



PRECONFERENCE, October 2, 2018

Hosted by:

Alabama Primary Health Care Association and The Alabama Council for Behavioral Healthcare

Sessions Presented by:

SAMHSA HRSA Center for Integrated Health Solutions, National Council for Behavioral Health

8:00 a.m. – 10:00 a.m.

Principles of Behavioral Health Integration in Primary Care

This session will identify the prevalence of behavioral health conditions in primary care and provide an understanding of the need for integration. Attendees will learn how to apply core principles of behavioral health integration with the primary care medical home, strategies, and best practice for integration from the perspective of primary care and behavioral health. Lastly, attendees will review, through case study effective workflow design, best practices to facilitate screening and treatment of depression within the primary care medical home and the behavioral health home.

10:15 a.m. – 12:00 p.m.

Care Team Roles and Development of Successful Integrated Care Teams

Examples of team roles and responsibilities across an integrated care team will be defined, during this session, to provide an understanding of the required cultural shift across behavioral health and primary care medical homes to facilitate integration. Lastly, best practice case studies will be reviewed to develop a successful integrated care team.

1:00 p.m. – 2:45 p.m.

Measurement-Based Care and the Metrics that Matter

Measurement based care will be defined and this session will review strategies for effective implementation. Attendees will review how to incorporate measurement based care into integration care models. Lastly, related quality improvement metrics and use for monitoring behavioral health and primary care services and outcomes will be described.

3:00 p.m. – 4:00 p.m.

Models for Behavioral Health Integration, Financing and Sustainability

Attendees will gain understanding of different strategies for ways behavioral health and primary care integration can build on each other in a stepped approach. Key components to consider, when developing finance and sustainability plans, for integration will be discussed and strategies to manage revenue and expenses for integrated care will be reviewed. This session will provide real work examples, challenges and proposed solutions necessary for integrated care



ANNUAL CONFERENCE GENERAL SESSIONS

Wednesday, Oct 3, 8:30 a.m. – 10:00 a.m.

Opening Keynote

Richard Mobley, Executive Director, The John Maxwell Team

Mr. Mobley will inspire, motivate, and equip health care leaders to live out leadership and accept the challenge to get *Called Up!* This session will breathe new life into your leadership, urging you to dig deep and become a difference maker in your organization.

Thursday, Oct 4, 12:00 p.m. – 12:30 p.m.

HRSA Updates

Health Resources and Services Administration (HRSA)

This session will provide an update on current activities, program requirements and the impact on health center's daily functions. Topics to include the latest on HHS national priorities to address targeted populations, Uniformed Data System (UDS) national and state demographic/performance data, and the latest information on the horizon at HRSA/BPHC.

Thursday, Oct 4, 12:30 p.m. – 1:00 p.m.

NACHC Updates

Dorian Wanzer, Manager, Grassroots Communications, National Association of Community Health Center (NACHC)

Ms. Wanzer will present an update on activities with National Association of Community Health Centers and share the latest information on advocacy, federal and state health policy developments and the implications for both health centers and the people and communities they serve.

Thursday, Oct 4, 1:00 p.m. – 1:30 p.m.

Outstanding Service Awards Ceremony

This award may be given annually to any nominated health center members who contributed in an outstanding way to advance the health care mission. This may be accomplished in various ways, such as exhibiting exemplary work qualities, solving challenging problems, demonstrating the willingness to always go the extra mile or fostering the collaboration of others.

Thursday, Oct 4, 3:30 p.m. – 4:30 p.m.

Closing Keynote: Alabama Medicaid Update

Dr. Robert Moon, Deputy Commissioner, Health Systems, Alabama Medicaid Agency

This session will present the latest Medicaid updates impacting state and community health centers. Dr. Moon will discuss the latest updates on recent legislative directives including plans for managed coordination, the annual Medicaid budget, and the Alabama Medicaid Agency's proposed Pivot Entity Program.



EXCEPTIONAL LEADERSHIP

10:30 a.m. – 12:00 p.m.

Session 1: Exceptional Leadership Pt. 1

Daniel Gentry, PhD, MHA, Clinical Professor and MHA Program Director, Department of Health Management and Policy, University of Iowa College of Public Health

The book *Exceptional Leadership*, by authors Carson Dye and Andrew Garman, identifies 16 critical competencies for outstanding healthcare leaders through four cornerstones. This session will review the first two cornerstones: Well-Cultivated Self-Awareness and Compelling Vision. Well-cultivated self-awareness includes the competencies necessary to understand oneself as a leader, including strengths, limitations, hot buttons, and blind spots. The vision aspect refers to a leader's capacity to create effective plans for an organization based on understanding of trends, uncertainties, risks, and rewards. This session will also focus heavily on the central core of the *Exceptional Leadership* model—Self-Concept.

1:00 p.m. – 2:30 p.m.

Session 2: Exceptional Leadership Pt. 2

Daniel Gentry, PhD, MHA, Clinical Professor and MHA Program Director, Department of Health Management and Policy, University of Iowa College of Public Health

Building on the concepts, approaches, and techniques covered in part 1, participants will have the opportunity to proceed to the third cornerstone of the *Exceptional Leadership* model: A Real Way with People. This session will review ways healthcare leaders can enhance listening skills, mentor others effectively, develop teams, provide feedback, and energize staff. Dr. Gentry will guide participants in considering which professional development approaches and mentorship choices might work best for developing certain competencies.

3:00 p.m. – 4:30 p.m.

Session 3: Exceptional Leadership Pt. 3

Daniel Gentry, PhD, MHA, Clinical Professor and MHA Program Director, Department of Health Management and Policy, University of Iowa College of Public Health

This session will focus on the last cornerstone of the *Exceptional Leadership* model: Masterful Execution. As the authors state, "execution [is where] the rubber hits the road in getting activities assigned to strategies, decisions made, tasks accomplished, and agendas moved forward." Cornerstone four is about getting things done. Discussion will include what exceptional leadership looks like "when highly effective leaders demonstrate the competency, when the competency is not all it could be," and even "how the competency can work against you."



OPERATIONAL EXCELLENCE

10:30 a.m. – 12:00 p.m.

Session 1: Health Center Financial Management

Catherine Gilpin, CPA, Senior Managing Consultant, BKD CPAs & Advisors

This session will review the main elements of financial management and grants administration. Topics to include an overview of written financial policies and procedures, internal controls, financial management systems, managing cash, budget controls, documentation, time and activity reporting, matching requirements, and operational issues that are common to health centers.

1:00 p.m. – 2:30 p.m.

Session 2: Financial Grants Management Pt. 1

Catherine Gilpin, CPA, Senior Managing Consultant, BKD CPAs & Advisors

Grant recipients are encouraged and, in some cases, required to enhance their financial management skills in an ever-changing and demanding environment. This session will address key elements of the grant application process in addition to changes resulting from HRSA's health center compliance manual. Additionally, participants will learn best practices and recommendations to avoid common mistakes during the budgeting process. Health center financial staff will understand best practices in budgeting and reporting, as well as gain insight into the information HRSA, OIG, and financial statement auditors seek when reviewing health centers financial records.

3:00 p.m. – 4:30 p.m.

Session 3: Financial Grants Management Pt. 2

Catherine Gilpin, CPA, Senior Managing Consultant, BKD CPAs & Advisors

As a continuation of Part 1, this session will also include instructions on the Federal Financial Report and common "not met" conditions.

PERFORMANCE IMPROVEMENT

10:30 a.m. – 12:00 p.m.

Session 1: Data Analytics

Robert Record, MD, CEO, Christ Health Center; John Waits, MD, CEO, Cahaba Medical Care Foundation; Jesse Moran, CenturyLink

1:00 p.m. – 2:30 p.m.

Session 2: Data Evaluation and Reporting

Jesse Moran, CenturyLink; Sharon Parker, RN, CQO, Alabama Primary Health Care Association

3:00 p.m. – 4:30 p.m.

Session 3: Access To Care through Health Center Recruitment and Retention Data

Allison Abayasekara, Vice-President, Training and Programs, Director of the STAR2 Center, Association of Clinicians for Underserved (ACU)

As recruitment and retention challenges increase in today's competitive marketplace, health centers need to find new ways to solve old problems. Part of that strategy includes building an effective way to identify, understand, and utilize workforce data. ACU, as part of its HRSA-funded work, will discuss ways to help health centers with their workforce data by creating a free individualized data resource each year for every health center. Join this session to learn about this resource, identify ways you can use workforce data in your recruitment and retention plans, and start your own workforce data journey.



Thursday, October 4, 2018

ACCESS TO CARE

8:30 a.m. – 10:00 a.m.

Session 1: Alabama Data Breach Notification Act of 2018

Roger Bates, JD, Managing Lawyer, Hand Arendall; Chris Williams, JD, Hand Arendall

The United States Congress has enacted legislation requiring private or governmental entities to notify individuals of security breaches of information involving personally identifiable information. This session will discuss the security breach laws, provisions regarding who must comply with the law, definitions of “personal information,” and what constitutes a breach. Additionally, the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and the Health Information Technology for Economic and Clinical Health (HITECH) Act requirements will be reviewed.

10:30 a.m. – 12:00 p.m.

Session 2: Employment Law: Social Media and Workplace Sexual Harassment

Wendy Bitzer, JD, Hand Arendall

This session will provide an overview of best practices of the use of social media by employers and their employees. Topics include common business applications of social networking sites, employee use of social media personally and professionally, and the potential risks of social media to individuals and employers. Additionally, this session will discuss steps employers can take to develop a harassment-free workplace, including instituting a zero-tolerance policy, ways to develop full support of top management and training necessary to reduce risks, proper investigations, good enforcement, expert HR staff, and a respectful culture.

1:30 p.m. – 3:00 p.m.

Session 3: Employer Staffing Challenges, Mentoring Millennials, and Succession Planning

Mary Hayes Finch, JD, MBA, CEO, Alabama Primary Health Care Association

Mentoring helps with developing career paths and transferring knowledge from one employee to another, but how can it affect your succession pipeline? Organizations must understand ways to evaluate talent queued in your succession pipeline planning. More seasoned executives and baby boomers are coming into retirement age and could potentially leave a company vulnerable, if not properly prepared. The call for mentoring to strengthen your succession pipeline is necessary to keep your organization on the right path and ease transitions. This session will discuss tactics to successfully lead and operate as a team, across multiple generations.



Thursday, October 4, 2018

OPERATIONAL EXCELLENCE

8:30 a.m. – 10:00 a.m.

Session 1: Cash Management, Title X Changes, and Risk Areas

Catherine Gilpin, CPA, Senior Managing Consultant, BKD CPAs & Advisors

There are numerous ways to improve your health center's cash position. This session will help attendees learn strategies that increase cash flow, such as maximizing collections from Medicaid, Medicare, 340B, and federal grant money. Additionally, learn ways to better equip financial staff to look for methods, as well as educate the patients. Title X changes will also be reviewed and the compliance risk areas and cash management areas that may be affected by these changes.

10:30 a.m. – 12:00 p.m.

Session 2: Benchmarking and Analyzing Costs for Improved Outcomes

Catherine Gilpin, CPA, Senior Managing Consultant, BKD CPAs & Advisors

Applying benchmarking tools helps leaders more effectively analyze performance, understand key drivers, and incorporate operational insights to position the health center for financial sustainability and continued success. Health center financial staff will review internal processes of reporting data within a comparative context, allowing staff to better analyze revenues and expenses to make improved financial management decisions accordingly.

1:30 p.m. – 3:00 p.m.

Session 3: Evaluating Fraud Risks and Improving Internal Controls

Catherine Gilpin, CPA, Senior Managing Consultant, BKD CPAs & Advisors

This session will discuss practices to evaluate fraud risks and identify key areas in which the greatest threat or risk of inaccuracies or loss exist. Internal control activities are the policies and procedures as well as the daily activities that occur within an internal control system. Health center staff will learn to perform periodic assessments that assure internal control activities have not become obsolete or lost due to turnover or other factors and ensure controls remain sufficient for the current state of risks.



Thursday, October 4, 2018

PERFORMANCE IMPROVEMENT

8:30 a.m. – 10:00 a.m.

Session 1: Health Literacy and Patient Engagement for Special Populations

Julia Sosa, Prenatal Outreach Coordinator, Whatley Health Services, Inc.

This session will review components of cultural competencies to help health care providers and patients better understand the effects of shared characteristics, different stages in life, difference in geographical/regional residency, religious beliefs, social/socioeconomic statuses, nationalities, and genders. Consumers may have their own preconceived notions regarding health care services from culturally-based beliefs regarding illnesses and physicians may have their own culture of practices, customs, and rituals. This session will help decrease gaps in care and increase comprehension of services, quality of care, adherence to recommendations/treatments

10:30 a.m. – 12:00 p.m.

Session 2: Components of An Effective Health Center Ergonomics Program & OSHA Requirements

Donald Herip, MD, MPH, Baptist Health, Pensacola, Member of the Association of Occupational and Environmental Clinics

This session will review the ergonomics program guidelines set forth by the Occupational Safety and Health Administration (OSHA). Attendees will learn how to write and implement a program necessary to identify occupational risk areas for health and safety. Attendees will also gain knowledge on how to conduct a worksite analysis, hazard evaluation, control measures, medical management and employee training necessary to empower staff to practice and reinforce your organization's ergonomics program. Additionally, this session will focus on learning objectives specific to health care workers to include: worker immunizations, TB surveillance, respirator fit testing all as a part of general principles and common mistakes.

1:30 p.m. – 3:00 p.m.

Session 3: Health Risks of Flooding in the Gulf Coast Region

Jessica Deslauriers, MD, Yale University, Member of the Association of Occupational and Environmental Clinics

Health care providers must be able to assess the potential hazards facing their patient population and identify those individuals most susceptible to the health effects of flooding. They must also have knowledge of flood hazards and potential health effects to recognize and manage flood-related illnesses. This session will review the hazards related to floods and identify those who are most at risk of experiencing negative health effects from those hazards. This session will also focus on chronic disease management and mental health issues. Attendees will learn about important resources for further information.