

Change. Challenge. Opportunity.

2018 KPCA Spring Conference

Session Details

Monday, May 14, 2018

Lunch Keynote Presentation

Invited Keynote: Dr. Gil Liu, Medical Director, Kentucky Department of Medicaid Services, Frankfort, KY

Quality Improvement Track

Child Health and Quality Improvement: What we must do to improve Child Health Outcomes in Kentucky - Part 1 and Part 2

Julia Richerson, MD, FAAP, American Academy of Pediatrics, Family Health Centers, Louisville, KY

Session Description:

Wellness visits for infants, children and adolescents are becoming increasingly complex. There are clear national standards for screenings such as autism, anemia, diabetes and hypertension that are easy to implement and to add to your overall quality improvement program. 1 in every 4 children in KY has a complex or chronic health need and providing excellent well care helps to identify these issues early for optimal short and long term outcomes. This is a two-hour session

Following the presentation, the participants will be able to:

1. Become familiar with key elements of child wellness visits across all childhood years.
2. Identify opportunities to bring child health quality measures into their overall quality improvement work
3. Understand the impact on adult health of improving child health care quality.
4. Understand family centered care in the context of child health care.

BIOGRAPHY:

Julia Richerson, MD, FAAP has been a general pediatrician for 20 years. She attended Transylvania University and then the University Of Kentucky College Of Medicine. She received her pediatrics training at Cedars-Sinai Medical Center/University of California Los Angeles where she was also Chief Resident.

After finishing her training, she practiced in McKee KY at the White House Clinic in the Appalachian Mountains for 6 years. While there she served as medical director, and worked on quality improvement and community based projects focused on improving health outcomes in adult diabetes, depression and child development. She has been in Louisville for 14 years taking care of children and families at the Family Health Centers Iroquois office in South Louisville. During this time, she spent several years as medical director, leading the health planning for over forty thousand Louisville residents and supervising

over 40 medical providers. She oversaw the clinical implementation and training of the electronic health record for all seven clinical locations.

Dr. Richerson is active in child health advocacy at the local, state and national level focused on helping families be the best they can be. She has a special interest in working with families of children who are deaf or hard of hearing and refugee families and immigrant families. She believes families are incredibly powerful and strong families are the foundation for a strong and healthy community.

At the state and local level, she currently serves on the Board of Directors for the Kentucky Primary Care Association, Doctors and Lawyers for Kids and the Kentucky Asthma Partnership. She chairs the Child Health Technical Advisory Committee for Kentucky Medicaid and sits on various committees related to health financing in Kentucky. For the Kentucky Chapter of the American Academy of Pediatrics she has several roles including CATCH Grant coordinator and chair of the Child Health Task Force.

At the national level she serves as chair of the Committee on Practice and Ambulatory Medicine for the American Academy of Pediatrics (AAP) and serves on several task forces and has various advisory roles also for the AAP.

Her recent media interviews include an April 2017 in the Washington Post "Your child is sick and the doctor's office is closed. What do you do?" and a Pure Politics broadcast entitled "Kentucky Pediatrician seeing signs of toxic stress associated with increased deportations" in April 2017. She was interviewed by the Courier-Journal for the article "Kentucky Children make 'undeniable' health care gains, but advocates fear setback" in June 2017. She was featured in the Medical News Leadership Issue and interviewed in Pediatric News for "Times Change, but children still come first" in December 2017.

Her 2017 publications in the journal Pediatrics include "2017 Recommendations for Preventive Pediatric Health Care", "Guiding Principles for Team Based Care", "Nonemergency Acute Care: When It's Not the Medical Home" and "The Care of Children with Congenital Heart Disease in their Primary Medical Home". In Clinical Pediatrics she recently published "A Community Arts-Based Parent Program". She also presented a poster at the American Academy of Pediatrics National Conference and Exhibition in fall 2017 on this topic.

She received the Lois A. Baker Exemplary Service Award from the Kentucky Primary Care Association in 2016 and the Don Cantley, MD Community Service Award from the American Academy of Pediatrics, Kentucky Chapter in 2010. She was a Kentucky MediStar Physician of the Year finalist in 2017.

Performance Measures Alignment Committee (PMAC) – Kentucky's Efforts to Align Quality Measures

Peer Panel Facilitated by: Kayla Rose, MA, RRT, PMP, Director of Practice Improvement, Kentucky Primary Care Association, Frankfort, KY

Session Description:

This session will focus on the public-private partnership between Kentuckian Health Collaborative and Kentucky Department for Medicaid Services to develop a Kentucky Core Healthcare Measures Set for primary care and pediatric providers. This collaboration to assess and recommend quality measures for providers involved the formation of four subcommittees. KPCA representatives from each of these four

subcommittees will discuss their work and provide an update on measurement selection. The four subcommittees are preventive, chronic & acute, pediatric and behavioral health.

Following the presentation, the participants will be able to:

1. Understand the goal of the PMAC formation.
2. Identify opportunities within their practice to work on quality measure alignment
3. Describe the process for which the quality measures were determined

BIOGRAPHY:

Kayla Rose began her role as the Director of Practice Improvement Programs for the Kentucky Primary Care Association in 2015. Kayla's role supports a Quality Improvement Program to support practice transformation with the overall goal of controlling costs, improving health outcomes and enhancing revenue. In her role, she also promotes the expansion of comprehensive integrated and high quality primary care services through policy advocacy, collaborative partnerships, and systems change. Prior to coming to the KPCA, she was a Senior Consultant/Project Manager with a consulting firm and her role supported states on operational aspects of the Electronic Health Records (EHR) and Human Services programs as well as the Urban Institute and Centers for Medicare & Medicaid Services (CMS) to deliver training and technical assistance to state Medicaid EHR programs. Kayla has served in leadership roles previously as Executive Director of the Northeast Kentucky Regional Health Information Organization and the Center Director for the Northeast Area Health Education Center. She has previous higher education teaching experience, and has completed her Master Degree in Adult and Higher Education and has coursework toward her Ph.D. in Educational Leadership.

Introduction to Motivational Interviewing for Chronic Disease - Part 1 and Part 2

Tara Stanfield, LSCW, MPA, Director of Integrated Health, HealthFirst Bluegrass, Lexington, KY

Session Description: Health care providers often report patient inability to change behavior as a key factor in treating chronic disease. Motivational Interviewing (MI) is a conversational strategy that assists patients in reducing ambivalence while simultaneously creating a sense of focus and confidence in pro change activity. This two- hour session will provide participants with a basic working knowledge of MI skills that can be used immediately in conversations about change.

Following the presentation, the participants will be able to:

1. Understand the philosophy and spirit of Motivational Interviewing
2. Understand how patient ambivalence can impede behavior change
3. Learn basic patient engagement strategy through use of the O.A.R.S. (open ended questions, affirmation, reflection and summaries)

BIOGRAPHY:

Tara Cockrell Stanfield is a licensed clinical social worker with a master's degree in public administration. As the Director of Integrated Health at HealthFirst Bluegrass in Lexington, KY, Tara is responsible for behavioral health services as well as the design/implementation of embedded behavioral health consultants and community health workers across multiple primary care teams. Prior to her work in primary care, Tara was a clinician and administrator in community mental health focusing her practice on substance misuse. Tara had the opportunity to work with other mission driven professionals to increase access to integrity

driven medication assisted treatment and residential treatment programs, design/implement peer specialist service lines, and train health care and legal professionals on the impacts of addiction. Also a Member of MINT (Motivational Interviewing Network of Trainers), Tara is an active Motivational Interviewing trainer and consultant.

Opportunities to Improve Medication Adherence Rates

Paula Straub, RPH, Clinical Pharmacist, Precision Healthcare Delivery, Louisville, KY

Session Description:

This presentation will discuss opportunities to increase adherence to prescribed medications to help reduce mortality and improve clinical outcomes for chronic disease state management.

Following the presentation, participants will be able to:

1. Understand root causes of medication adherence.
2. Discuss barriers to medication adherence.
3. Strategies/incentives to improve medication adherence.

BIOGRAPHY:

Paula Straub is a clinical pharmacist at Precision Healthcare Delivery. She has more than 30 years' experience in pharmacy utilization. She graduated with her BS in Pharmacy from the University of KY. She has extensive experience with pharmacy management and the development of initiatives for cost-effective prescribing. At Precision Healthcare Delivery she focuses on developing and instructing on cost effective and appropriate use of pharmacologic therapy working with physicians and health plans to improve the quality and life of their patients. In 2003 she developed a prescription savings program called PharmAssist that helps patients that are non-compliant with medications due to the financial burden associated with high-cost medications. This program has allowed many patients the opportunity to become adherent and improve clinical outcomes for chronic disease state management.

Your Oral Health Program: Strategies for Success

Laying the Groundwork – Fundamentals of Operating an FOHC Dental Program

Dori Bingham, Program Manager, Safety Net Solutions, Westborough, MA

Session Description:

In this session you will learn about the principles necessary to operate and/or build a successful federally qualified health center dental program. We will provide an overview of the key components of laying the groundwork such as finance, affordability, governance and quality. We will also provide an overview about dental specific HRSA guidelines and how to meet them, the difference between medical and dental operations and what leadership needs to know.

Following the presentation, the participants will be able to:

- 1) Develop an understanding of leadership as it applies to their dental program.
- 2) Identify key components to developing a business plan for FOHC dental programs.
- 3) Understand HRSA program guidelines that are relative to dental.

BIOGRAPHY:

Dori Bingham has been the Program Manager for the DentaQuest Institute's Safety Net Solutions (SNS) initiative since its inception in 2006. In this role, she oversees all phases of the SNS initiative and provides day-to-day support to the SNS team and clients (the majority of which are Federally Qualified Health Center dental programs). Dori participates actively in the dental practice assessment process, including data analysis, site visits, the development of findings and recommendations and the creation of practice improvement plans. She works closely with clients as they implement their improvement plans, providing support, coaching and help in problem-solving. Dori also coordinates other SNS technical assistance projects such as feasibility studies and new dental start-ups.

Dori is well-versed in the BPHC program requirements for Federally Qualified Health Centers and has been a member of the HRSA Expert Roster since 2011. She has completed several HRSA TA assignments, including participating in two Operational Site Reviews as a special dental consultant. She also completed a HRSA TA assignment to provide dental start-up guidance to an FQHC in Philadelphia.

Prior to joining the DentaQuest Institute, Dori served for 14 years as Associate Vice President for External Affairs at Morton Hospital and Medical Center in Taunton, MA. In this role, she was responsible for the hospital's public relations, marketing, fundraising, community relations and community benefits programs.

Dori received her Bachelor of Arts degree in English from the University of Maine in Orono, ME.

Measuring Dental Program Productivity in Access and Finance

Dori Bingham, Program Manager, Safety Net Solutions, Westborough, MA

Session Description:

In this session you will learn how to set realistic financial and productivity goals based on your dental program's capacity. You will learn how you can use data to help leadership make informed decisions about your dental program. Key practice data and calculations will be presented to guide learners through how to measure capacity, set realistic and achievable financial and productivity goals and the data necessary to monitor performance in meeting those goals.

Following the presentation, the participants will be able to:

1. Determine how to define and evaluate success for a safety net dental program.
2. Set realistic and achievable financial and productivity goals for the dental program.
3. Use data to improve dental program operations

BIOGRAPHY:

Dori Bingham has been the Program Manager for the DentaQuest Institute's Safety Net Solutions (SNS) initiative since its inception in 2006. In this role, she oversees all phases of the SNS initiative and provides day-to-day support to the SNS team and clients (the majority of which are Federally Qualified Health Center dental programs). Dori participates actively in the dental practice assessment process, including data analysis, site visits, the development of findings and recommendations and the creation of practice improvement plans. She works closely with clients as they implement their improvement plans, providing support, coaching and help in problem-solving. Dori also coordinates other SNS technical assistance projects such as feasibility studies and new dental start-ups.

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including participating in two Operational Site Reviews as a special dental consultant. She also completed a HRSA TA assignment to provide dental start-up guidance to an FQHC in Philadelphia.

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Dori received her Bachelor of Arts degree in English from the University of Maine in Orono, ME.

Improving Financial Performance & Revenue Cycle Management

*Andrea Dickhaut, RDH, BSDH, MHA, Practice Administrator, DentaQuest Oral Health Center,
Westborough, MA*

Session Description:

This session is about the roles and responsibilities of staff and patients related to the billing and collections processes. We review the common breakdowns in the billing system, determine ways to improve billing, and discuss what billing performance measures are and how to track them.

Following the presentation, the participants will be able to:

- 1) Identify the common pitfalls in the billing and collections process.
- 2) Apply best practices to improve the billing and collections process
- 3) Evaluate the revenue cycle management process.

BIOGRAPHY:

Andrea Dickhaut serves as the Practice Director of the DentaQuest Oral Health Center and is responsible for everyday operations. Andrea has many years of experience as a dental hygienist, practice manager and administrator in both the private practice and public health environment. Previous to coming to the Oral Health Center, she was an Assistant Clinical Professor at Boston University's Goldman School of Dental Medicine and a member of the adjunct faculty at Quinsigamond Community College School of dental hygiene. In addition to her years of clinical and teaching experience, Andrea most recently served as the Senior Director of Dental Operations at Community Health Connections in Fitchburg. She currently works with Community Health Centers across the country where she is responsible for developing and implementing a variety of initiatives designed to improve clinical quality and operational efficiency. Andrea holds a Bachelors degree in Dental Hygiene from the University of Arizona, a Certificate in Health Center Management and a Masters degree in Health Care Administration from Worcester State University.

Preparing for Waiver Implementation

Kentucky HEALTH Implementation Panel – MCO Perspective

Panel Facilitated by: Joe Smith, CEO, Kentucky Primary Care Association, Frankfort, KY
Managed Care Organization Medical Directors invited to participate

Session Description:

This session will provide participants with the various Managed Care Organization's perspective on the implementation of Kentucky HEALTH. Medical Directors from each of the MCOs were invited to participate on the panel and will discuss the various nuances of the implementation specific to their organization. Ways in which collaboration with the KPCA members will also be explored.

Following the presentation, the participants will be able to:

1. Describe the key components of Kentucky HEALTH
2. Outline specific steps for premium collection by each MCO
3. Outline any opportunity for collaboration with the various MCOs

BIOGRAPHY:

Joe Smith serves as the Chief Executive Officer for the Kentucky Primary Care Association in Frankfort, KY.

Kentucky HEALTH Implementation – How Can Organizations Prepare?

Panel Facilitated by: Whitney Allen, MPH, Coordinator of Community Development and Outreach, Kentucky Primary Care Association, Frankfort, KY

Session Description:

Kentucky's 1115 Waiver "Kentucky HEALTH" program will bring significant changes to how the Medicaid expansion population receives care. Enacting premiums/copayments, having an alternative benefit package and meeting community engagement requirements for these individuals are forcing organizations to think about how they can aid the patients they serve in maintaining their benefits. With the implementation date quickly approaching, learn how organizations are preparing by altering workflows and shifting processes to ensure patients are informed of the changes and how to maintain their Medicaid enrollment.

Following the presentation, the participants will be able to:

1. Explain the importance of communicating Medicaid changes to their patients and illustrate various communication tools in order to engage patients on a culturally linguistic level.
2. Recall sample workflow changes for front office staff, care coordinators and providers to ensure Kentucky HEALTH program individuals maintain their eligibility.
3. Reproduce examples of various educational techniques on Kentucky HEALTH components to adapt in their own organizations.

BIOGRAPHY:

Whitney Allen serves as the Coordinator of Community Development and Outreach for the Kentucky Primary Care Association. In this position, she develops, implements, and coordinates the KPCA's Community Development and Outreach programs. These programs are designed to: 1) strengthen, increase, and expand access to affordable, quality health care to all populations throughout Kentucky; 2) support outreach and enrollment (O&E) programs and workers; and 3) support and raise awareness of KPCA members and KPCA services. Whitney also coordinates the statewide advocacy program for KPCA to help provide support to health centers' Advocacy Coordinators. Whitney is the project lead for the Accountable Health Communities Model test in addressing health related social needs of Medicare and Medicaid beneficiaries.

Prior to joining KPCA, Whitney was an Outreach Worker at an FQHC in Southeastern Kentucky where she helped establish the health center's first Outreach & Education program. She also helped coordinate marketing efforts and served as Patient Navigator for a quality improvement project. Whitney holds a MPH from Eastern Kentucky University and a BS from Georgetown College.

Engaging with Your Elected Officials: The Importance of Grassroots Advocacy and Tools for Success

Rachael FitzGerald, MHA, Director Federal Programs and Member Services, Kentucky Primary Care Association, Frankfort, KY

Whitney Allen, MPH, Coordinator of Community Development and Outreach, Kentucky Primary Care Association, Frankfort, KY

Lindey Young, MBA, Member Services Coordinator, Kentucky Primary Care Association, Frankfort, KY

Session Description:

It's vital for organizations to engage with elected officials and develop relationships so they understand the impact you have on the communities you serve. Strength is in numbers: the more advocates that are engaged, the more influence we have on driving change. Learn about KPCA's new grassroots advocacy platform and how you can quickly contact decision makers at the federal, state and/or local level to drive change and track key legislative issues.

Following the presentation, the participants will be able to:

1. List advocacy do's and don'ts and learn how their organization can advocate and where the legal lines are drawn.
2. Locate advocacy resources and how they can use KPCA's advocacy platform, Voter Voice as a tool to engage with their elected officials.
3. Illustrate the steps to creating a culture of advocacy in their organization and how to engage employees and patients

BIOGRAPHY:

Rachael FitzGerald, re-joined the Association staff in April 2014. She serves as Director of Member Services and Federal Programs. Her work entails the development of services to benefit members and their patients. In recent years this has led to new contracts for the benefit of member cost savings. She has overseen the planning and development of the KPCA website, as part of that outreach to members and the information available to them and the Association newsletter. Rachael works to develop member knowledge of federal programs and requirements needed to for compliance with their grant funding. She also oversees the Association's compliance with federal requirements for its cooperative funding and Association staff internal administration.

Previously, serving as Director for the University of Kentucky Center for Rural Health – Danville, Kentucky, developing rural health research access in medical and dental areas; developing relationships in community-based practice research, and coordinating and conducting quality improvement projects with health departments deemed Centers of Excellence in Diabetes. Rachael served at the Ephraim McDowell Health Care Foundation, where she gained experience in Board relations, community development, fundraising and coordination; volunteering as clinic staff at the Hope Clinic, Danville, a free clinic for uninsured patients with chronic diseases. Rachael served as the COO/CFO of a migrant community health

center directing oversight in the building and equipping of a new clinic site, establishment of an EHR, staff development in quality improvement processes, managing the business office of the health center as the center grew in staffing and services; and six and a half years as the Member Relations Representative with the Kentucky Primary Care Association upon graduating from University of Kentucky Martin School.

Rachael has always held membership with the KCPA, including service as member of Board of Directors. Rachael holds a Bachelors degree from Trinity College, Dublin, Ireland, and a Master of Health Administration from the University of Kentucky.

Whitney Allen serves as the Coordinator of Community Development and Outreach for the Kentucky Primary Care Association. In this position, she develops, implements, and coordinates the KPCA's Community Development and Outreach programs. These programs are designed to: 1) strengthen, increase, and expand access to affordable, quality health care to all populations throughout Kentucky; 2) support outreach and enrollment (O&E) programs and workers; and 3) support and raise awareness of KPCA members and KPCA services. Whitney also coordinates the statewide advocacy program for KPCA to help provide support to health centers' Advocacy Coordinators. Whitney is the project lead for the Accountable Health Communities Model test in addressing health related social needs of Medicare and Medicaid beneficiaries.

Prior to joining KPCA, Whitney was an Outreach Worker at an FQHC in Southeastern Kentucky where she helped establish the health center's first Outreach & Education program. She also helped coordinate marketing efforts and served as Patient Navigator for a quality improvement project. Whitney holds a MPH from Eastern Kentucky University and a BS from Georgetown College.

Lindsey Young currently serves as the Member Services Coordinator for the Kentucky Primary Care Association since early 2017. Her primary responsibility is managing the membership, database and KPCA event coordination. Young played four years of women's college basketball at Campbellsville University where she earned her Bachelor's degree in Communications and Master's in Business Administration.

Tuesday, May 15, 2018

Lunch Keynote Presentation

KEYNOTE: Transforming Kentucky's Health System: A Consumer Centric-Roadmap
Lynn Quincy, MA, Director, Healthcare Value Hub at Altarum, Washington D.C.

Session Description:

During this session, new survey data will be referenced that describes the challenges patients face navigating Kentucky's health system. A roadmap for transforming Kentucky's system of health using proven strategies from nearby states and reflecting the unique local landscape.

Following the presentation, the participants will be able to:

1. Understand a broad definition of what a "health system" is
2. Understand the full range of challenges facing patients that try to navigate the health system

3. Develop a cheat sheet or roadmap of strategies to address these challenges so that all attendees can be active players in the health system transformation

BIOGRAPHY:

Lynn Quincy is Director of the Healthcare Value Hub at Altarum, a company that identifies and solves the critical system issues that impact the health of our diverse population. The Healthcare Value Hub is a center that monitors and synthesizes evidence to help consumer advocates work on health care cost, quality and value issues. More generally, Ms. Quincy works at the federal and state levels on a wide variety of health policy issues, with a particular focus on health care costs, transparency, consumer protections, and consumers' health insurance literacy. Recent work includes: convening an annual national conference for advocates on rising health care costs, a mixed methods study to better understand how to better engage consumers around health care cost and value issues, consumer-testing explanations of the new health premium tax credit; studying consumer reactions to new health insurance disclosure forms; launching an initiative to measure consumers' health insurance literacy; and a study that examines the use of "choice architecture" in health plan chooser tools. Ms. Quincy serves as a consumer expert in several venues, including advising on the development of new enrollee satisfaction surveys, advising CMS on new provider payment reforms, and on an advisory group that focuses on consumer price transparency.

Prior to joining Altarum, Ms. Quincy held senior positions with Consumers Union, the policy and advocacy arm of Consumer Reports; Mathematica Policy Research, Inc.; the Institute for Health Policy Solutions and Watson Wyatt Worldwide (now Willis Towers Watson). She holds a master's degree in economics from the University of Maryland.

Quality Improvement Track

EHR User Groups: Get to Know Others on the Same System

Kayla Rose, MA, RRT, PMP, Director of Practice Improvement, Kentucky Primary Care Association, Frankfort, KY

Session Description:

During this session, participants will have the opportunity to meet others who are on the same EHR system. Master lists of contacts will be made available to others after the session. Each group will explore tips and tricks to using their EHR system

Following the presentation, the participants will be able to:

1. Name at least one other group with the same EHR system
2. Outline a tip/trick for utilizing the EHR system

BIOGRAPHY:

Kayla Rose began her role as the Director of Practice Improvement Programs for the Kentucky Primary Care Association in 2015. Kayla's role supports a Quality Improvement Program to support practice transformation with the overall goal of controlling costs, improving health outcomes and enhancing revenue. In her role, she also promotes the expansion of comprehensive integrated and high quality primary care services through policy advocacy, collaborative partnerships, and systems change. Prior to

coming to the KPCA, she was a Senior Consultant/Project Manager with a consulting firm and her role supported states on operational aspects of the Electronic Health Records (EHR) and Human Services programs as well as the Urban Institute and Centers for Medicare & Medicaid Services (CMS) to deliver training and technical assistance to state Medicaid EHR programs. Kayla has served in leadership roles previously as Executive Director of the Northeast Kentucky Regional Health Information Organization and the Center Director for the Northeast Area Health Education Center. She has previous higher education teaching experience, and has completed her Master Degree in Adult and Higher Education and has coursework toward her Ph.D. in Educational Leadership.

Implementation & Benefits of Pre-Visit Planning, Chart Scrubbing & Morning Huddles: Panel Presentation

Facilitated by: *Lauren McGuirk, Mary Buckler, Lisa Sanders, Quality Specialists, Precision Healthcare Delivery, Louisville, KY*

Session Description:

This presentation will feature representatives from KPCA member clinics from both Federally Qualified Health Centers and Rural Health Clinics, who will share their best practices, challenges and experiences with the implementation of pre-visit planning, chart scrubbing and morning huddles. Precision Healthcare Delivery, Quality Specialists will be facilitating the panel discussion.

Following the presentation, the participants will be able to:

1. Describe best practices for implementing pre-visit planning, chart scrubbing and morning huddles into your clinic's daily routine.
2. Discuss how this process enhances the patient experience, increases patient engagement and improves practice efficiency
3. Understand how to maximize your EMR capabilities in order to gather necessary information for upcoming visits.

BIOGRAPHY:

Mary Buckler is the Quality Information Specialist for Precision Healthcare Delivery. Together with her team, she is responsible for developing and implementing quality management strategies and programs. She works directly with participant physicians and their staff to implement these processes to improve the quality of patient care, increase patient satisfaction, increase accessibility and improve the productivity of the medical clinic while reducing costs. Her focus on service and communication is key to fulfilling this mission.

Lauren McGuirk is currently a Quality Specialist for Precision Healthcare Delivery. Together with her team, she is responsible for developing and implementing quality management strategies and programs. She works directly with participant physicians and their staff to implement these processes to improve the quality of patient care, increase patient satisfaction, increase accessibility and improve the productivity of the medical clinic in reducing costs. Lauren graduated from the University of Georgia with a bachelor's degree in Consumer Economics and has since worked in various roles within the healthcare industry.

Lisa Sanders is the Quality Information Specialist for Precision Healthcare Delivery. Together with her team, she is responsible for developing and implementing quality management strategies and programs. She works directly with participant physicians and their staff to implement these processes to improve the quality of patient care, increase patient satisfaction, increase accessibility and improve the productivity of the medical clinic while reducing costs. Her focus on service and communication is key to fulfilling this mission. Previously, Lisa was the Behavioral Health Outreach Coordinator for the Kentucky Health Information Exchange. Prior to that, Lisa worked 17 years as the Director of Social Services for Appalachian Regional Health Care -Division of Home Services/Inpatient Psychiatric Services. Lisa received her Bachelor of Arts degree at Berea College, and her Master of Social Work from the University of Kentucky.

Understanding Value-Based Population Health Management

Michael Vincent Smith, MD, FACC, FACS, FCCP, Anthem Regional Vice-President, Medical Director, Atlanta, GA

Session Description:

This session will focus on the utilization of population health to improve and understand value based models.

Following the presentation, the participants will be able to:

1. Understand the 3 core competencies of successful value based population health management
2. Describe how the conversion of disparate health data to health information is the "Alchemy of Population Health Management
3. List the 3 categories of Alternative Payment Models

BIOGRAPHY:

Michael Vincent Smith, MD, FACC, FACS, FCCP is the Regional Vice President and Medical Director of Central Region Medicare at Anthem. Prior to his role at Anthem, he served as Chief Medical Officer at HealthCare Partners, IPA/MSO, an affiliate of Heritage Provider Network, one of the largest and most successful IPAs in the country. His duties included profit and loss accountability for the more than 88,000 Medicare, Medicaid and Commercial lives in full risk delegated agreements within the Metropolitan New York area and Long Island. Directing a staff of eight Medical Directors and 250 clinical and non-clinical personnel, Dr. Smith was responsible for Utilization Management, Care Management and Quality Management oversight of 1700 Primary Care Physicians and more than 3500 specialty physicians serving 3 separate Health Plans. Dr. Smith is a board-certified cardiovascular and thoracic surgeon and former Chief of Cardiovascular Surgery and Vice-Chairman of Surgery of an academic medical center in Atlanta where he founded the first bloodless cardiac surgery program in Georgia. As the Director of a Cancer Center he also started the first lung cancer early detection program in the same state. Dr. Smith currently oversees Medical Management, Quality Management and Population Health Management for Anthem's Medicare Advantage, Medicare Supplement and Medicare Part D Plan membership in Indiana, Ohio, Wisconsin, Kentucky, Missouri, Tennessee and Georgia.

Take the Opportunity to Increase Your Immunization Rates through Best Practice

Facilitated by: Lauren McGuirk, QI Specialist, Precision Healthcare Delivery, Louisville, KY

Session Description:

This session will feature representatives from both Federally Qualified Health Centers (FQHC) and Rural Health Clinics (RHC), who will share their best practices, challenges and experiences with administering immunizations.

Following the presentation, the participants will be able to:

1. Describe three best practices that will result in increased immunization rates.
2. Recognize the challenges faced by providers and patients in the administration of immunizations.
3. Translate for patients the reasons for receiving immunizations.

BIOGRAPHY:

Lauren McGuirk is currently a Quality Specialist for Precision Healthcare Delivery. Together with her team, she is responsible for developing and implementing quality management strategies and programs. She works directly with participant physicians and their staff to implement these processes to improve the quality of patient care, increase patient satisfaction, increase accessibility and improve the productivity of the medical clinic in reducing costs. Lauren graduated from the University of Georgia with a bachelor's degree in Consumer Economics and has since worked in various roles within the healthcare industry.

Improving Patient Health through Influenza and Pneumococcal Vaccinations: Do you have the tools?

Kim Iman, Quality Improvement Advisor, QSource, Louisville, KY

Session Description:

In this presentation, attendees will receive lessons learned, best practices, and examples of tools to assist patients prevent infection, stay healthy, and reduce avoidable hospital readmissions.

Following the presentation, the participants will be able to:

1. Explain the importance of infection prevention programs that include antibiotic awareness and vaccinations, particularly for those patients who may have health conditions such as Diabetes or Cardiovascular Disease
2. Provide examples of tools available to assist with increasing influenza and pneumococcal vaccination rates
3. Share testimonials from providers who have successfully used tools to improve their vaccination rates, as well as other best practices and lessons learned

BIOGRAPHY:

Kim Iman is a Quality Improvement Advisor with Qsource Kentucky, a member of atom Alliance. In this capacity she conveys a passion for healthcare quality and dedication to improving cardiac health, increasing vaccination rates, reducing health disparities, and enhancing the knowledge of community members through Diabetes Self-Management Education and Support. Prior to coming to Qsource, Mrs. Iman served as a Regional Long Term Care Ombudsman in the state of Alabama, certified Case Manager, Nutritional Coordinator, and Patient Safety Manager at Maxwell Air Force Base. Kim received her Bachelor

of Science degree in Health Information Management from Eastern Kentucky University and a Master's degree in Business Administration with a focus on Health Administration from Troy University, Columbus Georgia. Kim has also obtained additional training or certifications in TeamSteps, Lean Six Sigma, Live Well Alabama (Chronic Disease Self-Management Program), and Diabetes Empowerment Education Program (DEEP).

Implementing the fluFIT Program

Jeff Vella, MHA, Health Systems Manager – Primary Care, American Cancer Society, Lexington, KY

Session Description:

The fluFIT program will be discussed in great detail as a means for assisting in improving both colorectal cancer screening and flu vaccination rates.

Following the presentation, the participants will be able to:

1. Understand what is fluFIT is and why it should be considered
2. Understand the operational, planning, and marketing considerations
3. Evaluate other clinic experiences learned using flu/fit

BIOGRAPHY:

Jeff Vella is a health systems manager with the American Cancer Society. His passion is strategy, quality improvement and operations. He received both his bachelors and master's in health administration from the University of Kentucky

Patient Engagement and Enabling Services

Engaging Patients Across Settings and Populations: Effectively Utilizing Your Clinic's Enabling Services

Moderator: Amanda Heuser, President, Kentucky Association of Community Health Workers, London, KY

Session Description:

A focus on increasing access to care and improving health outcomes is being evermore emphasized in non-clinical services such as health education, interpretation and case management. Learn how organizations are breaking down barriers to care within the populations they serve and how you can model the enabling services programs they have in place.

Following the presentation, the participants will be able to:

1. Recall key components of Care Coordinator and Community Health Worker programs and explain how they are implemented into the care team.
2. Illustrate a day in the life of a Care Coordinator and Community Health Worker.
3. List specific populations that Care Coordinators and Community Health Workers focus on and explain how these models can be applied in various settings

BIOGRAPHY:

Amanda Heuser has worked as the outreach/membership coordinator for Kentucky Voices for Health for the past 10 years. Prior to her work at KVH, she served as the Healthy Community Coordinator at Saint Joseph Health System. Her passion to improve the access, affordability and quality to all Kentucky

communities, led her to her new role in becoming the President of the Kentucky Association of Community Health Workers.

Health Insurance Literacy and Informed Consumer Healthcare Decision-Making

Jean Edward, Ph.D., RN, CHPE, Center for Health Services Research, College of Medicine, University of Kentucky, Lexington, KY

Session Description:

The presentation will provide an overview of health insurance literacy and its impact on health outcomes across the U.S. and in Kentucky. This will include a discussion on the impact of health insurance literacy on access to healthcare for underserved communities in primary and community health settings. Evidence-based best practices for assessing and evaluating the needs of individuals with limited health insurance literacy and implementing effective health promotion and communication strategies will be presented.

Following the presentation, the participants will be able to:

1. Describe current statistics on health insurance literacy in the US and Kentucky in specific.
2. Recognize the impact of limited health insurance literacy on access to healthcare services
3. Identify risk factors, common signs, and assessment tools that help identify consumers with limited health insurance literacy.
4. Discuss strategies for improving communication and health outcomes of consumers with limited insurance health literacy.

BIOGRAPHY:

Dr. Jean Edward, PhD, RN, CHPE, is an Assistant Professor at the Center for Health Services Research, holding a joint appointment in the Colleges of Medicine and Nursing. Dr. Edward's program of research is focused on promoting equity in access to healthcare for underserved communities. Her research examines the influence of social determinants, such as health literacy, on disparities in healthcare access and health outcomes. She utilizes community-based, mixed methods research approaches to develop develop culturally and linguistically tailored interventions that promote health insurance literacy and support informed consumer healthcare decision-making in underserved communities across KY.

Life Services – A new approach to impacting the Social Determinants Of Health

Karin VanZant, VP/Executive Director, Life Services, CareSource, Dayton, OH

Session Description:

CareSource Life Services provides a holistic foundation to address the social determinants that impact a member's health and overall well-being. Engage in conversation from lessons learned and where we are heading in 2018.

Following the presentation, the participants will be able to:

1. Understand how this approach impacts their current work.
2. Understand how to apply lesson learned
3. Relate this to potential work in KY

BIOGRAPHY:

Karin VanZant is the VP/Executive Director, Life Services at CareSource. She has been charged with building a new division of CareSource that will transition current Medicaid members off of government subsidies into a high quality life. Life Services will accomplish this goal through assisting members to build a solid structure of economic and social supports that when coupled with the health supports currently in place will give members a new path for their future.

Prior to joining CareSource, Karin VanZant was the co-founder and Executive Director of Think Tank, Inc. For ten years as this organization's leader, Karin assisted the team to live out the mission of equipping and facilitating collaboration among people and organizations seeking ways to promote greater connectedness and a more thriving community.

Prior to starting Think Tank, Karin VanZant has served in various leadership capacities in the nonprofit sector through the Community Action Network – at the local level and as a member of the Ohio Association of Community Action Agencies. This has included working with diverse teams to develop and implement strategies and approaches aimed at fostering economic opportunity and personal and community leadership potential present among under-resourced neighborhoods and groups.

Karin VanZant has a MPA in Public Administration (2008) and a BA in Social Work (1998) from Wright State University. Karin is certified in various curriculums including Bridges Out of Poverty, Family Development & WIA Case Management. She has helped author presentations and curriculum for use within nonprofit, business and faith based organizations seeking to become relevant and holistic in their approach to poverty alleviation. Karin also teaches at Antioch Midwest University and Wright State University on a variety of subjects including US Hunger and Poverty, Introduction to Human Services, Grant Writing, Leading Change, Coaching as Management, Holistic Case Management and Emotional Intelligence. She lives in Springfield, Ohio with her husband and her son.

Patient Engagement: What Does the Evidence Say?

Lynn Quincy, MA, Director, Healthcare Value Hub at Altarum, Washington D.C.

Session Description:

Since we are all eventually patients, we may believe that it is easy to do successful patient engagement based on our own experiences. In reality, patients have very different needs, goals and preferences.

Following the presentation, the participants will be able to:

1. Understand the path of patient engagement begins before the clinician visit and continues after
2. Define that patients have a wide variety of activation levels, needs and goals.
3. Outline successful patient engagement
- 4.

BIOGRAPHY:

Lynn Quincy is Director of the Healthcare Value Hub at Altarum, a company that identifies and solves the critical system issues that impact the health of our diverse population. The Healthcare Value Hub is a center that monitors and synthesizes evidence to help consumer advocates work on health care cost, quality and value issues. More generally, Ms. Quincy works at the federal and state levels on a wide variety of health policy issues, with a particular focus on health care costs, transparency, consumer protections, and consumers' health insurance literacy. Recent work includes: convening an annual national conference for advocates on rising health care costs, a mixed methods study to better understand how to

better engage consumers around health care cost and value issues, consumer-testing explanations of the new health premium tax credit; studying consumer reactions to new health insurance disclosure forms; launching an initiative to measure consumers' health insurance literacy; and a study that examines the use of "choice architecture" in health plan chooser tools. Ms. Quincy serves as a consumer expert in several venues, including advising on the development of new enrollee satisfaction surveys, advising CMS on new provider payment reforms, and on an advisory group that focuses on consumer price transparency.

Prior to joining Altarum, Ms. Quincy held senior positions with Consumers Union, the policy and advocacy arm of Consumer Reports; Mathematica Policy Research, Inc.; the Institute for Health Policy Solutions and Watson Wyatt Worldwide (now Willis Towers Watson). She holds a master's degree in economics from the University of Maryland.

Embracing the Patient Perspective in Patient Engagement and Enabling Services

Liz Edghill, BA, RN, BSN, Health Literacy Kentucky, Louisville, KY

Cassandra Hobbs, PharmD, MBA, BCACP, LDE, Associate Professor, Sullivan University, Clinical Pharmacist, Family Health Centers, Louisville, KY

Session Description:

This presentation will highlight interdisciplinary approaches to addressing health literacy and incorporating the patient perspective in the provision of clinical care, outreach efforts and enabling services.

Following the presentation, the participants will be able to:

1. Share strategies for better understanding and embracing the patient perspective
2. Understand interdisciplinary team approaches to care and outreach
3. Highlight the impact of health literacy on patient experience and engagement

BIOGRAPHY:

Elizabeth (Liz) Edghill, BA, RN, BSN is the Manager of Refugee & Immigrant Services at Family Health Centers, Inc. (FHC), a community health center in Louisville, Kentucky. After receiving her BA in German Literature and Language from the University of Pennsylvania, Liz served for three years as a health education volunteer with the U.S. Peace Corps in Guyana, South America. Her Peace Corps work included training and coordinating Community Health Workers, publishing stories for children about health in the local context and formalizing a youth peer education program for an HIV & AIDS counseling center. She later earned her BSN from Bellarmine University's accelerated nursing program, and worked at University of Louisville Hospital before transitioning to primary care and patient education. In partnership with the Kentucky Office for Refugees, Liz provides direct health education and health systems orientation to newly-arrived refugees. She coordinates services at FHC-Americana – the pilot site for Refugee Health Assessments in Kentucky. In early 2017, she received a grant from the Appalachian Kentucky Health Care Access Network to start the Community Health Worker Program at FHC and now supervises two CHWs. Liz has been an active member of the national Association of Refugee Health Coordinators (ARHC) for several years, holding leadership roles on their Executive Board and Health Education Committee. Liz works to advance culturally and linguistically competent care, improved health literacy, and customer service throughout FHC. She helped form and co-facilitates the Healthy Ideas (HI!) Group, a patient and family advisory committee. In October 2017, Liz received the MediStar Dickinson Wright Nurse of the Year

Award, presented to a nurse who has gone above and beyond their normal responsibilities to improve best practices and contribute to patient education. In January, 2018 Liz became Co-Chair of the Steering Committee for Health Literacy Kentucky (HLK), a statewide organization working to engage Kentuckians in their health care and to improve communication between patients, families, and health care providers.

Cassandra Hobbs is an Associate Professor for at Sullivan University College of Pharmacy in Louisville, KY. She earned her Doctorate of Pharmacy from the University of Kentucky, followed by a 1-year community pharmacy residency. She later earned her Masters of Business Administration from Sullivan University. Cassandra currently serves on the Kentucky Pharmacists Association Board of Directors, as well as Jefferson County Academy of Pharmacy Board. She serves the patients of Family Health Centers in Louisville, KY by providing warfarin and diabetes management through collaborative care agreements with FHC providers. Cassandra has a passion for increasing pharmacist's role in the interdisciplinary care of patients across the commonwealth.

Kentucky Consortium for Accountable Health Communities Overview

Mark Williams, MD, FACP, MHM, Director, University of Kentucky Center for Health Services Research, Lexington, KY

Hilary Surratt, PhD, Associate Professor, University of Kentucky Center for Health Services Research, Lexington, KY

Session Description:

This presentation provides a broad overview of the Accountable Health Communities (AHC) model funded by the Centers for Medicare and Medicaid Services, and describes the model's emphasis on addressing health-related social needs among vulnerable patient populations. This presentation discusses the goals for implementation of the Kentucky Consortium for Accountable Health Communities in underserved areas of Eastern Kentucky, and describes the strong partnerships established with KPCA and ARH clinical sites, DMS, and community based organizations in undertaking a robust community alignment effort.

Following the presentation, the participants will be able to:

1. Provide an overview of the AHC model, including Health-Related Social Needs (HRSN) screening and navigation activities.
2. Describe goals and planned activities for Community Alignment to improve the availability and accessibility of community resources for patients.
3. Discuss KC-AHC planning efforts with clinical partners, including lessons learned from the provider and patient perspective.

BIOGRAPHY:

Dr. Williams serves as Professor and Vice-Chair of the Department of Internal Medicine at the University of Kentucky and Director of the Center for Health Services Research. Dr. Williams graduated from Emory University School of Medicine and completed a residency in Internal Medicine at Massachusetts General Hospital. He also completed a Faculty Development Fellowship in General Medicine at the University of North Carolina-Chapel Hill, the Woodruff Leadership Academy at Emory, the Program in Palliative Care Education and Practice at Harvard, and the Advance Training Program in Health Care Delivery Improvement sponsored by Intermountain Healthcare's Institute for Health Care Delivery Research.

Dr. Williams established the first hospitalist program for a public hospital in 1998 at Grady Memorial Hospital in Atlanta, Georgia, and built three of the largest academic hospitalist programs in the U.S. at Emory (1998-2007), Northwestern (2007-2013) Universities and UK HealthCare (2014 to present). A Past President of the Society of Hospital Medicine, Master of Hospital Medicine and the Founding Editor of the Journal of Hospital Medicine, he actively promotes teamwork in delivery of health care to hospitalized patients. With a history of more than \$34 million in grants and contracts as principal or co-principal investigator and 150 peer-reviewed publications, Dr. Williams' research focuses on implementation science, learning health systems, care transitions, teamwork and the role of health literacy in the delivery of health care.

Dr. Surratt is an Associate Professor in the Center for Health Services Research and the Department of Internal Medicine at the University of Kentucky. Before coming to CHSR, she was Professor and Co-Director of the Center for Applied Research on Substance Use and Health Disparities at Nova University in Fort Lauderdale, Florida.

Dr. Surratt has expertise in the areas of illicit and prescription drug abuse, prescription drug diversion, and drug-related HIV infection. Her work has included the development and evaluation of behavioral interventions for vulnerable substance abusing populations in community-based settings. She has served as PI or Co-Investigator on more than 10 NIH-funded studies. Her current research focuses on the examination of syringe exchange programs in Kentucky and the development of targeted interventions to link prescription opioid injectors to substance abuse treatment.