

## Speaker's Biographies

**David M. Stevens, MD**

Associate Medical Director & Director

Quality Center, National Association of Community Health Center

Research Professor


Department of Health Policy at George Washington School of Public Health and Health Services

The National Association of Community Health Centers (NACHC) established the Center for Quality to represent health centers as drivers in the healthcare marketplace. Spearheading the effort is NACHC's Associate Medical Director Dr. David Stevens, a clinician and medical expert on policy initiatives to foster quality improvement in areas such as chronic disease management, clinical measures, data collection and pediatric immunizations. Dr. Stevens is also a research professor in The George Washington University School of Public Health and Health Services' Department of Health Policy.

He served as senior medical expert for Quality Improvement at the Agency for Healthcare Research and Quality (AHRQ) from 2003 until his appointment at NACHC. He was also acting chief of the Clinical Quality and Professional Management Branch of the Bureau of Primary Health Care (BPHC) and director of Clinical Management and Professional Management and chief medical officer of the Division of Community and Migrant Health.

Dr. Stevens holds a Doctorate in Medicine from The George Washington University in Washington, DC, and completed his residency at Montefiore Hospital and Medical Center in the Bronx, NY. He also worked with Community Health Centers in Brooklyn and the Bronx.

The Center for Quality ensures that Community Health Centers, which earn top ratings for effectiveness and efficiency by the White House Office of Management and Budget (OMB), continue their record of success using the Institute of Medicine's six indicators: timeliness (reduced waiting times), efficiency (avoidance of waste and errors), equality (provide a high-quality of care to all), safety (avoid injury to patients), effectiveness (use scientific knowledge to determine delivery of care), patient-centered (care that is tailored and responsive to patient needs), and culture and communication (care with respect and attention to the patient). The Center for Quality is based at the NACHC office in Bethesda, MD.

The George Washington University Medical Center is an internationally recognized interdisciplinary academic health center that has consistently provided high quality medical care in the Washington, DC metropolitan area for 176 years. The Medical Center comprises the School of Medicine and Health Sciences, the 11th oldest medical school in the country; the School of Public Health and Health Services, the only such school in the nation's capital; GW Hospital, jointly owned and operated by a partnership between The George Washington University and a subsidiary of Universal Health Services, Inc.; and the GW Medical Faculty Associates, an independent faculty practice plan. For more information on GWUMC, visit  [www.gwumc.edu](http://www.gwumc.edu).

**Paloma Hernandez**

President & CEO  
Urban Health Plan

Paloma Izquierdo-Hernandez is the President and Chief Executive Officer of Urban Health Plan (UHP), a federally qualified health center located in the South Bronx, the poorest congressional district in the country. She began her tenure at UHP in 1976 as the organization's office manager and moved through the ranks to become first the administrator, then the executive director. She became the president and CEO in 1996.

Ms. Izquierdo Hernandez encountered monumental challenges during her 30-year tenure at UHP. Despite the dramatic changes that have taken place in her community, as well as in the health care environment, Ms. Izquierdo Hernandez has grown UHP from a one-site facility to a network of three health centers; five school health programs; four sites at facilities for at-risk populations; and two administrative facilities that house multiple grant-funded programs. All the sites are accredited by the Joint Commission on the Accreditation of Healthcare Organizations (JCAHO) and are supported by an Urban Health Plan transportation system. Today, over 27,000 community residents receive quality health care through 149,000 primary and specialty care visits at UHP.

In 2001, Ms. Izquierdo-Hernandez added to her list of achievements the successful relocation of UHP's main site. The new site was secured through grant dollars from the New York City Council and tax exempt bond financing from the New York Industrial Development Agency. The 40,000 square foot state-of-the-art facility is a testament to the commitment of its founder and its CEO, her father Dr. Richard Izquierdo to their beloved community. Plans for an expansion to this main site are currently on their way and a fourth site in Corona, Queens is currently under construction.

Ms. Izquierdo-Hernandez has been recognized nationally for the performance improvement work she spearheads at UHP. She is often called upon to speak nationally on the best practices she has developed to improve the quality of health care for underserved populations.

Ms. Izquierdo-Hernandez is known for the contagious passion that she has for her organization. Recognizing her 390 employees by name, she sets the example that at UHP, people come first. She is a role model for her employees and a true example of the consistent and outstanding leadership that permeates in community-based organizations.

She sits on numerous boards, including those of the Primary Care Development Corporation, the NYC Department of Health & Mental Hygiene Advisory Council, the Community Health Center Association of NYS, Affinity Health Plan, Visiting Nurse Services of New York, and the Joint Commission on the Accreditation of Healthcare Organizations Ambulatory Care Advisory Council.

Ms. Izquierdo Hernandez was raised in the Bronx, NY. She holds a masters degree in speech pathology from Columbia University's Teachers College and a master of public health from Columbia University's Mailman School of Public Health.

**Roland Gardner**

Chief Executive Officer

Beaufort, Jasper, Hampton Comprehensive Health Services, Inc.

Mr. Gardner is responsible to the Board of Directors for the overall operation of the corporation, including patient care, financial management, personnel management, facilities, strategic planning, and public relations.

Prior to joining BJHCHS in 1980, Mr. Gardner was the Director of Beaufort County Department of Social Services. Mr. Gardner was responsible for the administration of all social services programs at the county level, maintaining a rapport with county delegates, preparation of the budget for federal and state funding, and meeting with the State and District Offices of the Department of Social Services in regards to financial matters, program policies, and administrative requirements.

Before his tenure at the Beaufort County Department of Social Services, Mr. Gardner was the Director of Mental Health and Social Services at Beaufort-Jasper Comprehensive Health Services, Inc. where he counseled individuals, and provided educational and vocational guidance services. He also compiled and studied occupational, educational, and socio-economic information to aid patients in carrying out vocational and educational objectives.

Mr. Gardner has maintained an extensive professional training background by attending management training seminars at the University of North Carolina/Chapel Hill School of Public Health, "Management Training for Health Administrators" from 1974-1976, the University of Alabama Specialized Management Training for "Health and Human Services Administrators" in 1979, and Harvard University's Executive Development Program "Leadership and Organizational Change, " in 1990. Mr. Gardner also attained a Master of Science Degree in Psychology from Howard University in 1972, and a Bachelor of Science Degree in Psychology from North Carolina A & T State University.

Mr. Gardner is a member and past chair of the South Carolina Primary Care Association. He is also a member of the National Association of Community Health Centers, Health Science Foundation at the Medical University of South Carolina, Treasurer of the Managed Care Assistance Corporation of the National Association of Community Health Centers, and the recipient of the 1996 Dr. Martin Luther King, Jr. Humanitarian Award for Health Care.