



CONFERENCE AGENDA

TENNESSEE PRIMARY CARE ASSOCIATION'S 2020 VIRTUAL CONFERENCE

Strengthening Patient Care Through Innovation

SEPTEMBER 30 - OCTOBER 2, 2020

CONFERENCE AGENDA & REGISTRATION

[VISIT OUR WEBSITE TO REGISTER TODAY!](#)

Questions?

Please contact Sarah Hill at 615.425.5853 or sarah.hill@tnpca.org

TPCA 2020 VIRTUAL CONFERENCE

Here's what's new for 2020!

Priority Areas:

Sessions will fall into one of these categories:

- **Multi-disciplinary Teams for Innovative Care**
- **Emergency Preparedness & Response**
- **Painting the Picture (General Sessions)**
- **Networking Sessions**
- **Patient Engagement**

[View the conference agenda by Priority Areas>>](#)

Virtual Means More Health Center Staff can Attend!

Staff that would benefit from the conference content include:

- **CEO**
- **CFO**
- **COO**
- **CMO**
- **Medical Leadership**
- **CIO and IT**
- **Operations**
(Site Manager, Supervisor, etc.)
- **Clinical Staff**
(MD, DO, NP, PA, RN, LPN,
MA, BH/SUD, etc.)
- **Care Coordinators**
- **Case Managers**
- **Front Desk, Schedulers,
& Referral Management**
- **EMP personnel**
- **Oral Health**
- **Outreach, Navigators,
& Community Health Workers**
- **Quality Improvement**
- **Pharmacists**

[View the conference agenda by Audience>>](#)

TPCA 2020 VIRTUAL CONFERENCE

AGENDA BY PRIORITY AREAS

Painting the Picture (General Sessions)

1. FQHC Legacy & Future
2. Using a Health Equity Lens
3. Team-Based Care-a Critical element in Innovative Care (VBC)
4. Patient Engagement

Multi-Disciplinary Teams for Innovative Care

1. Provider Burden: What does it tell us about the delivery of care?
2. Building Your Dream Team
3. Improving Patient Experience: Providing good customer services
4. Building Trust Within Teams
5. Technology & Data: Supporting the work of the team
6. Role of Finance & Operations: Implementing, monitoring, & evaluating effective teams

Emergency Preparedness & Response

1. Emergency Planning 101
2. Facilitated COVID-19 Debrief
3. Overview of CMS/HRSA Requirements

Patient Engagement

1. Customer Services & Patient Experience
2. Technology & Data for Patient Engagement
3. Role of Finance & Operations: Implementing & evaluating the effectiveness of patient engagement

Networking Sessions

1. Leadership Networking
2. Finance Networking
3. Medical Leadership Networking
4. IT Networking
5. Clinical Staff Networking
6. QI Networking
7. Provider Networking

TPCA 2020 VIRTUAL CONFERENCE

AGENDA BY AUDIENCE

CEO

- Leadership Networking
- FQHC Legacy & Future
- Provider Burden: What does it tell us about the delivery of care?
- Using a Health Equity Lens
- Emergency Planning 101
- Facilitated COVID-19 Debrief
- Team-Based Care: a Critical Element in Innovative Care
- Building Your Dream Team
- Role of Finance & Operations: Implementing, monitoring, & evaluating effective teams
- Emergency Preparedness: Overview of CMS/HRSA Requirements
- Patient Engagement

CFO

- Finance Networking
- FQHC Legacy & Future
- Using a Health Equity Lens
- Emergency Planning 101
- Facilitated COVID-19 Debrief
- Team-Based Care: a Critical Element in Innovative Care
- Role of Finance & Operations: Implementing, monitoring, & evaluating effective teams
- Emergency Preparedness: Overview of CMS/HRSA Requirements
- Patient Engagement
- Role of Finance & Operations: Implementing & evaluating the effectiveness of patient engagement

COO

- Leadership Networking
- FQHC Legacy & Future
- Provider burden: What does it tell us about the delivery of care?
- Using a Health Equity Lens
- Emergency Planning 101
- Facilitated COVID-19 Debrief
- Team-Based Care: a Critical Element in Innovative Care
- Building Your Dream Team
- Role of Finance & Operations: Implementing, monitoring, & evaluating effective teams
- Emergency Preparedness: Overview of CMS/HRSA Requirements
- Patient Engagement
- Role of Finance & Operations: Implementing & evaluating the effectiveness of patient engagement

CMO, Medical Leadership

- Medical Leadership Networking
- FQHC Legacy & Future
- Provider Burden: What does it tell us about the delivery of care?
- Using a Health Equity Lens
- Facilitated COVID-19 Debrief
- Team-Based Care: a Critical Element in Innovative Care
- Building Your Dream Team
- Building Trust Within Teams
- Emergency Preparedness: Overview of CMS/HRSA Requirements
- Patient Engagement

CIO and IT

- IT Networking
- FQHC Legacy & Future
- Provider Burden: What does it tell us about the delivery of care?
- Using a Health Equity Lens
- Team-Based Care: a Critical Element in Innovative Care
- Tech & Data: Supporting the work of the team
- Tech & Data for Patient Engagement
- Patient Engagement

Operations

Site Manager, Supervisor, etc.

- FQHC Legacy & Future
- Provider Burden: What does it tell us about the delivery of care?
- Using a Health Equity Lens
- Team-Based Care: a Critical Element in Innovative Care
- Improving Patient Experience: Providing good customer services
- Role of Finance & Operations: Implementing, monitoring, & evaluating effective teams
- Customer services and patient experience
- Patient Engagement

TPCA 2020 VIRTUAL CONFERENCE

AGENDA BY AUDIENCE

Clinical Staff

MD, DO, NP, PA, RN, LPN, MA, BH/SUD, etc.

- Provider Networking
- Other Clinical Staff Networking
- FQHC Legacy & Future
- Provider Burden: What does it tell us about the delivery of care?
- Using a Health Equity Lens
- Emergency Planning 101
- Team-Based Care: a Critical Element in Innovative Care
- Customer services and patient experience
- Patient Engagement

Care Coordinators

- Clinical Staff Networking
- FQHC Legacy & Future
- Using a Health Equity Lens
- Team-Based Care: a Critical Element in Innovative Care
- Customer services and patient experience
- Patient Engagement

Case Managers

- Clinical Staff Networking
- FQHC Legacy & Future
- Using a Health Equity Lens
- Team-Based Care: a Critical Element in Innovative Care
- Customer Services and Patient Experience
- Patient Engagement

Front desk, Schedulers, & Referral Management

- FQHC Legacy & Future
- Using a Health Equity Lens
- Team-Based Care: a Critical Element in Innovative Care
- Creating Your Dream Team: Improving patient experience through providing good customer services
- Customer Services and Patient Experience
- Patient Engagement

EMP Personnel

- FQHC Legacy & Future
- Using a Health Equity Lens
- Emergency Planning 101
- Facilitated COVID-19 Debrief
- Team-Based Care: a Critical Element in Innovative Care
- Emergency Preparedness: Overview of CMS/HRSA Requirements
- Patient Engagement

Oral Health

- Medical Leadership Networking
- FQHC Legacy & Future
- Using a Health Equity Lens
- Team-Based Care: a Critical Element in Innovative Care
- Patient Engagement

Outreach, Navigators, & CHWs

Clinical Staff Networking

- FQHC Legacy & Future
- Using a Health Equity Lens
- Team-Based Care: a Critical Element in Innovative Care
- Improving Patient Experience: Providing good customer services
- Customer Services and Patient Experience
- Patient Engagement

Quality Improvement

- QI Networking
- FQHC Legacy & Future
- Provider Burden: What does it tell us about the delivery of care?
- Using a Health Equity Lens
- Team-Based Care: a Critical Element in Innovative Care
- Tech & Data: Supporting the work of the team
- Tech & Data for Patient Engagement
- Patient Engagement

Pharmacists

- Medical Leadership Networking
- FQHC Legacy & Future
- Using a Health Equity Lens
- Team-Based Care: a Critical Element in Innovative Care
- Patient Engagement

2020 CONFERENCE AGENDA

DAY 1

Tentative Scheduling: 9AM-2PM Central

**WEDNESDAY,
SEPTEMBER 30**

■ **FQHC LEGACY & FUTURE**

Speaker(s) will discuss how the history and mission and critical factors that define community health centers, influence the work, drive innovation and distinguish community health centers from other primary care providers. Session will conclude with HRSA's vision for community health centers.

Who might benefit from this session?

Care Coordinators; Case Managers; CEO; CFO; CIO and IT; Front desk, schedulers, & referral management; EMP personnel; COO; Clinical Staff (NP, PA, RN, LPN, MA, BH/SUD); Medical Leadership; Oral Health; Operations (site manager, supervisor, etc.); Outreach, Navigators, & CHWs; Schedulers; Quality Improvement; Pharmacists

■ **PROVIDER BURDEN:**

What does it tell us about the delivery of care?

What does the survey data tell us about providers in TN? Review TPCA's support model through the Center for Quality in Community Health (CQCH). Learn how improved HIT and clinical workflow alignment can reduce provider burden, improve care team satisfaction, and improve health outcomes. The importance of clinical informatics in reducing provider burden will also be discussed.

Who might benefit from this session?

Medical Leadership; Quality Improvement; Clinical Staff (NP, PA, RN, LPN, MA, BH/SUD); CEO; COO; CIO and IT; Operations (site manager, supervisor, etc.)

2020 CONFERENCE AGENDA

DAY 1 CONTINUED

Tentative Scheduling: 9AM-2PM Central

**WEDNESDAY,
SEPTEMBER 30**

■ USING A HEALTH EQUITY LENS

The session will address the role of health centers in reducing health disparities and the social determinants of health that negatively affect marginalized populations. The session will also address how using public health strategies in primary care can reduce health disparities and improve health outcomes.

Who might benefit from this session?

Care Coordinators; Case Managers; CEO; CFO; CIO and IT; Front desk, schedulers, & referral management; EMP personnel; COO; Clinical Staff (NP, PA, RN, LPN, MA, BH/SUD); Medical Leadership; Oral Health; Operations (site manager, supervisor, etc.); Outreach, Navigators, & CHWs; Schedulers; Quality Improvement; Pharmacists

■ EMERGENCY PLANNING 101

This session will provide an introduction to emergency planning including understanding emergency planning, why it is important, what is required, and best practices. This session is a preview of information that will be discussed in-depth during the follow-up Disaster Preparedness Boot camp for CHCs.

Who might benefit from this session?

CEO; CFO; COO; EMP personnel; Clinical Staff (NP, PA, RN, LPN, MA, BH/SUD)

2020 CONFERENCE AGENDA

DAY 2

Tentative Scheduling: 9AM-2PM Central

**THURSDAY,
OCTOBER 1**

■ **FACILITATED COVID-19 DEBRIEF**

Americares, a leading organization on disaster preparedness and relief, will facilitate a debrief with Tennessee health centers and their response to COVID-19. During the session participants will discuss challenges as well as successes.

Who might benefit from this session?

CEO; CFO; COO; Medical Leadership; EMP personnel

■ **TEAM-BASED CARE: A Critical Element in Innovative Care (VBC)**

This session will focus on providing an overview on the critical roles of the health center team at all stages of the care delivery process.

Who might benefit from this session?

Care Coordinators; Case Managers; CEO; CFO; CIO and IT; Front desk, schedulers, & referral management; EMP personnel; COO; Clinical Staff (NP, PA, RN, LPN, MA, BH/SUD); Medical Leadership; Oral Health; Operations (site manager, supervisor, etc.); Outreach, Navigators, & CHWs; Schedulers; Quality Improvement; Pharmacists

■ **BUILDING YOUR DREAM TEAM**

This session addresses team composition, how to build an effective team, and define roles of members.

Who might benefit from this session?

Front desk, schedulers, & referral management; Operations (site manager, supervisor, etc.); Outreach, Navigators, & CHWs

■ **IMPROVING PATIENT EXPERIENCE: Providing Good Customer Services**

During this session you will learn about the customer service team including front desk staff, care coordinators, and outreach workers, their role and how customer service is a key component of this team.

Who might benefit from this session?

Front desk, schedulers, & referral management; Operations (site manager, supervisor, etc.); Outreach, Navigators, & CHWs

2020 CONFERENCE AGENDA

DAY 2 CONTINUED

Tentative Scheduling: 9AM-2PM Central

**THURSDAY,
OCTOBER 1**

■ **ROLE OF FINANCE & OPERATIONS: Implementing, Monitoring, & Evaluating Effective Teams**

Learn more about the role of Finance and Operations in implementing, monitoring, and evaluating effective teams.

Who might benefit from this session?

CEO; COO; Operations (site manager, supervisor, etc.); CFO

■ **TECHNOLOGY AND DATA: Supporting the Work of the Team**

- Understand the value of getting the right information to the right person at the right time to impact care team performance and clinical outcomes.
- Understand the value of balancing accountability across the care team to enhance traditional metrics (e.g. provider productivity) for value-based payment.
- Develop tools for using data to evaluate care team performance.

Who might benefit from this session?

CIO and IT; Quality Improvement

■ **BUILDING TRUST WITHIN TEAMS**

During this session CHC leadership, front desk, operations, and clinical staff will learn important team competencies that will build trust within a team including how to maximize collective intelligence, how to collaborate inclusively, and how to create an environment for open communication.

Who might benefit from this session?

Clinical Staff (NP, PA, RN, LPN, MA, BH/SUD); Medical Leadership

2020 CONFERENCE AGENDA

DAY 3

Tentative Scheduling: 9AM-2PM Central

FRIDAY,
OCTOBER 2

■ OVERVIEW OF CMS/HRSA REQUIREMENTS: Emergency Preparedness & Response

This session will provide a brief overview of CMS/HRSA requirements around emergency preparedness for the roles of community health centers and the PCA.

Who might benefit from this session?

CEO; CFO; COO; EMP personnel; Medical Leadership

■ PATIENT ENGAGEMENT

Presentation and discussion of the critical elements of patient engagement and the results of successful implementation.

Who might benefit from this session?

COO; Clinical Staff (NP, PA, RN, LPN, MA, BH/SUD); Care Coordinators; Case Managers; Outreach, Navigators, & CHWs; CEO; CFO; CIO and IT; EMP Personnel; Medical Leadership; Front desk, schedulers, & referral management; Operations (site manager, supervisor, etc.); Oral Health; Pharmacists; Quality Improvement; Schedulers

■ ROLE OF FINANCE & OPERATIONS: Implementing & Evaluating the Effectiveness of Patient Engagement

- Identify the impact of patient engagement on value-based care.
- Identify the role of staff and partners in streamlining patient engagement efforts.
- Build knowledge about managing technology contracts and vendors.
- Establish key performance indicators for patient engagement processes and outcomes.

Who might benefit from this session?

CFO; COO

2020 CONFERENCE AGENDA

DAY 3 CONTINUED

Tentative Scheduling: 9AM-2PM Central

**FRIDAY,
OCTOBER 2**

■ TECH & DATA FOR PATIENT ENGAGEMENT

- Understand HRSA's expectations for health centers to facilitate patient engagement.
- Establish the role of patient engagement in value-based care.
- Learn how telehealth, remote patient monitoring, patient portals, and secure messaging can improve patient experience, contain costs, and improve care management.

Who might benefit from this session?

Quality Improvement; CIO and IT

■ CUSTOMER SERVICES & PATIENT EXPERIENCE

Patient Engagement begins with the first contact and must be maintained throughout care delivery.

Who might benefit from this session?

Front desk, schedulers, & referral management; Clinical Staff (NP, PA, RN, LPN, MA, BH/SUD); Care Coordinators; Case Managers; Outreach, Navigators, & CHWs; Operations (site manager, supervisor, etc.)

2020 CONFERENCE REGISTRATION

EARLY BIRD PRICING

JUNE 26TH - JULY 31ST

VISIT OUR WEBSITE TO REGISTER TODAY!

Register before July 31st to take advantage of group discounts!

TPCA MEMBERS

Early Bird Individual Ticket \$325/each

TPCA MEMBER GROUP DISCOUNTS - NEW FOR 2020!

5 Unique Registrations **\$1,475**

This is \$150 off normal pricing and a price point of \$295/person.

10 Unique Registrations **\$2,925**

This is \$325 off normal pricing and a price point of \$292.50/person.

15 Unique Registrations **\$4,375**

This is \$500 off normal pricing and a price point of \$291.67/person.

20 Unique Registrations **\$5,800**

This is \$700 off normal pricing and a price point of \$290/person.

NON-MEMBERS

Early Bird Individual Ticket \$425/each

Questions?

Please contact Sarah Hill at 615.425.5853 or sarah.hill@tnpca.org

2020 CONFERENCE REGISTRATION
REGULAR PRICING
AUGUST 1ST - SEPTEMBER 11TH

TPCA MEMBERS

Regular Individual Ticket \$375/each

NON-MEMBERS

Regular Individual Ticket \$475/each

2020 CONFERENCE REGISTRATION
LAST MINUTE PRICING
SEPTEMBER 12TH - SEPTEMBER 30TH

TPCA MEMBERS

Regular Individual Ticket \$425/each

NON-MEMBERS

Regular Individual Ticket \$525/each