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June 29, 2015

ACH Governing Board/ACH Lead Group

Attn: Barry Kling, Chelan/Douglas Public Health Administrator

On behalf of Community Choice and the many communities we serve in North Central Washington, we are submitting this letter of interest in being a candidate organization to serve as the Backbone Organization for the North Central Accountable Community of Health (NCACH). We thank you in advance for your consideration of our experience and capacity to serve you in this important transformative work.

Recent literature on achieving large scale collective impact indicates that the five conditions needed to produce true alignment and lead to powerful results are: a common agenda, shared measurement systems, mutually reinforcing activities, continuous communication, and a backbone support organization. Each one of these deserve due attention and we strongly believe that leveraging these conditions where they exist and seeking to create them where needed can be extremely helpful to our success.

To aid your consideration of Community Choice as the Backbone Organization, it may help to get to know our history. Community Choice was initially founded by Central Washington Hospital (CWH) in 1995 to serve as the TPA for their self-funded health plan. After a short period, CWH decided to go in a different direction and the non-profit was facing a reinvention and a new purpose. The Managed Care demands in the 90s compelled the regional leadership to use Community Choice as a network organization to assist with Managed Care contracting on behalf of the smaller hospitals and individual providers in the NCW region. Managed care didn't last long and gradually was phased out while at the same time, Community Choice redirected its focus seeking competitive grants for regional efforts including improving access to healthcare by reducing the uninsured. Our work on helping the uninsured/underinsured gain access to healthcare benefits has helped mitigate the huge uncompensated care burden on the healthcare delivery systems in the region. This work also led us to tapping technology to also improve access in rural communities. We are proud to have secured several millions of outside grant funds to connect rural hospitals to broadband and co-fund multi-million dollar telemedicine projects.

In 2006, the current Executive Director of Community Choice moved from serving as the lead grant writer to leading the organization as it struggled through a difficult phase. Our initial experience with Health IT grew to additional involvement in state efforts working on interoperability and introduction of electronic health records. While our health systems support work continued, we also maintained a strong consumer-centric aspect of work that included health literacy and healthcare access in the region. This multifaceted work was possible because health system partners in the region chose to leverage the collaborative role of Community Choice as the vehicle to successfully compete for outside grant funds that led to a bigger collective impact than any one system could accomplish alone.

The governance of the board has strived to have cross-sector representation. Our current bylaws stipulate the following: 9 board members; currently we have two public health seats, one FQHC clinic seat; one Confluence seat; three consumers/public seats; one small hospital seat (vacant); one "other" seat (vacant). We have deliberately left vacant positions open pending the outcome of the ACH planning process.

Despite the challenges of serving a collective of members with competitive dynamics, different organizational cultures and diversity in personalities, we have continued to strive to be the all-inclusive tent where everyone is welcomed. This was especially acknowledged when the Board of Community Choice decided to invite Wenatchee Valley Medical Center to the tent. We continue to believe that together we are better and the current transformation of healthcare and emphasis on “health” calls for more of what we have strived to do in this region for almost two decades. We have had personalities that have come, made their contribution, and have gone on to other things. This will remain true for us and those that follow us, but the systems that we create will serve our current and future generations as good as the design allows. Our task is designing the best system possible.

The following responses address the specific criteria outlined for the desired backbone organization’s role:

1. As a public nonprofit entity, apply for, manage and be accountable for funding from state agencies and other sources to address NCACH objectives.

Facilitating cross sector collaboration has been our role in the region. As a regional non-profit collaborative, we have successfully secured and administered large and small state and federal grants. We have enjoyed excellent state and federal audits as well as our annual comprehensive financial audit mandated by our board of directors. We have robust systems of accountability and experience generating programmatic and financial reports to our funders. The following is a summary of the more significant grants we have secured and administered.

Grant Name	Grant Amount	Grant Period	Comments
HRSA CAP Grant - 1st of 3 year program	\$ 889,439.00	Sept. 2001-2004	1st year CAP Grant
HRSA CAP Grant - 2nd year Continuation	\$ 622,593.00	Sept. 2002-2005	2nd year CAP grant
HRSA HCAP Grant 3rd year Continuation	\$ 435,779.00	Sept. 2003-2004	Last year of funding ending Aug. 2004
USDA - RUS Grant	\$ 417,000.00	Nov. 2003-2006	Teleradiology Grant for four hospitals
CAH Grant-IS Network Development WA Office of Community and Rural Health	\$ 20,000.00	Jan. 04-05	Awarded \$20,000 of \$28,100 requested-North-Valley-Fiscal agent-Project Year Spring 04-Spring 05
CAH Grant-Statewide QI WA Office of Community and Rural Health	\$ 20,000.00	Mid-January 04	Awarded \$20,000 of \$42,920 requested-North-Valley-Fiscal agent Project year Spring 04-Spring 05
Rural Health Outreach Grant - Rural Health Care Services Outreach Grant Program-HRSA	\$ 199,996.00	5/1/2005-2007	\$199,996 year one. Project Year: June 05 - 07
USDA - RUS A Grant	\$ 499,332.00	Nov. 2004-2007	Pass through funds to: NVH, MVH, ODDH, LCCH, CMC. Total Project \$1,020,731
USDA - RUS B Grant	\$ 483,588.00	2005-2008	Pass through funds to: NVH, MVH, ODDH, LCCH, CMC.
USDA - RUS C Grant	\$ 461,005.00	Feb. 06-2009	Pass through funds to: NVH, MVH, ODDH, LCCH, CMC.
USDA - RUS D Grant	\$ 447,283.00	Nov. 07-2010	Pass through funds to: NVH, MVH, ODDH, LCCH, CMC.
SHIBA Contracts w WA OIC	\$ 770,000.00	2004-Ongoing	Direct service to consumers
National Library of Medicine grants	\$ 24,000.00	2008-2011	Direct service to consumers
HCA - HRB	\$ 1,200,000.00	2008-2010	Paid for development, consult, IT infrastructure, staffing
Beacon Grant	\$ 65,000.00	2010-2012	Consulting, outreach
WIREC Contract	\$ 993,000.00	2010-2012	Pass through funds to: Out patient clinics-FQHC, Rural, WVMC, consultants
DSMP	\$ 87,000.00	2014-2016	Direct service to consumers
IPAN/Navigator	\$ 87,000.00	2014-20015	Direct service to consumers
HCA - Health Homes Contract	\$ 183,007.00	2015-ongoing	FFS-direct service to consumers
HCA/OkanHD COH - Grant	\$ 50,000.00	2014	Staffing
HCA/CDHDDesign Grant	\$ 50,000.00	2015	Staffing
Total in grants/contracts administered:	\$ 8,005,022.00		

2. *Hire and supervise NCACH staff.*

Our success to date is very much tied to the excellent, dedicated staff we hire and develop to meet and exceed grant deliverables while helping the people that we are called to serve. We have been very successful at recruiting, training and coordinating significant number of volunteers in some of our current and past programs. We are very fortunate to have not only dedicated staff, but some very unique expertise and experience on the current team. As an example, our history and expertise in leveraging technology in innovative ways to achieve staffing efficiencies and address system challenges is ongoing and adds great value to our organization.

3. *Provide executive staff support to the Governing Board, Regional Council, Coalitions for Health Improvement and to other workgroups or committees that are part of the NCACH effort.*

- a. *Prepare materials for and attend Governing Board and other ACH meetings.*
- b. *Propose annual and long term goals and objectives for the ACH.*
- c. *Ensure that plans, goals and objectives adopted by the Board are implemented, and provide regular monitoring and reporting to the Board in this regard.*

Currently, Community Choice has enjoyed the opportunity to provide much of the “staffing” support to the two system change grants we’ve had recently. The Community of Health (COH) grant administered through Okanogan Public Health and the Design Grant currently administered through Chelan-Douglas Public Health. We have had the Executive Director (Jesus Hernandez) and a Special Projects Manager (Deb Miller) providing much of that staffing support. Other staff have assisted at a lesser scale. We intend to continue executive level commitment and the necessary staffing to get the work done. We will seek guidance from the collective will of the board and insure prudent use of resources to achieve maximum impact. Our in-house expertise includes excellent IT experience in leveraging technology to achieve efficiencies. The attached resumes provide further insight into staffing capacity.

We are very conscientious of the importance of this transformative work. It has been rewarding to see the increased engagement, the individual and collective “ownership” that participants have demonstrated in the process and most importantly the local interest in the health of the respective communities. We will strive to deliver excellence in working for the ACH Governing Board, coordination and facilitation of the Regional Council and the Coalitions for Health Improvement as they evolve to their potential. We believe that a collaborative, grass-roots approach of engaging local stakeholders through collaboration with public health, health systems and relevant partners is the most effective way to achieve greatness.

4. *Facilitate effective relationships among NCACH stakeholders and with state agencies and programs.*

For over ten years, the leadership of Community Choice has been highly networked with other similar health collaboratives that are also engaged with state agencies in informing system change. The Executive Director of Community Choice has served on numerous state advisory boards and committees contributing to the system changes articulated in the State Healthcare Innovation Plan, the State Prevention Framework and previously the Health Information Infrastructure Advisory Board. The COH grant work provided an opportunity to demonstrate our desire and capacity to initiate broad grass-roots engagement of stakeholders by leveraging natural partners such as public health leadership and personalities from broad sectors. Understanding and respecting regional and sector sensitivities has been important in honoring and leveraging the sense of “local ownership” that adds value to the process. Engagement is sometimes best achieved through others at the local level. As in previous state funded initiatives, we have maintained excellent relationships with state agencies and officials that are relevant to the work at

hand. This is also true with other collaboratives and colleagues doing similar work in other regions of the state.

5. Support NCACH's participation in monitoring and evaluation efforts regarding ACH functions, care improvement, and population health improvement.

We intend to leverage our expertise and experience as well as others' help in utilizing effective monitoring and evaluation of the ACH work and functions. We recognize that new resources and assets such as the All-Payer Database, are being developed to further strengthen this work. We have established relationship with these resources and individuals that are ready to help. Our experience in processing data, collective interpreting of data and leveraging best practices for monitoring and evaluating efforts is demonstrated in the various grant projects we have administered over the years.

6. Develop proposals for funding and for other purposes.

The technical aspect of grant writing is as successful as the collaborative framework to achieve the grant deliverables and collective impact articulated in grant proposals. The majority of our work at Community Choice is and has been grant funded. Our capacity to generate proposals for funding regional efforts is highly linked to having strong partnerships and collaboration in the region. We are excited to bring this experience and business approach to the important work of the NCACH in our future.

7. Produce reports on Community Health Needs Assessments, Community Health Improvement Plans, and other NCACH topics.

Community Choice was tasked to complete the most recent regional Community Health Needs Assessment ([CHNA](#)) in the region. Despite the short time frame, partnering with Chelan-Douglas Health district, collaboration with other public health jurisdictions and broad sector engagement allowed us to produce a CHNA report with significant multi-sector input. Since then, we have been engaging additional partners including pursuing data-sharing agreements with sources of more current health indicators that can allow for more robust CHNAs and Community Health Improvement Plans in our future. Currently, we are taking every opportunity to tap current assets and gather insights as we work to generate the next CHNA for North Central Washington by the end of December 2016.

8. Support the Governing Board in developing options for sustainability and fundraising as Federal start-up funding diminishes.

We believe financial sustainability is one of our strengths. It involves not only securing funding but also being efficient with the resources we do have. As a non-profit our size, we have little to no bureaucracy, we have "can-do" staff that gets the job done and a supportive culture that our board has acknowledged and celebrated over the years. We will be diligent in applying for the expected grant funding to establish the ACHs in our state. Beyond that we look forward to problem solving the question of sustainability for the NCACH work ahead.

9. Develop communication tools and documents for use in communicating about ACH purposes and initiatives with stakeholders and with the public.

This is an area that is challenging us as well as many other partners. We have begun to educate ourselves on the many facets of effective communication for the times we live today. In general, we live in a world of "communication fatigue" where too many forms of media is constantly competing for our attention. We believe the ACH regional engagement and communication needs to be a point of strategic consideration. Effective forms of communication is a critical component. We look forward to problem solving this together.

10. Organize meetings and conferences that advance NCACH goals.


Community Choice has many years of experience organizing multi-sector meetings and conferences. We have leveraged technology and diverse media to achieve this. We also have proven experience in engaging hard to serve populations including low income and our significant Spanish speaking communities. As an example, we recently surprised ourselves in getting over 200 Spanish speakers at an event that had to happen on a Monday night after 8pm in Wenatchee. At the same time we broad-casted the event live on Spanish radio and generated interest from people in the Mattawa community hundred miles away. Our experience tapping the video-conferencing technology at the Confluence Technology Center with connections to conferencing sites at Critical Access Hospitals in outline communities has worked well for system level forums with regional relevance. We plan to augment these media with more “on the ground” people connections to support the ACH work ahead.

11. Collect and analyze data on health and health care in NCACH communities, interfacing effectively with state-level resources including the all payer database.

Our experience generating the last regional Community Health Needs Assessment taught us that for best results, not only do you want quality data, but also broad engagement in analyzing and interpreting the data so that it tells a story with the appropriate context. This will continue to be true as data becomes a driver for setting priorities and targeting our limited resources. We have recently supported the efforts of the State All Payer Database in our region and begun conversations to mutually support our efforts as data becomes an important part of our work. Other recent work has allowed us to get access to other data sources for select populations. There are various sources of state and local data that will need to be considered for their value and relevance to the ACH work ahead. Leveraging relevant payers in our region for data, broad engagement and diverse expertise including state and local sources will be vitally important.

On behalf of our board and the NCW communities that Community Choice serves, we are blessed to be in a position to serve as the vehicle for the collaborative work of the ACH in our region. Thank you for your consideration. For additional insight or questions, I can be contacted at 509-293-7773 or jesush@communitychoice.us.

Sincerely,



Jesús Hernández, MPA
Executive Director

Jesús Hernández, MPA

804 Surry Road

Wenatchee, WA 98801

509-670-3461 (cell) • 509-782-5030 (w) • jesush@communitychoice.us

LEADERSHIP & ADMINISTRATION

Overview: Proven leadership and planning abilities in multiple settings. Over twenty years of progressive responsibility areas of leadership in workforce development, education, healthcare and finance. Effective management through team leadership development, goal-orientation and proactive visioning. A proud student of Leadership with Lou Tice, Pacific Institute. My leadership skills have been enhanced through experience, civic involvement and practice of leadership principles in both the education and healthcare sectors.

Healthcare: As CEO and previously Director of Programs & Marketing for Community Choice, I have led numerous undertakings to move the organization's goals forward. Reorganized Bylaws, led network strategic planning, lead grant writer in securing over eight million in federal grants for network development and Health Information Technology. Directed start-up projects in health information and education for health care consumers and professionals.

- Led the research and development of consumer directed healthcare benefit options for small employers with the focus on reducing the uninsured through alternative ways to provide employee benefits. Consequently, Health Savings Accounts (HSAs) and other products are now available to consumers.
- Supported six rural hospitals with credentialing of their physicians with eight insurers with whom we contracted with for the regional PHCO provider membership.
- Responsible for primary application and grant administration/project coordination responsibilities for numerous state and federal HRSA and USDA grants over ten years.
- Planned, developed and implemented a four county Regional Access Program for five Public District Hospitals and one private non-profit hospital.
- Led a four county, comprehensive Community Health Needs Assessment that will lead to further change and focus of healthcare services and transformative system change in the region.

Education: Co-developed a Family Advocate intervention program that was implemented in ten schools in the Wenatchee School District. This program is ongoing and focused on building capacity with parents by helping parents know how to advocate for their students and exercise their parental responsibilities with the support of appropriate community resources supporting a stable, healthy home environment.

- Have had extensive experience in policy development, employee grievance and union negotiations as a school board member and in administrative roles over a period of fifteen years.
- Championed organizational culture changes for the whole district with collaboration of several employee unions that helped move an 8000-plus student district to a higher level of performance and excellence.
- Governor Appointments: Served nine years as a governor appointee to the Higher Education Coordinating Board, charged with statewide coordination of the entire Higher Education System in the state of Washington. I championed cost savings and outcome based policies for higher education in the state of Washington. Served two terms as Chairman of the HECB.
- **Speaker/Consultant:** Motivational speaker at numerous events including parent and student leadership conferences (K-12 and Higher Education), speaker on *Cultural Fluency in the Workforce* including consultation to healthcare providers, public education, human resource and community development organizations.

SYSTEMS ANALYSIS, DESIGN AND INTEGRATION

- **Healthcare:** Worked with a team that envisioned, coordinated and developed a medical Wide-Area-Network (WAN), reaching four counties with 7 hospitals, 16 clinics, 2 county community health centers and 2 public health jurisdictions. Helped coordinate efforts of four county Public Utilities Districts and local internet services provider to utilize existing fiber-optic systems to provide a high-speed, HIPAA-compliant, electronic communications infrastructure for rural the NCW healthcare delivery system. Together, we successfully established a robust, cutting-edge HIT network linked to hubs in Seattle and Spokane that has supported introduction of Tele-radiology, Telepharmacy, Tele-interpreting and other forms of health information modalities.
- 2007- Appointed by the state Health Care Authority to serve on the Health Information Infrastructure Advisory Board (HIIAB) to help design a new level of Patient Health Information Exchange in Washington

- State. Project included: Policy, Organization & Governance; Technical & Infrastructure Development; Consumer & Provider Engagement; Privacy, Security & Confidentiality and Finance & Sustainability.
- As the lead grant writer for Community Choice, I secured over eight million dollars in state and federal grants that funded regional healthcare delivery systems addressing quality of care, healthcare access and cost savings.
 - **Education:** As a Board Member in the Wenatchee School District, championed systems improvements incorporating vertical and horizontal alignment of educational practices to reach greater levels of efficiency and effectiveness. This included alignment of curriculum articulation, instructional strategies, professional development, data-driven decision-making, and outcome-driven intervention efforts for low-income and minority populations. With support of the whole board, championed introduction of ISO 9001 Continuous Improvement Processes and quality assurance. The Wenatchee School District became ISO 9001 certified for efficiency in operations. Most recently championed a comprehensive system transformation via an initiative named Wenatchee Learns.

CONFLICT RESOLUTION

- **Healthcare:** Facilitating collaboration among regional, competing healthcare organizations for the purpose of achieving cross-sector system improvements is a major accomplishment that continues to be a work in progress. Despite the highly complex, competitive and ever changing regional healthcare landscape, we've managed to maintain robust regional collaborative relationships.
- **Education:** Have served as liaison between groups in the Latino Community and the Wenatchee School District. Helped avoid critical conflicts with parents and restored confidence with the Latino Community avoiding district liability.
- Championed interest-based bargaining and shared decision-making between the Wenatchee School District and our teacher's union greatly improving a collaborative culture in our district.
- Assumed lead mediator role in finding consensus between parents, educators, and students concerned with the direction and growth of the Mariachi music program at Wenatchee High School following extremely stressful situations and restored teamwork within tight time frames.
- I am a Certified Mediator and a Founder Board Member of the Wenatchee Valley Dispute Resolution Center...insuring bilingual/bicultural mediation services in North Central Washington.

PROFESSIONAL WORK EXPERIENCE

August 2001
to Present

Executive Director/CEO, Community Choice, Wenatchee/Cashmere, WA.

Before being promoted to Executive Director/CEO in 2006, I held the position of Director of Programs & Marketing at Community Choice. As CEO, I am responsible for the overall leadership and administration of Community Choice, oversight and leadership on multiple grant projects, membership expansion and reorganization. As CEO of the regional collaborative, I often advocate for the needs of the four county region including the consumers and providers of healthcare in a rural setting. I lead an effective team of staff members, over 20 community volunteers and numerous committees and other functions.

HITECH Initiatives:

- Led the development and introduction of one of the first patient-centric Health Record Banks in the nation that included enrolling, training and supporting consumers and providers in the use of this system.
- As a sub-awardee and technical partner with the Washington/Idaho Regional Extension Center (WIREC) led by Qualis Health, I oversaw the delivery of WIREC services to over 200 providers.
- As a sub-awardee and technical partner with the Beacon Community Program of the Inland Northwest (BCIN), led by INHS, I oversaw the delivery of Beacon services to NCW providers.
- Community Choice initiated IT Consulting and Support Services to healthcare providers, non-profits and small business including developing Business Intelligence and network support.

Developed and expanded a Spanish Radio Network from hosting a ½ hour live radio program on Spanish Radio to a network of affiliate stations reaching at least half the state of Washington covering various aspects of healthcare including Medicare fraud prevention, navigating the healthcare system, chronic/complex health conditions, preventive healthcare and other aspects of social wellbeing and empowerment.

Secured and initiated agency sponsorship of the Statewide Health Insurance Benefit Advisors (SHIBA) to ten counties for over eight years. Served as one of the top SHIBA sponsors with effective recruitment, training and coordination of more than 30 volunteers assisting consumers with Medicare, Medicaid, fraud prevention and outreach services.

July 1999 to
August 2001

Independent Representative/Financial Analyst, Primerica Financial Services, WA

Completed required training and professional development and acquired Securities Licenses for mutual fund investments, Life and Disability License in the state of Washington. Provided services in financial planning, education, debt elimination and life insurance. Recognized for leadership and production of business.

August 1995
to June 1999

Regional Office Director, WSMC Employment and Training, Wenatchee, WA.

Initially hired to start-up a regional job-training and job development program serving four counties in North Central Washington. Led the top producing job development/job placement regional office in the state for four years running.

August 1992
to June 1996

Case Manager for At-Risk Youth, WSMC/Wenatchee School District, Wenatchee, WA.

Responsible for services to at-risk students and families in three middle schools.

EDUCATION

MPA - Masters in Public Administration – 2006.

University of Washington, Daniel Evans School of Public Affairs, Seattle, WA

BA- Bachelor of Arts in Business Administration - 1992

Washington State University, Pullman, WA (*First generation college graduate*)

Professional Development: As part of my service in elected office, boards and commissions, I have benefited from high quality trainings, seminars, and conference speakers/trainers in the areas of Finance, Healthcare, K-12 Education, Higher Education, Economic Development and Community Development. The opportunity to apply much of this knowledge and leadership expertise through my civic involvement has been of great value and personally rewarding.

LANGUAGES Fluently Bilingual, Bi-literate and Bi-cultural in Spanish and English

CIVIC SERVICE Co-Founder/Lead Emerging Leaders Alliance, a civic and leadership development initiative

Member, Washington Rural Health Association - current

Member, Washington School Directors Association - current

Member, National School Board Association – current

Board Member, Chelan/Douglas Together! For Drug-Free Kids - current

Member, Wenatchee Rotary Club – 1999 to present/Board and President 2014-2015

Significant past civic involvement including-A few examples:

Board Member, Wenatchee Valley Farmers Market

Board Member, Campfire USA – NCW Council – four years

Founder/Board Member, Dispute Resolution Center – Wenatchee/Chelan County – two years

Recipient of various awards/recognitions over the years: 2015 State Jefferson Award, OIC Eagle Award, Fiestas Mexicanas, Mariachi Festival, Financial Services, and numerous other recognitions.

**ELECTED
SERVICE**

Elected School Board Member, Wenatchee School District, 1997 - Present

- Have served in various leadership roles including Board Chair several times.

Governor Appointments-Gov. Locke & Gov. Gregoire, WA HECB 2004–2012

- Chair of the Board two terms 2009-2011

- Chaired the Student Financial Aid Committee involving annual reviews and legislative recommendations of the annual multi-billion dollar state financial aid program

- Analysis and approval of new degrees at public state universities

- Analysis and recommendation of higher education capital budget investments to the legislature

- Review and approval of State Need Grant eligibility by in-state higher education institutions

- Governor appointed to Governor's Taskforce on Funding Higher Education – 2010/2011

REFERENCES Personal references available upon request.

Deb Miller

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East Wenatchee, WA 98802
509-888-2243 (H)
509-750-9707 (C)
just.wellness.wa@gmail.com

OBJECTIVE

Improving the health of others through healthcare systems change and healthcare consumer education.

SUMMARY OF QUALIFICATIONS

- 29 years of experience in health care field.
- Successful in developing solid working relationships with clients and coworkers.
- Effective in motivating others through enthusiastic leadership.
- Highly dependable with proven ability to reach desired outcomes.

PROFESSIONAL EXPERIENCE

Special Projects Coordinator/Operations Manager

Community Choice 06/14-current Wenatchee, WA

Support oversight, implementation and maintenance of special projects inclusive of health innovation communications for Community Choice partners and members; provide program support and coordination on regional health promotion initiatives; coalition building; and regional healthcare transformation support.

Consultant

Independent 04/13-current Wenatchee, WA

Providing consultation and guidance to agencies and health care organizations on assessment of health education needs specific to tobacco systems development and policy implementation.

Senior Outreach Specialist

Alere Wellbeing 09/09-03/13 Seattle, WA

Delivered onsite consultation and training to North Central Washington healthcare providers; assisting health care workers with improving existing tobacco treatment systems. Delivered phone-based technical assistance on tobacco systems change to contracted healthcare providers in Washington, Arkansas, and Nebraska.

Health Education Facilitator

WVMC 10/05-09/09 Wenatchee, WA

Facilitated American Lung Association-Freedom From Smoking® group smoking cessation program for Wenatchee Valley Medical Center at two outpatient clinic locations.

Allied Health Professional

10/84-09/09

Performed the duties of medical laboratory technician, limited x-ray technician and pulmonary function testing for outpatient health care providers for over 25 years.

EDUCATIONAL EXPERIENCE

Bachelor of Science

Eastern Oregon University

Winter 2013

Major: Liberal Studies

Minors: Health and Wellness; Business

GPA: 3.69

Tobacco Treatment Specialist

University of Massachusetts

2009

Associates of Applied Science

Portland Community College

1982