



Bipartisan Policy Center

## Not Your Mother's Health Care: Surveying Consumer Experiences with Telehealth Services

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### OPENING REMARKS BY

**Jazmyne Sutton, Ph.D.**

*Associate Research Director, SSRS*

Dr. Jazmyne Sutton is an Associate Research Director at SSRS where she supports the design, management and data analysis of survey research projects in areas such as health care, public policy, and media. Jazmyne has over 8 years of survey and research experience in academic, non-profit and corporate settings.

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### PANELISTS

**Kate Goodrich, M.D.**

*SVP, Trends and Analytics, Humana*

Kate Goodrich, MD, MHS, is SVP for Clinical Analytics and Trend within the Clinical and Pharmacy Solutions segment of Humana, Inc. In this role, she is accountable for the development and implementation of the clinical trend pipeline strategy, and leads the clinical business analytics necessary to deliver better health outcomes at lower costs for Humana members. Prior to coming to Humana, Kate was at the Centers for Medicare and Medicaid Services where she was the Director of the Center for Clinical Standards and Quality and CMS Chief Medical Officer. This Center is responsible for 18 quality and value-based purchasing programs, quality improvement programs in all 50 states, development and enforcement of health and safety standards of all facility-based providers across the nation, and coverage decisions for treatments and services for Medicare. Prior to CMS, Kate was on the faculty at the George Washington University Medical Center (GWUMC) and served as division director for Hospital Medicine. She continues to practice clinical medicine as a hospitalist and professor of medicine at the GWUMC.



### **Walter Panzirer**

Trustee, Helmsley Charitable Trust

Walter Panzirer, is a grandson of Leona Helmsley. Raised in California, he adopted South Dakota as his home. Having worked as a first responder in both states, Walter witnessed personally the significant disparities in quality health care available close to home – disparities that demanded attention. Serving as a paramedic, firefighter, and police officer also made him acutely aware of the range of situations encountered by

these professionals –from cardiac and stroke events, to individuals facing a mental health crisis. Upon the death of his grandmother, Walter was to his great surprise named a Trustee of the Helmsley Charitable Trust. He realized the opportunity for investing in better healthcare for Americans in rural communities as well as for supporting communities across rural Africa to build resilience. A passionate advocate for telehealth, Walter is committed to shortening the distance between a medical emergency and life-saving treatment, including outfitting first responders with modern equipment for managing emergencies. His curiosity, coupled with a get-it-done acumen, means that he's always looking for healthcare leapfrog opportunities that can be readily implemented. Walter studied business and history at Black Hills State University, and pursued pastoral studies at MidAmerica Nazarene University. An inductee to American Telehealth Association's College of Fellows as well the South Dakota Hall of Fame, Walter has served on a number of nonprofit and educational boards. He, his wife, and their family own and operate a hunting lodge in rural South Dakota.



### **Ann Mond Johnson**

CEO, American Telemedicine Association

Ann Mond Johnson is CEO at the American Telemedicine Association (ATA). Prior to that, she served as CEO of Zest Health, a technology-enabled service; as Board Chair and Advisor to ConnectedHealth, a leading provider of private insurance exchanges; and as co-founder and CEO of Subimo, a pioneer in healthcare cost and quality decision support tools for consumers –for which she was inducted in the Chicago Entrepreneurship Hall of Fame in 2016. In 2020, Ann was recognized by Modern Healthcare magazine on their 100 Most Influential list. Ann is recognized as a thought leader and presents at a range of professional meetings and conferences.



### **Dorothy Siemon**

SVP, Office of Policy Development and Integration, AARP

Dorothy Siemon is responsible for the development and oversight of AARP public policies that address major issues facing older Americans. Dorothy is a member of the National Academy of Social Insurance. She also served as a Commissioner for the American Bar Association's Commission on Law and Aging. Ms. Siemon served as Director of Health and Long Term Services and Supports (LTSS) from 2007 through 2013 and then served as Vice President of the Office of Policy Development and Integration through 2017. Prior to joining the OPDI, Ms. Siemon was a senior litigation attorney for over ten years for the

AARP Foundation, writing amicus briefs in federal and state courts, including the U.S. Supreme Court. In addition, she served as counsel in numerous class action cases involving Medicare, Medicaid, and long-term care facilities. Ms. Siemon graduated from the Georgetown University Law Center.

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### **MODERATOR**

### **Marilyn Serafini**

Director of the Health Project, BPC

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Marilyn Werber Serafini is the director of the health policy project at the Bipartisan Policy Center. She is also an adjunct professor at Johns Hopkins University. Prior to joining BPC, Serafini held the position of executive director for the nonprofit organization Heart Valve Voice US, which advocates on behalf of patients with heart valve disease. Prior to that, Serafini was president and co-CEO for the Alliance for Health Policy, a nonpartisan, not-for-profit organization dedicated to helping policy makers understand the foundations of health policy, the roots of the nation's health care issues, and the trade-offs posed by proposals for change. Serafini was an award-winning journalist for more than 20 years, writing in-depth articles about health care, welfare, international trade, taxes and budget policy in

Washington for various news outlets. She was the Robin Toner Distinguished Fellow and senior correspondent at Kaiser Health News, the health care and welfare correspondent for *National Journal*, and a senior reporter for *CongressDaily* (now *National Journal Daily*). She received a Bachelor of Arts degree in English from the University of Maryland Baltimore County and a Master of Arts degree in journalism and public affairs from American University.