Tennessee Primary Care Association
2020 Virtual Conference

Strengthening Patient Care through Innovation

September 30 - October 2, 2020
Here’s what’s new for 2020!

Priority areas:
• Multi-disciplinary Teams for Innovative Care
• Emergency Preparedness & Response
• General Sessions
• Networking Sessions
• Patient Engagement

Virtual means more Health Center Staff can attend!

• CEO
• CFO
• COO
• CMO
• Medical Leadership
• CIO and IT
• Operations Clinical Staff
• 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>>

2020 CONFERENCE PARTNERS

TPCA PLATINUM PARTNER
UnitedHealthcare

TPCA GOLD PARTNERS
i2i Population Health
BlueCare Tennessee
Centene Corporation
TN Center for Health Workforce Development
TN AHEC
Meharry Medical College
TN Dept of Health

2020 ZOOM SPONSOR
PFIZER

2020 EXHIBITORS
AIG
Amerigroup
Cardinal Health
eMedApps
Mutual of America
OSIS
Henry Schein
Southeast Regional Clinicians Network
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: The Starting Point for Strengthening & Improving Care

Multi-Disciplinary Teams for Innovative Care
1. Healthcare Technology & Provider Morale
2. Building Your Dream Team
3. Improving Patient Experience: Providing Good Customer Services
4. Building Trust, Teamwork & Engagement
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
- Healthcare Technology & Provider Morale
- 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: The Starting Point for Strengthening & Improving Care

COO
- Leadership Networking
- FQHC Legacy & Future
- Healthcare Technology & Provider Morale
- 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: The Starting Point for Strengthening & Improving Care

CIO & IT
- IT Networking
- FQHC Legacy & Future
- Healthcare Technology & Provider Morale
- 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: The Starting Point for Strengthening & Improving Care

Operations
  Site Manager, Supervisor, etc.
- FQHC Legacy & Future
- Healthcare Technology & Provider Morale
- Using a Health Equity Lens
- Team-Based Care: a Critical Element in Innovative Care
- Improving Patient Experience: Providing good customer service
- Role of Finance & Operations: Implementing, Monitoring, & Evaluating Effective Teams
- Customer services & patient experience
- Patient Engagement: The Starting Point for Strengthening & Improving Care

CMO, Medical Leadership
- Medical Leadership Networking
- FQHC Legacy & Future
- Healthcare Technology & Provider Morale
- Using a Health Equity Lens
- Facilitated COVID-19 Debrief
- Team-Based Care: a Critical Element in Innovative Care
- Building Your Dream Team
- Building Trust, Teamwork and Engagement
- Emergency Preparedness: Overview of CMS/HRSA Requirements
- Patient Engagement: The Starting Point for Strengthening & Improving Care
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
- Healthcare Technology & Provider Morale
- Using a Health Equity Lens
- Emergency Planning 101
- Team-Based Care: a Critical Element in Innovative Care
- Customer services & patient experience
- Patient Engagement: The Starting Point for Strengthening & Improving Care
- Building Trust, Teamwork and 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 & patient experience
- Patient Engagement: The Starting Point for Strengthening & Improving Care

Case Managers
- Clinical Staff Networking
- FQHC Legacy & Future
- Using a Health Equity Lens
- Team-Based Care: a Critical Element in Innovative Care
- Customer Services & Patient Experience
- Patient Engagement: The Starting Point for Strengthening & Improving Care

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 & Patient Experience
- Patient Engagement: The Starting Point for Strengthening & Improving Care

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: The Starting Point for Strengthening & Improving Care

Oral Health
- Medical Leadership Networking
- FQHC Legacy & Future
- Using a Health Equity Lens
- Team-Based Care: a Critical Element in Innovative Care
- Patient Engagement: The Starting Point for Strengthening & Improving Care

Pharmacists
- Medical Leadership Networking
- FQHC Legacy & Future
- Using a Health Equity Lens
- Team-Based Care: a Critical Element in Innovative Care
- Patient Engagement: The Starting Point for Strengthening & Improving Care

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 & Patient Experience
- Patient Engagement: The Starting Point for Strengthening & Improving Care

Quality Improvement
- QI Networking
- FQHC Legacy & Future
- Healthcare Technology & Provider Morale
- 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: The Starting Point for Strengthening & Improving Care
2020 CONFERENCE AGENDA
DAY 1: WEDNESDAY, SEPTEMBER 30

Coming soon! News on Vendor Fairs, the Awards of Excellence Ceremony, and Peer-Group Networking Sessions.

9:00-10:30 AM

Angela R. Powell, MPH, CPH
Director, Office of Southern Health Services, Bureau of Primary Health Care

FQHC LEGACY & FUTURE

Angela R. Powell, MPH, CPH 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

10:45-11:30 AM

LaRica Brady, MSN, APRN, FNP-BC
Clinical Informaticist
Tennessee Primary Care Association

Ashley Pasquariello
CQCH Program Manager and Data Analyst
Tennessee Primary Care Association

HEALTHCARE TECHNOLOGY & PROVIDER MORALE

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.)
USING A HEALTH EQUITY LENS - SPEAKER & PANEL

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: THURSDAY, OCTOBER 1

Coming soon! News on Vendor Fairs, the Awards of Excellence Ceremony, and Peer-Group Networking Sessions.

9:00-10:15 AM

**FACILITATED COVID-19 DEBRIEF**

Mariel Fonteyn
Preparedness Specialist, Americares

Kayvia Pemberton
Preparedness Specialist, Americares

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

10:30-11:45 AM

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

Karen Hill, PhD,
ANP-C, MSN, RN
Senior Consultant, Health Management Associates

Deb Peartree
Senior Consultant, Health Management Associates

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

2:15-3:30 PM

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

Jennifer Genua-McDaniel
CEO, Genua Consulting, LLC

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
2:15-3:30 PM

Jennifer Calohan, RN, TQMP, PCMH-CCE
CURIS Consulting

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

2:15-3:30 PM

Dan Smith, M.D., FACEP
Studer Group

BUILDING TRUST, TEAMWORK AND ENGAGEMENT

Researchers have found that when healthcare professionals work together, the number of medical errors is reduced and the level of patient safety rises; additionally, teamwork has been found to diminish the work culture issues that lead to professional burnout.

To ensure optimum functioning of the team and effective patient outcomes, the roles of the multidisciplinary team members in care planning and delivery must be clearly negotiated and defined. This requires respect and trust among team members and agreed upon systems and protocols.

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: FRIDAY, OCTOBER 2

*Coming soon! News on Vendor Fairs, the Awards of Excellence Ceremony, and Peer-Group Networking Sessions.*

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<tr>
<th>Time</th>
<th>Activity</th>
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| 9:00-10:15 AM | **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 |
|               | **Mariel Fonteyn**  
  Preparedness Specialist, Americares  
  **Kayvia Pemberton**  
  Preparedness Specialist, Americares |
| 10:30-11:45 AM | **PATIENT ENGAGEMENT:**  
  *The Starting Point for Strengthening and Improving Care*  
  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 |
|               | **Brittany LaBarreare,**  
  **MBA, RN**  
  Senior Consultant, Health Management Associates  
  **Nancy Jaockels Kamp**  
  Principal, Health Management Associates |
| 12:45-2:00 PM | **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 |
|               | **Speaker to be announced soon!**  
  Health Management Associates |
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

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. Participants will also review the tenets of good customer service and how to ensure the team is applying those principles. This session will also provide recommendations on ways to help your team with difficult patients.

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
AVAILABLE THRU FRIDAY, AUGUST 14

VISIT OUR WEBSITE TO REGISTER TODAY!

Register before August 14th 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 14\(^{th}\) - September 11\(^{th}\)**

**TPCA Members**

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**Non-Members**

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## Last Minute Pricing

**September 12\(^{th}\) - September 30\(^{th}\)**

**TPCA Members**

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