ASSOCIATION OF COMMUNITY CANCER CENTERS

FINANCIAL ADVOCACY NETWORK

Financial Advocacy Network Think Tank Summit

August 21, 2019

Washington, D.C.

Speaker Biographies

ACCC

Association of Community Cancer Centers

Speaker Bios

Christian G. Downs, JD, MHA
Executive Director
Association of Community Cancer Centers

Christian G. Downs, JD, MHA, is the executive director of ACCC. With more than 15 years of expertise in guiding associations on national policy and educational programming, he has been instrumental in working with healthcare providers, the Centers for Medicare & Medicaid Services (CMS), and Congress on association-specific issues. Christian has led ACCC's efforts on such critical issues as easing implementation of new regulations, ensuring patient access to new cancer therapies, and refining physician office payments for delivery of services.

Previously, Christian administered a large tertiary care hospital, managed a physician multispecialty practice, and worked for the Education and Health Committee of the Virginia State Senate. Christian is a board member of the Patient Advocate Foundation and C-Change, a large coordinating organization for cancer groups.

Deat LaCour, PhD
Industrial-Organizational Psychologist
American University

Deat LaCour, PhD, is an industrial/organizational psychologist, behavioral scientist, and author. Over the past 22 years, his work has focused on shifting attitudes and inspiring change in behavior to advance organizational outcomes. Dr. LaCour works with CEOs, executive committees, and management teams to achieve lasting improvement in organizational performance and productivity. His methods, tools, and interventions deepen insight and investigation into areas of organizational dynamics, organizational psychology, and applied behavioral Science. Dr. LaCour is an appointed professor of the Masters in Organizational Development Program at American University in Washington, D.C. He is a certified practitioner in Appreciative Inquiry, and the Dean of the NTL Institute for Behavioral Science Lab, “Facilitating and Managing Complex Systems Change.” Dr. LaCour is a member of the Society for Industrial and Organizational Psychology, and senior researcher at LLrG, LLC.

Clara Lambert, BBA, OPN-CG
Oncology Financial Navigator; Advisory Committee Chair
Advocate Good Samaritan Bhorade Cancer Center; ACCC Financial Advocacy Network

Clara Lambert, BBA, OPN-CG, is an oncology financial navigator at Advocate Good Samaritan Hospital’s Bhorade Cancer Center in Downers Grove, Illinois. Prior to this, she helped pioneer and found the financial navigation program at the Cowell Family Cancer Center in Traverse City, Michigan. She has been influential in the development of the role over the past four and a half years at her cancer center and nationwide, having previously worked in insurance verification, financial counseling, and the revenue cycle.

She is an active member of the ACCC Education Committee, currently serving as chair of the ACCC Financial Advocacy Network Advisory Committee. She has presented at ACCC financial advocacy meetings and is currently working with the advisory committee to revise and enhance education for financial advocates.

Clara is an active member of AONN+ (Academy of Oncology Nurse & Patient Navigators), a participant in the Conference Planning and Technology Committees, and a speaker on financial navigation. She is also a member of the Biden Cancer Initiative Patient Navigation workgroup. Clara completed her Oncology Patient Navigation training through the George Washington Cancer Institute and received her OPN-CG (Oncology Patient Navigator – Certified Generalist) certification from AONN+. She is a Certified Application Counselor (CAC) for the ACA healthcare marketplace and MI Bridges programs.

Angie Santiago, CRCS-I
Lead Financial Counselor
Thomas Jefferson Hospital, Sidney Kimmel Cancer Center

Angie Santiago, CRCS-I, is the lead financial counselor of oncology with the Thomas Jefferson University Health System, Sidney Kimmel Cancer Center. She created and implemented the Oncology Patient Assistance Program that is utilized at the Thomas Jefferson University Health System. The program was initiated to assist patients with the acquisition of supplemental financial coverage, over and beyond what has been traditionally provided by the hospital's business office. Angie has worked in healthcare for almost 16 years within patient access, revenue cycle, and financial counseling. She has presented on financial toxicity and related topics at patient navigator networking meetings. She is a graduate of the ACCC Financial Advocacy Network Boot Camp.

Rebekkah Schear, MIA
Associate Director, Patient Experience
LIVESTRONG Cancer Institutes, Dell Medical School |The University of Texas at Austin

Rebekkah Schear, MIA, is the associate director of patient experience and in that role, Rebekkah is pioneering the strategic development, operations, and implementation of clinical cancer care at the LIVESTRONG Cancer Institutes at Dell Medical School. During her nine-year tenure at LIVESTRONG Foundation, Rebekkah led the Foundation's implementation of seven international cancer control programs throughout Latin America, Africa, and Asia. Her work focused on building capacity of cancer NGOs to lead and implement patient-driven policy initiatives and addressing cancer stigma through improving knowledge and changing attitudes by empowering survivors to share their cancer stories.

Under Dr. Gail Eckhardt's leadership, she and the team have built a new model of patient-centered cancer care called "CaLM" – Cancer Life ReImagined. CaLM is a comprehensive, clinical, and supportive outpatient cancer program with wrap-around care offering practical, emotional, physical, social, spiritual, and financial support to patients and caregivers. She and her colleagues are also building the first comprehensive young adult cancer clinic in the Austin area.

Dan Sherman, MA, LPC
Financial Navigator Consultant
The NaVectis Group

Dan Sherman, MA, LPC, has been in the field of financial navigation services for oncology patients since 2008, and is the founder and president of The NaVectis Group, a consulting company that assists oncology providers in the implementation of financial navigation programs. In 2009, he created and implemented the Financial Navigation Program at the Lacks Cancer Center, and has since been recognized by the Oncology Roundtable, Access Management, and the Association of Community Cancer Center's *Oncology Issues* for his expertise in clinical navigation. He has also been published in the *Journal of Access Management*, ACCC's *Oncology Issues* journal, the *American Journal of Managed Care*, and ASCO's *Journal of Oncology Practice*.

Dan has a degree in accounting and psychology, and a master's in counseling.