

## Christie A. Cline, MD, MBA



**Background:** Dr. Christie Cline is founder and President of ZiaPartners, Inc. in Arizona. She is a Board-Certified Psychiatrist and also has a Masters in Business Administration from Georgetown University in Washington, DC, and graduated with

distinction with a focus in organizational development and strategic planning.

Dr. Cline is the former Medical Director for the Behavioral Health Services Division of the New Mexico Department of Health and served as the medical/psychiatric lead for the indigent safety net system for seriously mentally people, the homeless, and victims of acute trauma, and for the public substance treatment system for the state between 1999 and 2003. One of her roles was to represent the system in the death reviews for “special populations”, which included individuals with ID/DD, majority of whom

had experiences of trauma, as well as co-occurring behavioral health conditions. She developed a systemic quality improvement framework with the outcome of reducing the death rate for individuals with complex needs. She was active in helping New Mexico meet the terms of the Jackson consent decree for ID/DD populations, and to address significant deficits in the capacity of community providers to respond appropriately to the severity of their needs. Since 2002, she has worked as a consultant to state, regional, county, and provider systems in the US, Canada, Australia and elsewhere to help those systems improve welcoming, hopeful, integrated services to complex populations within available resources.

### What Dr. Cline brings to the team

- Clinical leadership experience at the state level
- Deep integrated system policy experience and knowledge
- Experience in strategic planning within state and local systems
- Successful implementation of strategic improvement of provider performance and client outcomes statewide
- Implementation of large system data driven quality improvement for complex populations to achieve better results.

### Education, professional licenses, certifications, and memberships

Institution	Degree
Georgetown University	MBA
Virginia Commonwealth University, School of Medicine	MD, Psychiatry

### Projects and accomplishments (select examples only)

- **System Transformation.** As President of ZiaPartners, Dr. Cline has worked as a team with Dr. Minkoff in the process of dozens of strategic system transformation projects for individuals and families with co-occurring issues and other complex needs in over 40 states and 7 Canadian provinces, and both nationally and locally in Australia. Dr. Cline and Dr. Minkoff are the leading experts on the implementation of the Comprehensive Continuous Integrated Systems of Care Model (CCISC) in adult and child and adolescent systems of care. These projects have involved working in all types of systems and service settings with extraordinarily diverse populations, ranging from rural areas with significant Native American populations (e.g., New Mexico, Alaska, and Montana), complex urban areas with severely impoverished inner-city populations (e.g., District of Columbia, Miami, Detroit, and

San Francisco), as well as areas like Vancouver Island, British Columbia, that have North America's most highly diverse foreign-born populations. One current project is the regional integrated system project in Mid-Hudson Region of NY. The projects work with populations representing all types of complexity, including individuals (and families) struggling with serious mental illness, substance use disorders, and/or intellectual/developmental disabilities, neurodiversity, and brain injuries of all types, along with complex health and human services challenges.

- **Director of Collaborative Impact – Meadows MH Policy Institute (2013-2019).** As one of the members of the consulting team responsible for helping to design and launch MMHPI in 2013, Dr. Cline maintained an ongoing role as a consulting partner for six years following the launch. Her specialization is in working with state and community collaborations to design collaborative impact quality improvement approaches to address the needs of challenging populations within limited resources. She participated in local system assessments as part of state level strategic planning for MMHPI, and helped local systems create BH Leadership Teams that could strategically plan to address local priorities across multiple partners.
- **Medical Director for the Single State Authority.** Dr. Cline had responsibility for planning, management, and coordination of all activities (both within the Department of Health and collaboratively with other state agencies) regarding development and evaluation of behavioral health policy and strategic implementation of best practices for both hospital and community-based services statewide. She was responsible for establishing medical oversight of quality improvement, standards of care, best practice development, and interagency collaboration for complex populations throughout the entire integrated behavioral health system of New Mexico, including consent decree clinical oversight.