

CQC IMPROVEMENT COACHING WORKSHOP

APRIL 25-26, 2023; LOS ANGELES, CA

FACULTY BIOGRAPHIES



Peter Robertson
Senior Director, Practice Transformation

As Senior Director of Practice Transformation, Peter Robertson leads the California Quality Collaborative's (CQC) technical assistance programming. Most recently, Peter led the CalHIVE Network, a multi-year improvement collaborative that supported the expansion of virtual care tools for chronic disease management. Prior to his current role, Peter served as Director of Insights, Analytics and Data Management at PBGH. Previously, Peter led the quality measurement activities of the American Academy of Ophthalmology (AAO). This work included the development and maintenance of quality measures stewarded by the AAO and the implementation of a broad range of measures for federal quality reporting within the AAO's IRIS® Registry. Peter's background also includes experience developing clinical practice guidelines at the American Academy of Otolaryngology. Additionally, he worked for the regulatory body of the National Health Service in England and Wales, analyzing and reporting patient experience data. Peter earned a master's degree in Public Administration from Indiana University and a bachelor's degree in International Management from the University of Manchester.



Kristina Mody
Associate Director, Practice Transformation

As Associate Director of Practice Transformation with PBGH's California Quality Collaborative (CQC), Kristina Mody leads technical assistance design and delivery, working directly with delivery system partners to transform clinical practices, including behavioral health integration into primary care and chronic condition management using virtual care. In her role, she plans and implements programs ranging from multi-year improvement collaboratives to day-long trainings, leveraging adult learning principles as a [Certified Dialogue Education Practitioner](#). She also serves as an improvement coach for participating health care delivery organizations and their improvement teams to support them as they advance toward high-value, patient-centered advanced primary care. Kristina brings a wealth of experience creating technical assistance that meets the needs of health care quality leaders, especially those working with underserved patient communities. She previously served as Senior Manager, Care Redesign for PBGH's Care Transformation team. Prior to joining PBGH, Kristina was Senior Program Associate at the California Health Care Safety Net Institute, where she designed and implemented technical assistance for public hospital/health care systems participating in statewide quality improvement efforts under the Medi-Cal 2020 waiver. Before the Safety Net Institute, Kristina worked at Kaiser Permanente, providing program management on a national level for the Meaningful Use health IT project and on a regional level for The Permanente Medical Group's compliance department. Kristina earned her M.P.H. and B.A. in English and History from the University of California, Berkeley. In her free time, she enjoys reading, cooking, and exploring California's parks and beaches with her husband, son and dog.



Felicia Skaggs
Senior Manager, Behavioral Health Integration

As PBGH's Senior Manager, Behavioral Health Integration, Felicia Skaggs oversees programs that provide technical assistance to providers and other care delivery organizations to support enhanced behavioral health integration into primary care. This includes assisting organizations in launching or expanding behavioral health screening, treatment and referrals for patients. Prior to joining PBGH, Felicia was a Clinic Administrator for Ventura County Behavioral Health RISE outreach and engagement, RISE Law Enforcement partnership and Assist AOT programs. She has been in the mental health field for over 25 years, beginning in Kern County, where she designed, implemented and managed several programs to support and treat individuals with mental health and substance use disorders utilizing evidence-based practices. Her roles have provided her the opportunity to interface and work collaboratively with law enforcement, businesses, faith-based organizations, schools, primary care providers and other community-based organizations. Felicia has been a trainer with CIT Academy in Ventura County as well as been a presenter for CIT International. Felicia received her Master of Science in counseling psychology from California State University Bakersfield.



Jose Ordonez
Manager, Data Analytics

As Manager of Data Analytics for PBGH's California Quality Collaborative (CQC), Jose Ordonez leads the infrastructure of data collection, validation, and analysis of clinical, process and utilization performance measures within CQC's technical assistance programming. In his role, Jose leverages health equity, demographic and payer data to identify health disparities and inequities across participating provider organizations' patients. He also provides technical assistance to participating health care delivery organizations on data reporting and visualization and supports in making more data driven decisions. Previous to his current role, Jose served as Data Analyst for CQC's CalHIVE Network, a multi-year quality improvement collaborative, where he managed the data collection, validation and analysis for a set of chronic condition management, utilization and depression screening performance measures. Prior to joining PBGH, he interned at 10,000 Degrees, where he assisted with data entry, management and analysis for the College Success Program while he was an undergraduate. He also served as a research assistant on a project where he assisted in the data collection on measures around food waste reduction, school lunch participation and consumption of fruits and vegetables. Jose received a Bachelor of Science in Nutritional Science with a concentration in Physiology and Metabolism from the University of California at Berkeley.



Carol Flores

Senior Manager, Equity and Transformation

As Senior Manager of Equity and Transformation with PBGH's California Quality Collaborative (CQC), Carol Flores works with providers and quality improvement teams participating in CQC learning collaboratives, by advising and training health care delivery organizations. She provides advising and training to help organizations launch and expand health equity and advanced primary care initiatives. Prior to joining PBGH, Carol was a Senior Consultant at Diversity First Consulting Group (DVF) where she developed energy and environmental justice strategic plans for utilities companies. She has worked at Kaiser Permanente, providing culturally and linguistically competent recruitment strategies and retention of diverse populations eligible for research participation. In this role, Carol also co-founded and directed an interdisciplinary Diversity, Equity and Inclusion Workgroup, which worked to center and uplift the lived experiences of underrepresented and marginalized communities. Carol earned her B.A in Health and Human Biology from Brown University. In her free time, she considers herself an amateur food critic and enjoys sharing meals with loved ones. She enjoys living an active lifestyle and you can catch her on the Peloton leader board high fiving everyone.



Erika Lind

Manager, Care Transformation Events and Learning

As Manager of CQC Events and Learning, Erika Lind is responsible for implementing the systems and processes that underpin PBGH's Care Transformation programs, events and learning. She leads and executes in-person and virtual event planning and production, serves as an advisor to team members in creating engaging learning programs and manages the design and production of virtual improvement collaborative learning events. Erika previously served as Associate Project Manager for PBGH's Care Transformation team. Before joining PBGH, she worked in the entertainment industry as a Production Assistant and Product Placement Coordinator, where she organized deadlines for production schedules, maintained budget trackers for set coordinators and acted as a liaison between luxury brands and production companies. Erika received a Bachelor of Arts in Communication with certificates in Health and Wellness and Personal Training from the University of California, Santa Barbara.



Daniela Vela Hernandez

Technical Assistance Associate, Collaborative Healthcare Association

Daniela Vela Hernandez, LMFT is part of our Technical Assistance team as a Technical Assistance Associate and supports clinics with behavioral health integration implementation and workflow optimization. Prior to joining the CFHA team, Daniela developed a strong clinical background and experience in multiple settings from community mental health clinics to startup behavioral health. She is passionate about making mental health services accessible to all and is able to use her knowledge of traditional mental health services and integrated behavioral health to support the growth and implementation of integrated care. Daniela grew up in San Diego, but now resides in little-known Imperial, CA with her husband, two children, and two pups. When not supporting the CFHA mission, Daniela is out rooting for her kiddos on the field.