Beyond the Four Walls: Addressing the Social Determinants of Health

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"athenahealth for FQHCs: A 10-Minute Introduction"
Tuesday, May 3, 8:10am
followed by Keynote Speaker Carmela Castellano-Garcia

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Supportive Housing Services

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bob.piacine@mckesson.com

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Annual Conference Agenda

MONDAY, MAY 2ND

8:00 AM  Exhibit Hall Opens/ Registration/ Breakfast
9:00 AM  Welcome Address: Philip L. Morphey, CEO, Indiana Primary Health Care Association
9:25 AM  Opening Keynote: Infant Mortality and Disparities, Population Health and the Physician’s Role, Dr. Jerome Adams, Indiana State Health Commissioner
10:25 AM  Vendor Networking
10:45 AM  Concurrent Breakout Sessions

I. Outreach and Enrollment: A Look into the Crystal Ball: The Future of Enrollment
   Elizabeth Hagan, Families USA
II. CHC of the Future: Population Health: How We Got Here and the Impact on Primary Health Care
    Steven Long, CEO, Hancock Regional Hospital
III. Integrated Care: SBIRT Motivational Interviewing
    Mallori DeSalle, MA, LMHC, NCC, CMHC, CPS
    Jon Agley, PhD, MPH, Assistant Research Scientist and Evaluator
    Indiana Prevention Resource Center
    Maureen Shepherd, Executive Director, Tulip Tree Family Health Center
IV. Barriers to Health Equity: Social Determinants: Why Should We Care
    Dr. Lisa Staten, IU Fairbanks School of Public Health
V. Nuts and Bolts: Grant Writing from the Reviewer’s Perspective
    Dr. Allison Rojas, Humphrey Institute of Public Affairs

11:45 AM  Vendor Networking
12 NOON  Lunch
12:30 PM  Keynote Sponsor Presentation: Anthem Blue Cross and Blue Shield
12:45 PM  Lunchtime Keynote: From Volume to Value: The Future of Community Health Care
          Farzad Mostashari, MD, CEO Aledade  Sponsored by Anthem
1:45 PM  Vendor Networking
2:15 PM  Concurrent Breakout Sessions

I. Outreach and Enrollment: Hot Topics of Top Assisters: IN Navigator Continuing Ed.
   J Hopkins ClaimAid  2 Hour Session
II. CHC of the Future: From Volume to Value: The Future of Community Health Care, Active Session
    Farzad Mostashari, MD, CEO Aledade
III. Integrated Care: Centering Pregnancy: The Future of Prenatal Care
    Tanya Munroe, Regional Director, Centering Healthcare Institute
IV. Barriers to Health Equity: Bias in Health Care
    Dr. Lisa Staten, IU Fairbanks School of Public Health
V. Nuts and Bolts: A Story about Assessing Needs in a Complex Service Area
    Dr. James Gingerich, Guardian of the Vision,
    Don Yost, Chief Storyteller, Maple City Health Care Center
    Jasmine Page, Health Care Data Specialist IPHCA

3:30 PM  IPHCA Annual Membership Meeting and Board Elections Shields Room
3:30 PM  Networking Reception (featuring prizes, live music, hors d’oeuvres, and cocktails) Miller Room  Sponsored by MDwise
## TUESDAY, MAY 3RD

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<th>Time</th>
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<tr>
<td>7:00 AM</td>
<td>IPHCA BOARD OF DIRECTORS’ MEETING</td>
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<tr>
<td>7:30 AM</td>
<td>Exhibit Hall Opens/ Breakfast</td>
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<tr>
<td>8:10 AM</td>
<td>Keynote Sponsor Presentation: Athena Health</td>
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<td>8:25 AM</td>
<td>Breakfast Keynote: Population Health in the Context of California Medicaid Payment Reform&lt;br&gt;Carmela Castellano- Garcia, CEO California Primary Health Care Association&lt;br&gt;<em>Sponsored by athenahealth</em></td>
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<td>9:30 AM</td>
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**I. Outreach and Enrollment: Back Pocket Resources Building your Outreach and Enrollment Toolkit**<br>Rachelle Brill, *Community Catalyst (In The Loop)*

**II. CHC of the Future: Key Performance Indicators**

**III. Integrated Care: Community Health Workers—Reaching Beyond the Four Walls**<br>Margarita Hart, *Indiana Community Health Workers Association*<br>Lori Mathis, *Open Door Health Services*<br>Judy Jacobs, *Windrose Health Network*

**IV. Barriers to Health Equity: Supportive Housing = Healthcare: Building Sustainable Partnerships between Housing and Healthcare**<br>Lori Phillips Steele and Jane Bilger, *Corporation for Supportive Housing*

**V. Nuts and Bolts: Using Data to Support Quality Improvement and Practice Transformation**<br>Heather Budd<br>Chris Neal, *Azara Healthcare*<br>Jasmine Page, *Indiana Primary Health Care Association*

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**I. Outreach and Enrollment: Innovative Outreach and Customer Service**<br>Caitlin Ruppel and Liam Spurgeon, *Health Outreach Partners*

**II. CHC of the Future: Key Performance Indicators**<br>Dr. Robert Eick, *Director HCCN, North Carolina Community Health Center Association*<br>Michele Russell, *Chief Information Officer, Health Choice Network*

**III. Integrated Care: Early Childhood Oral Health Initiative: Fluoride Varnish Supplementation for Children**<br>Susan Lawson, *Oral Health Program Manager, Ohio Association of Community Health Centers*


**V. Nuts and Bolts: Navigating the Indiana J-1 Visa Wavier Program**<br>Lindsey Ramsey, *Attorney, Hall Render*<br>Mike Kolenda, *CEO*, and Scott Rollett, *CFO, Windrose Health Network*
12:00 NOON  Lunch
12:30 PM  Keynote Introduction Kathleen Falk, *Regional Director, US Department of Health and Human Services*
12:45 PM  Lunch Keynote: Developing an Innovation Mindset
  Lynn Fick Cooper, *Senior Faculty, Center For Creative Leadership*
1:30 PM  Vendor Networking
2:00 PM  Concurrent Breakout Sessions

I. Outreach and Enrollment: ACA/HRSA and Indiana Medicaid Update
  Kathleen Falk, *Regional Director, US Department of Health and Human Services*
  Laura Eiten, *HRSA*
  Nonis Spinner, *FSSA OMPP*

II. CHC of the Future: Developing an Innovation Mindset Deeper Dive
  Lynn Fick Cooper, Senior Faculty *Center For Creative Leadership*

III. Integrated Care: Tracking Social Determinants of Health
  Michele Jester, *National Association of Community Health Centers*

IV. Barriers to Health Equity: Why Poverty Matters to Our Community, Our Health and Health Care System
  Amber Werner, *Bridges out of Poverty*

V. Nuts and Bolts: Recruitment and Retention
  Ann Hogan, *Association of Clinicians for the Underserved*

3:00 PM  Vendor Networking
3:15 PM  Awards and Prizes
Dr. Farzad Mostashari is the CEO of Aledade, a start-up he co-founded aimed at helping primary care doctors form accountable care organizations (ACOs) and a visiting scholar at the Brookings Institute in Washington D.C., where he is focusing on payment reform and delivery system transformation.

Mostashari served from 2011-2013 as the national coordinator for health information technology where he coordinated U.S. efforts to build a health information technology infrastructure for healthcare reform and consumer empowerment.

Previously, Mostashari served at the New York City Department of Health and Mental Hygiene as assistant commissioner for the Primary Care Information Project, where he co-led agile development of population health management functionality within a commercial EHR, and its adoption by more than 1,500 providers in underserved communities. Mostashari also led the NYC Center of Excellence in Public Health Informatics and an Agency for Healthcare Research and Quality-funded project focused on quality measurement at the point of care.

Dr. Jerome Adams is the Indiana State Health Commissioner. In this role he is co-chair of the Indiana Perinatal Quality Improvement Collaborative Governing Council, member of the Commission on Improving the Status of Children in Indiana, the National Governors Association Health Workforce Policy Academy Team, and Governor’s Task Force on Drug Enforcement, Treatment and Prevention. He is an assistant professor of clinical anesthesia at Eskenazi Health, where he is chairman of the Pharmacy and Therapeutics Committee. He has served in the leadership of several professional organizations, including the American Medical Association, and on the Boards of the Indiana State Medical Association and Indiana Society of Anesthesiologists. He serves as chairman of the Professional Diversity Committee for the American Society of Anesthesiologists.

Dr. Adams testified about Indiana’s HIV and opioid epidemic before the Congressional Committee on Energy and Commerce Subcommittee on Oversight and Investigations in Washington, DC, on May 21, 2015. He also testified about the opioid epidemic impact on seniors before the US Senate’s Special Committee on Aging in Washington, DC, on February 24, 2016.
TUESDAY KEYNOTE SPEAKERS

Carmela Castellano-Garcia, Esq., is the President and Chief Executive Officer of the California Primary Care Association (CPCA), overseeing a membership association of more than 1,100 nonprofit, community clinics and health centers (CCHCs) which serve more than 5.6 million patients a year. Ms. Castellano-Garcia has been committed to advancing multi-cultural health policy issues for 24 years, focusing on areas such as cultural and linguistic competency in health care delivery, ensuring the viability of safety net providers, health care reform, and access to care for vulnerable populations.

Prior to joining CPCA, Ms. Castellano-Garcia served as the Founder and Executive Director of the Latino Coalition for a Healthy California (LCHC), a health care policy and advocacy organization seeking to improve access to health and human services for California’s Latino population. She was the Executive Director in 1992-1997 and she served as the Volunteer Executive Director in 2011, wherein she played a leadership role in ensuring the continued vitality of the organization.

Lynn Fick Cooper is the Program Director and Lead Faculty for the Robert Wood Johnson Foundation’s (RWJF) Community Coalition Leadership Program, and the Program Designer and Lead Faculty for the RWJF Executive Nurse Fellows program at the Center for Creative Leadership (CCL®). She also recently served as Deputy Director and Lead Faculty for RWJF’s Ladder to Leadership program at CCL. She also manages CCL’s relationships with other foundations such as the Kate B. Reynolds Trust, the Blue Cross Blue Shield Foundation of North Carolina, and the Community Memorial Foundation in Chicago. She has spent the last seven years in a full-time faculty role at CCL designing and delivering leadership development programs across a variety of sectors, with a specific focus on developing nonprofit, community, and executive nurse leaders in health and health care.
**SESSIONS BY EDUCATIONAL TRACK**

**Outreach and Enrollment (Clark Room)**

**Monday, May 2, 10:45 – 11:45 AM**

*Outreach and Enrollment: A Look into the Crystal Ball: The Future of Enrollment*— Elizabeth Hagan, *Families USA*

The stars will align in this session as we’ll take a glimpse into experiences, best practices and lessons learned from the past three open enrollment periods to forecast what’s in store for OE4 and beyond. This session will investigate emerging solutions and ideas for assisting consumers and tackling puzzling barriers to enrollment.

**Monday, May 2, 2:15 – 4:15 PM**

*Outreach and Enrollment: Hot Topics for Top Assisters— J Hopkins, ClaimAid 2 Hour CE Session*

We gathered the most buzzworthy topics from a statewide survey for this session with J Hopkins of ClaimAid. Brush-up on tax rules for determining households, review policies and best practices regarding immigrants and health coverage, learn how to micro-target populations by building a community profile, and evaluate program updates and changes. Best of all, earn your annually required continuing education credits for Indiana Navigator certification!

**Tuesday, May 3, 9:30 – 10:30 AM**

*Outreach and Enrollment: Back Pocket Resources: Building Your Outreach & Enrollment Toolkit— Rachelle Brill, Community Catalyst (In the Loop)*

Are you In the Loop when it comes to top enrollment tricks and resources for finding solutions and streamlining processes? Avoid reinventing the wheel— discover what tools and best practices are available at your fingertips with the click of a mouse. Rachelle Brill of Community Catalyst/In the Loop will reveal creative resources and tips shared by a national network of assisters to make your job easier.

**Tuesday, May 3, 11:00 – 12:00 PM**

*Outreach and Enrollment: Innovative Outreach and Customer Service— Caitlin Ruppel and Liam Spurgeon, Health Outreach Partners*

In this session, Health Outreach Partners (HOP) will present strategies for establishing a visible presence in the community in order to support health centers in reaching new and existing patient populations and helping them access services. HOP will also present the National Outreach Guidelines as a framework and resource to help participants learn about different approaches to successful outreach efforts, in addition to corresponding case studies. Lastly, HOP will discuss the importance of leveraging outreach to remain competitive in this changing healthcare landscape.

**Tuesday, May 3, 2:00 – 3:00 PM**

*Outreach and Enrollment: The State of Enrollment in Indiana: ACA/HRSA Indiana Medicaid Update*

Kathleen Falk, *Regional Director US Department of Health & Human Services*

Laura Eiten, *HRSA*

Nonis Spinner, *FSSA OMPP*

What is the best method for submitting the Indiana Application for Health Coverage to help consumers quickly gain access to care? How do we communicate and build partnerships with the Division of Family Resources (DFR) and Maximus? These questions in addition to discussions on issues and workarounds for Presumptive Eligibility, HIP 2.0 and more will be the focus of this session. Nonis Spinner, Director of Eligibility for the Family and Social Services Administration’s (FSSA) Office of Medicaid Policy and Planning (OMPP) will provide expert advice in support of your role as an Indiana Navigator.
CHC of the Future (Shields Room)

Monday, May 2, 10:45 – 11:45 AM  
CHC of the Future: Population Health: How We Got Here and the Impact on Primary Health Care  
Steven Long, CEO Hancock Regional Hospital  
Discover the origins of the population health concept and how changing reimbursement methods are altering the health care industry – for real this time. This transformation will affect health care organizations of all kinds and will impact the role of primary health care organizations.

Monday, May 2, 2:15 – 3:15 PM  
CHC of the Future: The Future of Health Information— From Volume to Value: The Future of Community Health Care  
Active Session  
Farzad Mostashari MD, CEO Aledade  
This session will build upon the themes discussed during the Dr. Mostashari’s keynote. Participants will be encouraged to brainstorm methods of patient management, engagement, leveraging technology, and developing high value referrals. This will be a working session.  
Sponsored by Anthem Blue Cross Blue Shield

Tuesday, May 3, 9:30 – 10:30 AM  
CHC of the Future: Key Performance Indicators  
Dr. Robert Eick, Director HCCN, North Carolina Community Health Center Association  
Michele Russell, Chief Information Officer, Health Choice Network  
Health center providers, staff, and leadership are awash in data - including medical records, claims, and patient reported data. Success in the current transition period from volume-based to value-based models of care delivery depends on the ability to transform mass quantities of data into digestible, actionable information. This session will examine Key Performance Indicators (KPIs) as a vital component of data-informed health center success.

Tuesday, May 3, 11:00 – 12:00 PM  
CHC of the Future: Payment Models: Incentives and Outcomes— Dr. Nir Menachemi, IU Fairbanks School of Public Health  
This lecture will describe how population health management techniques are key to improving health status and reducing costs in value-based purchasing arrangements. A special focus will be on how health information technology, including analytics, can be used to be successful under these new payment models.

Tuesday, May 3, 2:00 – 3:00 PM  
CHC of the Future: Developing an Innovative Mindset, (A Deeper Dive)  
Lynn Fick Cooper Co-Deputy, Director Ladder to Leadership, The Center For Creative Leadership  
Conference participants will learn about the ten different types of innovation, a framework for developing an innovation mindset; and how to apply innovation tools to their own work.

Nuts and Bolts (Hart Room Sponsored by United Healthcare)

Monday, May 2, 10:45 – 11:45 AM  
Nuts and Bolts: Grant Writing from the Reviewer’s Perspective— Dr. Allison Rojas, Humphrey Institute of Public Affairs  
Ever wonder how a reviewer evaluates grants? Interested in techniques that will help your application stand out? Creating a Competitive Proposal tackles the grant making process from both the writer and reviewer perspectives and provides you with the tools you need to strategize and execute an effective approach.
Monday, May 2, 2:15 – 3:15 PM
Nuts and Bolts: Leveraging your Needs Assessment to Tell Your Story
Dr. James Gingerich, Guardian of Vision, and Don Yost, Chief Storyteller, Maple City Health Care Center
Jasmine Page, Indiana Primary Health Care Association
Our story is about the “square peg” of a funder’s criteria and the “round hole” of a community where need is dispersed and hidden. We wanted to obtain New Access Point funding from HRSA to open a second site. Using traditional needs assessment sources and strategies was not going to result in a competitive application. That’s when we decided we were going to have to get creative.

Tuesday, May 3, 9:30 – 10:30 AM
Nuts and Bolts: Using Data to Support Quality Improvement and Practice Transformation
Chris Neal, Director of Business Development
Heather Budd, VP of Clinical Transformation, Azara Healthcare
This interactive talk will focus on the use of population health data to improve patient care, and experience, while lowering the cost of care to the system, when practices use data in daily operations and review performance at regular intervals. We will discuss the critical nature of data integrity, quality, and shared data infrastructure as the foundation for multi-health center quality improvement programs as leverage in the age of reimbursement reform.

Tuesday, May 3, 11:00 – 12:00 PM
Nuts and Bolts: Navigating the Indiana J-1 Visa Waiver Program - Lindsey Ramsey, Attorney, Hall Render
Mike Kolenda, CEO, Windrose Health Center and Scott Rollett, CFO, Windrose Health Center
Overview of the Conrad 30 Indiana J-1 Visa Waiver Program from both the attorney and CHC perspective. Attendees will learn how the process works, challenges they might face, and tips to ensure the process will go smoothly.

Tuesday, May 3, 2:00 – 3:00 PM
Nuts and Bolts: Recruitment and Retention– Ann Hogan, CEO Ann Hogan Consulting, Association, Clinicians for the Underserved
Finding the right fit for a position can be tough, and a mistake can set you back in time, money, and patient satisfaction. This session will cover recruitment and retention strategies including developing a recruitment plan, brand management, evaluations, and reimbursement models.

Integrated Care (Miller Room)

Monday, May 2, 10:45 – 11:45 AM
Integrated Care: SBIRT Motivational Interviewing– Mallori DeSalle, MA, LMHC, NCC, CMHC, CPS
Jon Agley, PhD, MPH, Assistant Research Scientist and Evaluator Indiana Prevention Resource Center
Maureen Shepard, Executive Director, Tulip Tree Family Health Center
This one-hour training will prepare medical, behavioral health and allied health care professionals in a variety of roles to understand and initiate the use of Motivational Interviewing within the context of healthcare.
Monday, May 2, 2:15 – 3:15 PM
**Integrated Care: Centering Pregnancy: The Future of Prenatal Care**
Tanya Munroe, *Regional Director, Centering Healthcare Institute*
This presentation will describe the centering pregnancy model of group prenatal care, and highlight evidence for positive outcomes. It will also talk about implementation options for CHCs.

Tuesday, May 3, 9:30 – 10:30 AM
**Integrated Care: Community Health Workers: Reaching Beyond the Four Walls**
Margarita Hart, *Indiana Community Health Workers Association*
Lori Mathis, *Open Door Health Services* and Judy Burke, *Windrose Health Network*
A comprehensive overview of community health workers and how they are used. Participants will understand how Community Health Workers are trained and certified as well as hear from community health centers in Indiana who have utilized Community Health Workers to successfully improve outcomes.

Tuesday, May 3, 11:00 – 12:00 PM
**Integrated Care: Early Childhood Oral Health Initiative: Fluoride Varnish Supplementation for Children**
Susan Lawson, *Oral Health Program Manager, Ohio Association of Community Health Centers*
This session will cover access and integration of preventative oral health screenings as a standard of care during well child checks within Ohio CHCs and developing community based referral partnerships between medical and dental providers. This will cover successful strategies and challenges during the five year grant period.

Tuesday, May 3, 2:00 – 3:00 PM
**Integrated Care: Assessing and Addressing the Social Determinants**
Michelle Jester, *Research Manager, National Association Community Health Centers*
This session will provide an introduction to PRAPARE, how it was developed, how it has been used in clinical settings and in the Electronic Health Record, how health centers fit PRAPARE into their workflows, and how health centers have used PRAPARE to develop interventions that address the social determinants.

**Barriers to Health Equity (Porter Room sponsored by Value in Purchasing/NACHC)**

Monday, May 2, 10:45 – 11:45 AM
**Barriers to Health Equity: Social Determinants: Why should We Care?** – Dr. Lisa Staten, *IU Fairbanks School of Public Health*
This session will provide an overview of the connection between social determinants and health outcomes. A model will be shared that shows one way to incorporate social determinants into clinical practice.

Monday, May 2, 2:15 – 3:15 PM
**Barriers to Health Equity: Addressing Social Determinants to Overcome Bias in Treatment**
Dr. Lisa Staten, *IU Fairbanks School of Public Health*
This interactive session will focus on how to incorporate discussions about social determinants into clinical practice.
Tuesday, May 3, 9:30 – 10:30 AM
**Barriers to Health Equity: Supportive Housing = Healthcare: Building Sustainable Partnerships between Housing and Healthcare**
Lori Phillips Steele and Jane Bilger, *Director Corporation of Supportive Housing*
This session will look closely at housing disparities as they relate to health care and how supportive housing reduces health care costs.

Tuesday, May 3, 11:00 – 12:00 PM
**Barriers to Health Equity: Special Populations: The Homeless, Public Housing, and Migrant Workers—**
Rebecca Seifert, *CEO Gennesaret*, MaryAnn Burk, *Regional Health Clinic* and Laura Medows, *Practice Manager Indiana Health Centers*
This session will provide information on the homeless programs of Gennesaret, the migrant workers program of the Indiana Health Centers, and the housing program at Regional Health Clinic. The presenters will provide valuable information on dealing with special populations, assessing needs, and methods of delivering services. Group discussion among the presenters and audience will follow the presentations.

Tuesday, May 3, 2:00 – 3:00 PM
**Barriers to Health Equity: Why Poverty Matters—**
Amber Werner, *Program Director, Bridges Out of Poverty*
This session examines the role of poverty within the larger question of health. We will consider ways to think differently about the economic class in order to achieve better health care outcomes and lower costs.

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**Conference Map**

*At Keystone and River Crossing*

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