



**October 3-4, 2019**

**Sheraton Syracuse University Hotel  
& Conference Center**

# **Conference Packet**



**NEW YORK**

**SCHOOL-BASED  
HEALTH ALLIANCE**

Healthy Children, Healthy Teens, Healthy Schools

**NYSBHA P.O. Box 8324 Albany NY 12208**

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## **About Our Conference**

Each autumn, the Alliance offers an educational and networking conference specifically for school-based health professionals and advocates with an interest in school-based health care. Plan to join us for an evening of networking followed by a full day of learning. This event, taking place October 3rd and 4th 2019 at the Sheraton Syracuse University Hotel, will offer lively sessions, recognition awards, new board member installation, exhibitors and sponsors, salient education, a keynote and opportunities to see friends old and new while enjoying the stunning autumn colors of New York State in October! This year's theme is innovation, uncovering within our field how school-based health centers utilize inventive programming, develop resourceful partnerships and apply novel solutions to everyday practices. See below for details about this event.

## **Hotel Information**

This year's venue will take place at the **Sheraton Syracuse University Hotel & Conference Center in Syracuse**, New York. NYSBHA has a block of rooms for attendees at the discounted rate of \$135. Our block will be available through 9/15/19. You must be registered for the conference to receive the discounted room rate.

**Sheraton Syracuse University Hotel  
& Conference Center  
801 University Avenue  
Syracuse, New York 13210**

# Event Agenda

## Thursday 10/3

5:30 – 6:30 Alliance Board Meeting

7:00 – 9:00 Networking Reception

## Friday 10/4

7:00 – 8:00 Breakfast

8:00 Exhibit tables open

8:00 – 9:00 Keynote Session

9:05 – 10:35 Concurrent Sessions A

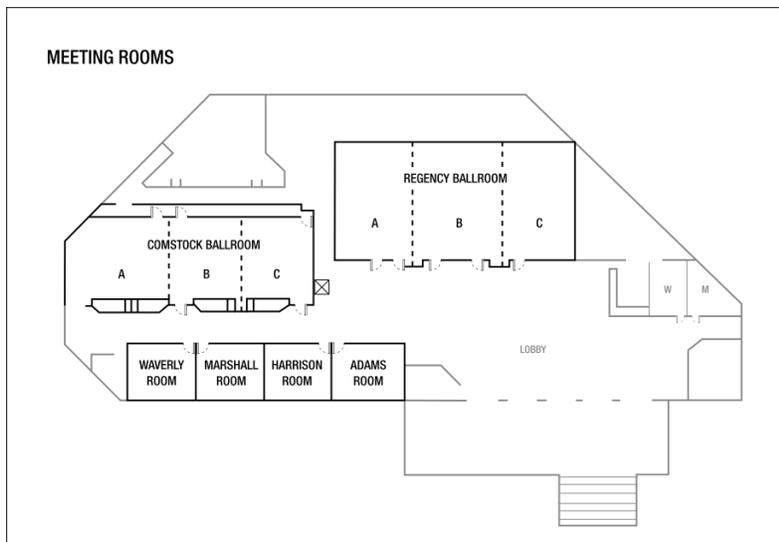
10:00am Coffee Station

10:40 – 12:10 Concurrent Sessions B

12:10 – 1:15 Luncheon: Board installation, Recognition Awards

1:20 – 3:10 Speed Dating Session

3:00pm Exhibit tables close



## **2020 NYSBHA Board Candidates**

October 2019, the membership will be asked to cast votes, as required by our bylaws, to officially install new Alliance Board members into director and officer positions in 2020. Please review the following candidates for addition to NYSBHA's Board of Directors:

**Candidate: Ben Anderson**

**Position: Board Director**

### ***About Ben***

Ben Anderson is the Director of Health Policy at Children's Defense Fund – New York (CDF-NY). There, he develops and manages CDF-NY's poverty and health policy portfolio, analyzing poverty and health data. Anderson also chairs the Public Programs Group, a joint workgroup comprised of consumer health advocates and senior management from the NYS Office of Health Insurance Programs and focused on publicly-funded health coverage programs, and serves on NYS school-based health center Medicaid managed care carve-in workgroups. Prior to CDF-NY, Ben did policy work for Maine Center for Disease Control and Prevention, and First Five Nebraska. He has served as an attorney for several organizations, including the Georgia Department of Community Health.

**Candidate: April Lee, MD, FAAP**

**Position: Board Director**

### ***About April***

April C. Lee, M.D. is Director, Division of Adolescent Medicine in the Department of Pediatrics at Staten Island University Hospital. She is a dedicated clinician, educator, and researcher in the field of Adolescent Medicine. She is a Fellow of the American Academy of Pediatrics (AAP), involved in the Section of Adolescent Health, Council on School Health and New York Committee of Adolescence. She is also a Fellow of the Society for Adolescent Health and Medicine (SAHM). She is the medical director for both the School Health Center at New Dorp High School and the School Health & Wellness Center at Port Richmond High School. Under her leadership, there has been expansive growth within the Division of Adolescent Medicine which coordinates several grant funded programs including the Family Grant Program and Comprehensive Adolescent Pregnancy Prevention Program. These programs provide opportunities to increase existing clinical services to underserved populations.

## Session Descriptions

### **Keynote: Equity Warrior – Overcoming Systemic Inequity for Our Children**

**presenter: Luis E. Torres, MA, SDA, SAS**

From being held back in the second grade while living in one of the nation's most challenging communities to becoming a nationally recognized, innovative and celebrated school administrator, Luis Torres strives to create opportunities for school-aged children to level America's socio-economic playing field.

Mr. Torres is the principal of NYC PS 55 in the Bronx, a community school well-known for its deep commitment to arts programming, student engagement and learning, and tireless service to its surrounding community. Mr. Torres will share his story and infectious passion for his students in this keynote presentation sure to inspire and invigorate attendees.

### ***CONCURRENT SESSIONS A***

#### **Reaching the Unreachable: Telehealth Can Help**

**presenters:** Chris Kjolhede, MD, MPH; Lisa Kwiatkowski and Kari Austin

Utilizing a \$297,000 telehealth grant from the U.S. Department of Health and Human Services, Bassett Healthcare's School Health Program is now able to offer telehealth services in its school-based health care setting."The geographic spread across the rural region Bassett serves makes it virtually impossible to effectively and efficiently meet specific health needs of the pediatric population...adding telehealth services in many of our school-based health centers is a way for Bassett to continue to build on the school-based health program, further improve accessibility of health care services and improve the health care outcomes in medically underserved areas," explains Dr. Kjolhede, SBH co-director. This interactive and instructive three-part session delves into examples of how telehealth can be used in the care of hard-to-reach student populations.

#### **Chronic Absenteeism and Health: Why Attendance is a Team Sport**

**presenter:** Ginelle Wynter

Chronic absenteeism is often a red flag for unmet student needs, often including poorly managed health conditions. Increasingly, schools are focusing on creative ways to reduce chronic absenteeism. This Healthy and Ready to Learn workshop presents an approach to promote collaboration between SBHCs and schools, through partnership around attendance messaging and health promotion to reduce chronic absenteeism. By analyzing example scenarios, participants will learn to identify areas for collaboration with school partners.

### **Mindfulness and Self-care for School Based Health Center Staff and Adolescent Patients**

**presenter:** Melanie A. Gold, DO, DMQ, FAAP

This innovative session is a mixed didactic and experiential workshop with the following objectives: a) Identify sources and symptoms of stress leading to dissatisfaction and burnout for school based health center staff and to anxiety and poor health among adolescents b) Describe the benefits of mindfulness and other integrative approaches to self-care, and c) Experience a variety of modalities that can enhance well-being including mindfulness, aromatherapy, and acupuncture, and learn how to introduce these to adolescents. Presented this year at the American Academy of Pediatrics Caring for the Whole Child Conference in Tucson, AZ this session focuses on integrative health, burnout prevention, and pain and anxiety management. Limited to 40 participants.

### ***CONCURRENT SESSIONS B***

#### **Pre-Participation Physical: Nuts and Bolts**

**presenter:** Kamila Barnes, DNP, FNP-C

According to the AAFP, approximately 30+ million adolescents annually receive medical clearance to play sports. The goal of the pre-participation exam (PPE) is to reduce the risk or morbidity and mortality associated with endurance activities and improve athlete safety. Providers will learn about focus areas in history taking and physical exam. There will be a review of disqualifications (contact and non-contact endurance), appropriate referrals, and follow up. We will discuss how to determine clearance for patients who have a significant cardiac or respiratory condition, concussion history, sport injuries, as well any specific family history conditions that require follow up.

#### **School-Based Medical Home Transformation in a Pre-K through 12 School in the Bronx**

**presenters:** Louann Casiano MPH and Nina Castelnovo MD, FAAP

In mid-2018 Montefiore's School Based Health Program began the process of transforming to a School-Based Medical Home (SBMH) under new National Committee for Quality Assurance (NCQA) standards. A formal application was started in January 2019 with the goal of having 6 school clinics, a mixture of elementary, middle and high schools, gaining SBMH recognition by the end of this year. This presentation describes the transformation process from start to near finish from the perspective of the lead clinical site, a prekindergarten through 12<sup>th</sup> grade campus in the Mount Eden section of the Bronx. Clinical and administrative successes and challenges will be presented by the site's medical provider and site administrator.

#### **Statewide Health Information Network of New York (SHIN-NY) Overview**

**presenter:** Elizabeth Amato, Vice President, SHIN-NY Programs, New York eHealth Collaborative (NYeC)

The Statewide Health Information Network for New York (SHIN-NY) is comprised of regional health information networks (RHIOs, also known as Qualified Entities (QEs)). The SHIN-NY

allows for the electronic exchange of clinical information and connects healthcare professionals statewide. Overseen by the NYS Department of Health (DOH), the SHIN-NY enables collaboration and coordination of care to improve patient outcomes, reduce unnecessary and avoidable tests and procedures, and lower costs. The SHIN-NY allows participating healthcare professionals, with patient consent, to quickly access electronic health information and securely exchange data statewide. The New York eHealth Collaborative (NYeC) has been designated by DOH to coordinate, facilitate and lead the activities of the SHIN-NY enterprise. In this session, presenters from NYeC, along with the HEALTHeLINK and HealthConnections QEs, will provide our SBHC audience with an overview of the SHIN-NY and demonstrate its value through core services, use cases for school-based health centers, etc.

## **POST LUNCH “SPEED DATING” AGGREGATE SESSION**

### **Learning, Mindfully: How a School-Based Health Clinic Brought Mindfulness to Schools**

Aubree M. Guiffre, Ph.D., Rochester Regional Health

Teacher and student distress is a real concern that has practical implications in the classroom.

Mindfulness is a practice that teaches people to focus on one thing at a time, in the present moment, in a non-judgmental way. The Mindful Schools curriculum focuses on increasing and improving student and teacher attention using focused attention to reduce stress, and building empathy. The Rochester Regional Health System SBHC is partnered with five schools in the Rochester City School District (RCSD) and over 3,700 enrolled students to implement the Mindful Schools curriculum. This session will provide an overview of the curriculum, the specific roles SBHCs have in the collaborative process supporting this program, including partnerships with three school administrators and how a DYSRIP grant was utilized in this program. Sample lessons and testimonials will be included.

### **Asthma Two-Ways: Improving Care through the NYSDOH Quality Initiative in East Harlem and Forming Community Partnerships to Enhance Clinical Outcomes in Buffalo**

**Clare Cabellos, NP and Kim Utech, NP**

– Mount Sinai Hospital has School Based Health Centers in five sites in the East Harlem Community, including the Roberto Clemente Campus, serving PS38 and Harlem Prep Charter MS. The East Harlem community has significant health burdens when compared to the rest of Manhattan. The rate of hospitalization for asthma in children age 5-14 years in East Harlem is more than double that in Manhattan. and asthma ER visits more than double Manhattan’s rate. Elementary school absenteeism, impacted significantly by asthma, is 30% in East Harlem, compared to 18% in Manhattan. At the Roberto Clemente Campus, serving PS38 and Harlem Prep Charter MS, the rate of asthma among the students enrolled at the SBHC is 17%. For the 2018/19 school year, the SBHC at Roberto Clemente Campus participated in the New York State Department of Health Asthma Quality Improvement Collaborative. Areas of significant improvement, including development of EPIC EMR visit and Asthma Action Plan templates will be discussed along with goals for sustained improvement.

– Social and environmental factors have contributed to the significant pediatric asthma problem in Buffalo. In an effort to improve the quality of life for asthmatic children, P.S. 76, a Buffalo School-Based

Health Center, formed community partnerships with Oishei Healthy Kids and the WNY Children's Environmental Health Center. This partnership helps support asthmatic students by connecting them with organizations that can provide preventive care for the entire family. Asthmatic preventive care services that are offered to qualified students include home-visiting services, environmental asthma trigger assessment, and education. Join this session to learn more about the role of community partnerships in supporting school-based health centers.

### **Innovative Strategies to Improve HPV Vaccination in Primary Care and SBHCs in NY**

Michael Seserman, MPH American Cancer Society

The NYS HPV Coalition recently received a grant to increase HPV vaccination rates through statewide education and innovative quality improvement (QI) initiatives for providers, health plans, and school based health centers (SBHCs). Coalition leaders will provide an HPV update and describe one of the two funded collaborative projects: Introduction of the new HPV Vaccination Guide for SBHCs and Continuous Medical Education module, with a discussion about vaccinating at SBHCs, solutions to common barriers such as obtaining consent to vaccination, and evidence-based strategies to increasing vaccination rates in this setting. By the end of this session, attendees will have learned evidence-based strategies for improving HPV vaccine uptake and have tools, resources, and contact information for participation in these novel, statewide HPV QI programs.

### **Survey Readiness**

Jane V. Hamilton, RN

School-Based Health Centers are subject to multiple regulatory reviews. Mini-session will discuss how a 20 SBHC system prepared and tries to maintain constant survey readiness. During this past year the program was surveyed by both IRPO and JCAHO. More importantly than begin ready for surveyors, we maintain constant "Patient Readiness". How this SBHC system attempts to sustain behaviors and processes, discussion of preparation communications, and nuts & bolts will be addressed. Presenter will share both successes and 'less than' successes with audience.

### **SBHC Data Visualization**

Carlos Romero, MS & Jamie Duvall, BA

A hands-on mini-workshop to illustrate effective data visualization techniques for SBHCs and get feedback on what data pictures will best support your work including clinical care, population health promotion, and advocacy.

## Presenter Bios

### **Luis E. Torres, MA, SDA, SAS**

Luis E. Torres currently serves as Principal of public school (PS) 55 in the Bronx. After serving in the U.S. Navy including during “Operation Desert Storm/Shield,” Torres completed an A.S. (Biology) degree from Hostos Community College. He then completed a B.S. (Psychology) from City College, MA in teaching from Mercy College, and an MA in administration from Hunter College. After over 9 years of college, Mr. Torres entered and completed the New York City Leadership Academy, upon which he was given the responsibility of leading PS 55. He is now in his 14th year.

For Luis Eladio Torres, the road to the Principal’s office was as unexpected as a change-up pitch. Responsible for turning PS 55, once the lowest performing school in New York City located in District 9 in the center of the Morrisania housing projects in the Bronx, into a model school, he humbly says “My predecessor put things in place. I’m just taking it to the next level.” The Puerto Rican has a unique connection with this community because he is a product of the NYC public school system as well as the Bronx. He has three children and is married to Joan Torres. Two of his children attend/ed district schools. His father, an apartment building superintendent and a community organizer, raised Mr. Torres to be a leader in the community and to give back.

And give back, he does: Torres has raised hundreds of thousands of dollars for the school, acting as the school’s spokesperson/publicist/cheerleader. Mr. Torres is responsible for a new computer funded by the Department of Education, and a new indoor Aeroponic Garden funded through a grant from the Bronx Green Machine, and his newest initiatives include in a “Caferary” (cafeteria combined with a library), and hip hop studio, along with annual clothing and backpack drives among his many student-centered activities. His ability to raise funds has also enabled him to increase mental and physical health supports for his students; he hired a mental health coordinator and the school now a psychologist and dentist. Students attend a Montefiore Medical Center health clinic that received a \$250,000 upgrade. Addressing the needs of his students necessitates addressing their families and the broader community as well. Says Mr. Torres, “If the conditions at home are not supportive of what we are trying to do at the school, it makes a difference ... If you want to change the school you have to change the community because the kids have to go home at the end of the day.”

### **Chris Kjolhede, MD, MPH**

Chris Kjolhede, MD, MPH is an Attending Pediatrician and Research Scientist at Bassett Healthcare Network in Cooperstown, NY. He received his medical degree from Michigan State University, and his Masters in Public Health degree from Johns Hopkins University in Baltimore, MD. Dr. Kjolhede did his pediatric training at Strong Memorial Hospital in Rochester, New York. His career pursuit formerly included children’s health and nutrition in foreign countries and research studies in micronutrient deficiencies. Upon moving to rural upstate New York, his initial research interest was on the relationship between maternal obesity and lactation success. He is currently focusing his research on the evaluation of school-based health care. His clinical practice in Cooperstown, NY, includes a primary care clinic with part-time hospital coverage and he is the Co-Director of a School-Based Health Program that has 20

school-based health centers in 16 school districts. Dr. Kjolhede is Vice-Chairman for the Institutional Review Board (IRB) at the Bassett Research Institute. He is certified by the American Board of Pediatrics, and is a Fellow of the American Academy of Pediatrics and a member of its Council on School Health. He serves on the Board of Directors for the New York School-Based Health Alliance and is a member of the National Alliance for School-Based Health. He is also an Associate Professor of Clinical Pediatrics for the College of Physicians and Surgeons, Columbia University, New York.

**Melanie A. Gold, DO, DABMA, DMQ, FAAP**

Dr. Melanie A. Gold is a Professor in the Department of Pediatrics, Division of Child and Adolescent Health, Section of Adolescent Medicine at Columbia University Irving Medical Center and a Professor in the Department of Population & Family Health at the Mailman School of Public Health, Columbia University. She is the Medical Director of New York-Presbyterian Hospital's (NYP) seven School-Based Health Centers (SBHCs). Dr. Gold is an osteopathic physician, a pediatrician, and a board certified adolescent medicine sub-specialist. She is a Diplomat of the American Board of Medical Acupuncture since 2014. Dr. Gold is also an elected member of the Executive Committee of the Section on Integrative Medicine for the American Academy of Pediatrics from 2015 to 2021. Over the past three decades, Dr. Gold has enhanced her patients' access to integrative medicine by expanding her clinical skills in osteopathic manipulation, hypnotherapy, Reiki, Chinese manual medicine, and medical acupuncture. She completed a 3-year doctorate in Medical Qi Gong in January 2017 and has received training in Ayurvedic Medicine and Transcendental Meditation. She has also received training in essential oils and aroma acupoint therapy from Peter Holmes, LAc. Dr. Gold is expanding pediatric integrative health care at the 7 NYP SBHCs by adding services including: osteopathic manipulation, acupuncture, acupressure, Auriculotherapy, yoga, mindfulness, meditation, aromatherapy, and clinical hypnosis.

**Elizabeth Amato, MHA**

Elizabeth Amato is Vice President, SHIN-NY Programs at the New York eHealth Collaborative (NYeC). She is responsible for overseeing and fulfilling many critical tasks through NYeC's role as the State Designated Entity (SDE) in New York including the organization's responsibilities and obligations as the prime contractor to NYS Department of Health and the SHIN-NY performance-based contracts with the Qualified Entities (QEs). Additionally, Elizabeth leads many aspects of the governance, coordination, and administration of the SHIN-NY enterprise as well as the formation, operations, and management of SHIN-NY Programs; many SHIN-NY programs provide funding assistance to providers and other healthcare entities to enable and support health information exchange. Prior to joining NYeC, she was Director of Health IT with a consulting firm where she helped physician practices, FQHCs, Health Homes, and other stakeholders implement EHRs and leverage HIE to reach Meaningful Use and improve their ability to coordinate care and improve health outcomes. Elizabeth has a Bachelor of Science in Psychology and Education and a Master of Science in Health Administration.

**Ginelle Wynter, M.S.Ed.**

Ginelle Wynter is the Senior Site Manager for Healthy and Ready to Learn at the Children's Health Fund. Before her work here, she was a public school teacher in New York City. In her final year at Boston

University, she began to learn about the true nature of the disparities facing students in inner cities and decided that working with students in the classroom could be a powerful way to make a positive impact on their lives. Upon returning home, she became a NYC teaching fellow and began teaching middle and high school science. Her time in the classroom quickly sparked an interest in public health. She found that many of her students struggled to do their best in school because they were dealing with chronic illnesses or other medical needs that were unmet. The experience taught her that students needed much more than good schools and teachers to be successful. In 2016 she joined the Healthy and Ready to Learn team, working to coordinate care for elementary school students and their families in West Harlem. Through this work, she has begun to foster a passion for supporting schools as they implement trauma sensitive practices that reflect the needs of the community.

### **Carlos Romero, MBA**

As chief evangelist for Apex's approach to evaluation, Carlos Romero leads a passionate pursuit of Apex' vision: Evaluation that works. He cultivates and nurtures new and existing relationships with organizations that are addressing barriers to academic, health, and social success for vulnerable children, youth, and their families.

Carlos spends a significant amount of energy ensuring the Apex team has the capacity and support to carry out this mission. He founded Apex in 1999. Other than a brief post-collegiate attempt at trying to be a race car driver, grantsmanship and program evaluation are all he's ever done. He has over 25 years of experience in program planning, evaluation, and facilitation. He holds a Bachelor of Science in Political Science and a Master of Business Administration.

Carlos is Vice President of Finance for New Mexico Evaluators, and serves on the Board of Trustees for the Con Alma Health Foundation. He can make almost any conversation about IndyCar racing, including those that involve evaluation, and still dreams of being the oldest rookie ever at the Indy 500.

### **Jamie Duvall, BA**

As a project manager for Apex, Jamie assists with data collection and reporting to clients and state agencies. She tracks project deliverables while cultivating relationships with clients. Jamie also plays a large role in the development of Apex' technology system, the Data Hub, which includes a mobile data collection app and web-based data collection tools.

Jamie holds a Bachelor of Arts degree in Sociology with a minor in Psychology from the University of New Mexico and is pursuing a Master's in Public Health. She grew up in and recently moved her family back to Edgewood, New Mexico.

### **Clare Ceballos, NP**

Clare Ceballos has been a nurse for over 30 years and a Pediatric Nurse Practitioner for more than 20 years. Clare attended Southampton University in the UK and New York University in the USA.

She has worked in School Based Health for the past several years at a SBHC affiliated with Mount Sinai Hospital in east Harlem, New York.

**Kim Utech, MSN, FNP-C, AE-C**

Kim Utech is a Family Nurse Practitioner at Kaleida Health in Buffalo and Nurse Practitioner Chair for 1199SEIU.

**Jane V. Hamilton, RN**

Jane V. Hamilton, R.N., is Manager of the Bassett Healthcare School-Based Health , overseeing the administrative, programmatic and community-based work for 20 centers. She has served in this position for over 25 years. Prior to her current position, she spent nine years in Delhi, New York, serving as Program Director for the Delaware Academy Student Health Program, of Mary Imogene Bassett Hospital. Earlier, she served as that O'Connor Hospital's Prenatal Clinic Manager and Delaware County Prenatal Assistance Program Coordinator (1990-93). Ms. Hamilton worked as grant coordinator for the Community Orientated Primary Care Demonstration Project, Delhi Family Medicine (1989-92), and for the Cardio-vascular Screening Program, O'Connor Hospital (1985-88), both in Delhi, New York. Ms. Hamilton has served on the boards of the Delaware County Alcohol and Drug Abuse Council (2003-2007), the Delaware County Rural Health Alliance (2002-present), and the Rural Health Network of South Central New York (1999-2001) Family Planning of South Central New York (2014-present), State University New York-Delhi, Community Advisory Member (2016-present), State University New York, Oneonta, NY Community Member of IRB, New York State American Cancer Society HPV Public Health Education Committee Member (2018-present). She is a Certified Content Expert on NCQA Patient Centered Medical Home. She has presented multiple workshops and posters related to school-based health centers at state and national conferences.

**Michael Seserman, MPH**

Michael Seserman is currently a Manager, for State and Primary Care Systems in New York with the American Cancer Society. Since joining ACS in 1999, Michael has focused on policy and system change with large organizations to advance cancer prevention especially in the areas of tobacco control, cancer screening and HPV vaccination. Before that, Michael was a Public Health Prevention Specialist at CDC where he supported the Office on Smoking and Health, the Division of HIV/AIDS, and later, the New York State Department of Health's Bureau of Tobacco Control and the Division of Chronic Disease Prevention.

**Aubree M. Guiffre, Ph.D.**, Licensed Psychologist, Rochester General Pediatric Associates

**Kamila Barnes, DNP, RN, FNP-C**

Dr. Kamila Barnes is a Family Nurse Practitioner currently working at Northwell Health School Based Health Center (SBHC) in Brooklyn, NY. She has been a FNP for 8 years and a RN for 12 years; primarily working in school based health as a NP. She completed her Doctorate (DNP) and Masters (MS) degrees at the University of Rochester, School of Nursing. She also graduated from Binghamton University with a Bachelors of Science in Nursing and minor in Spanish. She has served in various roles in nursing as

clinician, translational researcher, educator, and mentor. She is also an active community volunteer in her nursing organizations as the 2nd VP of Greater New York City – Black Nurses Association, Inc. and President of Theta Chi Chapter, Inc. of Chi Eta Phi Sorority, Inc. She has received various accolades in the past; Sojourner Truth Award, Mary E Mahoney Award, and Marguerite Creth Jackson Award.

#### **Nina Castelnovo MD, FAAP**

Dr. Nina Castelnovo is a pediatrician at Montefiore Medical Center's School-Based Health Program where she has been working in a preK-12 school. For the past year that school participated in a School-Based Medical Home transformation that is currently under final review by the NCQA. This summer Dr. Castelnovo was promoted to Assistant Medical Director, a role which includes serving as the medical lead for SBMH transformation for the remaining 31 sites.

#### **Tamie Kiniry, HealtheConnections**

Tamie Kiniry is the Regional Director of Customer Engagement Services for HealtheConnections and has been a part of the health information exchange (HIE) world for the last 6 years. Her focus is outreach and education to the healthcare community, with experience guiding organizations through data contribution incentive programs and HIE workflow optimization. She is an accomplished presenter, sharing her knowledge with conferences throughout New York State and engaging healthcare organizations at all levels – administration, physician, and support staff alike.

#### **Stephen Gates, HEALTHeLINK**

Stephen Gates is the Senior Manager of Customer Engagement for HEALTHeLINK. With more than 20 years of experience in customer service and improving efficiency through technology, Gates has been with the HEALTHeLINK account management team for more than a decade. He is responsible for the engagement and adoption of health information services and ongoing support and maintenance with participating providers.

## Sponsors



## Additional Exhibitors

