



14th Annual

Health Care Symposium

Integrating Systems. Transforming Care. Changing Lives.

March 6, 2015 | Hilton Orange County / Costa Mesa

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WELCOME

Dear Friends and Colleagues:

March 6, 2015

Welcome to the 14th Annual Health Care Symposium!

In the era of health reform, change is constant. With the continued implementation of the Affordable Care Act (ACA), the health care environment continues to evolve. Community clinics and health centers are a critical component of the overall system and serve as a cornerstone of culturally and linguistically appropriate, patient-centered, high quality, low cost and efficient health care. To maximize the opportunities presented by the ACA, it is crucial for community clinics and health centers to continue to mature and develop. This year's conference theme, "Integrating Systems. Transforming Care. Changing Lives." captures this spirit of change and innovation.

Since 2007, the Coalition of Orange County Community Health Centers (The Coalition), the Community Clinic Association of Los Angeles County (CCALAC), and the Council of Community Clinics (CCC) have collaboratively hosted this Annual Health Care Symposium. Our staffs have teamed up to offer a dynamic and informative agenda that addresses the latest issues affecting community clinics and health centers. The Symposium highlights best practices in clinic/health center service delivery and operations, including clinical quality improvement, behavioral health, general operations, workforce and finance, and touches on some of the latest policy issues. This year's session topics include management of chronic conditions, lessons learned from 340B audits, the status of Health Information Exchanges in our region, improving cross-system collaboration, examples of Screening, Brief Intervention and Referral to Treatment (SBIRT) implementation in community clinic settings, new approaches to resolving conflicts, 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 Melissa Stafford Jones as our morning keynote speaker. Ms. Stafford Jones is the Region IX Regional Director for U.S. Department of Health and Human Services. For more than a decade, she was a senior leader at the California Association of Public Hospitals and Health Systems, completing her tenure as the Chief Executive Officer. In her 20-year career in health care, she has worked with a wide range of policymakers and stakeholders at the local, state and national levels. In her role as the Regional Director, Ms. Stafford Jones 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 Tuttle

CEO

Council of Community Clinics



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) 55 member community clinics and health centers operate from over 210 sites and serve over 1.1 million patients each year with over 3.7 million encounters. CCALAC is the largest regional association in California. The mission of CCALAC is to promote free and 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. CCALAC's vision is to advance the health and human services of communities throughout Los Angeles County, creating a comprehensive health care system for underserved populations to help reduce health disparities in the county. Dedicated to serving and representing the interests of its members, CCALAC provides a variety of educational and advocacy services, along with technical assistance.

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



Council of Community Clinics

Founded in 1977, the Council of Community Clinics (CCC) is a private, nonprofit association composed of 16 community clinic and health center organizations operating more than 102 sites throughout San Diego, Imperial and Riverside counties. CCC member clinics serve 750,000 patients annually with over 2 million encounters. The mission of CCC is to represent and support community clinics and health centers in their efforts to provide access to quality health care and related services for the diverse communities they serve with an emphasis on low-income, underinsured, and uninsured populations. CCC offers a number of programs and services to member clinics and health centers, including health policy, advocacy, strategic communications, program/fund development, technical assistance, training, and administration for collaborative programs.

For more information, please visit www.ccc-sd.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.

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 centers are licensed by the State of California and serve all, regardless of ability to pay.

CME INSTRUCTIONS



This Live activity, Annual Health Care Symposium, with a beginning date of 03/06/2015, has been reviewed and is acceptable for up to 4.5 Elective credit(s) by the American Academy of Family Physicians (AAFP). Physicians should claim only the credit commensurate with the extent of their participation in the activity.

WORKSHOPS ELIGIBLE FOR CME CREDITS

The following 4 workshops are worth 1.5 credit hours each:

1. **Patients with Chronic Conditions: Strategies to Improve Quality of Care & Health Outcomes**
2. **Opportunities & Challenges: Integrating Anti-Addiction Medications and Screening-Brief Intervention-Referral to Treatment (SBIRT) in Primary Care Settings**
3. **Caring for the Most Complex and High-Utilizing Patients: Emerging Program Models in California Primary Care Clinics**
4. **Improving Cross-System Collaboration Through Shared Treatment Planning and the Use of Transition Visits**

AMA/AAFP EQUIVALENCY

AAFP Prescribed credit is accepted by the American Medical Association as equivalent to AMA PRA Category 1 Credit™ toward the AMA Physician's Recognition Award. When applying for the AMA PRA, Prescribed credit earned must be reported as Prescribed, not as Category 1.

DIRECTIONS

To receive your CME credits please complete the following steps:

1. Sign-In & Sign-Out of each CME workshop you attend.
 - The forms are located outside of each workshop at the designated CME table.
2. Complete and submit an evaluation form for each CME workshop you attend.
 - The forms are located outside each workshop at the designated CME table.
 - Return your completed workshop CME evaluation form prior to leaving each CME workshop at the designated CME table.
3. AAFP CME credits are self-reported; therefore, after the event you need to register your CME hours online via AAFP. Please follow these steps:
 - Visit their website www.aafp.org
 - Click the CME Center tab on the top of the webpage
 - Click the Report CME/CME Transcript link
 - Follow the directions on the screen
4. A CME Certificate of Completion is available after each workshop at the designated CME table.

Any Questions with CME Self-Reporting Please Contact: contactcenter@aafp.org or 800-274-2237

Community Clinics Health Network (CCHN) is the CME application sponsor. CCHN maintains all CME application documents, completed evaluation forms, and attendance records for this event.



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

Welcome

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

Henry Tuttle, CEO, Council of Community Clinics

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

Keynote

Melissa Stafford Jones, Regional Director, U.S. Department of Health and Human Services, Region IX

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. – 12:00 p.m.

- Putting the Pieces Together: The Patient Experience Puzzle
Emerald I
- Innovation Catalysts: Building a Culture of Innovation in Safety Net Systems
Emerald II
- Caring for Older Adults: Opportunities to Better Understand and Meet the Needs of a Growing Senior Population
Emerald III
- Patients with Chronic Conditions: Strategies to Improve Quality of Care & Health Outcomes*
Balboa I & II
- Surviving a 340B Audit: Lessons Learned
Laguna I & II (Banquet 1 Level)

LUNCH (PACIFIC BALLROOM I & II) | 12:00 p.m. – 1:00 p.m.

* CME Workshop

SESSION 2 WORKSHOPS | 1:00 p.m. – 2:30 p.m.

- Getting Connected: Health Information Exchanges in Southern California
Emerald I
- Opportunities & Challenges: Integrating Anti-Addiction Medications and Screening-Brief Intervention-Referral to Treatment (SBIRT) in Primary Care Settings*
Emerald II
- Primary Care and Supportive Housing: Coordination & Collaboration to Improve Health Outcomes
Emerald III
- Caring for the Most Complex and High-Utilizing Patients: Emerging Program Models in California Primary Care Clinics*
Balboa I & II
- Patient Experience and Engagement in Behavioral Health Care
Laguna I & II (Banquet 1 Level)

BREAK WITH EXHIBITORS (PACIFIC BALLROOM III & IV) | 2:30 p.m. – 3:00 p.m.

SESSION 3 WORKSHOPS | 3:00 p.m. – 4:30 p.m.

- Lean Six Sigma: Strategies for Successful Implementation
Emerald I
- Conflict Resolution: Practical Strategies for the Work Environment
Emerald II
- Building a QI Culture: From PDSA & Projects to a Learning Organization Focused on Performance
Emerald III
- Improving Cross-System Collaboration Through Shared Treatment Planning and the Use of Transition Visits*
Balboa I & II
- Building a Healthier Community: What Can We Learn from the Cuban Health Care System?
Laguna I & II (Banquet 1 Level)

ADJOURN | 4:30 p.m.

* CME Workshop



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KEYNOTE SPEAKER



Melissa Stafford Jones

Regional Director
U.S. Department of Health and
Human Services Region IX

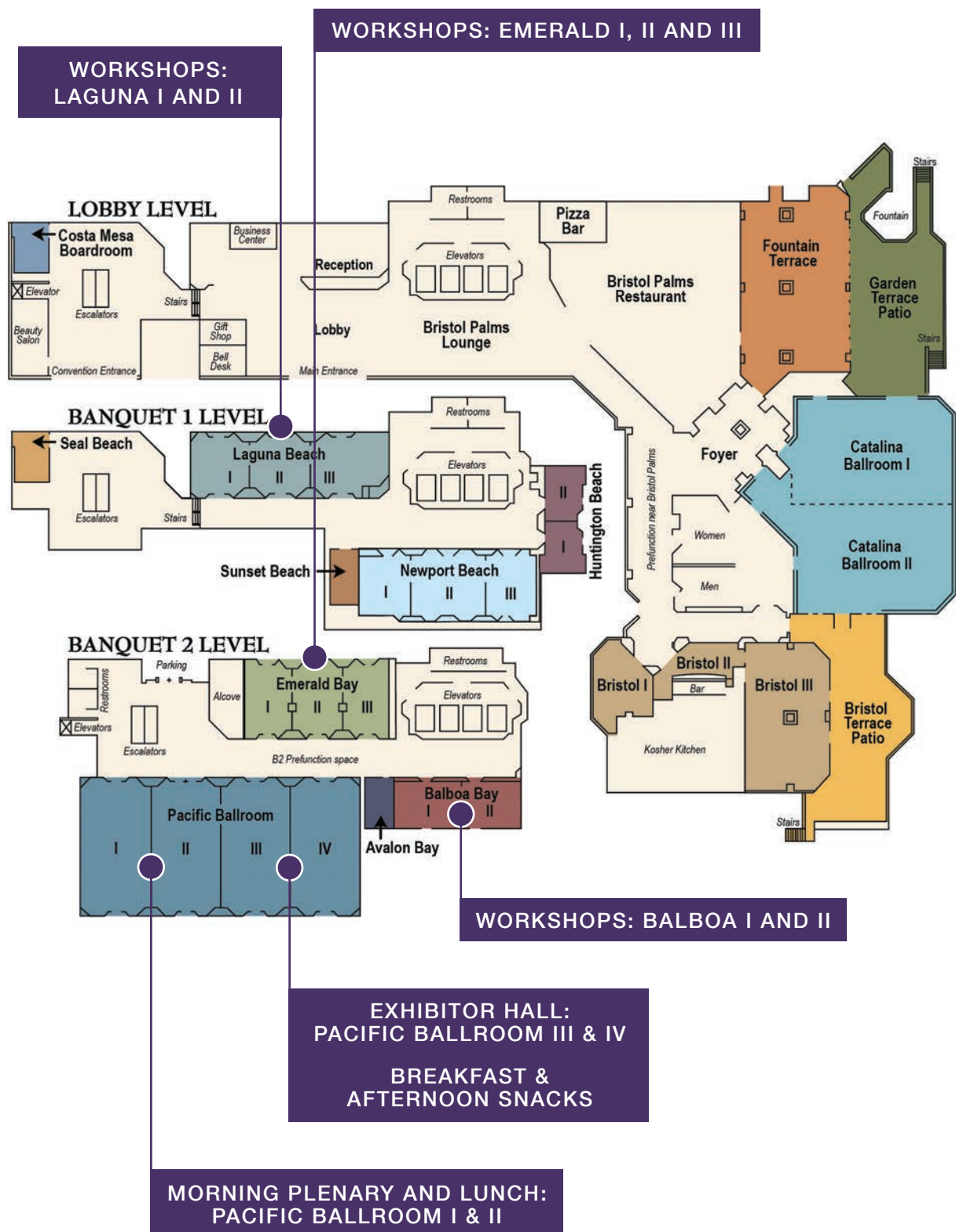
Melissa Stafford Jones is the Regional Director for the U.S. Department of Health and Human Services Region IX. Region IX includes California, Nevada, Arizona, Hawaii, Guam and the outer Pacific Islands. Melissa was appointed to her position in November 2014.

Prior to her appointment as Regional Director, Melissa was President & CEO of the California Association of Public Hospitals and Health Systems (CAPH) for eight years. While at CAPH, Melissa led the organization's work to advance public policies that support the essential role of the safety net and improve access to care for low-income and uninsured patients. Melissa was involved in the implementation of health reform in California, particularly related to coverage expansion, delivery system transformation and restructuring of health care financing and payment systems. Prior to her appointment as President & CEO, Melissa led CAPH's state and federal legislative program for six years as Vice President and Director of Policy.

Before 2000, Melissa was Regional Vice President with the Hospital Council of Northern and Central California. As Regional Vice President she provided local issue management, coordinated grassroots advocacy, and facilitated collaborative community health improvement efforts amongst hospitals and other community groups. Melissa held the position of Senior Research Analyst for the Nevada State Legislature, providing policy analysis and research and assisting legislators in the development of policy and legislation. She also served on the administrative leadership team at Contra Costa Regional Medical Center in the mid-1990s.

Melissa holds a Master's degree in Public Health from the University of California at Berkeley and a Bachelor's of Science in Biology from Saint Mary's College of California. She is married to husband Chris, a high school science teacher, and has two children, Douglas and Juliet.

HILTON ORANGE COUNTY / COSTA MESA OVERVIEW



SESSION 1 WORKSHOPS | 10:30 a.m. – 12:00 p.m.**Putting the Pieces Together: The Patient Experience Puzzle**

Speaker: **Sharon Black, BSN**, Sharon N. Black Consultants, LLC

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

Room: **EMERALD I**

Excellent customer service is vital to the success of your agency. All team members must understand the principles of excellent customer service and be able to treat each patient and colleague as a valued customer each hour of the working day. Your financial success depends on the ability to recruit and obtain patients. Patients who have a positive relationship with their health care provider are more successful at managing their own health. We ensure this by providing the best in health care services and treating clients and staff as valued customers. Participants will leave with an understanding of the principles of good customer service, the concept of internal and external customer service, organizational benefits of excellent customer service, and staff training ideas.

Innovation Catalysts: Building a Culture of Innovation in Safety Net Systems

Speakers: **Debra Rosen**, Northeast Valley Health Corporation
Mark Richman, Olive View – UCLA Medical Center
Luke Entrup, West County Health Centers, Inc.

Moderator: **Veenu Aulakh, MPH**, Center for Care Innovations

Room: **EMERALD II**

There are significant changes facing health centers today that require a new way of thinking and operating. If health centers are to continue to thrive, innovative thinking and new approaches to delivering care are essential. The Center for Care Innovations with support from the Blue Shield of California Foundation developed the Innovation Catalyst Program to train innovators who can introduce and champion innovation within their organizations, and help other safety net organizations discover new ways to advance their work. We will be hearing from three organizations who have participated in the Innovation Catalysts program and are implementing a variety of innovations to improve care. Catalysts from West County Health Center, Northeast Valley Health Corporation and the Los Angeles Department of Health Services (Olive View UCLA Medical Center) will share how they have supported innovation in their own organizations. We will also engage participants in a short innovation exercise so they can experience the power of human centered design to develop innovative solutions.

Caring for Older Adults: Opportunities to Better Understand and Meet the Needs of a Growing Senior Population

Speakers: **Katheryn Howell**, Partners In Care
Jody A. Dunn, Partners In Care
Denny Chan, JD, Justice in Aging
Jack Dailey, JD, Legal Aid Society of San Diego, Inc.

Moderator: **Felix F. Carpio, MD, MPH**, AltaMed

Room: **EMERALD III**

Part 1: In Fall 2014, the Community Clinic Association of Los Angeles County invited their CEO, CMO, COO, CFO, Directors of Nursing, Directors of Behavior Health, and Pharmacist members to respond to an online survey about gaps in current competencies in geriatrics, and interest in future training for various levels of staff. Those survey questions were sourced from facilitated discussions and messaging with association professional roundtables. The process of resurveying the group and the outcome of this survey helped guide our advisory committee's decisions on curriculum development and faculty assignment of our Geriatric Knowledge Network Sessions as well as serve as a baseline measurement as we test clinic Gero Friendly readiness and operational assessment tools in Spring 2015. Partners will be prepared to discuss the survey and the survey highlights. Survey participants expressed a very high perceived need for training and information especially in the areas of: Geriatric assessment; Dementia Care; Resources for long- term services and supports; and Advanced Directives

Part 2: California's Coordinated Care Initiative (CCI) shifts thousands of the state's low-income dual eligibles and seniors and persons with disabilities from fee-for-service to managed care delivery systems. This presentation will discuss the basics of the CCI, discuss challenges and issues arising from implementation thus far, and highlight how partnerships and advocacy efforts among direct service providers, the program's independent ombudsman, and the national back-up center can lead to policy changes.

Patients with Chronic Conditions: Strategies to Improve Quality of Care & Health Outcomes*

Speaker: **Jim Schultz, MD**, Neighborhood Healthcare

Moderator: **Grace Floutsis, MD**, Community Health Alliance of Pasadena

Room: **BALBOA I & II**

Learn how one community health center addresses clinical quality improvement. Dr. Schultz will discuss the clinical quality improvement challenges and successes within his community health center. He will describe Consortium Quality Improvement efforts to help generate ideas about improving clinical quality in resource-constrained health care environments. He will also provide examples of effective quality improvement techniques in a community health center environment.

CME Learning Objectives

1. Describe clinical quality improvement challenges and successes in a community health center setting.
2. Generate ideas to improve clinical quality in resource-constrained healthcare environments.
3. Learn effective quality improvement techniques examples in a community health center setting.



SESSION DESCRIPTIONS

Surviving a 340B Audit: Lessons Learned

Speaker: **Debra Demers**, Demers & Associates

Moderator: **Rosie Jadidian, PharmD**, Community Clinic Association of Los Angeles County

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

The 340B program allows great opportunity for community health centers, but also necessitates compliance of statutory and regulatory requirements. HRSA and the Bureau of Primary Health Care review compliance through 340B audits and operational site visits (OSV). This session will provide a meaningful overview of 340B compliance requirements and how they apply specifically to community health centers. It will also provide suggestions on the data and reporting a community health center needs to establish a plan for self-auditing to review compliance of the organization and become audit ready.

SESSION 2 WORKSHOPS | 1:00 p.m. – 2:30 p.m.

Getting Connected: Health Information Exchanges in Southern California

Speakers: **Dan Chavez, MBA**, San Diego Health Connect
Guillermo Diaz, MD, Los Angeles County Department of Health Services
Paul Budilo, Orange County Partnership Regional OCPRHIO, California

Moderator: **Terry Wilcox**, Council of Community Clinics

Room: **EMERALD I**

Health Information Exchanges (HIEs) allow health care providers to appropriately access and securely share patients' vital medical information electronically—improving the speed, quality, safety and cost of patient care. Implementation of HIEs is complex and costly and varies across the Southern California region, as do the models employed. This session will feature presentations on the HIEs in San Diego County (San Diego Health Connect), Orange County (OCUnites by OCPRHIO), and Los Angeles County (Los Angeles Network for Enhanced Services or LANES). Hear how the systems are being implemented and/or utilized, as well as the latest developments regarding services provided and future plans.

Opportunities & Challenges: Integrating Anti-Addiction Medications and Screening-Brief Intervention-Referral to Treatment (SBIRT) in Primary Care Settings*

Speakers: **Keith Heinzerling, MD, MPH**, UCLA Department of Family Medicine,
UCLA Center for Behavioral and Addiction Medicine
Gabe Rodarte, MD, Neighborhood Healthcare

Moderator: **Deborah Lerner, MD**, Eisner Pediatric & Family Medical Center

Room: **EMERALD II**

Part 1: Drug and alcohol issues are common problems encountered in community clinic settings, but access to specialty substance abuse treatment is often limited. FDA approved anti-addiction medications, such as buprenorphine and injectable naltrexone, are available to primary care physicians. However, physicians require training and access to behavioral support in order to successfully treat addiction in primary care.

Part 2: Recent studies show as many as 20% of primary care patients have substance use problems. SBIRT in primary care settings is an effective and cost-efficient approach to reduce patients' alcohol use. Yet, primary care physicians don't always make appropriate referrals for their substance abuse patients, because they don't always understand the different types of specialty treatment options. Learn how Dr. Rodarte and his staff at Neighborhood Healthcare implemented SBIRT into their clinical workflow, in order to make it a standard healthcare practice.

CME Learning Objectives

1. Learn best practices to implement treatment with anti-addiction medications in primary care settings.
2. Learn the guidelines for how a SBIRT workflow should look in a primary care setting.
3. Learn how to assess a patient for risky substance use behaviors using standardized screening tools.
4. Learn how to engage a patient showing risky substance use behaviors in a short conversation, providing feedback and advice.
5. Learn how to provide a referral to brief therapy or additional treatment to patients who screen in need of additional services.

Primary Care and Supportive Housing: Coordination & Collaboration to Improve Health Outcomes

Speakers: **Tom Stubberud**, CSH, San Diego
Sharon L. Rapport, CSH, Los Angeles

Moderator: **Cynthia Dizon, RN**, Central City Community Health Center

Room: **EMERALD III**

In this session participants will explore opportunities to foster and expand health center collaboration with housing sectors to streamline service delivery and improve health outcomes for extremely low-income individuals who are unstably housed or homeless, who frequently use ERs and crisis care, and who lack meaningful access to primary care and preventive care services. Supportive housing has been shown to be an effective intervention for frequent users of health care services, in terms of reducing costs to the health system and improving outcomes for individual patients. Presenters will discuss promising practices achieving significant cost reductions and improved outcomes for patients, communities, and providers. This session will identify the tools, strategies and potential funding mechanisms that achieve these outcomes, such as the ACA's Health Home Option and proposals potentially included in California's 1115 Medicaid Waiver proposal.

Caring for the Most Complex and High-Utilizing Patients: Emerging Program Models in California Primary Care Clinics*

Speakers: **Fern Ebeling, RN, BSN**, General Medicine Clinic, San Francisco General Hospital
Barbara Scherrer, RN, BSN, Santa Rosa Community Health Centers
Melissa Barajas, RN, BSN, PHN, Neighborhood Healthcare
Loreta Villemez, Neighborhood Healthcare

Moderator: **Hunter Gatewood, MSW, LCSW**, Signal Key Consulting

Room: **BALBOA I & II**

There is no complete set of best practices for caring for patients with the highest care needs, but this is rapidly changing. Neighborhood Healthcare, Santa Rosa Community Health Centers, and the San Francisco Health Network are among the health care organizations that are hard at work developing the answers. These three California clinic organizations are participating in an international improvement initiative with the Institute for Healthcare Improvement, with support from the Center for Care Innovations and funding from the California HealthCare Foundation. Participants will hear these leading clinics' progress and struggles. We will spend time in active discussions on all aspects of complex care program development for high-utilizing patients: selecting a target population, predicting future utilization, engaging patients in an intensive program of services, building a strong and expert care team for these patients, partnering with payers, and measuring impact.

CME Learning Objectives

1. Learn how three California clinic organizations are building complex care programs for their high-utilizing patients, including specialized care teams, patient engagement strategies, and collaborative treatment goal-setting with patients
2. Discuss best practices in patient identification for complex care programs;
3. Explore how these leading clinics are partnering with Medi-Cal health plans and other stakeholders for impact and sustainability.

Patient Experience and Engagement in Behavioral Health Care

Speakers: **Michael Ong, MD, PhD**, UCLA
Felica Jones, Healthy African American Families

Moderator: **Rachel Wick, MPH**, Blue Shield of California Foundation

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

This session will feature findings from a survey of low-income Californians about their needs and preferences in accessing behavioral health care. Panelists will highlight innovative approaches to improving patient engagement and experience in behavioral health care, particularly for culturally diverse communities. Attendees will join the conversation and share their solutions for delivering more compassionate, patient-centered care.

* CME Workshop

SESSION 3 WORKSHOPS | 3:00 p.m. – 4:30 p.m.

Lean Six Sigma: Strategies for Successful Implementation

Speakers: **Jorge A. Gaspar, MD, MBA, LSSYB**, Vista Community Clinic
Michelle Laufman Monroe, Vista Community Clinic

Moderator: **Lynne Farrell, RN**, Council of Community Clinics

Room: **EMERALD I**

Lean or Lean Six Sigma was first introduced as an improvement model for the manufacturing process by Toyota in the early nineteen hundreds. Lean focuses on the systematic elimination of wasteful steps in a given process. Lean has evolved from its manufacturing roots to becoming an improvement model in virtually any area where processes occur. Dr. Gaspar will introduce the Lean methodology, some basic tools utilized during the lean process such as: fishbone diagrams, process improvement maps, Pareto charts and histograms as well as provide examples of where inefficient processes can be commonly found in healthcare settings. Dr. Gaspar and Ms. Laufman will also present examples of a Lean implementation project conducted in Vista Community Clinic in the summer of 2014. They will share best practices, lessons learned and some key points for those clinics looking to introduce the concept of Lean into their organizations.

Conflict Resolution: Practical Strategies for the Work Environment

Speaker: **Lisa Maxwell, MEd**, National Conflict Resolution Center

Moderator: **Carlos Cossio, MPH**, Community Clinic Association of Los Angeles County

Room: **EMERALD II**

There are times in which people need assistance in managing their differences and CMOs, CFOs and Directors are often tasked with that duty. The Exchange process, presented by the National Conflict Resolution Center (NCRC), is based upon NCRC's 30 + years of experience in conflict management and mediation theory and methodology. In this workshop participants will be introduced to each stage of the process and will engage in exercises that support skill-building. Participants will observe a conflict being managed in a healthcare setting and will become inspired by the strategic, thoughtful approach of the Exchange. For more information about the Exchange strategy for conflict management please visit the National Conflict Resolution Center's booth in the Exhibitor Hall.



SESSION DESCRIPTIONS

Building a QI Culture: From PDSA & Projects to a Learning Organization Focused on Performance

Speaker: **Hunter Gatewood, MSW, LCSW**, Signal Key Consulting

Moderator: **Mary Ann Huntsman, PharmD, BCACP, CDE**, Share Our Selves

Room: **EMERALD III**

This session will start where the project-level tools of health care quality improvement end. We will discuss the management philosophy embedded in the Model for Improvement, and Hunter Gatewood will recommend ways to increase your clinics' daily use of these values and skills. Some questions we will discuss: How can QI projects contribute to our development as a learning organization? What is the role of a clinic manager? What are good ways to help frontline staff become problem-solvers? Can an improvement mindset contribute to staff team resilience instead of project burnout? Bring your quality improvement successes, your challenges, your hopes and your heartbreaks. Some project-level experience with goal-directed work with the Model for Improvement or other management system like Lean will be helpful in this discussion, but is not required.

Improving Cross-System Collaboration Through Shared Treatment Planning and the Use of Transition Visits*

Speakers: **Payal Beam, LCSW**, Mental Health Systems
Alejandra Postlethwaite, MD, La Maestra Community Health Centers

Moderator: **Marty Adelman, MA, CPRP**, Council of Community Clinics

Room: **BALBOA I & II**

Presenters will discuss the implementation of two pilot projects funded by Blue Shield of California Foundation. The first, which includes one County-funded specialty mental health program and one FQHC, involves developing an approach to Shared Treatment Planning for common patients. The pilot seeks to reduce costs and improve efficiency and quality of care through reduced duplication and increased collaboration of care. The second, which includes one County-funded specialty mental health program and three FQHCs, seeks to determine if having FQHC behavioral health staff provide 1-2 "transition visits" prior to transitioning the patient to a primary care setting for ongoing behavioral health and primary care improves the success rate and patient's experience of the transition.

CME Learning Objectives

1. Attendees will be able to describe specific strategies which can be used to collaborate across system of care.
2. Attendees will be able to evaluate the effectiveness of shared treatment planning of common patients between a specialty mental health and primary care provider to reduce costs, improve efficiency and improved quality of care through reduced duplication and increased collaboration of care.
3. Attendees will be able to outline how transition visits can be used to facilitate transfer of stable clients from specialty mental health programs to primary care settings, and describe the effectiveness of this strategy in this Blue Shield pilot.

* CME Workshop

Building a Healthier Community: What Can We Learn from the Cuban Health Care System?

Speaker: **Lauren Abrams, MPH, MSW**, Council of Community Clinics
Aaron Zaheer, MD, San Diego Family Care
Cesar Barba, MD, UMMA Community Clinic

Moderator: **Steve Eldred**, The California Endowment

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

Cuba has received international attention for impressive population health outcomes despite limited resources, and geographic/political isolation. With major health indicators on par with the United States, the Cuban health system may provide useful strategies for how to more efficiently improve the health of our low-income communities. This panel discussion will share experiences from a recent trip to Cuba supported by the California Endowment in support of two specific Building Healthier Community goals: improved access to health homes, and shifting resources toward prevention. Discussion will include ideas and strategies that may enhance our efforts to increase access in the communities we serve.



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