

Healthcare Delivery Transformation Webinar Conference

Speaker Biographies

Matthew Day, FSA, MAAA

Senior Vice President of Network Payment Innovation and Contract Management

BCBSMA

Matt is senior vice president for network payment innovation and contract management for our company, the largest private health plan in Massachusetts and one of the largest independent, not-for-profit Blue Cross Blue Shield plans in the country. We serve nearly 3 million members and are rated among the nation's best health plans for overall member satisfaction and quality.

He is responsible for the design, implementation and management of our company's provider network strategy. Matt leads the development of value-based care models such as the Alternative Quality Contract, which aligns provider and plan incentives, improving the quality and affordability of health care. His operational responsibilities include contracting, network management, payment integrity, network financial analytics and the settlement of incentive arrangements. In 2019, our model's long-term, sustainable success was documented in a landmark New England Journal of Medicine study by Harvard Medical School researchers.

Before joining our company in 2009, Matt was director of medical economics for Harvard Pilgrim Health Care, where he was responsible for the actuarial management of Medicare products, medical expenditure forecasting, predictive modeling, and analytic client reporting. Previously, he was an actuarial consultant with Mercer, providing health care consulting services to some of the nation's largest employers.

Matt serves on the board of directors for the North Bennet Street School and the board of advisors for the West End House Boys and Girls Club, both in Boston, Mass.

He is a fellow of the Society of Actuaries and a member of the American Academy of Actuaries, and he holds a Bachelor of Science in mathematics and economics from Fairfield University.

Claus Hamann, MD

Chief Health Officer

Senscio/Ibis Systems

Dr. Claus Hamann is the Chief Health Officer at Senscio Systems/Ibis Healthcare responsible for clinical strategy, development and enhancement of Senscio's AI-driven patient-self-management support and health coach/clinician integration. A board-certified internist, geriatrician and clinical informatician, he is now exploring his third age, the age of giving back, by consulting for care of older adults and doing home visits after practice spanning ambulatory, hospital and post-acute care over four decades.

Dr. Hamann has held prior leadership roles in population health as vice-president at Beacon Health, the risk- and value-contracting subsidiary of Northern Light Healthcare, Brewer ME; in managed care as chief medical officer of Accountable Care Associates, Springfield MA; in management consulting for healthcare information technology with Accenture LLP, based in Boston MA; in the clinical practice of primary care geriatrics, and in education and informatics at Massachusetts General Hospital and Partners HealthCare, Boston MA; and in clinical care and education at the U.S. Veterans' Affairs Geriatric Research Education and Clinical Center / Harvard Medical School Division on Aging, West Roxbury MA, and at St. Francis Hospital and Medical Center in Hartford, CT.

He obtained his medical degree from McGill University in Montreal and his master's in epidemiology from the Harvard School of Public Health in Boston. He trained in Internal Medicine at Baltimore City Hospitals, now Johns Hopkins Bayview Medical Center, and in Geriatric Medicine at the University of California and Sepulveda Veterans' Affairs Medical Center, Los Angeles. He has authored publications and presented nationally in geriatrics, clinical informatics and population health. He has served on a town school committee, and enjoys gardening and orcharding, sailing, cross-country skiing and hiking.

Stuart Pollack, MD

Regional Medical Director, Primary Care
Brigham Health

I have been a practicing general internist for 29 years, 15 of them at the Fallon Clinic (now Reliant Healthcare) in Worcester, including time as chair of general internal medicine. After a mid-life crisis when I should have just brought a Porsche, I instead became interested in the future of primary care - what it will look like "in the trenches" and what it will take to return it to its status as the healthcare career of choice. Using my background in process improvement, and my ability to talk really fast, I joined the Brigham in 2008, initially in Foxboro, from 2011-2017 as Medical Director of Brigham and Women's Advanced Primary Care, South Huntington, and now a regional director with responsibility for the 5 main teaching sites at the Brigham. I still practice half time.

South Huntington is a twelve-year-old quadruple aim achieving primary care start-up within an academic medical center, designed around building a culture of patient engaging, continuously-learning, truly-integrated multi-disciplinary team. It was winner of the 2014 Society of General Internal Medicine Quality and Practice Innovation Award, and was one of the ABIM Foundation's high-functioning primary care practice profiled in the *Annals of Family Medicine's* "[In Search of Joy in Practice: A Report of 23 High-Functioning Primary Care Practices.](#)"

Barbra Rabson

President and Chief Executive Officer
Massachusetts Health Quality Partners

Under Barbra Rabson's leadership since 1998, MHP has become a national leader in the measurement and public reporting of health care information, with a particular focus on measuring and improving patients' experiences of care. She has led MHP's most recent work to better understand patient and clinician experiences with telehealth.

Barbra directed and has been the principal investigator of numerous federal and private foundation grants (including CMS, AHRQ, Robert Wood Johnson Foundation and the Commonwealth Fund) for MHP. She is a member of the MA Executive Office of Health and Human Services Quality Measure Alignment Task Force and Quality Subcommittee, the Massachusetts Health Employer Coalition, and the Betsey Lehman Center Research Advisory Committee. Barbra is also a founding member and past Board Chair of the Network for Regional Healthcare Improvement (NRHI), a national network of regional health improvement collaboratives.

Barbra received her Masters in Public Health from Yale University and her undergraduate degree from Brandeis University. She enjoys sculling on the Charles River and playing her cello in her free time.

Denise Schoen, MSN, RNC
Chief, Patient Experience Officer
Baystate Health

Denise Schoen is the Chief Patient Experience Officer for Baystate Health, a non-for-profit, integrated Health care system. In this capacity, she is responsible for the overarching strategic plan, program design, engagement, implementation and evaluation of organization wide patient experience imperatives that foster and enhance a culture of Patient Family Centered-Care.

Ms. Schoen's career spans over 35 years with experience in patient care, professional development, healthcare simulation and patient experience improvement.

Ms. Schoen holds a Master's of Science in Nursing from the University of Hartford in West Hartford, CT. She received her BSN from Elms College in Springfield, Massachusetts. She was amongst the first cohort to become a Certified Patient Experience Professional from the Beryl Institute. She is also certified in Nursing Professional Development from the American Nurses Credentialing Center.

Ms. Schoen has presented nationally & internationally and has published on the topics of healthcare simulation and the use of Appreciative Inquiry.

Thomas Scornavacca, DO
Chief Medical Officer
UMass Memorial Population Health

After finishing a Family Medicine residency at the University of Massachusetts Medical School (UMMS), Dr. Scornavacca opened a solo private family practice "Twin City Family Practice" in Leominster, Massachusetts where he provided the full spectrum of family care including Obstetrics, Hospital Inpatient, Nursing Home, Pediatric Nursery, and Ambulatory for 12 years. During this time he became chairman of the board of an independent provider IPA in northern Massachusetts, a group that was very successful in full risk contract models, as well as hospital medical director of the utilization review/care management program.

Currently, Dr. Scornavacca is the lead physician for Harvard Primary Care, part of the UMass Memorial Health Care (UMMHC) Community Medical Group. In his role as practice lead physician and as a faculty member of UMMS, he serves as a longitudinal preceptor for first and second year medical students and provides clerkship mentoring to third year students and residents who rotate through my practice.

In 2012, he became Medical Director for the UMMHC Office of Clinical Integration, providing clinical leadership for several key strategic initiatives including ambulatory performance on the Blue Cross Blue Shield Alternative Quality Contract. Most recently, he became the Chief Medical Officer of this group which is now responsible for all system level population health initiatives, including those related to commercial risk contracts, a Medicare ACO and Mass Health payment reform programs. Dr. Scornavacca works closely with a team of non-physician colleagues who provide data, analytics and performance reporting support; practice and quality improvement facilitation; patient outreach; clinical documentation support; care management; and integrated information technology enhancement. Dr. Scornavacca leads a group of physician colleagues in the development of quality improvement clinical pathways and oversees our pod structure which encompasses employed and independent physicians in the UMass Memorial managed care network and physicians in the UMass Memorial ACO.

Zirui Song, M.D., Ph.D.

Assistant Professor of Health Care Policy and Medicine

Harvard Medical School and Massachusetts General Hospital

Zirui Song, M.D. Ph.D. is an Assistant Professor of Health Care Policy and Medicine at Harvard Medical School and Massachusetts General Hospital. As a health economist in the Department of Health Care Policy, his work examines policy approaches to slow health care spending and improve the value of care, including alternative payment models, changes in provider prices, the financing of Medicare Advantage, and workplace wellness programs. As a general internist, he practices primary care and attends on the inpatient teaching service at MGH. Dr. Song teaches health policy and economics at HMS and in the PhD Program in Health Policy. He also co-directs the HMS external education course on employee health benefits purchasing and the Partners Healthcare Course in Health Policy. He has worked on Medicare Advantage policy at the U.S. Department of Health and Human Services and served as a Visiting Fellow at the Massachusetts Health Policy Commission. He received his M.D., magna cum laude, and Ph.D. in Health Policy (Economics) from Harvard. He completed his residency training at MGH.

Sandra Wolitsky

Assistant Attorney General and Deputy Chief of the Health Care Division

Attorney General's Office

Sandra Wolitzky is an Assistant Attorney General and the Deputy Chief of the Health Care Division of the Massachusetts Attorney General's Office. The Health Care Division enforces health care laws to protect the rights of Massachusetts consumers and works to promote public health and improve the efficiency and effectiveness of the health care system. Before joining the Attorney General's Office, she clerked for Judge Carlos Bea at the Ninth Circuit Court of Appeals and Judge Denise Casper at the District Court for the District of Massachusetts and practiced law in the commercial litigation group at Sullivan & Cromwell LLP.

Noam Yossefy

Health Care Analyst

Attorney General's Office

Noam Yossefy is a Health Care Analyst in the Health Care Division of the Massachusetts Attorney General's Office (AGO). In this role, Noam manages the Community Benefits Program, monitors health care trends and investments in social determinants of health, and provides support for consumer protection cases and other AGO investigative priorities. Noam received her B.A. from Skidmore College and her M.P.H. in Health Policy from the Harvard T.H. Chan School of Public Health.