



## **Making Telehealth Work: Key Insights from the California Safety Net**

Monday, August 30, 2021

### **Speaker Biographies**

**Natasha Arora, MS**, works for the Center for Community Health and Evaluation, the evaluation partner of the Connected Care Accelerator Innovation Learning Collaborative. She collaborates with multiple stakeholders to evaluate programs related to health care access, clinical quality improvement, cross-sector collaboration, and care integration.

**Sofi Bergkvist, MS**, is the president of the Center for Care Innovations (CCI). In this role, Bergkvist is in charge of building critical partnerships and guiding the organization's overall strategy. Prior to joining CCI, she co-founded ACCESS Health International, a think tank, advisory group, and implementation partner with a founding vision that everyone, everywhere in the world, has the right to access high-quality and affordable health care. She started the organization in India, served as the executive director, and grew the organization to more than 70 people and offices across the largest cities in Asia. Today, ACCESS Health is a leading think tank for health system transformation in Asia and a trusted partner to many governments for work on health care reform.

Bergkvist has also co-founded and built several international partnerships, including the Joint Learning Network for Universal Health Coverage, a network of policymakers across more than 30 member countries working to improve coverage, quality, and health care financing. Bergkvist received a master's degree in economics and business administration from Stockholm School of Economics.

**Diana Camacho, MPH**, 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. Camacho leads CHCF's body of work on telehealth. She was previously at Kaiser Permanente, where she led Medicaid care delivery collaborations and national community benefit strategy and grantmaking within the health care safety net. While at Kaiser Permanente, Camacho led the development of a national telehealth initiative aimed at enhancing telehealth practice at Federally Qualified Health Centers and health care providers for people experiencing homelessness.

Prior to Kaiser Permanente, she was director of community health at John Muir Health where, in addition to her community grantmaking, she led cultural competency, language access, and community needs assessments. Camacho started her public health career supporting the needs of people living with HIV/AIDS as a social worker, health educator, and program coordinator. She earned a bachelor's degree in psychology from the University of California, Santa Barbara, and a master's degree in public health from the University of California, Berkeley.

**Jason Cunningham, DO**, is the chief executive officer, West County Health Centers (WCHC), a Federally Qualified Health Center caring for patients in western Sonoma County. He is proud to work alongside a dedicated staff that shares his passion for serving all people regardless of their race, ethnicity, economic status, sexual orientation, or ability to pay. WCHC has become a thought leader and innovator in redesigning primary care around the principle that a “trusting, long-term relationship” is the most important product of health care and the most influential in improving health. Cunningham previously served as WCHC's medical director. His leadership has focused on the use of video and communication technology to improve care coordination, team-based care for patients with complex medical and social stressors, and the use of data to drive innovation.

Cunningham is interested in leadership within health care delivery and participates in multiple boards and committees with local, regional, and state organizations. He is a family physician and remains dedicated to patient care. He received his bachelor of science degree from the University of Michigan and his medical degree from Kirksville College of Osteopathic Medicine.

**Rakesh Patel, MD, MBA**, has been with Neighborhood Healthcare for over 15 years as a staff family physician and medical director of operations, and is currently chief executive officer. Throughout his tenure, Patel has worked to successfully bridge gaps between operational and clinical staff. He has been integral in improving care delivery and ensuring high clinical-quality scores across the organization. A visionary and inspiring leader, Patel ensures that the organization has the resources and culture it needs to provide exceptional health care with compassion and trust. A board-certified family physician and Certified Physician Executive, Patel received his MD from the Medical College of Wisconsin and completed his residency at Scripps Family Practice Residency in Chula Vista. He received his MBA from the Isenberg School of Management at UMass Amherst. He is a California Primary Care Association board member and California Medical Association delegate and serves as the East County Region Director on the San Diego County Medical Society Board.

**Chris Perrone, MPP**, is director of the CHCF's Improving Access team, which works to improve access to coverage and care for Californians with low incomes. Perrone was previously director of the foundation's Health Reform and Public Programs initiative, where he led efforts to

improve the policies and practices that shape Medi-Cal and other publicly funded health care programs, and to promote greater transparency and accountability within these programs.

Prior to joining CHCF, Perrone served as director of planning for the Massachusetts Division of Medical Assistance. He was the first external recipient of the Globe Award, given by the Office of Strategic Planning at HCFA (now CMS), for his work to improve the delivery and financing of acute and long-term care services for seniors with low incomes. He has also held positions with The Lewin Group, the American Psychological Association, and the Center for Health Policy Studies at Georgetown University. Perrone received a bachelor's degree from the University of California, Berkeley and a master's degree in public policy from Harvard University.

**Delphine S. Tuot, MDCM, MAS**, is an associate professor of medicine in the UCSF Division of Nephrology at Zuckerberg San Francisco General Hospital and Trauma Center (ZSFG). She also serves as the associate chief medical officer for Ambulatory Specialty Care and Diagnostics at ZSFG and director of the UCSF Center for Innovation in Access and Quality. Her current work focuses on the development, implementation, and evaluation of interventions that increase patient engagement in health, translate evidence into practice for patients with kidney disease, and enhance access to specialty care for underserved populations.