CONFERENCE MATERIALS.
To access the materials for the Region IX Clinical Excellance Conference scan the QR code above. Or you can visit www.clinicalexcellenceconference.com to download all session materials.

WI-FI
NETWORK: RegionIX_Conference
PASSWORD: regionIX2017

RECEPTION
HALONA KAI
Outdoor event lawn with panoramic views of the Pacific Ocean!
AGENDA

SUNDAY, JUNE 4

10:00 AM – 12:00 PM REGISTRATION

1:00 PM – 1:10 PM WELCOME

MONARCHY 1 – 4

SPEAKERS
Eric Henley, MD, Chair, Western Clinicians Network (WCN)
Mike Witte, MD, Chief Medical Officer, California Primary Care Association (CPCA)

PEER LEARNING SESSIONS

1:15 pm – 4:00 pm

MONARCHY 1 – 4

CLINICAL AND ADMINISTRATIVE CASE STUDY DISCUSSIONS

These interactive learning sessions will be facilitated discussions among peers with medical and dental directors in one track and administrative leadership in a separate track. Personnel, recruitment, retention, and management present frequent challenges and we can all learn from each other by actively sharing our thoughts and ideas in this session. Attendees are invited to prepare in advance brief case descriptions of current work situations and challenges they face to receive feedback, coaching, and ideas from the group.

CLINICAL LEADERSHIP
MONARCHY 1 – 4

ADMINISTRATIVE LEADERSHIP
MONARCHY 7

2:30 PM – 3:00 PM BREAK WITH REFRESHMENTS
MONARCHY 1 – 4

4:00 PM – 5:00 PM WRAP-UP: DEBRIEF DISCUSSIONS, IDENTIFY THEMES AND KEY INSIGHTS, PLAN NEXT STEPS
MONARCHY 1 – 4

5:30 PM – 7:00 PM WESTERN CLINICIANS NETWORK
Annual Board of Directors Meeting and Election
MONARCHY 5

5:30 PM – 7:00 PM CALIFORNIA PRIMARY CARE ASSOCIATION
Board of Directors Meeting
MONARCHY 6
MONDAY, JUNE 5

7:30 AM – 8:30 AM CONTINENTAL BREAKFAST WITH EXHIBITORS & NETWORKING

8:30 AM – 9:00 AM WELCOME

SPEAKERS
Carmela Castellano-Garcia, Esq., President & Chief Executive Officer, California Primary Care Association
Eric Henley, MD, Chair, Western Clinicians Network
Robert Hirokawa, Chief Executive Officer, Hawai‘i Primary Care Association (Host)

OPENING GENERAL SESSION

9:00 am – 10:00 am

POLITICAL LANDSCAPE AND IMPLICATIONS FOR HEALTH CENTERS

JOHN SAWYER
Director of Federal Affairs, National Association of Community Health Centers (NACHC)

10:00 AM – 10:15 AM BREAK

CONCURRENT SESSIONS

10:15 am – 11:45 am

ENGAGING RESIDENTS TO WORK IN MEDICALLY UNDERSERVED AREAS

SPEAKERS
Tonya Fancher, MD, MPH, Associate Dean, UC Davis School of Medicine
Hector Flores, MD, Medical Director, Family Care Specialists
Lucy Tarin, MD, Program Director, Adventist Health: White Center Family Medicine Residency Program

Application for CME credit has been filed with the American Academy of Family Physicians. Determination of credit is pending.
BREAKTHROUGHS AND BEST PRACTICES IN MEDICATION ASSISTED TREATMENT

MAUI 1 – 2

Using patient case studies, panelists will discuss the operational and clinical workflows employed by their health centers’ medication assisted treatment programs, including considerations for patients experiencing addiction and pain. Panelists represent clinician and care team member staff and will offer their perspectives in a moderated discussion, highlighting the challenges and solutions they’ve seen work to successfully incorporate medication assisted treatment into the primary care medical home.

**SPEAKERS**
- Melissa Marshall, MD, Chief Medical Officer, CommuniCare Health Centers
- Adam Metcalf, LCSW, MBA, Behavioral Health Therapist, ECHO Institute
- Josefa Molina, PhD, Clinical Psychologist/Substance Abuse Coordinator, West County Health Centers, Inc.

CARING FOR THE WHOLE PERSON: HOW COMMUNITY HEALTH WORKERS CAN HELP

MAUI 3 – 4

Community health workers (CHWs), also referred to as Promotoras, are trusted, knowledgeable frontline health personnel who typically come from the communities they serve. CHWs can help improve health care access and outcomes, strengthen health care teams, and enhance quality of life for people in underserved and diverse communities. In this session clinics from California, Oregon and Nevada will present models on how to integrate CHWs into the health care team and improvements seen in patient care.

**SPEAKERS**
- Ernesto Barahona, Chief Operation Officer, Saint John’s Neill Child and Family Center
- Carlos Londono, MPH, Director of Health Education, Tiburcio Vasquez Health Center, Inc.

11:45 AM – 12:30 PM  LUNCH AND NETWORKING

MONARCHY 1 – 4

KEYNOTE ADDRESS

12:30 pm – 1:30 pm

**WHAT HAPPENS WHEN PATIENTS BECOME LEADERS ON THE HEALTH TEAM: ADDRESSING HEALTH DISPARITIES FROM THE TOP DOWN AND THE BOTTOM UP**

**MONARCHY 1 – 4**

**AMERICA BRACHO, MD, MPH**
President and Chief Executive Officer, Latino Health Access

1:30 PM – 1:45 PM  BREAK
CONCURRENT SESSIONS
1:45 pm – 3:15 pm

TACKLING THE PROVIDER BURNOUT EPIDEMIC – STRATEGIES TO PROMOTE PROVIDER WELLNESS

**MONARCHY 5 – 6**

The health care workforce burnout epidemic is a national crisis with particular nefarious effects on FQHCs. When less providers are going into primary care we cannot afford to lose any of those who chose to care for underserved communities. As we consider how we redesign care to support a value based purchasing environment, we should consider adding elements to ameliorate burnout and improve the well-being of our providers.

**SPEAKERS**
Richard Alvarez, MD, Medical Director, Mission Neighborhood Health Center
Anna Maria Izquierdo-Porrera, MD, PhD, Chief Medical Officer, BlueNovo

INTENSIVE OUTPATIENT CASE MANAGEMENT IN THE SAFETY NET

**MAUI 1 – 2**

Intensive Outpatient Care Management is a model of care focused on managing high-risk, medically complex patients using a team-based approach with the patient at the center. In this session, attendees will learn how to design the ideal care management program, incorporating the right people at the right time to develop collaborative care relationships at all levels of health center capacity.

**SPEAKERS**
Jim Austin, RN, MSN, NP, Director of Nursing, Nurse Practitioner, Cares Community Health
Eric Henley, MD, Chief Medical Officer, LifeLong Medical Care
Laura M. Miller, MD, Chief Medical Officer, Community Health Center Network

TAKING BEHAVIORAL HEALTH INTEGRATION TO THE NEXT LEVEL OF PATIENT-CENTERED CARE

**MAUI 3 – 4**

This session will explore the next iteration of behavioral health integration, focusing on how programs are developing protocols and workflows that imbed behaviorists into the primary care teams for chronic disease management to improve health outcomes. Panelists will explain how improving their behavioral/primary care coordination supported their efforts to transform care and achieve PCMH recognition.

**SPEAKERS**
Naomi Fuchs, MBA, Chief Executive Officer, Santa Rosa Community Health
Amy Jean Ham, PMMH CCE, Practice Transformation Coach
Davis Plunkett, LCSW, Manager of Integrated Behavioral Health, Sun Life Family Health Center
Ana Valdes, MD, Chief Healthcare Officer, HealthRIGHT 360

3:15 PM – 4:00 PM

EXHIBITOR NETWORKING
Book Signing with Dr. America Bracho

RECEPTION

4:00 pm – 6:00 pm

HALONA KAI

Please join fellow conference attendees for hors d’oeuvres and drinks while taking in panoramic views of the Pacific Ocean and palm-fringed Ka’anapali coast.
CONCURRENT SESSIONS

8:30 am – 10:00 am

THE BUTTERFLY EFFECT: HOW THE CLINICIAN’S OPPORTUNITY TO ADDRESS SOCIAL DETERMINANT OF HEALTH CAN LEAD TO GREATER IMPACT

MAUI 1 – 2

We’ve all heard of upstream medicine and effecting change from within, but what does it really look like from the perspective of the clinician? This session will showcase 2-3 clinicians from community health centers across Region IX and highlight their specific role in the bigger picture of addressing social determinant of health. For example, if a health center wants to address substandard housing for their patients, what does the clinician’s role look like and how did the clinician influence this priority to begin with?

SPEAKERS
Joy Mockbee, MD, MPH, Medical Director, Family Medicine, El Rio Community Health Center
Ana Valdés, MD, Chief Healthcare Officer, HealthRIGHT 360

PRESCRIPTION FOR THE FUTURE: CLINICIAN LEADERSHIP IN WORKFORCE DEVELOPMENT

MAUI 3 – 4

Almost all health centers are experiencing at least one clinical vacancy (NACHC 2016). To succeed in creating the health center workforce of the future, current clinicians must play a leadership role. In this session, a diverse panel will highlight how clinicians are succeeding today in building our health center workforce while challenging the audience to think bigger about how they can assist their health center get more involved in workforce development.

SPEAKERS
Dean Germano, MHSc, Chief Executive Officer, Shasta Community Health Center
Beth Malinowski, MPH, Deputy Director, Government Affairs, CPCA
Kiki Nocella, PhD, MHA, Director, Wipfli LLP / HFS Consultants

DASHBOARD AND OTHER TOOLS FOR DATA-DRIVEN DECISION MAKING

MONARCHY 5 – 6

Data is crucial in strategic decision making. This session will showcase how two health centers improved clinical measures and patient outcomes by using data tools. Come discuss what data your health centers are using and how you can better use it to benefit your center and patients.

SPEAKERS
Marie Hassel, CPHG, Director of Quality, Waianae Coast Comprehensive Health Center
Jennifer Hirota, DDS, Co-Dental Director, Kokua Kalihi Valley Comprehensive Family Services
Colleen Lampron, MPH, Quality Improvement Collaborative Director, AFL Enterprises, LLC
Vija Sehgal, MD, MPH, PhD, Chief Quality Officer, Waianae Coast Comprehensive Health Center

10:00 AM – 10:15 AM BREAK
TUESDAY, JUNE 6

CONCURRENT SESSIONS

10:15 am – 11:45 am

EXPANDING COMMUNITY HEALTH SERVICES TO AN AGING POPULATION

MAUI 3 – 4

Enabling older adults to age in place is a top priority among policy leaders. The coordination of primary care and social supports provide critically needed infrastructure to realize positive health outcomes. Panelists will present examples of FQHC and aging services collaborations, highlight findings from a series of roundtable discussions, and detail the care delivery needed to elevate successful delivery of primary care for an aging population.

**SPEAKERS**
- Marty Lynch, PhD, MPA, Executive Director and Chief Executive Officer, LifeLong Medical Care
- Scott Sporte, Chief Lending Officer, Capital Impact Partners

LEVERAGING NEW OPPORTUNITIES UNDER VALUE-BASED CARE

MAUI 1 – 2

Participants in this workshop will have the opportunity to learn from the panelists and share their personal expertise on transforming care within a new health care environment. Attendees will leave with tips on how to transform care teams and care models, utilize current staff in new ways or to maximize staff skills, and how to create cross functional teams to maximize resources and revenue.

**SPEAKERS**
- Brent Copen, MPA, Chief Financial Officer, EPV Business Development
- Mary Oneha, APRN, PhD, Chief Executive Officer, Waimānalo Health Center
- Ellen Piernot, MD, MBA, Chief Medical Officer, Golden Valley Health Center

DENTAL AND MEDICAL INTEGRATION STRATEGIES

MONARCHY 5 – 6

Good oral health is an essential part of the optimum overall health and well-being of our patients. Attend this session to hear strategies and best practices to collaborate to integrate medical and dental care for patients. Attendees will hear about the catalysts and barriers to integrated operations.

**SPEAKERS**
- Jeff Hummel, MD, MPH, Medical Director, Qualis Health
- Gregory Waite, DDS, Chair of Dental, Sun Life Family Health Center

11:45 AM – 12:30 PM

LUNCH AND NETWORKING WITH EXHIBITORS

MONARCHY 1– 4

WCN AWARDS & CLOSING GENERAL SESSION

12:30 pm – 2:00 pm

THE FUTURE OF HEALTH CARE FOR OUR COMMUNITIES: WHERE DO WE GO FROM HERE

MONARCHY 1-4

SANDRA HERNANDEZ, MD
President and Chief Executive Officer, California Health Care Foundation

2:00 PM

CONFERENCE CONCLUDES
Each year the Western Clinicians Network (WCN) recognizes an outstanding clinician who throughout his or her career has demonstrated clinical excellence in their endeavors. This year WCN’s Clinical Excellence Award is being presented to Robert L. Elk, MD, MMM of Adelante Healthcare.

Dr. Robert Elk’s life work reflects his passion for delivering care to the underserved. Adelante’s Board of Directors knows him as a dedicated leader whose leadership and innovative approaches to problem solving resulted in Adelante achieving above average scores on quality measures while simultaneously ushering the organization through meteoric growth. During the past five years, Adelante grew from 21 providers to 70 who serve more than 67,000 patients annually. His staff knows him as their steady guide and mentor and Dr. Elk’s patients know him as their kindly, caring partner in healthcare.

As Adelante’s Chief Medical Officer, Dr. Elk tirelessly led the charge on improving system-wide processes to ensure strong patient outcomes. Dr. Elk’s commitment to excellence has been essential in shepherding Adelante through Joint Commission Certifications. He collaborated across the organization to establish and build Adelante’s PCMH program, enabling it to grow five-fold in the first year.

His commitment to the overall growth of the community health center movement is laudable. He has worked to grow the next generation of medical providers by hosting five classes of DO medical students from ATSU; established Adelante as an honored partner and host for the highly rated GE Foundation Medical Fellowship for three years; served in leadership roles with organizations addressing quality care in Arizona, including serving on the Arizona Alliance for Community Health Centers Clinical Committee, being active in the Arizona Health Information Exchange and serving on the board of the Arizona Care Network.

He is a graduate of Brandeis University in Massachusetts. He obtained his medical degree from the University of Michigan Medical School. He completed his residency in Internal Medicine at Dartmouth-Hitchcock Medical Center in New Hampshire and the University of Pittsburg. He is board certified in Internal Medicine. His career as a general internist includes two years working on the Navajo reservation in Northern Arizona. He spent 16 years as a part of the Maricopa Integrated Health System as an internist, medical director, and the director of outpatient services, and 8 years as a physician and medical director of the Community Health Center of Yavapai in Prescott, AZ before joining Adelante Healthcare in 2009 where he serves as the Chief Medical Officer.

He is being recognized by the Western Clinicians Network for how throughout his career he has demonstrated his long interest and passion for care of the underserved, and building and sustaining medical organizations based on quality, teamwork and trustworthy relationships.
Make sure to visit our Region IX Clinical Excellence Conference exhibitors in Monarchy rooms 1–4.

- Azara Healthcare
- Centene
- Certinell, Inc.
- DT-Trak Consulting
- i2i Population Health
- Nonstop Wellness
- Quest Diagnostics
- Weitzman Institute
- WIPFLI/HFS Consultants

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Medical Director, Neighborhood Healthcare

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Dental Director, Sun Life Family Health Center

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Vice President/Chief Medical Officer, California Primary Care Association

Ron Yee, MD
CMO, National Association of Community Health Centers (NACH)

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Aloha!