



James Hereford, M.S.

Panelist at PQC Summit on Cost and Quality:

Confronting the Chronic Care Challenge

Washington, D.C. • March 19, 2008

James Hereford is executive vice president of Strategic Services and Quality at Group Health. His responsibilities include strategic oversight of technology, quality, and human resources to support operational and clinical improvements. He has been with Group Health since 1992, and served as executive director of informatics and executive director of customer services prior to assuming his current position in 2005. Mr. Hereford is a faculty member at the University of Washington, where he teaches operations management in the Masters of Health Administration program. He serves as chair of the Washington State Health Care Authority Health Information Infrastructure Advisory Board, commissioned to create a statewide clinical data sharing infrastructure, and serves on the board of OneHealthPort, a shared security service.