## MEETING THE QUADRUPLE AIM

### Saturday, October 15, 2016

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>12:00 PM-4:00 PM</td>
<td>TACHC Nominations Committee Meeting <em>(by invitation only)</em></td>
<td>Buffalo Room</td>
</tr>
</tbody>
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### Sunday, October 16, 2016

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
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<tbody>
<tr>
<td>8:30 AM-4:30 AM</td>
<td>Group Visits <em>(separate registration required; bus transportation provided)</em></td>
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<tr>
<td>8:30AM -9:30 AM</td>
<td>Corporation for the Development of Community Health Center Board of Directors Meeting <em>(by invitation only)</em></td>
<td>Shawnee Trail</td>
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<tr>
<td>9:45 AM-10:45 AM</td>
<td>Community Health Insurance Agency Board of Directors Meeting <em>(by invitation only)</em></td>
<td>Shawnee Trail</td>
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<tr>
<td>11:00 AM-12:00 PM</td>
<td>Purchasing Group Board of Directors Meeting <em>(by invitation only)</em></td>
<td>Shawnee Trail</td>
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<tr>
<td>12:00 PM- 1:00 PM</td>
<td>Lunch on Own</td>
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<tr>
<td>1:00 PM- 5:00 PM</td>
<td>TACHC Board of Directors Meeting <em>(by invitation only)</em></td>
<td>Indian Trail</td>
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<tr>
<td>4:00 PM- 7:00 PM</td>
<td>Exhibitor Move-In</td>
<td>Frisco 6</td>
</tr>
<tr>
<td>5:30 PM- 8:30 PM</td>
<td>Pharmacy &amp; Therapeutics Committee Meeting <em>(by invitation only)</em></td>
<td>Off-Site</td>
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<tr>
<td>5:30 PM- 8:30 PM</td>
<td>Health Center Board of Governance: The Basics <em>(separate registration required)</em></td>
<td>Frisco 4</td>
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### Monday, October 17, 2016

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
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<tbody>
<tr>
<td>6:30 AM- 7:30 AM</td>
<td>Healthy Start</td>
<td>Frisco 1-2</td>
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<tr>
<td>7:30 AM- 8:30 AM</td>
<td>Continental Breakfast with the Exhibitors</td>
<td>Frisco 6</td>
</tr>
<tr>
<td>7:30 AM- 5:00 PM</td>
<td>Registration</td>
<td>Frisco 6</td>
</tr>
<tr>
<td>7:30 AM- 5:00 PM</td>
<td>Exhibit Hall</td>
<td>Frisco 6</td>
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<tr>
<td>8:30 AM-8:45 AM</td>
<td>Welcome and Opening Remarks</td>
<td>Frisco 1-2</td>
</tr>
<tr>
<td>8:45 AM- 10:00 AM</td>
<td>Meeting the Quadruple Aim – Health Care for All, even the staff...</td>
<td>Frisco 1-2</td>
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<tr>
<td>10:00 AM- 10:30 AM</td>
<td>Networking Break with 10 Minute Takeaway and Featured TACHC Programs</td>
<td>Frisco 6</td>
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<tr>
<td>10:30 AM- 12:00 PM</td>
<td>Successful Recruitment: Factors to Market Your Community Health Center</td>
<td>Frisco 7</td>
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<td>Value-based Care: Meeting the Goals of the Quadruple Aim</td>
<td>Frisco 8</td>
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<td>Identifying Barriers and Solutions: A Liberated Approach to Patient Issues and Patient Satisfaction</td>
<td>Frisco 3</td>
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<td></td>
<td>Predicting Tomorrow by Crunching Today’s Numbers: Data Dashboards</td>
<td>Frisco 4</td>
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For CPAs, no prerequisites are required.
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<thead>
<tr>
<th>Time</th>
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</table>
| 12:00 PM - 1:30 PM| TACHC Networking Luncheon  
Presentation of the 2016 TACHC President's Awards | Frisco 1-2 |
| 1:30 PM - 5:00 PM | ECP CMO Lunch Meeting  
(by invitation only) | Frisco 5   |
| 1:30 PM - 3:00 PM | TACHC General Membership  
Sign-In & Meeting | Frisco 3-4 |
| 1:30 PM - 3:00 PM | The Listening Gap: Heard Patients are Satisfied Patients | Frisco 8   |
| 3:00 PM - 3:30 PM | Networking Break with 10 Minute Takeaway and Featured TACHC Programs | Frisco 6   |
| 3:30 PM - 5:00 PM | Wraparound Services & Social Determinants of Health: The Value of Strong Community Partnerships | Frisco 8   |
| 6:00 PM - 8:30 PM | TACHC's READY...AIM...PARTY | Frisco 6   |

**Tuesday, October 18, 2016**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
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| 7:30 AM - 8:30 AM | Continental Breakfast with the Exhibitors  
(invitation only) | Frisco 6   |
| 7:30 AM - 4:00 PM| Exhibit Hall  
Registration | Frisco 6   |
| 8:30 AM - 10:00 AM| Changing What "Counts" as Healthcare | Frisco 1-2 |
| 10:00 AM - 10:30 AM| Networking Break with 10 Minute Takeaway and Featured TACHC Programs | Frisco 6   |
| 10:30 AM - 12:00 PM| The Visa Flip Side: Make the Cost-Benefit Work for You | Frisco 7   |
| 10:30 AM - 12:00 PM| H1N1, Now Zika, What's Next?  
Reaching Your Patient Goals with Culturally Competent Care: Special Populations & Your Health Center | Frisco 8   |
| 12:00 PM - 1:30 PM| TACHC Administrative Networking Luncheon  
Bass-Bush-Erudia | Frisco 1-2 |
| 1:30 PM - 2:30 PM | Federal Policy Update  
Bass-Bush-Erudia | Frisco 7   |
| 2:30 PM - 3:30 PM | State Policy Update  
Bass-Bush-Erudia | Frisco 7   |
| 3:30 PM - 4:00 PM | Networking Break  
(TACHC BINGO Prize Drawings) | Frisco 6   |
| 4:00 PM - 5:00 PM | Quadruple Aim Starts with Provider Recruitment and Onboarding  
Using Collaboration to Improve Community Health – and Getting Paid For It | Frisco 7   |
| 4:00 PM - 6:00 PM | Exhibitor Move-Out  
Frisco 6 | Frisco 6   |

For CPAs, no prerequisites are required.
Relax & Unwind: Join us for a group walk and run or cardio workout. Look for more information as conference nears.

Happy Hour in the Atrium: Take advantage of Embassy Suite’s happy hour and join your colleagues for conversation and a refreshment.

Essential Care Partners, LLC Board of Managers Meeting (by invitation only)
Indian Trail

Wednesday, October 19, 2016

7:30 AM- 8:30 AM
Continental Breakfast
Hotel Atrium

7:30 AM- 8:30 AM
Registration

8:30 AM- 10:00 AM
Bridging the Specialty Gap through Telemedicine: Project ECHO
Frisco 1

10:00 AM- 10:15 AM
Break

10:15 AM- 11:45 AM
The 4 Steps to Service Excellence
Frisco 1

11:45 AM
Conference Adjourned
GRAND PRIZE DRAWING

1:00 PM- 2:00 PM
Site Tour: Health Services of North Texas
4401 N. I-35, Suite 312, Denton, TX 76207
(Go on your own; please sign up at registration desk by 8am Wednesday.)

1:00 PM- 3:00 PM
HCCN Committee Meeting (Invitation Only)
Frisco 3

**GOING GREEN:** TACHC Annual Conference is a paperless (not paper free) conference. TACHC does not provide printed session handouts for attendees unless the speaker has requested. All session handouts and conference materials will be available online at [http://www.tachc.org/2016conference.html](http://www.tachc.org/2016conference.html)

**CONFERENCE ATTIRE:** Business casual attire is suggested for the conference sessions. Layered clothing is also suggested as meeting rooms tend to fluctuate in temperature. If you plan on participating in the run/walk, be sure to bring something comfortable to wear.

**SOCIAL MEDIA:** Are you on Facebook and Twitter? Follow TACHC on /TexasCHCs @TexasCHCs and use the #TACHC33 hashtag to post about the conference.

**CONSENT TO USE OF PHOTOGRAPHIC IMAGES:** Registration and attendance at TACHC meetings and other activities constitutes an agreement by the registrant to TACHC’s use and distribution (now and in the future) of the registrant’s image in photographs, videotapes, electronic reproductions of such events and activities.
TEXAS ASSOCIATION OF COMMUNITY HEALTH CENTERS
33rd ANNUAL CONFERENCE
(Agenda is subject to change without notice; current as of 9/12/2016)

Embassy Suites Dallas-Frisco/Hotel, Convention Center & Spa
Frisco, Texas
October 16-19, 2016

ABOUT THE CONFERENCE:
This is the 33rd Texas Association of Community Health Centers, Inc. (TACHC) Annual Conference. Since 1983, TACHC has brought together health center leadership, administrators, clinicians and board members to learn about significant issues occurring in the health care environment that impact health centers and vulnerable populations. These sessions are developed with the health centers’ wants and needs in mind to help the health centers improve their quality of work and continuously meet the needs of our patients and the communities we serve. All session handouts and conference materials will be available online for downloading for the sessions at https://www.tachc.org/2016conference

WHO SHOULD ATTEND THE CONFERENCE?
The TACHC Annual Conference is a knowledge-based continuing education (CE)event designed for CEOs/EDs, CFOs, COOs, CMOs, Billing Managers, outreach and communications staff, operations staff, health center board members, physicians, pharmacists, pharmacy technicians, nurses, dentists, behavioral health specialists, pharmacy staff, clinical staff, and other staff members of a community health center.

Social Media
Are you on Twitter and Facebook? Follow TACHC at and use the #TACHC33 hashtag on Twitter and Facebook to post about the conference.

CONTINUING EDUCATION:

▪ PHYSICIANS: Application for CME credit will be applied with the American Academy of Family Physicians. Determination of credit is pending.

▪ PHARMACISTS AND PHARMACY TECHNICIANS: The University of Texas at Austin College of Pharmacy is accredited by the Accreditation Council for Pharmacy Education as a provider of continuing pharmacy education. TACHC’s 33rd Annual Conference is accredited for up to 21.25 total hours of CPE credit, with the potential for an individual pharmacist or pharmacy technician to earn up to 18.25 possible CPE credits. Successful completion includes attending the accredited sessions, completing a Record of Attendance Form, and completing the online evaluations following the conference. CPE credit will be issued by The University of Texas at Austin College of Pharmacy Continuing Education Office via online reporting through CPE Monitor approximately 1 week following the completion of the online evaluations. The online evaluations must be completed on/before December 16, 2016 to earn CPE credit for participation in the conference. Evaluations completed after December 16 will not be awarded credit.

▪ NURSES: This activity is applied for x contact hour(s) of continuing education by the American Association of Nurse Practitioners. This activity was planned in accordance with AANP CE Standards and Policies.

▪ SOCIAL WORKERS: This activity has been planned in accordance with the Texas State Board of Social Work Examiners.

▪ CERTIFIED PUBLIC ACCOUNTANTS: This activity has been planned in accordance with the Texas State Board of Public Accountancy.

▪ LICENSED PROFESSIONAL COUNSELORS: This activity has been planned in accordance with the Texas State Board of Examiners of Professional Counselors and this activity has applied for x continuing education contact hours.

For CPAs, no prerequisites are required
For CPAs, no prerequisites are required
Pharmacy & Therapeutics Committee Meeting (offsite) 5:30pm – 8:30pm

Exhibitor Move-In 4:00pm – 7:00pm

**Health Center Board of Governance: The Basics** *(separate registration required)* 5:30pm – 8:30pm

**MONDAY, OCTOBER 17TH:**

**Healthy Start**
Registration
Continental Breakfast with Exhibitors

**Exhibit Hall**
Join us Monday and Tuesday in the Exhibit Hall for continental breakfast and refreshment breaks while you connect with your friends and colleagues. Here you will have an opportunity to speak with our hand selected exhibitors who are eager to meet you and share information about their valuable resources, products and services to help your health center enhance its ability to provide quality care to your patients. Here you’ll also have the chance to play to win great prizes with **TACHC BINGO**! Visit with each of our exhibitors, collect all signatures and be entered into **drawings** to win prizes throughout the day on Tuesday. Take a break and come join in the fun!

**Plenary Session** 8:30am-10:00am

**Welcome and Opening Remarks**
José E. Camacho, JD
*Executive Director/General Counsel*
*Texas Association of Community Health Centers*

**Meeting the Quadruple Aim - Health Care for All, Even the Staff...**
0067-9999-16-067-L04P/T (1.25 contact hours at 0.125 CEUs)
Ben Brown, MD
*Associate Clinical Professor*
*University of California San Francisco*

The Triple Aim - improving health, reducing cost per capita and improving patients’ experiences of care – has become gold standard for community health centers for improving patient health and reducing health disparities. However, the Triple Aim forgot a vital target that must be hit to achieve sustainable patient outcomes: improving the health and wellbeing of health center staff. This session will detail how staff wellbeing is integral to the mission of health care delivery and will discuss obstacles to achieving staff wellbeing and practical solutions to start implementing the fourth aspect of the Quadruple Aim at your health center.

**Learning Objectives:**
1. Explain the Quadruple Aim: how staff well-being is integral to the mission of health care delivery.
2. Cite three problems with health care delivery that undermines staff’s sense of wellbeing.
3. Identify three practical solutions to implement at your health care setting that promote a sense of wellbeing.

**Break with Exhibitors** 10:00am – 10:30am

**Concurrent Sessions** 10:30am – 12:00pm

**Session 1: Successful Recruitment: Factors to Market Your Community Health Center**
Michelle Varcho, MBA, SPHR
*Director of Education Outreach*
*National Rural Recruitment and Retention Network (3RNet)*

Recruiting into a community health center presents its own set of unique challenges. This session will help you to explore the key factors of recruiting to Community Health Centers in rural or urban underserved areas. By exploring how each factor applies to your community and facility, you will enrich your ability to identify and market your organization strengths. This session will provide
attendees a process on how to highlight the positive aspects of your rural or urban underserved community and help you recruit the right candidates to support and optimize your health center performance.

**Learning Objectives:**
1. Introduce key factors in recruitment and retention of Community Health Centers and describe why they are important
2. Select up to 3 Factors in each category and complete CHC Factors Worksheet to identify Unique Selling Points (USP) through strengths
3. Discuss possible solutions to recruiting challenges for up to 3 Factors in each category selected from CHC Factors Worksheet

**Session 2: Value-based Care: Meeting the Goals of the Quadruple Aim**
0067-9999-16-068-L04P/T (1.50 contact hours at 0.150 CEUs)
Christie Lawrence, MS
**VP, Business Development**
**KPN Health, Inc.**

Whether your health center is participating in an Accountable Care Organization (ACO) or watching their progress on the state and national levels, this session will provide perspective on how this model of value-based care can contribute to patient outcomes, staff satisfaction, and the bottom line. You’ll learn best practices in care coordination, criteria for ACO success, and the growing importance of Transitional Care Management (TCM) and Chronic Care Management (CCM) billing codes.

**Learning Objectives:**
1. Cite the Medicare ACO models and describe how they get paid.
2. List three things that are and/or not working for managing the health of a population.
3. Evaluate three best practices for care coordination.

**Session 3: Identifying Barriers and Solutions: A Liberated Approach to Patient Issues and Patient Satisfaction**
0067-9999-16-069-L04P/T (1.50 contact hours at 0.150 CEUs)
Anna Jackson, MSSW
**Founder, Consultant**
**Alpinista Consulting**

Our health centers play an important role in our communities, and our patients look to us for leadership on more than healthcare. Engaging our patients and identifying what matters most to them is key to patient retention and health center success. Come to this interactive workshop on identifying patient and community issues, and leave with tools to embolden and empower your team!

**Learning Objectives:**
1. Describe methods on how to engage patients to assist providers on what is critical to patient’s care.
2. Demonstrate techniques on how to interact with patients to learn more about their lives than just their medical issues.
3. Identify practices of strong leadership to assess patients and develop solutions to their many needs.

**Session 4: Predicting Tomorrow by Crunching Today’s Numbers: Data Dashboards**
0067-9999-16-070-L04P/T (1.50 contact hours at 0.150 CEUs)
David Hartzband, Sc.D.
**Founder and Principal, PostTechnical Research and Research Scholar, Sociotechnical Systems Research Center, Massachusetts Institute of Technology**
Cheryl Poe
**Chief Operations Officer**
**Community Health Service Agency**

In the fast-paced healthcare environment, it is constantly necessary to make quick decisions. Effective utilization of data is key to asking the right questions to drive decision-making. This session will provide theories and examples of how to organize available data resources and consider effective ways to communicate the information.

**Learning Objectives:**
1. Explain what data resources are available today.
2. Discuss how to organize data questions and to stimulate conversation and generate ideas.
3. Identify data elements necessary to share with staff and ways to present information in order to drive decision making.

Networking Luncheon – 2016 TACHC President’s Awards
12:00pm – 1:30pm

Essential Care Partners’ CMO Lunch Meeting (by invitation only)
12:30pm – 1:30pm

Concurrent Sessions
1:30pm – 5:00pm

Session 1: TACHC General Membership Sign-In
TACHC General Membership Meeting
- State of the Association
- TACHC and Purchasing Group Board of Directors and Officers Elections
- TACHC Regional Meetings

Session 2: The Listening Gap: Heard Patients are Satisfied Patients
1:30pm – 3:00pm

0067-9999-16-071-L04P/T (1.50 contact hours at 0.15 CEUs)
Dhruv Khullar, MD, MPP
Resident Physician
Massachusetts General Hospital

While community health centers do more than provide healthcare to our patients, but the provider interaction still has a major impact on patient experience, satisfaction, and clinical outcomes. Join this session to hear more about how listening, relationship building, and addressing social determinants of health can lead to happier and healthier patients and providers.

Learning Objectives:
1. Discuss the importance of understanding patient stories on patient and provider satisfaction and on health center efficacy.
2. Identify key elements of relationship building and its role in patient satisfaction, compliance, and retention.
3. Evaluate the social determinants of health impact on patient outcomes and adherence to treatment, and the impact of considering these issues.

Session 3: Improving Your Bottom Line: How to Keep Your Staff
1:30pm – 3:00pm

0067-9999-16-072-L04P/T (1.50 contact hours at 0.15 CEUs)
Karl Krumm, PhD
Consultant
Consulting Psychology

Staff retention is essential to the bottom line of a successful organization. Having an engage staff is crucial to retain staff. This session will discuss the financial impact of staff engagement and identify strategies to understand and improve the level of staff engagement in an organization. Dr. Krumm will present proven techniques that organizations can use.

Learning Objectives:
1. Define methodologies to estimate the financial impact of staff engagement and improvement of staff engagement.
2. Evaluate strategies to assess and improve staff engagement.
3. Identify different personality traits and how to create positive interaction and thus improve staff engagement.

Break with Exhibitors
3:00pm – 3:30pm

Session 2: Wraparound Services & Social Determinants of Health: The Value of Strong Community Partnerships
3:30pm – 5:00pm

0067-9999-16-073-L04P/T (1.50 contact hours at 0.15 CEUs)
Monica Garcia, CHW, CHW-I
Supervisor
Larry Combest Health and Wellness Center
Rachel Kwan, MPH, RD, LD
Director of Strategic Initiatives

For CPAs, no prerequisites are required
Feeding Texas
Matthew Polk, PhD
Executive Director
Prosper Waco

Health center leaders know that addressing social determinants of health are vital to improving the health, wellness, and overall well-being of our patients and communities. However, many of us are overwhelmed by the need to provide comprehensive social service resources in addition to our healthcare mission. Come learn from three experts on community partnerships on how to develop, maintain, and strengthen your community relationships in the service of improving patient care, loyalty, and health outcomes.

Learning Objectives:
1. Discuss the importance and value of partnerships in improving health center’s clinical care and patient outcomes.
2. Identify key elements of developing and sustaining strong partnerships to improve health center services.
3. Describe concrete steps to improve existing and developing new partnerships to improve outcomes for patients.

Session 3: What Can Private Foundations Offer You? 3:30pm – 5:00pm
Regina Rogoff BA, JD
Chief Executive Officer
People’s Community Clinic
Jo Z. Carcedo, MPAff, MBA
Vice President for Grants
Episcopal Health Foundation

Health centers are continuously seeking ways to diversify revenue sources. While patient revenues and government grant funding provide much of health center funding, foundations and private grants contributed almost $87,000,000 to health center funding in 2015. In this session a private foundation and a Texas health center discuss how private foundations can contribute to the efforts of health centers to provide care in their communities.

Learning Objectives:
1. Discuss how a private foundation views its role in supporting community-based primary care.
2. List ideas on how to strategically use private philanthropy.
3. Describe how one community health center uses private foundations to advance their mission.

TACHC’s READY…AIM…PARTY 6:00pm – 8:00pm
You have been targeted to celebrate with food and games!

TUESDAY, OCTOBER 18th:
Breakfast with Exhibitors 7:30am – 8:30am
New Board of Directors Meeting 7:30am – 8:30am
Breakfast with 340Basics 7:30am – 8:30am
Come meet the 340Basics team and learn more about how the cost-effective virtual pharmacy administrative solution can keep your center compliant with HRSA’s OPA regulations and still deliver a robust pharmacy program to your patients.
Registration 7:30am – 4:00pm
Exhibit Hall 7:30am – 4:00pm
Plenary Session 8:30am – 10:00am

Changing What "Counts" as Healthcare
0067-9999-16-074-LO4P/T (1.50 contact hours at 0.15 CEUs)
Rebecca Onie
Co-Founder and Chief Executive Officer
Health Leads

This session will discuss the critical role community health centers play in addressing patients’ social needs -- as a strategy for improving care for vulnerable patient populations and for serving communities. It will also discuss key success drivers for making the routine collection of social determinants of health information, and the navigation of patients to the resources they need to be healthy, a standard part of care delivery, and what it will take to enact a paradigm shift around what "counts" as healthcare.

Learning Objectives:
1. Evaluate the role of health centers in addressing patients’ social needs as a strategy for improving care for vulnerable patient populations.
2. Explain how healthcare providers can approach their work to account for and successfully address the critical drivers of health outcomes.
3. Demonstrate the key changes that must be enacted in order to enable a paradigm shift towards a broader conception of health.

Break with Exhibitors 10:00am – 10:30am

Concurrent Sessions 10:30am – 12:00pm

Session 1: The Visa Flip Side: Make the Cost-Benefit Work for You
Robert D. Aronson
Attorney at Law
Frederickson & Byron, P.A.

Working to recruit physicians during a time of physician shortage will require you to become proactive and receptive to considering new sources of physicians, including International Medical Graduates. Attorney Robert Aronson will discuss the fundamentals of physician immigration and how to make immigration work for your recruitment needs. Mr. Aronson will present and contrast the various options for J-1 visa waivers and show how immigration fits into the Quadruple Aim. This session will teach you how to use immigration in order to gain a competitive edge when considering qualified international medical graduates to join your provider team.

Learning Objectives:
1. Learn the fundamentals of immigration law as it pertains to International Medical Graduates
2. Discuss how to make immigration a positive recruitment advantage
3. Review the Texas Conrad 30 J-1 Visa Waiver Program and the Exchange Visitor Program managed by the Department of Health and Human Services

Session 2: H1N1, Now Zika, What's Next?
0067-9999-16-075-L04P/T (1.50 contact hour at 0.15 CEU)
W. Nim Kidd, CEM, TEM, MPA
Chief, Texas Division of Emergency Management
Texas Department of Public Safety

Health centers serve at the front line of infectious disease prevention and emergency response. With each new challenge that we face – from hurricanes to Ebola, tornados to Zika – we learn more about the tools that are available to help support health centers and our communities. Returning for a second time to the TACHC Annual Conference, Chief Nim Kidd, the Chief of the Texas Division of Emergency Management (TDEM), who is responsible for the state’s emergency preparedness, response, recovery, and mitigation activities, will share his experiences and reflections.

Learning Objectives:
1. Describe the tools that are available to support health centers during a disaster situation.
2. Identify how to define potential and actual disasters and threats.
3. Discuss the importance of communities having an emergency plan and where it can be found.
Session 3: Reaching Your Patient Goals with Culturally Competent Care: Special Populations & Your Health Center

0067-9999-16-076-L04P/T (1.50 contact hour at 0.15 CEU)
Katy Stewart, CPSC, CPS
Training Director and Board Member
Lesbian Health Initiative
Clark Gullette, CPSC, CPS
Veteran Peer Service Coordinator of Collin County
LifePath Systems

Hear from experts on serving health center special populations, including Veterans and the LGBT community, on how to provide and improve culturally competent care for these populations. Reaching patient goals and serving every member of our community is a key component of both our mission and health center success. Hear from these experts on how to successfully reach these populations and retain them at your health center.

Learning Objectives:

1. Discuss how to provide culturally competent care to Veterans, the LGBT community, and other special populations.
2. Evaluate how to make their health center more welcoming and appealing as a healthcare delivery point for all patients.
3. Identify opportunities to improve cultural competency for special populations at their health center.

Session 4: Billing in an Age of Health Center Innovation: Getting Paid for What You Do

Rebekah Wallace, CMPE, CPC, MCS-P
Senior Managing Consultant
BKD, LLP

The ways in which services are delivered in the health center environment in constantly changing. This session will provide guidance to centers on the governing rules related to billing with the new service delivery methodologies. Health center staff will have the opportunity to ask billing questions about these methodologies or other topics of interest and receive expert technical assistance.

Learning Objectives:

1. Explain the technical assistance available to health centers.
2. Describe the changes in billing rules governing new service delivery methodologies.
3. Discuss billing processes to maximize revenue for new billing opportunities.

Concurrent Luncheons
12:00pm-1:30pm

1. TACHC Administrative Networking
2. TACHC Clinical Networking
3. CFO Networking

Plenary Sessions
1:30pm – 3:30pm

Federal Policy Update
0067-9999-16-077-L04P/T (1.0 contact hour at 0.10 CEU)
Jana Eubank, MPAff
Associate Vice President, Public Policy and Research
National Association of Community Health Centers

This interactive session will provide participants with an overview of pressing federal policy and legislative issues impacting community health centers and their patients in a post health care reform environment. The latest information on the FY 2017 funding outlook for health centers, including the extension of health center mandatory funding, and workforce programs, including the Teaching Health Center Program and National Health Service Corp, will be discussed. A review of the current political landscape in Congress, including opportunities and challenges related to the upcoming 2016 Presidential and Congressional elections, will be highlighted as well as specific action steps that health center staff, board members and clinicians can take to support the national and state policy agenda to assist health centers meet growing unmet need in Texas.

Learning Objectives:
2. List at least three activities that they can engage in to support grassroots advocacy efforts at the state and federal level.
3. Discuss the current political environment at the national level and how the upcoming elections will likely impact health center advocacy strategies.

State Policy Update

0067-9999-16-078-L04P/T (1.0 contact hour at 0.10 CEU)
Tom Banning
Chief Executive Officer & Executive Vice President
Texas Academy of Family Physicians

Tom will discuss the political and corresponding health care policy issues facing the 85th Texas Legislature. He will focus on the issues most likely to impact community health centers and the patients they serve.

Learning Objectives:

1. Discuss the general health care agenda for the 85th session of the Texas legislature.
2. Describe the issues that will most impact health centers during the 85th session of the Texas legislature.
3. Explain the health center’s role to meet legislative goals during the 85th session of the Texas legislature.

Break with Exhibitors (BINGO Prize Drawings)
3:30pm– 4:00pm

Concurrent Sessions
4:00pm-5:30pm

Session 1: Quadruple Aim Starts with Provider Recruitment and Onboarding
Allison McCarthy, MBA
Principal
Barlow/McCarthy

In this session it all comes together...from supporting quality providers through the immigration process to your marketing strategy setting you apart from the crowd, Allison McCarthy will discuss how successful recruitment starts with the Quadruple Aim. This session will focus on recruiting candidates that will positively influence the patient experience in your organization, and share best practices that will support your center in its retention strategies and in long-term generate cost savings.

Learning objectives

1. Learn the importance of translating Quadruple Aim goals into the candidate selection process
2. Understand the impact of candidate identification in selecting those candidates that will help achieve the Quadruple Aim
3. Review “best practices” for provider recruitment and onboarding, and ways to work towards meeting those metrics

Session 2: Using Collaboration to Improve Community Health and Getting Paid For It
0067-9999-16-079-L04P/T (1.50 contact hour at 0.15 CEU)
Robert P. Dominguez, Jr., LPC-S
Practice Manager
Austin Travis County Integral Care

Darlene Lanham
Program Manager
Community Care Collaborative

George N. Miller, Jr., MHSA
President and CEO
CommUnityCare Health Centers

This session will feature a panel discussing current initiatives occurring in Travis County that feature collaboration between community organizations that address both social determinants of health and improving health care outcomes. In addition, one funding organization will discuss their efforts to move into value based payments.
Learning Objectives:
1. Discuss a multi-organization public/private model focused on improving health outcomes.
2. Explain how social determinants of health are a critical component of improving outcomes.
3. Evaluate a system that is exploring value-based reimbursement.

Networking Activities
6:00pm-7:00pm

Relax & Unwind: Join us for a group walk and run or cardio workout. Look for more information as conference nears.

Happy Hour in the Atrium: Take advantage of Embassy Suite’s happy hour and join your colleagues for conversation and refreshment

Essential Care Partners, LLC Board of Managers Meeting (by invitation only)
6:00pm-9:00pm

WEDNESDAY, OCTOBER 19th:

Registration
7:30am – 8:30am
Continental Breakfast
7:30am – 8:30am

Plenary Sessions
8:30am-11:45am

Bridging the Specialty Gap through Telemedicine: Project ECHO
0067-9999-16-080-L04P/T (1.50 contact hour at 0.15 CEU)
Miriam Komaramy, MD
Associate Professor of Medicine and Associate Director
Project ECHO

Project ECHO (Extension for Community Healthcare Outcomes) is a collaborative model of medical education and care management that empowers clinicians everywhere to provide better care to more people, right where they live. In this session, the ECHO model will be explained, including evidence that supports the benefits and value of the model.

Learning Objectives:
1. Explain the ECHO model.
2. Describe the benefits of the ECHO model.
3. Describe data supporting the value of the ECHO model.

Break
10:00am – 10:15am

The 4 Steps to Service Excellence
0067-9999-16-081-L04P/T (1.50 contact hour at 0.15 CEU)
Guy Smith
Owner
People Strategies

For more than 20 years health care organizations have realized that the patient/customer journey/experience is still the competitive advantage, yet many consistently miss the mark. This presentation will introduce ideas, tools and best practices to enable participants to create a patient experience that is best in class.

Learning Objectives:
1. Discuss the importance of service delivery and why most customers don’t come back.
2. Evaluate how to use the Service Excellence formula and a Customer Compass to learn how little things can have a huge impact on patient satisfaction.
3. Identify vital process mapping where participants can identify key touch points and how to exceed expectations.

Conference Adjourned and Grand Prize Drawing
11:45am
Site Tour of Health Services of North Texas
4401 N. I-35, Suite 312, Denton, TX 76207
(Go on your own; please sign up at registration desk.)

HCCN Committee Meeting (Invitation Only)

1:00pm – 2:00pm

1:00pm - 3:00pm