

## PRE-CONFERENCE — Tuesday, April 14

### Two Options

<b>Essentials in Project Management</b> <b>8 am – 4 pm</b>	<b>Implementing an Enabling Services Data Collection Model to Improve Quality and Eliminate Disparities</b> <b>9 am – 5 pm</b>
MPCA Member \$150; Non-member \$200	<b>FREE!</b>
<b>Includes breakfast and lunch</b>	<b>Includes lunch</b>
<p>Presenter:</p> <ul style="list-style-type: none"> <li>Val Grubb, world class trainer (Read her <a href="#">bio!</a>)</li> </ul> <p>Join Val as she teaches practical skills in the science of Project Management. Val has been the VP of Operations in television networks such as Oxygen and NBC Universal, and oversaw operations for the 2008 Olympics in Beijing, China!</p> <p>Everything you do in our work is a project. Good project management skills can increase your chance of successfully implementing new processes, achieving better outcomes, and moving change in your organization.</p> <p>Val has exceptional ability to zero in on the systems, processes and personnel issues that hamper a company's success — and a strong history of solving those problems with maximum buy-in and minimal disruption.</p>	<p>Presenters:</p> <ul style="list-style-type: none"> <li>Tuyen Tran, Association of Asian and Pacific Community Health Organizations</li> <li>Kristen Stoimenoff, Health Outreach Partners</li> </ul> <p>Despite the importance of enabling services (ES), the lack of data makes it difficult for health centers to demonstrate to payers and policymakers their value. AAPCHO has developed a nationally-recognized and standardized model for collecting and analyzing ES data that has demonstrated the positive impact of ES on access and outcomes. The capacity to systematically track and evaluate ES is an important tool for health centers to advocate for sustainable funding, improve quality of care, and demonstrate the integral nature of ES as part of a Patient Centered Medical Home.</p> <p>This hands on training will cover three areas:</p> <ul style="list-style-type: none"> <li><b>Part 1</b> - Importance of enabling services (ES) data collection and AAPCHO's data collection protocol.</li> <li><b>Part 2</b> – Implementation of an ES data collection project</li> <li><b>Part 3</b> – ES data analysis and dissemination</li> </ul>
<b>Who should attend:</b> HR professionals, manager, project coordinators and those who desire skills implementing new processes. Open to all health centers.	<b>Who should attend:</b> This training is open to anyone, but will be most relevant to staff who provide ES, those who supervise ES staff, quality improvement (QI) staff, and HIT staff. Open to all health centers.
<b>5:30 pm – 7:00 pm</b> <b>CHC Careers Meet and Greet Reception*</b>	
<p>*<u>Invited guests include</u> residents, mid-level and behavioral health providers, dentists and healthcare providers interested in exploring employment opportunities in a CHC.  Light appetizers and beverages</p>	

## SYMPOSIUM DAY 1 — Wednesday, April 15

8:00 am – 8:50 am — Registration & Continental Breakfast

9:00 am – 10:15 am

**NEW ! WELCOME:** The Honorable Governor Steve Bullock

Bob Marsalli, Executive Director, Montana Primary Care Association

**NEW !** Plenary Presentation: Dr. Mark Wallace, MD, MPH, Chief Executive Officer, North Colorado Health Alliance

*Montana's Triple Aim 2.0: Leveraging Community and Public Health's Influence on Population Health Outcomes Via Shared Data, Collective Impact, and Community Dashboards*

10:30 am – 11:30 am — Morning Breakout Sessions

Track 1: Health Equity and Access	Track 2: Leadership, Finance and Operations Planning	Track 3: Clinical Practice Transformation
<p style="text-align: center;"><b>Oral Health for All 2020</b></p> <p>Presenters:</p> <ul style="list-style-type: none"> <li>Matthew Bond, Grants and Programs Manager, DentaQuest Foundation;</li> <li>Bob Marsalli, Executive Director, MPCA</li> </ul> <p>This workshop brings us up-to-date on why oral health is a social justice issue, not only an access issue, and how the DentaQuest Foundation is using the social change framework of <i>Collective Impact</i> to transform the national approach to oral health for all Americans by 2020.</p>	<p style="text-align: center;"><b>Using County Health Rankings &amp; Roadmaps: Moving from Data to Action to Improve Health in Your Community</b></p> <p>Presenter:</p> <ul style="list-style-type: none"> <li>Janna West Kowalski, MS, CHES, Education Outreach Coordinator, Colorado School of Public Health Center for Public Health Practice</li> </ul> <p>The <i>County Health Rankings &amp; Roadmaps</i> program helps communities identify and implement solutions that make it easier for people to be healthy in their schools, workplaces, and neighborhoods. The <i>Rankings</i> illustrate what we know about what is making people sick or healthy. The <i>Roadmaps</i> show what we can do to create healthier places to live, learn, work and play.</p> <p>This interactive workshop focuses on the <i>Roadmaps to Health Action Center</i>, a hub of tools and guidance for communities seeking to translate data into meaningful action. In this hands-on session participants will experience a guided, activity-based tour through the <i>Roadmaps to Health Action Center</i>.</p> <p style="text-align: center;"><b>*Attendees should bring a tablet or laptop to access and navigate the Action Center during the workshop.</b></p>	<p style="text-align: center;"><b>Health Information Management Strategic Planning: People, Processes &amp; Technology</b></p> <p>Presenters:</p> <ul style="list-style-type: none"> <li>Debra McGrath, MSN, FNP, Director of Health Information Technology, Health Federation of Philadelphia;</li> <li>Eric Rios, MS, Vice President of Operations, Xtium</li> </ul> <p>The Health Information Management team approach to HIT is a strategic method that can be used to set priorities, focus energy and resources, strengthen operations, and help organizations to rapidly adjust in response to the dynamic, evolving FQHC environment. This approach also facilitates communication within an organization by ensuring that employees and other stakeholders are working toward common goals and establishing agreement around intended outcomes/results.</p> <p>Participants will leave the presentation with tools that can be applied at their health centers to promote more productive use of HIT to drive improvement in day-to-day processes and initiatives.</p>

12:00 pm - 1:30 pm

Lunch at the MT State Capitol \* Roundtrip transportation and lunch included

2:00 pm – 3:30 pm — Afternoon Breakout Sessions #1		
Track 1: Health Equity and Access	Track 2: Leadership, Finance and Operations Planning	Track 3: Clinical Practice Transformation
<p><b>Improving Care Coordination and Health Outcomes in Indian Country</b></p> <p>Presenters:</p> <ul style="list-style-type: none"> <li>• Lesa Evers, Tribal Relations Manager, Office of the Director, DPHHS</li> <li>• Dr. David Mark MD, Bighorn Valley Health Center</li> <li>• Kevin Howlett, Tribal Health Director, Confederated Salish and Kootenai Tribes</li> </ul> <p>This session is designed to give you the background and tools to take the next step in care coordination for American Indian patients. It will include an overview of how health care is currently delivered in Indian Country through Tribal Health Departments, IHS service units, and Urban Indian Clinics. We will explore best practices for building and maintaining relationships to improve care coordination and there will be a lot of time for questions.</p> <p><b>Who should attend?</b> Staff who provide ES, those who supervise ES staff, QI staff and HIT staff.</p>	<p style="text-align: center;"><b>Combined Session</b></p> <p style="text-align: center;"><b>Part 1: Hospitality as a Way of Improving Patient Care</b></p> <p>Presenters:</p> <ul style="list-style-type: none"> <li>• Patsy Byers, HR Director of La Clinica, a Denver area FQHC</li> <li>• Betty Hart</li> <li>• Katie Wall</li> <li>• Regina Steffen</li> <li>• Eric Galatas</li> <li>• Cris Davenport</li> </ul> <p>Kaiser Permanente's Care Equity Project was created to raise awareness about the challenges faced by people with financial or social hardship who are in need of health care. This session features five members of Kaiser's Educational Theater Program and Patsy Byers.</p> <p>Patsy will share La Clinica's experience in implementing Kaiser's customer service training approach common in hospitality settings, where customers are guests. You will be moved, inspired and entertained as you witness theater as a way to connect CHC staff with their customers, and be reminded of the reasons for delivering empathetic and high quality customer service, to enrich the quality of health care delivery for everyone.</p> <p style="text-align: center;"><i>Attending both Part 1 and 2 is recommended for best results.</i></p>	
3:45 pm – 5:00 pm — Afternoon Breakout Sessions #2		
Track 1: Health Equity and Access	Tk 2: Leadership, Finance & Operations Planning	Track 3: Clinical Practice Transformation
<p><b>Beyond UDS: New Public Housing Requirements for FQHCs and Growth Opportunities through Partnership</b></p> <p>Presenter:</p> <ul style="list-style-type: none"> <li>• Alex Lehr O'Connell, Director, Community Health Partners for Sustainability</li> </ul> <p>In this session, participants will be encouraged to share their experience with the 2014 UDS report, learn how to improve their approach for the coming year, and how to leverage this effort to drive health center growth by forging meaningful partnerships with housing organizations.</p>	<p style="text-align: center;"><b>Combined Session</b></p> <p style="text-align: center;"><b>Part 2: Inspiring Patient &amp; Staff Loyalty Through Care and Compassion</b></p> <p>Presenters:</p> <ul style="list-style-type: none"> <li>• Patsy Byers, HR Director of La Clinica, a Denver area FQHC</li> <li>• Betty Hart</li> <li>• Katie Wall</li> <li>• Regina Steffen</li> <li>• Eric Galatas</li> <li>• Cris Davenport</li> </ul> <p>The inspiration and fun continue with a training session from the Kaiser Care Equity Project on implementing a Hospitality Customer Service approach to patient care in a CHC.</p> <p>Find out how to treat your customer's as guests, and ways to inspire clinical, administrative, and all staff to adopt this high-level of service. Learn how to become, or maintain your station as the Provider of Choice in your service area by improving your customer service and welcoming patients with compassion, and as a guest in your health center.</p> <p style="text-align: center;"><i>Attending both Part 1 and 2 is recommended for best results.</i></p>	
<p>5:30 pm – 7:00 pm</p> <p><b>Networking Reception with light appetizers and beverages for <u>All</u> Symposium Attendees</b></p>		

## SYMPOSIUM DAY 2 — Thursday, April 16

7:00 am - 8:00 am

Continental Breakfast and *The Engaged Leadership Award* Presentations

*“For leaders who chart the course for change and remove barriers to transformation, thereby promoting health equity.”*

8:15 am – 9:45 am

Morning Breakout Sessions #1

Track 1: Health Equity and Access	Track 2: Leadership, Finance and Operations Planning	Track 3: Clinical Practice Transformation
<p><b>Medicaid Expansion: What’s Next?</b></p> <p>Presenter:</p> <ul style="list-style-type: none"> <li>Amanda Harrow, Policy Analyst, MPCA</li> </ul> <p>Get the inside scoop on where we are at with Medicaid expansion in the 2015 Legislative session and next steps to ensure access to care for low-income Montanans.</p>	<p><b>Accelerating Your CHC’s Business Value: The Triple Aim and Financial Sustainability for Providers</b></p> <p>Presenter:</p> <ul style="list-style-type: none"> <li>Curt Degenfelder, Degenfelder Health</li> </ul> <p>Community health centers are increasingly being measured by achievement of Triple Aim goals – quality, patient experience and total cost of care. While the Triple Aim goals are noble, CHC reimbursement is not always in alignment with these goals. This session will cover providers’ role in practice transformation and how that transformation can be made financially sustainable.</p>	<p><b>It Sounds Simple but Isn’t: What 25 Years of Research and 11 Years of Dissemination have Taught Us About Effectively Implementing Behavioral Health into Primary Care</b></p> <p>Presenters:</p> <ul style="list-style-type: none"> <li>Diane Powers, MA, Associate Director, AIMS Center, University of Washington</li> <li>Mary Jane Nealon, RN-CCP, MFA, Director of Innovation, Partnership Health Center</li> <li>Earl Sutherland, PhD, Medical Director, Bighorn Valley Health Center</li> </ul> <p>Integrating behavioral health into primary care is becoming increasingly important as quality improvement standards (e.g. patient-centered medical home) and payers require whole-person care designed to achieve the Triple Aim: better clinical outcomes, increased patient and provider satisfaction, decreased cost.</p> <p>Collaborative Care is the only model of integrated behavioral health proven in over 80 peer-reviewed research trials to achieve the Triple Aim. However, what sounds like a simple practice change is rarely simple to implement <u>effectively</u>.</p> <p>What is Collaborative Care and how is it different from other models of integrated care? What are the key ingredients that drive better patient outcomes? What have we learned from primary care practices implementing this practice change in diverse settings throughout the United States? Most important, what are the experiences of three diverse Montana CHCs implementing Collaborative Care?</p>

10:00 am – 11:00 am Morning Breakout Sessions #2		
Track 1: Health Equity and Access	Track 2: Leadership, Finance and Operations Planning	Track 3: Clinical Practice Transformation
<p><b>Fighting Poverty, Achieving Justice, Improving Lives: How Medical and Legal Partnerships Address Barriers to Health</b></p> <p>Presenter:</p> <ul style="list-style-type: none"> <li>Michelle Potts, JD, Director of Strategic Focus and Development, Montana Legal Services Association</li> </ul> <p>The Montana Legal Services Association provides civil legal assistance to low income individuals and families to address legal needs and improve the circumstances in which people live, work and play — the social determinants that can negatively impact health.</p> <p>This presentation will help health care leadership see civil legal aid as a valuable tool for improving health, and will describe the benefits of civil legal aid for health care providers and their patients.</p>	<p><b>Accelerating Your CHC's Business Value: Operationalizing the Sliding Fee Schedule of Discounts</b></p> <p>Presenter:</p> <ul style="list-style-type: none"> <li>Curt Degenfelder, Degenfelder Health</li> </ul> <p>This session will cover HRSA 10 Program Information Notice 2014-02, which gives requirements and guidance to Section 330 funded health centers on how to administer their sliding fee scale.</p> <p>Both of the ends of the spectrum will be discussed— how CHCs can accommodate their patients administratively and financially, as well as identifying what responsibilities CHCs can put on their patients.</p>	<p><b>New Directions in Health System Transformation through Telehealth</b></p> <p>Presenter:</p> <ul style="list-style-type: none"> <li>Bob Wolverton, Program Director, Northwest Regional Telehealth Resources Center</li> </ul> <p>Telehealth is the wave of the future. It brings specialty and subspecialty care to remote and underserved patients. Telehealth can help Community Health Centers expand the types of care they offer and provide specialty care that is difficult to find in underserved areas.</p> <p>This presentation will offer ideas to help CHCs implement Telehealth, avoid classic mistakes and expand their services with minimal financial investment. The presentation will discuss personnel considerations, equipment options and offer ways to get assistance with developing Telehealth services.</p>
<p>11:15 am – 12:15 pm</p> <p><b>NEW!</b> Concluding Plenary: Dr. Heidi Allen, Ph.D., Associate Professor of Social Work, Columbia University <i>Beyond Coverage the Next Generation of Health Reform to Advance Equity</i></p>		
<p>Box Lunches Provided</p>		
<p>MPCA Board of Directors Annual Meeting 12:30 pm – 1:30 pm</p>		
<p>Community Health Center CFO Meeting — Marge Levine 12:30 pm – 3:00 pm (CFOs only)</p>		
<p>Community Health Center Medical Director Meeting — Paula Block April 16 from 12:30 pm – 5 pm * April 17 from 7:30 am – 11:30 am (CMOs only)</p>		