



**Claire Levesque, MD**

**Medical Director for Medical Management and Payment Policy  
Tufts Health Plan**

Dr. Claire Levesque is medical director for Medical Management and Payment Policy at Tufts Health Plan. At Tufts Health Plan, Claire provides clinical expertise on utilization management, policy development, regulatory responses, care management oversight, payment policy, provider engagement, and fraud prevention. She is currently part of a team working to redesign payment and care management for inpatient stays.

Prior to her role at Tufts, she was an assistant professor of neurology at Boston University, founding and managing partner for Boston NeuroBehavioral Associates, chief of neurology at Quincy Medical Center, and president of the medical staff at Jewish Memorial Hospital.

In addition to chapters in medical texts and journal articles, Claire has written some fiction and had short stories published in medical-related journals. She is also a founding member of Fingers in Action, the Tufts Health Plan charity knitting group.

She has a bachelor's degree in biology from Michigan State University and an MD from the University of Vermont. Claire completed her neurology training and a fellowship in neuropharmacology and dementia at the University of Virginia. A board-certified neurologist, she specializes in the care of individuals with dementia and intellectual disabilities.



**Annah Litzenberger**

**Vice President, Human Resources - Learning, Knowledge, and Development  
Santander Bank, N.A.**

Annah Litzenberger is a vice president and the senior learning strategy manager for Santander Bank, N.A. In this role, she is responsible for developing and delivering the overall learning strategy to the organization through relationship building, consultation, and project management. Through these partnerships, she and her team have successfully increased the corporation's revenue, efficiency, and knowledge base.

Annah started her banking career in 1995 as a customer services representative and throughout the following 13 years held roles in contact center management, policy and procedure, quality assurance, and compliance. In 2008, she transitioned into human resources as a diversity analyst and in 2009 became part of the then newly formed Learning, Knowledge, and Development team.

Annah is actively involved in the Parent Teacher Committee of her daughters' school, the Women's Club of Fleetwood, and in the Boston and National Chapters of ALPFA and the American Society for Training & Development (ASTD).

Annah has a bachelor of science degree in criminal justice with minors in political science and psychology from Kutztown University.



## **David Nicoloro**

**Supervisor, Inpatient Rehabilitation Services  
Newton-Wellesley Hospital (NWH)**

David Nicoloro is a physical therapist (PT) with 15 years of professional experience. Upon completing his master's degree, he began his career in physical therapy at Newton-Wellesley Hospital (NWH) as a staff physical therapist. Over the last 14 years, David has continued his career at NWH, where he currently serves as supervisor for Inpatient Rehabilitation Services. As a physical therapist, David has participated in and shown diverse skill in multiple professional areas. He has been recognized as an expert clinician at NWH within the specialty of joint arthroplasty, where he has held the role of senior physical therapist in orthopedics. He has been an active participant in physical therapy education and academia, where he has served as a part-time lecturer in the Department of Physical Therapy at Northeastern University and the Massachusetts General Hospital Institute of Health Professions. His clinical and educational experience earned him an invitation to participate in chapter writing for the *Acute Care Handbook of Physical Therapists*.

David has also been an active participant in clinical research. He is currently the principle investigator for a data repository of more than 3,500 subjects who have undergone hip and knee arthroplasty surgery at NWH. Data from this repository have been used for multiple internal quality improvement projects and for three abstracts/manuscripts. One of these abstracts won the award for Best Scientific Poster at the 2012 Massachusetts American Physical Therapy Association conference. David is also a recognized leader at NWH. He has climbed the career ladder from staff PT, to senior PT, to coordinator (then supervisor) of inpatient physical therapy, to his current leadership role. In addition to his supervisor role, David is the co-chairperson of the NWH Research Committee and the Orthopedic Interdisciplinary Group. Under his leadership, the inpatient physical therapy service at NWH has achieved the 99th percentile rating in a national compare group for patient experience for the last 11 consecutive months, implemented a rapid recovery program for joint arthroplasty patients (resulting in more efficient patient progression while maintaining high quality standards), and contributed to a 50 percent reduction in prolonged/unplanned length of stays for patients undergoing arthroplasty surgery.

In 2009, he earned a Partners In Excellence Award for operations improvement for Rehabilitation Services for the new orthopedic clinical care unit that opened that year at NWH.

David is a two-time graduate of Northeastern University's Bouve College of Health and Sciences, where he earned both his BS and MS in physical therapy. He was a two-time member of the Boston Bouve College Honor Society and Phi Kappa Phi Honor Society.