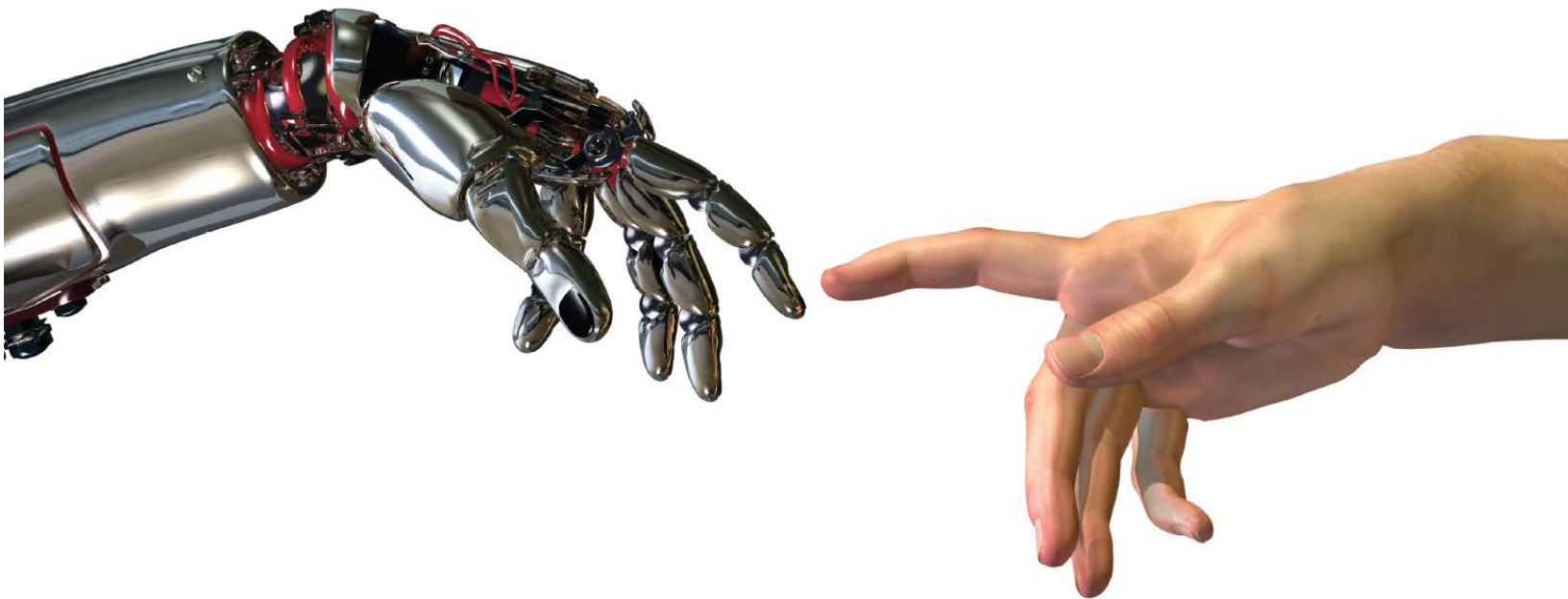

2014 Workforce of the Future Conference



Speakers & Moderators Profile

Speaker Profile



Chokri BenSaid
Kaiser Division Director
SEIU-UHW

Chokri BenSaid was born and raised in Tunisia. He migrated to the United States in 1999. Chokri has worked for SEIU for the past 13 years and has held several leadership positions with different locals. He worked with both local and state government as well as as the private sector encouraging a collaborative approach that is focused on service rather than the traditional adversarial labor relations.

Chokri is an expert in leadership development, spending the last few years focused on development of leadership amongst healthcare workers to exercise both within the walls of the facilities where the care is delivered as well as in the community.

Chokri currently serves as Executive Board member for SEIU-UHW, the Coalition of Kaiser Permanente Unions and HCAP.

Moderator Profile



Jessica Butz

National Coalition Coordinator
Co-Director, Ben Hudnall Memorial Trust
Coalition of Kaiser Permanente Unions

Jessica was hired by the Coalition in 2004 to co-lead the NWFPD program in partnership with Kaiser and its Coalition Unions. In 2005 she negotiated the KP HealthConnect Effects Agreement and established the employer paid Taft-Hartley Educational Trusts at Kaiser in National Bargaining. Jessica has been working for organized labor since 1988.

Prior to joining the Coalition, Jessica served for 5 years as Coordinator of KP's Northern California Career Mobility Project at the Shirley Ware Education Center which successfully upgraded over 360 SEIU represented employees into new careers at Kaiser Permanente.

Jessica has a bachelor's degree in Psychology and African American Studies from San Diego State University. While obtaining her degree, Jessica worked for the Psychology department as a teaching assistant and researcher. Her specialty areas were interviewing, testing and measurement. Jessica's research focused on children's concept of illness and she worked with San Diego public schools interviewing children and their families in order to improve physician and healthcare providers' communication with children regarding illness and treatment.

Speaker Profile



Marilyn P. Chow, RN, Ph.D., FAAN
Vice President
National Patient Care Services & Innovation
Kaiser Foundation Hospitals and Health Plan, Inc.

Dr. Marilyn Chow is vice president of National Patient Care Services and Innovation at Kaiser Permanente, where she works to enable the delivery of the highest-quality and most safe patient-centered care. She has made significant contributions to nursing through her scholarship, leadership, and civic involvement. She is recognized for her expertise in innovation, regulation of nursing practice, and workforce policy.

Dr. Chow is committed to incorporating innovation and technology to reduce waste and improve workflows within the health care industry. She was the driving force in conceptualizing and creating the Sidney R Garfield Health Care Innovation Center, Kaiser Permanente's living laboratory, where ideas are tested and solutions are developed in a hands-on, simulated clinical environment. She was the inaugural Program Director for the RWJ Executive Nurse Fellows Program and is currently chair of the Institute of Medicine's Standing Committee on Credentialing Research in Nursing.

In 2003, Dr. Chow participated on the IOM Committee that produced the report, *Keeping Patients Safe: Transforming the Work Environment of Nurses*. She is the recipient of numerous awards, including the American Organization of Nurse Executives (AONE) 2013 Lifetime Achievement Award; the 2013 HIT Men and Women Award, presented by *Healthcare IT News*; and the national Nurse.com 2011 Nursing Excellence, National Nurse of the Year. She also was selected one of the distinguished 100 graduates and faculty of the UCSF School of Nursing for the Centennial Wall of Fame.

Speaker Profile



Chuck Columbus

Senior Vice President

Chief Human Resources Officer

Kaiser Foundation Hospitals and Health Plan, Inc.

Chuck Columbus is senior vice president, Chief Human Resources Officer for Kaiser Foundation Hospitals and Health Plan. He joined the organization in August 2009 as senior vice president, Labor Relations, and led the development of Kaiser Permanente’s national labor relations strategy. For the 2010 National Agreement, he directed collective bargaining with the organization’s partner unions. He also was one of the architects of the innovative approach to workforce wellness, led jointly by Kaiser Permanente and the Coalition of Kaiser Permanente Unions.

As Chief Human Resources Officer, Columbus has national responsibility for all human resources functions, including recruiting, learning and development, succession management, workplace safety and workforce wellness, compensation and benefits, and employee and labor relations. Additionally, Columbus shares responsibility for National Diversity and Inclusion, and is responsible for the diversity and inclusion workforce strategy.

Columbus has more than 30 years of experience and expertise in human resources with responsibility for overall human resources strategy and functions. Prior to joining Kaiser Permanente, he spent his career at Ford Motor Co., holding a number of senior labor and human resources positions, including vice president of Human Resources, Asia Markets. In this position, he was responsible for all human resources functions in six countries, as well as for employee and organizational development processes in the 11 Ford markets in Asia-Pacific and Africa. During this period, he led a realignment initiative that developed strategies for the optimal use of regional resources. He also served as chairman of the Human Resources Committee for the American Chamber of Commerce in Thailand and currently serves on the board of directors of the Human Resources Policy Association and the board of trustees of the American Health Policy Institute.

Columbus holds a bachelor of science degree in business administration from the University of Michigan.

Speaker Profile



Ronald Louis Copeland, MD, FACS

Senior Vice President

National Diversity & Inclusion Strategy & Policy

Chief Diversity & Inclusion Officer

Kaiser Foundation Hospitals and Health Plan, Inc.

Ronald L. Copeland, MD, FACS is Senior Vice President of National Diversity and Inclusion Strategy and Policy and Chief Diversity and Inclusion Officer for Kaiser Permanente.

Through multiple collaborations, he leads Kaiser Permanente's programwide efforts to ensure that its strategic vision for diversity and inclusion is successfully implemented and results in all Kaiser Permanente members receiving care that is high quality, affordable, and equitable.

Dr. Copeland is a member of Kaiser Permanente's Office of Diversity and Inclusion Oversight, a group composed of the chairman/CEO and other senior leaders who oversee executive accountability for embedding the diversity and inclusion strategy throughout the organization. Additionally, he is chair of the Kaiser Permanente National Diversity and Inclusion Council, which develops and implements the diversity and inclusion agenda.

A Board Certified General Surgeon, Dr. Copeland joined Kaiser Permanente in 1988 after a 6-year honorable tour of duty in the United States Air Force Medical Corps. Prior to his current role, Dr. Copeland served as president and executive medical director of the Ohio Permanente Medical Group. The Rochester, N.Y. native earned his bachelor's degree from Dartmouth College and his medical degree from University of Cincinnati Medical College. He completed his residency in general surgery at State University of New York Upstate Medical Center in Syracuse.

Speaker Profile



Dennis L. Dabney
Senior Vice President
National Labor Relations and
Office of the Labor Management Partnership
Kaiser Foundation Hospitals and Health Plan, Inc.

As Senior Vice President for National Labor Relations for Kaiser Foundation Hospitals and Health Plan, Dennis Dabney heads national labor relations and leads the development and execution of the national labor relations strategy for Kaiser Permanente, one of America's leading health care providers and not-for profit health plans with over 16,000 physicians, 48,000 nurses, and 174,000 employees. He provides counsel to the executive team on issues, oversees collective bargaining with unions, and supports labor relations professionals across the organization.

He serves as the key architect of the Labor Management Partnership (LMP) and works closely with the coalition of Kaiser Permanente unions and LMP leaders. The LMP is the largest, most comprehensive partnership in the U.S., encompassing 27 local unions and representing almost 100,000 workers. It brings together frontline workers, physicians, and managers to find ways to improve service, quality of care, and eliminate waste. The LMP has been nationally recognized as a model of innovation and is credited with delivering superior health care results and a high performance workplace.

Dabney has more than 30 years of experience in human resources, including extensive labor relations experience and expertise in workforce planning and recruitment, health and welfare benefits, HR compliance, and organizational HR service models.

Prior to joining Kaiser Permanente, Dabney served as VP of Human Resources at FirstEnergy, a large regional utility company headquartered in Ohio, serving six million customers across seven states. He was also the Director of Human and Labor Relations at DTE Energy, the parent company of Detroit Edison, and worked at Thyssenkrupp Budd, one of the world's largest automobile parts manufacturers, and the Budd Company.

Dabney received his bachelor's degree in personnel administration from Eastern Michigan University, and a master's degree in public administration from Eastern Michigan University. He holds a law degree from the University of Detroit Mercy, and serves on the Law Alumni Association Board of Directors.

He is a member of the Michigan Bar Association, the Labor Relations Advisory Board of the HR Policy Association, the Executive Board of the Labor and Employment Relations Association (LERA) and the University of Detroit Mercy Alumni Board. Dabney currently lives in Danville, California with his wife, and they have three adult sons.

Moderator Profile



Daniel Goldberg

Senior Director

Workforce Planning and Information Management

Kaiser Foundation Hospitals and Health Plan, Inc.

Daniel Goldberg is the National Senior Director, Workforce Planning and Information Management for Kaiser Permanente. He is responsible for enterprise-wide HR reporting, workforce analytics and workforce planning. He has been with Kaiser Permanente for nine years, working previously in Workforce Planning in the Northern California Region and as a Business Development Manager for The Permanente Medical Group. During his tenure in Northern California Workforce Planning, he was responsible for developing the analytic and consulting function of the department, including the development and implementation of the Region's workforce planning process and forecast model.

Before joining Kaiser Permanente, he held several roles in healthcare strategy consulting and hospital operations.

Daniel has a Master of Public Policy (MPP) from the University of Chicago and BA in Economics and Political Science from Kenyon College.

Speaker Profile



Bradley Kreit

Program Co-Director
Health Horizons & Global Food Outlook
Institute For The Future

Brad is co-director of the Health Horizons and Global Food Outlook programs. Since joining IFTF, Brad's research has focused on applying a human-centered lens to make sense of the effects of large-scale change in health, food and well-being. From this perspective, he has led research into how shifts within a broad range of subjects, including emerging technologies, genetics, abundant data, neuroscience, and global water will impact the future of human experience. A frequent speaker and meeting facilitator, Brad particularly enjoys working with groups to use foresight to spark fresh thinking and inspire innovation.

Prior to joining IFTF in 2009, Brad worked in a variety of roles in and around health care, including as a writer for the Advisory Board Company and a freelance health and business reporter.

Brad holds a BA in history from Connecticut College and an MA in anthropology from UC San Diego.

Moderator Profile



Jennifer Liebermann

Director, Garfield Innovation Center
National Patient Care Services
Kaiser Foundation Hospitals and Health Plan, Inc.

Jennifer Liebermann is a Kaiser Permanente “intrapreneur” who is passionate about shaping the future of health. In 2006, she launched Kaiser Permanente’s Garfield Health Care Innovation Center, the first of its kind. The Garfield Center enables patients and clinicians to envision the future of health care and create it in a safe, simulated environment. Described as a “giant Montessori school for adults”, the Garfield Center draws on design thinking principles to ideate, prototype and spread innovation.

Under Jennifer’s leadership, the Garfield Center has evolved into an innovation center that not only benefits Kaiser Permanente’s 9.1 million members, but the health of consumers nationally and internationally. Over 55,000 people from health care systems, federal and state government, consumer product companies and the high-tech industry (including Google and Apple) have visited the Garfield Center. Several organizations including the Obama Administration’s Office of Personnel Management have modeled their own innovation centers after the Garfield Center. Seventy five news media outlets have profiled the Garfield Center including the New York Times, Fast Company magazine and Harvard Business Review.

Kaiser Permanente is recognized as one of America’s leading health care providers and not-for-profit health plans. Kaiser Permanente’s mission is to provide high-quality, affordable health care services and to improve the health of our members and the communities we serve.

Jennifer joined Kaiser Permanente in 2004 and has twenty years of experience working with groups to envision and implement change in the health care industry. She has held roles at Caremark (now CVS), UCSF, Blue Shield of California and Montgomery Securities.

Jennifer is a 2001 graduate of the UC Berkeley MBA/MPH program and holds an undergraduate degree in political science from Bryn Mawr College.

Garfield Health Care Innovation Center Website: kp.org/innovationcenter

Moderator Profile



Laura I. Long

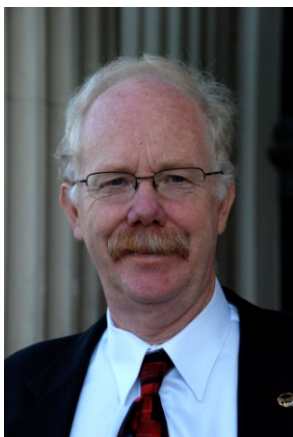
Director, National Workforce Planning & Development
Co-Director, Ben Hudnall Memorial Trust
Kaiser Foundation Hospitals and Health Plan, Inc.

Laura Long is the Director for National Workforce Planning and Development and Co-Director of the Ben Hudnall Memorial Trust, which provides education and training funds to union members at KP. Laura and her team, with labor's partnership, ensure the development of workforce strategies, training and education to prepare the workforce for current and future needs. One of her main roles is external funding and partnership development to ensure that health workforce education and training is in alignment with KP's workforce needs. Laura provides consultation and technical assistance on a variety of National and Regional workforce development projects across all regions and national functions. Her expertise is in strategic planning, grant writing, project development, and program management. Her professional experience includes leading local and state public health and community based projects to improve health outcomes and eliminate health disparities.

Prior to coming to KP, she was a Program Director with the Stanislaus County Public Health Department and California training coordinator with the National Cancer Institute's Cancer Information Service. She is Chair of the CA Hospital Association Workforce Coalition, an active member of the CA Health Workforce Development Council, and serves as Secretary and Board member of HCAP-Healthcare Career Advancement Program. Laura has also been appointed by Governor Brown to the California Workforce Investment Board.

Laura received her Bachelors in Integrative Biology from University of California Berkeley and an MBA from St. Mary's College of California. Laura enjoys running half marathons and vacationing in Kauai with her husband and two teenage daughters.

Speaker Profile



Jim Pruitt

Vice President

Labor Management Partnership & Labor Relations

Kaiser Permanente

The Permanente Federation, LLC

Jim Pruitt is Vice President of Labor Management Partnership and Labor Relations for the Permanente Federation. The Federation represents the national interests of the Permanente Medical Groups which are physician-owned organizations which provide and arrange for medical care for Kaiser Foundation Health Plan members in the US. His responsibilities include: representing the Federation in working with the unions in negotiations and partnership activities. Jim has worked for Kaiser Permanente since 1974 in labor relations roles.

Jim graduated from the University of California in 1972 and received his Master of Labor and Industrial Relations at Michigan State University in 1974. He received a Diversity Professional Certification from Cornell in 2006. Jim was elected to the Executive Board for Labor and Employment Relations Association (LERA) for the 2011-2014 term. He is the past Co-Chair of Health Care Industry Council for LERA and was an Advisory Board member for the University of Oregon's "Understanding the Immigrant Experience in Oregon" in 2008.

Along with his daughter he has published various articles on labor relations, generational differences, labor history and sports and culture.

Speaker Profile



Hal Ruddick
Executive Director
Coalition of Kaiser Permanente Unions

Hal Ruddick is the Executive Director of the Coalition of Kaiser Permanente Unions, comprised of ten International Unions and 27 local union affiliates that represent 100,000 employees of Kaiser Permanente. He has 28 years of labor leadership and health care industry experience. He began his career in Louisiana, where he spent over a decade organizing healthcare and public service employees. He next became staff director for Boston-based SEIU Local 285, where he supervised the local's field staff and led negotiations with hospitals and other healthcare employers. Hal then moved to Chicago, Illinois, where he spent three years working for SEIU as Midwest Campaign Support Director. In 2005, he was elected President of SEIU Local 4, representing 9,000 nursing home workers in Illinois. In 2008, he helped create an 80,000 member local uniting hospital, nursing home, childcare and homecare workers in SEIU Healthcare Illinois & Indiana, and was elected Secretary-Treasurer.

Since 2009, he has led the Hospital Division of SEIU-United Healthcare Workers West, directing a team of more than 50 staff representing 40,000 hospital workers across California. He also has experience in policy and legislative advocacy as well as benefit fund governance.

Speaker Profile



Joseph Severson

Executive Director

Strategic Planning

Kaiser Foundation Hospitals and Health Plan, Inc.

As executive director for strategic planning nationally Joseph has responsibilities for constructing the ten year strategic plan that goes to the HP/KFH Board each year. As part of this work he helps design regional strategy reviews and engages large numbers of stakeholders for care delivery and cost structure components of the plan. He also leads and directs key strategic and analytical projects as requested by leadership and needed throughout the organization. Examples include Vision 2025, Medicare sustainability, analytics strategy, external assessments, and cost structure benchmarking.

Previous responsibilities for Joseph within Kaiser as Director of Decision Support Services and Manager, Forecasting Reporting and Analysis have involved:

- Profitability reporting by product and line of business
- Benchmarking and analytics
- Inpatient utilization reporting and target setting
- Risk scoring and modeling
- Forecasting and planning

Joseph holds a B.A. in Economics and Mathematics from Brigham Young University and an Executive M.B.A from Saint Mary's College. He also completed the Kaiser Permanente Executive Leadership Program at Harvard in 2013.

Speaker Profile



Vivian Tan
Vice President
Strategy & Transformation
Kaiser Foundation Hospitals and Health Plan, Inc.

Vivian Tan is the Vice President of Strategy and Transformation reporting directly to the Chief Strategy Officer under the Office of the CEO. Her responsibilities have been expanded to include various transformation efforts linked to Kaiser Permanente’s strategy and are driven directly from the Office of the CEO. Vivian leads the development of the organization’s overall strategies and corresponding strategic plan in partnership with Kaiser Permanente’s regions and national functions. She identifies, analyzes, and interprets health care trends, organizational strategies, strategic investments, and Kaiser Permanente’s overall market and competitive position.

She has had the opportunity to perform different and exciting roles since joining Kaiser Permanente in 2006. Vivian was the executive director and chief of staff to Kaiser Permanente’s Chief Financial Officer, where she was also interim Vice President of Strategic Planning before assuming the job permanently in 2009. She also served as the Vice President of Capital Planning from 2011 to 2013.

Vivian spent seven years with Booz & Co., an international consulting firm, providing strategic consulting to leadership at Fortune 500 firms. She also worked in policy and planning with the Telecommunications Authority of Singapore (national regulator) and was a senior officer with United Overseas Bank.

Vivian holds a bachelor’s degree in economics, political science, and statistics from the National University of Singapore, and an MBA from the Massachusetts Institute of Technology’s Sloan School of Management. She completed the Kaiser Permanente Executive Leadership Program at Harvard University in 2008.

Speaker Profile



Jody Thompson

Co-Founder of CultureRx

Co-Creator of Results-Only Work Environment (ROWE)

Jody Thompson, along with her partner Cali Ressler, is the Founder of CultureRx and co-creator of the Results-Only Work Environment (ROWE). Her first book, ***Why Work Sucks and How to Fix It***, was named “The Year’s Best Book on Work-Life Balance” by *Business Week*. Her second book, ***Why Managing Sucks and How to Fix It*** is the field guide for how to manage work in the 21st century. She has been featured on the covers of *BusinessWeek*, *Workforce Management Magazine*, *HR Magazine*, *Hybrid Mom Magazine*, and *HR Executive Magazine* as well as in the *New York Times*, *TIME Magazine*, *USA Today*, and on *Good Morning America*, *CNBC*, *MSNBC* and *CNN*.

Jody is also a nationally recognized keynote speaker and has presented to numerous Fortune 500 companies and prominent trade associations. Jody and her partner Cali created ROWE based on the belief that the traditional model of how we approach work is fundamentally broken. They believe that twentieth century management strategies are not the answer for managing a workforce that’s tackling today’s complex business challenges. The training they’ve developed is employed globally and is increasing productivity levels, employee engagement, customer satisfaction, and retention in organizations.

Bottom line? Work sucks. So they’re on a mission to fix it. Today, Jody and Cali are leading a global movement to forever change the way we work and live.

Speaker Profile



Dan Weberg, PhD, MHI, RN

Director, Nursing Innovation
Innovation & Advanced Technology
Kaiser Foundation Hospitals and Health Plan, Inc.

Dan Weberg is a nurse leader and expert in human-centered patient design and simulation and healthcare innovation with extensive clinical experience in the emergency department, acute in-patient hospital settings, and academia over past 10 years. He has held a variety of leadership roles, including nursing director, clinical faculty director, consultant, and direct nursing care in emergency departments, academic medical centers, large colleges of nursing, and private educational firms. He has extensive experience developing nursing technology strategy, collaborating with executive sponsors and key stakeholder groups, doing ground up collaboration with frontline nursing and care delivery teams, and leading and influencing teams at unit level, hospital-wide, and across health systems to lead and sustain innovative technology, informatics and education change initiatives.

He earned his Bachelors in nursing, and was in the first cohort to graduate from the Masters in Healthcare Innovation and PhD in Nursing and Healthcare Innovation Leadership from Arizona State University. This makes Dan a chronic Sun Devil. Dan's clinical background is in Emergency and Trauma nursing at level 1 trauma centers in California and Arizona. Dan is also faculty at Ohio State University College of Nursing and taught previously at Arizona State University in the subject of Innovation, Nursing and Leadership.

In his free time Dan enjoys triathlons.