

Building a Thriving Primary Care Workforce: Lessons from Successful Programs



Libby Abbott | Guest Speaker

Libby Abbott joined California's Department of Health Care Access and Information (HCAI) in October 2023 as a Deputy Director to lead the Health Workforce Development team. Prior to joining HCAI, Libby was the Director of the Health Workforce Program at the Clinton Health Access Initiative, where she led a portfolio of technical assistance to the governments of 12 countries on health workforce planning, programs, and policy. In this capacity she worked closely with the governments of several countries – Ethiopia, Liberia, Malawi, and Rwanda – to design and launch national health workforce strategies, including supply and demand modeling to set workforce targets, pre-service scale up plans, and introducing new health professions training programs. Libby also has a background in research, monitoring, and evaluation. Libby has a Masters in Public Health and a Masters in International Affairs, both from Columbia University.



Elizabeth Morrison | Guest Speaker

Elizabeth is the co-creator of The Lay Counselor Academy (LCA), a course designed to train those without behavioral health degrees or licenses to do mental health counseling. To date, the LCA has graduated over 600 staff, from diverse safety net settings across the country, including first responders, CHWs, Case and Care Managers, and Legal Aid Staff. She oversees a team of 20 lay counselors, who provide direct services alongside licensed clinicians. She has dedicated her career to working for and with non-profit safety net health organizations, including community clinics, Medicaid Health Plans, Philanthropic Health Foundations, and other Social Justice oriented non-profits.

Elizabeth is a Doctor of Psychology, is a Licensed Clinical Social Worker and has a Masters In Addiction Counseling. She has been a practicing clinician for 30 years, providing services in-person, by video, phone and text.



Van Ton-Quinlivan | Guest Speaker

Van Ton-Quinlivan is a nationally recognized expert in workforce development and systems change, with a career spanning the public, private, and nonprofit sectors. As the former Executive Vice Chancellor of the California Community Colleges, her insights have been featured in major publications like The New York Times, Chronicle of Higher Education, and Stanford Social Innovation Review. She is a sought-after speaker at events hosted by organizations like the World Health Organization, National Governors Association, and Stanford's Hoover Institution. Currently, Ton-Quinlivan is CEO of Futuro Health, a nonprofit focused on improving community health and wealth by expanding the allied healthcare workforce. Appointed by Governor Newsom, she serves

on California's Health Workforce Education and Training Council to address the state's healthcare needs. Her accolades include being named a White House Champion of Change under the Obama administration and receiving the California Steward Leader Award for fostering collaboration and promoting economic mobility. From 2019 to 2022, she was a mediaX Distinguished Visiting Scholar at Stanford University. Ton-Quinlivan serves on the boards of the National Skills Coalition, National Student Clearinghouse, and Silicon Valley Community Foundation. She is a podcast host and author of the bestseller *WorkforceRx: Inclusive and Agile Strategies for Employers, Educators, and Workers during Unsettled Times*.



Crystal Eubanks | Session Moderator

As Executive Director at the California Quality Collaborative (CQC) and Vice President of Care Transformation at the Purchaser Business Group on Health, Crystal Eubanks advances strategy, program design and execution, partner engagement and business development within PBGH's Care Transformation portfolio of programs, initiatives and technical assistance. In this role, she leads CQC and its California Advanced Primary Care Initiative, in partnership with Integrated Healthcare Association, and oversees the Transform Maternity Care program. Crystal previously served as Senior Director, Care Redesign and developed technical bodies of work for behavioral health integration and practice facilitation, authored toolkits and learning resources, and served as an improvement advisor and trainer in CQC's Practice Transformation Initiative. Crystal

brings quality improvement, clinic operations and leadership experience from on-the-ground work with ambulatory and primary care delivery systems in the private and public sectors. Her passion for transforming chronic disease and behavioral health care through data- and value-driven innovation grew from her time serving as quality improvement director, coach and consultant for various community health centers and consortia, health care Managed Services Organizations and public health departments. Previously as Director of Quality and Data Analytics at LifeLong Medical Care, Crystal led care transformation and improvement initiatives to achieve multi-site recognition as a National Committee for Quality Assurance (NCQA) Level 3 Patient-Centered Medical Home and national recognition as a top performing health center. Crystal earned a Master of Science in Health Care Quality from the George Washington University School of Medicine and Health Sciences and a bachelor's degree in International Development from the George Washington University.

California Data Exchange Framework Town Hall



John Ohanian | Guest Speaker

John Ohanian is the Chief Data Officer for the California Health and Human Services Agency (CalHHS) and Director of the Center for Data Insights and Innovation (CDII). In this role, he leads efforts to create a person-centered data ecosystem that improves the quality of data, accelerates the secure exchange of health and social service information, and helps reduce racial and ethnic disparities in health outcomes. His work includes overseeing cross-departmental programs, launching initiatives like the Data Exchange Framework, CDII's Insights lab and developing innovative processes to ensure equitable distribution of resources to all Californians. Before joining CalHHS, John spent his career working with local businesses and nonprofits, specializing in startups leading organizational change, securing funding, and implementing sustainable social enterprise strategies. He also served as President and CEO of 2-1-1 San Diego, transforming it into

a leading Community Information Exchange supporting health and social service data sharing. John holds a degree in Business Administration from the University of San Diego and has attended the Harvard Business School Executive Education Program. John is passionate about leadership development and organizational transformation. He lives in Vacaville, California, with his wife Victoria and their four children, and enjoys road and train travel in his spare time.



Anwar Zoueihid | Guest Speaker

Anwar Zoueihid is an accomplished healthcare executive with a distinguished track record of innovation and leadership in the healthcare and social care sectors. As the Vice President of Long-Term Services & Supports (LTSS) at Partners in Care Foundation, Mr. Zoueihid oversees long-term care management services, driving performance improvement through a strategic blend of outcome management, person-centered care, and the development of high-performing teams. He leads a broad portfolio of California Home and Community-Based Services, including Waiver Services and CalAIM services. With a master's degree in Clinical Psychology and more than two decades of experience, Mr. Zoueihid has become a recognized leader in integrating care across the continuum. He is currently working to advance real-time, bi-directional data exchange frameworks as a Community-Based Organization (CBO) to foster seamless care

coordination among health plans, hospitals, skilled nursing facilities, primary care providers, and social care agencies. His efforts have positioned his organization at the forefront of California's data-driven approach to population health management. Mr. Zoueihid is a pioneer in blending and braiding funding streams and services to create a unified care experience that prioritizes timely, efficient, and effective care delivery. For example, he led the development of an integrated Transitional Care Services, Enhanced Care Management model that successfully coordinates hospital discharges with community-based services, reducing readmissions and improving patient outcomes for Medi-Cal recipients. His work is now expanding beyond Medi-Cal, as he leads initiatives to enhance care coordination for dual-eligible individuals, integrating Medicare services to ensure comprehensive support for California's most vulnerable populations and improve STAR ratings. His strategic partnerships with state policymakers, healthcare providers, and community-based organizations have resulted in innovative care models that reduce hospitalizations, improve health outcomes, and enhance the quality of life for thousands of Californians. Since joining Partners in 2008 as Administrator of Direct Services, Mr. Zoueihid's visionary leadership has been evident in the organization's substantial growth and recognition during his tenure. In 2018, he was selected for the prestigious sixth cohort of the national Practice Change Leaders for Aging and Health program, sponsored by Atlantic Philanthropies and the John A. Hartford Foundation. His advocacy for community-based, person-centered care continues to shape California's long-term services and supports landscape, making him one of the state's most influential voices in health and social care transformation.



Timi Leslie | Moderator

Timi Leslie is President of BluePath Health and Executive Director at Connecting for Better Health. Ms. Leslie has worked for more than 30 years with healthcare policy think-tanks, providers, payers, and technology solution organizations. With her "inside the beltway" experience at federal healthcare agencies, Ms. Leslie offers a unique combination of expertise in both national and California health care policy and regulation. She is a recognized expert in health IT and healthcare policy, analysis, and futures. Ms. Leslie brings broad-based experience working with public and private boards and executive leadership to her BluePath clients.

Scaling Community-Based Practice Coaching: Strategies for Impact



Marlo Afflalo | Guest Speaker

With over 25 years of progressively responsible management and business development success providing products and services to Fortune 1000 companies, Marlo Afflalo has proven capabilities to manage processes, lead and develop people, and accomplish company mission objectives. As Director of IPA Network Operations for the past two years her responsibilities include: oversight of day-to-day operations, implementing policies and procedures using industry best practices, and creating and fostering a culture of accountability. These are the building blocks of sustained growth and performance improvement for the IPA network. Marlo has developed, implemented and managed programs to strengthen customer service excellence, and improve risk adjustment and HEDIS quality year-over-year performance. Marlo is also a published author of a faith

based book, “Living While Distracted”. ISBN 9798350920963



Dr. Felix Aguilar | Guest Speaker

Dr. Felix Aguilar is a dedicated physician leader with extensive experience in quality improvement, value-based care, and provider engagement. As the Quality Medical Director at L.A. Care Health Plan, he drives quality assurance and health equity initiatives. His career spans leadership roles in community clinics, health plans, and public health organizations, focusing on underserved populations. Dr. Aguilar holds an MD from UC Irvine, an MPH from Tulane University, and a Master’s in Health Care Management from Harvard. He has been recognized for his work in patient-centered care, clinical efficiency, and medical education. A media spokesperson and advocate, he serves on national advisory boards and community organizations, shaping healthcare policies and improving access to care. His leadership continues to impact healthcare quality and innovation.



Peter Robertson | Guest Speaker

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.



Melissa Preciado | Session Moderator

As Associate Director of Equity and Transformation, Melissa Preciado provides leadership and management for PBGH's California Quality Collaborative improvement initiatives. She oversees the Equity and Quality within Independent Practices in Los Angeles County (EQuIP-LA) program, a multi-year improvement collaborative, in partnership with diverse stakeholders, to improve quality and reduce health disparities within Los Angeles' Medi-Cal populations. Prior to joining PBGH, Melissa served as a Research Project Manager for Kaiser Permanente's Department of Research and Evaluation, where she focused on advancing behavioral research to reduce disease risk by identifying modifiable risk factors and encouraging health-promoting behaviors around chronic disease prevention, diet and nutrition, obesity, physical activity, social determinants of health and weight loss interventions. She was instrumental in establishing a national community advisory board for the second largest biobank program in the U.S., the Kaiser Permanente Research Bank, which provides an opportunity to enable research studies related to the prevention, diagnosis and treatment of disease. Melissa holds an MPH in international health from Loma Linda University and a B.A. in sociology from California State University Northridge.