



American Society for Quality ([www.asq.org](http://www.asq.org)) – Washington D.C. and Maryland Metro, Section 509 ([www.asq509.org](http://www.asq509.org))

Biomed/Biotech Special Interest Group (SIG) Meeting

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**A County in Transition and Its Impact  
on Health and Human Services**

**Betty H. Lam, MS**

**Chief, Office of Community Services**

**Depart. Health and Human Services, Montgomery County, MD**

**And**

**Improving Health Access and Health  
for Vulnerable Montgomery County Residents**

**Steve M. Galen, MS'**

**Executive Director**

**Primary Care Coalition of Montgomery County (PCC), MD**

**Thursday, May 26, 2011**

6:00 – 6:20 PM – Networking; Pizza/drink

6:20 – 8:50 PM – Program (a 10-min break at 7:45 pm)

8:50 – 9:10 PM – Door-prizes drawing; Networking

**Online Registration site:** <http://www.asq509.org/ht/d/DoSurvey/i/35817>

**Open to Public** - \$5 for non-ASQ members to cover pizza/drink cost;  
**Free to ASQ Members**, local students, interns, and FDA Commissioner's  
Fellows

**Location:** Kelly's Deli Conference Center, 7519 Standish Place, Rockville, MD 20855

**Registration Deadline:** Please register by Thursday noon, May 26, 2011.

**Question:** Please contact Dr. C.J. George Chang, Chair of Biomed/Biotech SIG, ASQ509;  
[gchang2008@yahoo.com](mailto:gchang2008@yahoo.com) or 240-793-8425 (cell).

**Driving directions:** **By car:** From I-270 (N or S bound): Take Exit 9A and exit from the FIRST right exit; turn left (east) onto Shady Grove Dr.; turn right (south) onto Rockville Pike (**Route 355**); turn left (east) onto East Gude Dr.; turn left (north) immediately onto Crabb's Branch Dr.; turn left (west) immediately onto Standish Place. The first building on your right side is 7519 Standish Place; open parking). The venue is on the first floor with its entrance opposite to the left side of building main entrance. **By Metro:** Off from Red Line **Shady Grove Station**, and take RideOn **Route 59 TOWARD ROCKVILLE** and get off from "**Calhoun Place**" stop. Standish Place is next to the Bus stop. Our venue is within 2 min of walking distance from the stop.

**Presentation Summary:**

**"A County in Transition and Its Impact on Health and Human Services"**

Montgomery County (the County) in the year 2011 is vastly different from the one in 1990. The

gradual release of 2010 Census figures made many newspaper headlines in the Washington region. Although the increase diversity in the county is not unique for the region, this emerging “people profile” certainly brings many exciting opportunities and some decidedly challenging moments to county government. The presentation will highlight the latest county demographics and socio-economic stats compiled from various sources, provide an overview of the County’s Department of Health & Human Services, the populations that the County serves and how the County is adapting HHS services to the growing needs in the community.

**“Improving Health Access and Health for Vulnerable Montgomery County Residents”** Montgomery County of MD is getting richer and poor and more diverse. Over 100,000 of her residents earn less than 250 percent of the federal poverty level, and have difficulty accessing primary and preventive care services. Uninsured people usually live sicker lives, use costly health care services, and die sooner than others. The **Primary Care Coalition of Montgomery County (PCC)**, a network of non-profit community clinics, seeks to assure that all County’s residents do have the opportunity to live healthy lives by administering **Montgomery Cares**, a public-private partnership providing primary and preventive care to qualified residents through a network of 11 independent community clinics supported by County’s DHHS, 5 non-profit hospitals, numerous volunteer physicians and other medical professionals, community-based organizations, and foundations. PCC also supports the talent network by convening clinical and administrative leadership as well as providing operational network infrastructure, including a shared electronic medical record, point of care pharmacy, specialty care pro-bono network, behavioral health services, and quality assurance/ improvement technical assistance. Since 2007, PCC has also participated in the **Institute of Healthcare Improvements Triple Aim Initiative** that seeks to redesign the health care system by optimizing the three dimensions of population health, patient experience, and cost per capital.

## **Presenters’ Bios:**

**Betty H. Lam, MS (Betty.Lam@montgomerycountymd.gov):** Ms. Lam joined the Montgomery County DHHS in 2004 as the **Chief** of the Office of Community Affairs. In that capacity, Ms. Lam is responsible for developing and implementing outreach strategies targeting communities that are underserved, leads the department-wide effort on language access, Head Start, Community Action Agency, and minority health programs. Prior to her current post, she was appointed as the **Community Liaison** for the White House Initiative on Asian Americans and Pacific Islanders in 2002, and was later detailed to the Office of Civil Rights for the US Department of Health & Human Services on special assignments around compliance issues of the Federal Limited English Proficiency mandate. Before coming to the Greater Washington D.C. in 2002, she had lived and worked in Boston, MA for 19 years and held various positions in the public and private sectors including the **Director** of Interpreter Services and the Asian Health Initiative for New England Medical Center; **Director** of Community Relations for the Metropolitan District Commission, a state environmental agency; and the **Managing Editor** of the Sampan Newspaper, a bilingual publication based in Boston. Ms. Lam received her MA degree in **Journalism** from the Ohio State University, Columbus, OH.

**Steven M. Galen, MS’ (Steve\_Galen@primarycarecoalition.org):** Mr. Galen is the **Executive Director** of Primary Care Coalition (PCC) of Montgomery County, MD. He has over 25 years of progressive administrative experience specialized in hospital diagnostic, treatment, and services while focus on research, technology, health literacy, equal accessibility, specialty network-referral, and quality management. In 1992, he served as the **Hopkins Fellow in Change Management**. Since then, he has served as an **Instructor** in U of MD Health Systems Management and consecutively as the **Board Director** and/or the **Board Chair** for a number of reputable local community clinics and health management organizations. Mr. Galen received his BA degree in **Modern European History** from Wesleyan University, CT, his first MS degree in

**Health Care Administration** from George Washington U, and his second MS degree in **Applied Behavior Sciences/Organization Development** from JHU.