

**AGENDA**  
**Seattle Town Hall: High Tech to High Touch**  
**August 7, 2019 – 8:30 am to 12:30 pm**  
**University of Washington – Kane Hall, Room 210**

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**8:30 am**      **Welcome**

- Sue Hassmiller, RN, PhD, FAAN, Senior Scholar in Residence and Senior Advisor to the President on Nursing at the National Academy of Medicine
  - Mary Wakefield, PhD, RN, FAAN, Visiting Distinguished Professor at Georgetown University and the at the University of Texas at Austin
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**8:40 am**      **Advancing Health Care Equity in the Digital Age**

- Moderator: Sue E. Birch, MBA, BSN, RN, Director of the Washington State Health Care Authority
  - Molly Coye, MD, Executive-in-Residence, AVIA
  - Kenya Beard, EdD, AGACNP-BC, NP-C, CNE ANEF, FAAN, Dean of Nursing and Health Sciences, Nassau Community College
  - Molly McCarthy, MBA, BSN, RN-BC, Chief Nursing Officer, Microsoft
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**9:35 am**      **Break**

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**9:45 am**      **Technology to Inform Practice and Advance Equity**

- Moderator: Sofia Aragon, JD, BSN, Executive Director, Washington Center for Nursing
  - Sheila K. Shapiro, MBA, Senior Vice President-National Strategic Partnerships, UnitedHealthcare Clinical Services
  - Eli Kern, MPH, BSN, Epidemiologist, Public Health Seattle and King County
  - Stefan J. Torres, BSN, RN, CEN, Registered Nurse, Swedish Medical Center
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**10:40 am**      **Nurse Well-being and Impact on Patients and Caregivers**

- Moderator: Kristen Swanson, RN, PhD, FAAN, Dean and Professor, Seattle University College of Nursing
  - Tim Cunningham, DrPH, MSN, RN, Corporate Director of Patient and Family Centered Care, Emory Healthcare
  - Bernadette M. Melnyk, PhD, RN, FAANP, FNAP, FAAN, Vice President for Health Promotion, University Chief Wellness Officer, Dean and Professor, College of Nursing, The Ohio State University
  - Jason Wolf, PhD, CPXP, President and CEO, The Beryl Institute
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**11:35 am**      **Invited comments.** Limited to 5 minutes each.

- Susan Reinhard, RN, PhD, FAAN, Senior Vice President and Director, AARP Public Policy Institute & Chief Strategist, Center to Champion Nursing in America
  - Karen Cox, PhD, RN, FACHE, FAAN, President, American Academy of Nursing
  - Joyce Sensmeier, MS, RN-BC, CPHIMS, FHIMSS, FAAN, Vice President of Informatics, HIMSS
  - Christina Dempsey, DNP, MSN, CNOR, CENP, FAAN, Chief Nursing Officer, Press Ganey
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**11:55 am**      **Public Comments.** Limited to 2 minutes each.

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**12:25 pm**      **Closing remarks and adjourn**

- Sue Hassmiller, RN, PhD, FAAN, Senior Scholar in Residence and Senior Advisor to the President on Nursing at the National Academy of Medicine
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**The Future of Nursing 2020-2030**  
**Seattle Town Hall**  
**August 7, 2019**

**SPEAKER BIOGRAPHIES**

**Sofia Aragon, JD, BSN** is the Executive Director for the Washington Center for Nursing. The WCN is the state nursing workforce and resource center advancing nursing leadership, diversity, and workforce development for LPNs, RNs, and ARNPs. She is also the Immediate Past President of the National Forum of Nursing Workforce Centers. Her previous roles include Senior Governmental Affairs Advisor for the Washington State Nurses Association, representing the legislative interests of registered nurses, the School Nurse Organization of Washington and Advanced Registered Nurse Practitioners United of Washington State. She also serves on the board of directors of the WA Low Income Housing Alliance to address homelessness and affordable housing in WA State and on the board of Asian Pacific Americans for Civic Empowerment, which works to elevate the civic engagement of API residents. She earned a Bachelor of Arts in Economics from the University of Washington, a Bachelor's of Science in Nursing from Seattle University and a Juris Doctor from Loyola University- Chicago School of Law.

**Kenya V. Beard, EdD, AGACNP-BC, NP-C, CNE, ANEF, FAAN**, is the Dean of Nursing and Health Sciences at Nassau Community College, part of the State University of New York system. As a 2012 Macy Faculty Scholar, she founded the Center for Multicultural Education and Health Disparities and propagated research and best practices to move the needle on diversity, inclusion, and health equity. In her former role as Senior Fellow at the Center for Health Policy and Media Engagement at George Washington University SON, she co-produced health care disparity segments for the radio program, HealthCetera, on WBAI-FM for an audience of over 400,000 listeners. Her webinars, blogs, workshops, research, and publications speak to the critical need for authentic race-related discourse in nursing. To eliminate disparities in health care and academia, she led the New York State Action Coalition in constructing the *2014 Workforce Diversity Toolkit for New York*. Her expertise in multicultural education and implicit bias contributed to her being called on by the National League for Nursing to assist with the development of their *2016 Diversity Vision Statement*. More recently, she co-created the Josiah Macy Foundation's 2018 ground-breaking document *Improving the Environment for Learning in the Health Professions*. Her workshops, which propel discourse on race and implicit bias, have been facilitated by the National League for Nursing and the Harvard Macy Institute's Program for Educators in Health Professions. Dr. Beard is currently a fellow of the New York Academy of Medicine, the American Academy of Nursing and the Academy of Nursing Education. She serves on the New York State Board for Nursing and the editorial board for the American Journal of Nursing.

**Susan E. Birch, MBA, BSN, RN** serves as director of the Washington State Health Care Authority (HCA), the state's largest health care purchaser. Appointed by Governor Jay Inslee in January 2018, Birch oversees efforts to transform the health care system, helping ensure Washington residents have access to better health and better care at a lower cost. HCA purchases care for nearly 2.5 million residents through Washington Apple Health (Medicaid), the Public Employees Benefits Board (PEBB) Program, and, beginning in 2020, the School Employees Benefits Board (SEBB) Program. Birch previously was the executive director of the Colorado Department of Health Care Policy and Financing. She led the state's successful implementation of the Affordable Care Act. Under Birch's leadership, the Department successfully expanded coverage to more low income Coloradans while focusing on containing costs and improving service delivery. A nurse by training, Birch also served as chief executive officer of the Northwest Colorado Visiting Nurse Association. She has completed appointments to the National Advisory Committee on Rural Health and Human Services, and served as the Bonfils-Stanton Foundation Livingston Fellow and the Robert Wood Johnson Executive Nurse Fellow.

**Molly Coye, MD** is Executive in Residence at AVIA, the leading network for health systems seeking to innovate and transform through the employment of digital solutions. At AVIA, she is the executive sponsor for the Medicaid Transformation Project, which brings together more than 20 health systems to focus on care models and scalable solutions addressing the needs of vulnerable populations. Dr. Coye also advises national health systems and policy makers about disruptive technologies and business models, and serves on the industry boards of nonprofits and early stage companies developing digital solutions to make care affordable, high quality and accessible for all. Dr. Coye is an elected member of the National Academy of Medicine (formerly the Institute of Medicine), a member of the boards of Ginger and ConsejoSano, a previous member of the Board of Directors of Aetna, and also serves on the Founder's Council of the United States of Care. From 2010-2015, Dr. Coye was the Chief Innovation Officer for UCLA Health, where she led the health system in identifying new strategies, technologies, products and services. In 2000, Dr. Coye founded and led Health Tech, which became the premier forecasting organization for emerging technologies in health care. She previously served as Commissioner of Health for the State of New Jersey, Director of the California State Department of Health Services, and Head of the Division of Public Health Practice at the Johns Hopkins School of Hygiene and Public Health, as chair of the board of PATH and the American Public Health Association, and on the boards of the American Hospital Association, the American Telemedicine Association, The California Endowment, and the China Medical Board.

**Tim Cunningham, DrPH, MSN, RN** began his career as a professional actor and clown working with various international and regional theatres. His global work with Clowns without Borders and the Big Apple Circus inspired him to study nursing and global health. His research focuses on methods by which to make self-care and resilience more understood, equitable and accessible, not only for nurses and other professional caregivers, but also for communities. As a clinical emergency nurse, the past Director of the Compassionate Care Initiative at the University of Virginia and now the Corporate Director of Patient and Family Centered Care at Emory Healthcare, he is interested in implementing and ethically scaling new research on self-care and resilience.

**Eli Kern, MPH, BSN** is an Epidemiologist with Public Health – Seattle & King County and a Clinical Instructor in the Department of Health Services at the University of Washington. In his role as epidemiologist with the local public health department, Eli focuses primarily on expanding the core public health functions of assessment, monitoring and evaluation to include cross-sector health and social data systems, with one use case being supporting the data and analytics needs of the county's Accountable Community of Health. Eli has expertise in sharing, linkage and analysis of cross-sector health and social services data for public health surveillance, program monitoring, evaluation, and research.

**Bernadette Mazurek Melnyk, PhD, APRN-CNP, FAANP, FNAP, FAAN** is Vice President for Health Promotion, University Chief Wellness Officer, Professor and Dean of the College of Nursing at The Ohio State University, Professor of pediatrics and psychiatry at OSU's College of Medicine, and Executive Director of the Helene Fuld Health Trust National Institute for EBP. She is a pediatric and psychiatric mental health NP, and is nationally/internationally recognized as an expert in EBP, intervention research, child and adolescent mental health, and health & wellness. Her funding record includes over 33 million dollars from federal agencies as PI. She is co-editor of five books and over 390 publications. Dr. Melnyk is an elected fellow of the National Academy of Medicine, the American Academy of Nursing, the National Academies of Practice, and the American Association of Nurse Practitioners. She is a member of the NQF Behavioral Health Phase 3 Standing Committee and serves as editor of the journal *Worldviews on Evidence-based Nursing*. She is a member of the National Academy of Medicine's Action Collaborative on Clinician Well-being and Resilience and is a board member of the National Forum for Heart Disease & Stroke Prevention. Dr. Melnyk founded the National Interprofessional Education and Practice Collaborative to advance the DHHS's Million Hearts® initiative. She created and chaired the first three National Summits on Building Healthy Academic Communities in April of 2013, 2015 and 2017, founded the National Consortium for Building Healthy Academic Communities, a collaborative organization to improve population health in the nation's institutions of higher learning, and served as its first president.

**Molly K. McCarthy, MBA, BSN, RN-BC** is the National Director, US Provider Industry and Chief Nursing Officer in the Health and Life Sciences Sector for Microsoft. With over twenty-five years' experience in the healthcare industry, Molly is passionate about uniting technology, clinicians and patients to improve care delivery, safety and outcomes. At Microsoft, she oversees business development and strategy for the US health market, with a focus on health systems.

**Sheila Shapiro, MBA**, Senior Vice President, National Strategic Partnerships, Clinical Services, UnitedHealthcare, is the senior vice president of National Strategic Partnerships for UnitedHealthcare's Clinical Services organization. In this role, Sheila is responsible for the development, advancement and implementation of the industry-leading sustainable model to standardize and use non-traditional data elements and innovative partnerships to improve health outcomes at scale. Sheila is well-known across the industry as an expert in leveraging data and technology to address social determinants of health (SDOH). With UnitedHealthcare, she has pioneered a program dedicated to proactively identifying and addressing SDOH by referring people to much-needed local and national services in their communities. As part of this work, she was the primary architect behind a 2019 proposal to the CMS ICD-10 Steering & Maintenance Committee to expand the ICD-10 code set to include a broader, more granular set of SDOH codes. She also led a ground-breaking collaboration with the American Medical Association (AMA) to advocate for ICD-10 code expansion, and was recognized as one of Health Care Innovation's 2019 Innovator award winners, making UnitedHealthcare the first health insurer to receive the award. Her model for valuing social referrals, labeled the Imputed Market Price™, is currently patent-pending. Sheila's passion for addressing SDOH is contagious. Her work has been recognized and supported by several prestigious industry organizations, including the Better Medicare Alliance, National Center for Quality Assurance (NCQA), National Association of Community Health Centers (NACHC), Arizona Health Care Cost Containment System (AHCCCS) and the AARP Foundation. Sheila has forged strong partnerships with countless other organizations as well, all with a shared purpose of breaking down social barriers to care. Sheila has more than 30 years of experience in the health care industry. She joined UnitedHealthcare in 2009 to lead the Community Plan of Arizona. Since then, she has held many positions with the company, including chief operations officer for the Arizona Community & State plan, president of the Washington Community & State plan, national vice president of the myConnections™ program, and national vice president of Population Health and Clinical Innovation. Prior to joining UnitedHealthcare, Sheila held executive positions with Blue Cross Blue Shield of Montana, Molina and Premera Blue Cross. She has led a broad range of operations and strategic objectives including claims, customer service and financial operations. Shapiro earned a Master of Arts in management from the University of Phoenix, and her bachelor's degree is from Arizona State University. She also holds a financial management certificate from the Wharton School of Business. Shapiro is an Arizona Women in Business honoree and has served as vice chair on the board of directors for the March of Dimes.

**Kristen M. Swanson, RN, PhD, FAAN** is the Dean of the Seattle University College of Nursing. Her research focuses on caring and interventions to promote healing after miscarriage. The Swanson Caring Theory is used to guide practice, education, and research in schools and health-care systems around the world. Previous administrative posts held include Dean of the School of Nursing at the University of North Carolina at Chapel Hill and Professor and Chair of the Department of Family and Child Nursing at the University of Washington School of Nursing. She currently serves as Member-at-Large on the Board of Directors of the American Association of Colleges of Nursing and as Chair of the Board of Trustees for Swedish Medical Center. She is an alumnus of the RWJF Executive Nurse Fellows Program an advanced leadership initiative for nurses in senior executive roles who aspire to lead and shape the future U.S. health care system.

**Stefan J. Torres BSN, RN, CEN**, widely known as “Nurse Stefan,” is a practicing nurse and social media public figure. Dedicated to producing entertaining and engaging videos, he educates healthcare professionals and the general public on important health topics. Torres utilizes one of the most powerful technological tools of communication to achieve his goals of improving the culture of healthcare, and health literacy of the world. Shortly after his introduction, Torres was awarded first-place in a nationwide video contest sponsored by the Robert Wood Johnson Foundation, recognized as ‘1 of 100 Distinguished Nurses of Influence’ by the University of Washington’s School of Nursing, and became the inaugural recipient of the 2019-2020 ‘Alumnus of the Year’ award from the University of Washington Bothell. His efforts and accomplishments have been highlighted in televised news stories, appearances, as well as in-print and online editorials. Reaching an audience of over 1 million people around the world, his videos continue to edge into areas where other means of education are hard-pressed to access.

**Jason Wolf, PhD, CPXP** is a passionate champion and recognized expert on patient experience improvement, organization culture and change, and sustaining high performance in healthcare. As President and CEO of *The Beryl Institute*, Jason has led the growth of the organization into the leading global community of practice and thought leader on improving the patient experience, engaging over 55,000 members and guests in more than 55 countries and establishing the framework for the emerging profession of patient experience. Jason is the Founding Editor of the *Patient Experience Journal*, the first open-access, peer-reviewed journal committed to research and practice in patient experience improvement. Jason is a sought after speaker, provocative commentator, and respected author of numerous publications and academic articles on culture, organization change and performance in healthcare, including two books on Organization Development in Healthcare and over 25 white papers on patient experience improvement.

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**Statement of Task**

**The Future of Nursing 2020-2030**

An ad hoc committee under the auspices of the National Academies of Sciences, Engineering, and Medicine will produce a consensus report that will chart a path for the nursing profession to help our nation create a culture of health, reduce health disparities, and improve the health and well-being of the U.S. population in the 21st century. The committee will examine the lessons learned from the Future of Nursing Campaign for Action as well as the current state of science and technology to inform their assessment of the capacity of the profession to meet the anticipated health and social care demands from 2020 to 2030, with emphasis on multi-sector teams and partnerships.

In examining current and future challenges, the committee will consider:

- the role of nurses in improving the health of individuals, families, and communities by addressing social determinants of health and providing effective, efficient, equitable, and accessible care for all across the care continuum, as well as identifying the system facilitators and barriers to achieving this goal.
- the current and future deployment of all levels of nurses across the care continuum, including in collaborative practice models, to address the challenges of building a culture of health.
- system facilitators and barriers to achieving a workforce that is diverse, including gender, race, and ethnicity, across all levels of nursing education.
- the role of the nursing profession in assuring that the voice of individuals, families and communities are incorporated into design and operations of clinical and community health systems.
- the training and competency-development needed to prepare nurses, including advance practice nurses, to work outside of acute care settings and to lead efforts to build a culture of health and health equity, and the extent to which current curriculum meets these needs.
- the ability of nurses to serve as change agents in creating systems that bridge the delivery of health care and social needs care in the community.
- the research needed to identify or develop effective nursing practices for eliminating gaps and disparities in health care.
- the importance of nurse well-being and resilience in ensuring the delivery of high quality care and improving community health.

In developing its recommendations for the future decade of nursing in the United States, the committee will draw from domestic and global examples of evidence-based models of care that address social determinants of health and help build and sustain a culture of health.

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**Committee Members**

**Mary K. Wakefield, Ph.D., R.N. (co-chair)**  
Visiting Distinguished Professor,  
Georgetown University, DC  
Visiting Professor, University of Texas at Austin

**David R. Williams, Ph.D., M.P.H. (co-chair)**  
Florence Sprague Norman and Laura Smart  
Norman Professor of Public Health, and Chair,  
Department of Social and Behavioral Sciences  
Harvard T.H. Chan School of Public Health

**Maureen Bisognano, M.S.**  
President Emerita and Senior Fellow  
Institute for Healthcare Improvement

**Jeffrey Brenner, M.D.**  
Senior Vice President, Clinical Redesign  
UnitedHealthCare Community and State

**Peter I. Buerhaus, Ph.D., R.N. FAAN**  
Professor of Nursing and Director, Center for  
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**Marshall H. Chin, M.D., M.P.H.**  
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**Regina Cunningham, Ph.D., R.N., NEA-BC,  
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**Angelica Millan, D.N.P., R.N., CNS**  
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**John W. Rowe, M.D.**  
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Excellence, School of Law, and Professor of  
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**Winston F. Wong, M.D., M.S., FAAFP**  
Medical Director, Community Health,  
Director, Disparities Improvement and Quality  
Initiatives, Permanente Medicine,  
Kaiser Permanente

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**University Of Washington—Kane Hall, Room 210**

**A NOTE TO ATTENDEES**

The purpose of this open session is for the committee to gather information and to gain greater understanding of the specified topic, *High Tech to High Touch*, as it relates to the Statement of Task and to hear from the public. Please note that the committee is in the process of assembling materials that it will examine and discuss in the course of making its findings, conclusions, and recommendations. Comments made by individuals, including members of the committee, should not be interpreted as positions of the committee or of the National Academies. Questions posed by committee members in these information gathering sessions may not be indicative of their personal views, to say nothing of that person's future position as it may evolve in the course of the project. The committee will consider many sources of evidence and deliberate thoroughly before writing its draft report and, once the draft report is written, it must go through a rigorous review by experts who are anonymous to the committee. Therefore, observers who draw conclusions about the committee's work based on today's discussions will be doing so prematurely.

This gathering is the final of three town hall meetings. Please be sure to sign up for the study listserv to receive notices about Committee activities: <https://nam.edu/the-future-of-nursing-2020-2030/>. If you are unable to attend in person, please join us via webcast at the aforementioned link. Videos of all three town hall meetings will be available at the same link.

Additionally, anyone is welcome to submit written comments and evidence to the committee ([futureofnursing2030@nas.edu](mailto:futureofnursing2030@nas.edu)). Materials submitted to the committee will be made publicly available through the study's Public Access File.

We thank you for your time to attend today's open session!

**Please join and follow the conversation at #FutureofNursing2030**