



Region IX Clinical Excellence Conference

June 14 – 16, 2020

Las Vegas, NV

Pre-Conference: Saturday – June 13, 2020

TBD NACHC New Clinical Directors Training
**Separate Registration Required*

Pre-Conference: Sunday – June 14, 2020

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Day 1: Sunday – June 14, 2020

12:00 PM Conference Registration Opens

1:00 PM – 1:15 PM **WELCOME**

Speaker: Nancy Bowen, Chief Executive Officer, Nevada Primary Care Association

1:15 PM – 2:30 PM **GENERAL SESSION**

Your Incredible Superpower: DEI (diversity, equity, and inclusion) mindfulness and Its impact on Quality, Patient and Employee Satisfaction

The purpose of this DEI focused (diversity, equity, and inclusion) workshop is to provide meaningful information, relevant data, correlative and space for engaged discussion that will create new and heightened levels of mindfulness and awareness for health center leadership, with the goal of assuring a current and future workforce that is diverse, inclusive and impactful. We will posit that the benefit of such mindfulness is correlative to improved quality outcomes, along with increased patient and employee satisfaction. This presentation will also outline that the power of developing and assuring equity (i.e. level playing field) in our workplaces and how equity impacts quality outcomes, employee satisfaction and staff retention. We will do so by sharing correlative data and case studies.

Speakers: David B. Vliet, Chief Executive Officer, LifeLong Medical Care
 Avni Shridharani, President, Community Health Strategies, LLC
 Andrea Schwad-Galindo, Executive Vice President/Chief Administrative Officer, Tiburcio Vasquez Health Center

2:30 PM – 3:00 PM Exhibitor Networking and Refreshments

3:00 PM – 5:00 PM **PEER LEARNING**

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.

5:00 PM Conference Concludes for the Day

Day 2: Monday – June 15, 2020

6:30 AM – 7:30 AM **WCN Leadership Walk**
Chat with the board while getting your steps in before the Vegas heat sets in.

7:30 AM – 8:30 AM Continental Breakfast with Exhibitors

8:30 AM – 10:00 AM **CONCURRENT FULL SESSIONS**

1A: AltaMed’s My Vote, My Health™ 5-Touch Model: Uplifting Communities and Growing Healthier Through Civic Participation

Leveraging our role as a trusted messenger, AltaMed seeks to engage and empower our employees, patients, and community to use the power of their vote to improve their health and the health of their communities. In 2018, AltaMed launched its My Vote, My Health™ nonpartisan Get-Out-The-Vote campaign targeting low-propensity Latino voters in Southern California, to great success. Precincts that AltaMed targeted in L.A. County during the 2018 Midterm showed a 12-percentage-point turnout rate increase compared to 2014, which corresponded to a 98% increase. Much of the My Vote, My Health program’s success has been attributed to its 5-touch mobilization blueprint that strategically and meaningfully engages Latino voters via 5 separate touches. Heading into 2020, AltaMed is to further expand its My Vote, My Health program to focus on the key 2020 elections in California and the upcoming 2020 Census. As part of this second phase, AltaMed My Vote, My Health will further incorporate its 5-touch model at our health centers, incorporating providers in the outreach.

Speaker: Jennie Carreon, Assistant Vice president, AltaMed

1B: Implementation of a Coaching Program in a community health center:

Theory, practice, and lessons learned

This workshop will provide an overview of a coaching program that has been successfully implemented at Winters Healthcare to support the development of its employees and teams. This workshop will provide implementation details and support needed to develop competent coaches in the organization. This workshop will also provide coaching theory and concepts that support the practice of coaching at Winters Healthcare. Additionally, attendees will learn about the Relationship Based Care mode that provides a context for coaching and development.

Speakers: Javier Luna, Director of Integrated Services, Winters Healthcare
Kelly Fahey, Director of Human Resources, Winters Healthcare

10:00 AM – 10:15 AM Break

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

2A: What about Services for Body, Mind and Teeth – Integrative Care Goes Both Ways

Most CHCs connect patients to their services outside of primary care. Yet, how often do specialty clinicians assist patients with primary care services? Vista Community Clinic will discuss how they engaged their dentists, hygienists & all dental staff to screen patients for primary care preventive service needs & take action to get those needs met. They will outline how these quality efforts had a ripple effect throughout their organization, improving HEDIS scores and other quality metrics. Next, hear how Asian Health Services (AHS) started depression screening for its senior patients in its dental clinic. AHS now has a new division of Specialty Mental Health (SMH) and has elevated the integration by moving SMH services into the dental setting. Learn how other health centers can replicate these innovative programs.

Speakers: Rebecca Cornille, Director, Dental health Services, Vista Community Clinic
Kelly Motadel, MD, MPH, Chief Medical Officer, Vista Community Clinic
Huong Le, Chief Dental Officer, Asian Health Services
Kao Saechao, Director, Specialty Mental Health, Asian Health Services

2B: Maximizing the Role of the “Non – Medical” Workforce at Community Health Centers

The non – medical workforce, also known as enabling services staff, are those people who touch 80% of behaviors, socioeconomic and physical environment factors that impact a patient’s health. This session will focus on innovative ways that enabling services staff are making an impact on a patient’s health as well as documenting to show the value.

Speakers: Cindy Keltner, Director of Care Transformation, CPCA
Henry Martin, J.D. M.S., Director of Policy and Advocacy, Salud Para La Gente
Joe Lee, MSHA, Training and Technical Assistance Director, Association of Asian Pacific Community Health Organization (AAPCHO)

11:45 AM – 1:00 PM Lunch, Awards, and Exhibitor Networking

1:00 PM – 2:00 PM **PEER LEARNING**

A Discussion Continued

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2:00 PM – 3:30 PM **CONCURRENT FULL SESSIONS**

3A: Leadership Journeys

The Leadership stories will be about different experiences panel members had during their time as they transitioned from general staff positions to those of the C-Suite. The session will include a compelling story about personal leadership growth, challenges experienced, difficult decisions about their position, or change in their position or organization, relationships, goals needed to meet, opportunities that lie ahead with their new leadership skills.

Speakers: Rakesh Patel, Chief Executive Officer, Neighborhood Health
Melissa Marshall, Chief Executive Officer, Communicare

3B: Improving Access to primary care with Advanced Access scheduling model

Providing quality care is dependent on a patients ability to access primary care. Health centers struggle with long wait times to get on a schedule to see a primary care provider. Advanced access is an evidence based scheduling method that we implemented to help increase access by reducing our third next available from a couple of months to a couple of days.

Speakers: Alinea Stevens, Medical Director, Chapa de IHS
Nicole Connozer, Director of nursing, Chapa de IHS
Brandon Bettencourt, Quality Director, Chapa de IHS
Debbie Aravay, Program Coordinator, Chapa De IHS

3:30 PM – 3:45 PM BREAK

3:45 – 5:15 PM **CONCURRENT FULL SESSIONS**

4A: Anything But Lecture

Trainers & Presenters too often use lecture as their sole training method. Experience a non-stop presentation of other training approaches and methods. Enjoy a fun, engaging and participative session with one promise - anything but lecture!

Speaker: Jenny Douras, President, AdvantEdge Training & Consulting

4B: Reinforce Your Front Line

Level up your organization by developing strategies and tactics that will help you activate, elevate and motivate your individual contributors by developing a constructive culture that supports learning, collaboration and excellence. Individual contributors are the front line when it comes to organizational success, yet these positions often have high turnover, low job satisfaction and most risk when it comes to operational stability. Many organizations miss opportunities to provide professional development for this critical workforce cohort, sometimes pushing high performers into ill-fitting management roles or by failing to invest in training for key personnel. Indeed, system limitations and time constraints are often obstacles to elevating front-line workforce. This lack of development can lead to key contributors feeling undervalued, lower productivity and higher turnover. Worldwide, a great deal of resources are invested in coaching at all levels of leadership, but those that directly serve clients and patients are too often overlooked. Join this session to learn valuable practices and tools that take less time and cost less than you would guess. All you need is a commitment to creating a positive work environment that elevates your teams, increases productivity and saves in the never-ending costs of turnover and dissatisfied employees.

Speaker: Cheryl Petersen, Chief Financial Officer, East Valley Community Health Center

Day 3: Tuesday – June 16, 2020

7:30 AM – 8:30 AM Continental Breakfast and Exhibitor Networking Opportunity

8:30 AM – 9:15 AM **CONCURRENT SESSIONS**

1A: The Risks and Rewards of Innovative Design in Healthcare Facilities

This session will focus on design of clinical workspaces (including reception/registration, care team areas, provider offices) to enhance communication and improve patient care. Learn what other Community Health Centers across the country have implemented and what results they have achieved with innovative design solutions.

Speakers: Dulcye Field, VP Business Development, The Neenan Company
Steve Barnes, Client Advocate, The Neenan Company

1B: Developing an Incentive Plan to Increase Productivity and Improve Quality

Many primary care institutions struggle with providers who lack motivation to increase productivity and improve quality. Incentive plans can be used to motivate providers to address these concerns. This presentation will discuss how to set up a incentive program that succeeds using a example and discussion of best practices. This presentations will include use of objective criteria, means for effective roll out and payment arrangements. Transition to all RVUs based compensation will also be discussed.

Speaker: Leslie Zun, MD, Medical Director, Lake County Department of Health

9:15 AM – 9:30 AM Break

9:30 AM – 10:15 AM **CONCURRENT SESSIONS**

2A: Is your organization prepared for a Workplace Violence Event? Key ways to identify, plan and prepare for workplace violence

Is your organization prepared for Workplace Violence incident, completed a security assessment, or trained staff for an Active Shooter scenario? Every year, more two million American workers report being victimized by workplace violence and costs employers more than \$120 billion a year, according to recent estimates by the CDC. Workplace Violence can affect all levels of your organization in terms of resource allocation, life safety requirements or human resource challenges. We will view workplace violence through the lens of the five phases of the “Preparedness Cycle” to prevent, mitigate, prepare, respond and recover to develop a robust workplace violence prevention plan.

Speakers: Nora O'Brien, Connect Consulting Services, Inc.
Karen Garrison, Connect Consulting Services, Inc.

2B: How Implicit Bias Affects the Work We Do In Community Based Health Centers

Implicit bias refers to the attitudes or stereotypes that affect our understanding, actions, and decisions in an unconscious manner. It affects how leaders and providers in community-based health centers serve diverse populations and can sometimes lead to unfair opportunities. This workshop explores the dynamics of implicit bias and its impact on decision-making in behavioral health spaces. You will reflect on your own implicit biases and think about how we best serve diverse populations.

Speakers: Annie VanDan, Change Specialist, Change Matrix
Rachele Espiritu, Founding Partner, Change Matrix

10:15 AM – 10:30 AM Break

10:30 AM – 12:00 PM **GENERAL SESSION AND CONFERENCE CONCLUSION**
Harnessing Leadership: Continuing the Conversation

But, let's not just talk about it. Let's be it and let's act on it.

Everyone around us knows when we have a position with a high level of authority—a power differential—but how do we know if we're a leader? Is there a checklist of competencies for leadership so we can just see where we stand? No, not really. There is no "one-size fits all." Even asking that question misunderstands the subtleties of leading others. Leadership is determined one moment, one person, one conversation, one decision, one thought, one action at a time. What are the subtleties you have to know and look for? What criteria should be used for making decisions about how to "lead?"

Ralph Waldo Emerson once said: "What you do speaks so loud that I cannot hear what you say." We've learned so much in the last few days. Let's discuss and examine and make some personal choices today about learning and leading. Then let's create an action plan for moving forward. Otherwise, it's just talk.

Speaker: Laree Kiely, PhD, Founder and CEO, WeWill, Inc.

CLOSING

Speaker: Robert Hirokawa, Chief Executive Officer, Hawaii Primary Care Association