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**Transforming Health Care Delivery:
Insights from the New Orleans Safety Net**

MODERATOR

Judith Miller Jones
Director

SPEAKERS

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Diane Rittenhouse, MD, is associate professor of family and community medicine at the University of California, San Francisco (UCSF), with clinical, teaching, and research responsibilities in family medicine and health policy. Her principal research interest lies at the intersection of social policy and clinical quality, particularly with regard to the organization, delivery, and financing of primary care. She has received a Generalist Physician Faculty Scholar award from the Robert Wood Johnson Foundation. Dr. Rittenhouse is co-investigator for three large national studies of physician practices funded by the Robert Wood Johnson Foundation, the California HealthCare Foundation, and The Commonwealth Fund. She is principal investigator for The Commonwealth Fund–sponsored evaluation of federal efforts to restore, expand, and improve primary care services in Greater New Orleans following Hurricane Katrina. She has published in peer-reviewed journals, including the *New England Journal of Medicine* and the *Journal of the American Medical Association*, on topics including innovations in primary care

delivery and policies impacting the primary care workforce and delivery system. Dr. Rittenhouse is a core faculty member of the Phillip R. Lee Institute for Health Policy Studies at UCSF and a member of the Center for Excellence in Primary Care.

Dr. Rittenhouse holds a medical doctorate degree from the University of California, Davis, and a master of public health degree with an emphasis in health policy and management from the University of California, Berkeley. She completed postdoctoral research fellowships at the Philip R. Lee Institute for Health Policy Studies and the Department of Family and Community Medicine at UCSF prior to joining the faculty. Prior to her medical training she worked for both the California Statewide Office of Health Planning and Development and for the deputy assistant secretary for health in Washington, DC.



Karen B. DeSalvo, MD

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Karen DeSalvo, MD, is professor of medicine and vice dean for community affairs and health policy at Tulane University School of Medicine and has responsibility for implementing the school's mission to build healthier communities. She has served as the section chief of general internal medicine and geriatrics since 2000 and holds the C. Thorpe Ray Endowed Chair in Internal Medicine. Dr. DeSalvo's research and policy interests focus on advancing policy and practice aimed at improving care quality and effectiveness with a particular focus on vulnerable populations. She has been a leader in health sector recovery and health care reform efforts in Louisiana since Hurricane Katrina. She also led the development of a replicable model of neighborhood-based medical homes which have been nationally recognized for quality and innovation. She was selected as a founding member of the Louisiana Health Care Quality Forum Board and is vice chair of the Louisiana Health Care Commission. She also serves as co-chair for mayor-elect Mitch Landrieu's Health Care Transition Task Force.

Dr. DeSalvo was recognized as 2008's Woman of Excellence in Health Care by the Louisiana Legislative Women's Caucus for her health care reform efforts. She received her bachelor of arts degree from Suffolk University in Boston, Massachusetts, in biology and political science. She matriculated to Tulane University Health Sciences Center where she simultaneously received her medical doctorate and master of public health degree. She remained at Tulane as a resident, chief resident, and fellow in internal medicine. She participated as a fellow in the Program in Clinical

Effectiveness at Harvard University, where she received a master's degree in clinical epidemiology from the Harvard School of Public Health.



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Joia Crear-Perry, MD, FACOG is the director of clinical services for the City of New Orleans Health Department where she is responsible for the homeless, pediatric, gynecological, WIC, dental, and adult primary care services that are provided by the city. She continues to work to improve access and availability to New Orleans' citizens post the Hurricane Katrina disaster of 2005.

After receiving her bachelor's training at Princeton University and Xavier University, Dr. Crear-Perry completed her medical doctorate degree at Louisiana State University and residency in obstetrics and gynecology at Tulane University School of Medicine. Dr. Crear-Perry is a board-certified obstetrician and gynecologist and is recognized as a fellow of the American College of Obstetrics and Gynecology.

Dr. Crear-Perry's recognitions and honors include appointment as a National Institutes of Health student fellow; the Isadore Dyer, M.D. Award for Teaching Excellence; the Tulane Xavier Center for Excellence in Women's Health Award; and the Congressional Black Caucus Health Braintrust Award in 2006. The Ford Motor Company recently honored Dr. Joia Crear-Perry as a New Orleans *Freedom's Sister!* Dr. Crear-Perry joins 20 women celebrated for their courage, including the legendary Rosa Parks, Myrlie Evers, Constance Baker Motley, Dr. Dorothy Height, Shirley Chisholm, and others.

Dr. Crear-Perry chaired the Workforce Healthcare Recruitment Subcommittee of the Healthcare Redesign Collaborative under the Department of Health and Human Services during the term of Secretary Michael Leavitt. She currently serves as the president of the New Orleans Medical Association. She also serves on the board of Community Catalyst, Birthing Project USA, and Benjamin Franklin High School.



Anthony “Tony” Keck
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Anthony “Tony” Keck currently serves as the deputy secretary for the Louisiana Department of Health and Hospitals, where he is responsible for overseeing all of the major program offices of the department, including addictive disorders, adult and aging services, developmental disabilities, mental health and public health, as well as the Bureau of Internal Audit. He will spearhead efforts to launch the new Office of Behavioral Health, a product of recent legislative action to combine the administrative functions of the Offices of Mental Health and Addictive Disorders, and continued expansion of community-based mental health programs across the state.

Prior to being appointed deputy secretary, Mr. Keck served as the health care policy advisor for Governor Bobby Jindal from March through October 2009. While there, he held responsibility for policy development, analysis, and legislative affairs related to health and social services, and served as liaison between the Office of the Governor and the Department of Health and Hospitals and the Department of Social Services.

Mr. Keck served as chief of staff for Secretary Levine at the Department of Health and Hospitals from February 2008 through March 2009. His responsibilities included the management of the department’s legislative affairs, communications, and policy. Prior to joining department, he taught and conducted research at Tulane University while working on his doctorate in health systems management. Prior to his time at Tulane, he was employed at Johnson & Johnson’s Medical Device & Diagnostics Group, where he worked as manager, and later the director of operations of Latin American Consulting & Services in Santiago de Chile.

Mr. Keck worked in New Orleans from 1992 to 1997 as a senior engineer and later director of management engineering at Ochsner Clinic, and as an administrator at St. Thomas Health Services community clinic. He has a bachelor of science degree in engineering and a master of public health degree from the University of Michigan, and is currently completing his doctoral thesis in public health from the Tulane University School of Public Health and Tropical Medicine.

