



## Day 1: Sunday – June 23, 2019

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- 10:00 AM – 1:00 PM      Conference Registration
- 11:00 AM – 12:00 PM    BPHC Listening Session  
    Judith Steinberg, MD, MPH, Chief Medical Officer,  
    Bureau of Primary Health Care
- 1:00 PM – 1:30 PM      **WELCOME**  
    *Speakers:* Ching Wang, MD, FACP, Board Chair, Western Clinicians Network/  
    Chief Medical Officer, Sunset Community Health Center  
    Carmela Castellano-Garcia, Esq., President & CEO,  
    California Primary Care Association
- 1:30 PM – 3:00 PM      **GENERAL SESSION**  
    **Leadership: Harnessing the Power of Relationships**  
    Relationships are fundamental to effective leadership and critical for sustainable success. A renowned organizational expert will explore distinct ways in which individuals can harness the tremendous power of human networks for leading effectively. This session will engage participants in a thoughtful discussion about the intersection of relationships and leadership as well as equip participants with tangible tools for communicating effectively and efficiently across teams, departments, and communities and garnering support for their ideas.  
    *Speaker:* Laree Kiely, PhD, President and CEO, We Will, Inc.
- 3:00 pm – 3:30 PM      Exhibitor Networking
- 3:30 PM – 5:30 PM      **PEER LEARNING**  
    *Transforming the System: A Facilitated Discussion*
- 5:30 PM                      Conference Concludes for the Day
- 6:00 PM – 7:30 PM      Western Clinicians Network Annual Board of Directors Meeting & Election

## Day 2: Monday – June 24, 2019

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- 7:00 AM – 7:30 AM **WCN Leadership Walk**  
*Chat with the board while getting your steps in in beautiful Newport Beach.*
- 7:30 AM – 8:30 AM Continental Breakfast with Exhibitors
- 8:30 AM – 9:00 AM National Landscape Update & BPHC Update  
*Speakers:* James Luisi, Chair of the Board, National Association of Community Health Centers; Chief Executive Office, North End Waterfront Health  
Judith Steinberg, MD, MPH, Chief Medical Officer,  
Bureau of Primary Health Care
- 9:00 AM – 10:00 AM **GENERAL SESSION**  
**Transparency in Healthcare, One Note at a Time**  
What if the most effective way to increase trust between clinicians and patients does not require new technology, and is based on a foundational element of the medical record? Welcome to OpenNotes—a movement backed by research that’s encouraging healthcare providers to share clinical notes with patients. OpenNotes is a reality for nearly 40 million people, but is just beginning to register with community health centers. This panel includes short presentations followed by an interactive discussion featuring diverse perspectives from Region 9.  
*Speakers:* Tammy Flint, Electronic Health Record Administrator,  
OpenDoor Community Health Centers  
Liz Salmi, Senior Strategist, Outreach & Communication and  
Co-Chair of the California OpenNotes Consortium, OpenNotes  
Chethan Sarabu, MD, Pediatrician, Stanford Medicine
- 10:00 AM – 10:30 AM Break & Exhibitor Networking Opportunity
- 10:30 AM – 12:00 PM **CONCURRENT SESSIONS**  
**1A: Innovative Approaches to Managing and Treating Pediatric Chronic Conditions**  
This presentation explores special considerations for the effective management of children with type 1 diabetes or obesity. Type 1 diabetes management for children living in rural parts of Arizona will be reviewed, as well as the application of an emerging pediatric obesity program, MEND, to a mixed English-Spanish speaking population. The geographic, socioeconomic, and cultural barriers to pediatric health condition management will be discussed. Evidence-based recommendations will be made for how to a) improve glycemic control and reduce hospitalizations for a type 1 diabetes pediatric population and b) reduce or maintain BMI, increase cardiovascular fitness and change whole family health behaviors in an obese pediatric population. The importance of a patient-centered community-based model of care in effectively addressing pediatric chronic health conditions will be emphasized.  
*Speakers:* Kyla James, MA, MPH, Program Coordinator, Family & Child Wellness, El Rio Health  
Darlene Melk, MD, FAAP, Director of Community Pediatrics,  
Chiricahua Community Health Centers, Inc.

**1B:**

### **Digitizing Peer Review**

In this session, presenters will demonstrate how they integrated Peer Review/Chart Review into their electronic health record using custom tools and Survey Monkey. Additionally, we will explore dynamic possibilities for evaluating the ongoing treatment of disease based on best practices.

*Speakers:* Charles Kitzman, CIO, Shasta Community Health Center  
Robert Moore, MD, MPH, MBA, Chief Medical Officer,  
Partnership HealthPlan of California

12:00 PM – 1:00 PM Lunch and Exhibitor Networking Opportunity

1:00 PM – 2:00 PM

### **GENERAL SESSION**

#### **The Role of CHCs in Addressing Human Trafficking**

There is growing recognition that human trafficking is a health and public health issue, with severe health consequences affecting some of the most vulnerable members of society. As a significant part of the primary care system in the USA, community health centers are uniquely positioned to be the first point of contact with the health care system for many at risk for and affected by human trafficking. Community health centers provide many preventive services, health education programs, and community outreach, and therefore, have a greater reach into the populations at risk and affected by human trafficking. Hear how you too as healthcare professionals in your community can make a difference.

*Speaker:* Kimberly S.G. Chang, MD, MPH, Family Physician, Human Trafficking and Healthcare Policy Fellow, Asian Health Services/Vice-Speaker of the House, Board of Directors, National Association of Community Health Centers

2:00 PM – 3:00 PM

### **PEER LEARNING**

*Transforming the System: A Discussion Continued*

3:00 PM – 3:15 PM

Break

3:15 PM – 4:45 PM

### **CONCURRENT SESSIONS**

#### **2A: Making Great Providers into Great Leaders**

Many organizations are struggling to promote and develop their clinical leaders into administrative positions. Hear from a panel of Regional Medical Directors and the Chief Medical Officer from Golden Valley Health Center on how these experienced clinicians developed into their new administrative leadership roles. We will discuss what learning methods we used and share the struggles and successes that we had.

*Speakers:* Priti Golechha, MD, FAAP, Associate Chief Medical Officer, Golden Valley Health Centers  
Elaine Joy Soriano, MD, Regional Medical Director, Golden Valley Health Centers  
Ellen Piernot, MD, MBA, CPE, Vice President & Chief Medical Officer, Golden Valley Health Centers  
Richa Verma, MD, Regional Medical Director, Golden Valley Health Centers

## **2B: Incorporating Patient Risk Scores to Determine Provider Panel Sizes**

Workshop focuses on utilizing patient risk scores to determine a provider's panel size. Axis will share how to develop an in-house risk score algorithm using a combination of weighted components (diagnoses, medication prescriptions, social determinants of health, hospital admissions, age, and gender), and coupling it with Provider's FTE to determine the appropriate panel size. This model will provide a sizeable panel to optimize quality, productivity and reduce provider burn-out.

*Speakers:* Afsheen Islam, MHA, Chief Program Manager, Axis Community Health  
Dawnell Moody, DO, MPH, Chief Medical Officer, Axis Community

Health 4:45 PM – 6:30 PM Reception and Exhibitor Networking

## **Day 3: Tuesday – June 25, 2019**

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7:00 AM

### **WCN Leadership Walk**

*Chat with the board while getting your steps in in beautiful Newport Beach.*

8:00 AM – 8:30 AM

Continental Breakfast and Exhibitor Networking Opportunity

8:30 AM – 10:00 AM

### **CONCURRENT SESSIONS**

#### **3A: How to Close the Transgender Health Disparity Gap in Healthcare**

This training session will provide healthcare providers with knowledge and tools that will help them better communicate with, and provide care for, their transgendered patient. Topics covered include concepts and terminology, intersectionality, health disparities and strategies for creating a welcoming environment for this population.

*Speakers:* Corey Bohman, Associate Medical Director, LifeLong Medical Care  
Anitha Mullangi, MD, MHCM, Chief Medical Officer, St. John's Well Child and Family Center

#### **3B: Hacking into the Teledentistry Trend – New Generation of Dentists**

With telemedicine taking big leaps in the healthcare world, dental medicine has expanded its scope by combining technology and dental auxiliaries as a means to deliver oral health. This session will provide the audience with: 1) establishing partnerships with school districts and the community; 2) training the future dental workforce for multidisciplinary teledentistry models; and 3) implementation of billing and sustainability plans for teledentistry.

*Speakers:* Marisa Kawata Watanabe, DDS, MS, Associate Professor, Assistant Dean for Community Patient Care, Western University of Health Sciences, College of Dental Medicine  
Jenny Tjahjono, DMD, Associate Professor and Associate Dean for Community Partnerships and Access to Care, Western University of Health Sciences, College of Dental Medicine  
David Kadar, DDS, Chief Dental Officer, Parktree Community Health Center

10:00 AM – 10:15 AM Break

10:15 AM – 11:45 AM **CONCURRENT SESSIONS**

**4A: Navigating Conflict to Improve Communication**

Conflict is inevitable, but it does not need to result in irreparable damage to communication, or relationships. This fast-paced workshop begins with defining what conflict is (and is not), framework for analyzing situations, and tools to understand your natural tendencies for dealing with conflict. Specific communication tools and strategies are added to these insights to identify alternative ways for navigating conflict to improve communication and strengthen relationships at work.

Speaker: Sunita Mutha, MD, Director & Professor, Healthforce Center at UC San Francisco

**4B: A New Epidemic: The Rise of Methamphetamine Use in Patients with OUD**

As efforts continue to address the opioid epidemic in the United States by expanding access to Medication Assisted Treatment (MAT), many providers report an upswing in stimulant use, especially methamphetamine. Stimulant use can undermine treatment and thwart patient progress. This panel will cover the resurgence of stimulant use and evidence-based treatment strategies for stimulant use disorders, especially in the context of OUD treatment. A facilitated discussion will address clinical strategies to address stimulant use in community health centers and other treatment programs.

Speakers: Gloria Miele, PhD, UCLA Learning Collaborative Lead, CA Hub and Spoke  
MAT Expansion Program  
Richard Rawson, PhD., UCLA Professor Emeritus and  
University of Vermont Research Professor  
Health Center Representative TBD  
Patient Representative TBD

11:45 AM – 12:15 PM Networking Lunch

12:15 PM – 1:30 PM **PEER LEARNING**

*Transforming the System: Discussion Takeaways and Accountability*

These interactive learning sessions will be facilitated discussions among peers. Personnel, recruitment, retention, and management present frequent challenges, and we can all learn from each other by actively sharing out thoughts and ideas in these sessions throughout the conference. 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. Examples of cases may include unprofessional behavior, dealing with burnout, poor productivity, communication challenges with leadership, and advancement.

1:30 AM – 2:00 PM Introduction of Incoming Board, Clinician of the Year Award, and Prize Drawings

2:00 PM – 3:00 PM **GENERAL SESSION**

**The Social Change Model: Integrating Healthcare, Social Services, and Education to Improve Outcomes**

Using a holistic social change model, Mary's Center provides comprehensive healthcare, social services, education and workforce development to help individuals and families improve their physical and mental health and overcome the life challenges they face. Mary's Center looks beyond health problems, supporting participants in their neighborhood, jobs, housing, education, and the well-being of other family members. Medical services offers comprehensive primary care, dental, behavioral health, and other specialty services including a senior wellness center. Social services include programs for intimate partner violence, WIC, programs for teens, home visiting.

Speaker: Seiji Hayashi, MD, MPH, Chief Transformation Officer, Mary's Center

3:00 PM – 3:15 PM

**CONFERENCE CONCLUSION**

*Speaker:* Nancy Bowen, MA, Executive Director, Nevada Primary Care Association\*  
Tyree Davis, DDS, Incoming Board Chair, Western Clinicians Network/  
Dental Director, Nevada Health Centers, Inc.

