

Minnesota e-Health Summit 2009

Strategies for Success in Challenging Economic Times

Thursday, June 25, 2009
Northland Inn, Brooklyn Park, MN

Faculty Bios (In order of appearance)

Sanne Magnan, MD, PhD, Minnesota Commissioner of Health

Dr. Sanne Magnan was appointed Minnesota Commissioner of Health by Governor Tim Pawlenty on September 28, 2007. Magnan is responsible for directing the Minnesota Department of Health. MDH is the state's lead public health agency, responsible for protecting, maintaining and improving the health of all Minnesotans. The department has approximately 1,300 employees in the Twin Cities area and in seven offices in Greater Minnesota.

Prior to being appointed commissioner, Magnan served as president of the Institute for Clinical Systems Improvement (ICSI) in Bloomington. An independent, nonprofit organization, ICSI facilitates collaboration on health care quality improvement by medical groups, hospitals and health plans that provide health care services to people who live and work in Minnesota and adjacent states.

Magnan serves as a staff physician at the Tuberculosis Clinic at St. Paul-Ramsey County Department of Public Health and a clinical assistant professor of medicine at the University of Minnesota. Magnan was also vice president and medical director of consumer health at Blue Cross Blue Shield of Minnesota where she was responsible for case management, disease management, and consumer engagement. She also was a physician at Lino Lakes Correctional Facility. She is a board certified general internist. She has served on several boards, including Minnesota Community Measurement. Magnan was named one of the 100 Influential Health Care Leaders by Minnesota Physician in 2004 and 2008. Magnan holds a medical degree and a doctorate in medicinal chemistry from the University of Minnesota. She earned her bachelor's degree in pharmacy from the University of North Carolina.

Kelly Cronin, Director, Office of Programs and Coordination, Office of the National Coordinator of Health Information Technology

Kelly Cronin is a director in the Office of the National Coordinator for Health Information Technology and has been involved in establishing and evolving the national agenda for HIT. Over the last 6 years, she has had several roles in the Department of Health and Human Services to advance the adoption of interoperable health information technology, as a senior advisor to the National Coordinator and the Administrator of the Centers for Medicare & Medicaid Services and the Executive Director of the Council for the Application of Health Information Technology.

Prior to ONC, Cronin directed patient safety initiatives at the Food and Drug Administration and coordinated the drafting of the Patient Safety and Quality Improvement Act while working for the House Energy and Commerce Health Subcommittee. Her work experience also includes health policy analysis, health services research, and clinical trial coordination. She holds a masters degree in Public Health from George Washington University (GWU), is a lecturer in the Department of Health Policy and a doctoral candidate in the School of Public Health and Health Services at GWU.

Jennifer Lundblad, MBA, PhD, President and CEO, Stratis Health

Jennifer Lundblad leads Stratis Health, an independent nonprofit quality improvement organization based in Bloomington, Minnesota. The organization leads collaboration and innovation in health care quality and patient safety, and serves as a trusted expert in facilitating improvement for people and communities. Dr. Lundblad has responsibility for developing, supporting, and ensuring the successful implementation of health care quality initiatives, drawing on the staff and resources within Stratis Health and working with many partners and stakeholders outside of the organization.

Lundblad has an extensive background in leadership, organization development, and program management in both nonprofit and educational settings. Her previous experiences include serving as Senior Vice President at Stratis Health, as a Program Director at the University of Minnesota, Program Coordinator at Tufts University in Boston, and in other non-profit management positions.

Lundblad received a BA in speech communication and economics from Macalester College, an MBA in public and nonprofit management from Boston University, and a PhD in Education with a focus on training and organization development from the University of Minnesota. Her dissertation research described "Teamwork and Safety Climates in Small Rural Hospitals," and she has published articles in peer reviewed journals on topics related to health quality and organizational change. Lundblad is a co-chair of the

Minnesota e-Health Initiative Advisory Committee, a member of the Minnesota Cancer Alliance Steering Committee, the Women's Health Leadership Trust, and Minnesota Healthcare Quality Professionals. She was recently elected as a board member to both Minnesota Community Measurement and to the American Health Quality Association. Jennifer is the immediate past president of the Macalester College Alumni Board of Directors, and has been an active community volunteer in a variety of capacities.

Walter Cooney, MA, JD, Executive Director, Neighborhood Healthcare Network; MN e-Health Advisory Committee Co-Chair

Walter Cooney is the Executive Director of the Neighborhood Health Care Network, a consortium of 14 community health centers in the Twin Cities metro area. The Network provides management support services, including information technology systems, to its member clinics. Prior to joining the Network in 2006, Cooney held management positions with several local health care organizations, including Medica, Abbott Northwestern Hospital, and United Healthcare. He has a master's degree in health care administration from the University of Wisconsin, and a law degree from William Mitchell College of Law

James Golden, PhD, Director, Division of Health Policy, Minnesota Department of Health

Dr. Golden is the Director of the Minnesota Department of Health's Division of Health Policy and is responsible for overseeing programs that monitor and track health care access, cost, and quality; implementing Minnesota's current health reform efforts; promoting the adoption and use of interoperable electronic health records; implementing administrative simplification efforts; monitoring and reporting on adverse health events; promoting access to quality health care for rural and underserved urban Minnesotans through the Office of Rural Health and Primary Care. Golden also administers the Medical Education and Research Cost fund to support medical education activities in Minnesota and oversees maintenance of the official, permanent state birth and death records for Minnesota. Prior to joining the Department of Health, Golden was the Chief Operating Officer for the Midwest Center for HIPAA Education. Golden earned his doctorate at the University of Minnesota's Carlson School of Management. He also served as a Peace Corps volunteer in Paraguay.

George Gerlach, Board Chair, Minnesota Hospital Association

George Gerlach, RN, BUS, is the Administrator/CEO of Granite Falls Hospital and Manor. A native of Fargo, North Dakota, and Graduate of North Dakota State University, Gerlach has spent the last 33 years in small hospital leadership positions and currently serves as the Board Chair of the Minnesota Hospital Association and serves on the MHA Patient Safety committee. He spent 10 years as Director of Nursing and Assistant Administrator at Tri-County Hospital in Wadena and has served Granite Falls Hospital for 23 years in his current position. He served as the president of the Medisota Consortium for 10 years and served as a charter member of The Minnesota Rural Health Cooperative Board of Directors, and currently serves on its HIT Advisory Committee. Gerlach also is a Charter Board member of the Southern Minnesota Area Health Education Center.

Brian Patty, MD, Member, Minnesota Medical Association

Dr. Patty has served as the Chief Medical Informatics Officer at HealthEast Care System since 2005. He is responsible for championing clinical applications and the use of technology to serve patients, leading computerized physical order entry and electronic health record implementation system wide. Prior to joining HealthEast, he was the Medical Director at Fairview Clinical Information Services. A graduate of the University of Minnesota Medical School, Patty completed three years of residency in general surgery there and finished his emergency medicine residency at Hennepin County Medical Center. He has practiced as an Emergency Medicine physician for more than 15 years at several hospitals including Fairview Ridges Hospital in Burnsville, Fairview Southdale Hospital in Edina, and Regions Hospital in St. Paul. He is a fellow in the American Board of Emergency Medicine, American College of Emergency Medicine and American Academy of Emergency Medicine. Patty is a member of the Association of Medical Directors of Information Services, the American Medical Informatics Association, Healthcare Information Management and Systems Society, Hennepin County Medical Society, and the Minnesota Medical Association.

Chris Chute, MD, Dr. PH, BioMedical Informatics, Mayo Clinic; Member, National Health IT Standards Committee

Dr. Chute received his undergraduate and medical training at Brown University, internal medicine residency at Dartmouth, and doctoral training in Epidemiology at Harvard. He is Board Certified in Internal Medicine, and a Fellow of the American College of Physicians, the American College of Epidemiology, and the American College of Medical Informatics. He became founding Chair of Biomedical Informatics at Mayo in 1988, stepping down after 20 years in that role. He is now Professor of Medical Informatics, and is principal investigator on a large portfolio of research including the LexGrid projects, Mayo's CTSA Informatics, Mayo's Cancer Center Informatics including caBIG, and several NIH grants including one of the eMERGE centers from NCI, which focus upon genome wide association studies against shared phenotypes derived from electronic medical records. Chute serves as Vice Chair of the Mayo Clinic Data Governance for Health Information Technology Standards, and on the enterprise IT Oversight Committee. He is presently Chair of the US delegation to ISO TC215 for Health Informatics, Chair of the Biomedical Computing and Health Informatics study section at NIH, Chair of the Board of the HL7/FDA/NCI/CDISC BRIDG project, on the Board of the Clinical Data Interchange Standards Consortium, Secretary of the American College of Medical Informatics, and Chairs the World Health Organization ICD-11 Revision. He also serves on strategic advisory panels to NCI and NHGRI within NIH, and the Health

Information Technology Standards Committee for the Office of the National Coordinator in the US DHHS. Recently held positions include the ANSI Health Information Standards Technology Panel Board member, Convener of Healthcare Concept Representation WG3 within the ISO Health Informatics Technical Committee (TC215), Co-chair of the HL7 Vocabulary Committee, Chair of the International Medical Informatics Association WG6 on Medical Concept Representation, American Medical Informatics Association Board member, and multiple other NIH biomedical informatics study sections as chair or member.

Cheryl Jones, Director of Health Information, Mankato Clinic

Cheryl Jones is the Director of Health Information at Mankato Clinic. She received her education at North College and Wisconsin Indianhead Technical College in Ashland, Wisconsin. She has been certified in Healthcare Privacy since 2004. Her professional experiences have been in both hospital and outpatient clinic settings. Cheryl has served on the Medical Coding and Transcription Advisory Board at South Central College in North Mankato since 2002, and is currently Co-Project Manager for the Mankato Clinic's Electronic Health Record project.

Bob Norman, Director of Information Technology, Mankato Clinic

Bob Norman is the Director of Information Technology at Mankato Clinic. Norman received his education at South Central College in North Mankato, Minnesota. He has been employed at the Mankato Clinic for 19 years, and under his direction has installed many new technologies, including digital dictation, PACS, laboratory, patient information and patient accounts systems, along with developing integration paths for all of these systems. Currently, Norman is Co-Project Manager for the Mankato Clinic's Electronic Health Record project.

Mark Matthias, MD, Chief Medical Officer, Mankato Clinic

Dr. Matthias is Chief Medical Officer at Mankato Clinic. Matthias was previously Medical Director of Hutchinson Medical Center and Chief of Staff for Hutchinson Area Health Care. He has been practicing medicine since 1989, and received undergraduate and medical degrees from the University of Minnesota, Minneapolis. The Chief Medical Officer plays a key leadership role in ensuring Greater Mankato residents continue to receive the best health care possible. In addition, Matthias currently serves as physician champion and executive sponsor of the Electronic Health Record project at Mankato Clinic. Matthias is the second physician to serve as Chief Medical Officer in the Mankato Clinic's 93 year history.

Lane Stiles BA, BS, MA, Director, Fairview Press, Fairview Health Services

Lane Stiles is Director of Fairview Press, a division of Fairview Health Services that produces and manages patient education and translated materials for Fairview and reviews patient communications for readability. Lane has worked on issues related to health literacy and patient-centered communication for many years, such as a member of the Operations Committee of the Minnesota Alliance for Patient Safety, vice-chair of the Minnesota Health Literacy Partnership, liaison to The Exchange, member of the Health Literacy Committee of the Governor's Task Force on Health Care Disparities, and co-chair of the Patient Education SIG of the Minnesota Epic Users Group.

Marty Witrak, PhD, RN, CS, Dean, School of Nursing/Executive Director, Center for Healthcare Innovation, The College of St. Scholastica

Marty Witrak is a Professor and Dean of the School of Nursing at the College of St. Scholastica in Duluth, Minnesota. The application of health information technologies to nursing education and practice is a key focus of her work. Grants from HRSA and other sources support the invention, development, dissemination and refinement of the academic electronic health record as a tool for redesign of nursing education for a practice environment transformed by technology. As Dean, she sustains partnerships with colleagues across disciplines and institutions, the Center for Healthcare Innovation and a major vendor of a state-of-the-art electronic health record. Dr. Witrak leads Office of Health Information Technology sponsored demonstration projects on implementation and meaningful use of health information technologies in rural clinical facilities. She cites the critical role of health information technology in achievement of significant goals of health reform and of the adoption of new ways of defining nursing work, roles and functions. Witrak is actively involved in multiple advisory committees at the state and national level. She is an active policy spokesperson to the national and state legislators. Her national leadership in health information technology has led to appointments as co-chair of the workforce and education committee of the Rural HIT Coalition, co-chair of a national workforce summit and as an active presenter. Witrak received a BS in Nursing from St. Olaf College, an MS in Nursing from the University of Minnesota, and a PhD from Syracuse University.

Mike Flicker, MBA, Administrator, Lakeview Medical Clinic

Mike Flicker has 20 plus years experience in the health care field as a practice administrator and practice consultant in addition to working as a contract manager for one of Minnesota's health plans. Flicker graduated from St. Thomas with an MBA in Medical Group Management. His specific focus in health care is to efficiently integrate new technologies into the daily practice of physicians and hospitals in rural Minnesota.

Lee Mork, MS, RPh, MBA, Ambulatory Pharmacy Services Manager, Allina Hospitals and Clinics

Lee Mork is Manager of Ambulatory Pharmacy Services for Allina Medical Clinic. In this role, his department is responsible for serving the medication needs of 55 Allina Medical Clinics. Medication needs include pharmaceutical purchasing, patient prescription assistance program, medication education, medication policies and prescription technologies. Mork is the business owner for e-prescribing technologies for Allina Clinics. Mork received a Bachelor of Science in Pharmacy and Master of Science in Hospital Pharmacy from the University of Minnesota and received a Master of Business Administration from the University of St. Thomas. Mork is a registered pharmacist in the state of Minnesota and is a member of the Academy of Managed Care Pharmacy. Mork has been a member of the Minnesota E-Health E-Prescribing task force.

Michael Ubl, Executive Director, MN Health Information Exchange

Michael Ubl is currently serving at the Executive Director of the MN Health Information Exchange. Previously, Ubl was employed by Blue Cross Blue Shield of Minnesota for over 35 years and served in a variety of technical and management positions within the company. He is actively involved in health information technology initiatives at both a state and national level, and currently participates in numerous health care industry groups dedicated to the advancement of technology for the purpose of improving the cost effectiveness and quality in health care.

Cheryl M. Stephens, MBA, PhD, Executive Director, Community Health Information Collaborative

Cheryl Stephens serves as the Executive Director of Community Health Information Collaborative. She has over thirty years of senior level health care administration experience with an emphasis on expanding rural capacity. Much of her time has been devoted to the development of new health care networks in the areas of health information exchange, emergency preparedness and managed care. Stephens has a BS in Medical Technology, an MBA, and a PhD in Business Administration. Her dissertation topic focused on Public/Private Partnerships in Healthcare. Much of the research involved assessment of financial and contractual tools used to develop partnerships between public or governmental agencies and private nonprofit or for profit organizations.

John M. Whisney, Director, Ridgeview Clinics

John Whisney is the Administrative Director for Ridgeview Clinics, a service of Ridgeview Medical Center located in Waconia, Minnesota. Ridgeview clinics is a multispecialty practice employing over 40 primary care and specialty providers. Whisney is the past president of the Minnesota Medical Management Group Association, a 400 plus member organization of practice administrators in the state. Whisney has over 20 years of clinic management experience working for both large integrated delivery systems and small independent medical practices.

Barry Bershow, MD, Medical Director, Quality & Informatics, Fairview Health Services

Dr. Bershow is the Medical Director for Quality and Informatics at Fairview Health Services in Minnesota. He is a ten year veteran of the EMR wars and has used the electronic health record to bring Fairview to the top of the quality rankings in Minnesota in a number of areas. Prior to joining Fairview, he was cofounder of an independent family medicine group and was in private practice for 28 years. In his spare time, he co-chairs the Reporting Advisory Committee for MN Community Measurement and is the Vice Chair of the Board of Directors. He also serves on the Bridges to Excellence "Champions & Guiding Coalition," the ICSI HTDI Steering Committee, and represents ICSI on the MN e-Health Advisory Committee.

Jeff Schiff, Medical Director, MN Health Care Programs, Minnesota Department of Human Services

Jeff Schiff, MD, MBA, is the Medical Director for Minnesota Health Care Programs, Medicaid, General Assistance Medical Care, SCHIP program, MinnesotaCare, and the Division Director for the Health Services Medical Management Division at the Minnesota Department of Human Services. He has served as medical director since June 2006. His work focuses on the development and implementation of evidence based benefit policy for public programs and the advancement of improved care delivery models. Specific areas of interest include the development of policy to enhance the role of primary care and the provision of medical homes; the use of medical evidence and research to implement quality improvements across the healthcare system; and the use of claims and clinical data to report and improve health outcomes. His division is currently implementing the Primary Care Coordination program enacted by the 2007 Minnesota Legislature. This program will bring the care coordination/medical home concept including a new payment mechanism to individuals served by the public programs.

Dr. Schiff has recently served as president of the Minnesota Chapter of the American Academy of Pediatrics. He is active on the state leadership team for the Minnesota's MCHB President's New Freedom Initiative Integrated Services Grant including the state's pediatric medical home initiative. In 2007 he received the "Special Achievement Award of the American Academy of Pediatrics" for distinguished service, leadership, and dedication to the mission and goals of the academy. His past administrative experience includes Medical Direction for Minnesota's Emergency Medical Services for Children program. He practices clinically in pediatric emergency medicine. He lives in the rural surrounds of the Twin Cities with his wife, three children, two dogs, and a variety of other creatures.

Marie Maes-Voreis, RN, BSN, MA, Program Manager Health Care Homes, Minnesota Department of Health /Minnesota Department of Human Services

Marie brings 31 years of nursing and health care leadership experience to the Health Care Homes project. She joined the Minnesota Department of Health in November 2008, and is responsible for the program implementation of Health Care Homes legislation for MDH /DHS as a joint government private sector project. Prior to joining MDH, Maes-Voreis worked as Director of Primary Care Communication systems at Park Nicollet Health Services and as the Director of the Family Medicine Clinics at HCMC. She was also a Quality Improvement/Planning Specialist with HCMC. She managed the successful implementation of medical home using a multi-disciplinary team care model in family medicine and has extensive experience with implementation of the EPIC electronic health record. She is passionate about supporting health care services for the underserved. She has a Master's degree in Health and Human Services Administration from St. Mary's University and a Bachelor's degree in Nursing from the College of St. Benedict.

Marilyn Peitso, MD, FAAP, Pediatrician, Centracare Clinic Women and Children

Dr Peitso has been in the practice of Pediatrics for 27 years, 18 of them at Centracare Clinic in St Cloud, Minnesota. She has been involved with the Minnesota Medical Home Learning Collaborative for five years since its inception, and participated in the Second National Medical Home Learning Collaborative. As President Elect of the Minnesota Chapter of the American Academy of Pediatrics, she has helped develop the standards and criteria for Minnesota's Health Care Home legislation. Her professional interests include medical home and improving asthma care.

David Thorson, MD, Medical Director, Family Health Services Minnesota

Dave Thorson is a family physician with Family Health Services Minnesota, a physician owned and managed group. Family Health Services has 13 neighborhood clinics in the East Metro area with about 70 Family Medicine providers. Dr. Thorson has been actively involved with medical home projects for several years through his work with the MAFP and AAFP. He currently serves on the ICSI medical home steering committee, AAFP commission on Health of the Public and science, MMA Board of Trustees, all of which are dealing with the application of principals of the medical home to change how medical care is delivered.

Kimberly McMonigal, MHA, DSS Program Analyst, Department of Veterans Affairs

Kim McMonigal received a Bachelor of Arts with Majors in Occupational Therapy and Psychology in 1980 from the College of St. Catherine, St. Paul, Minnesota, and a Master of Healthcare Administration from the University of Minnesota, Minneapolis, Minnesota in 1995. She has been employed at the Minneapolis Department of Veterans Affairs Medical Center since 1987. Her work experience combines clinical, administrative, and informatics roles. She is presently a program analyst in Decision Support at the VA.

Marty Alemán, MA, PHN, Public Health Nurse Manager, Olmsted County Public Health Services

Marty Alemán is the Public Health Nursing Manager for the Health Communities Division of Olmsted County Public Health Services whose responsibilities include oversight of School Public Health Nurses as well as working on several community based health promotion programs and initiatives. For the past two years, she has been involved in a collaborative project with Mayo Clinic, Olmsted Medical Center, and the Rochester School District to develop and implement a Web-based tool to share information about a child's asthma management between the health care provider and school health office.

Erin Knoebel, MD, Community Pediatric and Adolescent Medicine, Mayo Clinic

Erin Knoebel is a pediatrician at Mayo Clinic in the Division of Community Pediatrics and Adolescent Medicine. She received her medical degree from the Louisiana State University School of Medicine in New Orleans and her MPH from the University of North Carolina at Chapel Hill. Her residency training in pediatrics was completed at the Childrens Hospital of Philadelphia. Aside from her clinical practice in general pediatrics, she is involved in resident education as the director of their continuity clinic and is active in the Mayo Clinic's Employee and Community Health initiative, participating mostly in community engagement activities.

Theresa L. Cleary, RN, Clinical Informatics Nurse, Open Cities Health Center

Theresa Cleary was recruited as an informatics nurse at OCHC after the clinic received its first e-health grant from the Minnesota Department of Health in December 2007. She has a strong clinical nursing background, ranging across the continuum of care in pediatric, rehabilitative, and ambulatory settings, and has considerable experience with the implementation, training, and overall use of electronic health records and ancillary systems. Her passion for informatics began 10 years ago when she volunteered to become a super user and staff trainer for EpicCare implementation at HealthPartners Midway. While previously employed at Open Cities as the Nurse Manager, Cleary served as a primary team member in the clinic's initial transition to EHR. Her clinical skills and innate ability to "speak IT" have led to her current role as the liaison between OCHC's culturally diverse, multi-disciplinary departments and information technology staff. In collaboration with IT, Clinical, and Medical Directors, Cleary provides leadership, direction, and training for all aspects of daily EHR use and for ongoing projects such as e-Prescribe, digital radiology, bi-directional lab interfaces, and clinical reporting enhancements. She also is a member of the Minnesota e-Health Initiative's *Effective Use of Electronic Health Record Systems Work Group*.

Emily Peterson, BS, MIIC Director, Minnesota Department of Health

Emily Peterson has over eight years of experience working with immunization information systems and is currently director for the Minnesota Immunization Information Connection. She has a broad background in all aspects of the IIS, including project management, provider recruitment and communications, and technical troubleshooting. Peterson also serves on the Board of Directors of AIRA, the American Immunization Registry Association, and is co-chair of the AIRA Messaging Work Group, which helps define HL7 message usage and functions for immunization information systems.

Kevin Larsen, MD, FACP, Chief Medical Informatics Officer, Hennepin County Medical Center

Kevin L. Larsen is Chief Medical Informatics Officer and Associate Program Director of the Internal Medicine Residency Program at Hennepin County Medical Center in Minneapolis, Minnesota, and is an Assistant Professor of Medicine at the University of Minnesota. Dr. Larsen graduated from the University of Minnesota Medical School and was a resident and chief medical resident at Hennepin County Medical Center. He subsequently became a hospitalist at Hennepin County Medical Center on the cardiology teaching service. In this position he received “teacher of the year” by internal medicine residents in 2002 and twice was voted “teacher of the year” by transitional residents. His research includes inpatient glycemic control, education around medical procedures, and health literacy in immigrant populations. He is the Medical Director for the Center for Urban Health, a hospital-community collaboration to eliminate health disparities. He has given workshops at a number of Society of General Internal Medicine regional and national meetings, national APDIM, and local ACP meetings, many involving immigrant health, health literacy, and international medical education.

John Lillie, Interface Supervisor, SISU Medical Systems

John Lillie has over ten years of health care systems experience and has been with SISU since January of 2005. The last two years he focused on helping SISU’s sixteen sites with their interfacing needs. He is working with the state of Minnesota on SISU’s Rural e-Health Grant and is involved with both the standards and e-Prescribing workgroups as they work on the upcoming mandates. Lillie has BA degrees from the University of Wisconsin Superior in Computer Information Systems and Marketing.

Patricia I. Carter, JD, Senior Counsel, HealthPartners

Patricia Carter is Senior Counsel for HealthPartners, an integrated nonprofit health system, which includes physicians, clinics, hospitals, health plans, and a third-party administrator. Carter serves as privacy counsel to HealthPartners, advising on HIPAA and other privacy and security related issues, as well as providing general health law services to the organization. Prior to joining HealthPartners, Carter was a partner with the Gray Plant Mooty law firm in Minneapolis. She is a frequent lecturer and writer on privacy and security issues, and has authored eight annual additions of her book, *HIPAA Compliance Handbook* (Aspen Publishers).

Eric Klavetter, JD, Compliance Officer/Privacy Officer, Mayo Clinic

Eric Klavetter currently serves as Mayo Clinic in Rochester’s Compliance Officer and Mayo Clinic’s Privacy Officer. In his tenure at Mayo, he has had rotations through Systems & Procedures and Information Technology. Before joining Mayo Clinic, Klavetter received a JD and a Master’s degree in Administration from the University of South Dakota. While living in South Dakota, Eric began his career in health care by working as an EMT-B on an ALS ambulance service in Brookings, South Dakota. Eric has many opportunities to speak at national conferences on a variety of topics, including privacy and revenue compliance. He resides in Rochester, Minnesota, with his wife and three children. His hobbies include running and reading.