



**ELLIOTT LIEBLING, MPH** Manager of Research and Development, RWJBarnabas Health

Elliott oversees the evaluation of all Institute for Prevention and Recovery programs. Elliott was previously a health services researcher with RTI International and his research on access to substance use treatment, injection drug use, and overdose among young adults who use prescription opioids non-medically has been published in peer-reviewed journals and presented at multiple conferences.



**CHRIS VACCA** Solution Design, Sr. Technical Lead, TigerConnect

Chris has more than 12 years of experience in healthcare, with a primary focus on integrating hospitals with clinical systems. He has worked to integrate more than 100 healthcare facilities with various clinical systems and statewide HIEs. Chris helps TigerConnect clients create integrations and determine how the solution fits into their complex healthcare environment.



**CAROLINA IBARRA** Solution Design Director, TigerConnect

Carolina has more than 10 years experience working with organizations in the US and abroad that are committed to transforming care delivery through technology, human-centered design, and incremental process improvement. At TigerConnect, she partners with clients to redesign communication pathways to drive better care team collaboration throughout the patient journey.



**PHIL LEUNG** VP of Product, TigerConnect

Phil brings 20 years of product & engineering experience solving complex business challenges and designing innovative products at global corporations as well as enterprise software startups. At TigerConnect, Phil leads product strategy, design, and development, with a team focused on driving product innovation and continuously improving the user experience.

## WE WANT YOUR FEEDBACK!

Please take our survey and share your thoughts about today's User Group Meeting at [surveyMonkey.com/r/TC-UGM](https://surveyMonkey.com/r/TC-UGM)

## AGENDA

7:30 - 9:00	<b>REGISTRATION / BREAKFAST</b>
9:00 - 9:10	<b>Welcome Remarks</b> Sarah Shillington, SVP Client Success, TigerConnect
9:10 - 9:40	<b>The Connected Care Network</b> Brad Brooks, CEO & Co-Founder, TigerConnect
9:40 - 10:00	<b>8 Fundamentals to Step Up to a Connected Care Network</b> Will O'Connor, MD, CMIO, TigerConnect
10:00 - 10:30	<b>Building a Communication Strategy for Expanding Health Systems</b> Matthew Fenty, Director of Innovation, St. Luke's University Health Network
10:30 - 10:45	<b>BREAK</b>
10:45 - 11:15	<b>Going Beyond the 4 Walls to Drive Population Health &amp; ACO Outcomes</b> Maggie Allard, MD, MPH, Medical Director of Population Health, Lowell Community Health Center Cristin Freed, Sr. Analyst/Project Lead, Lowell General Hospital
11:15 - 11:45	<b>Building an Enterprise-Wide Connected Care Network with TigerConnect</b> Ashley Creveling, Intermediate Analyst, Geisinger Jonathan Slotkin, MD, ACMIO, Geisinger
11:45 - Noon	<b>Connected Care Strategy Q&amp;A</b> St. Luke's University Health Network, Lowell, & Geisinger
Noon - 1:15	<b>NETWORKING LUNCH</b>
1:15 - 2:00	<b>TigerConnect: Your Integration Hub for Moving Data to the Point of Care</b> Chris Vacca, Solution Design Sr. Technical Lead, TigerConnect
2:00 - 2:45	<b>Leveraging TigerConnect for Opioid Treatment and Prevention</b> Michael Litterer, CHES, CPS, Director of Prevention and Recovery, RWJBarnabas Health Elliott Liebling, Manager of Research and Development, RWJBarnabas Health
2:45 - 3:00	<b>BREAK</b>
3:00 - 3:45	<b>Workshop: Developing an Effective Connected Care Strategy</b> Carolina Ibarra, Director of Solution Design, TigerConnect
3:45 - 4:15	<b>The TigerConnect Platform and What's Next - Extending Your Connected Care Network with Patients</b> Phil Leung, VP of Product, TigerConnect
4:15 - 4:30	<b>CLOSING REMARKS</b>



## MEET OUR SPEAKERS



**BRAD BROOKS** CEO and Co-Founder, TigerConnect

As a seasoned entrepreneur in the technology sector, Brad's vision and leadership has led TigerConnect to make significant strides in modernizing care team collaboration among doctors, nurses, patients, and care teams. Today TigerConnect is trusted by more than 6,000 healthcare organizations to process more than 10 million messages each day.



**SARAH SHILLINGTON** SVP Client Success, TigerConnect

Sarah brings 20+ years of experience in healthcare IT, overseeing client organizations at large-scale, global enterprise companies. At TigerConnect, Sarah represents the collective voice of the company's 6,000 customers, leading teams responsible for helping customers onboard and maximize their success with the expanding product portfolio.



**WILL O'CONNOR, MD** Chief Medical Information Officer, TigerConnect

Dr. O'Connor has more than 20 years of diverse healthcare experience focused on operations, strategic planning, consulting, client delivery, and thought leadership. Dr. O'Connor specializes in clinical communication and collaboration, and leading large health systems, academic medical centers, community hospitals, and payers through IT and operational improvements to advance their clinical and financial outcomes.



**MATTHEW FENTY** Director of Innovation, St. Luke's University Health Network

Matthew drives strategic and operational efforts around evaluating, creating, and deploying innovative processes and capabilities across St. Luke's University Health Network, a multi-state clinically-integrated health delivery network with 10 hospitals and over 300 clinical locations.



**MAGGIE ALLARD, MD MPH** Medical Director of Population Health, Lowell Community Health Center

Maggie earned her medical degree from the University of Colorado and completed a GIM Fellowship and Master's in Public Health at Harvard University. She has served vulnerable populations for over 20 years in clinical medicine. Maggie enjoys building systems, programs, and teams to address gaps in health care and social services.



**CRISTIN FREED** Senior EMR Analyst/Project Lead, Lowell General Hospital PHO

During her career in health IT, Cristin has held roles in several healthcare delivery settings, including a community health center, academic medical centers, and the EHR vendor side. She has experience in both EHR implementation and support. Cristin enjoys staying up-to-date on industry innovations. Current professional interests include interoperability and telehealth.



**JONATHAN SLOTKIN, MD** Associate Chief Medical Informatics Officer, Vice Chair and Clinical Professor of Neurosurgery & Director of Spinal Surgery, Geisinger

Dr. Slotkin's focus areas are digital transformation, care delivery reengineering, and helping employers reimagine the care of their patients. He earned his medical degree from the University of Maryland, and completed his residency as Chief Resident of Neurological Surgery at Harvard Medical School, Brigham and Women's Hospital. He serves as Chair of TigerConnect's National Patient Safety Committee.



**ASHLEY CREVELING** Intermediate Analyst, Geisinger

Ashley has been with Geisinger for eight years with the last three years as the product owner for TigerConnect within the Geisinger organization. She has been focusing on the implementation, adoption, expansion, and integration of TigerConnect across the Geisinger enterprise. She received her BS in Business Administration with a concentration in Healthcare Management from Southern New Hampshire University.



**JAMES GIGLER** Administrator of IS Customer Service, Lehigh Valley Health Network

James is a seasoned IT and customer service leader with more than 15 years of industry experience. James has an extensive background in customer service with expertise in Incident Management, Problem Management, Root Cause Analysis, SLA Management, and Asset Tracking.



**MICHAEL LITTERER, CHES, CPS** Director of Prevention and Recovery, RWJBarnabas Health

Michael oversees all programs and services implemented at the Institute for Prevention and Recovery (IFPR) by a team of highly skilled and incredibly passionate staff of professionals. A Certified Health Education Specialist and Certified Prevention Specialist, Michael holds a degree in Public Health from William Patterson University and has over 18 years of experience in the field of prevention, early intervention, and recovery.