Texas Association of Community Health Centers

Clinical Conference
“Bringing the Office of the Future into Today”
April 7 - 9, 2016
The Pearl at South Padre Island, Padre Island, Texas

Agenda*

### Thursday, April 7th

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<th>Time</th>
<th>Session</th>
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<tr>
<td>7:30 – 8:30am</td>
<td>Registration and Breakfast- <em>San Dunes Foyer</em></td>
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| 8:30 – 8:45am   | Welcome- *San Dunes BCD*  
*Sharad Kohli, MD, Director of Clinical Affairs, TACHC* |
| 8:45 – 10:45am  | Keynote: The Primary Care Office of the Future: Demonstrating Innovative Design and Workflow Concepts- *San Dunes BCD*  
*Jeri Hepworth, PhD; Director, Medical Education and DIO/ Co-Director of the Connecticut Institute for Primary Care Innovation, Hartford, CT*  
*Tom Agresta, MD, MBI; Professor and Director of Informatics Family Medicine, University of CT Health Center/ Section Leader Informatics, Connecticut Institute for Primary Care Innovation, Hartford, CT* |

The Connecticut Institute for Primary Care Innovation (CIPCI) has exhibited and described the Primary Care Office of the Future. Through discussion, film, and hands on examples, participants will envision a future of primary care, innovative practice designs, technology, and mechanisms for enhanced team communication to facilitate practice transformation. Participants will share resources and learn how to facilitate conversations in their own settings about workflow and design changes that can enhance the healthcare experience for patients and for teams.

By the end of the presentation participants will be able to:

1. Describe several innovative concepts identified with the Primary Care Office of the Future exhibit.
2. Describe how innovative technology can enhance patient engagement, team based care and clinician satisfaction.
3. Consider innovations that can be included in their own practices.

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<th>10:45 – 11:00am</th>
<th>Break- <em>San Dunes Foyer</em></th>
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| 11:00 – 12:00pm | A Person-Centered, Integrative, Team-Based Approach to Addressing Pain and Chronic Disease- *San Dunes BCD*  
*Vinicius Francio, DC, MS; Physician, Integrative Pain Management, Variety Care CHC, Oklahoma City, OK* |

This session will provide a brief overview with time for Q&A regarding the utilization of an integrative medicine model emphasizing chronic disease and pain management in a PCMH-recognized FQHC in Oklahoma City, OK.

*Agenda subject to change.*
By the end of the presentation participants will be able to:
1. Know the importance of an integrative model in managing chronic disease and pain care, which will ultimately improve patient care in a cost-effective manner.
2. Answer questions regarding how to promote and individualize such models in one’s own FQHC.

**12:00 – 1:00pm**

**Lunch- Blue Marlin Ballroom**

**1:00 – 5:00pm**

**Concurrent Workshops**

**Oral Health Topics- Sand Dunes A**
Patty Braun, MD MPH; Jessica Holloman MS, BSDH; Lisa Simon DMD; Xochitl Anderton, DDS

**Mindfulness for Self-Care- Sailfish**
Lisa Hardmeyer Gray

**Group Medical Care 101- Sand Dunes BCD**
Laura Wise, MD MPH; Jeffrey Geller, MD; Sharon Davis, DO

**Oral Health Mega Session**

**Putting the Mouth Back Into the Body: Bringing Oral Health into the Medical Office**
*Patricia Braun MD, MPH, FAAP; Associate Professor of Pediatrics, Family Medicine and Dental Medicine, Denver Health and Hospital, Denver, CO*

Innovative oral healthcare delivery models in the medical setting will be described including 1) the provision of basic preventive oral health services (e.g. fluoride varnish) by medical providers with referral to a dentist (expanded coordinated care), 2) the co-location of dental hygiene services into the medical home (co-located care), 3) the integration of a dental hygienist into the medical care team (integrated care), and 4) the expansion of the dental home into the community setting through tele-health enabled teams.

By the end of the presentation participants will be able to:

1. Explain the caries disease processes.
2. Compare and contrast various models of oral healthcare delivery in the medical setting.
3. Distinguish the different characteristics of coordinated dental care, co-located dental care, integrated dental care and teledentistry.

**Nurse Practitioner-Dentist Model for Primary Care**
*Jessica Holloman, MS, BSDH; Program Director, Northeastern University, Boston, MA*
*Lisa Simon, DMD; Instructor of Oral Health Policy and Epidemiology, Harvard School of Dental Medicine, Cambridge, MA*

This session will provide an overview of the Nurse Practitioner-Dentist (NPD) Model, an innovative, replicable, and sustainable interprofessional collaborative practice (IPCP) model that integrates primary care services, provided by an adult-gerontological nurse practitioner, within an academic primary dental care practice. The presentation will include a PowerPoint and interactive activity for participants, followed by a Q & A.

*Agenda subject to change.*
By the end of the presentation participants will be able to:

1. Discuss the importance of integrating primary care and oral health.
2. Describe the development, implementation, and evaluation of an expanded interdisciplinary, primary care team model.
3. Apply strategies for clinician engagement as leaders in primary care and oral health integration.

**Mobile Dental Units and Collaborations in the Community Health Setting**  
*Xochitl Anderton, DDS; Dental Director, Community Health Center of Lubbock, Lubbock, TX*

This session will review the process of how to effectively use mobile dental units with collaboration in your area.

By the end of the presentation participants will be able to:

1. Know how to collaborate with more agencies in your area in order to better utilize resources
2. Help agencies attain their grant requirements thereby overall creating a healthier community
3. Provide preventive education through partnerships

**Mindfulness for Self-Care**  
*Lisa Hardmeyer Gray; Founder, Intrinsic, LLC/ Neighborcare Health, Seattle, WA*

In this 4-hr. session, participants will experience Mindfulness tools to apply towards their own self-care. This session will include a combination of practice, didactic information, participant-initiated dialogue and inquiry and small and large group discussions to enhance individual learning and integration of practices. The Mindfulness practices learned will be: Body Scan, Mindful Movement, Awareness of Breath, Compassion Practice for Self and Other and Walking Meditation. The didactic elements will include the latest research on stress physiology and the neuroscience of Mindfulness. Participants will identify their personal stress triggers and patterns and develop a deeper understanding of the mind-body connection. Participants will learn tools to respond rather than react to daily stress leading to increased resiliency. This session will be heavily weighted towards experiential learning.

By the end of the presentation participants will be able to:

1. Experience core Mindfulness practices for self-care, enhance ability to stay focused and resilient under pressure, improve capacity for compassion towards self and others, develop greater self-awareness and presence, learn tools for stress-reduction and stress management,
2. Understand the neuroscience of mindfulness, understand stress physiology and develop tools to respond rather than react to daily stress

**Group Medical Care 101**  
*Jeff Geller, MD; Director of Integrative Medicine and Group Programs, Greater Lawrence Family Health Center, Lawrence, MA*  
*Laura Wise, MD, MPH; Physician, Alameda Health System, Hayward, CA*  
*Sharon Davis, DO; Chief Medical Officer, Los Barrios Unidos Community Clinic, Dallas, TX*

*Agenda subject to change.*
In our changing health care environment, we are constantly looking for financially viable models that provide patient-centered care that improves quality and outcomes, while eliminating barriers to care and potentially reducing health care expenditures. Group medical care is an innovative model that does all of this through empowering patients and building community. Additionally, it fosters improved provider and staff satisfaction which is increasingly important as health centers struggle with recruitment and retention.

Group Medical Care 101 will provide an overview of groups including the logistics of starting and sustaining groups. It will look at the data behind group medical care; how to recruit, document, and bill; and more. This session will be both didactic and interactive. It is intended for participants who are new to group medical care.

By the end of the presentation participants will be able to:
1. Discuss features of several group visit models including the empowerment model
2. Communicate benefits of group care to patients, clinicians and administrators
3. Demonstrate the role of a facilitator in engaging patients in group care

6:30 – 8:00pm
ECP CMO Advisory Group Dinner- Blue Marlin A
(by invitation only)

Friday, April 8th

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<th>Time</th>
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<td>7:00 – 8:00am</td>
<td>CMO Mentorship Breakfast- Blue Marlin A</td>
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<td>8:00 – 12:00pm</td>
<td>Concurrent Workshops</td>
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<td>Clinical Director Leadership- Sand Dunes BCD</td>
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<td>Jennie McLaurin, MD</td>
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<td>(Recommended for clinical leadership including medical directors, dental directors, behavioral health directors, nursing directors, and pharmacy directors)</td>
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<td></td>
<td>How to Bring Mindfulness Resiliency to Patients and Staff- Sailfish</td>
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<td>Lisa Hardmeyer Gray</td>
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<td>(Recommended for those who have attended the Mindfulness for Self-care session or have on-going personal Mindfulness practice)</td>
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<td>Groups Medical Care 201- White Marlin</td>
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<td>Laura Wise, MD MPH</td>
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<td>Jeffrey Geller, MD</td>
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<td>Sharon Davis, DO</td>
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<td>(Recommended for those who have attended Group Medical Care 101, previous group medical care trainings, or have familiarity with group medical visits)</td>
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Clinical Director Leadership: What Keeps You Up at Night? Putting 5 Issues to Bed for Clinical Leaders
Jennie McLaurin, MD: HRSA Clinical Consultant and CHC Pediatrician, Molokai Community Health Center, Molokai, HI

*Agenda subject to change.*
This session is for health center clinical leaders. It will examine five of the most pressing issues facing current leaders with an emphasis on interdisciplinary and technological concerns. Issue selection is through preconference polling, site visit review and audience nomination. The session is participatory, with leaders identifying both the problems and the best practices. Potential topics include: Pain management across all departments; Patient portal and visit summary implementation; Rapid response in EHR protocols to emerging clinical issues (think Zika); Clinician wellness as an indicator of quality; Clinician driven QI plans; and finding specialists for sliding fee patients.

By the end of the presentation participants will be able to:
1. Participants will select five pressing issues faced by community health center clinical leaders.
2. Participants will share models that work in reducing the burden of the five issues.
3. Participants will collaborate with other clinical leaders to problem solve.
4. Participants will develop at least one quality improvement plan related to a pressing clinical issue.

**How to Bring Mindfulness Resiliency to Patients and Staff**

*Lisa Hardmeyer Gray; Founder, Intrinsic, LLC/ Neighborcare Health, Seattle, WA*

In this 4-hr. session participants will enhance their Mindfulness practices and explore the foundational underpinnings of Mindfulness. Each practice will be broken down and understood in terms of intent and the importance of effective language and tone. In a friendly, supportive environment, participants will practice leading and guiding each Mindfulness practice and will be given feedback on demonstrated skills. Focus will be on best practices and understanding the potential challenges of offering Mindfulness skills to staff and patients. Resources for support by certified trainers will be emphasized.

By the end of the presentation participants will be able to:
1. Demonstrate ability to lead and guide basic level Mindfulness skills
2. Identify the foundational underpinnings of Mindfulness practices
3. Demonstrate and identify appropriate use of language, tone and form of practices
4. Understand how to appropriately screen participants
5. Identify best practices and highlight concerns and challenges

**Group Medical Care 201**

*Jeff Geller, MD; Director of Integrative Medicine and Group Programs, Greater Lawrence Family Health Center, Lawrence, MA*

*Laura Wise, MD, MPH; Physician, Alameda Health System, Hayward, CA*

*Sharon Davis, DO; Chief Medical Officer, Los Barrios Unidos Community Clinic, Dallas, TX*

Group Medical Care 201 is recommended for those who already understand the concepts of group medical care, have previously undergone group medical care training, or those who are currently facilitating groups and are looking to improve their facilitation skills. This will be an interactive workshop including role playing which will provide a facilitator the skills necessary to actively engage and empower participants of groups.

*Agenda subject to change.
By the end of the presentation participants will be able to:
1. Identify skills and qualities used in group facilitation to engage and empower group participants
2. Practice group facilitation skills
3. Describe group management skills used in developing curriculum, activities and projects used in group visits

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| 1:30 – 2:30pm | **Data Analytics – 10 Questions to Ask to Make Your Data Actionable**- Sand Dunes BCD  
**Sheena Lemon, MBA; Quality Improvement Consultant, TMF Health Quality Institute, Austin, TX**  
Data is everywhere and is being collected and stored for current and future use and analysis. Most centers could be described as data rich, but information poor. The efforts to effectively use it for management decision making and action planning purposes can be overwhelming. In this session, you will learn about the 10 questions that you should ask to make your data actionable. We will be using a clinical case study to explore asking those questions.  
By the end of the presentation participants will be able to:  
1. Provide a better understanding of how data can be used to identify areas of improvement by using a case study  
2. Seek ways to allow data to address the “how” and “why” by presenting measurable data  
3. Offer approaches to how data can be used on a daily basis to drive actionable decision making |
| 2:30 – 2:45pm | Break- Sand Dunes Foyer                                                  |
| 2:45 – 3:45pm | **Integrating Promotoras into the Care Team**- Sand Dunes BCD  
**Lourdes Rangel-Ochoa; Director of Grants and Program Development, Gateway Community Health Center, Laredo, TX**  
Gateway Community Health Center’s promotora-led interventions are integrated within the comprehensive diabetes care program, which includes provider use of self-management principles. The infrastructure supports patients’ input and provides choices regarding care, a system of referral, follow-up, feedback, and documentation that produces integrated self-management clinical practice.  
By the end of the presentation participants will be able to:  
1. Evaluate the traditional model to treat diabetes and a diabetes system of care that includes Promotoras.  
2. Identify the essential training components for Promotoras working in a clinical setting.  
3. Describe the methodology of data collection and tracking for a diabetes self-management program that includes promotoras. |
| 3:45 – 4:00pm | **Wrap up**- Sand Dunes BCD  
**Sharad Kohli, MD; Director of Clinical Affairs, TACHC** |

*Agenda subject to change.*
## 4:00 – 6:00pm

**Evening Reception** - *Oceanfront Patio*

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**Saturday, April 9th**

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<th>Time</th>
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| 7:00 – 8:00am| **Yoga on the Beach** - *Oceanfront Patio*  
*Courtney Weaver; Civic Engagement Director, TACHC* |
| 8:00 – 9:00am| **Breakfast** - *Sand Dunes Foyer*                                          |
| 9:00 – 11:00am| **MakerNurse: Tools and Strategies for Supporting Inventive Fabrication in Community Health Centers** - *Sand Dunes BCD*  
*Anna Young; MakerNurse/Pop Up Labs, Cambridge, MA*  
*Nikolas Albarran; Pop Up Labs, Cambridge, MA* |

MakerNurse seeks to bring nurse making to the forefront of health care by partnering with nurses and health care institutions to nurture creativity and ingenuity and improve patient care. This session will provide an introduction to the MakerNurse movement, concepts of innovation and design, and a workshop with hands-on examples that apply to primary care practices.

By the end of the presentation participants will be able to:

1. Learn results and case examples of health making from the Nationwide MakerNurse study
2. Learn case examples from health making in Central America
3. Learn design strategies for prototyping low-cost health technologies
4. Identify examples of making from within participants’ community clinics
5. Learn strategies to share these examples with clinic leadership
6. Explore strategies for diffusing these examples through hardware protocols, IRB pilot studies and others.
7. Learn how to add sensors to existing medical devices (inhalers) to track adherence
8. Design and make a manual-powered nebulizer for use in off-grid and remote locations
9. Use kits to make custom foot-patches for diabetic patients

| 11:00 – 11:15am | **Break** - *Sand Dunes Foyer* |
| 11:15 - 12:15pm | **Using Telehealth to Improve Access to Specialty Care** - *Sand Dunes BCD*  
*Norman Sussman, MD; Associate Professor of Surgery, Division of Abdominal Transplantation/Medical Director of Project ECHO – Telehealth Program, Baylor College of Medicine, Houston, TX* |

This session will provide an overview of Project E.C.H.O. which expands care for complex diseases in underserved areas and monitors outcomes by using regular disease specific multipoint video conferences between experts and community providers to provide better healthcare, stronger healthcare communities, and better health for Texans.

By the end of the presentation participants will be able to:

1. Understand how telehealth can bring specialty healthcare to rural and underserved Texas areas, through case-based learning.

*Agenda subject to change.*
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| 12:15 – 12:30pm | Concluding Remarks- Sand Dunes BCD  
Sharad Kohli, MD; Director of Clinical Affairs, TACHC |

Please Note:

- Credit for Continuing Education Has Been Applied For Up To 15.50 prescribed Credits By The American Academy Of Family Physicians. Physicians Should Claim Only The Credit Commensurate With The Extent Of Their Participation In The Activity. *AAFP Prescribed Credit Is Accepted By The American Medical Association As Equivalent To AMA PRA Category 1 Credit™ Toward The AMA Physician's Recognition Award. When Applying For The AMA PRA, Prescribed Credit Earned Must Be Reported As Prescribed Credit, Not As Category 1.
- This Program Has Been applied For 15.50 Continuing Education Contact Hours By The Texas State Board Of Social Work Examiners.
- This Program is approved For 15.50 Contact Hours Of Continuing Education By The American Association Of Nurse Practitioners. Program Id 16032137. This Program Was Planned In Accordance With AANP CE Standards And Policies And AANP Commercial Support Standards.
- This program is applied for 15.50 Credit of continuing education by the University of Texas Dental Branch Office of Continuing Education
- This program has been granted 15.50 contact hours of continuing education by the Texas State Board of Examiners of Professional Counselors Provider #2577
- No Speakers Have Any Financial Disclosures Or Conflicts Of Interest To Declare. None Of The Above Sessions Require Prerequisites.

*Agenda subject to change.