

DONALD FORRESTER

841 La Sierra Drive · Sacramento, CA 95864-5227

916-489-6003 · donferr@gmail.com

EXPERIENCE – LEADERSHIP

2015 to present: SWITCH HEALTHCARE, INC.

Co-Founder and Chief Medical Officer

Working with Founder and CEO, Carl Myers MD MBA, and Co-Founder and COO, Philip Walling, designed a unique voluntary benefit program for employers. The Breakthrough to Better(BTB) program improves health, happiness, well being and vitality for members. We reduce health care costs for employers and improve the productivity of their employees primarily by targeting the prevention and reversal of significant chronic conditions.

Participated in a pilot to demonstrate proof of concept.

The BTB program brings together four key components: Best Available Scientific Evidence, Champion Support Program, Clinical Integration and Home Centered Services.

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.

DONALD FORRESTER

841 La Sierra Drive · Sacramento, CA 95864-5227

916-489-6003 · donforr@gmail.com

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.

DONALD FORRESTER

841 La Sierra Drive · Sacramento, CA 95864-5227

916-489-6003 · donforr@gmail.com

- 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

- 2015-pres. Folsom Physical Therapy and Training Program Folsom, CA**
Lifestyle Support
- 2014 Sacramento Job Corps Sacramento, CA**
Physician
- 2011-2013 EarthSave International's Meals for Health Programs Sacramento, CA**
Clinical Support
- 2011- pres. Meals for Health Pilot Sacramento, CA**
Medical Director
- 2011- pres. McDougall Clinic Santa Rosa, CA**
Physician
- 1978-2008 THE PERMANENTE MEDICAL GROUP, INC. Sacramento, CA**
Staff Physician
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 Sacramento, CA**

DONALD FORRESTER

841 La Sierra Drive · Sacramento, CA 95864-5227

916-489-6003 · donforr@gmail.com

Family Practice Resident

DONALD FORRESTER

841 La Sierra Drive · Sacramento, CA 95864-5227

916-489-6003 · donforr@gmail.com

ADDITIONAL WORK EXPERIENCE

- 1970-1972** **NATIONAL INSTITUTES OF HEALTH** **Bethesda, MD**
Chemical Engineer, Biomedical Instrumentation & Engineering Branch
- 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

- 2013** **Leading Innovations in Prevention and Cure** **Sacramento, CA**
(Article published in the Physicians Executive Journal Sept/October 2013)
- Reviewed an approach based on clinical science, finance and innovation to reduce the cost of health care by targeting specific chronic conditions. Examples used were Type 2 Diabetes, Obesity and Arterial Disease.
- 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.

EDUCATION

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

CERTIFICATIONS

- 2014** **Fellow, American College of Physician Executives**
- 2010** **Intermountain Healthcare, Institute for Healthcare Delivery Research**
Attended Advanced Training Program (August session)
- 2009** **Intermountain Healthcare, Institute for Healthcare Delivery Research**
Attended Advanced Training Program (April, October sessions)

DONALD FORRESTER

841 La Sierra Drive · Sacramento, CA 95864-5227

916-489-6003 · donforr@gmail.com

Certification – Patient Safety Officer

DONALD FORRESTER

841 La Sierra Drive · Sacramento, CA 95864-5227

916-489-6003 · donforr@gmail.com

- 2008 Intermountain Healthcare, Institute for Healthcare Delivery Research**
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**
Certification – 1978; Recertification – 1984, 1991, 1998, 2005.
- 2000 Certified Physician Executive, American College of Physician Executives**
- 1994 Diplomate, American Board of Medical Management**

OTHER

- 2012-Present NUTRITIONFACTS** **Washington, DC**
Board Member (2014)
Blog Support (2012)
- 2011-Present PHYSICIANS COMMITTEE FOR RESPONSIBLE MEDICINE** **Sacramento, CA**
Member Physicians Steering Committee
Presentations, Media/Print Expert
- 1981-1993 YOUTH ATHLETIC COACHING** **Sacramento, CA**
Soccer: National C; State D, E, & F Licenses.
Soccer: coached 8 years, President of Soccer Club for 2 years.
Baseball: coached 3 years.