



Sue Stefan, DNP, MBA, MSN, CPHQ, RN, is the Executive Director for the Telligen QIN-QIO. With more than 25 years of experience as an executive, consultant and educator leading quality improvement initiatives for large healthcare systems and academic medical centers, Sue provides strategic direction for the Telligen QIN-QIO and represents Telligen in partner and stakeholder collaborations. Sue holds a doctorate in nursing practice from Rush University, master's degrees in business administration and nursing administration and a bachelor's degree in nursing from the University of Illinois Chicago and is a Certified Professional in Healthcare Quality through the National Association for Healthcare Quality.



Christine LaRocca, MD, is the Medical Director for the Telligen QIN-QIO. A fellowship-trained, board-certified geriatrician, she provides strategic direction, clinical oversight and subject-matter expertise for QIN-QIO initiatives in Colorado, Illinois and Iowa. Christine received her medical degree from Vanderbilt University School of Medicine and completed an internal medicine residency and geriatrics fellowship at the University of Colorado Health Sciences Center.



Tracey Durns, MBA, is the Program Director for the Telligen QIN-QIO team in Illinois, coordinating efforts with providers and communities across the region on data-driven quality improvement initiatives. Tracey oversees the collaboration of the state-wide initiatives as well as regional efforts to increase awareness of the Quality Payment Program. Prior to her role as Program Director, she served as a Senior Quality Improvement Facilitator at Telligen with the nursing home care team, where her work included educating facilities on quality measures and facilitating their quality improvement processes. Tracey has over 20 years of experience in long-term care, focusing her work on assisting providers with implementation of culture change and person-centered care. Prior to joining Telligen in 2009, her work included establishing policy and procedures in accordance with state and federal regulatory agencies. Tracey received her MBA from Concordia University; she is a licensed practical nurse; and she is a certified restorative nurse as well as a TeamSTEPPS Master Trainer.



Michael Boyson, MHA, is Director, Federal Health Solutions for the Telligen QIN-QIO contract and is responsible for the chronic disease prevention and self-management initiative. He provides strategic direction, program oversight and subject-matter expertise for QIN-QIO activities in CO, IL, IA and OK represents Telligen in partner and stakeholder collaboration. Prior to joining Telligen in 2013, Michael worked in hospitals, practices, long-term care facilities, healthcare policy and two provider membership organizations. He received his MHA from Loma Linda University and is a certified Health Technology Specialist. Michael is passionate about improving lives in rural communities and vulnerable populations. His hobbies are hiking, snowshoeing and backpacking.



Gina Anderson, RN, BSN, a Senior Quality Improvement Facilitator at Telligen, has worked in nursing homes in a variety of roles for over 23 years including Director of Nursing, MDS coordinator, and as a nurse consultant. In her current role at Telligen, Gina brings hands on experience to support nursing homes across the Telligen region with quality improvement technical assistance, and education and resources. In addition, she has completed course work in Infection Prevention. Gina has a strong compassion to improve the lives of residents living in healthcare facilities.



Lisa Bridwell, BA, is a Program Specialist at Telligen. Lisa's professional experience includes quality improvement, social services, and operations in Long Term Care. For the past 15 years at Telligen, Lisa has provided nursing homes with technical assistance and education QAPI, Nursing Home Compare Five-Star Ratings, Staff Retention, Person Centered Care. Lisa is a certified in the Fundamentals of Healthcare Quality, Eden Associate and trained in TeamSTEPPS. She enjoys coaching teams in healthcare as well as youth basketball.



Nell Griffin, Ed.M., CHC, CPHQ, is a Telligen Senior Quality Improvement Facilitator. An educator who is a licensed practical nurse with experience in acute care, long term care, ambulatory care, home health and health insurance. Nell was trained in practical nursing at Parkland College in Champaign, IL, and earned a liberal arts and Bachelor of Science degree in sociology and a master's degree in education from the University of Illinois. After joining the Telligen nursing home team as a Quality Improvement Facilitator in 2012, Nell became a TeamSTEPPS Master Trainer, a Certified Health Coach, and a Certified Professional in Healthcare Quality, CPHQ. A published author, her article series titled, *12 Steps to*

QAPI and other articles were published in Long-Term Living Magazine which is now known as iAdvance Senior Care, <https://www.iadvanceseniorcare.com>. Nell's motto is, "be part of the solution."



Kaylie Doyle, MBA, is a Program Manager at Telligen. Kaylie served as Program Manager for the Quality Innovation Network National Coordinating Center (QIN NCC) for the QIO Program. The QIN NCC provided leadership and support to QIN-QIOs in various healthcare quality improvement initiatives. As Program Manager, Kaylie leads three projects focusing on improving quality of care in Nursing Homes, developing/deploying effective antibiotic stewardship programs in outpatient settings, and increasing integrated behavioral health in primary care settings. Kaylie previously worked on the 10th SOW Integrating Care for Populations and Communities National Coordination Center, focusing on reducing hospital readmissions through community organizing and improved care coordination. Kaylie has been at Telligen since 2012 and has an MBA in Healthcare Administration. She is a Master Trainer for AHRQ's TeamSTEPPS



Risa Hayes, CPC, is a Program Specialist at Telligen providing expertise, program/project design, training and coaching on community organizing and coalition building, leadership and team dynamics, patient activation and engagement, and care transition and coordination. Over the last five years, Risa led a national training program for quality improvement organizations and community leaders, called Leadership & Organizing in Action (LOA) to provide participants the skills for building collaborative capacity to make community-level transformative change. Risa is trained in community organizing and leadership development by Marshall Ganz at Harvard Kennedy School, "Leadership, Organizing and Action" and in the Care Transitions Intervention by Dr. Eric Coleman. She is also trained in motivational interviewing, holds two certifications in professional coaching, a certification in appreciative inquiry, and has a Six Sigma Black Belt, and Silver Level Lean certification. Risa has employed a tailored mix of these strategies to empower providers, patients, leaders, and communities to transform the quality and delivery of health care services for more than twenty-five years.



Gina Jones, MPS, is a Senior Quality Improvement Facilitator at Telligen and works with providers focused on implementing effective quality improvement activities at their organizations that improve the healthcare provided to Medicare beneficiaries. Gina has over 18 years of experience leading process development and improvement activities in various industries. Prior to Telligen, she served in the U.S. Army as a Training and Administrative Supervisor developing standard operating procedures that ensured military personnel met military training requirements. She also worked as a Program Leader for United Airlines, leading the analysis and development of operational policies and contract agreements for a group of over 10,000 flight attendants. Gina received both her bachelor's and master's degrees in public service management with a focus in health care administration from DePaul University.



Vicky Kolar is a Senior Quality Improvement Facilitator at Telligen working with the Opioid Harm Reduction and Chronic Disease Prevention and Self-Care teams. She has diverse health care experience, including EMS Paramedic, before moving into quality improvement and academia. In her prior work as the Heart Disease and Stroke Prevention Program Coordinator for the Nevada Division of Public and Behavioral Health, she collaborated with the Centers for Disease Control (CDC) to develop and implement the Self-Monitoring Blood Pressure program. Vicky also developed the Nevada Community Health Worker Pilot program (CHW) for the Nevada System of Higher (NSHE). Her passion and innovation lend to implementing quality improvement processes, promoting policy and systems change interventions, and improving health disparities.



Meredith Koob is a Senior Quality Improvement Facilitator on the Community Care Transitions and Chronic Disease Prevention and Self-Care teams. Prior to Telligen, she spent 12 years in medical home health care. She is certified in the Harvard Kennedy School's Leadership, Organizing, and Action: Leading Change framework and enjoys using this to help develop interdependent leadership teams to gain collective capacity towards a Shared Purpose. As a person living with Type 1 insulin dependent diabetes herself, her ultimate passion is to help create a hopeful future for those living with chronic health conditions. She is certified as a Self-Management Resource Center Peer Leader and Master Trainer for Chronic Disease Self-Management and Diabetes Self-Management Programs, as well as being certified as a Chronic Pain Self-Management Program Peer Leader.



Kate LaFollette, RN, is a Program Specialist at Telligen. She received her RN from the Iowa Methodist School of Nursing in Des Moines. Over a 25+ year nursing career, Kate has worked in skilled care, adult med/surg, internal medicine triage, and as an outpatient quality director. Kate has been with Telligen for seven years. Her duties at Telligen include the coordination and implementation of Medicare quality improvement initiatives reducing hospital readmissions and improving transitions of care, as well as medication safety. Kate is a TeamSTEPPS master trainer as well as a parish nurse.



Sherry Longacre, MS, RN, is a Senior Quality Improvement Facilitator at Telligen. Ms. Longacre's education includes a Master of Science in nursing education from Southern Nazarene University and a Bachelor of Science degree from Southern Nazarene University. Sherry's professional experience includes critical care, education, quality reporting and quality improvement in long-term care and Critical Access Hospitals. Sherry has over twenty-three years of nursing experience as a registered nurse, but her heart belongs to improving quality care for our senior population.



Kristen Marino, BS, PCMH CCE, is a Senior Quality Improvement Facilitator at Telligen and works with providers across the care continuum through coordination and implementation of Medicare quality improvement initiatives focused on improving behavioral health outcomes and opioid misuse. Prior to her current work she assisted physician practices and home health agencies on cardiac health quality improvement. Kristen has over 25 years of healthcare experience in many arenas including, practice transformation, practice management, quality improvement, health education, and public health. She is trained in TeamSTEPPS and a Patient-Centered Medical Home Certified Content Expert. Kristen is passionate about her work and strives to inform and educate people about the everchanging healthcare environment. Kristen received her bachelor's degree in public health from Eastern Illinois University. She resides in the Chicagoland suburbs and enjoys spending time with her husband and three children.



Micki Reyman, MS, RN, is a Quality Improvement Facilitator on the QII team at Telligen. A nurse for over 40 years, she has professional experience in pediatric acute care, child behavioral health, public school health, and as a high school classroom instructor. Micki's experience in working with LTC communities includes utilizing IHI principles of collaborative learning sessions to reduce unnecessary medications, and training LTC leadership teams in QAPI processes to improve both clinical quality and process measures. She earned a Master of Science in nursing degree at the University of Colorado and a Bachelor of Science in nursing degree at the University of Oklahoma. Micki is a certified Laughter Yoga Leader, and enjoys hiking, outdoor activities, and volunteering at her parish.



Belinda Rogers, BS, is a Senior Quality Improvement Facilitator at Telligen leading initiatives to improve care transitions, patient safety, opioid harm reduction and increase behavioral health services. With over 20 years' experience in public health, she's a thought leader in health disparities, health equity, and improving health outcomes for vulnerable populations. Her prior work includes legislative policy and government affairs and program management at the Oklahoma State Department of Health where she worked with the Centers for Disease Control (CDC) to develop and implement the nation's first Hepatitis A school vaccination entry law. She received her Bachelor of Science in Early Childhood and Family Studies from the University of Central Oklahoma, nursing degree from Oklahoma City Community College and is a certified doula and infant massage instructor.



Courtney Ryan, BS, is a Senior Quality Improvement Facilitator at Telligen. She graduated from Colorado Christian University with a bachelor's degree in healthcare administration, has a black belt in Lean Six Sigma and has worked in quality improvement for over 15 years. She enjoys anything in the great outdoors, including four wheeling, fishing, and camping with her husband and two boys.



Temaka Williams, MPH, MBA, is the Senior Health Information Technology Advisor at Telligen. She is responsible for providing business support for the Telligen QINQIO Portal, and she has provided support for various federal contracts in the organization's portfolio. During her time with Telligen, Temaka has provided virtual and face-to-face technical assistance and subject matter expertise to clinicians navigating the quality payment program landscape. She has worked in healthcare for over 16 years, and her experience has included QI facilitation in the long-term acute care setting, quality measure development at the specialty society level, and health IT support. Before Telligen, Temaka worked in health IT in the Chicagoland area at one of the largest ventilator weaning hospitals in the United States, supporting over 400 clinicians in their health IT efforts.

Temaka earned her bachelor's degree in Healthcare Management from Southern Illinois University and master's degrees in Public Health and Business Administration from Saint Xavier University in Chicago. In her personal time, Temaka co-leads philanthropy work in college access initiatives and medical ministry, concentrating on healthcare disparities.