



16TH ANNUAL HEALTH CARE SYMPOSIUM

Linking Communities
to Quality Health Care

Friday, March 3, 2017

Hyatt Regency Huntington Beach Resort and Spa

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AND ITS MEMBERS.



CEDARS-SINAI

WELCOME

Welcome to the 16th Annual Health Care Symposium!

We come together today at a pivotal time for health care and for our nation. As Congress debates the future of American health care, the future of community clinics and health centers and the communities they serve hangs in the balance.

Whatever the future may hold, the critical work of community clinics and health centers must continue. In a context of fewer resources, we must ensure a viable safety net continues to provide culturally competent, patient-centered, high quality, innovative care in our health systems. Our work to transform care and move from volume to value becomes more important than ever.

Today's conference theme is "Linking Communities to Quality Health Care". We will explore the ways in which we effectively connect the dots between our patients, our partners and our common priorities. Today's sessions will provide real strategies and tools to strengthen these linkages through effectively integrated teams, services and information. In total, we offer 15 breakout sessions, including several with continuing education units.

In addition to our breakout sessions, we are thrilled to feature The Urban Voices Project as our opening performance. Urban Voices reminds us of the real human purpose of our efforts, through music.

We are also excited to present Susan Dentzer, the President and CEO of the Network for Excellence in Health Innovation, a non-profit, non-partisan health policy institute focused on enabling innovations that improve health, boost health care quality and lower costs. She is also the Senior Policy Advisor for the Robert Wood Johnson Foundation, the nation's largest philanthropy focused on U.S. health and health care, and is one of the nation's most respected health care journalists and thought leaders. Ms. Dentzer served for five years as editor-in-chief of Health Affairs, the nation's leading journal of health policy, which she transformed from a bimonthly academic publication to a topical monthly journal. She served as on-air health correspondent for the PBS NewsHour from 1998 to 2008 and remains an on-air analyst on health policy for the show. She is also a frequent guest on a number of National Public Radio programs, including The Diane Rehm Show.

As always, the Symposium would not be possible without the generous support of our sponsors and exhibitors. We encourage you to browse the exhibitor booths for products and services that support your work.

We greatly value your participation — everyone's contribution makes this a worthwhile and successful conference. Enjoy yourself and, again, our sincere thanks for your attendance.

Sincerely,



A handwritten signature in black ink that reads "Isabel Becerra".

Isabel Becerra
CEO
Coalition of Orange County
Community Health Centers



A handwritten signature in black ink that reads "Henry N. Tuttle".

Henry N. Tuttle
President & CEO
Health Center Partners
of Southern California



A handwritten signature in black ink that reads "Louise McCarthy".

Louise McCarthy, MPP
President & CEO
Community Clinic Association
of Los Angeles County

16TH ANNUAL HEALTH CARE SYMPOSIUM

Linking Communities to Quality Health Care

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KEYNOTE SPEAKER



Susan Dentzer

*President and CEO,
Network for Excellence
in Health Innovation*

Susan Dentzer is the president and CEO of the Network for Excellence in Health Innovation, a non-profit, non-partisan health policy institute focused on enabling innovations that improve health, boost health care quality and lower costs. She's also the senior policy advisor for the Robert Wood Johnson Foundation (RWJF), the nation's largest philanthropy focused on U.S. health and health care, and is one of the nation's most respected health care journalists and thought leaders. Prior to joining the RWJF, Dentzer served for five years as editor-in-chief of Health Affairs, the nation's leading journal of health policy, which she transformed from a bimonthly academic publication to a topical monthly journal. She served as on-air health correspondent for the PBS NewsHour from 1998 to 2008 and remains an on-air analyst on health policy for the show. She is also a frequent guest on a number of National Public Radio programs, including The Diane Rehm Show.

Today, Dentzer is an elected member of the Institute of Medicine (IOM) of the National Academy of Sciences and the Board on Population Health; an elected member of the Council on Foreign Relations; a fellow of the National Academy of Social Insurance; a fellow of The Hastings Center, a nonpartisan bioethics research institute; a member of the board of directors of the International Rescue Committee, a leading humanitarian organization; serves on the board of directors of Research!America, an alliance working to make research to improve health a higher priority. She is also a public member of the board of directors of the American Board of Medical Specialties, which assists 24 medical specialty boards in the ongoing evaluation and certification of physicians; a member of the board of directors of the Public Health Institute, the nonprofit organization addressing public health issues and solutions nationwide; a member of the Kaiser Commission on Medicaid and the Uninsured, the RAND Health Board of Advisors, the March of Dimes national advisory board and the national advisory committee of the Robert Wood Johnson Foundation Health Policy Fellows. She graduated from Dartmouth, is a trustee emerita of the college, chaired the Dartmouth Board of Trustees from 2001 to 2004 and currently serves as a member of the Board of Overseers of Dartmouth Medical School.

ABOUT US



Community Clinic Association of Los Angeles County

Established in 1994, the Community Clinic Association of Los Angeles County's (CCALAC) 60 member community clinics and health centers operate from over 400 primary care sites and serve over 1.4 million patients each year. CCALAC is the largest regional association in California. The mission of CCALAC is to promote community clinics and health centers

as providers and advocates expand access to quality comprehensive health care for medically underserved people in Los Angeles County. CCALAC's vision is to advance the health and wellness of communities throughout Los Angeles County, creating a comprehensive health care system for underserved populations and help reduce health disparities in the county. Dedicated to serving and representing the interests of its members, CCALAC provides a variety of training and educational programs, advocacy services, along with technical assistance.

For more information, please visit www.ccalac.org.



The Coalition of Orange County Community Health Centers

The Coalition of Orange County Community Health Centers (The Coalition) consists of 26 member organizations operating over 58 sites and servicing more than 300,000 patients per year, with over 800,000 encounters. The Coalition was founded in 1974 as a 501(c)3 not for

profit organization designed to support and strengthen Orange County's network of licensed community clinics. The Coalitions' mission is to be a consortium of safety net providers and key partners creating quality healthcare for vulnerable, underserved communities. The Coalition supports the needs of its members through the development and management of shared services in information technology, quality management, fund development, finance/accounting, advocacy, and training/education to effectively serve the County's diverse, multi-cultural population. **For more information, please visit www.coccc.org.**



Health Center Partners of Southern California

A premiere consortium of primary health care organizations, Health Center Partners of Southern California (formerly Council of Community Clinics) is an advocate for its members who serve the health needs of

communities throughout three counties in Southern California (San Diego, Imperial and Riverside), providing its members with the voice and power to serve vulnerable populations. Health Center Partners' 17 member community health center corporations operate over 134 practice health sites throughout San Diego, Imperial and Riverside Counties. Health Center Partners' members serve 827,745 patients a year with 2,432,080 patient encounters. As a champion for community health care, Health Center Partners blends its years of experience, richly talented staff and deep knowledge of our members to deliver programs, resources, and advocacy designed to enrich the patient experience. **For more information, please visit www.hcpsocal.org.**

About Community Clinics and Health Centers

Community clinics and health centers provide high-quality primary health care (medical, dental and behavioral health services) to predominately low income and underserved patients. Clinics and health centers provide care in a culturally appropriate manner addressing the needs of a diverse population. These non-profit clinics and health centers are licensed by the State of California and serve all, regardless of ability to pay.

PLENARY: OPENING PERFORMANCE



The Urban Voices Project brings the healing power of music directly to individuals disenfranchised by homelessness, mental health issues, and unemployment. Community singing and music education combine to provide practical opportunities for individuals to transcend their current circumstances and participate in a creative program of positive change.

Composed of artists and performers from the Skid Row neighborhood in Downtown Los Angeles, this project is presented by The Colburn School

and John Wesley Health Centers (JWCH Institute) to bring music, health and wellbeing, and community to one of the largest homeless neighborhoods in the United States.

The Urban Voices Project: A Skid Row Choir serves as a “bridge” to the Wesley’s health and wellness services for our homeless. Through music education, musical workshops, and a performing ensemble, The Urban Voices Project continues to share music and its healing power with many individuals and audiences inside and outside the neighborhood of Skid Row.

Colburn School teaching artist, Leeav Sofer, directs the project assisted by his team, Christopher Mack and Kate Richards Geller. The Urban Voices Project has found recognition on the front page of the LA Times and was featured on NPR’s All Things Considered. The Urban Voices Project has had the privilege to collaborate with Street Symphony’s Annual Messiah Project, as well as LA Opera’s Annual Community Festival performances. The choir was also honored to sing for the inauguration of Kathryn Barger, the 5th District chair of the Board of Supervisors of Los Angeles County.

www.facebook.com/urbanvoicesproject

Artistic Director & Co-Founder, Leeav Sofer

Associate Director & Music Therapy Consultant, Kate Richards Geller

Community Engagement Director & Co-Founder, Christopher Mack

AGENDA

16th Annual Health Care Symposium: Linking Communities to Quality Health Care

Friday, March 3, 2017 | Huntington Beach, CA

7:30 a.m.

Registration Opens

Grand Foyer

8:00 a.m.

Breakfast with Exhibitors

Grand Foyer & Salon E

8:30 a.m.

Plenary Session – Welcome and Introductions

Performance by The Urban Voices Project

Grand Ballroom – Salon D

9:00 a.m.

Keynote Address, Susan Dentzer

Grand Ballroom – Salon D

10:00 a.m.

Morning Break with Exhibitors

Grand Foyer & Salon E

10:30 a.m.

Session 1 Workshops

12:00 p.m.

Lunch

Grand Ballroom – Salon D

1:15 p.m.

Session 2 Workshops

2:45 p.m.

Coffee Break with Exhibitors

Grand Foyer & Salon E

4:45 p.m.

Adjourn

SESSION 1 WORKSHOPS • 10:30 a.m. – 12:00 p.m.

1. Collecting Social Determinants of Health: How to Use PRAPARE to Reduce Disparities and Transform Care *CME
Salon A
2. Embracing Medication Assisted Treatment as Part of an Integrated Multi-Disciplinary Approach to Addiction Treatment *CME
Salon B
3. The Policy Perspective: California's Path Through Uncertain Times
Salon C
4. A 20/20 Future: Understanding How Vision Impacts a Child's Lifelong Health
Salon F
5. LEAN Transformation in Community Health Centers: Unlocking Human Potential
Salon G

* = Applying for CME's

SESSION 2 WORKSHOPS • 1:15 p.m. – 2:45 p.m.

1. Reform Ready: How to Prepare Your Health Center for Payment Reform
Salon A
2. A Culture of Quality: Improving Team Participation in Quality Improvement *CME
Salon B
3. Patient Engagement: Effective Strategies to Engage Transgender and Homeless Patients *CME
Salon C
4. Remember Your Calling: Creating Tools for Self-Care to Prevent Staff Burnout *CME
Salon F
5. Success in Succession Planning
Salon G

SESSION 3 WORKSHOPS • 3:15 p.m. – 4:45 p.m.

1. A Tale of Two Centers: Creating a Successful Care Team Model at Your Health Center
Salon A
2. The Policy Perspective: California's Path Through Uncertain Times
Salon B
3. Patient Engagement: Strategies for Addressing Challenging Situations *CME
Salon C
4. Engaging Patients as Partners in Care Design
Salon F
5. New Environments, New Challenges: How to Recruit and Retain a Passionate and Dynamic Workforce
Salon G

* = Applying for CME's

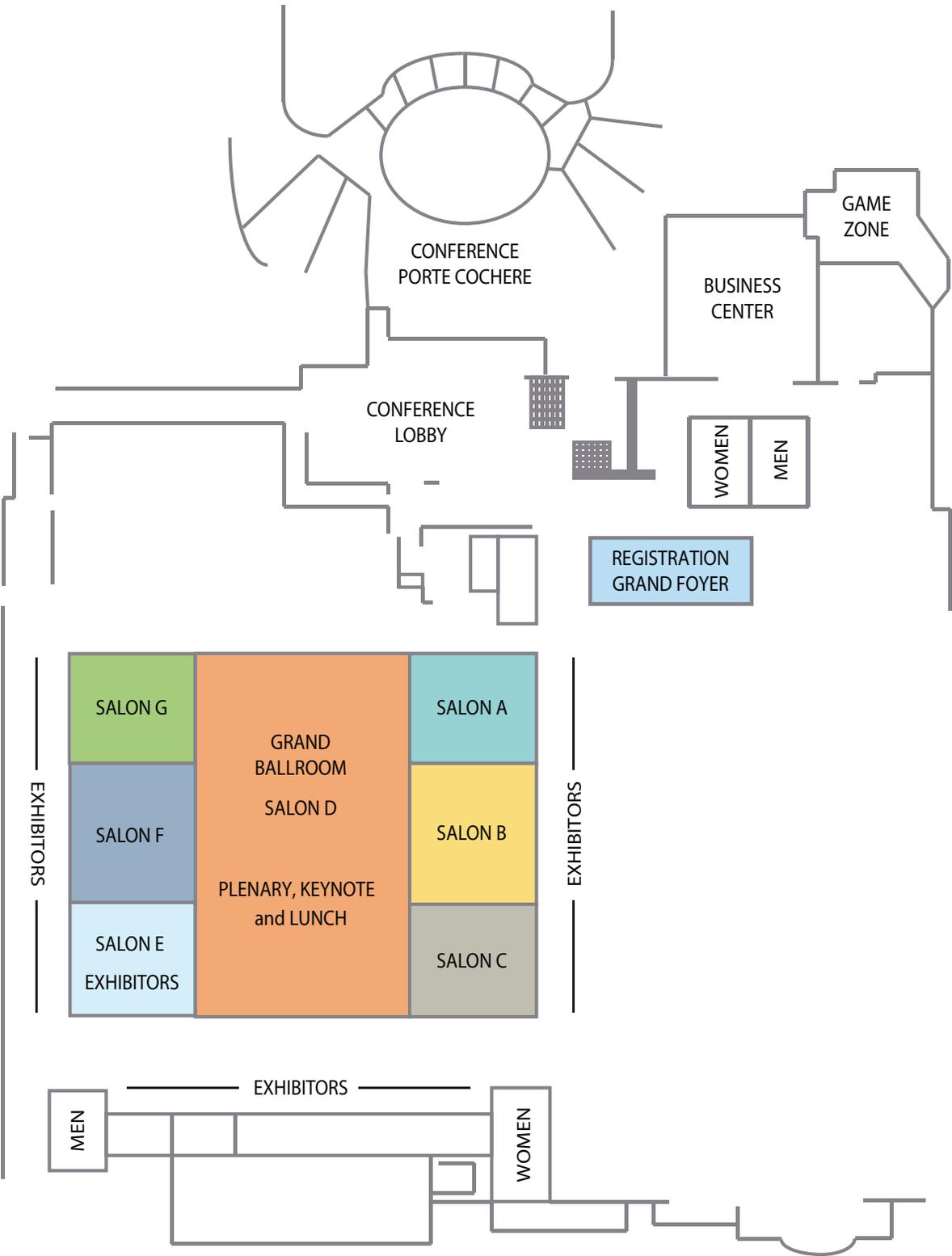


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HYATT REGENCY / HUNTINGTON BEACH OVERVIEW



SESSION DESCRIPTIONS



SESSION 1 WORKSHOPS • 10:30 a.m. – 12:00 p.m.

WORKSHOP #1

Collecting Social Determinants of Health: How to Use PRAPARE to Reduce Disparities and Transform Care

***CME Workshop**

Our ability to mitigate the socio-economic causes of poor health is key to improving outcomes and reducing spending, but the healthcare delivery system has not been designed in a way that supports clinical staff in understanding and addressing their patients' non-medical health needs. This session will discuss the importance of data collection on Social Determinants of Health (SDOH) and implementing a standardized data collection protocol known as PRAPARE: Protocol for Responding to and Assessing Patients' Assets, Risks, and Experiences.

Learning Objectives:

- How the protocol was developed, the process by which it was implemented in multiple EHRs.
- How staff can successfully engage in data collection efforts, how best to link SDOH data with enabling services data to provide context.
- Best practices and lessons learned from implementation, and how health centers are using patient SDH data to demonstrate value, inform payment reform efforts, and transform care.
- Discuss a newly funded planning project to lay out a strategy to identify and leverage opportunities for bringing PRAPARE to scale across California, develop a roadmap to do so, and customize resources supportive of this effort.

TIME: 10:30 a.m. - 12:00 p.m.

ROOM: SALON A

Speakers: **Rosy Chang Weir, MD**, Director of Research, Association of Asian Pacific Community Health Organizations

Rachel Wick, PhD, Senior Program Officer, Health Care and Coverage, Blue Shield of California Foundation

Moderator: **Lauren Abrams, MSW, MPH**, Program Manager, Health Quality Partners of Southern California

SESSION DESCRIPTIONS

WORKSHOP #2

Embracing Medication Assisted Treatment as Part of an Integrated Multi-Disciplinary Approach to Addiction Treatment

*CME Workshop

In this session Dr. Chung and Tobin Shelton will discuss the integration of behavioral health with Medication Assisted Treatment (MAT) in the context of a FQHC. They will present the basics of MAT in underserved outpatient medicine, and discuss their health center's own experience with this, as well as, a brief review of the literature of providing these services in primary care. Presenters will also briefly review the use of Narcan to prevent opioid overdose deaths.

Learning Objectives:

- Understand the basics of medication assisted treatment to treat opioid misuse.
- Describe the cultural change towards the acceptance of harm reduction that facilitates the use of MAT for addiction treatment.
- Understand how Narcan can be used to prevent opioid overdoses.

TIME: 10:30 a.m. - 12:00 p.m.

ROOM: SALON B

Speakers: **Gilmore Chung, MD**, Internal Medicine/Pediatrics, Venice Family Clinic
Tobin Shelton, LCSW, Clinical Social Worker, Venice Family Clinic

Moderator: **Marty Adelman, MA, CPRP**, Behavioral Health Program Manager,
Health Quality Partners of Southern California

WORKSHOP #3

The Policy Perspective: California's Path Through Uncertain Times

Do the words Repeal and Replace sound familiar? As we continue to address the policy and advocacy needs of our member organizations, our consortium policy teams are working side-by-side to strategize the best ways to champion and partner with those who support the mission of providing quality health care to all. All three consortia policy leads will provide an overview of where they are with state and federal legislation, and discuss where we go from here to shape the future of health care in California. Speakers will give their perspectives on what health centers need to be thinking about in order to move advocacy forward so that all Californians, with or without coverage, will have access to quality health care services.

TIME: 10:30 a.m. - 12:00 p.m.

ROOM: SALON C

Speakers: **Cynthia Carmona, MPA**, Director of Government and External Affairs,
Community Clinic Association of Los Angeles County
Vernita Todd, MBA, FACHE, Senior Vice-President of External Affairs,
Health Center Partners of Southern California
Barbara Kidder Garcia, BA, Director of Health Policy and Program,
Coalition of Orange County Community Health Centers

Moderator: **Julie A Minardi, MEd**, Assistant Director, External Affairs,
Health Center Partners of Southern California

WORKSHOP #4

A 20/20 Future: Understanding How Vision Impacts a Child's Lifelong Health

Vision problems that present in infants, toddlers, and children may manifest as problems well into adulthood. These problems may include overall health, self-perception, academic performance, job choices, and other social factors. The objective of this session is to help practitioners caring for children understand the effect that unaddressed vision problems may have on their patients' futures and why eye screening, eye examination, and provision of optical correction is critical for health center patients and communities. For health centers looking to begin or expand vision services, this session will also explore models that health centers are using to provide comprehensive vision services.

TIME: 10:30 a.m. - 12:00 p.m.

ROOM: SALON F

Speakers: **Kim Schuy, MBA**, President, Essilor Vision Foundation - Americas
Kristan Gross, BA, Global Executive Director, Vision Impact Institute
Wayne Larsen, OD, Optometrist, Community Health Systems, Inc.

Moderator: **Nicole Howard, MPH**, Executive Vice President, Health Quality Partners of Southern California

WORKSHOP #5

LEAN Transformation in Community Health Centers: Unlocking Human Potential

In this workshop Honsha will share the "secret sauce" of Lean Transformation, strategies that create sustainable culture in which employee potential is unleashed and directed at continuous process improvement.

Speakers will discuss transformation strategies used in Community Health Centers and give examples of successful cultural transformation and resultant process improvement.

San Ysidro Health Center staff will share best practices and lessons learned for their LEAN implementation at their health centers.

TIME: 10:30 a.m. - 12:00 p.m.

ROOM: SALON G

Speakers: **Ryan Soderstrom, MBA**, Lean Business & Development, HONSHA
Bob Plummer, MBA, Senior Managing Director, HONSHA
April House, LVN, MHA, Chief of Quality and Advanced Performance Improvement, San Ysidro Health Centers, Inc.

Moderator: **Lauren Richard, BA**, Project Manager and Coach, Community Clinic Association of Los Angeles County

SESSION DESCRIPTIONS

SESSION 2 WORKSHOPS • 1:15 p.m. – 2:45 p.m.

WORKSHOP #1

Reform Ready: How to Prepare Your Health Center for Payment Reform

The California Primary Care Association (CPCA) continues to lead the Capitation Payment Preparedness Program (CP3), an initiative developed to ensure community health centers are successful participants in adopting Alternative Payment Methodologies (APM). Several California community health centers have been engaged in this pilot program, and have been examining various forms of contracting, rate setting examples and implementation of non-traditional touches with managed care plans. In this session, CPCA will provide an update on state implementation and give an overview and future goals of the CP3 pilot program. Panelists of participating health centers will give their perspectives on APM and the criteria they are currently developing to address rate setting and discuss what other clinics need to know in order to be operating in a new payment environment as well as challenges they have experienced.

TIME: 1:15 p.m. - 2:45 p.m.

ROOM: SALON A

Speakers: **Anita Zamora, RN, MSN, CNS**, Chief Operations Officer, Venice Family Clinic
Michele Lambert, MBA, Chief Financial Officer, Vista Community Clinic
Richard Seidman, MD, MPH, Chief Medical Officer, Northeast Valley Health Corporation

Moderator: **Cindy Keltner, MPA**, Deputy Director of Health Center Transformation, California Primary Care Association

WORKSHOP #2

A Culture of Quality: Improving Team Participation in Quality Improvement

*CME Workshop

As community health centers evolve, meeting reporting requirements and quality improvement goals requires care teams to work in a deliberate and complimentary way. Learn how to increase staff participation and enthusiasm in quality improvement projects, and how to effectively utilize staff resources. This session will discuss how to get better data, boost morale, and build a solid quality improvement infrastructure.

Learning Objectives:

- Learn methods for communicating quality improvement initiatives across different levels of staff.
- Discuss recruitment and training for maximizing different roles within the organization.
- Understand how cross-training staff can create broader quality improvement engagement and build capacity.

TIME: 1:15 p.m. - 2:45 p.m.

ROOM: SALON B

Speakers: **Debra Rosen, RN, MPH**, Director of Quality and Health Education, Northeast Valley Health Corporation
Brendan Mull, MD, QI Director and Disease Management Supervisor, South Central Family Health Center
Bertha Becerra, QI Manager, South Bay Family Health Center

Moderator: **Helen DuPlessis, MD, MPH**, Chief Medical Officer, St. John's Well Child & Family Center

WORKSHOP #3

Patient Engagement: Effective Strategies to Engage Transgender and Homeless Patients

*CME Workshop

This session will allow participants to explore specialized approaches for LGBTQ and homeless individuals. Learn how to connect with these patients in order to effectively ask the questions necessary for quality health care.

Learning Objectives:

- Share approaches for working with the unique needs of LGBTQ and homeless patients.
- Learn skills for asking questions with a culturally competent approach.
- Discuss access to primary care in coordination with healthcare specialists for both patient groups.

TIME: 1:15 p.m. - 2:45 p.m.

ROOM: SALON C

Speakers: **Diana Feliz Olivia, MSW**, Transgender Health Program Manager, St. John's Well Child & Family Center

Marla Potter, MD, MPH, Lead Physician, Los Angeles Christian Health Centers

Moderator: **Kaleigh Cornelison, MSW**, Training Coordinator, Community Clinic Association of Los Angeles County

WORKSHOP #4

Remember Your Calling: Creating Tools for Self-Care to Prevent Staff Burnout

*CME Workshop

In the pressured and busy pace of health care delivery, particularly in vulnerable and safety net communities, have you carved out time for precious self-reflection? Amongst the river of complaints and frustrations, can you remember why you were once called (as in your calling) to take care of others as a health care practitioner? What aspects of your work are worth celebrating? What are the ways in which you have impacted the lives of others in positive ways through relationship, doctoring and healing? This session will provide an opportunity to join with colleagues in turning our mindful attention to gratitude.

Learning Objectives:

- Learn skills to enhance provider wellness.
- Explore strategies to prevent provider burnout.
- Practice key well-being tools for providers.

TIME: 1:15 p.m. - 2:45 p.m.

ROOM: SALON F

Speaker: **Jeffrey Ring, PhD**, Principal, Health Management Associates

Moderator: **Lisa Fisher, MSW**, Director of Member Programs, Community Clinic Association of Los Angeles County

SESSION DESCRIPTIONS

WORKSHOP #5

Success in Succession Planning

Health centers that are serious about their own sustainability will also be serious about planning for smooth and thoughtful transitions of leadership. Whether a transition occurs due to an unexpected vacancy on the staff or board, or the anticipated transition of a long-tenured leader, being ready with a plan in place can help health centers weather the inevitable challenges of leadership transition. This session will provide three leadership perspectives on effective succession planning: planning for departure, being the successor to a founding CEO, and taking the reins of an organization during a new CEO search.

TIME: 1:15 p.m. - 2:45 p.m.

ROOM: SALON G

Speakers: **Tracy Ream, MPH**, Chief Executive Officer, Neighborhood Healthcare
David Vliet, BHA, MBA, Chief Executive Officer, Tiburcio Vasquez Health Centers
Deizel Sarte, RN, BSN, MAS, Chief Operations Officer, North County Health Services

Moderator: **Louise McCarthy, MPP**, President & Chief Executive Officer, Community Clinic Association of Los Angeles County

SESSION 3 WORKSHOPS • 3:15 p.m. – 4:45 p.m.

WORKSHOP #1

A Tale of Two Centers: Creating a Successful Care Team Model at Your Health Center

Join two health centers in a panel discussion on their journey of creating tailored Care Team Models within each organization. Panelists will provide an overview of their organization's background and patient population and approaches they used to develop and implement enhanced care team models within their existing infrastructure and culture. This will include a reflection on their previous delivery of primary care services, an overview and rationale of changes that were implemented, and the outcome of these shifts in care.

Learning Objectives:

- Learn how to develop care teams that incorporate the needs of your patients.
- Acquire an understanding of the steps needed to develop and implement a care team model in your organization.
- Obtain two examples of processes developed and used in community health centers to implement change in the delivery of primary care.

TIME: 3:15 p.m. - 4:45 p.m.

ROOM: SALON A

Presenters: **Melissa Barajas, RN, BSN**, Director of Population Health, Neighborhood Healthcare
Louis Guitron, RN, FNP, PHN, Director of Case Management, Los Angeles LGBT Center
Noah Kaplan, MSW, Manager of Psychosocial Case Management, Los Angeles LGBT Center
Myrna Torresdey, MPH, PCMH-CC, Director of Quality, San Ysidro Health Center

Moderator: **Bayley Raiz, MBA, LCSW, CPHQ**, Vice President of Clinical Transformation and Health Informatics, Health Center Partners of Southern California

WORKSHOP #2

The Policy Perspective: California's Path Through Uncertain Times

Do the words Repeal and Replace sound familiar? As we continue to address the policy and advocacy needs of our member organizations, our consortium policy teams are working side-by-side to strategize the best ways to champion and partner with those who support the mission of providing quality health care to all. All three consortia policy leads will provide an overview of where they are with state and federal legislation, and discuss where we go from here to shape the future of health care in California. Speakers will give their perspectives on what health centers need to be thinking about in order to move advocacy forward so that all Californians, with or without coverage, will have access to quality health care services.

TIME: 3:15 p.m. - 4:45 p.m.

ROOM: SALON B

Speakers: **Cynthia Carmona, MPA**, Director of Government and External Affairs, Community Clinic Association of Los Angeles County
Vernita Todd, MBA, FACHE, Senior Vice-President of External Affairs, Health Center Partners of Southern California
Barbara Kidder Garcia, BA, Director of Health Policy and Program, Coalition of Orange County Community Health Centers

Moderator: **Julie A Minardi, MEd**, Assistant Director, External Affairs, Health Center Partners of Southern California

WORKSHOP #3

Patient Engagement: Strategies for Addressing Challenging Situations

***CME Workshop**

Working with challenging patients is a reality for all health centers. This session will give clinic staff an opportunity to consider best practices and approaches for getting to the root of these challenging patient behaviors and addressing them with compassion and empathy. Participants will have an opportunity to explore several different strategies and practice these approaches using real-world scenarios.

Learning Objectives:

- Identify difficult patient solutions and interactions.
- Discuss potential sources of challenging patient behavior.
- Explore personal values and viewpoints that might affect your patient approach.
- Learn frameworks that can help you connect with patients and reframe your practice.

TIME: 3:15 p.m. - 4:45 p.m.

ROOM: SALON C

Speaker: **Kaleigh Cornelison, MSW**, Training Coordinator, Community Clinic Association of Los Angeles County

Moderator: **Amanda Hildebrant, LCSW**, Clinical Supervisor, Watts Healthcare Corporation

SESSION DESCRIPTIONS

WORKSHOP #4

Engaging Patients as Partners in Care Design

What is patient-centered care? Ask your patients! In this session, we talk about how you can use methods of inquiry, listening, and observation to uncover insights about how to add value to patients' care experience. Check your assumptions at the door! The Center for Care Innovations in Oakland, CA will talk about the many ways organizations can engage patients to inform care delivery and design. Participants from CCI programs will share how they partnered with patients to revamp registration forms, improve the waiting experience, collect feedback on the visit, and test new technologies.

TIME: 3:15 p.m. - 4:45 p.m.

ROOM: SALON F

Speakers: **Laura Blumenthal, MPA**, Program Manager, Innovation, Center for Care Innovations
Melissa Mendez, Grant Writer, La Maestra Community Health Center
Jennifer Covin, MPH, Director of Programs, Health Quality Partners of Southern California

Moderator: **Lynne Farrell, RN, BSN, MA**, Quality Improvement Manager, Health Quality Partners of Southern California

WORKSHOP #5

New Environments, New Challenges: How to Recruit and Retain a Passionate and Dynamic Workforce

Staff retention and recruitment is more important than ever in the current health care environment. Attracting well-qualified, enthusiastic staff and retaining these staff is more important than ever with the threat to health center resources. Explore valuable tools for recruitment and retention and learn best practices to meaningfully engage in recruitment programs.

TIME: 3:15 p.m. - 4:45 p.m.

ROOM: SALON G

Speakers: **Craig Kennedy, MPH**, Executive Director, Association of Clinicians for the Underserved
Chinhnam Hathuc, MD, Chief Medical Officer, East Valley Community Health Center

Moderator: **Byron Patel, RN, ACRN**, Director of Nursing, Los Angeles LGBT Center



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Gallagher is proud to support CCALAC in their mission to promote community clinics and health centers as providers and advocates for expanding access to quality comprehensive health care for medically underserved people in Los Angeles County.



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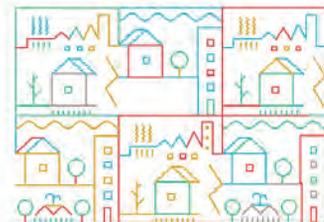
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