

About PCDC & Trainer Bios

Founded in 1993, **Primary Care Development Corporation (PCDC)** is a nationally recognized nonprofit organization dedicated to expanding access to quality primary care, to improve the health of families and communities, lessen disparities and reduce healthcare costs. To date, PCDC has assisted more than 900 primary care practices at over 400 organizations across the U.S. to deliver a patient-centered model of primary care. PCDC has extensive experience in managing, implementing and evaluating quality improvement initiatives, including chronic disease management, workforce development, patient-centered medical home transformation, health homes and integrated care models. Based on the needs of our clients, we deliver a comprehensive package of capacity building services, including practice coaching, training and technical assistance.

PCDC has developed and delivered nationally recognized trainings such as the Care Coordination Fundamentals course created in partnership with 1199 SEIU Training and Employment Funds and the Team Based Care in the Patient Centered Medical Home course. PCDC is also currently funded by the U.S. Centers for Disease Control and Prevention to provide free training and technical assistance to healthcare organizations across the United States to increase their capacity to deliver comprehensive HIV services along the HIV continuum of care.

Karla Silverman, MS, RN, CNM is the Interim Chief Program Officer at Primary Care Development Corporation and a Senior Lead Trainer. She leads complex capacity building, quality improvement and training projects, and has extensive expertise in patient-centered care for the Medicaid and uninsured population. She co-authored *Who's Going to Care? Analysis and Recommendations for Building New York's Care Coordination and Care Management Workforce* and led the development, writing, and piloting of the *Care Coordination Fundamentals* course created in partnership with 1199SEIU Training and Employment Funds. Karla leads the *Integrated Care Planning Initiative*, a learning collaborative focused on improving collaboration between medical, behavioral and care management staff who care for complex, high risk patients. Formerly, Karla was Director of Clinical Services at Planned Parenthood Hudson Peconic and provided medical care as a Certified Nurse Midwife at Community Healthcare Network in New York City.

Yael S. Lipton, MPH, MCHES is a Master Certified Health Education Specialist. She works part time as a Lead trainer and Curriculum Development Specialist at Primary Care Development Corporation. She has been creating, directing, and evaluating health education programming for over 15 years. Yael worked at a variety of public health organizations including Community Healthcare Network (a network of 11 FQHCs), Planned Parenthood of New York City, Planned Parenthood League of Massachusetts, FoodChange, and The Center for Comprehensive Care (an HIV clinic at St. Luke's Roosevelt Hospital in Harlem). She also did consulting work for the Anti-Violence Project, The Dalton School and other private schools, Northern Manhattan Perinatal Partnership, Public Health Solutions, and Planned Parenthood Federation of America, among others.

Over the years, Yael has trained hundreds of clinical providers (doctors, nurses, social workers, nutritionists, health educators, etc.) and social service providers in reproductive health topics, self-management, health literacy, and how to better educate, motivate, and partner with patients and people to change un-healthy behaviors and sustain healthy ones.

Yael's skills include program planning, program implementation, managing teams, training, curriculum development, and program evaluation. Her areas of expertise are reproductive and sexual health, prenatal health, diabetes, HIV, and living with chronic diseases, health literacy, and general wellness. She holds a Master's in Public Health from the Rollins School of Public Health at Emory University in Atlanta, GA and a Bachelors of Arts in History from the University of Wisconsin in Madison, WI.

Maia Bhirud, MPH joined PCDC in 2012 and has nearly a decade of experience in healthcare operations management and quality improvement. Maia is subject matter expert in practice transformation and patient-centered medical home and has consulted with a variety of health care organizations, including hospital OPDs, FQHCs, school-based health centers, and large and small private practices, to help them achieve National Committee for Quality Assurance (NCQA) PCMH Recognition. Maia assisted in the development, writing, and piloting of the *Care Coordination Fundamentals* course created in partnership with 1199SEIU Training and Employment Funds as well as PCDC's *Team Based Care in the PCMH Curriculum*. Prior to joining PCDC, Maia worked for Norwalk Community Health Center, a Federally Qualified Health Center located in Norwalk Connecticut. As the Office Manager, Maia managed daily operations related to patient care including registration, patient flow, and provider credentialing. Additionally, Maia spearheaded the health center's quality improvement initiatives including all annual Uniform Data Set (UDS) reporting to the Health Resources and Services Administration (HRSA).