



The City of South San Francisco

Office of the City Clerk
400 Grand Avenue
South San Francisco, CA 94080
(650) 877-8518

BOARDS AND COMMISSIONS APPLICATION

APPLYING FOR <i>(more than one may be selected)</i>	
<input type="checkbox"/>	Bicycle and Pedestrian Advisory Committee* <i>*Must be a resident of/for employed in South San Francisco</i>
<input type="checkbox"/>	Conference Center Authority -Business Representative <i>*Must represent a Business in South San Francisco</i> Business Name: _____
<input type="checkbox"/>	Conference Center Authority -Community Representative
<input type="checkbox"/>	Conference Center Authority -Hotel Representative* <i>*Must represent a Hotel in South San Francisco</i> Hotel Name: _____
<input checked="" type="checkbox"/>	Cultural Arts Commission
<input checked="" type="checkbox"/>	Equity and Public Safety Commission
<input type="checkbox"/>	Housing Authority
<input type="checkbox"/>	Housing Authority Tenant Commission* <i>*Must be a resident of the Housing Authority</i>
<input type="checkbox"/>	Library Board
<input type="checkbox"/>	Measure W Citizens' Oversight Committee
<input type="checkbox"/>	Parking Place Commission
<input checked="" type="checkbox"/>	Parks & Recreation Commission
<input type="checkbox"/>	Planning Commission
<input type="checkbox"/>	Traffic Safety Commission

APPLICANT INFORMATION	
Full Name:	<div>Lama Kathleen</div> <div>Last First M.I.</div>
Address:	<div><div>District: 4</div><div>Street Address</div><div>CA 94080</div><div>City State ZIP Code</div></div> <div>(Select One)</div>
Telephone:	<div><div></div><div></div></div>
Email:	<div><div></div></div>



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SUPPLEMENTAL QUESTIONNAIRE

Why are you interested in serving as a Boards and Commissions member? What do you feel you could contribute?

I have always had the desire to serve our community. In the past I have done so as a religious education teacher at St Veronica's (20 years). Now I want to serve in a more civic minded way. I have a passion for building and supporting multi-generational healthy communities.

In my recent work life, I have overseen the building of Advanced Primary Care clinics in San Francisco, rolled out Complex Care programs for Medicare Advantage patients across the state (focusing on social determinants of health), and supported four safety net clinics in Los Angeles with the roll out of more up to date infrastructure and software technology

What qualifies you for this appointment?

Besides the desire to become more active and give back to my community, I do have more practical qualifications. I lead a Project Management department overseeing projects that range from \$250M+ to \$25K. I know how to prioritize but more importantly I know how to bring a team to consensus, ensuring that everyone feels heard, which is always important, but even more important when difficult decisions are being discussed.

What is your vision for growth in South San Francisco?

Growth is absolutely essential to the future of our city, or any city. Our region has a housing affordability crisis. At the heart of the crisis is supply and demand. There are simply not enough housing units, and we need to build more. As we build more, we also need to ensure that the developments have equity, we should build housing that supports people of all incomes, ages, abilities, and life circumstances.

As we are building housing, we need to remember that our housing crisis isn't going to be solved by just throwing up more housing units. We need to ensure we are building community. We need to focus on creating green space and building programs and activities that celebrate our diversity and our wonderful city. We need to focus on what the community wants (e.g. do we need to build programs to help newly retired folks ease into their new lives), building events that showcase and celebrate the diverse cultures in our community (e.g. Diwali celebration). I would love to be a part of making this happen.



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SUPPLEMENTAL QUESTIONNAIRE

What community activities are you presently involved in, or have been in the past?

I am currently not formally involved in any community activities. In the past I taught religious education at St Veronica's more recently I took part in the Civic 101 Academy in San Mateo, as well has Citizen's Academy in South San Francisco in the fall of 2023.

Are you currently receiving any form of compensation from the City for work performed? ☐ YES ☒ NO

If yes, please explain: _____

Do you have any relatives serving on Council, Boards, Commissions, or Committees or are otherwise employed by the City of South San Francisco? ☒ YES ☐ NO

Name: Jacob Reeder Position: Sports Coach Relationship: Nephew

WORK EXPERIENCE

Employer: Please see attached resume City: _____

Job Title: _____ From: _____ To: _____

Responsibilities: _____

Employer: _____ City: _____

Job Title: _____ From: _____ To: _____

Responsibilities: _____



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EDUCATION

School: UCSF City: San Francisco
From: _____ To: 2016 Degree: MS Health Policy & Law

School: San Francisco State City: San Francisco
From: _____ To: 1994 Degree: BS Accounting

DISCLAIMER AND SIGNATURE

Signature: _____ Date: _____

I certify that, to the best of my knowledge, all statements in this application are complete and true. I agree and understand that any mis-statement of material fact will cause me to forfeit all rights to appointment to a Commission, Board, or Committee with the City of South San Francisco.

Applications are accepted on a continuous basis and will remain valid 1 year from the date of submission. If you are selected to serve on a Board or Commission, you may be required to file an Annual Statement of Economic Interest (FPPC Form 700) and bi-annual Ethics Training (AB1234).

OFFICIAL USE ONLY

Submission Date:	Received By:
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1/17/25

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Submission Date:

Received By:

KATHLEEN LAMA

SUMMARY

Dedicated Healthcare Senior Leader with 20 years of experience driving transformative solutions to support better healthcare for all stakeholders. Proven expertise in Electronic Health Record (EHR) implementations, migrations, and integrations. Known for leading innovative projects that enhance operational efficiency and patient care quality. Adept at aligning initiatives with organizational goals, fostering collaboration among diverse teams, and navigating complex regulatory environments.

WORK HISTORY

DIRECTOR, ENTERPRISE PROJECT MANAGEMENT OFFICE, ALTAIS

June 2023 – Present

Lead team responsible for:

- Design and build of a Clinically Integrated Network across Southern California
- Design and build of Advanced Primary Care accredited clinics (San Francisco).
- Medicare Shared Savings Program (San Francisco)
- Implementation of shared risk IPA (Southern California)

EPIC PROGRAM DIRECTOR, ALTAIS

March 2019 – June 2023

Responsible for successful migration from multiple EHRs to the Epic Electronic Health Record:

- Epic Ambulatory Suite (EHR, Scheduling, Professional Billing)
 - 4000+ users across 90 practice locations throughout California
 - Patient Centered Medical Home
 - Accountable Care Organizations
- Epic Tapestry Managed Care Application
 - 100,000+ covered lives across Medi-Cal, Commercial, Medicare Advantage lines of business (Utilization Management, Care Management, Claims Payment)
 - Quality and Risk Management
 - Full risk and partial risk models
- Epic Healthy Planet
 - Population Health tools

SR. BUSINESS PROCESS MANAGER, ALTAIS (FORMERLY BROWN AND TOLAND)

May 2015 – February 2019

Responsible for implementation of clinical strategy as well as process and performance improvement programs. Working with the Chief Medical Officer, Medical Directors, and clinical leadership to build an organization with an emphasis on continuous process improvement supporting the changing healthcare environment. Specific samples of my projects include:

- Defining processes and leveraging technology to build a transition of care program for Medicare Advantage population, with the aim of

increasing outpatient Care Management touch points, lowering readmission rates and the overall cost of care

- Developing processes, auditing programs, and change adoption plans to ensure organization met all reporting and turn around requirements for government agencies (DMHC, CMS) and health plans for Medicare Advantage and Commercial Populations

SR. CONSULTANT, DELOITTE CONSULTING

July 2012 – May 2015

Responsible for driving Process Improvement, Process Redesign, System Implementation and Change Management projects in the Healthcare industry.

Specific samples of my projects include:

- Managing an Epic EHR Inpatient Pharmacy Implementation. I led the team responsible for:
 - Current state analysis
 - Process improvement recommendations
 - Process standardization across five hospitals
 - Change management planning and execution
- Managing a team responsible for leading a cloud based HR systems implementation for a Biotech organization. My team was responsible for:
 - Designing future state HR processes including HR system selection
 - HR system configuration, testing, and change adoption plan
 - Developing an HR plan to support the year to year growth of the company (the company went from 200 employees to 2,500 employees in less than 24 months)

CONSULTANT, DELOITTE CONSULTING

MAY 2010 – JUNE 2012

I was responsible for leading Change Management programs in global Biotech companies. Specific samples of my projects include:

- Managing the communication and training functions during and after the acquisition of a major U.S. Biotech company by a European Pharmaceutical company, this included:
 - Managing training for global and local HR processes in eight languages across 40 countries
 - Training rollout to more than 75,000 employees
- Managing the communication and training of Enterprise Resource Planning (ERP) for international manufacturing company. Managed the training program reaching 5,000 employees in 35 locations

SR. PROJECT MANAGER, ONCOLOGY THERAPEUTICS NETWORK – MCKESSON SUBSIDIARY

JUNE 2006 – APRIL 2010

I was responsible for various projects all focused on healthcare technology.

Specific samples of my projects include:

- Managing the implementation of Physician technology adoption programs:
 - Electronic inventory control systems
 - Electronic practice analytics
- Managing the implementation, (both system and process) of Pharmaceutical Sole Source Distribution Contracts. The implementations included:
 - Inventory management strategy
 - Sales order processing
 - Order fulfilment

SR. BUSINESS ANALYST, ONCOLOGY THERAPEUTICS NETWORK - BRISTOL- MYERS SQUIB SUBSIDIARY

JUNE 2001 – MAY 2006

I was the integration point between the Information Technology team and individual business units. Specific samples of my projects include:

- Leading process design and requirements definition for Finance and Distribution components of SAP Enterprise Resource Planning (ERP) implementation.
- Usability Analyst for an Oncology office web portal for drug ordering, inventory control and first generation patient analytics.

EDUCATION

MASTERS OF SCIENCE, HEALTH POLICY AND LAW

University of California, San Francisco

BACHELORS OF SCIENCE, ACCOUNTING

San Francisco State University

PMP CERTIFICATION