

## RESUME

### THOMAS D. LONNER, PH.D.

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## EXPERIENCE

2002-6 **Research Director**, Cross-Cultural Research Program, Foundation for Health Care Quality

- 1) Principal Investigator, Meta-Evaluation of the Strategic Language Access Investment Portfolio, 39 national, state, and local projects (The California Endowment, 2003-2006)
- 2) Associate Investigator, study of the impacts of trained medical interpreters on health information acquisition, health behavior change, health status, and health care costs among high-risk, Medi-Cal supported pregnant Latinas in Los Angeles (The California Endowment, California State University at Long Beach Foundation)
- 3) Principal Investigator, survey of progress toward CLAS standards (L.A. Care, proprietary report)
- 4) Consultant, regional solutions to language access in rural areas; hospital self-assessment tool design and analysis (CHOICE Regional Health Network, Hablamos Juntos/The Robert Wood Johnson Foundation)
- 5) Principal Investigator, federal and foundation grants for International Community Health Services and Highline West Seattle Psychiatric Institute
- 6) Staff researcher, Washington Patient Safety Coalition
- 7) Reviewer, Cultural Competence Operational Guide, National Association of Public Hospitals and Health Systems

1998-2002 **Research Manager**, Cross-Cultural Health Care Program, Pacific Medical Center, Seattle, Washington.

Principal Investigator on studies of

- 1) Cultural competence in Medicaid managed care (Center for Health Care Strategies/ The Robert Wood Johnson Foundation),
- 2) National “best practices” under the federal CLAS standards (federal Office of Minority Health)
- 3) Needs of diabetic patients within different ethnic minority populations (REACH Coalition, Seattle/King County Department of Public Health),

- 4) Cultural competency and language access issues confronting ethnic minority patients in a major medical center setting (Proprietary report)
- 5) Minority community engagement in tobacco cessation strategic planning (Washington Department of Health/Centers for Disease Control)
- 6) Indicators of community well-being in ethnic minority populations (Seattle/King County Department of Public Health),
- 7) Corporate and professional management issues (Yakima Valley Farm Workers Clinic),
- 8) “No shows”, ethnic minority patients, and interpreters in specialty care (PacMed Clinics)
- 9) Strengthening children and families in refugee communities (Annie E. Casey Foundation),
- 10) The utility of CAHPS for cultural and linguistic minorities (Research Triangle Institute)

Manager of studies of

- 1) perceived race discrimination in health care (Seattle-King County Department of Public Health),
- 2) needs of ethnic minority populations in end-of-life situation (Swedish Foundation, Group Health/Kaiser Family Foundation),.

Designer of cross-cultural competency self-assessment and community assessment tools for

- 1) Core Sexual Assault Programs (Office of Crime Victims Advocacy, State of Washington)
- 2) Childrens’ Hospital of Seattle.

Author of national research project proposals to study

- 1) cultural and linguistic competency in pharmacy in America
- 2) the problem of patient “no shows” in Medicaid managed care provider organizations
- 3) methods to provide genetics information to limited-English-speaking patients..

Author of local research project to improve language communications in safety-net pharmacy settings.

1995-8 **Evaluation Coordinator**, Washington State Family Policy Council, Olympia, Washington.

Designed outcome evaluation methods to assure the effectiveness and cost effectiveness local prevention/intervention services designed by 53 Community Public Health and Safety Networks.

Acted as principal liaison between the Family Policy Council staff and the Washington State Department of Health (DOH) executive team and several DOH functions -- Geographic Information Systems, Epidemiology, Youth Violence Reduction Standards and Quality Assurance.

Prepared annual and other analytic reports to the Legislature, the Family Policy Council, key human services committee members and staff, the Office of Financial Management, and the Office of the Governor, particularly “Youth and Human Services Reform in Washington 1995.”

Designed, procured, negotiated, coordinated, and assured the quality of contracts and inter-agency agreements with university and community college institutes providing technical assistance and training to the Networks.

Designed and wrote major grant proposals, on behalf of the Family Policy Council, to fund basic supports to the Networks -- geographic information systems, networked communications, media, diversity, training and technical assistance.

Provided direct assistance to the Networks on the key concepts and competencies required for their work.

Developed and delivered presentations on the principles, powers, roles, practices, and obligations governing the Networks to Networks and to national and state associations.

Briefed the Family Policy Council on research and evaluation findings, technical assistance and training matters, contract performance, and Network development.

Designed the performance-based contract specification process in a database reporting mode.

Developed and staffed the Council's Technical Support Advisory Panel and acted as liaison to the DSHS Indian Policy Advisory Committee on state/tribal network issues.

Prepared guides on

- 1) assessing the effectiveness of local service programs and systems,
- 2) network procurement of contract services, and
- 3) community asset mapping.

**1990-4 Applied Policy and Program Consulting Researcher, Olympia, Washington**

Designed and conducted multi-county study of barriers to service for infants and toddlers with disabling or delaying conditions, Office of Research and Data Analysis, Washington Department of Social and Health Services.

Designed and managed the three-year implementation of a statewide analysis of governmental compliance with the Indian Child Welfare Act, related state statutes and policies, state-tribal agreements, and standards of best professional practice. Incorporated the resulting database into the permanent procedures of the Child and Management Information System (CAMIS), Division of Children and Family Services. Produced a final quantitative, qualitative, and policy report to

the Assistant Secretary for Social and Health Services, State of Washington.

Designed and implemented evaluation methods and reported on data analysis for the 17 village multi-year Bering Strait Community Partnership Project on Substance Abuse Prevention, Nome, Alaska; reported findings to the Partnership and the federal Center for Substance Abuse Prevention.

Designed analytic methodology for federal project to study the delivery of appropriate educational services to minority students in rural school districts, Washington Research Institute, Seattle.

Designed cross-system automated information systems to serve child welfare agencies, adult protective service agencies, and other public, private, and tribal human services agencies, particularly in the area of continuous quality management.

Produced final report to the Division of Mental Health on the implementation of 10 county pilot projects to create inter-system intensive community support services to troubled youth, focusing on the diffusion of change and the gaps among guiding theory, local conditions, and program implementation.

**1989-1990 Visiting Associate Professor -- Research**, University of Alaska Southeast.

Reporting to the Alaska Commissioner of Health and Social Services, conducted all aspects of a statewide study of cultural, racial, and educational bias in the Substance Abuse Counselor Certification process. Prepared a final report of findings, alternative models and processes, and recommendations based on work of an advisory board, a variety of expert analyses, key informant interviews, and public hearings and presented and discussed findings with statewide training and certification bodies.

**1986-1989 Director of the Division of Alaska State Museums.**

Responsible for all aspects of the conduct of the Alaska State Museum and the Sheldon Jackson Museum, a staff of 21, a combined annual capital and operating budget of \$1.5 million, and all aspects of historical, natural historical, and transcultural interpretation, income generation, public program development, new legislation, museum security, staff development, and physical plant protection. Designed and received \$350,000 National Endowment for the Humanities grant for the unique values-directed exhibition of Tlingit high art. Directed the text and creation of books, films, and museum exhibits. Designed and completed a divisionwide automation project, combining human resources, fiscal records, collections records, exhibition and education projects, and internal communications. Worked with village cultural enterprises to create Native-owned and operated local museums/cultural interpretation centers. Represented the State's and Alaska Natives' interests in artifacts repatriation and conservation. **Member**, Governor's Commission on Tourism

1981-1986 **Director, Center for Alcohol and Addiction Studies.** School of Health Sciences, College of Nursing and Health Sciences, University of Alaska.

Designed and conducted contract research for state administrative and legislative agencies, taught graduate and undergraduate courses in research methods, medical sociology, public health information systems, and social and organizational change. **Chairman, Campuswide Alaska Native Student Administrative Advisory Committee. Member, Labor Relations Board,** Municipality of Anchorage. **Member and Co-Chair, Social and Behavioral Health Committee,** Arctic Health Science Policy Task Force, American Public Health Society and National Science Foundation. **Member,** Editorial Board, Alaska Native Review Commission, Inuit Circumpolar Conference.

1979-1981 **Chief, Subsistence Section.** Alaska Department of Fish and Game.

Created and managed a new research agency, charged with the documentation and legal protection of Alaska Native subsistence, and employing 20 investigators statewide and an annual budget of \$1.5 million; developed and presented statewide policy alternatives, research agenda, research methods, research and policy papers, socioeconomic objectives, and decision-making standards to state and federal regulatory bodies and state court. Designed and completed a statewide computerized operations and communications system, enabling standardization and centralization of field data and concurrent state and local review of and contributions to local research project methods and findings.

1977-1979 **Assistant Program Manager and Senior Research Associate.** Peat, Marwick, Mitchell & Co. Management Consulting Practice.

The managed program was a multi-year, multi-million dollar Socioeconomic Studies Program for the United States Bureau of Land Management Office of Outer Continental Shelf [hydrocarbon] Development; designed and managed contracts for 20 subcontractors annually and produced integrated project reports on social, economic, engineering, transportation, and environmental aspects of arctic oil development, particularly their impact on over 70 Alaska Native villages.

1976-1977 **Research Associate and Task Leader.** Urban and Rural Systems Associates.

Designed major socioeconomic research component for large multi-year proposal, opened Alaska office, and initiated village and regional studies in Alaska for Peat, Marwick, Mitchell, & Co. and allied engineering contractors.

1975-1976 **Research Associate.** Urban and Rural Systems Associates, San Francisco on three studies:

- 1) Sex discrimination in American medical colleges and universities for the Office of Special Concerns, United States Department of Health, Education, and Welfare
- 2) Environmental training program of the trans-Alaska oil pipeline for Alaska Arctic Gas Pipeline Service Company
- 3) Public opinion on oil taxation in Alaska for ARCO

1974-1975 **Program Consultant.** San Francisco Community Mental Health Services. **Vice-Chairman.** Planning Commission, City of Sausalito.

## EDUCATION

**Doctor of Philosophy in Sociology** University of California [Medical Center] San Francisco. 1978

**Master of Arts in Speech/Communication Research** San Francisco State University. 1970

**Bachelor of Arts in English/Creative Writing** San Francisco State University. 1966

## SELECTED PUBLICATIONS

Constructing the Middle Ground: Cultural Competence in Medicaid Managed Care. For the Center for Health Care Strategies, Inc. under The Robert Wood Johnson Foundation Medicaid Managed Care Program. 383 pages, available on RWJF.org Website, CD, and soft-cover. October 2000

The Group as a Basic Asset to Ethnic Minority Patients with Diabetes. **The Diabetes Educator**, Vol.27, No. 2, March/April 2001

Social Interactionist Theory Development in the Study of Substance Use. In **Drugs and Society**, B. Segal (ed), forthcoming

Alcohol and Families. In **Family Business, Risky Business: How to Make It Work**, D. Bork (ed), AMACOM Books (American Management Association), New York, 1986

Transient Workforces as Casualties of Northern Frontier Development. In **Impacts of Northern Frontier Development**, T. Lane (ed), Johns Hopkins Press, 1987

Subsistence as an Economic Systems in Alaska. In **Contemporary Alaska Native Economics**, S. Langdon (ed), University Press of America, 1986

Village Alcohol Control: Traditional Methods and the "Local Option Law". In **Circumpolar Health 1984**, R. Fortune (ed), University of Washington Press, 1985.

National Arctic Health Science Policy. American Public Health Association, 1985

### SELECTED COMMISSIONED REPORTS

Measurement of Culturally Competent Performance in Health Care (with B. Solís). For The California Endowment, August 2005

Exploratory Study of Barriers to Birth to Three Services: Children with Disabilities and Special Health Care Needs in Washington State Public Programs (with Hempleman and Longhi). For the Washington State DSHS Birth to Six State Planning Project, 1994.

Final Report: The Washington State Indian Child Welfare Quality Assurance Project. For the Washington State DSHS Division of Children and Family Services, 1993.

The Effects of the Local Option Law on Local Communities. (with S. Edwards, School of Justice, University of Alaska) For the Alaska State Office of Alcoholism and Drug Abuse. 1985.  
Alaska's Alcohol and Drug Abuse Counselor Certification Process. For the Alaska Division of Alcoholism and Drug Abuse. 1990

An Assessment of the Monitored Antabuse Program. For the Alaska State Office of Alcoholism and Drug Abuse. 1985

Sociocultural monitoring methodology study Final Report. For the Socioeconomic Studies Program, Minerals Management Service, United State Bureau of Land Management. 1985

Legislative Actions and Village Social Health; A Report to the Alaska State Legislature. (with J. Eidson and P. Cunningham) 1984

The Spider and the Fly: American Dominion and the Survival of Alaska Native Subsistence. For Justice Thomas Berger, Alaska Native Review Commission, International Circumpolar Conference. 1984

Method for the Uniform Examination of Political-Institutional Systems. For the Socioeconomic Studies Program, Minerals Management Service, United States Bureau of Land Management. 1984

Major Industrial Projects and Changing Substance Use Patterns in Alaska. For the Alaska Office of Alcoholism and Drug Abuse. 1983

Research in Arctic Behavioral Health and Social Health. For the National Arctic Health Science Policy Task Force of the American Public Health Association. 1983

Critical Concerns for the Future of the Village Public Safety Officer Program. For the Commissioner of the Alaska Department of Public Safety. 1983

Village Alcohol Control and the Local Option Law; A Report to the Alaska State Legislature. (with K. Duff) 1983

Subsistence: A Valid Economic System. Position paper for Lieutenant Governor Terry Miller. 1982

Sociocultural Assessment of Proposed National Arctic Wildlife Refuge Oil and Gas Exploration. (with R. Worl) For the United States Geological Survey. 1981

Susitna Hydroelectric Project Sociocultural Impact Report. (with S. Braund) For the Alaska Power Authority. 1981

Political-Institutional Systems. In Beaufort Sea Sociocultural Systems Report for the Socioeconomic Studies Program, United States Bureau of Land Management. 1981

Action Theory and New Organizations; A Natural History of New Human Services Programs. Doctoral Dissertation. 1978

Medicine. Volume II of An Exploratory Study of Women in the Health Professions Schools. For the Women's Action Program, Office of Special Concerns, United States Department of Health, Education, and Welfare. 1976

An Analysis of the Alyeska Environmental Training Program. For the Alaska Arctic Gas Pipeline Service Company. 1976

A Case Study Inquiry into Effective Doctor-Patient Communications. Masters Thesis. 1970

### **SELECTED PRESENTATIONS**

A Business Case for Culturally and Linguistically Appropriate Services (CLAS) in Health Care Delivery Organizations. National Conference of Grantmakers Concerned with Immigrants and Refugees, San Diego, October 2001

Follow the Money: Advancing Cultural Competency in the Medicaid Managed Care Environment. Invited presentation to the Second National Conference on Quality Health Care for Culturally Diverse Populations: Strategy and Action for Communities, Providers, and a Changing Health

Care System. Los Angeles, October, 2000

Some Principles in Engaging Immigrant and Refugee Communities. Invited presentation to Annual Environmental Justice/Community-Based Participatory Intervention and Research Grantee Meeting (academic researchers and community-based organizations), National Institute for Environmental Health Services, October, 2000

Core Principles and Practices in Community-Based Participatory Research in Health Initiatives, Tobacco Use Prevention Training Institute, for the University of North Carolina/Centers for Disease Control, Kansas City, Missouri, July 2002

Compliance with Indian Child Welfare Statutes and Indian Child Outcomes. To the Annual Conference of the National Association of Public Child Welfare Administrators. Santa Fe, New Mexico 1991

Mortality Statistics in Alaska Related to Indicators of Alcohol and/or Drug Use (with Elizabeth Ward). In the 1990 Proceedings, Washington State Epidemiology Work Group. Seattle.

Alaska's Local Option Law and Public Health Policy. To the Annual Meeting of the American Society for Criminology. San Diego. 1985

Tribal Management of Subsistence Resources. To the Second Annual Congress of the United Tribes of Alaska. 1985

Incipient Self-Governance Among Alaska Natives. To the Western Regional Science Association. Coronado, CA. 1985

Non-Modern and Non-Traditional Organizations and Institutions in Bush Alaska. To the Alaska Anthropological Association. Fairbanks. 1984

Village Alcohol Control. To the 6th International Symposium on Circumpolar Health. 1984

Village Legal Solutions of Public Health Problems. To the 4th International Congress of the World Federation of Public Health Associations. 1984

Transient Workforces as Casualties in Alaskan Arctic Development. To the Western Regional Science Association. 1984

Alcohol and Drug Research: Who Needs It, Who Reads It? To the 7th Annual Alaska School on Alcohol and Addictions. 1983

Impact of the Construction of the Trans-Alaska Pipeline on Alcohol and Drug Use Patterns. To the Alaska Public Health Association. 1983

Perceptions of Subsistence and Public Policy Formation In Alaska. To the Society for Applied Anthropology. Edinburgh. 1981

Wildlife Management and the "Problem" of Subsistence. To the Alaska Science Conference, Arctic Division, AAAS. 1981

The Nature of Barter. Policy Guidelines to the Cook Inlet Subsistence Fishery. Subsistence -- A Policy Paper. Subsistence as an Economic System in Alaska. To the Alaska Boards of Fisheries and Game. 1980-1981

### **OTHER ROLES**

Director, Dietrich Collection (German-American fine arts)

Member, Arctic Health Science Task Force

Planning Commissioner, City of Olympia

Planning Commissioner, City of Sausalito

Surgical Technician, United States Air Force (Reserve) 1967-73