

Conference Speakers

[Gabrielle Abelard](#), DNP, PMHNP-BC, Clinical Assistant Professor, College of Nursing, University of Massachusetts Amherst

[Daren Anderson](#), MD, VP/Chief Quality Officer, Community Health Center, Inc., Associate Professor of Medicine, Quinnipiac University, Director, Weitzman Institute

[Doris T. Barta](#), MHA, Director, National Telehealth Technology Assessment Resource Center

[Iris Berman](#), RN, MSN, CCRN-K, VP, Telehealth Services, Northwell Health

[Rebecca Bialecki](#), PhD, Vice President of Community Health and Chief Change Agent, Heywood Healthcare

[Nancy Byatt](#), DO, MS, MBA, FAPM, Medical Director, MCPAP for Moms, Associate Professor of Psychiatry and Obstetrics & Gynecology, UMass Memorial Medical Center/UMass Medical School

[Casey Castner](#), Telehealth Support, Finger Lakes Community Health

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[Jean DeMartinis](#), PhD, FNP-BC, Associate Professor, College of Nursing, University of Massachusetts Amherst

[Kara Desjardins](#), MBA, TeleICU Program Manager, Dartmouth-Hitchcock Connected Care

[Erich Fogg](#), PA-C, MMSc, EM-CAQ, Clinical Lead, Virtual Care Walk-in Service, York Hospital

[Colleen Clancy Harrington](#), RN, MSN, M.Ed, CNOR TeleEmergency Program Manager, Dartmouth-Hitchcock Connected Care

[Jaye E. Hefner](#), MD, Chief of Medicine, Spaulding Rehabilitation Hospital

[David C. Johnson](#), Telehealth Program Coordinator, Fort Drum Regional Health Planning Organization

[Elizabeth A. Krupinski](#), PhD, FSIIM, FSPIE, FATA, Professor & Vice Chair for Research, Departments of Radiology & Imaging Sciences, Psychology, and Medical Informatics, Emory University

[Nathaniel M. Lacktman](#), Esq., Partner, Foley & Lardner LLP

[Sheryl LaCoursiere](#), PhD, PMHNP-BC, FNP-BC, APRN, Clinical Assistant Professor, College of Nursing and Health Sciences, University of Massachusetts Boston

[Julie H. Lin](#), MD, Associate Professor of Medicine, Division of Dermatology, University of Vermont Larner College of Medicine

[James L. Lisher](#), Chairman of the New Canaan iSTEP Seniors Telehealth Wellness Program and TIPS-CT Low Income Senior Telehealth Program

[Danielle Louder](#), Program Director, Northeast Telehealth Resource Center, Co-Director, MCD Public Health

[Heather M. Meyers](#), MBA, Sr. Program Manager, Digital Health, Innovation & Digital Health Accelerator, Boston Children's Hospital

[Jay Ostrowski](#), MA, LPC/S, NCC, DCC, ACS, CEO, Behavioral Health Innovation, Technical Advisor, Mid-Atlantic TRC

[Terry Rabinowitz](#), MD, DDS, Professor, Departments of Psychiatry and Family Medicine, Larner College of Medicine, Medical Director, Division of Consultation Psychiatry and Psychosomatic Medicine, University of Vermont Medical Center

[Garret Spargo](#), MA, Principle Investigator, National Telehealth Technology Assessment Resource Center

[Cheng Bin Zhang](#), MS, Telehealth Program Manager, Spaulding Rehabilitation Network

Gabrielle Abelard, DNP, PMHNP-BC, Clinical Assistant Professor, College of Nursing, University of Massachusetts Amherst

Dr. Abelard is an Assistant Clinical Professor and the Coordinator for the Psychiatric Nurse Practitioner Program at UMASS Amherst. A Psychiatric Advanced Practice Nurse (APPN) with over 20 years of experience in mental health nursing. Ms. Abelard is the owner/ Director of an Outpatient integrative mental health Practice, Abelard Psychotherapy of Stoughton Massachusetts, which serves over 1300 members providing individual and group psychotherapy, In Home Therapy, telepsychiatry, and medication management for clients throughout the lifespan. Gabrielle holds a Masters and Bachelor's Degree in Nursing from the University of Massachusetts at Amherst, a post Masters in Nursing Practice, and Doctorate Degree of Nursing Practice in Integrative Health from Regis College in Weston, Ma. Additionally, Dr. Abelard consults and provides training to hospitals, colleges, and organizations on a variety of topics including suicide awareness, team building, restraint reduction, mental health, integrative health, and cultural awareness. As a provider and educator, Dr Abelard hopes to impart the importance of personal wellness in providing healthcare.

Daren Anderson, MD, VP/Chief Quality Officer, Community Health Center, Inc., Associate Professor of Medicine, Quinnipiac University, Director, Weitzman Institute

Dr. Daren Anderson is trained as a general internist in primary care and has worked in safety net practices for his entire career. He currently serves as the VP/Chief Quality Officer of Community Health Center, Inc., a large, multisite community health center providing primary care to over 140,000 medically underserved patients across Connecticut. In this role he is responsible for directing all quality improvement work across the agency. Under his direction CHCI has developed a highly effective QI infrastructure focused on engagement of front line staff, coaching, and data-driven improvement.

Dr. Anderson is also the Director of CHCI's Weitzman Institute, a research and innovations center dedicated to improving primary care for underserved populations. The Weitzman Institute provides technical assistance and training in telehealth and quality improvement to health centers across the country. Weitzman's Project ECHO and eConsult platforms are among the largest and most innovative in the country and now provide access to care for hundreds of providers in 25 states. In addition, Weitzman researchers are engaged in a range of research projects focused on primary care for the underserved. Dr. Anderson is the principle investigator for several of these projects focused on health disparities, healthcare access, and pain management in primary care.

Dr. Anderson obtained his undergraduate degree at Harvard College and his medical degree from the Columbia University College of Physicians and Surgeons. He completed his residency training in internal medicine at Yale-New Haven Hospital and is a board certified general internist.

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Doris T. Barta, MHA, Director, National Telehealth Technology Assessment Resource Center

Doris T. Barta is the Director of the National Telehealth Technology Assessment Center (TTAC), one of two National Telehealth Resource Centers. TTAC provides in-depth objective assessments for all types of telehealth technology and publishes the results of those assessments. She has over 20 years of experience working in the telehealth field, serving in the capacity of a telehealth network director as well as in the role of fund development for telehealth. Ms. Barta also served as the Principal Investigator for the Northwest Telehealth Resource Center for 10 years, advance the development, implementation, and integration of telehealth through sharing information, leveraging resources and creating a synergistic telehealth community. The NRTRC represents seven western states (Alaska, Idaho, Oregon, Montana, Utah, Washington and Wyoming). Through her wealth of experience in program planning and operations, Ms. Barta continues to assist healthcare organizations, networks, and providers implementing cost-effective telehealth programs serving rural and medically underserved populations, with a special emphasis on program development through shared training and expertise.

Iris Berman, RN, MSN, CCRN-K, VP, Telehealth Services, Northwell Health

Iris has served as the AVP and since October the VP, and leader of Telehealth Services for the past year and a half, and has been instrumental in growing the program from design through inception and operation. In this role, she has worked with a variety of disciplines to expand the reach of Northwell’s Telehealth Services across the Organization and to the communities it serves.

Iris has a long history of service and quality delivery for the Health System. She began her career in direct patient care in the critical care arena, and has held a variety of positions over her tenure including nursing education, process improvement, management, and supervisory roles prior to joining the Clinical Transformation Team. Iris was also a member of the first cohort of the High Potential Program and has served as a mentor for follow on classes..

Iris received her BSN from the University of Bridgeport and her Masters in Nursing Administration from Adelphi University where she was the recipient of the Gertrude Ujhely scholarship award. Throughout her career Iris has been involved in both community and professional organizations all focused on improving provision of care and education for at risk populations. She has been a public speaker for the American Heart Association, as well as Chair of their Nassau-Suffolk Nursing Education Council, President of the Nassau County Association of Critical Care Nurses, and is currently a special interest group Vice Chair for the American Telemedicine Association.

Rebecca Bialecki, PhD, Vice President of Community Health and Chief Change Agent, Heywood Healthcare

Long-time community leader and former Athol Hospital and Heywood Healthcare Trustee, Rebecca Bialecki, joined the Heywood Healthcare Senior Leadership team in 2014 as its Vice

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President for Community Health Initiatives and Chief Agent of Change. She holds a doctorate in clinical psychology.

Well-known in the North Quabbin region as a visionary and voice for under-served and at-risk populations, Rebecca brings her skills to the Heywood team as she leads strategic projects focused on improving the overall health of our region's families. Key roles include leading the development of the Quabbin Retreat in Petersham, coordinating the health system's multi-million dollar CHART grant projects and helping spearhead Athol Hospital's planning, fundraising and implementation of a new Emergency Department and medical office building. She oversees the Telemedicine programs across the system developing teleneurology, and now offering telepsych both in patient and within local partner school systems.

Nancy Byatt, DO, MS, MBA, FAPM, Medical Director, MCPAP for Moms, Associate Professor of Psychiatry and Obstetrics & Gynecology, UMass Memorial Medical Center/UMass Medical School

Dr. Byatt is a perinatal psychiatrist focused on improving health care systems to promote maternal mental health. She is an Associate Professor at UMass Medical School in the Departments of Psychiatry and Obstetrics and Gynecology. She is also the Founding and Statewide Medical Director of MCPAP for Moms, a statewide program that addresses perinatal mental health and substance use disorders in Massachusetts by providing mental health consultation and care coordination for medical providers serving pregnant and postpartum women. Her research focuses on developing innovative ways to improve the implementation and adoption of evidence-based depression treatment for pregnant and postpartum women. She has a Career Development Award that funds her research to help women access and engage in perinatal depression treatment in obstetric settings. She has also received federal funding from the Center for Disease Control to test an intensive, low-cost program that aims to ensure that pregnant and postpartum women with depression receive optimal treatment. Her academic achievements have led to numerous peer-reviewed publications and national awards.

Casey Castner, Telehealth Support, Finger Lakes Community Health

Casey Castner coordinates the telehealth program at Finger Lakes Community Health, and has experience with both the technical and care coordination aspects of telehealth. Finger Lakes Community Health has a robust telehealth program, and Casey works with both the specialists and FLCH's staff to ensure quality and growth in the program.

Katy Cook, MS, Telemedicine Project Coordinator, Adirondack Health Institute

Katy comes to the North Country Telehealth Partnership with almost 5 years of health care experience in both the profit and nonprofit sector. Prior to her role at Adirondack Health Institute, she worked in pharmaceutical sales and has worked with many of North Country Telehealth

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Partners through the 340B federal drug purchasing program. Katy is effective at building and maintaining professional relationships with many of the NCTP stakeholders.

Katy is a native of the North Country and truly understands the challenges many rural healthcare organizations face and applies this to her role in expanding telemedicine on a regional level. In her spare time, Katy coach's athletes at Lake George CrossFit in Queensbury, NY and competes regionally in CrossFit and weightlifting competitions.

Jean DeMartinis, PhD, FNP-BC, Associate Professor, College of Nursing, University of Massachusetts Amherst

Jean DeMartinis, PhD, FNP-BC is a tenured Associate Professor at the University of Massachusetts, Amherst, College of Nursing and founding Director of the Doctor of Nursing Practice (DNP) and Clinical Nurse Leader (CNL) Graduate Programs. She has been an academician for many years and a Family Nurse Practitioner with over 20 years of primary care and cardiology in-patient and out-patient experiences with theoretical underpinnings in transcultural nursing. She has worked delivering culturally congruent care within a Federally Funded Indigent Health clinic for families, the Salvation Army, a Homeless Shelter clinic, and a Veterans Home, all primary care sites located in rural or urban MUAs. She is the Ambassador for the CON Telehealth Initiative and has developed expertise in teaching telehealth technology to students. She is coordinating development of the crosswalk grid for infusion of telehealth content and skills into the undergraduate and graduate curricula. Currently, she also works part-time as an Associate Professional Staff member of Baystate Medical Practices (BMP), Baystate Health Systems (BHS).

Kara Desjardins, MBA, TeleICU Program Manager, Dartmouth-Hitchcock Connected Care

Kara is a graduate of Keene State College with a Bachelor's degree in Sociology, she also received her MBA from Rivier University. She was hired by Dartmouth-Hitchcock Medical Center in 2013 as the Practice Manager in the Department of Anesthesiology. While in that role, Kara had some insight into the innovative care being provided to patients in our region by DH Connected Care, which inspired her to pursue an opportunity to join the Connected Care Center. In her current role as Program Manager for TeleICU, Kara enjoys having the opportunity to provide a new paradigm of care to regional hospitals that allows patients and their families to stay closer to home.

Erich Fogg, PA-C, MMSc, EM-CAQ, Clinical Lead, Virtual Care Walk-in Service, York Hospital

Erich Fogg, PA-C, MMSc, EM-CAQ is Clinical Lead of Virtual Care and Walk-in Services at York Hospital in York, ME. He has spent his 20 + year career in emergency medicine, urgent care and wound care. He received the distinguished "Outstanding Physician Assistant of the Year" award from Emory University in 2001, and in 2007 he received the Robert J. Lapham Outstanding Service Award in recognition of outstanding service to the PA profession by the Downeast (Maine) Association of Physician Assistants. Erich is an invited presenter at local, region, and national

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medical educational conferences. He has served on numerous boards focused on practice policy and program development. Erich studied biology at Springfield College in Springfield, MA before earning his Master of Medical Science degree from Emory University in Atlanta, GA. Erich lives in Kennebunk, ME with his wife Kris and daughter Gabby and is an active member of the community.

Colleen Clancy Harrington, RN, MSN, M.Ed, CNOR TeleEmergency Program Manager, Dartmouth-Hitchcock Connected Care

Colleen “Clancy” Harrington has been an RN at Dartmouth-Hitchcock since 2006, serving in a variety of roles and departments. After eleven years working in a traditional RN capacity, Clancy was eager to identify ways to extend the resources of a Level 1 Trauma Center to rural communities. She has found that opportunity working in Dartmouth-Hitchcock’s Center for Connected Care. Clancy considers it an honor and a privilege to be a part of the team that brings the critical care and emergency resources of a Level 1 Trauma Center to our rural community hospitals at the touch of a button.

Jaye E. Hefner, MD, Chief of Medicine, Spaulding Rehabilitation Hospital

Dr. Hefner is a general internist currently serving as the Chief of Medicine at Spaulding Rehabilitation Hospital (SRH). She is the Chair of Quality and Patient Safety for Harvard Medical School’s (HMS) Department of Physical Medicine and Rehabilitation. Dr. Hefner is also an Associate Physician in Internal Medicine at Massachusetts General Hospital and an Instructor in Medicine at Harvard Medical School.

Dr. Hefner is a graduate of the Mass General Physician Organization (MGPO) Leadership Course and the MGPO Capstone Process Improvement Award. She is a graduate of the Partners Healthcare System (PHS) Clinical Process Improvement Program (CPIP). Dr. Hefner is the founder, co-director and faculty member of the Partners Continuing Care (PCC) Collaborative Learning Improvement Program (CLIP).

Dr. Hefner’s clinical focus is healthcare for patients with acute and chronic medical and functional conditions throughout the continuum of care. She has an innovative practice at both MGH and SRH utilizing telehealth for both primary care services and care coordination across the continuum of care. She also serves as the physician lead for telehealth development and innovation at PCC. Dr. Hefner was recently awarded a fellowship at the PHS Centered for Connected Care.

At SRH, MGH and HMS, Dr. Hefner provides clinical care; supervises trainees and medical students; has assumed major administrative roles in quality and informatics; conducts clinical research and leads process/quality improvement work to enhance evidence-based medicine, clinical access and the quality of care for patients in the post-acute setting and those impacted by acute injury, chronic illness and functional decline.

David C. Johnson, Telehealth Program Coordinator, Fort Drum Regional Health Planning Organization

David coordinates the North Country Telemedicine Project. In partnership with regional stakeholders, David seeks to expand the use of telemedicine throughout the region to increase access to specialty services, including primary care. He works on complimentary projects to reduce costs utilizing the extensive fiber optic network that spans across NNY to include the North Country Telemedicine Project (NCTP) Network and the Adirondack Champlain Telemedicine Information Network (ACTION).

Prior to his position with the FDRHPO, David spent 16 years in the financial services industry as a CERTIFIED FINANCIAL PLANNER™ professional, Regional Sales Director, Marketing Director and Regional Vice-President. David holds a B.A. from SUNY Potsdam and a M.Div. from Gordon-Conwell Theological Seminary. He received his Certified Telehealth Liaison designation from the National School of Applied Telehealth.

David serves as the Executive Director of Basileia Institute. A North Country native, David currently lives with his wife, 3 daughters, and yellow lab/retriever mix in Mannsville, NY.

Elizabeth A. Krupinski, PhD, FSIIM, FSPIE, FATA, Professor & Vice Chair for Research, Departments of Radiology & Imaging Sciences, Psychology, and Medical Informatics, Emory University

Dr. Krupinski is a Professor and Vice Chair for Research at Emory University in the Departments of Radiology & Imaging Sciences, Psychology and Medical Informatics. She is a member of the Emory Virtual Patient Care Working Group. She received her BA from Cornell, MA from Montclair State and PhD from Temple, all in Experimental Psychology.

Her interests are in medical image perception, observer performance, medical decision making, and human factors. She is Associate Director of Evaluation for the Arizona Telemedicine Program. She has published extensively in these areas, and has presented at conferences nationally and internationally. She is Past Chair of the SPIE Medical Imaging Conference, Past President of the American Telemedicine Association, President of the Medical Image Perception Society, and Past Chair of the Society for Imaging Informatics in Medicine.

She serves on a number of editorial boards for both radiology and telemedicine journals and is the Co-Editor of the Journal of Telemedicine & Telecare. She serves regularly as a grant reviewer for the NIH, DoD, TATRC and other federal, state and international funding agencies and has served as a member of a number of FDA review panels

Nathaniel M. Lacktman, Esq., Partner, Foley & Lardner LLP

Nathaniel Lacktman is a partner and health care lawyer with the law firm Foley & Lardner LLP. He is the chair of the firm's Telemedicine Industry Team and co-chair of the firm's Digital Health Group. He advises health care providers and technology companies on business arrangements, compliance, and corporate matters, with particular attention to telehealth, digital health, and health innovation.

His approach to practicing law emphasizes strategic counseling, creative business modeling, and fresh approaches to realize clients' ambitious and innovative goals. He serves on the Executive Committee of the American Telemedicine Association's Business & Finance Group, heads the Telemedicine and eHealth Affinity Group of the American Health Lawyers Association, and serves as Chief Legal Counsel to the Telehealth Association of Florida.

Mr. Lacktman speaks and writes frequently on issues at the forefront of telehealth, and has helped author telemedicine policy letters and position statements with such organizations as the American Telemedicine Association and the American Heart Association.

He has provided comments, draft legislation, and policy input on telehealth to state lawmakers, the Drug Enforcement Agency, the Congressional Research Service, state Medicaid Agencies, and state boards of medicine. He has appeared in publications such as *Modern Healthcare*, *Forbes*, *Fox News*, *Bloomberg*, *Reuters*, *Associated Press*, *Inside Counsel*, *Buzzfeed*, *Politico*, and *Information Week* among others. His work has been recognized in Chambers USA: America's Leading Business Lawyers, which notes, "Clients are effusive in their praise, with one saying, 'I would describe Nate as the regulatory guidance expert.'"

Follow his telehealth law feed on Twitter @Lacktman.

Sheryl LaCoursiere, PhD, PMHNP-BC, FNP-BC, APRN, Clinical Assistant Professor, College of Nursing and Health Sciences, University of Massachusetts Boston

Sheryl LaCoursiere, PhD, PMHNP-BC, FNP-BC, APRN is an Assistant Clinical Professor at the University of Massachusetts Boston, College of Nursing and Health Sciences. She also maintains a private psychiatric practice in Connecticut. Dr. LaCoursiere has completed Postdoctoral Training at Yale School of Medicine in health informatics. She is certified by the American Nurses Credentialing Center as a Psychiatric-Mental Health Nurse Practitioner as well as a Family Nurse Practitioner. Her dissertation, Telehealth Support in Cardiovascular Disease, was funded by the Agency for Health Care Research and Quality (AHRQ). Dr. LaCoursiere's areas of interest and teaching are telehealth, health informatics, leadership, and directing doctoral student internships.

Julie H. Lin, MD, Associate Professor of Medicine, Division of Dermatology, University of Vermont Larner College of Medicine

Dr. Julie H. Lin is an associate professor of medicine in the division of dermatology at the University of Vermont Larner College of Medicine. Dr. Lin earned her undergraduate degree at the University of Pennsylvania and her medical degree from McGill University Faculty of Medicine. She completed her dermatology residency, cutaneous oncology fellowship and post-doctoral research fellowship at the University of Pennsylvania. Her clinical interests include medical dermatology, cutaneous lymphoma, telemedicine and clinical informatics. Dr. Lin is board certified in Dermatology and Clinical Informatics.

James L. Lisher, Chairman of the New Canaan iSTEP Seniors Telehealth Wellness Program and TIPS-CT Low Income Senior Telehealth Program

Jim was Chairman of the Health & Human Services Commission of New Canaan, Connecticut for the past 10 years, and before that headed the Town Aging Commission for 3 years. In 2010-11 he led the town's long term policy & planning for senior health care & housing. In 2012 he formed a public/ private partnership to establish the *iSTEP* Tele-Health Seniors Wellness Program as a demonstration of the Optimal Livable Community strategy, as well as a method of keeping seniors aging in place in their own homes. After four years of growing the program to 150 seniors, the program was approved in late 2016 as a permanent community public health program of the town. The *iSTEP* program has been recognized in Hartford as a "Best Practice" to achieve the state's Livable Community goal for seniors.

Retiring to become a social entrepreneur, in 1998, he brought the national STRIVE low income job training program to Connecticut... which has now graduated over 6,000 participants, and operated from 4 sites across the state. Merging STRIVE Fairfield County with Career Resources, Inc. (CRI) one of the largest workforce development services in Connecticut in 2003, he became Board Chairman. Other CRI/STRIVE offices in Hartford, New Haven, & Waterbury have been since added.

Jim started his business career at Procter & Gamble in brand marketing management. After senior management roles at Keebler and RJR Foods (now Nabisco), in 1969 he founded Lisher & Company, Inc. a strategic innovation planning and new product development company retained by over 70 Fortune 1,000 companies and Federal government agencies. He retired from active practice in 1998. He currently serves on 4 non-profit boards, and is still learning, having recently attended Harvard Business School Executive Education for leading innovative boards.

Danielle Louder, Program Director, Northeast Telehealth Resource Center, Co-Director, MCD Public Health

Danielle Louder is Program Director for the Northeast Telehealth Resource Center (NETRC), where she leads efforts focused on the implementation and growth of telehealth programs throughout

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the eight-state NETRC region, (New England, New York and New Jersey), as well as collaborating with colleagues from the National Consortium of Telehealth Resource Centers on nation-wide efforts to advance the reach and impact of telehealth. Regional activities are carried out in partnership with the Telemedicine Program at the University of Vermont, and through collaboration with many additional stakeholders throughout the region.

Ms. Louder also serves as Co-Director of Medical Care Development's Public Health Division, and is responsible for maintenance and growth of the public health portfolio, identifying opportunities for funding diversity, fostering relationships with new and potential funders, developing new initiatives and facilitating collaboration with other organizations locally, regionally and nationally. In this role, she is responsible for expanding the range of public health programs, with emphasis on bridging population health and primary care as well as initiatives deploying technology to enhance health promotion and disease prevention. She has a breadth of experience working across multiple sectors, including health systems, public and community health, with content expertise in telehealth, technology, cardiovascular health, diabetes, and worksite health/wellness.

Heather M. Meyers, MBA, Sr. Program Manager, Digital Health, Innovation & Digital Health Accelerator, Boston Children's Hospital

Heather Meyers is the Senior Program Manager of Digital Health at Boston Children's Hospital, where she brings extensive Telehealth and digital health experience and knowledge to the Innovation and Digital Health Accelerator (IDHA) team. She oversees the development of the operational infrastructure for the digital health initiatives at Boston Children's by working within the application systems from scheduling, EMR and billing to automate workflows to improve efficiencies and enhance care delivery to patients nationally and internationally. She is also responsible for aligning the legal, regulatory, billing and compliance regulations into the various digital health models for delivery effectiveness. Heather leads the marketing efforts for digital health to ensure patients and providers receive the same experience through new models of digital care. She has vast experience in the fields of digital health for government relations, legal and regulatory, billing and compliance, health policy, and private and government payers.

Prior to joining Boston Children's Hospital, Heather was the Telemedicine Project Manager at Vanderbilt University Medical Center where she was able to fully develop and operationalize a Telehealth Department that included hospital-to-hospital, remote virtual clinics and direct-to-consumer programs. Heather began her healthcare career at UPMC in Pittsburgh, PA in the Telehealth Program where she gained her foundational knowledge of the Telehealth industry and helped scale out the Telemedicine programs extended from the UPMC Enterprise.

Heather earned her MBA from Seton Hill University with a specialization in management and her BS from University of Pittsburgh.

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Jay Ostrowski, MA, LPC/S, NCC, DCC, ACS, CEO, Behavioral Health Innovation, Technical Advisor, Mid-Atlantic TRC

Jay Ostrowski is the CEO of Behavioral Health Innovation where he develops and deploys online mental and behavioral health services/software and conducts research in telemental health. He recently created nine peer-reviewed courses in telemental health for the Center for Credentialing & Education as part of a Board Certification in Telemental Health credential. As a researcher, he maintains databases on laws and ethics in telemental health. He has assisted in creating 7 online therapy software platforms and curates telementalhealthcomparisons.com. Jay serves as an advisor to HRSA, SAMHSA, state mental health license boards & health departments, the Telehealth Resource Centers, universities and as a product developer for the National Board for Certified Counselors. He is also a Licensed Professional Counselor Supervisor with an online private practice.

Terry Rabinowitz, MD, DDS, Professor, Departments of Psychiatry and Family Medicine, Larner College of Medicine, Medical Director, Division of Consultation Psychiatry and Psychosomatic Medicine, University of Vermont Medical Center

Terry Rabinowitz, MD, DDS, is Professor of Psychiatry and Family Medicine at The Robert Larner, MD College of Medicine at The University of Vermont, and has served as the Medical Director of the Psychiatry Consultation Service at University of Vermont Medical Center (formerly Fletcher Allen Health Care) since 1996. He designed the state's first Telepsychiatry consultation service in 2001. He was appointed Medical Director of telemedicine services at UVMHC in 2005, and has worked to develop and implement telehealth initiatives with the American Telemedicine Association (ATA), the Academy of Psychosomatic Medicine, and the Office for the Advancement of Telehealth, part of the federal Department of Health and Human Services. Dr. Rabinowitz is the Principle Investigator for the Northeast Telehealth Resource Center and was elected to ATA's College of Fellows in 2016. He earned his MD degree from Case Western Reserve University and completed a residency in adult psychiatry at McLean Hospital, Harvard Medical School.

Garret Spargo, MA, Principle Investigator, National Telehealth Technology Assessment Resource Center

Garret Spargo is Aleut/Unangan, originally from the island community of Sand Point in the Aleutian Region of Alaska. He is the Director of Product Development for the Telehealth department of the Alaska Native Tribal Health Consortium (ANTHC) and serves as the Principal Investigator for ANTHC's Health Resources and Services Administration (HRSA)-funded National Telehealth Technology Assessment Resource Center (TTAC). He has filled numerous roles at ANTHC since 2000, during which time he also received his BA from Seattle Pacific University (2005) and his MA in Anthropology from the University of Chicago (2013). He has been actively involved with the American Telemedicine Association's Technology and Telemental Health Special Interest

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Groups, and is involved in the development of online learning materials for the revitalization of the Eyak language as a part of the daXunhyuuga' eLearning Place.

Cheng Bin Zhang, MS, Telehealth Program Manager, Spaulding Rehabilitation Network

Cheng is currently the Telehealth Program Manager for the Spaulding Rehabilitation Network, a member institution of the Partners Healthcare System. He has an extensive background with Healthcare Technology Management and served as the Clinical Information Systems Program Manager for the New England Veterans Affairs Healthcare System. Cheng has a Biomedical Engineering background and graduated from the University of Rochester (M.S.) and Boston University (B.S.). He is a certified PMI Project Management Professional and AMIA Health Informaticist. Outside of health tech, Cheng is an active volunteer and mentor in the local Boston area for organizations including: BCNC, NAAAP, Toastmasters, and Boston University Day of Service. Cheng is a closet New Yorker living in Jamaica Plain, MA.