

## WORKSHOP IV

### Transformation in Health Care

Wednesday, August 16, 2017

#### Transformation vs. Innovation



#### **Dr. Mark Hernandez, Chief Medical Officer, Community Care Collaborative**

Dr. Hernandez works with multiple clinicians and service organizations throughout Travis County to fulfill the goals of the Collaborative, which include transforming the delivery of care into an integrated system. Dr. Hernandez started in health care in 1993, when he was licensed as a registered nurse and worked for the Harris County Hospital District and Ben Taub General Hospital in Houston as an intensive care nurse for 10 years. Dr. Hernandez, who graduated from Baylor College of Medicine in 2003, did his residency in internal medicine at University Medical Center Brackenridge and, upon graduation, served as chief resident. He entered general internal medicine practice with Scott & White Clinic in Pflugerville before returning to Seton in 2008 as an academic hospitalist at University Medical Center Brackenridge. In 2011, he became their medical director. One year later, he was promoted to his current position, adding the hospital ambulatory clinics, including the Shivers Cancer Center and Infusion Suite, an internal medicine primary care clinic, numerous sub-specialty clinics and Seton Total Health Partners, a population health program to serve the needs of chronically ill under and uninsured patients in Travis County to his list of responsibilities. Dr. Hernandez is board-certified in internal medicine. He holds academic appointments with the University of Texas Southwestern University and the University of Texas Medical Branch, is adjunct faculty with the University of Texas at Austin School of Nursing and active in advanced practice nursing student education.

## Orthopedics: Reducing Wait Times



### **Cynthia Gallegos, Project Manager, Community Care Collaborative**

Cynthia Gallegos completed her undergraduate degree in health care administration in 2009. After serving as project manager at a cardiology office for a year, she transitioned to a physical medicine and rehabilitation group in South Austin. Within three years, she worked her way from managing patient referrals to becoming a practice administrator for the multi-site company. In 2012, Cynthia joined the Seton Healthcare Family as the Clinical Operations Manager for the Adult Palliative Medicine program, managing and expanding the program across three hospital sites and three outpatient sites. Cynthia also led the DSRIP initiative for the program, which had a value of an estimated \$9 million.

In 2016, Cynthia joined the Community Care Collaborative as a project manager, leading several specialty care initiatives. Cynthia graduated with her master's in business administration in 2017.

Outside of work, Cynthia enjoys traveling, working out with friends and spending time with her family and shihtzu.



### **Devin Williams, Nurse Practitioner for the Integrative Practice Unit, Ascension's Texas Ministry**

Devin Williams completed his undergraduate degree in sociology at Brigham Young University-Idaho in 2002 and continued his education at the University of Western States, where he graduated as a chiropractic doctor in 2006. Since then, he has spent time practicing in Boise, Idaho and Houston, Texas. Prior to joining the Dell Medical School, Devin was an attending physician at an outpatient clinic of the University of Western States. In this role, he supervised and taught chiropractic interns in day-to-day clinical activities. In 2013, Devin graduated from Samford University with a master's in nursing and became board certified as a family nurse practitioner.

Devin has a passion for musculoskeletal medicine, in particular, preventative measures and non-surgical approaches to musculoskeletal care. He has also continued his education into many other manual therapies such as Graston Technique, Activator Technique, RockTape Level 1 and 2 certifications, Dynamic Neuromuscular Stabilization, McKenzie and is currently continuing his training in physical and exercise rehabilitation.

Devin was drawn to the Dell Medical School after studying their vision and goals for the medical community. He feels this is the future of medicine and is excited to participate in the development of this new model. He works closely with Dr. Karl Koenig and Dr. David Ring in the Department of Surgical and Perioperative Medicine at the Dell Medical School.

Outside of work, he enjoys hiking, running, and spending time with his wife, three young children and two dogs.

## Virtual Care and Telemedicine



### **Kristi Henderson, Vice President of Innovation and Virtual Care, Ascension's Texas Ministry**

Dr. Kristi Henderson is the Vice President for Virtual Care & Innovation at Seton Healthcare, which is part of Ascension, the largest non-profit health system in the country. She is also a clinical professor in Population Health in the Dell Medical School at UT-Austin. Prior to this role, she was the Chief Telehealth & Innovation Officer for the University of Mississippi Medical Center, where she led the development of a statewide telehealth program, which is recognized as a national model. A few of her accomplishments include: 2017, American Academy of Nurse Practitioners State Award for excellence, 2015 Mississippi's 50 Leading Business Women, 2013 Robert Wood Johnson Nurse Executive Fellow, the 2014 Nurse Innovator of the Year, 2012 Advanced Practice Nurse of the Year, and voted an "Edge Runner" by the American Academy of Nurses.

She has testified before two U.S. Senate Committees and the White House Domestic Policy Council to advance nursing and telehealth. She has made numerous presentations across the country to advance new models of care, including giving a TEDx talk and speaking at the 2016 & upcoming 2017 SXSW event in Austin.

She currently serves on the executive board for the American Telemedicine Association and on the National Quality Forum telehealth committee. She represents the American Academy of Nurse Practitioners on the National Council of State Legislators telemedicine task force and serves as a member of the National Governor's Association telemedicine committee. She has also served as a telehealth advisor to the Association of American Medical Colleges.

Dr. Henderson received her doctorate of nursing practice from the University of Alabama at Birmingham; her master's in nursing from the Mississippi University for Women; and her bachelor's in nursing from Mississippi College. She maintains national certification as a family and acute care nurse practitioner and is a fellow in the Emergency Nurses Association.

## Upcoming Events:

### Community Health Champions: Workshop V



Don't miss our last workshop of the year. Hear and learn from Dean Clay Johnston and second-year medical students about how they are changing the future of health care.

**Wednesday, October 18, 2017 | 11 a.m. - 1:30 p.m.**

Dell Medical School - Health Learning Building  
1501 Red River St. Austin, TX, 78701

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### Austin/Travis County Community Health Plan Community Health Forum



**Wednesday, August 30, 2017 | 6 - 8 p.m.**

AISD Performing Arts Center - Multipurpose Room  
1500 Barbara Jordan Blvd, Austin, TX 78723

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### Support our collective efforts in 2018!



**CENTRAL HEALTH**

Central Health invites you to speak in support of the Fiscal Year 2018 budget

#### **First Public Hearing**

Wed. August 30, 2017 | Time: TBD  
Central Health Office  
1111 E. Cesar Chavez St, Austin, TX 78702

#### **Second Public Hearing**

Wed. September 6, 2017 | Time: TBD  
Central Health Office  
1111 E. Cesar Chavez St, Austin, TX 78702

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