



2019 Annual Conference
The Resilient Health Center
Wednesday October 2 – Friday October 4, 2019

Wednesday October 2, 2019

- 8:00 am: Registration Begins (*open until 5 p.m. for those who want to skip the line on Thursday*)
- 9:00 am – 3:00 pm: All Pre-Conference Boot Camps
- 5:00 pm – 7:00 pm: Welcome Reception & Bingo Bash (*Don't miss out! Enjoy dinner, bingo, prizes, and FUN!*)

Boot Camps

- **Leadership Boot Camp: The Employee Investment and Leading Change**

Presenter: Jackie Gaines, StuderGroup

Intended Audience: Executive Leadership, Human Resources, Managers

Part One: The Employee Investment

Leaders in healthcare have a competitive advantage - we have the most talented, passionate people in any industry. Yet, despite decades of focus on performance improvement, our results lag behind our ambitions. In this session, you'll learn the why, what and how of engaging people as a core competency necessary to achieve your mission.

Learning Objectives:

- Understand why Engagement matters and how it can positively or negatively affect organizational performance
- Recognize the difference between Satisfaction and Engagement
- Utilize Standards of Behavior to create an engaged workforce
- Review The Engagement Model that begins with engaged leadership
- Learn strategies to increase engagement and how to apply them in a multigenerational workforce – Rounding on Direct Reports, Reward and Recognition, Communication, etc.

Part Two: Leading Change

Transformative strategies that respond to the dynamic nature of today's healthcare environment can contradict traditional leadership thinking and practices, causing typically successful Leaders to struggle – or even fail in the new environment. Learn practices and principles that promote accelerated performance and reliable achievement.

Learning Objectives:

- Discuss the impact of change in healthcare today
- Offer practical tips for leaders to manage through change
- Identify the eight sequential steps in managing change
- Review the importance of self-reflection as a critical element of leadership success

- **Health Center Excellence Boot Camp: Foundations of FQHC Program Excellence**

Presenters: Kyle Vath, Burt Waller, Juanita Burnam, Cassandra McNulty

Intended Audience: New staff to the health center or staff who have never received training on the FQHC program from roles including Executive, Clinical, Quality and Credentialing/Privileging, Operations, Board Members, and other staff assisting with adherence to the HRSA Health Center Program elements.

Description: Do you ever wonder why your health center has to have a quality improvement program? Why there are expectations for productivity and patient numbers? Or what's behind your sliding fee discount scale? For new and existing health center staff with questions about the Health Center Program, this full-day boot camp was designed as a foundational training to equip attendees with the building blocks required for learning and understanding the HRSA Health Center Program, its intention and requirements. Attendees will learn the Health Center Program history at the national and state level, typical FQHC terminology, the Health Center Program structure, and the statutes and regulations that govern the health center program. Additionally, the speakers will specifically cover the health center program elements from their financial, governance/administrative, and clinical expertise. After this boot camp, attendees will be able to generally understand the Health Center Program and contribute to the operational excellence and resiliency of their health center.

- **CQCH Boot Camp: Lean Healthcare Advanced Training**

Presenter: Richard Tucker, Vizient

Intended Audience: For CQCH Members who attended the August 2019 Lean Healthcare Training

The Advanced training builds upon the foundation of interdisciplinary cooperation developed during the week-long Lean Healthcare Certificate training at TPCA in August. This hands-on training will focus on building the teamwork and coaching skills necessary to facilitate Lean initiatives with health center teams. Participants will share their current Lean projects and coach one another to practice new skills and gather valuable peer feedback.

- **Health Center Board Member Boot Camp**

Presenters: Terri Sabella and TPCA Staff

Intended Audience: Health Center Board Members, Executive Leadership

Topics include: a brief history of the Health Center Program; health center board member roles and responsibilities; community health center board members as advocates; a board member's guide to clinical quality, health center finance and value-based care; a conversation with board members about how to best serve your community health center.

Thursday, October 3, 2019

- 8:00 am: Registration Begins
- 9:00 am – 4:00 pm: Conference General Session and Workshops
- 12:00 pm – 1:00 pm (Lunch): Awards of Excellence Lunch and Ceremony

General Session

Keynote: Own Your Own Resilience

Presenter: Kris Ann Piazza, StuderGroup

Workshops

Strategic Leadership Track

- **Leading a Culture of High Performance**

Presenter: Jackie Gaines, StuderGroup

Thursday, October 3, 2019 – 10:30 a.m. – 11:45 a.m.

Intended Audience: Executive Leadership, Managers

Description: Health centers that can translate their strategic plan into measurable performance expectations set a solid foundation for resiliency, rooted in their mission. Accountability begins with the leadership team, rewarding for outcomes, not activity, and leaders cascade that accountability by role modeling the desired behaviors and rewarding and coaching their teams to higher levels of performance.

- **We're Stronger Together – Collective Impact as Leverage with Payors**

Presenter: Aaron Todd, MPP, Chief Strategy Officer, Iowa Primary Care Association

Thursday, October 3, 2019 – 1 p.m. – 2:15 p.m.

Intended Audience: Executive Leadership, Board Members, Managers

Description: The health care market is increasingly becoming more competitive; health centers need to be able to show their collective impact to gain leverage with payers. In this session attendees will learn how health centers in another state harnessed their collective impact to successfully negotiate with Managed Care Organizations and Medicaid. Attendees will also learn how this state is approaching payment models that support health center care models and capacity building for a clinically integrated network.

- **Dealing with Difficult Behavior**

Presenter: Jim Henderson, Jim Henderson Consulting

Thursday, October 3, 2019 – 2:45 p.m. – 4 p.m.

Intended Audience: Executive Leadership, Managers

Description:

- Overview of behavior styles
- Leveraging style knowledge as a tool for understanding behavior
- Understanding the issues behind difficult behavior
- Dealing with the issues and the behavior
- Develop an action plan for your “behavior problems”

Financial Resilience Track

- **Evaluating Fraud Risks and Improving Internal Controls**

Presenter: Catherine Gilpin, Senior Managing Consultant, BKD CPAs & Advisors

Thursday, October 3, 2019 – 10:30 a.m. – 11:45 a.m.

Intended Audience: Executive Leadership, Finance staff, Board Members, Grants Management Staff

Description: This session will discuss practices to evaluate fraud risks and identify key areas in which the greatest threat or risk of inaccuracies or loss exist. Internal control activities are the policies and procedures as well as the daily activities that occur within an internal control system. Health center staff will learn to perform periodic assessments that assure internal control activities have not become obsolete or lost due to turnover or other factors and ensure controls remain sufficient for the current state of risks

- **Benchmarking and Analyzing Costs for Improved Outcomes**

Presenter: Catherine Gilpin, Senior Managing Consultant, BKD CPAs & Advisors

Thursday, October 3, 2019 – 1 p.m. – 2:15 p.m.

Intended Audience: Executive Leadership, Finance Staff, Board Members

Description: Applying benchmarking tools helps leaders more effectively analyze performance, understand key drivers, and incorporate operational insights to position the health center for financial sustainability and continued success. Health center financial staff will review internal processes of reporting data within a comparative context, allowing staff to better analyze revenues and expenses to make improved financial management decisions accordingly.

- **Program Income, Allowable Cost & Procurement in Community Health Centers**

Presenter: Catherine Gilpin, Senior Managing Consultant, BKD CPAs & Advisors

Thursday, October 3, 2019 – 2:45 p.m. – 4 p.m.

Intended Audience: Executive Leadership, Finance Staff, Grants Management Staff

Description: In community health centers, program income is treated very differently from the grant dollars received from federal government. The CHC program has a program income exception, and during this session we will discuss what this means for your health center. There are two aspects of the program income exception (cost principles/procurement/property standards and excess program income) and we will discuss all of these topics. We will also review procurement standards (changes effective for all health centers in 2018) and discuss policy development for grant-funded procurements dollars and program income.

Operational Excellence Track

- **Operationalizing Integrated Care**

Presenter: April Lewis, Director, Health Center Operations and HR Training, NACHC

Thursday, October 3, 2019 – 10:30 a.m. – 11:45 a.m.

Intended Audience: Executive Leadership, Operations, Clinical

Description: Integrated care models have been promoted as best practice, but how do you apply the concept and information about integrated care and transform it effectively into practice? This session will address the practical elements of bringing integrated care to reality in your health center by addressing topics such as workflows, scheduling, internal processes and more!

Operational Excellence Track (continued)

- **Best Practices for Writing MOUs and Contracts**

Presenter: Jenn Genua, Genua Consulting, LLC

Thursday, October 3, 2019 – 1 p.m. – 2:15 p.m.

Intended Audience: Executive Leadership, Operations, Administration, Grants Management, Compliance

Description: This 75-minute session will include robust information to ensure health centers meet all regulations and program requirements in the MOUs and Contracts they execute while also protecting the health center from risk. Though this session is not intended to provide legal advice, the speaker will use presentation information, meaningful resources, and hands on case studies to engage attendees.

- **Best Practices for Writing and Maintaining Policies and Procedures**

Presenter: Jenn Genua, Genua Consulting, LLC

Thursday, October 3, 2019 – 2:45 p.m. – 4 p.m.

Intended Audience: Executive Leadership, Operations, Administration, Human Resources, Grants Management, Compliance

Description: This 75-minute session will provide health centers with the tools they need to assess their current policies and procedures, identify gaps based on best practices, program requirements and regulations, and write effective policies and procedures. With best practices and program guidance rooted in operational excellence, this session will use presentation information, meaningful resources, and hands on case studies to engage attendees.

Clinical & Care Innovations Track

- **Interoperability and the Provider Experience**

Presenter: Dr. Sarah B. Chouinard, Chief Medical Officer of Community Care of West Virginia

Thursday, October 3, 2019 – 10:30 a.m. – 11:45 a.m.

Intended Audience: Executive Leadership, Medical Providers/Directors, Information Technology, and other health center leaders

Description: Sarah B. Chouinard, MD, will draw from her 16 years of experience as the Medical Director of the Community Care of West Virginia, a rural Federally Qualified Health Center (FQHC), to share insights and lessons learned to improve provider experience and interoperability. Dr. Chouinard co-created a specialty integrated pain management program that has successfully addressed the clinical burnout experienced by primary care providers due to the opioid crisis. She also serves as an Executive Member of the Board of Directors for the West Virginia Health Information Network, West Virginia's Health Information Exchange (HIE) agency and as a Member of the National Faculty for the Center for Medicaid & Medicare Service's Transforming Clinical Practice Initiative, where she serves as a faculty co-chair working on health system transformation and value-based care.

- **Chronic Pain Management and the Opioid Epidemic**

Presenter: Dr. Edward Capparelli, Mountain People's Health Councils

Thursday, October 3, 2019 – 1 p.m. – 2:15 p.m.

Intended Audience: Executive Leadership, Providers and Other Clinicians, Medical Directors, and other health center leaders

Description: The talk will begin with a history of opioid use in the USA going back to the Civil War followed by a review of the recent pain guidelines (Tennessee Pain Guidelines 2014, CDC Recommendations 2016, and Tennessee acute pain law from 2018). We will then discuss options for chronic pain management including medications and other modalities such as physical therapy, cognitive behavioral therapy, and other options such as neuromodulators, acupuncture, nerve blocks, etc.). We will conclude with a discussion of opioid addictions, overdose deaths, and medication assisted treatment (M.A.T.) options.

Clinical & Care Innovations Track (continued)

- **Social Determinants of Health Policy and Practice: the Iowa Experience**

Presenter: Sarah Dixon, MPA, Senior Director, Iowa Primary Care Association

Thursday, October 3, 2019 – 2:45 p.m. – 4 p.m.

Intended Audience: Executive Leadership, Providers and Other Clinical Staff, Medical Directors, Information Technology, and other health center leaders

Description: Social determinants of health (SDOH) continues to gain recognition and emphasis across the health system and underscores the impact our environment and living experiences impact our health and quality of life. With the broader interest comes the need to systematically document SDOH among the people you are serving. This workshop gives attendees the opportunity to learn how the Iowa Primary Care Association worked with health centers to expand their work by capturing the social determinants affecting patients through a patient survey tool, Protocol for Responding to and Assessing Patients' Assets, Risks, and Experiences (PRAPARE).

Friday, October 4, 2019

- **7:30 am – 9:30 am: Networking Breakfasts**

The networking breakfasts are an opportunity for health center staff to network and connect with colleagues over breakfast.

- **CEO Networking Breakfast**

Special guest Michaela Keller, Manager, Federal Affairs at National Association of Community Health Centers (NACHC).

- **CFO Networking Breakfast**

Special guests Glenn Grigsby and Catherine Gilpin from BKD.

- **COO Networking Breakfast**

Special guest April Lewis Director, Health Center Operations and HR Training at National Association of Community Health Centers (NACHC).

- **Medical & Clinical Leadership Networking Breakfast**

Special guest Dr. Judith Steinberg, Chief Medical Officer at Health Resources & Services Administration (HRSA).

- 9:30 am – 10:00 am: Exhibitor Extravaganza

- 10:00 am – 12:00 pm: Conference General Session (10 a.m. – 12 p.m.)

- 12:00 pm – 3:00 pm: Oral Health Boot Camp: Integrating Oral Health into Primary Care

Presenter: Candace Owen, Education Director, National Network of Oral Health Access

General Sessions

NACHC Legislative Update Presenter: Michaela Keller, Manager, Federal Affairs, National Association of Community Health Centers

HRSA Priorities Update Presenter: Dr. Judith Steinberg, Chief Medical Officer, HRSA

Keynote Presenter: Terri Sabella, Chief Executive Officer, Tennessee Primary Care Association

Revised September 11, 2019