2nd Multicultural Healthcare Quality Improvement Symposium

December 5, 2017 | 8:30 AM – 4 PM
Charlotte AHEC, Center for Learning & Development, Bldg. K
Charlotte, NC
December 5, 2017

8 AM – 8:30 AM  Breakfast & Registration

8:30 AM – 9: AM  
**WELCOME**
**MORNING KEYNOTE SPEAKER**
Alisahah Cole, MD  
VP & System Medical Director of Community Health  
Carolinas HealthCare System

9 AM – 10 AM  Overcoming language Barriers in Health Care  
Pedro Mendez, MBA  
Corporate Manager of Language and Cultural Services  
Novant Health

10 AM – 10:15 AM  **BREAK**

10:15 AM – 11 AM  Topic: Research on Race, Culture and Healthcare Quality  
Hazel Tapp, PhD

11 AM – 12 PM  The Role of Lived Experience in Improving Individual and Community Health  
Brisa Hernandez, BUS

12 PM – 1 PM  **LUNCH**

1 PM – 1:45 PM  Focus on Ambulatory Care  
Darin Kennedy, MD  
Dellyse Bright, MD

1:45 PM – 2:30 PM  First Impressions  
Jason Bolden, MD, FACEP, CDP

2:30 PM – 2:45 PM  **BREAK**

2:45 PM – 4 PM  Let’s Talk – Panel Discussion  
*This multicultural panel will discuss pressing issues that effect quality improvement in the healthcare setting.*

**Panel Moderator**  
Victor Armstrong, MSW  
Vice President, Behavioral Health with Carolinas HealthCare System and serves as Facility Executive of Behavioral Health - Charlotte (BHC)

**Panelists**  
Calvin Hung, FACHE, MPT  
Administrator, Carolinas HealthCare System - Pineville Inpatient Rehabilitation  
Arlene Cash, MA  
Manager, Department of Diversity & Inclusion at Carolinas HealthCare System  
Rev. Malu Fairley-Collins  
Director, Spiritual Care & Education for the Palliative Care Group at Carolinas HealthCare System  
Bob Carta, BS, Pharm  
Vice President of Pharmacy Services for Carolinas HealthCare System  
Anthony Concepcion Perez, MCR  
Vice President of Real Estate and Security
Alisahah Cole, MD

Alisahah Cole, MD, received her undergraduate degrees in Music and Biology at Case Western Reserve University in Cleveland, Ohio. She graduated with her medical degree from Wright State University School of Medicine in Dayton, OH, where she was a National Health Service Corp Scholar. Since serving the underserved had always been a priority, she completed her residency in Family Medicine at Carolinas Medical Center, where she was part of the Urban Track program. During that time, she received the Bryant L. Galusha Intern of the Year Award and served as Co-Chief Resident her final year. After residency, she worked in a rural health clinic in Union, SC for 4 years. Since her return to Charlotte, she has served in multiple leadership roles, including Vice Chair of the Department of Family Medicine and most recently, System Medical Director of Community Health for Carolinas Healthcare System. She has been passionate about inter-disciplinary medical education, teaching a wide range of learners from residents, medical and pharmacy students, ACP’s, and behavioral health interns. Her clinical interests include health equity and population health, and she is currently responsible for developing and implementing a community health strategy across multiple counties in North and South Carolina. Outside of medicine she enjoys spending time with her family, reading, and watching football.

Cornell P. Wright, MPA

Cornell P. Wright, MPA is a subject-matter expert around the areas of health equity and disparities, minority health, and community engagement. Wright currently serves as the Executive Director of the North Carolina Office of Minority Health and Health Disparities under the North Carolina Department of Health and Human Services.

Wright is an active member in the health community, serving various groups, organizations and boards including; the Patient Centered Outcome Research Institute (PCORI) where he serves on the Communication and Dissemination Advisory Panel, and the Southeastern Health Equity Council (SHEC), as part of the National Partnership for Action to End Health Disparities (NPA), serving as the Co-Chair to the Social Determinants of Health Committee.

Wright has received numerous awards and recognitions for his extraordinary contributions to health from; National Institutes of Health, Leukemia and Lymphoma Society, North Carolina Central University, and National Minority Quality Forum.

A much-sought after speaker, Wright has provided his expertise in various speaking roles through keynote addresses, conferences, panels, and presentations in national and local platforms. During one of the more recent speaking engagements, Wright served as the closing keynote speaker for the first annual North Carolina Sexual Health Conference, where his presentation, “From the Color Purple to Purple Rain: Exploring the Historical Context of Sexual Violence, Sexual Expression, and Sexual Health Equity”, provided a unique and innovative approach to public health messaging through the use of interactive media including music, poetry, and visuals to intimately connect with his audience. This presentation was recently turned into a TEDxTalk, “#ColorPurpleRain: Sexual Health Equity in Context” at TEDxUNC.

Most recently, Wright was named the Spectacular Magazine 2017 Man of the Year in Health.
Conference Presenters

Pedro Mendez, MBA | Novant Health

Pedro Mendez is the Corporate Manager of Language and Cultural Services for Novant Health and has worked in the Healthcare industry for the last 13 years. Mr. Mendez began his career with the NCH Healthcare System (Florida) and in 2004 he moved to the Carolinas and worked with the Cabarrus Community Health Centers (Federal Qualified Clinic) and Carolinas Healthcare Systems where he became Manager of Language Services at the NorthEast location. Mr. Mendez earned his Bachelor’s Degree in Information Systems with a concentration in Internetworking Technologies from Strayer University and an MBA with concentration in Human Resources Management from Pfeiffer University. He also holds a certification as Medical Interpreter (CMI -Spanish) from the National Board of Certification for Medical Interpreters. As a corporate leader at Novant Healthcare System, Mr. Mendez manages the operations of Language and Cultural Services in all markets: Greater Charlotte, Winston-Salem and Virginia UVA Market and the Medical Group for Novant Health (15 medical centers, 436 physicians’ clinics, and one partnership hospital). He also worked closely with the Diversity and Inclusion Departments of CHS and Novant Health designing, implementing, and supporting projects such as Diversity and Inclusion Committees, Diversity Fairs, Business Resource Groups, and the new Spanish Website including the Spanish My Chart (Electronic Medical Records Access) for Novant Health among others.

Hazel Tapp, PhD | Carolinas HealthCare System

Hazel Tapp currently serves as Director of Research in the Department of Family Medicine at Carolinas HealthCare System. Dr Tapp’s research interests are in outcomes research and implementing improved delivery of care for patients with chronic diseases such as asthma and diabetes. On one PCORI-funded project she leads a team that includes patients, providers and researchers, working with 4 Practice-based research networks and Medicaid across North Carolina to implement shared decision making for asthma patients across 30 practices. Also, in partnership with community members, patients, community organizational representatives, providers, and other research team members, Dr Tapp’s serves as a participating member of our community advisory board (CAB) and patient advisory board (PAB). Hazel received a PhD from the University of Birmingham England, and did a post-doctoral fellowship at New York University.

Brisa Hernandez, BUS | Carolinas HealthCare System

Brisa Hernandez is the Director of Community Based Research and co-instructor in Community Medicine in the Department of Family Medicine, Carolinas HealthCare System (CHS). Over the last ten years her research has been focused on addressing health disparities, utilizing participatory research methods, community development, inter/transdisciplinary collaborations, program evaluation and the impact of urban restructuring on access and utilization of health/social services for underserved populations. Ms. Hernandez is also one of the research team members of MAPPR, The Mecklenburg Area Partnership for Primary Care Research, she develops research projects with a group of primary care practices, community organizations, and academic partners with a mission to investigate questions related to community-based practice and how to improve the quality of primary care by enhancing the translation of research findings back into practice. Although the primary focus of the research has been engaging the new immigrant Latino population in the Charlotte-Mecklenburg area, Ms. Hernandez also works with many community partners to address issues of health disparities and equity for all residents. Currently, she is co-chair of the Social and Economic Indicator subcommittee, which has been tasked with developing the social determinants of health screening questionnaire to be integrated into the electronic medical record and develop a recommendations to address food insecurity, the priority social determinant for the health system. Lastly, Ms. Hernandez is a PhD Candidate in the Department of Geography and Earth Sciences at UNC Charlotte.

Darin Kennedy, MD | Carolinas HealthCare System

Darin Kennedy, MD is a clinical faculty member of the CHS Family Medicine Residency. A native of North Carolina, he is a graduate of Wake Forest University both for undergraduate studies and medical school. He completed his residency in Family Medicine at Carilion Health System in Roanoke, Virginia, then spent eight years serving as a family physician/flight surgeon in the United States Army at Fort Hood, Texas and Fort Benning, Georgia as well as deploying to Iraq with the 101st Airborne in 2003-2004 in support of Operation Iraqi Freedom. He has been back in North Carolina for the last nine years and enjoys his dual roles of clinician and teacher in the Charlotte Family Medicine program. When not practicing medicine, he is a novelist and the final book in his Fugue & Fable series, The Tchaikovsky Finale, is scheduled for release in December 2017.
Conference Presenters

Dellyse Bright, MD | Carolinas HealthCare System
Dellyse Bright, MD hails from Baltimore, MD where she trained at the University of MD School of Medicine and Family Medicine Residency Program. She practiced in Columbia, SC in a Federally-qualified community health center before serving as faculty at Cabarrus Family Medicine Residency Program in Concord, NC. Since 2013, she has been in Charlotte, initially serving as Site Director for the Urban underserved track of the Carolinas Medical Center Family Medicine Residency Program. She now serves as Program Director for the Residency Program with a heart for teaching and serving underserved patient populations. She is a wife and mother of 4.

Jason Bolden, MD, FACEP, CDP | Carolinas HealthCare System
Dr. Jason Bolden is an Emergency Physician with USACS (US Acute Care Solutions). Dr Bolden has worked in the Carolinas HealthCare system for over 10 years and is currently the Medical Director at CHS Mercy & SouthPark Emergency departments. In addition to his clinical duties he has help establish the USACS diversity council and pushed diversity and inclusion initiatives within CHS and USACS to help influence organizational culture and patient experience. Dr. Bolden is a native of Minnesota and received his Bachelor of Arts in Chemistry from the University of Minnesota at Morris. Dr Bolden received his medical degree from Duke University School of Medicine. He completed his Internal Medicine Internship and Emergency Medicine Residency at Mount Sinai Medical Center in New York City. Dr Bolden is board certified in Emergency Medicine and a Fellow of the American College of Emergency Physicians. Prior to working at Carolinas Medical Center Dr. Bolden worked at Washington Hospital Center in our nation’s capital. Jason spends most of his time outside clinical medicine with his wife and two daughters.

Victor Armstrong, MSW | Carolinas HealthCare System
Victor Armstrong, MSW is Vice President, Behavioral Health with Carolinas HealthCare System based in Charlotte, NC and serves as Facility Executive of Behavioral Health- Charlotte (BHC). As such, he has responsibility for operational and strategic oversight of the 66 inpatient beds, the psychiatric emergency department, and 10, provider based, outpatient behavioral health programs on the BHC campus. Prior to his role with Carolinas Healthcare System, Victor served as Behavioral Medicine Program Manager with the Cone Health System. Victor has worked on the payer side of behavioral health through the Medicaid Managed Care Organizations, as well as in community mental health. He currently serves on the Board of Directors of National Council for Behavioral Health. He also serves as President of the Board of Directors for National Alliance on Mental Illness (NAMI) NC. In addition, Victor was voted by NAMI NC, as 2012 Mental Health Professional of the Year for his advocacy in strengthening community mental health resources, including Crisis Intervention Teams (CIT), rewriting of the Basic Law Enforcement Training (BLET) curriculum to expand training on mental health issues, and leading the effort in developing a Mental Health Court in Forsyth County, NC. Additionally, Victor serves on the Board of Directors for American Foundation for Suicide Prevention-NC as well as Timeout Youth, an organization that offers support, advocacy, and opportunities for personal development and social interaction to LGBTQ youth ages 11-20. He serves on the Protection & Advocacy for Patients with Mental Illness (PAIMI) Advisory Council for Disability Rights NC. Locally, Victor serves on the Mecklenburg County Mental Health Task Force and Mecklenburg Provider Council Executive Board, among many other committees and subcommittees.

Victor graduated Magna Cum Laude with a degree in Business Administration from NC Central University and received his graduate degree in Social Work from East Carolina University.
Conference Presenters

Robert (Bob) Carta, BS, Pharm | Carolinas HealthCare System

Robert (Bob) Carta, BS Pharm, is the Vice President of Pharmacy Services for Carolinas HealthCare System (CHS). The CHS Division of Pharmacy under Bob's direction spans the entire pharmaceutical continuum of care.

Bob's responsibilities include the operational and clinical vision and strategy for the healthcare system's vast array of pharmacies. Leadership areas include 20 acute care pharmacies, 16 cancer center pharmacies including investigational drug service, 10 retail pharmacy network, 4 clinic pharmacies serving the uninsured and underinsured, long term care consulting and dispensing for over 600 beds and dispensing to 4 hospice inpatient facilities. In addition, Bob is responsible for the development, growth and strategic oversight of a 60,000 member home delivery pharmacy, the CHS Specialty Pharmacy Service as well as the Antibiotic Stewardship Network (ASN), two PGY1 Residency Programs with 14 Pharmacy Residents, PGY2 Residency in Oncology and ASN, pharmacists embedded into physician's offices, population health pharmaceutical care and virtual pharmaceutical care in the ICU and Behavioral Health space.

Bob is passionate about always putting the patient first in any decision or request being made. He has been certified and trained in LEAN A3 Problem solving for the last 4 years and has implemented many of those concepts to reduce waste, implement standard work for operational and clinical activities to improve efficiencies and quality.

Bob is a graduate of the University of Connecticut, School of Pharmacy. He is an active member of ASHP and North Carolina Association of Pharmacists. Bob has served on numerous committees for Novation, Premier, American Society of Healthcare System Pharmacists and North Carolina Association of Pharmacists. Bob has been a faculty member of the ASHP Pharmacy Leadership Academy since 2005 and has written and taught several courses for the Academy.

Arlene Cash, MA | Carolinas HealthCare System

Arlene Cash is currently a Manager in the Department of Diversity & Inclusion at Carolinas HealthCare System. She has been with the System for 16 years. She served as an Organizational Development Consultant for eight years, prior to transitioning into her current role in November 2012. Her present role includes providing leadership in planning and development of Diversity & Inclusion centered education and opportunities for Carolinas HealthCare System's workforce; partnering with departments within the System on programmatic cultural activities and events that support a culture of inclusion and learning; and facilitating Diversity & Inclusion professional development classes throughout the organization.

Arlene has a Master of Arts in Education from Brooklyn College in Brooklyn, New York, and a Bachelors of Science in Education from Eastern Nazarene College in Quincy, Massachusetts. Arlene taught public school in New York City for 13 years before she joined Carolinas HealthCare System. She holds a certification in secondary school education and is also certified in Becoming the Totally Responsible Person (TRP®) from TRP® Enterprises in Winston-Salem; certifications from DDI® (Development Dimensions International); Lean Healthcare Project Certification, and Diversity Management Certificate.

Calvin Hung, FACHE, MPT | Carolinas HealthCare System - Pineville

Calvin Hung, FACHE, MPT, started his career as a physical therapist, working and managing in several settings including inpatient rehabilitation, outpatient rehabilitation, long-term care, and acute care. Calvin is currently the Administrator of Carolinas Healthcare System- Pineville Inpatient Rehabilitation.

Calvin's work in the realm of diversity and inclusion includes helping to found the Carolinas Healthcare System's Men's Diversity and Leadership Network, one of seven system resource groups where he chairs the membership and networking committee. Calvin also developed and chaired a diversity and inclusion council representing over 1400 teammates within the Southern Division of Carolinas Healthcare System, coordinating several diversity events and initiatives focused on improving cultural competence. In 2016, Calvin was recognized by Diversity MBA as one of the Top 100 Executives Under 50. In 2017, he was recognized as the Carolinas HealthCare System's Diversity Champion for his work in this area across the organization. As an avid volunteer, Calvin has also worked with several organizations including Habitat for Humanity, the Salvation Army, Charlotte Friendship Gardens, Crisis Assistance Ministry, and Special Olympics.
Conference Presenters

Rev. Malu Fairley-Collins | Carolinas HealthCare System - Palliative Care Group

Rev. Malu Fairley-Collins serves as the Director of Spiritual Care & Education for the Palliative Care Group within Carolinas Health Care system. She is a board certified chaplain and an Associate Certified Pastoral Educator. One of her many roles within CHS is serving as the Chair of the Education & Communication Committee of EQualityOne, a system resource group within CHS focused on engaging and uplifting our LGBTQ teammates and allies. She is passionate about cultivating the integral role of spiritual care in caring for the whole person as CHS lives out its mission of providing health, hope & healing for all. She serves as the co-pastor of Wedgewood Church, an Alliance of Baptist and UCC congregation in Charlotte, NC. This congregation extravagantly welcomes, celebrates and wrestles with persons of varied social locations including ethnicity, orientation, gender-identity, socio-economics and mental/physical ability. She recently published a chapter in Trouble the Waters: A Christian Resource for the Work of Racial Justice. In her work in the church she is passionate about creating and sustaining faith-filled relationships, that are grounded in the awareness of self and other's social location & intersectionality, which seek to live out love as social justice. She is happily married to Briana Fairley-Collins and co-parents one vivacious 12 year old.

Anthony Concepcion Perez, MCR | Carolinas HealthCare System

Tony Perez is the Vice President of Real Estate and Security within Carolinas Healthcare System. He is the shared services executive to multiple lines of business across Carolinas Healthcare System, leading teams acting as primary strategic relationship manager for real estate, aligning space and facilities planning, delivery, security, and management with the needs of the business and patients. Responsible for 18.5 million square feet (400+ properties, 977 acres of land) real estate portfolio in North and South Carolina supporting 33,000 teammates. He manages the creation and execution of a $140 million operating budget and account for $80 million in annual real estate deal flow.

Prior to joining Carolinas Healthcare in 2013, Tony managed a Vendor Management team responsible for 200 very complex and high impact vendors with an annual spending budget of over $1 billion within Bank of America facilities. Prior to his retirement, he also served in a variety of executive roles with Bank of America during his eighteen year financial industry career. Tony joined Bank of America in 1995 as part of the Management Associate Training Program. He has supported various real estate initiatives including leading the conversion of nationwide signage as a result of the NationsBank and Bank of America merger in 1999. He also served as an Asset Manager for the Charlotte Headquarters portfolio as well as a Quality Engineer on the nationwide Quality and Productivity team, at which time he received his Six Sigma Green Belt. Tony was Project Director for the Southeast and Mid-Atlantic regions. In this role, he managed a staff of 26 Facility Partner Project Managers in a 23 million square foot portfolio. Tony also was the Property Executive for the Charlotte Headquarters Region, responsible for day-to-day management of a nine million square feet real estate portfolio in Charlotte N.C., supporting 20,000 associates. He managed the creation and execution of a $210 million operating budget and $22 million capital plan.

Tony is very active in the community, serving on the boards of several non-profit organizations such as 100 Black Men of Greater Charlotte (Treasurer), Carolinas Chapter of CoreNet Global (President), The Arts and Science Council, and Charlotte Chamber of Commerce. He has received numerous awards for his work with local organizations, including receiving the Charlotte Chamber of Commerce Legacy Award. In September of 2006, he was named 2006 Diversity in Business Awards Honoree and recognized as a catalyst for change. Tony was also a 2007 Charlotte Business Journal’s 40 under 40 Recipient. In 2009, he received the Alumni Service Award from Davidson College for rendering a high degree of service to the institution. Tony was also the recipient of Duke Energy’s 2011 Power Partner Award for reducing electricity cost by 18% in office buildings.

Tony received his B.A. in Psychology from Davidson College, Class of ‘92, Master of Corporate Real Estate from CoreNet Global, Class of ‘13, and is a graduate of Leadership Charlotte (Class XXV).