

DONALD FORRESTER

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EXPERIENCE – LEADERSHIP

2000-Present FORRESTER AND ASSOCIATES Founder/Principal

Sacramento, CA

A medical education and consulting 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 lay audiences on the successful prevention and reversal of diseases based on science and the levers of change in complex systems.
- Implements successful innovation in the medical profession by focusing on the effectiveness of clinical teams and the introduction of improved systems of care.
- Creates environments where health care professionals can lead sustainable professional and personal lives.
- Supports dramatically decreased health care costs through the elimination of waste.

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, and obesity.
- Collaboratively designed and delivered 2 day workshop on Creating Outstanding Service in a primary care clinic.
- Developed and introduced training sessions on leadership and sustainability for Family Medicine residents.
- Established website, www.clinicalcatalyst.com, to support business.

1998-2000 THE PERMANENTE COMPANY Medical Director

Oakland, CA

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

1989-1998 THE PERMANENTE MEDICAL GROUP, INC. Physician-in-charge

Rancho Cordova, CA

- 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 in 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 30,000 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

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).
- Developed and presented CME talks, “Nutritional Update for Busy Primary Care Providers,” to Departments of Medicine and Ob/Gyn (2008)
- Retired Nov 2008 after 30+ years.

1975-1978 THE UNIVERSITY OF CALIFORNIA, DAVIS Sacramento, CA
Family Practice Resident

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.

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

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, 1990, 1998, 2005.
2000	Certified Physician Executive, American College of Physician Executives
1994	Diplomate, American Board of Medical Management

PRESENTATIONS AND WORKSHOPS

- *The Nutrition Prescription Part 1 and Part 2*
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

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| 2007-Present | PHYSICIANS FOR SOCIAL RESPONSIBILITY | Sacramento, CA |
| | <ul style="list-style-type: none"> • Member | |
| 2007-Present | PHYSICIANS COMMITTEE FOR RESPONSIBLE MEDICINE | Washington, DC |
| | <ul style="list-style-type: none"> • Member | |
| 2007-Present | TEACH PEACE FOUNDATION | Davis, CA |
| | <ul style="list-style-type: none"> • Board Member, Nov 2007 – Mar 2009 • Leadership Council, Apr 2009 – present | |
| 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. | |