham and Women's Hospital, a Harvard University-affiliated training hospital. She continues to practice primary care internal medicine at the Richard Fine People's Clinic on the ZSFG campus.

Carlina Hansen, MS, is a senior program officer for CHCF's Improving Access team, which works to improve access to coverage and care for Californians with low incomes. Prior to joining the team at CHCF, Hansen worked at the Women's Community Clinic in San Francisco, where she served as the executive director for 17 years. She was also a senior program coordinator at the Tides Center, a fiscal sponsor and nonprofit incubator. She serves on the boards of the San Francisco Community Clinic Consortium and the National Family Planning and Reproductive Health Organization. Hansen is a graduate of the Women's Policy Institute of the Women's Foundation of California and of the Clinic Leadership Institute, a project of the Blue Shield of California Foundation and UCSF's Center for the Health Professions. She holds a master's degree in health care administration from UCSF, where she now serves on the faculty.

Sandra R. Hernández, MD, is president and CEO of the California Health Care Foundation. Prior to joining CHCF, Hernández was CEO of The San Francisco Foundation, which she led for 16 years. She previously served as director of public health for the City and County of San Francisco. She also co-chaired San Francisco's Universal Healthcare Council, which designed Healthy San Francisco. It was the first time a local government in the US attempted to provide health care for all of its constituents.

In February 2018, Hernández was appointed by Governor Jerry Brown to the Covered California board of directors. In December 2019, she was appointed by Governor Gavin Newsom to the Healthy California for All Commission, which is charged with developing a plan to help California achieve a health care delivery system that provides coverage and access through a unified financing system. She also serves on the University of California Regents Health Services Committee and the University of California, San Diego, Chancellor's Health Advisory Board. Hernández practiced at San Francisco General Hospital in the HIV/AIDS Clinic from 1984 to 2016 and was an assistant clinical professor at the UCSF School of Medicine. She is a graduate of Yale University, the Tufts School of Medicine, and the certificate program for senior executives in state and local government at Harvard University's John F. Kennedy School of Government.