



ZANENET GAZETTE

LIVE
WORK
SERVE

A guide and catalyst for healthcare innovation.

Happy Holidays from ZaneNet



Who knew that on March 13, 2020 that when I packed up and left my desk, it would be my last workday at the office for nine months (and counting)? Between that day and now, we have learned as a company how to work remotely and have assisted with the enormous transition of healthcare organizations as they use telehealth technology to meet the increased need for virtual patient visits.

In addition to working in this new mode, we have witnessed and experienced some very sad events, including the sudden loss of one of our team members, Richard Morgan. We have also been attuned to the suffering within our extended community as we have heard about relatives and friends of our ZaneNet family who have suffered the health and economic effects of the virus.

As we approach this unusual holiday season, we still want to take time out to celebrate and express our gratitude for the

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Connecting Students with Public Health Experiences—Zane Networks Partnership with GW School of Public Health

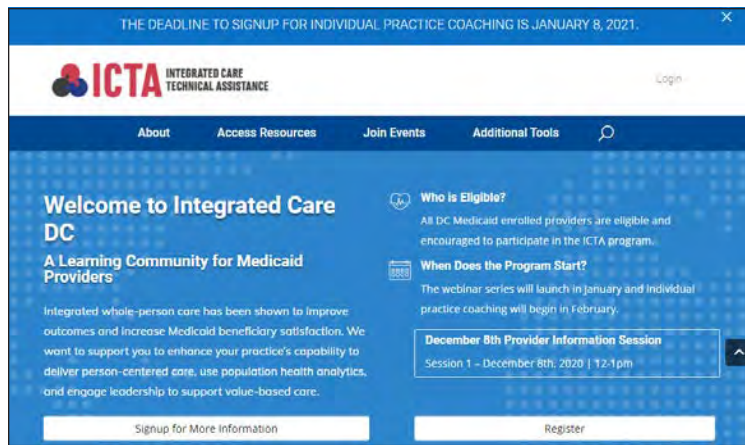


— **Gene Migliaccio, DrPH.** Associate Dean of Applied Public Health, Professor of Global Health, Director of Doctor of Public Health Program, Milken Institute School of Public Health, The George Washington University

The George Washington University Milken Institute School of Public Health (GWSPH) considers Zane Networks a strategic partner in strengthening the public health infrastructure within the Washington DC area.

See 'Connecting Students' page 4...





ZaneNet partners with Health Management Associates to Implement the DC Integrated Care Technical Assistance (ICTA) Program

The District of Columbia's Department of Health Care Finance has engaged Health Management Associates (HMA), with Zane Networks as their local CBE partner to launch a five-year program, known as the Integrated Care Technical Assistance (ICTA) Program. The goal of the five-year project is to provide individualized technical assistance to support practice improvement among interdisciplinary care teams and improve Medicaid providers' ability to treat medically complex beneficiaries in value-based programs.

The ICTA Program focuses on serving the practice transformation needs of seven priority groups:

- Health Home providers
- Department of Behavioral Health providers
- Federally Qualified Health Centers
- Free standing mental health providers
- Long-term services and supports providers, including home health agencies
- Certified or waived medications for addiction treatment (MAT) providers, including methadone providers
- Specialty providers

Working with a data-driven approach and evidence-based models, the HMA/ZaneNet team plans to assist at least 50 Medicaid enrolled providers to achieve three practice transformation core competencies—**delivering person-centered care across the care continuum, using data and population health analytics, and engaging leadership to support person-centered, value-based care**—all with the end goal of improving care and patient outcomes. For more information, please visit: <https://www.integratedcaredc.com>.

ZaneNet in the Community



ZaneNet donated children's books, toys and three Thanksgiving baskets to families in need that are associated with the Woodland Family Success Center in Southeast DC. (The donations were organized and delivered by Angela Turner).

With the help of Danielle Carroll, our IT intern, majoring in Computer Science at UDC, we helped the Charles County Literacy Council to create and launch their new website (<https://www.charlescountyliteracy.org>) to help adults who need basic literacy skills.



Congratulations to Ronald and Elias from our team for winning our Thanksgiving Giant Food card drawing!

WE ARE ZANENET...

TEAM MEMBER HIGHLIGHTS

Leliveld Emeni, PMP, is highlighted as an Outstanding ZaneNet Team Member

I started with ZaneNet in 2010 as a part-time outreach specialist for the Maryland MSO Program and this position helped me build my confidence to work with practices and providers. I have worked with ZaneNet for approximately 7 years and am currently the TA Team Lead for the eHealthDC project with DC Primary Care Association after working in Boston for a while as a Practice Transformation/NCQA PCMH. ZaneNet has given me an opportunity to learn at a rapid pace. Even in the beginning I was given an opportunity to learn as I worked on multiple projects. My advice to others is that professional development is very important—that includes getting the right certifications and keeping up with the changes in the industry.

A fun fact about me is that although I would go on to become a biology major, I built a website for a business and got paid \$500 at the age of 13. I had no idea back then I would end up in the Health IT field. Another fun fact is I have always been into shooting videos and editing videos. I used to shoot private events and family events. While I don't shoot events anymore, I plan on getting back into video editing as a hobby.



MEET OUR NEW EMPLOYEE

Nicolas Stainback

My name is Nicolas Stainback. I am an Electrician/Laborer by trade but was hired here at Shady Grove Adventist Hospital to assist the Bio-med team in catching up with the yearly maintenance on all Skytron Cabinet warmers. Due to my background in electronics, I was lucky enough to be able to assist many of the Bio-Med technicians with many other tasks such as soldering circuit boards, maintaining hospital beds, and assembling and wall mounting vital sensors. Currently I am running the PAPR room for the hospital.



'Happy Holidays' continued from the cover...

great work that our team continues to accomplish throughout the year. Normally, during this time of year we get a chance to celebrate the season at our annual holiday party, but due to the circumstances, we have planned a fun, art-filled virtual sip and paint party on December 11th. We hope that we will be able to celebrate with you during the event.

All the best and wishing that the new year brings much to celebrate for you and your family.

—Alexandra

In Loving Memory

Richard Morgan
ZaneNet Help Desk Technician

March 19, 1990 –
October 22, 2020



Holiday Wishes

Sending wishes to you and yours for a beautiful Holiday Season and a peaceful New Year.

— *Angela R. Turner*

Wishing everyone a wonderful holiday season full of cheer and goodwill and hope that you and your family remain healthy and happy in the new year.

— *Alexandra Jellerette*

At this time in 2020, Best Wishes are in order from me to you and your families. Enjoy the season with family and be safe and, most importantly, stay healthy. Peace!

— *Harriet/Miss Harriet/Mrs. Washington*

I want to wish a happy and well-deserved festive holiday to the ZaneNet family. This has been a year for resilience, patience and compassion as we weathered this unprecedented time. You've demonstrated the best of our humanity all while managing your personal affairs, and for that we've emerged closer and more committed to a shared mission.

Thanks much for being role models and looking forward to an exciting and bright 2021. Cheers!

— *Luigi Leblanc*

'Connecting Students' continued from the cover...

Zane Networks offers practicums, internships and culminating experience opportunities to GW public health students. These opportunities have provided students with critical experience and understanding on the importance of technology in addressing health care needs of vulnerable populations. The quality of mentorship received from Zane's preceptors and staff in supporting student's applied public health education has been superior.

Specific projects have included working with Zane's community partners such as the DC Primary Care Association and their local health care clinics. This work has provided our students with essential knowledge on how the deployment of telehealth and tele-health education can have a positive impact on health disparities.

In 2020, the relationship between our organizations strengthened as GWSPH and Zane Networks worked together on an initiative to address the COVID-19 pandemic and to support local health departments in the DMV during this challenging and unprecedented time.

We value our partnership with Zane Networks!

UPCOMING BIRTHDAYS

Cainaan Walker	December 15
Raashmi Krishnasamy	January 20
Nneka Umeh	January 27
Luigi Leblanc	February 3
Jackie Carlton	February 3
Nicolas Stainbeck	February 9
Mara Kash	February 22
Lee Emeni	March 1
Lydia Belayneh	March 9
Ronald Emeni	March 23
Danielle Carroll	March 28
Tiffany Younger	April 17

