



NATIONAL ASSOCIATION OF  
Community Health Centers



# 2019

PCA & HCCN

NATIONAL ASSOCIATION OF COMMUNITY HEALTH CENTERS'

PRIMARY CARE ASSOCIATION & HEALTH CENTER CONTROLLED NETWORKS CONFERENCE

NOVEMBER 18 - 20 / OMNI SAN DIEGO HOTEL - SAN DIEGO, CA

A photograph of three women laughing together in a forest. The woman on the left is wearing a dark blue sweater with a white geometric pattern. The woman in the middle is wearing a light blue denim jacket and an orange knit scarf. The woman on the right is wearing a red and black plaid shirt over a grey t-shirt. The background is a blurred forest with green foliage.

# Better together

Aetna is proud to support the  
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## NACHC Has Gone Green

All conference presentations and handouts provided by speakers will only be available on the PCA and HCCN Conference Mobile App. **Hard copies of slides or handouts will not be provided on-site.**

To access presentation materials, download the mobile app (refer to page xx for download instructions). It is your responsibility to download these materials to your electronic device and/or print copies if you would like to have them available in paper form. Please note that only those presentations provided to NACHC by speakers will be available on the mobile app. All presentations will be posted to *MyNACHC* following the conference.

## Conference Code of Conduct

All attendees, speakers, sponsors, and volunteers at our conference are required to agree with the following code of conduct. NACHC will enforce this code throughout the event. We expect cooperation from all participants to help ensure a safe environment for everybody.

*Our conference is dedicated to providing a harassment-free experience for everyone, regardless of gender, gender identity and expression, age, sexual orientation, disability, physical appearance, body size, race, ethnicity, or religion. We do not tolerate harassment of conference participants in any form. This also includes inappropriate physical contact and unwelcome sexual attention. Sexual language and imagery are not appropriate for any conference venue, including talks, workshops, social events, Twitter, and other online media. Participants asked to stop any harassing behavior are expected to comply immediately. Conference participants violating these rules may be sanctioned or expelled from the conference without a refund at the discretion of NACHC.*

If you are being harassed, notice that someone else is being harassed, or have any other concerns, please contact a member of the conference staff immediately.

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9. Tap the ☰ icon
10. Tap 2019 PCA and HCCN Conference



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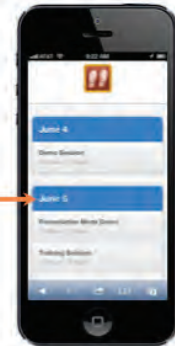
Note: Adobe Reader **MUST** be installed on your android device to open the presentations.

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### HOW TO PARTICIPATE

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## Successfully Navigating the Future of Health Care Delivery: Today, Tomorrow, and Beyond

# Conference Program

(as of October 17, 2019 and subject to change)

## Sunday, November 17, 2019

4:30pm – 6:30pm **HCCN Task Force Meeting** Salon B

## Monday, November 18, 2019

8:00am – 11:00am **HPCT1 Preconference Training: Integrating Advocacy into Our Everyday Lives** Salon ABC

As private, for-profit entities begin entering the primary care landscape, it is essential that the health center movement strengthen our advocacy initiatives to uphold the unique mission and vision of community health centers. Advocacy can be overwhelming when it feels like a crisis management tool, and NACHC’s advocacy team wants to help make it an easy and familiar practice. Join us in an interactive training that will identify strategies and tools to create a sustainable culture of advocacy in and among your health centers.

### Learning objectives:

- Consider various practices and techniques for communicating the organization’s story and impact.
- Identify ways to build advocacy into daily operations.
- Understand how to create a year-round advocacy plan and consistently mobilize your constituents at the local, state, and federal levels.

*Moderator:*  
TBD

*Presenter(s):*  
TBD

9:30am – 11:30am **NACHC Board of Directors Meeting** Salon DE

11:00am – 4:00pm **Registration** Grand Ballroom Foyer

11:30am – 1:00pm **Lunch on your own**

*This program is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award, totaling \$6,375,000. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement by, HRSA, HHS, or the U.S. Government. For more information, please visit [HRSA.gov](http://HRSA.gov).*



1:00pm – 1:45pm

## Conference Welcome and Kick-Off

Salon ABC

### Traditional Native American Blessing and Indigenous Land Acknowledgment from Randy Edmonds



Randy Edmonds (tribal affiliation, Kiowa-Caddo) is a Southern California tribal elder and spiritual leader. He is the founder and co-founder of several Native American social service agencies in Los Angeles and San Diego, including the San Diego American Indian Health Center, a federally qualified health center founded in 1979. Randy continues to serve as an urban American Indian advisor to many San Diego cultural and human services organizations and is a frequent speaker and master of ceremonies. He and his wife Bonnie reside in the Ocean Beach community of San Diego.

Randy continues to be active within the community as an advisor, spiritual elder, and speaker. He led the opening blessing at the Harvey Milk Diversity Breakfast, sponsored by the San Diego LGBT Center, in May 2019 and is called upon very often to preside over traditional gatherings and other civic events. Recently, he was the voice of the narrator on a new animated film, *Crow: The Legend* (2018), where he worked alongside other voice over actors which included Oprah Winfrey, John Legend, Constance Wu, and Diego Luna. The film won four Daytime Emmy Awards (2019) in the outstanding animated and interactive media categories.

1:45pm – 3:30pm

## HGS1 General Session: Theme - Today

Salon ABC

### The Latest from DC

This session will provide an overview of pressing policy issues at the federal level. Topics will include: the status of funding for Section 330, the National Health Service Corps, and Teaching Health Centers; Medicaid developments with national implications; and regulatory issues around Title X, Public Charge, 340B, and Conscience Protections.

*Presenter(s):*

**Susan Burton**, Director, National Grassroots Advocacy, NACHC

**Colleen Meiman**, Senior Policy Advisor, NACHC

**Oliver Spurgeon III, MBA**, Deputy Director, Federal Affairs, NACHC

3:30pm – 4:00pm

### Break

Grand Ballroom Foyer

3:30pm – 6:30pm

### Sponsor Tabletop Displays Open

Grand Ballroom Foyer

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## Education Sessions: Theme - Today

NCA FEATURED

### **HMA1 Incorporating Social Data into Risk Stratification Models to Improve Health Equity and Demonstrate Value**

Salon DE

#### **Track: Clinical Informatics**

As health and payment systems increasingly demand value-driven care, health centers need data- and evidence-driven strategies to identify high-risk patients and better target the interventions and resources necessary to improve population health and health equity, lower health care spending, and succeed in these environments. At the same time, health centers must demonstrate the full extent to which patients are at high-risk and what it takes to manage complex patients in order to inform changing payment/funding systems. While many health centers stratify at-risk patients by chronic conditions, few have determined how best to incorporate social risk data into population segmentation models.

This session will present findings from the *PRAPARE Risk Stratification Learning Collaborative*, which involved nine teams of health centers, PCAs, and HCCNs using innovative and promising risk stratification models inclusive of social risk data. From this experience, the national PRAPARE team (NACHC, AAPCHO, and the Oregon PCA) developed a set of risk stratification principles and a straw-man, national model that can be customized to meet local needs and circumstances.

Presenters will engage the audience for feedback and explore use cases for applying this comprehensive risk stratification model for: (1) care management and clinical utility; (2) population health and quality improvement; (3) community health improvement and advocacy; and (4) payment reform, risk adjustment, and policy.

#### **Learning Objectives:**

- Understand intentions and strategies for incorporating PRAPARE social needs data into risk stratification models.
- Inform a national strategy for a risk stratification model that incorporates social data.
- Identify ways to apply a national risk stratification model, inclusive of social data, to demonstrate and advance health center value and shape payment reform and policy.

*Moderator:*

**Michelle Proser, PhD**, Director, Research, NACHC

*Presenter(s):*

**Rosy Chang Weir, PhD**, Director, Research, Association of Asian Pacific Community Health Organizations

**Lucy Saenz**, Assistant Director, Data Informatics, California Primary Care Association

**Sarah Dixon, MPA**, Chief Strategy Officer, Iowa Primary Care Association

### **HMB1 Workforce: Auto-HPSAs and Beyond**

Gallery 1

#### **Track: Workforce Development**

This session will begin by discussing two issues related to auto-HPSAs– how PCAs whose members were most negatively impacted are responding, and a review of the HPSA scoring rubric, with a focus on issues that PCAs and HCCNs might raise when HRSA reexamines the rubric next year. The session will conclude with overviews of opportunities for health centers to address their clinical workforce needs beyond the National Health Service Corps.

**NCA FEATURED** highlights organizations that hold BPHC-funded National Cooperative Agreements (NCAs) to provide training and technical assistance (T/TA) to health centers across the country.

### **Learning Objectives:**

- Understand how some PCAs are responding to the auto-HPSA updates.
- Better understand the HPSA scoring rubric, including its origins and concerns.
- Identify opportunities to meet clinical workforce needs beyond the National Health Service Corps.

*Moderator:*

**Colleen Meiman**, Senior Policy Advisor, NACHC

*Presenter(s):*

**Amy Behnke, JD**, Chief Executive Officer, Health Center Association of Nebraska

**Stephanie Harrison, MA**, Chief Executive Officer, Wisconsin Primary Health Care Association

**Jon Zasada**, Director, Policy Integration, Alaska Primary Care Association

**Suzanne Smith**, Health Center Operations Division Director, Colorado Community Health Network

### **HMC1 Strategies for Optimizing Your Health Centers' Pharmacy Operations**

[Gallery 2-3](#)

#### **Track: Financially Viable Operations**

This session will focus on concrete strategies that PCAs and HCCNs can apply to help health centers optimize the value of their pharmacy operations. Speakers will address: state-level solutions to protect 340B; operating a state-wide network of health center pharmacists; and providing intensive training and technical assistance to health centers around 340B and pharmacy operations.

### **Learning Objectives:**

- Identify three ways that PCAs and HCCNs can help health centers optimize the value of their pharmacy operations.
- Explain how optimizing pharmacy operations can lead to positive impacts on clinical outcomes and compliance.
- Discuss the role pharmacy operations plays in health centers' financial sustainability.

*Moderator:*

**Sue Veer, MBA, CMPE**, President and CEO, Carolina Health Centers, Inc.

*Presenter(s):*

**Cindy Stergar**, Chief Executive Officer, Montana Primary Care Association

**Benjamin Browning, MPA**, Vice President, PCA Operations, Programs and Policy, Florida Association of Community Health Centers

**Cheri Rinehart**, President and CEO, Pennsylvania Association of Community Health Centers

### **HMD1 State Medicaid Updates: Cutting Through the Noise to Amplify the Voice and Role of Health Centers**

[Salon ABC](#)

#### **Track: Emerging Issues**

From the halls of Congress to the desks of health center CEOs, 2019 has proven to be another year of constant policy change and the need to remain nimble. For better or worse, state policymakers seemed to push to the outermost limits of the program and, in doing so, tested the stamina and resourcefulness of the entire health care sector to respond to those efforts. During these cycles of transformation, state PCAs and HCCNs have played a critical role in making sure policymakers at all levels remain aware of how Medicaid policy proposals can impact the ability of health centers to be the trusted provider of high-quality, affordable health care services to Medicaid beneficiaries. In Utah, Tennessee, and Alaska, the breaking news on changes in Medicaid seemed to play out almost daily.

In this education session, the audience will take a step back for a moment to refocus their attention on the environment for Medicaid transformation in each of these states. The audience will gain insights into how PCAs and HCCNs can remain strategically focused on achieving health center goals, while protecting broader access to care for Medicaid beneficiaries.

**Learning Objectives:**

- Discuss state action related to the Medicaid program.
- Understand the role of PCAs and HCCNs in responding to Medicaid changes.
- Identify potential challenges and strategic approaches going forward.

*Moderator:*

TBD

*Presenter(s):*

**Jennifer Lloyd, JD, DVM, MSPH**, Deputy Director, Association for Utah Community Health

**Nancy Merriman, MPH, MBA**, Executive Director, Alaska Primary Care Association

**Terri Sabella, RN, JD, CPHQ**, Chief Executive Officer, Tennessee Primary Care Association

5:30pm – 6:30pm


**Welcome Reception**

Grand Ballroom Foyer

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# Tuesday, November 19, 2019

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7:00am – 8:00am	<b>Communicators' Breakfast</b> <i>(Invite Only)</i>	
7:00am – 4:30pm	<b>Sponsor Tabletop Displays Open</b>	Grand Ballroom Foyer
7:00am – 5:30pm	<b>Registration</b>	Grand Ballroom Foyer
7:30am – 8:30am	<b>Networking Breakfast and Partnership Discussions - Session I</b>	Grand Ballroom Foyer and Salon ABC
	<p>More than ever, PCAs, HCCNs, and NCAs are asked to collaborate in addressing the most pressing needs of health centers. This breakfast will provide PCAs, HCCNs, and NCAs with devoted time to network, learn from one another, and either start or continue the conversation about ways in which their organizations can work together.</p> <p>Each table will be led by a peer representative from either a PCA, HCCN, or NCA and will focus on opportunities for partnership in the table topic area. There will also be dedicated space to have conversations on specific proposed partnership activities in response to current Notice of Funding Opportunities.</p> <p>Finalized table topics to be included in the Conference Addendum.</p> <p><i>There will be two sessions of the networking breakfast table topics (Tuesday and Wednesday mornings) allowing attendees the opportunity to discuss different topics of interest.</i></p>	
8:30am – 9:30am	<b>HGS2 General Session: Theme - Tomorrow</b>	Salon ABC
	<p>This session will focus on addressing the question, “What does value-based health care really mean?” Key elements of value-based health care will be explored. Speakers will analyze fundamental parts of what it means for PCAs and HCCNs to participate in a value-based health care environment.</p> <p><i>Moderator:</i> <b>Jennifer Noltz</b>, Director, PCA and Network Relations, NACHC</p> <p><i>Presenter(s):</i> <b>Patrick Gordon, MPA</b>, President and CEO, Rocky Mountain Health Plans <b>Yvonne Ketchum-Ward</b>, Chief Executive Officer, Idaho Primary Care Association</p>	
9:30am – 10:00am	<b>Break</b>	Grand Ballroom Foyer
10:00am – 11:30am	<b>Education Sessions: Theme - Tomorrow</b>	
	<b>HTuA1 The Power of Starting with the Community: Designing a Data Strategy for Local and National Impact</b> <b>Track: Clinical Informatics</b>	Salon DE
	<p>To understand how health centers can make the most impact in addressing disparities and improving outcomes for the populations they serve, we must look farther upstream and start with our communities. Just as social determinants of health at the individual level are important in tailoring the care we provide, we must also consider how our health centers can respond to and design services and interventions based on the community's physical, social, and cultural environment.</p> <p>Community factors like crime and violence, access to public transportation, income and education levels, percentage of people unemployed, residential stability, building conditions, air quality, places to shop, number of elderly living alone, and more – all have tremendous impacts on the populations we serve and often are the drivers of health disparities.</p>	

This session will explore how PCAs, HCCNs, and key partners can develop a digital network to leverage data collected across sectors to monitor and analyze what is happening locally in people's physical, social, and cultural environments and prime health centers to be responsive to these needs. We'll discuss what elements of trust and governance are needed, what we measure, and how this data strategy can provide actionable information to support local and national agendas in public health and policy while increasing the value of health centers.

### **Learning Objectives:**

- Explain the importance of being able to monitor and analyze community data.
- Identify what elements of trust and governance are needed to share data across sectors.
- Identify next steps in developing a national data network.

*Moderator:*

**Jason Greer**, Chief Executive Officer, Colorado Community Managed Care Network

*Presenter(s):*

TBD

### **HTuB1 Taking Care of the Compassionate Care Team: Strategic Investments in Our Future**

[Gallery 1](#)

#### **Track: Workforce Development**

Health centers provide a continuum of vital services to care for patients and families in communities adversely affected by poverty, racism and challenging health issues. In response to these complex challenges, health centers are building and integrating new systems of care, implementing new policies and procedures, creating new workflows and transforming the roles and responsibilities of the health center workforce.

This session will consider how these developments have impacted the compassionate care teams and provide opportunities for learning, reflection, and discussion. Discussion will be led by experts on resources such as the utility of narrative medicine, the impact of moral injury, and structural discrimination.

### **Learning Objectives:**

- Define the needs of the compassionate care team.
- Identify health center leadership strategies to foster wellness and resilience in staff caring for patients and families in their communities.
- Utilize resources and approaches from narrative medicine, moral injury, and conflict resolution to strengthen compassionate care teams.

*Moderator:*

TBD

*Speakers:*

**Daniel Miller, MD**, Chief, Clinical Integration and Graduate Medical Education, HRHCare

**Grace Wang, MD, MPH**, Clinician, International Community Health Services

**Gerri Lamb, PhD, RN, FAAN**, Doctor of Nursing Practice, Edson College of Nursing and Health Innovation, Arizona State University



**HTuC1 PCAs/HCCNs/CINs: Model for Value-Based Care and Contracting**  
**Track: Financially Viable Operations**

Gallery 2-3

This panel discussion will highlight the importance of increased health center participation in value-based contracting. Panelists will share perspectives on the critical role the PCA and HCCNs have played in planning and developing the Clinically Integrated Network (CIN) in their respective states, the challenges faced, the lessons learned and the successes achieved, ultimately leading to enhanced revenue generation for health centers.

**Learning Objectives:**

- Identify real-life examples of how technology and tools are utilized to effectively increase patient engagement.
- Understand the importance of collaborating and working together, and the ability to leverage infrastructure and technology of the HCCN grant to increase quality and outcomes.

*Moderator:*

**Faiyaz Syed, MD, MPH**, Chief Medical Officer and HCCN Director, Michigan Primary Care Association

*Presenter(s):*

**Dennis Litos, MHA, FACHE**, Interim CEO, Michigan Primary Care Association

**Joseph Pierle, MPA**, Chief Executive Officer, Missouri Primary Care Association

**Sam Joseph**, Senior Vice President, Population Health, Missouri Primary Care Association

**Aaron Todd, MPP**, Chief Executive Officer, Iowa Primary Care Association

**Kyle Pedersen**, Senior Director, Health Information Technology, Iowa Primary Care Association

**HTuD1 Key Considerations for Risk-Based Managed Care and Payor Contracts**  
**Track: Emerging Issues**

Salon ABC

As states continue to transition to value-based care and population health, more and more payer contracts include some form of risk (or financial burden for the services provided versus the amount of reimbursement expected in return). This session will provide the fundamental considerations for risk-based contracts and how to prepare health centers for participation in arrangements with risk. Meet and engage with a legal expert and peers who have first-hand experience in this area.

**Learning Objectives:**

- Understand what defines 'risk' - especially the differences between upside and downside risk.
- Determine the action steps needed to assess and prepare the organization's ability to take on risk.

*Moderator:*

**Jennifer Noltz**, Director, PCA and Network Relations, NACHC

*Presenters(s):*

**Adam Falcone, JD, MPH**, Partner, Feldesman, Tucker, Leifer, Fidell LLP

**Ian Randall, PhD**, Senior Strategy Advisor, Washington Association for Community Health

11:30am – 12:00pm

**Break**

Grand Ballroom Foyer

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12:00pm – 2:15pm

## **HGS3 Lunch and Presentation of the 2019 Henry Fiumelli Patient Advocate Award**

Salon ABC

This award, established in 2008, is in recognition of Henry Fiumelli's immeasurable contributions to the Health Center Movement as director of the Pennsylvania Forum for Primary Health Care. It honors outstanding staff members of NACHC-chartered State or Regional Primary Care Associations who exemplify passion and commitment to improving the care and quality of life for health center patients.

### **Keynote Presentation: Compose Your World**

*Speaker:*



**Kai Kight**

Violinist, Composer, and Motivational Speaker

Why do some people just play notes they are handed while others write new music in the world? In this captivating presentation, Kai Kight tackles this question, performs original music, and shares the inspiring story of how he became an innovative composer in a field of conformity. His session will leave you feeling inspired to take your future into your own hands and bring your unique ideas forward.

*Kai Kight's appearance is arranged through Gotham Artists.*

### **PCA and HCCN Updates:**

**Cheri Rinehart**, President and CEO, Pennsylvania Association of Community Health Centers, and PCA Leadership Committee Chair

**Jason Greer**, Chief Executive Officer, Colorado Community Managed Care Network, and HCCN Task Force Committee Chair

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2:15pm – 2:45pm

## **Break**

Grand Ballroom Foyer

2:45pm – 4:15pm

## **Education Sessions: Theme - Beyond**

### **HTuA2 Preparing for the Digital Tsunami: Health Center Disruption or Opportunity?**

Salon DE

#### **Track: Clinical Informatics**

The digitization of health care is coming, whether we are ready or not. How do we, as PCAs and HCCNs, prepare ourselves and our health centers for the technology disruption that's coming? How do we cultivate innovation that embraces changes in technology and position health centers to remain the care delivery organization of choice for our patients?

This session will explore potential shifts in health care business models and share ways PCAs and HCCNs can cultivate innovation to stay ahead of the technology disruption, meet patients where they are, and protect the most vulnerable from further disparities. Presenters will showcase four innovations PCAs/HCCNs/health centers have developed to prepare for the digital tsunami, and attendees will have opportunities for peer-to-peer discussion to begin developing their own ideas for innovation.



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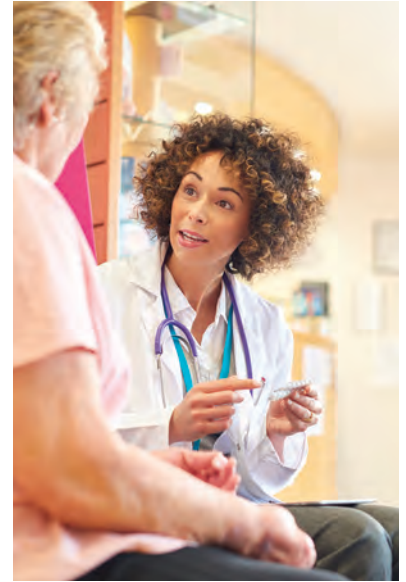
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### Learning Objectives:

- Describe the emerging technology trends in health care and the unintended consequences this disruption could have for the safety net.
- Define what it means to prepare for the coming digital disruption in health care.
- Identify examples of innovations PCAs and HCCNs are implementing to prepare for the digitization of health care.

*Moderator:*

**Meg Meador, MPH, C-PHI, CPHQ**, Director, Clinical Integration and Education, NACHC

*Presenter(s):*

TBD

### **HTuB2 Changing the Nature of Leadership: People, Networks, Data, and Competencies**

[Gallery 1](#)

#### **Track: Workforce Development**

Forty percent of PCA CEOs are new to their role within the last five years, while others are looking to support succession and leave their organization strong and resilient. This session is designed to highlight the importance of identifying and utilizing core competencies for developing and/or hiring key leadership positions in an organization. Additionally, this session will leverage the collective knowledge of this diverse cohort of leaders in attendance to begin to identify PCA/HCCN leadership competencies that are crucial for the success and sustainability of a state or regional organization. Focal areas will include (but are not limited to) people, networks, and data.

This session will be interactive in nature, designed so that the foundational information discussed in this session can be utilized immediately by participants within their PCA/HCCN organization, and for further development of a nationally vetted set of PCA/HCCN leadership core competencies document.

### Learning Objectives:

- Describe NACHC's general approach to core competency development, and how it can apply to PCA/HCCN leadership positions.
- Identify some of the core competencies required to successfully fulfill the role of PCA/HCCN CEO in today's ever changing environment.
- Examine challenges, effective practices, emerging needs, and ideas for utilizing core competencies to recruit, retain, and develop PCA/HCCN leadership.

*Moderators:*

**Emily Heard, MA**, Director, Health Center Governance Training, NACHC

**Cindy Thomas, MS**, Director, Leadership Training and Cooperative Agreement Management, NACHC

*Presenter(s):*

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

**David Vliet, MBA**, Chief Executive Officer, Tiburcio Vasquez Health Center Inc.

**HTuC2 Prioritizing and Achieving Funding Diversification**

Gallery 2-3

**Track: Financially Viable Operations**

Recent analysis, in regard to funding diversification in the nonprofit sector, has led to the belief that there are pros and cons to revenue diversification as a strategy all nonprofits should pursue... or in simpler terms, “it depends.” This session will share trends, research, and findings from the larger nonprofit and association universe so attendees can assess their own organizations, then focus on PCAs and HCCNs directly, and how some have approached funding diversification.

Traditionally, PCAs and HCCNs provide high-quality services, replicate evidence-based programs and promising practices, advocate for funding and policy, and build financially sustainable organizations. But, is “tradition” holding back opportunities to diversify potential revenue for these organizations? The financial base of many PCAs and HCCNs is based on their federal grant, dues, and conference revenue, but more and more are looking at other lines of business, support from foundations, state governments, and contracts for technical assistance or support. PCAs and HCCNs must also balance their own potential competition in some of these areas at times from their member health centers.

Finally, this session will offer an opportunity to have an engaging peer-to-peer discussion among the panel and attendees in an effort to share insights and chart a course for what else is needed to help PCAs and HCCNs ultimately strengthen their organizations’ funding and revenue outlook.

**Learning Objectives:**

- Identify trends and research related to funding diversification for nonprofits and membership associations.
- Identify promising practices and approaches related to funding diversification and apply the information to your own organization.
- Examine resources and tools for engaging your staff and boards on the importance of funding diversification.

*Moderator:*

**Jason Patnosh**, Associate Vice President, Partnership and Resource Development, NACHC

*Presenter(s):*

**Polly Anderson**, Vice President, Strategy and Financing, Colorado Community Health Network

**Denise Czyman, MS, RD**, Chief Executive Officer, Community Care Network of Kansas

**Natalie Levkovich**, Executive Director, Health Federation of Philadelphia

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**HTuD2 Are Health Centers the Answer to Every Emerging Issue?**

Salon ABC

**How to Support, Leverage, and Bolster Their Expanding Role**

**Track: Emerging Issues**

Health centers are at the frontline for emerging health issues and crises. The experience of health centers taking on the opioid epidemic, by expanding the availability of MAT services and integrated behavioral health, can be used as an example. In a time when change is the new normal, how can we leverage PCA/HCCN relationships, networks, and data to position health centers to respond to these expanding demands?

Health centers may be seen as the solution, but clinicians, staff, and leadership teams often need training and peer support to fully adopt and integrate new services and new solutions. The Massachusetts League of Community Health Centers will discuss how they leveraged HRSA funding to combat the opioid crisis.

Additionally, the National LGBT Health Education Center will present a conceptual and process framework for PrEP implementation and HIV prevention, and address how PCAs and HCCNs can support health centers expanding these services.

## Learning Objectives:

- Identify strategies that PCAs/HCCNs can deploy to best position health centers to meet expanding needs.
- Identify effective PCA/HCCN models that provide leadership to support health centers' response to emerging health issues.
- Utilize resources that build capacity in response to emerging issues.

### Presenter(s):

**Susan Dargon-Hart, LICSW**, Vice President, Clinical Health Affairs, Massachusetts League of Community Health Centers

**Diana Erani, MBA**, Vice President, Health Informatics and HCCN Director, Massachusetts League of Community Health Centers

**Kevin Ard, MD**, Medical Director, National LGBT Health Education Center

**Kiame Mahaniah, MD**, Chief Executive Officer, Lynn Community Health Center

4:15pm – 4:30pm

## Break

Grand Ballroom Foyer

4:30pm – 5:30pm

## HGS4 General Session: Theme - Beyond

Salon ABC

### Seeing New Pathways: Adjusting Personal Leadership in the Face of Challenge

This afternoon session is the culmination of our two-day educational program. But this is not another session that produces another to-do list. Instead, it is intended to provide a moment for each leader in the room to reflect on their own leadership priorities and leadership fitness.

This keynote session will inspire and challenge you to look ahead to your personal leadership journey. Given the opportunities and challenges, both present and emerging in the future, how will you choose to lead your organization and bolster yourself in the year, or years, to come? Consider your journey to date and what individual adjustments you will make, or must make, as a leader for your own professional growth, wellness, and organizational success.

Our speaker will provide his perspective on leading in the current environment with an eye to the anticipated, but still unknown, future. His comments are intended to spur thoughtful reflection on questions like: How are you motivated? How do you motivate others?

### Presenter(s):

**Shereef Elnahal, MD, MBA**, President and CEO, University Hospital

6:30pm – 9:30pm

## Conference Reception

Offsite: Side Bar

Please join us for a night of great networking with your colleagues. *Side Bar* is located at 536 Market Street (between 5th and 6th avenue), a short, seven-minute walk from the Omni San Diego.

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## Need Help?

We want to ensure that your attendance at this conference is an enjoyable experience. If we can be of any assistance, please call on any member of the Meetings Team.

### Mary Hawbecker

Senior Vice President,  
NACHC Operations and Chief Financial Officer

### Jason G. Watkins, CMP

Associate Vice President, Conferences and Exhibits

### Lisette Werbowetzki, CMP

Deputy Director, Meetings Logistics and Housing

### Karen Eppsteiner

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### Helene Slavin

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7:30am – 9:30am      **Registration**      Grand Ballroom Foyer

8:00am – 9:00am      **Sponsor Tabletop Displays Open**      Grand Ballroom Foyer

8:00am – 9:00am      **Networking Breakfast and Partnership Discussions - Session II**      Grand Ballroom Foyer and Salon ABC

More than ever, PCAs, HCCNs, and NCAs are asked to collaborate in addressing the most pressing needs of health centers. This breakfast will provide PCAs, HCCNs, and NCAs with devoted time to network, learn from one another, and either start or continue the conversation about ways in which their organizations can work together.

Each table will be led by a peer representative from either a PCA, HCCN, or NCA and will focus on opportunities for partnership in the table topic area. There will also be dedicated space to have conversations on specific proposed partnership activities in response to current Notice of Funding Opportunities.

Finalized table topics to be included in the Conference Addendum.

*There will be two sessions of the networking breakfast table topics (Tuesday and Wednesday mornings) allowing attendees the opportunity to discuss different topics of interest.*

9:00am – 9:15am      **Break**      Grand Ballroom Foyer and Salon ABC

9:15am – 12:00pm      **HGS5 General Session: Bureau of Primary Health Care Update and Discussion**      Salon ABC

**Keynote**



**Jim Macrae, MA, MPP**  
Associate Administrator

Bureau of Primary Health Care, Health Resources and Services Administration  
U.S. Department of Health and Human Services

12:00pm – 12:30pm      **Conference Conclusion**      Salon ABC



# Key to Moderators and Presenters

---

Anderson, Polly - HTuC2	Joseph, Sam - HTuC1	Randall, Ian - HTuD1
Ard, Kevin - HTuD2		Rinehart, Cheri - HMC1, HGS3
	Ketchum-Ward, Yvonne - HGS2	
Behnke, Amy - HMB1	Kight, Kai - HGS3	Sabella, Terri - HMD1
Browning, Benjamin - HMC1		Saenz, Lucy - HMA1
Burton, Susan - HGS1	Lamb, Gerri - HTuB1	Smith, Suzanne - HMB1
	Levkovich, Natalie - HTuC2	Spurgeon III, Oliver - HGS1
Chang Weir, Rosy - HMA1	Litos, Dennis - HTuC1	Sterger, Cindy - HMC1
Cyzman, Denise - HTuC2	Lloyd, Jennifer - HMD1	Syed, Faiyaz - HTuC1
Dargon-Hart, Susan - HTuD2	Macrae, Jim - HGS5	Thomas, Cindy - HTuB2
Dixon, Sarah - HMA1	Mahaniah, Kiame - HTuD2	Todd, Aaron - HTuC1
	McCarthy, Louise - HTuB2	
Elnahal, Shereef - HGS4	Meador, Meg - HTuA2	Veer, Sue - HMC1
Erani, Diana - HTuD2	Meiman, Colleen - HGS1, HMB1	Vliet, David - HTuB2
	Merriman, Nancy - HMD1	
Falcone, Adam - HTuD1	Miller, Daniel - HTuB1	Wang, Grace - HTuB1
Gordon, Patrick - HGS2	Nolty, Jennifer - HGS2, HTuD1	Zasada, Jon - HMB1
Greer, Jason - HTuA1, HGS3		
	Patnosh, Jason - HTuC2	
Harrison, Stephanie - HMB1	Pedersen, Kyle - HTuC1	
Heard, Emily - HTuB2	Pierle, Joseph - HTuC1	
	Proser, Michelle - HMA1	

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*The National Association of Community Health Centers  
would like to thank the following committee members.  
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### **PCA Leadership Committee**

**Cheri Rinehart (Chair)**, Pennsylvania Association of Community Health Centers

**Jillian Hudspeth (Vice-Chair)**, New Jersey Primary Care Association

**John McDonald (Past Chair)**, Arizona Alliance for Community Health Centers

**Jim Hunt (Emeritus)**, Massachusetts League of Community Health Centers

**Amy Behnke**, Health Center Association of Nebraska

**Eileen Goode**, New Mexico Primary Care Association

**Yvonne Ketchum-Ward**, Idaho Primary Care Association

**Randy Runyon**, Ohio Association of Community Health Centers

**Janice Sherman**, Community Health Center Association of Mississippi

**Tess Stack Kuening**, Bi-State Primary Care Association

**Shelly Ten Napel**, Community HealthCare Association of the Dakotas

### **HCCN Task Force Leadership Team**

**Jason Greer (Chair)**, Colorado Community Managed Care Network

**Diana Erani (Vice-Chair)**, Massachusetts League of Community Health Centers

**Faiyaz Syed (Vice-Chair)**, Michigan Primary Care Association

**Susan Ault**, Idaho Primary Care Association

**Diane Gaddis**, Community Health Centers Alliance, Inc.

**Louise McCarthy**, Community Clinic Association of Los Angeles County

### **2019 PCA/HCCN Conference External Planning Committee**

**Robert Beaudry**, California Primary Care Association

**Daniel Diaz**, Texas Association of Community Health Centers

**Emily Kane**, National Nurse-Led Care Consortium

**Joe Lee**, Association of Asian Pacific Community Health Organizations

**Henry Tuttle**, Health Center Partners of Southern California

The logo for the 2020 PCA & HCCN conference. The year "2020" is written in a large, blue, sans-serif font. The "0" is partially overlaid by a golden, multi-layered geometric shape resembling a stylized house or a network node. Below "2020" is the text "PCA & HCCN" in a blue, sans-serif font, with an ampersand between "PCA" and "HCCN". Below that is the full name "Primary Care Association & Health Center Controlled Network" in a smaller, blue, sans-serif font.

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## Relevant Healthcare Technologies ●

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Relevant provides simple, powerful analytics tools that provide community health centers with actionable insights into clinical quality and utilization trends, financials, and more. We launched in 2014 after working as health center data analysts for a decade and becoming frustrated with the limitations of existing software. Our products are elegant, easy to understand, transparent, and customizable. Come visit our table to learn more!



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<http://www.relevant.healthcare>

## UnitedHealthcare ●

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UnitedHealthcare is the country's largest health insurance company. We serve over 45 million members with health plans and services for employers and individuals, products and services for people over 65; and targeted health plans in 30 states and the District of Columbia for the economically disadvantaged, the medically underserved, and those without employer funded health care coverage.



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<http://www.uhc.com>

## Vigilance Health

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Vigilance Health assists FQHCs in increasing revenue through new reimbursements and improving outcome scores to prepare for value-based contracting. All programs are designed to increase revenue with no upfront costs. Vigilance has been providing quality improvement, population health, and care management services since 2010. We support the clinics' transition from the traditional fee-for-service to the value-based care model through the implementation of Population Health strategies and programs.



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<https://www.vigilancehealth.com/>

## Exhibitor Profile

### UDS Mapper

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Come learn how mapping helps to identify opportunities to expand care and improve health outcomes in your community. The UDS Mapper is a free, online mapping tool supported by the Health Resources and Services Administration that combines data from health centers and social determinants of health. The UDS Mapper team is available to support users in accessing and using the UDS Mapper. Stop by our table to learn more about the newest features and data!



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<http://www.udsmapper.org>

## HRSA's National Cooperative Agreements

### Attention Health Centers: Need Training? Technical Assistance? Infrastructure Support?

HRSA supports twenty (20) National Cooperative Agreements (NCAs) working specifically to advance health center operations and patient outcomes. These NCAs work in coordination with each other, your state/regional primary care associations, and health center controlled networks to provide expert training and technical assistance, often times at free or reduced cost.

Check out the new Health Center Resource Clearinghouse: [healthcenterinfo.org](http://healthcenterinfo.org). This is a new, one-stop shop for all of your resource needs. We are here to serve you!

### Healthcare Delivery to Special and Vulnerable Populations

Association of Asian Pacific  
Community Health Organizations  
<http://www.aapcho.org>



Corporation for Supportive Housing  
<http://www.csh.org>



Equitable Care for Elders – Harvard  
University School of Dental Medicine  
<https://ece.hsds.harvard.edu/>



Farmworker Justice  
[www.farmworkerjustice.org](http://www.farmworkerjustice.org)



Health Outreach Partners  
<http://www.outreach-partners.org>



MHP Salud  
[www.mhpsalud.org](http://www.mhpsalud.org)



Migrant Clinicians Network  
<http://www.migrantclinician.org>



National Center for Farmworker Health  
<http://www.ncfh.org>



National Center for Health in  
Public Housing  
<https://nchph.org>



National Health Care for the  
Homeless Council  
[www.nhchc.org](http://www.nhchc.org)



National LGBT Health Education Center  
[www.lgbthealtheducation.org](http://www.lgbthealtheducation.org)



National Nurse-Led Care Consortium  
[www.nurseledcare.org](http://www.nurseledcare.org)



School-Based Health Alliance  
<http://www.sbh4all.org>



### Health Center Capacity Development

Association of Clinicians  
of the Underserved  
[www.clinicians.org](http://www.clinicians.org)



Capital Link  
[www.caplink.org](http://www.caplink.org)



Community Health Center, Inc.  
[www.weitzmaninstitute.org](http://www.weitzmaninstitute.org)



Health Information Technology Training  
and Technical Assistance Center (HITEQ)  
<https://hiteqcenter.org>



National Association of  
Community Health Centers  
[www.nachc.org](http://www.nachc.org)



National Center for  
Medical-Legal Partnership  
<http://medical-legalpartnership.org>



National Network for  
Oral Health Access  
<http://www.nnoha.org>



*Unless otherwise noted, all projects listed are supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award totaling \$6,375,000 with individually noted percentage financed with non-governmental sources. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by HRSA, HHS, or the U.S. Government. For more information, please visit [HRSA.gov](http://HRSA.gov).*

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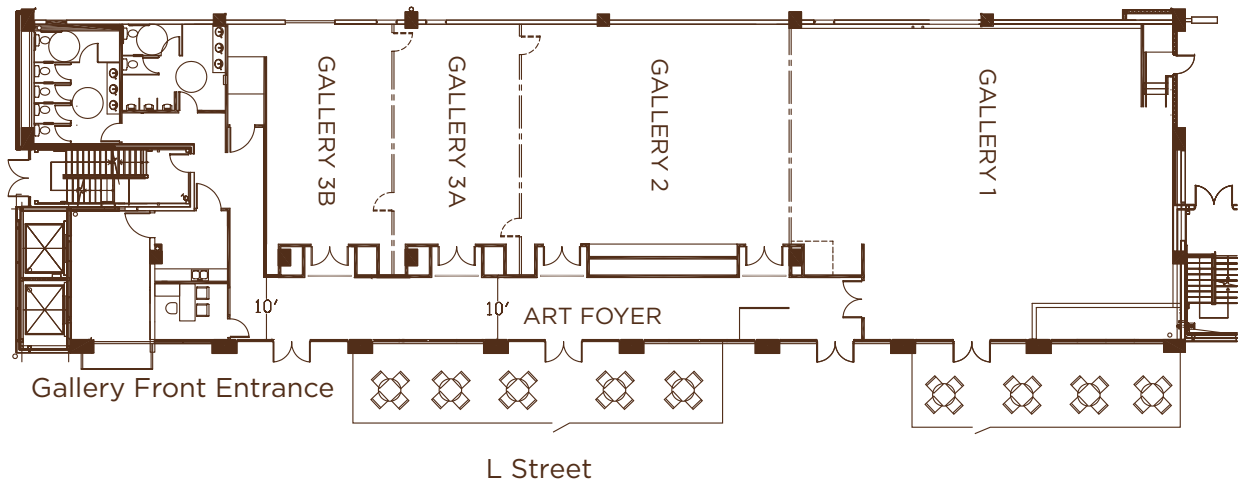
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Attention HR Managers and Personnel Directors, the VIP Program provides your community health center with discounts on supplies and services. We also offer discounts that employees can access for their personal use.

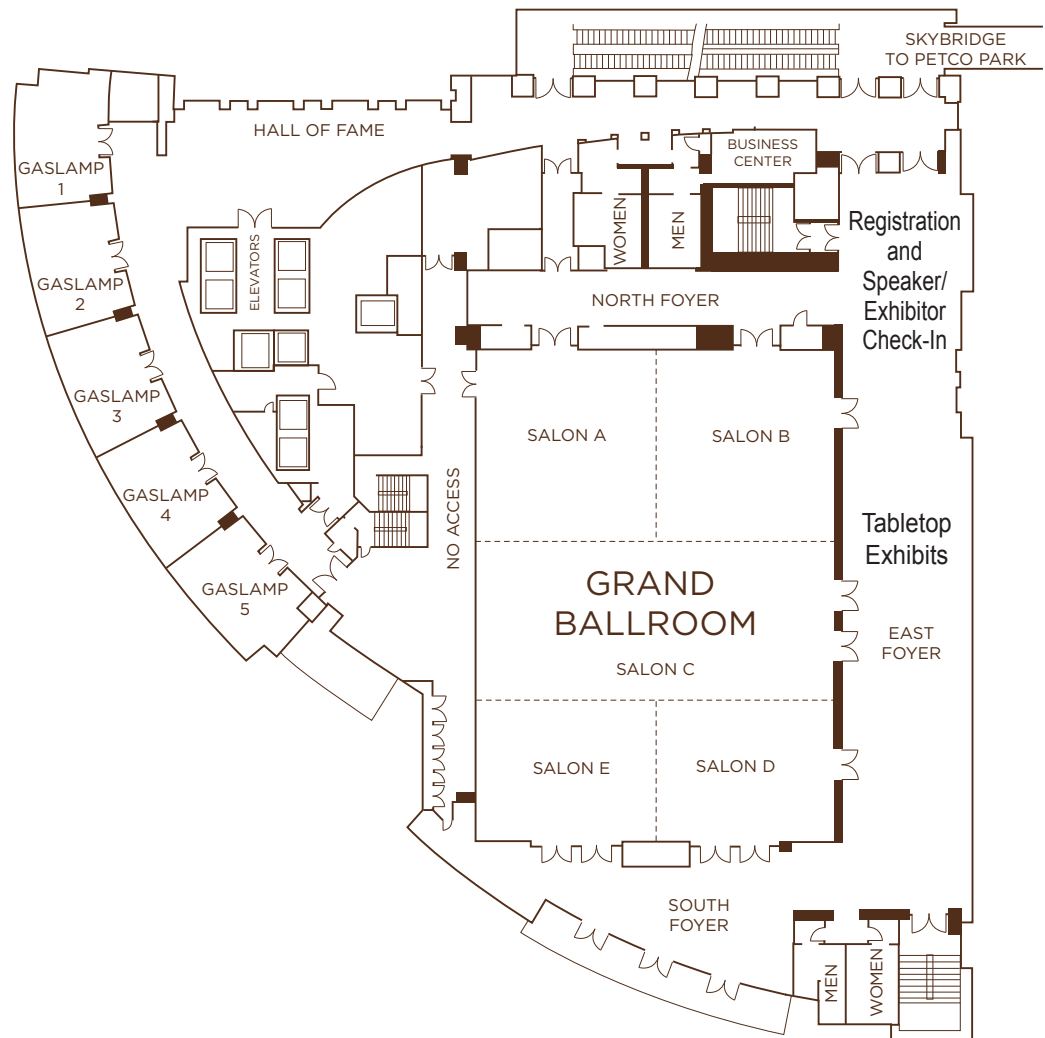
Questions? Please contact: Steve Perez at 301-347-0400 or [sperez@nachc.com](mailto:sperez@nachc.com)

# Omni San Diego

## 1st Floor



## 4th Floor





# Celebrating 25 Years+

The CALIFORNIA PRIMARY CARE ASSOCIATION is celebrating 25 years and we would like to acknowledge the hard work and dedication of our staff and our members in making health care accessible for California's diverse population.

We thank you for all of the work that you do each day within your health centers and the vital role you play in providing much-needed services to California's most vulnerable communities.

*Celebrating 25 years of supporting California community health centers!*



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