

15TH ANNUAL
HEALTH CARE SYMPOSIUM



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of Community
Health

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15TH ANNUAL HEALTH CARE SYMPOSIUM

The Power of Community Health

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Welcome to the 15th Annual Health Care Symposium!

In the era of health reform and with continued implementation of the Affordable Care Act (ACA), the health care environment continues to evolve. Community clinics and health centers serve as a cornerstone of culturally competent, patient-centered, high quality, innovative care in our health care systems. This year's conference theme, "The Power of Community Health," captures this spirit of evolution and innovation.

Since 2007, our three organizations have teamed up to offer this dynamic and informative annual Symposium that addresses the latest issues affecting community clinics and health centers. The Symposium highlights best practices in clinic and health center service delivery and operations including clinical quality improvement, behavioral health, data analytics, workforce and finance, and touches on some of the latest policy issues such as payment reform. This year's session topics include substance abuse and medication assisted treatment, cyber security, trauma informed behavioral health integration, improving cross-system collaboration, using data for quality improvement, and many others. In total, we offer 15 breakout sessions, including several with continuing education units.

This year we are thrilled to feature Tonya Bowers as our morning keynote speaker. Ms. Bowers is Acting Associate Administrator for the Bureau of Primary Health Care (BPHC), U.S. Department of Health and Human Services (HHS). As head of the BPHC, Ms. Bowers manages a \$5 billion federal budget that supports the health care safety net for the underserved people across the country. All in all, these funds support over 9,000 health centers and provide comprehensive primary health care services to over 23 million people. For more than 20 years, she has served in several capacities at BPHC, overseeing the expansion of HHS-supported programs and helping to develop key health center program capital investment funding under the ACA. Ms. Bowers brings significant knowledge of the ACA and what it means for patients, providers and health systems, and we look forward to hearing her thoughts about our shared future.

As always, the Symposium would not be possible without the generous support of our exhibitors and sponsors. We hope you will browse the exhibitor booths for products and services that may 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,



Isabel Becerra
CEO
Coalition of Orange County
Community Health Centers



Henry N. Tuttle
CEO
Health Center Partners
of Southern California



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

ABOUT US



Community Clinic Association of Los Angeles County

Established in 1994, the Community Clinic Association of Los Angeles County's (CCALAC) 58 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

Health Center Partners of Southern California

Founded in 1977, Health Center Partners of Southern California (formerly Council of Community Clinics) is a premiere consortium of primary

health care organizations and an advocate for its members, who serve the health needs of communities throughout Southern California. Health Center Partners provides its members with the voice and power to serve vulnerable populations. Health Center Partners' 17 member community clinic and health center corporations operate over 125 practice sites throughout San Diego, Imperial and Riverside Counties. Health Center Partners' members serve 766,163 patients a year with 2,278,116 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.



Tonya Bowers

*Acting Associate Administrator,
Bureau of Primary Health
Care, U.S. Department of
Health and Human Services*

As head of the Bureau of Primary Health Care (BPHC), Bowers manages a \$5 billion federal budget that supports the health care safety net for many underserved people across the country. Most of these funds support 9,000 health center sites. Located in communities nationwide, these sites provide comprehensive, culturally competent, quality primary health care to nearly 23 million people.

Previously, Bowers served as deputy associate administrator for BPHC from 2012 to 2015. There she also oversaw health center program capital investment funding under the Affordable Care Act, which represents the largest capital investment

to health centers in the history of the program. The \$1.5 billion in awards supported major construction and renovation projects at 550 community health centers nationwide.

With 20 years of experience with the health center program, Bowers has served in several capacities at BPHC from 1995 to 2012. She oversaw the expansion of HRSA-supported programs through more than \$6 billion in funding awarded under both the American Reinvestment and Recovery Act and the Affordable Care Act and has been instrumental in the maturation of the program by helping to develop the key Health Center Program requirements and accompanying guidance. Bowers was also responsible for ensuring billions of dollars were awarded over the last 20 years to support ongoing care in communities across the United States.

Before joining HRSA in 1995, Bowers worked at a health center in Connecticut.

Bowers graduated from Trinity College (Connecticut) with a degree in third world studies and religion and has a Master of Health Science in Health Policy from the Johns Hopkins School of Public Health and Hygiene.

AGENDA

7:45 a.m.

Registration Opens

Banquet 2 Level

8:00 a.m. – 8:30 a.m.

Breakfast with Exhibitors

Pacific Ballroom III & IV

8:30 a.m.

Plenary Session

Pacific Ballroom I & II

Welcome

Isabel Becerra, CEO, Coalition of Orange County Community Health Centers

Henry N. Tuttle, CEO, Health Center Partners of Southern California

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

Keynote

Tonya Bowers, Acting Associate Administrator, Bureau of Primary Health Care

U.S. Department of Health and Human Services

Pacific Ballroom I & II

10:00 a.m. – 10:30 a.m.

Breakfast with Exhibitors

Pacific Ballroom III & IV

SESSION 1 WORKSHOPS • 10:30 a.m. – Noon

- Preparing for PrEP: Understanding Access and Clinical Practice*
Emerald I
- Reimagining Your Workforce: Using MA's as Health Coaches*
Emerald II
- Addressing Toxic Stress and Childhood Adversity Using a Trauma-Informed Approach*
Emerald III
- Undiagnosed Hypertension: How to Fix Your “HIPS” Problem
Balboa I & II
- Enhancing Practitioner Vitality: Tangible Strategies for Providers and Teams
Laguna I & II (Banquet 1 Level)

LUNCH (PACIFIC BALLROOM I & II) • Noon – 1:00 p.m.

* CME Pending Workshop



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

- Preparing for the Future of FQHC Finance: From Legislation to Implementation of FQHC Payment Reform
Emerald I
- Understanding the Law and Operating Efficiently: Legal Aspects of School-Based Health Centers
Emerald II
- Working to Deliver Better Health Outcomes and Healthier Lives: Lessons Learned from a Clinically Integrated Network
Emerald III
- What is Medication Assisted Treatment? Why is it an Important and Necessary Treatment Option for Some? Who is Appropriate for it and Who Isn't?*
- Ransomware and Other Cyber Attacks: The Threat is Real, Are You Prepared?
Balboa I & II
- Ransomware and Other Cyber Attacks: The Threat is Real, Are You Prepared?
Laguna I & II (Banquet 1 Level)

COFFEE BREAK WITH EXHIBITORS (PACIFIC BALLROOM III & IV) • 2:45 p.m. – 3:15 p.m.

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

- Can We Improve Health By Collaborating Across Systems? The Results of Two Pilots Between Primary Care and Mental Health
Emerald I
- Caring for the Expanding Patient Population: Treating Transgender, Geriatric and Recently Incarcerated Patient Groups*
Emerald II
- Innovative Approaches to Controlling Diabetes and Hypertension in the Community Health Center Population: Results from the ALL HEART Pilot Projects
Emerald III
- Specialty Care Collaborative
Balboa I & II
- Best Practices to Maximize Your UDS QI Incentives
Laguna I & II (Banquet 1 Level)

ADJOURN • 4:45 p.m.

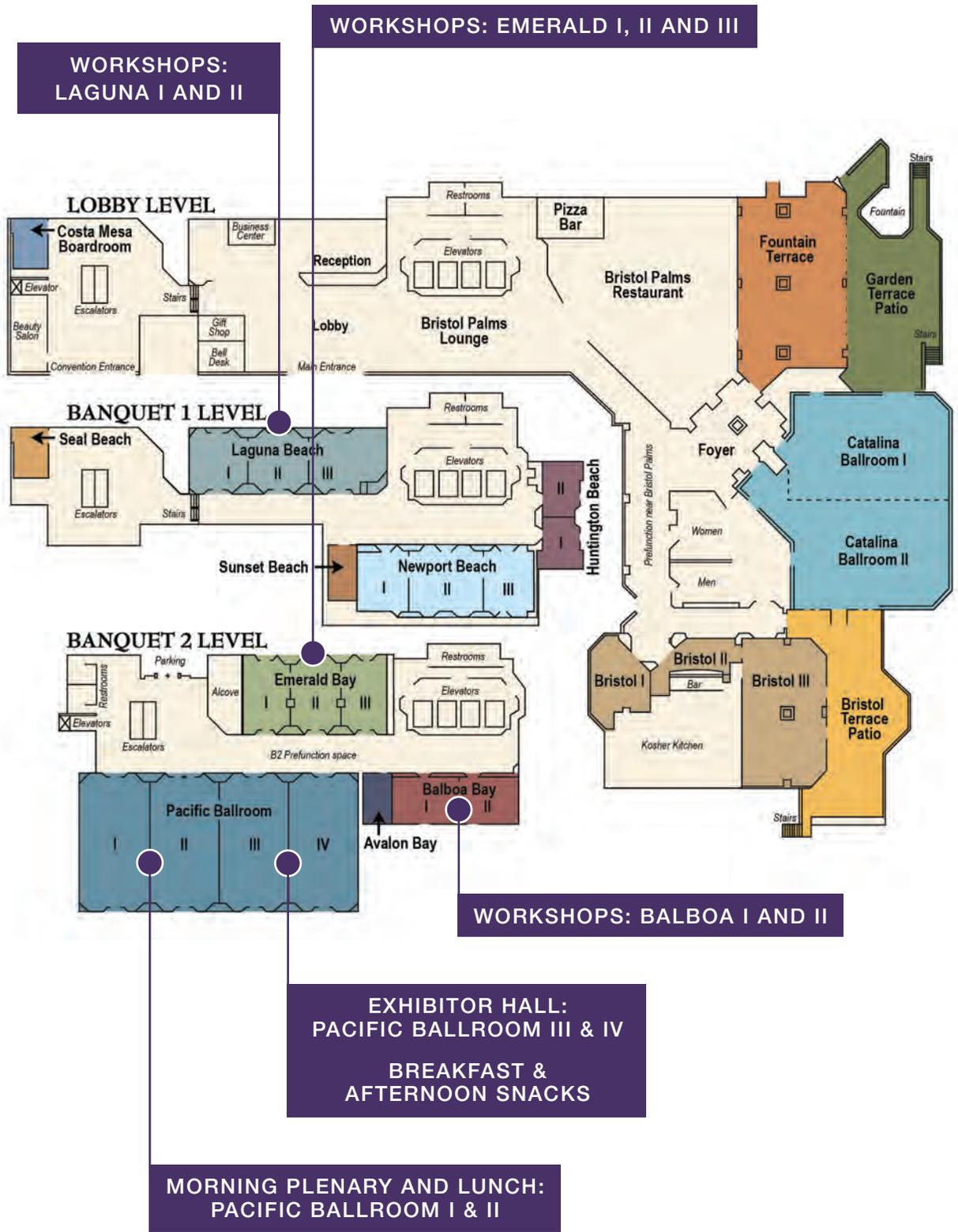
* CME Pending Workshop



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HILTON ORANGE COUNTY / COSTA MESA OVERVIEW



SESSION DESCRIPTIONS



SESSION 1 WORKSHOPS • 10:30 a.m. – Noon

Preparing for PrEP: Understanding Access and Clinical Practice

CME Eligible Workshop

Speakers: **Janie Caplan, MD**, Academic Research Track Fellows in Infectious Diseases, UCLA
Gifty-Maria Ntim, MD, MPH, Medical Director, AIDS Project Los Angeles

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

Room: **EMERALD I**

Even though PrEP has been around in the U.S. for over a year, not a lot of people know about it. And, even fewer people feel like they know enough about it to be able to make an informed decision about whether or not to use it. Pre-Exposure Prophylaxis, or PrEP, is a way for people who do not have HIV but who are at substantial risk of contracting HIV, to prevent HIV infection by taking a pill every day. When taken consistently, PrEP has been shown to reduce the risk of HIV infection in people who are at high risk by up to 92%. However, PrEP is only a powerful HIV prevention tool if patients commit to taking the drug every day and following up with their primary health care provider every 3 months. Even with advances in access to PrEP, we still face challenges in education, counseling, and medication management. In this session, clinicians will share effective strategies for using PrEP as a prevention strategy for HIV-negative patients. The stigma, access and policy implications around clinical practices to provide patients more access to PrEP will also be discussed.

CME Objectives:

1. Describe PrEP usage and approved medications currently being provided at community health centers and their effectiveness.
2. Address the use of PrEP in a variety of vulnerable populations where prescribed PrEP has helped show a reduction in HIV infections.
3. Discuss the stigma, access and policy implications around clinical practices used in order to provide patients more access to PrEP and other targeted HIV prevention tools.

SESSION DESCRIPTIONS

Reimagining Your Workforce: Using MA's as Health Coaches

CME Eligible Workshop

Speakers: **Mary Renner, BA**, Chief Operation Officer, Central Valley Health Network
Mike Witte, MD, Chief Medical Officer, California Primary Care Association
Karissa Moreno, MA, Chief Operation Officer, Livingston Community Health Center

Moderator: **Debbie Waltman, RN**, Director of Nursing, Los Angeles Christian Health Centers

Room: **EMERALD II**

With the transformative nature of the current healthcare landscape, workflows and scopes of practice are constantly in flux. In this session, participants will be presented with reasons and ideas for expanding Medical Assistant (MA) involvement within care teams. The process and implementation of care team models, specifically those incorporating expanded MA and Community Health Coach roles, highlight areas that call for training and workflow redesign. Information on the art of soliciting buy-in from other team members, day to day engagement, and a discussion of successes, ideas, and addressing potential barriers will enable participants with plans to maximize internal workforce and continue to provide quality care to ever-expanding populations.

CME Objectives:

1. Learn the scope of work for medical assistants, and how they can work effectively as health coaches.
2. Learn best practices for incorporating MA health coaches into the care team.
3. Discuss recruitment, onboarding, and health center-wide training for maximizing the roles of medical assistants.

Addressing Toxic Stress and Childhood Adversity Using a Trauma Informed Approach

CME Eligible Workshop

Speakers: **Elisa Nicholas, MD, MSPH**, Pediatrician & Chief Executive Officer, The Children's Clinic
Leon Altamirano, PsyD, Director of Integrated Behavioral Health, North County Health Services

Moderator: **Elena Fernandez, LCSW**, Director of Behavioral Health, St. John's Well Child and Family Center

Room: **EMERALD III**

Understanding the negative effects of trauma and toxic stress on children and adults is essential to integrating primary and behavioral health care. All staff, but especially primary care and behavioral health care providers, must learn to recognize these stressors in order to address them. In this session, learn how to make adjustments to your practice to effectively use a trauma informed approach and to help facilitate overall wellness in patients and staff.

CME Objectives:

1. Learn about the effects of toxic stress, trauma and childhood adversity on lifelong health and well-being.
2. Understand how protective factors and resiliency can buffer the effects of adversity and toxic stress.
3. Learn how those working with children and families can take a more trauma informed approach to interact and work with those families they serve.



Undiagnosed Hypertension: How to Fix Your “HIPS” Problem

Speakers: **Meg Meador, MPH, C-PHI**, Director of Clinical Integration and Education, National Association of Community Health Centers
Sonia C. Tucker, Quality Improvement Director, La Maestra Community Health Centers
Melissa Barajas, RN, BSN, PHN, Director of Population Health, Neighborhood Healthcare

Moderator: **Nicole A. Howard, MPH**, Executive Vice President and Chief Advancement Officer, Health Quality Partners of Southern California

Room: **BALBOA I & II**

Did you know there are patients with undiagnosed hypertension who are hiding in plain sight (HIPS) in your health center? This session will explore the problem of undiagnosed hypertension, why you should care, what the NACHC Million Hearts project teams have done to address HIPS, and what your health center can do to address this problem. Topics will include a step-by-step approach and practical, specific strategies, tools, resources, and lessons learned health centers can apply to improve the efficiency and effectiveness of identifying undiagnosed hypertension patients in order to move them into disease management.

Enhancing Practitioner Vitality: Tangible Strategies for Providers and Teams

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

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

Room: **LAGUNA I & II (BANQUET I LEVEL)**

The fortitude and effectiveness of our health care system rests on the strong shoulders of a vibrant and energized workforce who can mindfully provide person-centered care. However, there are enormous challenges to building and maintaining this vitality, as well as the capacity to find meaning in one's work as a healer. This session will explore the dimensions of Meaningful Practice, Mindful Practice, Collaborative Practice and Sustaining Practice. Participants will receive tangible strategies toward the enhancement of their own vitality and well-being as well as their team.

SESSION DESCRIPTIONS

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

Preparing for the Future of FQHC Finance: From Legislation to Implementation of FQHC Payment Reform

Speakers: **Rachel Tobey, MPA**, Director, John Snow International
Ralph Silber, MPH, Executive Director, Alameda Health Consortium
Robert Young, MD, Associate VP of Patient Financial Services, AltaMed Health Services Corporation

Moderator: **Alvaro Ballesteros, MBA**, Chief Executive Officer, Wesley Health Centers & JWCH Institute, Inc.

Room: **EMERALD I**

In October of 2015, the Governor signed Senate Bill 147 to create an Alternative Payment Methodology (APM) pilot for California FQHCs to begin in 2017. This effort is meant to move clinics into of a value-based, managed care payment system. Speakers in this workshop will provide their thoughts on APM pilot elements currently being developed including alternative encounters, pilot participation criteria and rate setting. Panelists will also discuss what clinics need to know to be successful in this new payment environment and what challenges to expect as the pilot project moves forward.

Understanding the Law and Operating Efficiently: Legal Aspects of School-Based Health Centers

Speakers: **Taylor Dudley, Esq**, Attorney and Manager of Medical-Legal Partnerships, The Alliance for Children's Rights
Steve Perez, BS, Clinic Service Manager, San Ysidro Health Center
Raul Trejo, MD, Clinical Faculty, Scripps Family Medicine Residency Program and Physician, San Ysidro Health Center

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

Room: **EMERALD II**

School-based health centers present unique opportunities and challenges. Partnerships with school districts and educational stakeholders are a powerful catalyst for investment in the health and academic potential of children and adolescents. The primary care, counseling, oral and reproductive health and education services provided at school-based health centers improve social, emotional, and behavioral health of students, and minimize the effects of poverty and other adverse experiences on their school success and future endeavors. In this session, participants will be exposed to information that will strengthen their knowledge of legal requirements and help define best practice strategies to operate a school-based health center.



Working to Deliver Better Health Outcomes and Healthier Lives: Lessons Learned from a Clinically Integrated Network

Speakers: **Sabra Matovsky, MBA**, Executive Vice President, Integrated Health Partners of Southern California
Jessica Savage, MBA, Director of Performance Improvement, Integrated Health Partners of Southern California
Patrick Tellez, MD, MPH, MSHA, Chief Medical Officer, North County Health Services

Moderator: **Tracy L. Garmer, MBA**, Executive Vice President and Chief Operations Officer, Health Center Partners of Southern California

Room: **EMERALD III**

Integrated Health Partners of Southern California (IHP), a subsidiary of Health Center Partners of Southern California (HCP), (formerly Council of Community Clinics) is proof of the adage, “power in numbers.” As a clinically integrated primary care network, IHP unites the voices of 12 health center organizations to safeguard the future of quality healthcare for the safety net population and ensure them a seat at the table for the important healthcare decisions of the future. IHP staff will discuss the lessons they have learned along the way and strategies to benchmark member’s performance, pinpoint gaps in coverage or data, and identify clinical and operational areas of improvement to achieve better health outcomes.

What is Medication Assisted Treatment? Why is it an Important and Necessary Treatment Option for Some? Who is Appropriate for it and Who Isn’t?

CME Eligible Workshop

Speaker: **Ako Jacintho, MD**, Director of Addiction Medicine & Medical Director, HealthRIGHT360

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

Room: **BALBOA I & II**

Medication Assisted Treatment (MAT) is an important treatment option for people seriously and chronically addicted to opiates. Dr. Jacintho will discuss how the brain chemistry is altered by long-term high-dose opiate use and why MAT may be the only viable option for people in this situation. Learn the guidelines for patients who are and aren’t appropriate for MAT, and how MAT is properly administered.

CME Objectives:

1. Learn best practices to implement treatment with anti-addiction medications in primary care settings.
2. Learn the guidelines for how SBIRT workflow should look in a primary care setting.

SESSION DESCRIPTIONS

Ransomware and Other Cyber Attacks: The Threat is Real, Are You Prepared?

Speakers: **Dayna Nicholson, JD, MPH**, Attorney, Pepper Hamilton LLP
Mark Kadrach, Chief Information Security Officer, San Diego Health Connect

Moderator: **Terry Wilcox, CPHIT, CPEHR**, Manager of Special Projects, Health Quality Partners of Southern California

Room: **LAGUNA I & II**

Excellent patient care cannot be delivered without accurate, complete, and readily available patient data. In today's increasingly interconnected world, patient data is generated, transmitted and stored across multiple platforms, and can be accessed by a significant number of users. Health care providers face challenges in collecting, amalgamating, storing and re-accessing the data they generate. Minor glitches in these complex digital systems can threaten the delivery of patient care, and can have significant impact on operations and budgets. Ransomware exploitation, zombie computers, data driven hacks and other cyber threats can bring the delivery of care to a screeching halt. Zombies are real, and this session will give you tools to fight them by taking a holistic approach to cyber security. This session will examine the legal requirements, such as the HIPAA standards, discuss the risks to data security posed by medical devices and the Internet of Things, and propose an architectural framework for implementing a robust cyber security program at your facility.

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

Can We Improve Health By Collaborating Across Systems? The Results of Two Pilots Between Primary Care and Mental Health

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

Moderator: **Julie A Minardi, MEd**, Executive Manager, Health Center Partners of Southern California

Room: **EMERALD I**

The recent Medi-Cal expansion has further stretched the capacities of the already crowded mental health and primary care systems. For individuals, who receive their mental health and primary care services at separate locations, the ability of their providers to share information and coordinate care can be challenging at best. Furthermore, providers are often concerned they are making treatment decisions with incomplete or inaccurate information. Findings from two San Diego pilot programs, Shared Treatment pilot and Transition Visit pilot will be reviewed, highlighting the response of the providers involved in the project. The rationale, purpose and goals of the pilot programs will be explained, highlighting the reactions of mental health clients who were transitioned to primary care for ongoing care. Methods used in the projects to "work around" the current barriers to communication and coordination of care between the mental health and primary care providers will be reviewed.



Caring for the Expanding Patient Population: Treating Transgender, Geriatric and Recently Incarcerated Patient Groups

CME Eligible Workshop

Speakers: **Katheryn Howell, BA**, Project Director, Partners in Care Foundation
Ward Carpenter, MD, Associate Chief Medical Officer, Los Angeles LGBT Center
Michelle Monroe, BS, Chief Operations Officer, Vista Community Clinics

Moderator: **Erin Sricharoon, BA**, Workforce Manager, Community Clinic Association of Los Angeles County

Room: **EMERALD II**

The implementation of the Affordable Care Act (ACA) has created opportunities for more individuals to obtain health care insurance coverage. As the number of patients accessing services at health centers is increasing, providers are increasingly serving populations with unique needs. This requires new approaches to the delivery of care. This session will explore tools, resources, and best practices around treating transgender, geriatric, and recently incarcerated patient groups.

CME Objectives:

1. Learn the unique needs of each patient population (transgender, geriatric and recently incarcerated).
2. Share approaches to providing culturally competent care for each of these populations.
3. Discuss access to primary care and coordination with health care specialists for different patient groups.

Innovative Approaches to Controlling Diabetes and Hypertension in the Community Health Center Population: Results from the ALL HEART Pilot Projects

Speakers: **Debra Rosen, RN, MPH**, Director, Quality and Health Education,
Northeast Valley Health Corporation
Cathy Sakansky, RN, BSN, Quality Improvement Director, North County Health Services

Moderator: **Jill Webber, MPH**, Program Manager, Health Quality Partners of Southern California

Room: **EMERALD III**

Safety-net health centers have been charged with exploring new models of care delivery in an effort to control costs and improve health outcomes. The control of diabetes and hypertension are priority health concerns among low-income and vulnerable populations commonly found in the community health center patient population.

In this session, approaches for controlling diabetes and hypertension via ALL HEART pilot projects in two health centers will be presented. The enhancement and utilization of existing resources will be presented as an approach to treat diabetic and hypertensive patients given the common functional, social, and economic barriers they face. The integration of pharmacy professionals and community resources will be presented as well as challenges faced and future plans for implementation.

SESSION DESCRIPTIONS

Specialty Care Collaborative

Speakers: **Milton Allione**, President, Brilogy Corporation
Ed Gerber, Chief Executive Officer, Lestonnac Free Clinic
Rosa Martinez, Referral Coordinator & Surgery Scheduler, UCI Family Health

Moderator: **Jan Frates, PhD**, Professor Emeritus of Health Care Administration at California State University Long Beach

Room: **BALBOA I & II**

Learn how a web-based, automated referral system has enabled a free clinic to serve more patients at substantial savings. Presenters will explore the benefits and challenges of a countywide collaborative effort to coordinate specialty care and social service referrals for the safety net and underserved populations. Participants will learn how to best address sustainability challenges of providing specialty care to uninsured patients through alternative funding models and FQHC scope of work expansion.

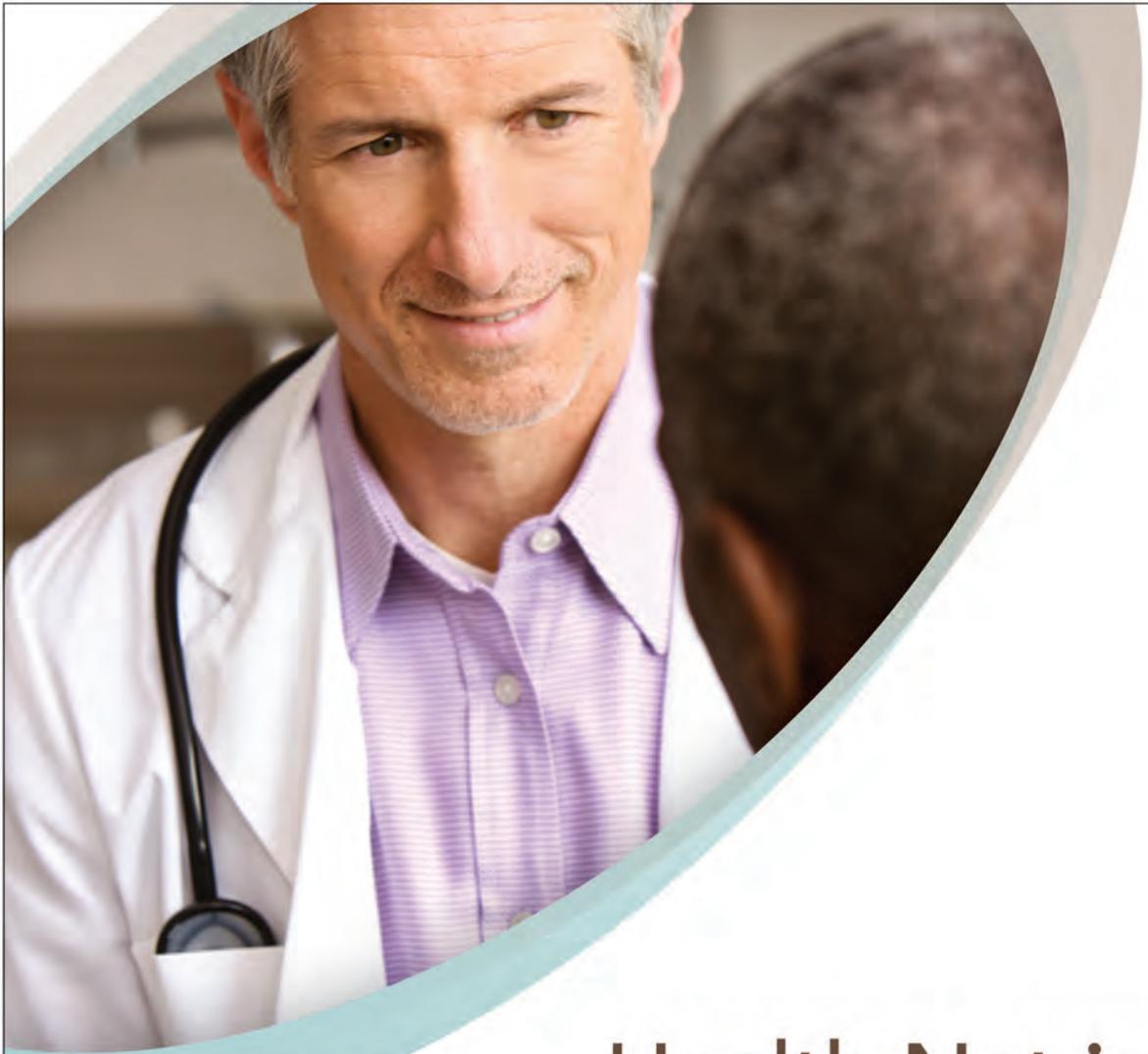
Best Practices to Maximize Your UDS QI Incentives

Speakers: **Jim Schultz, MD, MBA, FAAP**, Chief Medical Officer, Neighborhood Healthcare
Mary Ann Huntsman, PharmD, Director of Clinical Pharmacy Services, Share Our Selves
Despina Kayichian, MD, Chief Medical Director, Venice Family Clinic

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

Room: **LAGUNA I & II (BANQUET I LEVEL)**

Rewarding providers and health systems financially creates a powerful incentive to improve the quality, efficiency, and overall value of health care. Incorporating methodology with disparities in mind, health centers have the opportunity to address areas which could benefit from strategic alignment with incentive measures. Building systems and processes that support ongoing quality improvement and practice redesign enable health centers to continue to increase access to comprehensive primary health care services. In this session, participants will learn strategies to develop robust quality improvement programs within their health center to increase their UDS Quality Improvement (QI) incentives.



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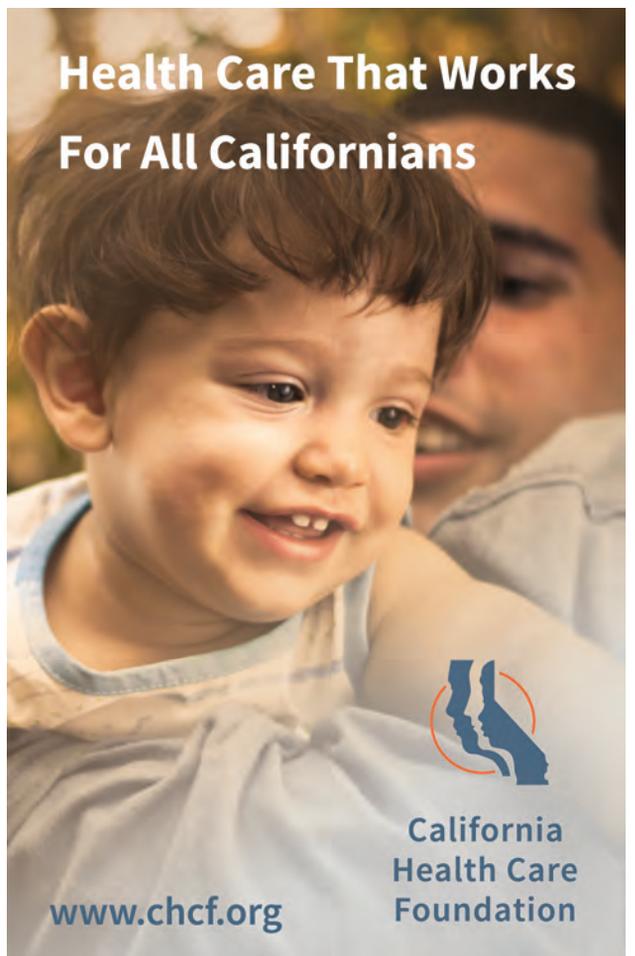
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