

Changing Systems

Did you ever stop to think about all the different forces acting on and within the “system of maternity care?” What role do CPMs play? How can we strengthen the position of CPMs to be of even greater service to childbearing families?

The 2018 CPM Symposium will examine these questions and more. Several outstanding speakers will help us to think about systems from different perspectives.



Karen Grattan is a senior consultant who is best known for her practice of accompanying impact-focused organizations as they endeavor to stimulate and scale sustainable social and organizational change. Her topic will be “It’s more complex than we thought: Using systems thinking and mapping to develop more comprehensive strategies.” She promises to help us understand “the benefits of systems thinking and systems mapping when applied to complex or ‘messy’ challenges.”

Karen has over 25 years of experience as a weaver of methods and approaches, and especially loves designing novel analytics embedded within participatory organizational processes. Her recent work focuses on applying system thinking and complexity principles to the design and execution of adaptive strategies for dealing with messy problems. She is the founder and CEO of Engaging Inquiry, LLC based in Fairfax, VA. Engaging Inquiry is a “purpose-built” company that focuses on facilitating organizational learning and adaptive leadership capacity in organizations working on some of the world’s toughest problems. Karen has degrees in public health, organizational learning and development, as well as conflict analysis and resolution.

Karen Milgate is a seasoned health care policy executive with a deep knowledge of Medicare and Medicaid policies, programs, operations, and data. She has devoted her



26-year career to identifying, developing, advocating and implementing strategies that lead to a more value-based health care system. Her topic will be “CPMs and Midwifery in a Time of Transition in the U.S. Health Care System: Opportunities and Challenges.”

She was instrumental in the development of MedPAC recommendations on policies later included in legislation related to value-based purchasing, quality measurement, accountable care organizations, meaningful use of EHRs and care coordination strategies. She worked in both Republican and Democratic administrations as the Deputy Director, for the Center for Strategic Planning and the Director of the Office of Policy at CMS.

Since she left CMS in 2011, she has worked as an independent health policy consultant and assisted numerous organizations identify strategies for responding to ACA payment incentives, including the National Association of Certified Professional Midwives. She is also a frequent speaker on the interaction between the Affordable Care Act and the integrative health care field.

Karen has bachelor's degrees in economics and international studies from American University and a master's degree in public policy from the University of Maryland. Her newest endeavor is Plant Spirit Medicine and she was certified as a practitioner in June 2013.



Diana Jolles, PhD, CNM, will speak on “The of Role Interdisciplinary Birth Centers in Health Care Redesign for Medicaid Beneficiaries: Results from the Center for Medicare and Medicaid Innovation Strong Start for Mothers Project.” This presentation will explore the results of a 3-

year Center for Medicare and Medicaid Innovation grant to explore the role of birth centers in health care transformation. She will explore the value of taking the interdisciplinary, wellness model of care to scale in the United States with an emphasis on the value of Certified Professional Midwives.

Diana began as a National Health Service Corp Scholar in the Rio Grande Valley of South Texas at Holy Family Services Birth Center. There, she was mentored in public health innovation, appropriate use, quality measurement and implementation science. Jolles is recognized as a national leader, largely for her development of the Denver Health Medical Center inpatient midwifery service and her directorship of the Family Health and

Birth Center in Washington, DC. As faculty for Frontier Nursing University, Diana teaches innovation, quality improvement and healthcare finance. As a scholar, her research includes evaluation of unwarranted variation in NQF endorsed quality measures within populations of Medicaid beneficiaries. Jolles works at El Rio Community Health Center in Tucson Arizona where she attends families at El Rio's Birth and Women's Health Center and Tucson Medical Center.

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William F. Bolger Center

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