

# The Future of Healthcare Post-Pandemic

Preserving the positive impact of telehealth on underserved communities

February 24, 2022 | Panel discussion



## Opening Remarks



**Rep. Alma S. Adams, PhD**  
Congresswoman,  
12th Congressional District  
of North Carolina  
Co-Chair, HCBU Caucus



**George Kurian**  
CEO  
NetApp



**David Lewis**  
CEO Action for Racial Equity,  
Strategy Committee & STEC  
Managing Director, PwC  
WNTS Tax Policy Services



## Panel 1: Exploring the Impact



**John K. Pierre**  
Law Center Chancellor  
Southern University



**Dr. Carmen Walters**  
President  
Tougaloo College



## Moderator



**Shayan Vyas, MD, MBA**  
SVP and Medical Director  
of Hospitals and  
Health Systems  
Teladoc Health



**Chibundu Nnake**  
Government  
Relations  
Manager  
NetApp



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## Panel 2: Preserving the Policies



**Michael R. Crawford, MBA, MHL**  
Associate Dean for Strategy,  
Outreach, and Innovation  
Howard University



**Kyle Zebley**  
Vice President Public Policy, American  
Telemedicine Association (ATA)  
Executive Director, ATA Action



**Lisa Hines, MBA, MIS, PMP**  
NetApp Americas Healthcare  
NetApp



**Jacqueline M. Ward, PhD**  
Assistant Director, Division of Health & Life Sciences,  
Office of Science and Technology Policy,  
Executive Office of the President  
The White House



## Moderator



**Kristen Verderame**  
VP Government  
Relations  
NetApp



## Closing Remarks



**Gerri Mason Hall**  
VP Global Diversity, Inclusion  
& Belonging  
NetApp





**Rep. Alma S. Adams, PhD**

Congresswoman,  
12th Congressional District  
of North Carolina  
Co-Chair, HCBU Caucus



**Dr. Alma S. Adams** was elected to her fourth full term representing the 12th Congressional District of North Carolina on November 3, 2020. After winning a special election in November 2014, Congresswoman Adams was sworn in immediately as the 100th woman elected to the 113th Congress.

Representative Adams serves on the Committee on Financial Services; Committee on Education & Labor and the Committee on Agriculture. She holds several leadership roles; as Assistant Whip for the Democratic Caucus, Chairwoman of the Committee on Education & Labor's Subcommittee on Workforce Protections and Vice Chairwoman of the Committee on Agriculture. Representative Adams's subcommittee assignments, in addition to Workforce Protections, include Civil Rights and Human Services Committee on Education and Labor; Nutrition, Oversight, and Department Operations on Agriculture, and the Oversight and Investigations on Financial Services. Her signature legislative accomplishment in Congress is the enactment of H.R. 5363, the Fostering Undergraduate Talent by Unlocking Resources for Education (FUTURE) Act that permanently provides funding totaling \$255 million a year for all Minority-Serving Institutions, including \$85 million for HBCUs.

Representative Adams has previously served on the Joint Economic Committee and in several leadership positions including Vice Ranking Member of the Small Business Committee, and Ranking Member of the Small Business Subcommittee on Investigations, Oversight, and Regulation. The Congresswoman is a co-founder of the Black Maternal Health Caucus with Rep. Lauren Underwood of Illinois and the founder and co-chair of the Congressional Bipartisan Historically Black Colleges and Universities (HBCU) Caucus, which promotes bipartisan legislation that supports HBCUs and their graduates. Since its inception, the Caucus has:

- Procured \$1.3 billion in funds for HBCUs to rebuild their campus infrastructure.
- Secured additions to the Farm Bill, which includes 40 million dollars to HBCUs for scholarships, funding for newly established Centers of Excellence in agriculture, and additional funding for agricultural research and cooperative extension for 1890 land grant universities.
- Established the annual HBCU Braintrust, which allows faculty, staff and students from historically black colleges to visit the nation's capital to promote their institutions with government officials and corporate leaders.

She is also a member of the following Caucuses: the Hunger Caucus, Agriculture Research Caucus, Animal Protection Caucus, Congressional Humanities Caucus, Historic

Preservation Caucus, Arts Caucus, Pro Choice Caucus, Congressional, Caucus for Women's Issues, Congressional Safe Climate Caucus, Friends of Switzerland Caucus, CTE Caucus, Congressional Progressive Caucus, Diabetes Caucus, Friends of Turkey Caucus, Manufacturing Caucus, HIV Caucus, Progressive Education Caucus, Congressional Cooperative Business Caucus, Cancer Prevention Caucus, Blue Collar Worker Caucus, STEAM Caucus, Maternity Care Caucus, Autism Caucus, and the Labor Caucus.

Throughout her career, Representative Adams has promoted quality education for all students, sponsoring and advancing numerous pieces of legislation to boost funds for Historically Black Colleges and Universities. She has also introduced legislation to provide nutritious breakfast in schools and supports increased pay for teachers. For 40 years, Dr. Adams taught Art History at Bennett College. While at Bennett, she led the effort to increase student civic participation coining the phrase "Bennett Belles are Voting Belles" and organizing annual marches to the polls. As a former educator, Rep. Adams has dedicated her career to improving the lives of young people and her community. She is the recipient of numerous awards and honors, including the North Carolina A&T State University Human Rights Medal, the highest award presented by her alma mater to an individual who fights against social injustice and helps improve the world, and was also inducted into the National Black College Alumni Hall of Fame.

In 1994, Dr. Adams was appointed by her peers to serve in the North Carolina House District 26 seat. She went on to serve ten terms in the state House. During her tenure, she rose to become the chair of the North Carolina Legislative Black Caucus and was instrumental in passing legislation that improved the climate for quality affordable health care in the state. Representative Adams also pioneered the Displaced Homemakers Bill and successfully spearheaded the state's first minimum wage increase in nine years.

Before serving as a member of the North Carolina General Assembly, Congresswoman Adams served nine years on the Greensboro City Council. Throughout her service to the second district in Greensboro, Dr. Adams worked to create safe and affordable housing and for the revitalization of neighborhoods. She began her political career in the 1980's by becoming the first African American woman ever elected to the Greensboro City School Board. It was there that she made a lifetime commitment to effecting social change in her community and beyond.

Congresswoman Adams has one daughter, Linda Jeanelle Lindsay, one son Billy E. Adams II, and four grandchildren: Joslyn Lindsay, Aaron Lindsay, Billy E. Adams III, and Miracle Sumner. Adams graduated from North Carolina A&T State University in 1968 and received her Master's degree in Art Education in 1972. She earned her Ph.D. in Art Education and Multicultural Education from The Ohio State University in Columbus, Ohio in 1981.



**George Kurian**  
CEO  
NetApp



**George Kurian** is chief executive officer at NetApp and a member of the Board of Directors. George joined the company in 2011, bringing his passion and relentless focus on execution to his leadership roles at NetApp. He was named CEO in June 2015.

Previously at NetApp, as executive vice president of Product Operations, George was responsible for the strategy and development of NetApp's product and solutions portfolio. Before that, George was senior vice president of the Data ONTAP Group overseeing development of the Data ONTAP operating system.

George joined NetApp as senior vice president of the Storage Solutions Group, where he was responsible for the solutions portfolio and joint partner technology integration.

Prior to joining NetApp, George was vice president and general manager of the Application Networking and Switching Technology Group at Cisco Systems. George's diverse background also includes the role of vice president at Akamai Technologies, management consulting at McKinsey & Company, and leading software engineering and product management teams at Oracle Corporation.

George is also an independent director on the Board of global health services company Cigna Corporation.

He holds a Bachelor of Science degree in electrical engineering from Princeton University and an MBA from Stanford University.



**David Lewis**  
CEO Action for Racial Equity,  
Strategy Committee & STEC  
Managing Director, PwC  
WNTS Tax Policy Services



**David Lewis** is a Managing Director in PwCs' CEO Action for Racial Equity fellowship. From 2018 to 2021, Mr. Lewis served as a Managing Director in PwC's WNTS Tax Policy Services in Washington, D.C. In 2018, Mr. Lewis retired from the role of Vice President-Global Taxes, Chief Tax Executive and Assistant Treasurer at Eli Lilly and Company in Indianapolis, Indiana, where he worked for 30 years. In this position, Mr. Lewis had global responsibility for all aspects of the Company's tax policy and tax-related matters. Prior to 1988, Mr. Lewis engaged in the private practice of law, focusing primarily in the areas of taxation, securities, banking and corporate law. He also currently serves as a member of the Board of Directors of OIA Global, Inc., a global logistics and materials company.

Mr. Lewis graduated from Arsenal Technical High School in 1977, Wabash College in 1981 with a major in Economics and the Indiana University School of Law in Bloomington in 1984. He is admitted to practice law before the Indiana State Bar and the Bars of the Federal District Courts, Southern and Northern Districts of Indiana. He is a member of the Board of Trustees at Wabash College.

Mr. Lewis serves as (i) President of the Indy Championships Fund, a community organization overseeing coordination and funding for certain marquee sporting events in Indianapolis including the NCAA Men's "March Madness" in 2021, the College Football Playoffs national championship game in 2022 and the NBA All-Star Weekend in 2024, (ii) Co-Chair of the greater Indianapolis (Regional) Strategy Council overseeing regional economic development in the nine-county Indianapolis region through the Indy Partnership, and (iii) a member of the Boards of Directors of the Indiana Sports Corporation, which oversees the attraction, organization and execution of major sporting events in Indiana, and the St. Vincent Hospital Foundation. Mr. Lewis previously served on the Executive Committee of the 100th Running [of the Indianapolis 500 Mile Race] Host Committee, as well as a leader of the Indianapolis Host Committee for Super Bowl XLVI in Indianapolis in 2012. Locally, he served as a member of the board of directors of The 500 Festival from 2004-2010 and of Cathedral High School from 2005-2013. Finally, he is a 2014 graduate of the FBI's Indianapolis Citizens Academy.

Mr. Lewis currently serves as Chairman of the Board of Directors of The Tax Foundation. Until his retirement from Lilly, Mr. Lewis served on the boards of several tax and fiscal policy-related organizations in Washington, D.C., Indiana, Puerto Rico and Indianapolis. He also has been long actively involved in tax reform efforts in Washington, D.C., including founding and leading numerous tax policy coalitions.

Mr. Lewis is married to Lynn and they reside in Indianapolis. They have three adult children and three grandchildren.



**John K. Pierre**

Law Center Chancellor  
Southern University



**John K. Pierre** has devoted his career to molding lawyer leaders and being a champion of innovation. He received a bachelor's degree in accounting from Southern University in 1980, a master's degree in tax accounting from Texas Tech University in 1982, and a juris doctor degree from Southern Methodist University School of Law in 1985.

After graduating from law school, from 1986 to 1990, Pierre served his country as a Judge Advocates General Corps Officer, or JAG, for the United States Army. In 1990, his next assignment led him to the classroom as he began serving as a faculty member at the Southern University Law Center, where he taught courses, such as tax law, security devices, local government law and more. In addition, he has previous teaching experience as a visiting and adjunct professor at California State University, Southern Methodist University School of Law, Loyola University Law School, Southern University College of Business, Saint Leo's College, Webster University, Louisiana State University, and Baton Rouge Community College. Beyond the classroom, Pierre has published numerous articles on tax law, sales and contracts, real estate and commercial law, ranging from magazine features to legal journal and law review articles.

In 2006, he transitioned to a leadership role within the institution becoming the vice chancellor of institutional accountability and the evening division. Currently, he has been serving as the Law Center's chancellor since 2016. Under his tutelage, the Southern University Law Center has thrived as a global legal

institution. Year after year, it is recognized for its diversity, world class faculty, and racial justice efforts. As a progressive leader and visionary, he advocates for technology advancements, community outreach initiatives, and strategic partnerships that ensures access and opportunity is provided to all.

Beyond the education field, Pierre was involved in the Baton Rouge school desegregation case as co-counsel for the Baton Rouge Branch of the NAACP in *Davis v. East Baton Rouge Parish School Board*. He was also co-counsel in the landmark case of *McWaters v. FEMA*.

Pierre fervently serves as a transformational change agent and inspiration to legal professionals and thoughts leaders around the globe. He has earned numerous awards for his leadership, innovative strategy, and tireless efforts within the legal and professional realm. Hampton University, the Baton Rouge Bar Association, and the Louisiana Legislative Black Caucus are just a few of the organizations that have bestowed honors upon Pierre throughout his career. Also, his alma mater, Southern Methodist University Dedman School of Law, has named him a Distinguished Alumni. Pierre has served as a contributing panelist during national discussions with the Peggy Browning Fund, Thurgood Marshall College Fund, the National Pre-Law Summit, and more.

He remains a member of numerous state and national organizations, including the Louisiana State Bar Association and the Texas Bar Association.





**Dr. Carmen Walters**

President  
Tougaloo College



On July 1, 2019, the Tougaloo College Board of Trustees named **Dr. Carmen Jean Hawkins Walters** the fourteenth president to lead the institution. A respected, passionate, and strategic thinker with broad knowledge, Dr. Walters brings a blended set of skills and over 24 years of leadership in curriculum and policy development, fundraising, student enrollment and retention management, team building, conflict resolution, strategic planning, and organizational management. She has a reputation for leveraging collaborative partnerships with private and public organizations, enabling

students, faculty, and staff to cross institutional boundaries and engage in innovative instruction to ensure student success.

Dr. Walters, a champion of the liberal arts, embraces Tougaloo College's storied past and looks ambitiously toward preserving and advancing its legacy of academic excellence and social responsibility while moving this remarkable historic institution into a new decade of leading and learning. Since arriving, she has started a strategic planning process that will include priorities and strategies to elevate the student experience; expand academic programs; increase enrollment; increase fundraising and build a more robust endowment for the college; enhance the campus buildings and grounds; increase academic, corporate and foundation partnerships; and, build quality and increase regional, national, and international distinctiveness and recognition for the college. She aims for Tougaloo College to be one of the nation's top liberal arts colleges that produce leaders who are unafraid to tackle tough issues, scholars who have the courage to meet the demands of our time.

Dr. Walters regularly devotes her time to many civic leadership organizations. She serves on the boards of the Jackson Medical Mall Foundation and the Tougaloo College Research and Development Foundation. She is an Institutional Director for the United Negro College Fund and serves on the Pre-Alumni and Budget Committees. She is actively involved in Alpha Kappa Alpha Sorority, Theta Zeta Omega Chapter, and the Jackson Mississippi Chapter of the Links. She is the recipient of numerous awards, commendations, and recognitions for her leadership and accomplishments. She is a frequent and sought-after speaker and presenter sharing her thoughts on enrollment management, leadership, college completion, emotional intelligence, strategic planning, and other current issues in higher education.

A native of Harvey, Louisiana, Dr. Walters earned her Ph.D. from Mississippi State University, her Master of Arts in Postsecondary Counseling from Xavier University of Louisiana, and her Bachelor of Science in Accounting and Business Administration from Southern University at New Orleans.



**Shayan Vyas, MD, MBA**

Senior Vice President and Medical Director  
of Hospitals and Health Systems  
Teladoc Health



Shayan Vyas serves as senior vice president and medical director of hospitals and health systems at Teladoc Health. As part of his clinical operations duties, he manages the Teladoc Health Medical Group and employed physician group, in addition to his responsibility for improving platform efficiency for physician throughput. Within the hospital and health systems business unit, Vyas is the leading physician with reasonability extending to existing partners to advance virtual care strategies of hospitals and health systems that purchase Teladoc Health products, devices and services. He is an executive leader, practicing intensivist and telehealth physician, with more than 10 years of virtual health experience and performed over 10K virtual visits.

Prior to joining Teladoc Health, Vyas worked with multiple digital health vendors and patient engagement companies, and he led the launch of the first multihospital telehealth program in the U.S.

Vyas earned his medical degree from Medical University of the Americas, completed residency at University of Florida and pediatric critical care at Nicholas Children's—formerly Miami Children's. He earned his Master in Business Administration in 2019 from Auburn University.



**Chibundu Nnake**

Government  
Relations  
Manager  
NetApp



Chibundu is an advocacy veteran who has been working in politics, government, education and advocacy for the past 12 years. He received his B.A. from Ohio State University (OSU) where he served as a Resident Advisor, member of the Ohio State Varsity Football team, and was crowned Homecoming King.

He obtained his J.D. and MBA from Southern Methodist University's (SMU) Dedman School of Law and Cox School of Business, where he served in numerous leadership capacities including as the National Chair of the National Black Law Students Association and student liaison to the SMU Board of Trustees.

He is a native Houstonian who resides in southeast Washington, DC with his beautiful wife, Katelyn, and their son, Chibundu Achebe Nnake II. He enjoys baking sourdough bread, making homemade pasta, traveling, and playing all types of sports including softball, kickball, flag football, and golf.



**Michael R. Crawford, MBA, MHL**

Associate Dean for Strategy,  
Outreach, and Innovation  
Howard University



**Mr. Michael Crawford** is the Associate Dean for Strategy, Outreach, and Innovation (ADSOI) at the Howard University College of Medicine and Founding Executive Director of Howard University's 1867 Health Innovations Project. Prior to Howard University, Mr. Crawford served as the Chief of Staff at Unity Health Care, Inc., one of the largest health center networks in the United States. Prior to Unity, Mr. Crawford held domestic and international leadership positions at Johnson & Johnson, GlaxoSmithKline, Gannett Company, nonprofits, and start-ups.

Mr. Crawford brings expertise at the intersection of operations, strategy, digital health, data, innovation, product development, and policy. Mr. Crawford's work focuses on developing scalable digital health and data models to help enhance health access, outcomes, affordability, and patient experience for vulnerable populations.

Mr. Crawford serves on numerous national and local committees, including a member of the Academy of Health and Robert Wood Johnson Foundation Health Service Research Learning Community, member of Robert Wood Johnson National Commission to Transform Public Health Data Systems, member of HIMSS Global Health Equity Network, member of the District of Columbia Complete Count Committee, member of New York eHealth Innovation Advisory Group, member of American Essential Hospitals Education Committee, member of the Advisory Board of National Minority Quality Forum, and member of the Board of Directors of the Boys and Girls Clubs Greater Washington.

Mr. Crawford holds a Master of Healthcare Leadership (MHL) with a concentration in healthcare administration and management from Brown University, Master of Business Administration (MBA) with a concentration in strategic management and finance from The George Washington University, and a Bachelor of Science from Rider University with a concentration in Marketing Strategy.



**Kyle Zebley**

Vice President Public Policy, American  
Telemedicine Association (ATA)  
Executive Director, ATA Action



**Kyle Zebley** is Vice President of Public Policy at the American Telemedicine Association (ATA) and Executive Director of ATA Action. He is working with and on behalf of ATA and ATA Action members and like-minded organizations to eliminate barriers to the expansion of telehealth and ensure patients, providers, and payers can realize the benefits of virtual care.

Previously, Kyle was the Chief of Staff in the Office of Global Affairs (OGA) at the U.S. Department of Health and Human Services (HHS). He collaborated with senior leadership from HHS, the White House and other cabinet departments to develop, advise, and promote U.S. global health policy, including in such policy areas as drug pricing, medical devices, global health security, and non-communicable diseases. Prior to HHS, he worked in Congress as a Legislative Director, leading a legislative team in developing policy and drafting legislation, particularly on matters concerning the House Committee on Ways and Means, the House Committee on the Budget and the House Committee on Education and the Workforce. Kyle started his career in Washington, D.C. as a Research Assistant at Public Opinion Strategies, where he worked on campaign strategies for clients running for U.S. President, U.S. Senate, the U.S. House of Representatives, state governor and state legislatures.

Kyle is a sought-after policy expert and is frequently quoted in major media coverage on the topic of telehealth, including the Associated Press, Bloomberg, Kaiser Health News, Modern Healthcare, NPR, and Roll Call. In January 2022, Kyle was named by Politico as one of the "Four Washington players poised to shape digital health in 2022".



## Speaker Bios



**Lisa Hines, MBA, MIS, PMP**  
NetApp Americas Healthcare  
NetApp



**Lisa Hines** is a healthcare CIO on NetApp's Global Healthcare and Life Sciences Team. Her 25 years of real-world experience in the healthcare industry enables her to deliver strategic insights and solutions for NetApp customers and partners. Her background includes strategic development, database administration, and project management experience, in addition to senior leadership roles in provider organizations.

She is an active HIMSS member and has held multiple board positions in her local state chapter. Lisa holds a Masters in Business Administration with a concentration in MIS.

In her spare time, Lisa enjoys lake life, kayaking, and standup paddleboarding with her family and two English Springer Spaniels.



**Jacqueline M. Ward, PhD**  
Assistant Director, Division of Health & Life Sciences  
Office of Science and Technology Policy,  
Executive Office of the President  
The White House



**Jacqueline Ward, PhD** is an Assistant Director for Community Connected Health in the White House Office of Science & Technology Policy (OSTP). She joins OSTP on detail from her position as Chief of Staff at the National Institute of Neurological Disorders and Stroke (NINDS) within NIH. She received her PhD in Biomedical Sciences from the University of California, San Diego, focused on neurodegenerative disease. She received her BS in Biochemistry and Molecular Biology, with honors, from Rhodes College.





**Kristen Verderame**

VP Government  
Relations  
NetApp



Based in Washington DC, Kristen currently serves as the Vice President of Government Relations for NetApp, a \$20B market cap technology company based in San Jose, CA. In that role, Kristen represents the company in front of Congress and Executive Branch agencies as well as government bodies around the world to support NetApp's policy positions and enhance business development opportunities for the company. Kristen has spent over twenty years working in government relations and public affairs, and has extensive experience in cyber security, telecommunications and technology, and designing and running international lobbying campaigns and programs to support business objectives.

Prior to joining NetApp, Kristen worked with a number of other Fortune 100 companies to build their Government Relations functions through her firm, Pondera International LLC, including BT (British Telecom) Americas, Booz Allen Hamilton and FireEye. As an attorney, Ms. Verderame also worked through her firm to provide outside general counsel and business consulting services to startups and small businesses.

Before founding her own firm, Kristen spent over ten years in a variety of roles within BT (British Telecom) Group plc. Her most recent role was Vice President and General Counsel for the company's US operations where she was a leading member of the management team that drove 150% revenue growth (to US\$3B) and a quadrupling of the workforce, with the non-organic growth requiring numerous reviews with the Committee on Foreign Investment in the US (CFIUS) which she led. Also throughout her tenure, Kristen served as the head of BT's lobbying and government affairs office in Washington, D.C. in which she was the senior advocate for the company's

interests in front of U.S. Government agencies and Washington-based policymakers and led the company's international trade policy efforts.

Kristen holds several advisory roles outside of NetApp. She currently sits on the IT Sector Coordinating Council at the Department of Homeland Security, having served on its Executive Committee for the last five years, and serves on the National Risk Management ICT Supply Chain Task Force. She also currently serves on the board of TPG Corporation Ltd. (Australia) as its Security Director responsible for ensuring compliance with US Government national security requirements. Over the years she has been actively involved in the network of British-American organizations in the US and UK, serving as board member, Vice President and general counsel of the British American Business Council, the international umbrella organization that represents over 2,500 British and American businesses across 25 chapters in the US and the UK, and also serving as President of the Washington, D.C. chapter. Kristen has also served as the General Counsel to the Transatlantic Business Council, as the CEO of the European-American Business Council, and as a US Non-Executive Director for UK Trade & Investment.

Kristen received her Juris Doctor from the University of Michigan Law School, and her BA degree from Albion College, Summa Cum Laude, Phi Beta Kappa, with Honors. Kristen has also completed post-JD course work at the Georgetown University Law Center. Kristen holds a Top-Secret security clearance. She has two young-adult children, and in her spare time teaches yoga and races in duathlons.





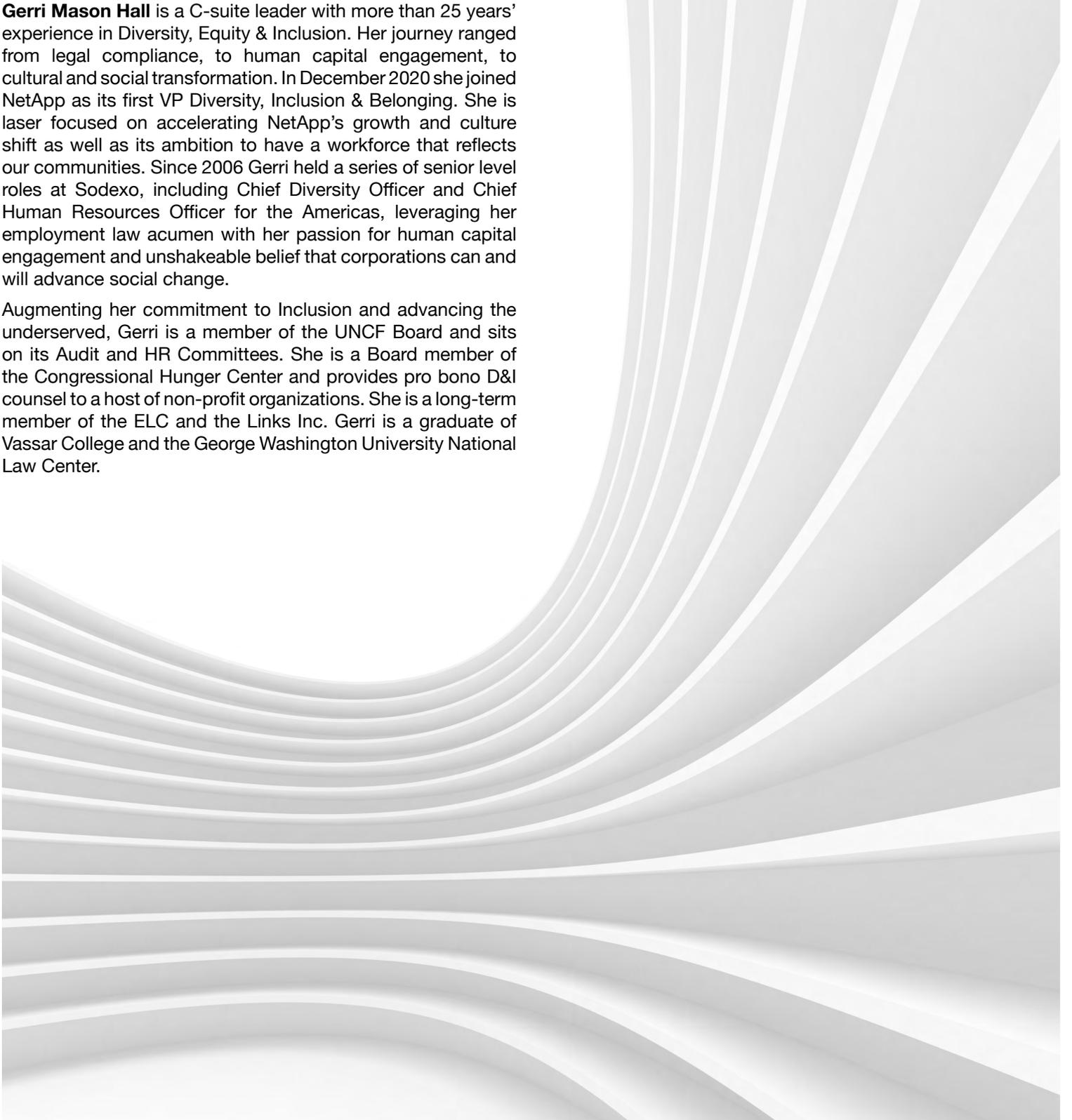
**Gerri Mason Hall**

VP Global Diversity, Inclusion  
& Belonging  
NetApp



**Gerri Mason Hall** is a C-suite leader with more than 25 years' experience in Diversity, Equity & Inclusion. Her journey ranged from legal compliance, to human capital engagement, to cultural and social transformation. In December 2020 she joined NetApp as its first VP Diversity, Inclusion & Belonging. She is laser focused on accelerating NetApp's growth and culture shift as well as its ambition to have a workforce that reflects our communities. Since 2006 Gerri held a series of senior level roles at Sodexo, including Chief Diversity Officer and Chief Human Resources Officer for the Americas, leveraging her employment law acumen with her passion for human capital engagement and unshakeable belief that corporations can and will advance social change.

Augmenting her commitment to Inclusion and advancing the underserved, Gerri is a member of the UNCF Board and sits on its Audit and HR Committees. She is a Board member of the Congressional Hunger Center and provides pro bono D&I counsel to a host of non-profit organizations. She is a long-term member of the ELC and the Links Inc. Gerri is a graduate of Vassar College and the George Washington University National Law Center.



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