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ALLIANCE FOR HEALTH POLICY

Founder & Principal

ILN

What do you think is the most misunderstood aspect of your area of expertise?
Health care innovation is assumed to be technology. But there is so much more that can be redesigned or rebuilt: spaces, tools, processes, and even policies. Too many limit their thinking to digital-only.

Who was a mentor or role model for you, and what did they teach you?
Marilyn Chow, VP of Patient Care Services at Kaiser Permanente, was the ultimate champion of change. She taught me two indelible lessons: First, don't limit yourself to your job title; passion and savviness expanded her scope in unique ways. And second, her poised, kind, and direct approach allowed her to gracefully move forward the most complex topics.

What's a book, podcast, or idea that's recently inspired your thinking?
I am hooked on the book "Abundance" by Erza Klein. It has helped articulate a very difficult set of principles that have plagued policy-making and its effects. Ezra masterfully illuminates these issues.