

DONALD FORRESTER

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EXPERIENCE – LEADERSHIP

2000-Present FORRESTER AND ASSOCIATES

Sacramento, CA

Founder/Principal

A clinical, presentation and training business which:

- Teaches relevant nonclinical principles and skills (i.e. leadership, innovation in complex systems, statistical process control, sustainable business principles, collaboration) to health care professionals.
- Provides presentations to professional and lay audiences on the successful prevention and reversal of chronic diseases based on science and the levers of change in complex systems.
- Does clinical work to support innovative systems and projects.
- Works to create sustainable medical organizations and communities with measurable decreases in the incidence of chronic disease and the costs of medical care.

Examples of activities include:

- Developed and introduced product – “Sustainable High Performing Clinical Teams” to support the creation of sustainable medical care delivery systems.
- Created and introduced a series of lectures for health care professionals on innovation in the medical industry.
- Created and introduced presentations for lay and professional audiences on primary and secondary prevention of diabetes, coronary artery disease, cancer, obesity and other chronic conditions.
- Collaboratively designed and delivered 2 day workshop on Creating Outstanding Service in a primary care clinic.
- Developed and did training sessions on leadership and sustainability for Family Medicine residents.
- Provided clinical support for the “Meals for Health” pilot. This pilot is a collaboration of EarthSave, Sacramento Food Bank & Family Services and the McDougall Clinic.

1998-2000

THE PERMANENTE COMPANY

Oakland, CA

Medical Director

- Worked with the GTE Family Health Centers in Tampa, FL to improve the formulary, staffing, and medical record system; implemented a hospitalist program.
- Worked for the diffusion of the Vision Services Project within the Kaiser Permanente Medical Care Program of Northern California.

1989-1998

THE PERMANENTE MEDICAL GROUP, INC.

Rancho Cordova, CA

Physician-in-charge

- Worked with a team to design, construct, and open a 65-physician multispecialty clinic with outpatient surgery facility.
- Led the establishment of a frontline focused culture based on teamwork, outstanding service, and the elimination of waste.

- Created and annually taught a 1 day orientation program for all staff, including volunteers, based on the “The Flying Starship Factory”.
- Instituted a facility Quality Council; served as Quality Executive; established a mentoring relationship with local Xerox TQM program; and served as member of Customer Service Quality Project.
- Championed the Comprehensive Primary Care Pilot for Kaiser Permanente Program for Northern California. This pilot tested the use of pharmacists, behavioral medicine specialists, and physical therapists working on clinical modules; and the use of group visits (i.e., Prevention, Hypertension, Diabetes) in lieu of individual visits; studied factors affecting and improved access; and improved the interface with specialty departments (i.e., Urology, Dermatology, Orthopedics, and Podiatry).
- Supported the design and implementation of the Vision Services Pilot resulting in a 30% reduction of cost structure, the elimination of waits for consultation, improved staff and provider satisfaction, a 30% improvement in patient satisfaction scores (to the best in the region), and an annualized profit of \$1.2 million on an initial investment of \$150,000.
- Designed and taught a ½ day seminar on Performance Development for The Permanente Medical Group, Inc. and the smaller regions, teaching over 500 chiefs of service over 8 years.
- Developed and presented program for improvement in radiological services that would have resulted in substantial reduction of costs and improved service.

1985-1989 THE PERMANENTE MEDICAL GROUP, INC. Sacramento, CA
Chief of Family Practice, Sacramento Medical Center

- Managed a 35-physician department with responsibilities for routine, urgent, preventive and ER overflow care.
- Developed a successful “zero defects” quality improvement program.
- Led a process over a 3-year period that created a unique performance development system with patient and staff surveys.
- Consulted with facility departments to improve their performance development systems.

1981-1986 THE PERMANENTE MEDICAL GROUP, INC. Sacramento, CA
Chief of Patient Education, Sacramento Medical Center

- Analyzed patient education material for all departments, set standards, and oversaw improvement of materials.
- Developed a consultation service for analysis and improvement in patient education material on department-by-department basis.

1981-1985 THE PERMANENTE MEDICAL GROUP, INC. Sacramento, CA
Chief of Preventive Medicine, Sacramento Medical Center

- Led quality of care in department with 25 nurse practitioners providing urgent care and over 25,000 physical exams annually.
- Improved the testing phase of the two-part Multiphasic program saving \$750,000 annually while adding improved patient education and fitness testing.
- Obtained program variance to use a questionnaire for annual testing in lieu of chest x-ray for skin-test positive workers avoiding radiation exposure and saving over \$10,000 annually. This program was subsequently adopted by facilities throughout Northern California.

EXPERIENCE – CLINICAL

- 2014-pres. **Sacramento Job Corps Physician** **Sacramento, CA**
- 2011- pres. **Meals for Health Pilot Medical Director** **Sacramento, CA**
- 2011- pres. **McDougall Clinic Staff Physician** **Santa Rosa, CA**
- 1978-2008 **THE PERMANENTE MEDICAL GROUP, INC. Staff Physician** **Sacramento, CA**
- Managed panel of adult patients with exception of Emergency Room Overflow (1998-2000) and Call Center Physician (winters-1999, 2000).
 - Retired Nov 2008 after 30+ years.
- 1975-1978 **THE UNIVERSITY OF CALIFORNIA, DAVIS Family Practice Resident** **Sacramento, CA**

ADDITIONAL WORK EXPERIENCE

- 1970-1972 **NATIONAL INSTITUTES OF HEALTH Chemical Engineer, Biomedical Instrumentation & Engineering Branch** **Bethesda, MD**
- Wrote general computer program for predicting drug distribution in different mammalian systems.
 - Coauthored three publications describing a computer model and demonstrating its use for predicting drug distribution of Methotrexate and Cytosine Arabinoside in living systems.

PUBLICATIONS

- 2011 **A Path to World-Class Service for Medical Organizations** **Sacramento, CA**
(Article published in the Physicians Executive Journal July/August 2011)
- Brings together concepts of world-class service, quality improvement, natural capitalism, and innovation in complex systems.

INTERNET PRESENTATION

- 2010 **The Prevention Prescription** **San Francisco, CA**
(Presentation to the San Francisco Vegetarian Society November 2010)
- Discusses improving health and minimizing medications and procedures via the prevention and reversal of chronic conditions. Incorporates aspects of quality improvement and change in complex systems.
 - Link for presentation: http://www.archive.org/details/sfvs_2010_11_13_Don_Forrester

EDUCATION

1971-1975	GEORGETOWN UNIVERSITY SCHOOL OF MEDICINE Doctor of Medicine, June 1975	Washington, DC
1966-1970	LEHIGH UNIVERSITY Bachelor of Science with High Honors, Chemical Engineering, June 1970 Freshman Basketball High Scoring Honors, Sophomore Varsity Basketball	Bethlehem, PA

CERTIFICATIONS

2014	Fellow, American College of Physician Executives
2010	Intermountain Healthcare, Institute for Healthcare Delivery Research <ul style="list-style-type: none">• Attended Advanced Training Program (August session)
2009	Intermountain Healthcare, Institute for Healthcare Delivery Research <ul style="list-style-type: none">• Attended Advanced Training Program (April, October sessions)• Certification – Patient Safety Officer
2008	Intermountain Healthcare, Institute for Healthcare Delivery Research <ul style="list-style-type: none">• Completed Advanced Training Program (Accelerated Version)• Trained to facilitate teams and consult for the management and continuous improvement of outcomes and services in health care delivery.
2005	Diplomate, American Board of Family Practice <ul style="list-style-type: none">• Certification – 1978; Recertification – 1984, 1991, 1998, 2005.
2000	Certified Physician Executive, American College of Physician Executives
1994	Diplomate, American Board of Medical Management

PRESENTATIONS AND WORKSHOPS

- “Moving Upstream: Reversing the Tragedy of Our Health Commons”, Healthy Living Expo, Los Angeles, Oct 2011.
- “Moving Upstream: The Prevention Prescription”, San Francisco Veg Fest, Oct 2011.

- “Moving Upstream: Prescribing a Plant based Diet”, Kaiser Permanente Fair Oaks MOB, Sept 2011.
- “Chronic Conditions: Innovations in Prevention and Cure: Diabetes” third of three part series, Kaiser Permanente North Valley, August 2011.
- “Chronic Conditions: Innovations in Prevention and Cure: Obesity” second of three part series, Kaiser Permanente North Valley, June 2011.
- “Chronic Conditions: Innovations in Prevention and Cure: Arterial Disease” first of three part series, Kaiser Permanente North Valley, Apr 2011.
- “The Nutrition Prescription,” Meals for Health Program, Sacramento, Apr 2011.
- “Nutrition for College Students,” Guest Lectures – Introduction to Ethics, Sacramento City College, Apr 2011.
- “Nutrition for High School Students,” Guest Lecture – The Met High School, Sacramento, Apr 2011.
- “Moving Upstream Improving Patient Care and Physician Wellness, Part 2”, Kaiser Permanente Point West MOB, Dec 2010.
- “Moving Upstream Improving Patient Care and Physician Wellness, Part 1”, Kaiser Permanente Point West MOB, Nov 2010.
- “The Nutrition Prescription,” Guest Lectures – Introduction to Ethics, Sacramento City College, Nov 2010.
- “The Prevention Prescription,” San Francisco Vegetarian Society, San Francisco CA, Nov 2010.
- “The Prevention Prescription,” Healthy U, Sacramento CA, Nov 2010.
- “The Prevention Prescription,” Sacramento Vegetarian Society, Sacramento CA, Oct 2010.
- “Moving Upstream Improving Patient Care and Physician Wellness, Part 2”, Kaiser Permanente Rancho Cordova MOB, Sept 2010.
- “Moving Upstream Improving Patient Care and Physician Wellness, Part 1”, Kaiser Permanente Rancho Cordova MOB, Sept 2010.
- “Statistical Process Control for Outpatient Care,” Block Presentation, UCD Family Medicine Department, April 2010.
- “The Nutrition Prescription,” Kaiser Permanente Panorama City MOB, Mar 2010.
- “The Nutrition Prescription Part 1,” San Francisco Vegetarian Society, San Francisco CA, Mar 2010.
- “The Nutrition Prescription Part 2,” Arden Park Community Center, Sacramento CA, Feb 2010.
- “The Nutrition Prescription Part 1,” Arden Park Community Center, Sacramento CA, Feb 2010.
- “Eliminating Errors and Patient Safety,” Grand Rounds, UCD Family Medicine Department, Jan 2010.
- “The Nutrition Prescription,” Block Presentation, Sutter Health Family Medicine Department, Jan 2010.
- “Nutrition for Adolescents”, Independent Living Program, Foster Youth Program, Sacramento City Unified School District, Jan 2010.
- “The Nutrition Prescription,” Faculty Education Flex Day, Sacramento City College, Jan 2010.
- “The Nutrition Prescription,” Sacramento Vegetarian Society, Sacramento CA, Nov 2009.
- “The Nutrition Prescription,” Arden Park Community Center, Sacramento CA, Nov 2009.
- “The Nutrition Prescription,” Adventist Corporate Headquarters, Roseville CA, Sept 2009.
- “The Nutrition Prescription,” Faculty Education Flex Day, Sacramento City College, Aug 2009.
- “Creating an Outstanding Service Culture & Environment at Mission Hills Medical Office Building (MOB)” (2-day workshop prior to opening of new primary care clinic), May 2009.
- “Creating an Outstanding Service Culture,” Kaiser Permanente Mission Hills MOB, May 2009.
- “Improving Patient Outcomes and Service,” Kaiser Permanente Mission Hills MOB, May 2009.

- “The Nutrition Prescription,” Healthy U, Sacramento CA, May 2009.
- “The Leadership Prescription,” Block Presentation, UCD Family Medicine Department, May 2009.
- “The Sustainability Prescription,” Block Presentation, UCD Family Medicine Department, Apr 2009.
- “The Nutrition Prescription,” Health Day, Sacramento City College, Apr 2009.
- “The Nutrition Prescription,” Grand Rounds, University CA Davis Family Medicine Department, Mar 2009.
- “Nutritional Update for Busy Health Care Providers,” Kaiser Permanente Riverside MOB, Dec 2008.
- “Nutritional Update for Busy Women’s Health Care Providers,” Kaiser Permanente Point West MOB, Nov 2008.
- “The Nutrition Prescription,” Guest Lecture – Introduction to Ethics, Sacramento City College, Oct 2008.
- “Nutritional Update for Busy Health Care Providers,” Kaiser Permanente Folsom, Sept 2008.
- “Nutritional Update for Busy Health Care Providers,” Kaiser Permanente Davis MOB, Sept 2008.
- “Nutritional Update for Busy Health Care Providers,” Kaiser Permanente Point West MOB, Aug 2008.
- “Nutritional Update for busy Health Care Providers,” Kaiser Permanente Fair Oaks MOB, July 2008.
- “Nutritional Update for Busy Health Care Providers,” Kaiser Permanente Rancho Cordova MOB, May 2008.
- “Innovation in Medicine for Physicians” (3-part series), Kaiser Permanente Rancho Cordova MOB, Feb-Apr 2007.

OTHER

2012-Present	NUTRITIONFACTS	Washington, DC
	<ul style="list-style-type: none"> • Board Member (2014) • Blog Support (2012) 	
2011-Present	PHYSICIANS COMMITTEE FOR RESPONSIBLE MEDICINE	Sacramento, CA
	<ul style="list-style-type: none"> • Member Physicians Steering Committee • Presentations, Media/Print Expert 	
2007-Present	PHYSICIANS COMMITTEE FOR RESPONSIBLE MEDICINE	Washington, DC
	<ul style="list-style-type: none"> • Member 	
2007-2009	TEACH PEACE FOUNDATION	Davis, CA
	<ul style="list-style-type: none"> • Board Member, Nov 2007 – Mar 2009 	
1981-1993	YOUTH ATHLETIC COACHING	Sacramento, CA
	<ul style="list-style-type: none"> • Soccer: National C; State D, E, & F Licenses. • Soccer: coached 8 years, President of Soccer Club for 2 years. • Baseball: coached 3 years. 	