



National Institute for Health Care Management  
(NIHCM) Foundation Webinar

***The Virtual Visit:  
How Telehealth Is Reshaping Care Delivery***

SPEAKER BIOGRAPHIES  
(In order of appearance on the program)

**KATHRYN SANTORO, MA** is Director of Policy and Development at the National Institute for Health Care Management (NIHCM) Foundation, a nonprofit and nonpartisan organization whose mission is to promote improvements in health care access, management and quality. Ms. Santoro currently leads NIHCM's *Driving Value* webinar series and directs the organization's maternal and child health programs. Under these projects, she conducts research and analysis on health policy issues in support of improving practices used by health care decision makers and industry leaders.

Ms. Santoro joined NIHCM Foundation in September 2004 after receiving her Master's degree in Public Policy from the George Washington University with a focus on women's health policy. Ms. Santoro previously served as a Project Consultant for Women in Government where she was responsible for compiling a state-by-state report card on access to cervical cancer screening. While pursuing her Master's degree, Ms. Santoro was a Communications Assistant for a health policy consulting firm and a Graduate Intern for a Washington, D.C. based women's and children's policy research organization. Ms. Santoro attended Villanova University in Villanova, PA and graduated with a BA cum laude in Political Science.

**WILLIAM H. FRIST, MD** is a nationally recognized heart and lung transplant surgeon, former U.S. Senate Majority Leader, and Chairman of the Executive Council of Cressey and Company. Senator Frist represented Tennessee in the U.S. Senate for 12 years where he served on both Health and Finance committees. He was elected Majority Leader of the Senate having served fewer total years in Congress than anyone in history. His leadership was instrumental to the passage of the 2003 Medicare Prescription Drug, Improvement and Modernization Act and PEPFAR, the unprecedented national commitment to fight HIV/AIDS globally.

His current board service includes the Robert Wood Johnson Foundation, Kaiser Family Foundation, Bipartisan Policy Center, Center for Strategic and International Studies, Harvard Medical School Board of Fellows, and the Nashville Health Care Council. Current corporate boards include Theranos, Teladoc, AECOM, Select Medical, Aspire Palliative Care, MDSave and Unitek.

**KAREN DESALVO, MD, MPH, MSc**, the Acting Assistant Secretary for Health in the U.S. Department of Health and Human Services, is a physician who has focused her career

toward improving access to affordable, high quality care for all people, especially vulnerable populations, and promoting overall health. She has done this through direct patient care, medical education, policy and administrative roles, research, and public service.

Dr. DeSalvo also remains in her role as the National Coordinator for Health Information Technology, where she continues to set high level policy and the strategic direction of the office, including efforts related to interoperability. The Office of the National Coordinator for Health Information Technology (ONC) is at the forefront of the nation's health IT efforts to adopt and meaningfully use health information technology, and collectively achieve health information technology interoperability, as a foundational element of better health for everyone in America.

Before joining the U.S. Department of Health and Human Services, she was Health Commissioner for the City of New Orleans, and Senior Health Policy Advisor to New Orleans Mayor Mitchell Landrieu, from 2011-2014. While there, she transformed the outmoded health department to one that has since achieved national accreditation, and restored health care to devastated areas of the city, including leading the establishment of a public hospital.

Following Hurricane Katrina, Dr. DeSalvo was a community leader in building an innovative and award-winning model of neighborhood-based primary care and mental health services for low-income, uninsured and other vulnerable individuals that boasts a sophisticated health IT infrastructure.

Dr. DeSalvo was also a professor of medicine and vice dean for community affairs and health policy at Tulane University School of Medicine. She served as president of the Louisiana Health Care Quality Forum, the state's lead for the health information exchange, and the National Association of Chiefs of General Internal Medicine. She has also served on the boards of the National Association of County and City Health Officials and the Society of General Internal Medicine.

Dr. DeSalvo has received many honors, including recognition as a "Woman of Excellence in Health Care" by the Louisiana Legislative Women's Caucus. In 2013, Governing Magazine named Dr. DeSalvo one of nine Public Officials of the Year. The American Medical Student Association recognized her with a Women's Leader Award in 2014. Modern Healthcare named her one of the 50 most influential physician executives in 2014.

Dr. DeSalvo earned her Medical Doctorate and Master's in Public Health from Tulane University, and Master's in Clinical Epidemiology from Harvard School of Public Health. She has an honorary doctorate from her alumnus institution, Suffolk University.

**HOWARD ROCHAY** is Florida Blue's vice president, delivery system operations. In this role, Mr. Rochay is responsible for providing oversight of the company's medical cost management program and related activities as well as delivery system capability planning and development, project management, and relationship integration.

Since joining Florida Blue in 1991, Mr. Rochay has held a myriad of project related positions in multiple areas of the company and numerous leadership positions within the delivery system and service organizations (claims and customer service) including managing the delivery system six sigma team.

Mr. Rochay holds a Masters of Business Administration (MBA) from University of North Florida, a Bachelors of Science in Business Accounting from The University of Phoenix, and various Six Sigma certifications.

**DAMIAN GILBERT** is the Founder and CEO of TouchCare. He returned to Durham, North Carolina in 2013 to found Healthcare Innovation companies — the first of which was TouchCare — after almost twenty years in merchant banking and investments. He is passionate about technology and consumerism as trends driving products that improve access to quality healthcare. Most recently, he was a partner at Allen & Company in New York where he ran an advisory and investment practice focused on companies and family offices in the consumer, media and digital sectors. Previously, he co-managed Allen Global Partners, a \$1.5 billion event-driven hedge fund. He has also worked in private equity and investment banking, as well as an entrepreneur with his first start up in 1999 BusinessEurope.com. He graduated from Duke University, spent far too long away from ACC basketball and now happily resides in the Research Triangle area with his wife and four kids.

**JOHN F. JESSER** serves as the vice president of Provider Engagement Strategy for Anthem, Inc., the nation's largest health benefits company. In this capacity, Mr. Jesser manages a companywide process that looks at healthcare-related functions to improve the affordability of health care; the consumer experience and access to care. He leads the company's telehealth strategy as the general manager of LiveHealth Online, an online care solution for consumers and providers being offered to Anthem's customers. Mr. Jesser focuses on solutions and digital tools that improve the connection between doctors, hospitals, consumers and health plans. Previously, he served for more than 24 years in various management positions within the health care field.

Mr. Jesser earned his Bachelor of Science degree in mass communications from Miami University in Oxford, Ohio and an MBA from Cleveland State University.

He serves as vice chairman of the board for Availity, LLC, a company that provides connectivity between health care payers and providers; and is chairman of the board of National TeleHealth Network (NTN), a telehealth physician management company founded as a joint venture between American Well and Anthem. He is a member of the board of SoloHealth. He serves as the youth director at Our Lady of the Cedars Maronite Catholic Church in Fairlawn, Ohio. Currently, Mr. Jesser lives in Brecksville, Ohio, with his wife, Erin, and five children.

**MARIO GUTIERREZ** is executive director of the Center for Connected Health Policy. Mr. Gutierrez joined CCHP in May 2010 as a senior policy associate, and brings with him more

than thirty years of experience in California's nonprofit health and health philanthropy sectors.

Mr. Gutierrez served as a program director with The California Endowment for twelve years prior to joining CCHP, where he led several major health care initiatives including the foundation's ten-year, \$20 million investment in telehealth deployment throughout California. He also served as the Endowment's lead person for Rural and Agricultural Worker Health Programs and Policy. Previously, he served for six years as a senior program officer with The Sierra Health Foundation.

In recognition of his achievements in the field, Mr. Gutierrez received the prestigious 2007 Terrance Keenan National Leadership Award in Health Philanthropy.

Mr. Gutierrez currently serves on the board of directors of the California State Rural Health Association, a nonprofit, nonpartisan, grassroots organization that works to improve the health of rural Californians and the quality and accessibility of the health care they receive.

He also serves on the board of directors of OCHIN, one of the nation's largest and most successful non-profit health information networks. OCHIN is nationally recognized for its innovative use of Health IT to improve the integration and delivery of health care services across a wide variety of practices, with an emphasis on safety net clinics and small practices, as well as critical access and rural hospitals.

He currently serves as chairman of the Rural Policy Research Institute (RUPRI) Rural Human Services Advisory Panel, which provides agencies of the federal government with policy analysis and recommendations to promote livable rural communities.