



2024 Election for Board Director

Candidate: Arlene Chung

Professional Title & Affiliation

GenAI Consumer Health Product Lead, Google

Course Director, Master of Management in Clinical Informatics, Duke School of Medicine

Personal Statement / Short Biography

AMIA is my academic and professional home and informatics family. AMIA has been vital to my development as an informatician, and I attribute much of my success towards my involvement in the organization and the excellent resources and programming it provides.

I am seeking to serve AMIA and its members in a 2nd term on the Board of Directors to give back to the organization that has critically shaped my career and development as an informatician. Through a 2nd term on the Board, I seek to deepen my engagement and service to our exceptional organization through focusing on our members needs and investing in our next generation of leaders for AMIA and our field. My experiences in academics as a tenured physician scientist, research, education, non-profits, and industry have equipped me with diverse perspectives and I hope to contribute towards advancing AMIA and its mission and vision in service of our members.

Prior to attending my first Annual Symposium in 2012, I did not even realize there was name for the field that encapsulated my passion and interests and immediately felt that I had finally come “home” and found my professional family for life. Since that moment, I have been deeply grateful for the community and activities (conferences, working groups, advocacy, and more) it offers because they have shaped my career professionally and personally. My involvement in AMIA has evolved over the years from serving as a reviewer for various AMIA conferences, JAMIA, and ACI to Scientific Programming Committee Memberships across several conferences, and participation in working groups and committees to serving in leadership roles like Vice Chair of SPC for the Annual Symposium and Board Director.

As a Board Director, I will work hard towards ensuring that our membership needs are represented and advocated for. I hope to increase AMIA's reach to new members and informatics professionals in industry, and trainees. I've seen the many benefits of fostering innovation and industry-academic partnerships as an informatics researcher and operational informatics leader, and I'd like to see AMIA increase opportunities to bring together collaborations and learnings for informatics professionals, including career development opportunities. I also strongly believe it's important to invest in the next generation of leaders in our field and hope to work towards strengthening what we offer for career development and advancement across all career stages.

AMIA is already a great organization and I am excited about the opportunities to better meet the diverse needs of our communities. As a Board Director, I will work diligently to advance our organization to be one that not only will succeed today but into the future, will also advance diversity, equity, and inclusion across AMIA and our profession, and ensure AMIA becomes a place all informaticians call “home”.

Please describe your leadership skills and experience, inside and outside of AMIA

My leadership experience spans across various settings and roles (nonprofit, for profit, academia, health systems/clinical, and industry) and have been responsible for leading strategic planning, development, and execution. My experience includes leading strategy development and consensus building and leading a range of activities from planning (utilizing methods such as Hoshin planning) to development and execution of the work and measurement/evaluation of success across enterprise-wide and global initiatives. Additionally, I have health systems and corporate experience with operational budgeting practices and organization management including development and retention of staff.

I have highlighted some of my recent roles (see below) across a large integrated health system (UNC Health, which has 14 hospitals and 400+ clinics across NC and their ACO), an academic med center (UNC School of Medicine), and more recently in industry at Google on a global scale (current role) that demonstrates my experience in strategic thinking and strategy.

My overall view on strategy is one that collaborates across multiple stakeholders, seeks to bring individuals and organizations together around a common goal, and is focused on results driven excellence, which often requires thinking outside of status quo and creativity for solutioning. This includes providing oversight, guidance, and governance to teams executing implementation and strategic roadmaps, and direct supervision of reports and teams to ensure timelines and key outcomes are delivered successfully and effectively.

Leadership within AMIA

I am currently completing my first term as Board Director and have served as the liaison for the American Preventative Medicine Board (certification body for clinical informatics), Women in AMIA, and the Industry Partnerships Council (current).

I have also served as a leader for AMIAs DEI initiatives and was the founding co-chair of the AMIA DEI Subcommittee for Retention and Advancement. In this role, I provided leadership and guidance on setting up the structure, mission/purpose, and strategic roadmap for the subcommittee, and established a core group of members. During my tenure as founding chair of this subcommittee, our team delivered survey items for AMIAs DEI membership survey to assess member needs for advancement and development, continued to expand on listening sessions (in progress), created a new DEI mentoring event, and ensured our members' needs were elevated to leadership forums. I served as founder and chair of the development of a new DEI-focused career development event hosted at the 2022 Annual Symposium (DEI-ME). Under my leadership, our team grew the event by 150% in its second event and provided a venue to bring together industry and academic mentors and AMIA members from across the career life cycle. I continue to chair the event and our team will aim to expand to other AMIA events and virtual events in 2025. I have also served as a host for AMIAs W.I.N.E. event and on numerous WIA career development panels and workshops.

I have also served as a leader for our AMIA scientific programs and had the privilege of serving as Vice Chair of the 2023 AMIA Annual Symposium. I have also served on the SPC for all our AMIA events (CIC, Annual Symposium, Informatics Summit).

Leadership Outside of AMIA

In my current role at Google, I am a clinical product lead and serve on our senior leadership executive team for our clinical organization. My specific portfolios have focused on consumer

health across several product areas such as Google Search, Maps, Local Ads, and consumer health generative AI products across the company including Gemini/Bard and Search Generative Experience among others. I am directly responsible for prioritization, strategy development and execution for our health-focused product roadmaps, resource management, and for guiding product development and launches globally.

As the Medical Informatics Director of Digital Health Innovation and Patient Engagement at UNC Health, I led the creation of new system governance for patient engagement across clinical, operational, administrative, and IT leaders and the development and execution of strategy across the portfolio of IT solutions. Prior to this strategic repositioning, the organization had siloed approaches to patient engagement, which led to fragmented patient experience across service lines. Bringing together key stakeholders across functions created infrastructure to provide timely input for decision making, ensuring the right parties were informed for operational implementation, and drove portal activations up from <15% to over 60% over 1.5 years. I was also responsible for leading the patient-reported outcomes initiative across the health system and developing our roadmap for technology evaluation and implementation across service lines. Additionally, I was engaged in strategic planning and business development for revenue cycle, innovation, research informatics, virtual care. I also led the strategy to implement FHIR-based APIs, which led to the collaboration with Apple Health for the beta launch of Health Records and enabled both clinical and research infrastructure.

As Medical Director of Population Health Informatics for UNC Health Alliance (UNC Health's clinically integrated network and ACO), I was involved in strategic and tactical planning and implementation and execution of strategies, including the development of an evaluation service within the population health analytics team. I was directly responsible for creating the strategy for informatics solutions to enable value-based efforts and translating the strategy into operational tactics and for tactical approaches to meet payor-based quality metrics.

As the Associate Director for the UNC School of Medicine Program on Health & Clinical Informatics, where I was responsible for developing and executing strategy for research informatics across the medical school and partnerships with health affairs schools and university. This strategy roadmap included creating and accrediting a new clinical informatics subspecialty fellowship program, which I founded and accredited with commendation for no citations on initial accreditation. I served as the founding Program Director for the UNC Clinical Informatics Fellowship.

I also was a federally funded physician scientist and tenured faculty leading several teams to conduct research and have extensive expertise in developing and setting strategy for my research portfolio which has included cross-institutional and multi-disciplinary team science.

Please describe your experience and accomplishments in informatics

My experience in informatics spans research, education, and industry and reflects my track record for the pursuit of excellence. As an AMIA member, I have strived to help make AMIA a place where everyone belongs and an organization that can sustain its excellence beyond my generation. I have provided a selected list of honors/awards below that demonstrate my reputation for excellence throughout my career.

Prior to my role at Google, I was a tenured Associate Professor of Medicine and Pediatrics at the UNC School of Medicine, led the UNC Program on Health and Clinical Informatics, and was the founding director of the UNC Clinical Informatics Fellowship Program. I was continually funded through federally funded grants and mentoring our next generation of scientists and held leadership positions in graduate medication education and the health system.

Selected List of Honors and Awards

- 2023 American Medical Womens Association (AMWA) Exceptional Mentor Award
- 2019 Fellow of the American Medical Informatics Association
- 2016 Fierce HealthITs Most Influential Women in Health IT
- 2013 AMIA Distinguished Poster Awardee
- IEEE VIS Best Paper Award
- Office of the National Coordinator for Health Information Technology (ONC) Scholarship
- Academic Pediatric Association Young Investigator Award, 1 of 4 national awardees
- National Clinical Translational Science Award (CTSA) Consortium Child Health Research Fellow Award, recognizes promising translational pediatric research conducted by a trainee
- National Med-Peds Residents Association (NMPRA) Faculty Award, presented to a med-peds faculty member who has made significant national contributions to advance the specialty of med-peds and NMPRA's mission
- NIH Loan Repayment Award (4 consecutive awards)
- UNC Med-Peds Residency Program Faculty of the Year Award (2016, 2014)
- Dr. James Woods Jr. Faculty Award, presented to one early career junior faculty member at the UNC School of Medicine for their promise as a physician scientist
- UNC School of Medicine Jefferson-Pilot Award presented to one early career junior faculty member at the UNC School of Medicine for their promise as a physician scientist
- National Health Services Corps Americas Health Care Heroes Appreciation Award
- Samuel Brody Scholarship (four-year merit-based scholarship) to the Brody School of Medicine
- NC Albert Schweitzer Fellow
- Delta Omega, National Honorary Public Health Society

Participation in Other Organizations

- CHAI

-HIMSS

-World Health Organization

-Served on the Board of Directors (2 terms) for North Carolina Healthcare Information & Communications Alliance

-Inaugural member of the NIH All of Us Research Program IRB from 2016-2021 providing expertise in CRI, digital health, and interoperability

-NIH National Institute on Drug Abuse Steering Committee for Clinical Trials Network Project 0081 (Emergency Medicine Opioid Data Infrastructure: Key Venue to Address Opioid Morbidity and Mortality)

-Substance Abuse and Mental Health Services Administration (SAMHSA)-funded Screening, Brief Intervention, and Referral to Treatment for Eating Disorders Steering Committee

-NIH National Cancer Institute consultant for the refinement of the Patient-Reported Outcomes version of the CTCAE software system

-PCORI and International Society for Quality of Life Research Workgroup to develop the Users Guide for Integrating Patient-Reported Outcomes in EHRs

-IEEE/ACM Conference on Connected Health Technical Programming Committee

-Wireless Health Conference Program Committee (2015, 2016)

-Pervasive Health 2020 Scientific Programming Committee

-Faculty Advisor for the National Med-Peds Residents Association (NMPRA) since 2009, which supports the advancement of med-peds as a specialty and founded and lead the review process for the annual NMPRA research grant.

-UNC School of Information & Library Science Administrative Board (appointed by Chancellor)

-Founder and Faculty Advisor for two UNC School of Medicine med student interest groups (Med-Peds & Clinical Informatics) to further the pipeline for medical students to be informed about these subspecialties

Share any unique skills or perspective you bring to this role

I am deeply committed to advancing diversity, equity, and inclusion within AMIA and the broader informatics field. My passion for fostering the next generation of diverse informatics leaders is evident in my professional activities such as:

-Founding Co-Chair of the DEI Subcommittee and Founder of DEI-ME: My leadership in establishing and sustaining these initiatives demonstrates my dedication to creating a more inclusive environment for underrepresented groups within AMIA.

-Women in AMIA (WIA): As a co-host of the highly successful W.I.N.E event, participation in the Leadership and Awards subcommittee, panelist for career development workshops for WIA, and board liaison, I have consistently advocated for the advancement and recognition of women in informatics.

-Championing Diversity in the Clinical Informatics Subspecialty: My research on gender representation in AMIA, mentorship of women in the field, and active involvement in initiatives aimed at attracting and retaining diverse talent in clinical informatics. As one of the first founding women program directors of a clinical informatics fellowship, the lack of women and minority applicants was striking and motivated my work towards building a stronger pipeline for both women and minorities. One of the first steps was to better understand what gaps exist in our field and specifically in clinical informatics as a subspecialty. I mentored a health informatics doctoral student (also a woman) to examine gender representation in AMIA, which was published in JAMIA and highlighted the lack of representation particularly among clinical informatics subspecialty fellowship program directors.

-Leadership in Health Equity Initiatives: As an executive sponsor and informatics lead for multiple health equity projects at UNC Health, I have leveraged technology to address disparities and improve access to care for marginalized populations, particularly during the COVID-19 pandemic.

I believe my unique blend of experiences in DEI advocacy, mentorship, research, operational clinical informatics, and industry as well as a physician scientist and clinical leader allows me to better represent our memberships needs within AMIA which could enrich representation on the Board.

Please describe your teamwork experience and skills

Throughout my career, I've always thrived in collaborative environments, and value the power of teamwork to achieve shared goals. The Board functions as a collective entity in service of our members, and I am highly committed to fostering an atmosphere of respect, open communication, and constructive dialogue.

My experience includes working in a range of diverse settings (research, academic/education, health system operations, community, and global corporations) collaborating with both large and small teams towards developing strategy, execution, and engaging multiple stakeholder groups to enable organizational excellence. This includes the ability to not only lead but to also support other leaders towards our collective purpose. I have also successfully navigated challenging situations on teams and for organizations where there has been group decision-making authority. I will also bring expertise in conflict resolution, negotiation, lean six sigma/quality improvement, and communications to my work as a Board Director.

My leadership and professional experiences have honed my ability to:

-Actively listen: I believe in the importance of hearing all perspectives before making informed decisions.

- Build consensus: find common ground and work towards solutions that benefit the organization.
- Navigate conflict: a focus on finding productive resolutions and building consensus overall.
- Respect diverse viewpoints: diverse backgrounds and experiences enrich the decision-making process.

I have a strong understanding of fiduciary duties as I have already served one term on the board and experience managing large scale budgets. I am also highly committed to the highest standards of loyalty, care, and obedience in my service on the Board, which means acting in the best interests of our organization and exercising due diligence.

I am excited to contribute my collaborative skills to serve AMIA through a 2nd term on the Board and am deeply committed towards ensuring the success of AMIA as an organization.

AMIA Engagement and Participation

AMIA member – 11-15 years

I have been a member of AMIA since 2012 (11+ years) and currently serve on the AMIA Board of Directors (1st term) and applying to serve AMIA members in a 2nd term. Ever since I joined, I have considered AMIA my primary professional home.

As a member, I have presented my research and hosting workshops since I first joined, and I have regularly served as a reviewer for the Annual Symposium, CIC, and the Informatics Summit. I have also been a reviewer for AMIA journals.

In addition to my work on the AMIA Board, my engagement in AMIA over the years has been in several areas: AMIA DEI, Women in AMIA, Community of CI Program Directors (CIPD), PINA, Clinical Informatics Community of Practice, Consumer and Pervasive Health Working Group, and Visual Analytics Workgroup.

I have had the privilege of serving as Vice Chair for the Scientific Programming Committee for the 2023 Annual Symposium and have served on multiple Scientific Programming Committees for several AMIA conferences over the years (CIC 2021, Informatics Summit 2020 Implementation Track, 2017 Joint Translational Summit CRI Track, etc.).

AMIA DEI Committee activities and career development for members are also key areas of engagement. I served as the founding co-chair of the AMIA DEI Subcommittee on Retention and Advancement and established the subcommittee's structure and strategic roadmap. I also founded the first AMIA DEI-focused career mentoring event (DEI-ME), and as chair, currently lead efforts to grow the event at AMIA Annual Symposium 2024 and the expansion of DEI-ME events to other AMIA events and virtual mentoring in 2025.

In 2019, I also had the honor of becoming a Fellow of AMIA (FAMIA).

Areas of Expertise

Analytics; Clinical Care; Clinical Decision Support; Clinical Research; Clinical Workflow; Consumer Health; Data Science; Disease Management; Education; Electronic Health Records; Epidemiology; Evaluation; Health Equity; Health Information Technology; Health Services Research; Human Computer Interaction; Implementation; Internal Medicine; Medicine; Mobile Health; Outcomes Research; Patient Centered Care; Preventative Medicine; Primary Care; Public/Population Health; Qualitative Research; Quality Improvement; Research; Telehealth; Visual Analytics