Delivering Quality Care for the Underserved

2014 Annual Conference and Health IT Forum

June 25-27, 2014
Westin Alexandria
Alexandria, VA

www.clinicians.org
#ACUConf
A Message from Kathy Brieger, ACU Board President

Thank you for attending our 2014 Annual Meeting and Health IT Forum. We very much appreciate your attendance and we are excited to learn more about you during the conference. Our theme this year is “Delivering Quality Care for the Underserved” and we have focused our program on improving the quality of care our underserved communities receive, but none of us can do it alone.

ACU was founded as an organization dedicated to improving the health of the underserved through a transdisciplinary model of care. We have developed this conference program to build on that foundation. We have included sessions aimed at helping all provider types work together to improve the health of their communities. Additionally, we are very proud of our deep historical tie to the National Health Service Corps. ACU was founded by NHSC alumni and their participation in our conference enables us to showcase our collaborative efforts to recruit and retain mission-driven providers where they are needed most in our country.

As you may know, our conference last year focused on the Health IT challenges facing safety net providers and it was a tremendous success. We are building on the momentum from 2013 by including a Health IT Forum within our conference this year. We are honored to have Dr. Karen DeSalvo, the National Coordinator for Health IT, address our conference attendees and continue the collaboration between ACU and the Office of the National Coordinator.

We are also very excited about the educational workshop sessions offered during the conference. Although it was very difficult to select the final sessions from the record number of workshop proposals, the final program is very strong as a result of all of your great input. A number of the sessions are led by federal agencies (CMS, AHRQ, ONC), and we have even more led by you, the active clinicians in the field sharing your experiences and lessons-learned.

We are thankful for all the sponsors and exhibitors that have supported our conference and our work throughout the year to help deliver quality care to the underserved. We will be recognizing many of them throughout the conference and have also listed all the sponsors and exhibitors on the back page of this program. Please check out the exhibit area and thank all of our supporters for their commitment to the underserved.

We truly hope you find the 2014 Conference helpful and productive and your stay in the Washington, D.C. area enjoyable. Please let me know how we can improve any part of the conference in the future. I thank you once again for coming to the 2014 Annual Conference and Health IT Forum! We know you will have a great time.

Sincerely,

Katherine Brieger, RD
President, ACU Board of Directors
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**Clinic Library**

*YOUR GO TO, POINT OF CARE, CLINICAL DECISION SUPPORT TOOL.*

The Clinic Library is a shared clinical knowledge portal providing safety-net clinicians with a comprehensive range of research and operational resources.

Annual subscription includes:
- Access to BMJ Best Practice support tool.
- Provider discussion forums.
- A customizable favorites section for your health center or consortium.

For more information, please email: cliniclibrary@c pca.org

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**CPCA California Primary Care Association**  
**Clinic Library**
Clinician Heroes of the Year

Paul Kaye, M.D.
Hudson River HealthCare, New York

Dr. Paul Kaye has dedicated his life to providing care to the underserved. As a pediatrician he has provided care to both migrant and seasonal farmworker families, as well as patients of Hudson River HealthCare. He has had tremendous influence in the world of public health and quality which demonstrates his knowledge of many aspects of primary care in a public setting. Dr. Kaye has also made a significant contribution as a mentor to young healthcare professionals. Many AMERICORPS members and future providers have worked with him and received guidance on selection and attendance in medical school. Above all he is a strong advocate for the healthcare profession, but most importantly for the patients he serves.

Dara Heinlein, PNP
The Institute for Family Health, New York

Ms. Dara Heinlein is a psychiatric nurse practitioner working in the Institute for Family Health ACCESS program. The ACCESS program provides co-located primary care and behavioral health services to individuals with developmental disabilities. She has also successfully worked alongside the ACCESS team to advocate for and establish a comprehensive program specifically for the unique needs of these individuals. Dara has gone to extraordinary lengths to make patients and their families comfortable in the practice by taking the time to thoroughly explain assessments and any prescribed medications. Ms. Heinlein has made it her mission to provide comprehensive and empathetic psychiatric services to those most in need.

Sharlann Trussell, APRN, MSN, BC, NP-C
Albany Area Primary Health Care, Georgia

Ms. Sharlann Trussell has developed her career based on her love of helping others and wanting to provide the best possible care to her community. Sharlann develops a special connection and trust with her patients that is needed in rural areas. She has assisted indigent patients with getting much needed services from specialists through her dogged determination and perseverance. Ms. Trussell has also designed an engaging and educational presentation that is of great benefit to all of her patients, but especially diabetics. She is instrumental in training students and also takes great pride in emphasizing the importance of healthcare in rural communities.

Maricruz Merino, M.D.
Gallup Indian Health Center, New Mexico

No picture available

Dr. Maricruz Merino has reinvigorated the rural, underserved Indian Health Services clinic and on-site education program. Dr. Merino has also championed capacity-building interventions including bringing subspecialists to the Navajo reservation to train local providers on subspecialty care. Her invaluable efforts have led to an improved patient care; increased teamwork; and increased healthcare provider recruitment, satisfaction and retention. Dr. Merino has also coordinated on a volunteer basis at least 100 educational talks on topics ranging from nutrition to geriatrics. She is an outstanding healthcare provider who is truly dedicated to reducing healthcare disparities among Native Americans.
# Keynote Speakers

## Thursday, June 26

**Karen DeSalvo, M.D., MPH, MSc**  
HHS Office of the National Coordinator  
**12:00 - 1:30 p.m.**  
Dr. Karen DeSalvo is a physician who has focused her 20-year career toward improving access to affordable, high-quality care for all people, especially vulnerable populations. As the National Coordinator for Health Information Technology, she is leading the nation’s charge to promote, adopt and meaningfully use health information technology in order to achieve better care, lower costs in healthcare and improve the overall health of everyone in America.

**Clement Bezold, Ph.D.**  
Chairman and Founder of the Institute for Alternative Futures  
**9:00 - 10:45 a.m.**  
Dr. Clement Bezold is founder and chairman of the Institute for Alternative Futures (IAF). He established IAF in 1977 to assist organizations in their strategic planning using futures methods. He has been a major developer of foresight techniques, applying futures research and strategic planning methods in both the public and private sectors. Dr. Bezold has also published numerous books and reports on the future of government, the courts and healthcare.

**Rishi Manchanda, M.D., MPH**  
Author of "The Upstream Doctors"  
**9:00 - 10:45 a.m.**  
Dr. Rishi Manchanda is a physician and public health innovator. His work and expertise focuses on systems design to improve primary care, the social and environmental conditions that make people sick, and health and human rights. He released his first book, “The Upstream Doctors,” in June 2013. He serves as the medical director of a clinic for high-utilizer homeless veterans in Los Angeles and is on the board of the National Physicians Alliance and Physicians for Social Responsibility – Los Angeles.

## Friday, June 27

**Kimberly Kleine**  
HRSA Office of Health Careers  
**11:30 a.m. - 1:30 p.m.**  
Kimberly Kleine is the Director of the Office of Health Careers for the Bureau of Health Workforce in the Health Resources and Services Administration of the U.S. Department of Health and Human Services. She also serves as the Acting Director of the National Health Service Corps. Prior to these roles, Ms. Kleine served as the Deputy Director in the Office of External Affairs for the Centers for Medicare and Medicaid Services.

**Andrew Narva, M.D.**  
National Institutes of Health  
**11:30 a.m. - 1:30 p.m.**  
Dr. Andrew Narva is the Director of the National Kidney Disease Education Program and Senior Scientific Advisor at the National Institutes of Health. He has worked as a physician in the Indian Health Services (IHS) from 1981 to 2006 and continues to provide clinical care to IHS patients today. Dr. Narva was recognized by the IHS National Council of Clinical Directors in 2002 as Physician Leader of the Year and by the U.S. Public Health Service as the Clinical Physician of the Year.

**Rahn Kennedy Bailey, M.D., FAPA**  
Meharry Medical College  
**11:30 a.m. - 1:30 p.m.**  
Dr. Rahn Kennedy Bailey is the immediate past president of the National Medical Association (NMA). Dr. Bailey is Chairman of the Department of Psychiatry at Meharry Medical College in Nashville, Tennessee. He is certified in General Psychiatry and Forensic Psychiatry by the American Board of Psychiatry and Neurology. He also has 17 peer-reviewed articles, 12 invited articles and one book chapter published.

**Kate Tipping, J.D.**  
Substance Abuse and Mental Health Services Administration  
**11:30 a.m. - 1:30 p.m.**  
Kate Tipping is a Public Health Advisor on the Substance Abuse and Mental Health Services Administration’s Health Information Technology Team where she is primarily focused on privacy issues. Ms. Tipping previously worked in the Office of the National Coordinator for Health Information Technology where she concentrated on behavioral health issues and served as a project officer for the State Health Information Exchange Program.
True Partners in Care

Centene is committed to transforming the health of the communities we serve, one person at a time. And our experience has taught us that every individual, and every community, faces unique challenges. That is why each of our health plans are developed and staffed locally—with local healthcare professionals serving as our chief advisors.

Through our collaborative partnerships with FQHCs, RHCs, hospitals, physicians and other providers, we are able to deliver solutions for better health outcomes at lower costs.

PROUD TO BE A PLATINUM SPONSOR OF
ACU’s 2014 Annual Meeting
and Health IT Forum
## Schedule at a Glance

**Wednesday, June 25, 2014**

<table>
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<tr>
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<tr>
<td>3:00 p.m.</td>
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| **Advocacy Committee**  
_Felix Nunez, Chair_  
_(Bell)_ |

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<tr>
<td>4:00 p.m.</td>
<td>5:00 p.m.</td>
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| **Program Committee**  
_Kathy Brieger, Chair_  
_(Bell)_ |

### Peer-to-Peer Interest Tables & Discussions Groups

(Edison ABC)

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<thead>
<tr>
<th>Health IT</th>
<th>Pharmacy</th>
<th>Dental Care</th>
<th>Physicians</th>
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<tr>
<td><strong>Hosts</strong>: Mary Kasal &amp; Earle Rugg</td>
<td><strong>Host</strong>: Rich Sagall, M.D. NeedyMeds</td>
<td><strong>Host</strong>: TBD</td>
<td><strong>Hosts</strong>: Drs. Felix Nunez &amp; Jim Hotz</td>
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</table>
| **Workforce Recruitment**  
_Finding mission-driven providers_ | **Workforce Retention**  
_Preventing burnout_ | **Mental & Behavioral Health Providers** | **Nurses/PAs/CNMW** |
| **Host**: Mike Shimmens, 3RNet | **Host**: Kathy Brieger RD, Planetree Institute | **Host**: Virna Little, PsyD | **Host**: Kirsten Thomsen, PA |

### Dinner on Own

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**Continuing Education Credit (CEU)**

We are pleased to offer 6 hours of CNE and CME credit at no cost to participants through the Migrant Clinicians Network (MCN).

**CNE:**
MCN is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center’s Commission on Accreditation.

**CME:**
An application for CME credit has been filed by MCN with the American Academy of Family Physicians. Determination of credit is pending.
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<tr>
<td>7:00 a.m.</td>
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<td>Registration Open (Foyer D)</td>
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| 9:00 a.m.  | 10:45 a.m. | Opening General Session (Edison DEFG)  
*Welcome:* Kathy Brieger – ACU Board Chair  
Chris Hatwig – President, Apexis  
Dr. Clement Bezold – Institute for Alternative Futures  
Dr. Rishi Manchanda – Author of “The Upstream Doctors” |
| 10:45 a.m. | 12:00 p.m. | A Practical Review of the New ONC Security Risk Assessment Tool and Other Tools to Meet HIPAA Security Requirements (ONC) |
| 12:00 p.m. | 1:30 p.m.  | Lunch (Edison DEFG)  
Feygele Jacobs – CEO, RCHN Foundation  
*Moderator:* Earl Rugge – ACU Board Secretary  
Dr. Karen DeSalvo – National Coordinator for Health IT |
| 1:30 p.m.  | 2:45 p.m.  | EHR Implementation in an Interprofessional Free Clinic |
| 2:45 p.m.  | 3:15 p.m.  | Coffee Break (Exhibit Area and Foyer D) |
| 3:15 p.m.  | 4:30 p.m.  | Use of Enabling Health IT by Community Health Workers to Document Patient Self-Medication Behaviors of High-Risk Diabetes Patients in a Home Setting |
| 4:30 p.m.  | 5:45 p.m.  | Developing a Data Reporting Program: Moving Your Health Center from Implementation To Data-Driven |
| 6:00 p.m.  | 8:00 p.m.  | Reception: Champions and Heroes (Edison DEFG)  
*Moderator:* Ellis Frazier, M.D. – ACU Board Treasurer  
Paul Kaye, M.D.  
Sharlann Trussell  
Dara Heinlein  
Maricruz Merino, M.D. |

Sponsored by:
- Apexis
- RCHN Community Health Foundation
- CENTENE Corporation
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<tr>
<th>Start</th>
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<th>Friday, June 27, 2014</th>
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<td>7:30 a.m.</td>
<td>3:00 p.m.</td>
<td>A Path to Analytics for Under-Resourced Healthcare Organizations</td>
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<td>8:30 a.m.</td>
<td>9:45 a.m.</td>
<td>Health on Wheels: A Critical Appraisal of Norwalk Community Health Center's First Year of Service on a Mobile 38-foot Patient-Centered Medical Home</td>
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<td>9:45 a.m.</td>
<td>10:15 a.m.</td>
<td>Federal Agencies Collaborating to Provide Under-served Healthcare Professionals Free, Innovative, Accredited Quality Improvement Training (HRSA/AHRQ)</td>
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<td>10:15 a.m.</td>
<td>11:30 a.m.</td>
<td>Accessing Donated Medications for Safety Net Patients</td>
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<td>11:30 a.m.</td>
<td>1:30 p.m.</td>
<td>Are You 'On Board' with Onboarding?</td>
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<tr>
<td>1:30 p.m.</td>
<td>3:00 p.m.</td>
<td>Improving Health for the Underserved by Connecting, Leveraging, and Developing Community Resources</td>
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<td><strong>Coffee Break</strong> (Exhibit Area and Foyer D)</td>
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<td>9:45 a.m.</td>
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<td>Quality/PCMH</td>
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<td>11:30 a.m.</td>
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<td>Quality/PCMH</td>
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<td><strong>General Session/Lunch</strong> (Edison DEFG)</td>
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<td>11:30 a.m.</td>
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<td>Moderator: Virna Little – ACU Board Vice-President</td>
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<td><strong>Informal Roundtable Discussions with Federal Officials</strong> (Edison DEFG)</td>
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<td>1:30 p.m.</td>
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<td>Sponsored by: MCKESSON</td>
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<tr>
<td>3:00 p.m.</td>
<td>4:30 p.m.</td>
<td>Board of Directors Meeting (Hopkins Board Room)</td>
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Workshops

Thursday, June 26

10:45 a.m. - 12:00 p.m.

**A Practical Review of the New ONC Security Risk Assessment (SRA) Tool and Other Tools to Meet HIPAA Security Requirements (ONC)**

Edison C

Laura Rosas, J.D., MPH, Senior Advisor in the Office of the Chief Privacy Officer; Doug Olsen

This presentation will show how new SRA security tool components improved protection and security risk, share Security Rule Remediation Tools and “Best Practices” from multiple stakeholders, and provide practical simplified review of industry resources that support the security.

**Fostering Consumer Engagement: The Process and Results of Engaging Customers in Primary Care Practice Redesign**

Belle

Linda Cragin, Director of MassAHEC Network at UMass Medical School; Cynthia D. Jeremiah, M.D. of Barre Family Health Center at UMass Memorial Health Care; Susan Begley, Ambulatory Manager of Barre Family Health Center at UMass Memorial Health Care

The Barre Health Center, a NCQA level 3 PCMH, will share how a toolkit developed by the MassAHEC for the Massachusetts Patient-Centered Medical Home Initiative helped start their process with examples of their successes and challenges in engaging consumers.

**Integrating an Evidence-Based Childhood Asthma Intervention to Improve Quality of Care and Demonstrate Levels of PCMH**

Wright

Anne Markus, Associate Professor at George Washington University in the Department of Health Policy; David M. Stevens, M.D., F.A.A.F.P., Research Professor at George Washington University in the School of Public Health and Health Services; Maya Gerstein, MPH, Research Scientist at George Washington University in the Department of Health Policy

The purpose of this workshop is to introduce clinicians and non-clinicians who provide services to underserved communities to an evidence-based childhood asthma management intervention, known as CHAMPS (Community Healthcare for Asthma Management and Prevention of Symptoms), and the various strategies needed to integrate it into routine practice.

**An Introduction to the 340B Program**

Edison A

Chris Hatwig, MS, RPh, FASHP, President of Apexus; Video message from Commander Krista Pedley, PharmD, MS, Director of the HRSA Office of Pharmacy Affairs; Katherine Richardson, PharmD, Senior Director of 340B Program & Policy Analysis at Apexus

This workshop highlights information on pricing, implementation, the Quick Decision Analysis/Implementation Tool, and the Policy Tool Application.

**Introduction to the NHSC Program**

Banneker

CAPT Jeanean Willis-Marsh, Director of the Division of the National Health Service Corps, HRSA; CAPT Shari W. Campbell, Deputy Director of the Division of the National Health Service Corps, HRSA

This session is designed to help participants become familiar with all NHSC programs. The session will provide an overview of the loan repayment and scholarship programs with emphasis on the specific eligibility requirements benefits of each program. In addition, participants will be provided with information that describes the resources and tools available to NHSC members as they fulfill their service commitment.

**Empowering Change: Improving Self-Management Among Food-Insecure Diabetics**

Edison B

Amber Richert, Family Nurse Practitioner, DNP Student at Johns Hopkins School of Nursing and Health Care for the Homeless, Inc.; Kathleen Becker, DNP, ANP-BC, Assistant Professor and DNP Advisor at Johns Hopkins School of Nursing; Janet Jacapraro, M.D., Director of Adult Medicine and DNP Mentor at Health Care for the Homeless, Inc.; Tracy Nishida, BSN, RN at Health Care for the Homeless, Inc.

This feasibility study describes an innovative 12-week interdisciplinary, evidence-based diabetes and obesity program for homeless and marginally-housed adults. A convenience sample of obese, type II diabetics meeting the inclusion criteria of a Hemoglobin A1C > 8.1% and a BMI > 30 were recruited at an FQHC in Baltimore, MD. A rapid cycle improvement process was utilized to adjust and modify the program's curriculum. Pre- and post-measures included self-efficacy, BMI, Hemoglobin A1C, BP, LDL and smoking status.

1:30 p.m. - 2:45 p.m.

**EHR Implementation in an Interprofessional Free Clinic**

Edison C

Beth Elias, Ph.D., MS, Assistant Professor at the University of Alabama-Birmingham School of Nursing; Marlena Barginere, MS, RN, Advanced Nursing Coordinator at UABMC; Cynthia Selleck, Assistant Professor at the University of Alabama-Birmingham School of Nursing

The project described has been implementing an electronic health record and interdisciplinary clinical documentation at an interprofessional, interagency free clinic. The clinic is a partnership between a school of nursing, a local ministry and an academic medical center.

**PCMH Recognition: How We Got There and What We Learned Along the Way**

Belle

Catherine Anderton, Associate Director of QI and Research at Unity Health Care

In January 2014, 10 of our community health centers were recognized as NCQA Level III Patient-Centered Medical Homes. This recognition was the result of two and a half years of work, during which we learned the intricacies of the NCQA PCMH recognition process as well as lessons on change management in a large organization. We would like to share what we learned with other healthcare organizations that are contemplating undertaking or are currently going through the recognition process.
Thursday, June 26 continued

1:30 p.m. - 2:45 p.m.

**Improving the Management of Abnormal Cancer Screening and Treatment at a Large FQHC**

Wright

Thomas Meehan, Jr., Research Assistant at the Weitzman Quality Institute - Community Health Center, Inc.; Patricia Feeney; Deborah Ward; Ianita Zlatera

A quality improvement (QI) project at Community Health Center, Inc., a multi-site FQHC in Connecticut, redesigned the process of cancer screening follow-up. This initiative used QI tools to improve the notification of patients with abnormal screening results and receiving appropriate, timely follow-up.

**340B Implementation**

Edison A

Katherine Richardson, PharmD, Senior Director of 340B Program & Policy Analysis at Apexus; Diane Martin, RPh, Associate Vice-President of Pharmacy Operations at the Greater Lawrence Family Health Center, HRSA Peer-to-Peer Mentor; Rina Ramirez, M.D., FACP, Chief Medical Officer at Zufall Health Center; Bob Pergola, Pharmacist at Goodale Pharmacy

This session highlights in-house pharmacy, the Contract Pharmacy and Vendor Selection Tool and a Q&A period.

**Importance of Health Professional Shortage Area (HPSA) Designation**

Banneker

Melissa Ryan, Deputy Director of the Division of Policy and Shortage Designation, HRSA

This session will provide an overview of Health Professional Shortage Areas (HPSA) designations and types and how they are used by the National Health Service Corps (NHSC), NURSE Corps and other programs.

**An Ounce of Prevention: Serving Teen Parents by Utilizing the Medical-Legal Partnership within the Medical Home**

Edison B

Kristine Schmitz, M.D., Pediatrician at the Children's National Health System; Joy Purcell, J.D., Senior Staff Attorney at the Children's Law Center

Through an interactive lecture and case studies, Joy Purcell, Esq. and Kristine Schmitz, M.D. will provide an overview of the medical-legal partnership between the Children's Law Center (CLC) and Children's National Health System's Generations Program in Washington, D.C. Ms. Purcell and Dr. Schmitz will discuss how the partnership prevents legal issues from negatively impacting health outcomes in multiple generations of patient families by expanding healthcare delivery for teen parents and their children to include legal assistance.

3:15 p.m. - 4:30 p.m.

**Use of Enabling HIT by Community Health Workers to Document Patient Self-Medication Behaviors of High-Risk Diabetes Patients in a Home Setting**

Edison C

Anne Marie Biernacki, Chief Technology Officer and Co-Founder of ActualMeds Corp.; Carmen Cruz, Manager of Community Health and Evaluation at New York Presbyterian Hospital

A pilot was conducted using the ActualMeds system for medication management, to determine the feasibility for New York Presbyterian Community Health Workers (CHWs) to use its patient structured interview to capture medication information in the homes of high-risk diabetes patients. The program goal was to assess the ability of CHWs to capture medication data on a mobile device and evaluate impact of clinical use of patient supplied data in the community setting.

**Quality Improvement and Population Management with The Guideline Advantage: Fostering Success in FQHCs**

Bell

James Hotz, M.D., FACP, Clinical Services Director at Albany Area Primary Health Care; Katherine Kuban, Grant Manager of Outpatient Quality & Health IT at the American Heart Association

The Guideline Advantage is a joint quality improvement initiative of the American Cancer Society, American Diabetes Association and American Heart Association. Dr. Hotz will speak about challenges, successes, and lessons learned from the frontlines of those caring for the underserved using this HIT solution and how it aligns with the National Association of Community Health Centers national quality improvement strategy.

**National Certification of Healthcare Interpreters Contributing to Quality Patient-Centered Communication**

Wright

Natalya Mytareva, Managing Director at the Certification Commission for Healthcare Interpreters (CCHI)

The goal of the CCHI's certification program is to raise the quality of interpreter services in healthcare settings and improve quality of communication between providers and limited English proficient patients. This presentation will discuss the co-relation between interpreter certification and the interpreter's ability to facilitate effective provider-patient communication.

**340B Audit & Tools**

Edison A

Rose Babbitt, RPh, Vice-President of Federal Contracts and Grants at the American Pharmacists Association; HRSA Contractor; Diane Martin, RPh, Associate Vice-President of Pharmacy Operations at the Greater Lawrence Family Health Center, HRSA Peer-to-Peer Mentor

This presentation features information regarding HRSA, manufacturer, and self audit, as well as audited entity and the self-audit tool.

**Journey to Success: A Clinician’s NHSC Story**

Banneker

Kimberly Kleine, Director of the Office of Health Careers in the Bureau of Health Workforce (HRSA); Rishi Manchanda, M.D., author of “The Upstream Doctors”

This session features NHSC members and/or alumni sharing their stories of how they became a member of the NHSC and what they are doing to be a leader at their site and/or community. Audience members will then be prompted to share their stories of success.

**Chronic Disease Management for Persons Experiencing Homelessness: A Tool for Students Working in Healthcare for the Homeless**

Edison B

Pia Valvassori, Clinical Professor/clinician at the Health Care Center for the Homeless

This presentation will outline the components of a curriculum designed to address chronic disease management in persons experiencing homelessness.
Workshops

Thursday, June 26 continued

4:30 p.m - 5:45 p.m.

- Developing a Data Reporting Program: Moving Your Health Center from Implementation to Data-Driven
  Edison C
  Stephen Rader, Data Analyst Manager for Unity Health Care
  We will discuss our experience building our data program at our health center and share lessons learned.

- The Role of Oral Health Literacy in Reducing Dental Dissaparities
  Wright
  Alice M. Horowitz, Ph.D., Research Associate Professor in the School of Public Health at the University of Maryland; Scott Wolpin, D.M.D., Chief Dental Officer for the Eastern Shore Rural Health System, Inc.
  The purpose of this session is to provide an overview and update on a state-wide oral health literacy assessment and its potential impact on health outcomes. We will demonstrate how a health literacy environmental scan is conducted and describe its components. We will also share some of our educational interventions which are based on our state-wide assessment.

- Hot Pharmacy Topics & 340B Policy Updates
  Edison A
  Katherine Richardson, PharmD, Senior Director of 340B Program & Policy Analysis at Apexus; Sue Veer, MBA, CMPE, Chief Executive Officer at Carolina Health Centers, Inc.; Rina Ramirez, M.D., FACP, Chief Medical Officer at Zufall Health Center; Bob Pergola, Pharmacist at Goodale Pharmacy
  This presentation will include discussion of Medicaid, patient definition, inventory, registration and the SOP tool.

- Discussion of NHSC Site Types and How to Become an NHSC-approved Site
  Banneker
  Beth Dillon, Director of the Division of Regional Operations, HRSA
  The discussion will include an overview of the benefits in becoming an NHSC site, the site eligibility and clinician service requirements and how to become NHSC-approved. The discussion will also allow for audience members who are affiliated with NHSC-approved sites to share observations and experiences.

Friday, June 27

8:30 a.m. - 9:45 a.m.

- A Path to Analytics for Under-Resourced Healthcare Organizations
  Edison C
  David Hartzband, Director of Technology Research RCHN Community Health Foundation
  This set of tasks uses existing and low-cost resources to identify strategic problems, analyze them and interpret results so that an organization can continue to perform analytics. The ability to use a range of analytic techniques is essential to meet new meaningful use criteria as well as HIE and ACO participation.

- Building Partnerships in the Americas: Better Care for Immigrants in the U.S. Through Cultural Awareness, Clinical Acumen and Understanding the Social Determinants of Health
  Edison B
  Clyde Smith, Primary Care Physician at Beth Israel Deaconess Medical Center; Margo Krasnoff, M.D., Associate Professor at the Geisel School of Medicine at Dartmouth
  This workshop draws upon clinical expertise and experience from years of direct patient care serving immigrants both within the United States and abroad, giving a unique perspective on how to approach best practice with immigrant patients and communities. There will be three areas of concentration: cultural awareness and respect, clinical acumen and social determinants of health.

- Health on Wheels: A Critical Appraisal of Norwalk Community Health Center's First Year of Service on a Mobile 38-foot Patient-Centered Medical Home
  Bell
  Douglas Olson, Chief Medical Officer at Norwalk Community Health Center; Eva Beau, Site Manager at Medical Mobile Unit; Nimfa Orpeza, RN, MSN, Director of Nursing at Norwalk CHC; Nabiha Nuruzzaman, Clinical Associate at Norwalk CHC; David Stayner, Ph.D., Assistant Clinical Professor of Psychiatry at the Yale School of Medicine
  This workshop will focus on the community, institutional and clinical coordination required to implement a new mobile service site; focus on strategies to engage collaborative partners and patients; highlight medical and behavioral health needs of the service sites; and discuss lessons learned from these experiences.

- Federal Agencies Collaborating to Provide Underserved Healthcare Professionals Free, Innovative, Accredited Quality Improvement Training
  Wright
  Michael Banyas, Public Health Analyst at the Health Resources and Services Administration; Cheryl J. Thompson, MSPH, Office of Communications and Knowledge Transfer at the Agency for Healthcare Research and Quality in the U.S. Department of Health and Human Services
  This workshop highlights a successful collaboration between HRSA and the Agency for Healthcare Research and Quality (AHRQ) to augment CME activities for underserved providers via an innovative HRSA website that offers free, CME modules based on AHRQ comparative effectiveness research. We will display how underserved healthcare professionals can leverage these free accredited resources and research for quality improvement and fulfill their clinical training needs.
Friday, June 27 continued

8:30 a.m. - 9:45 a.m.

Accessing Donated Medications for Safety Net Patients
Edison A
Leslie McGuire, AmeriCares; Jennifer McGovern, J.D., AstraZeneca; Stephanie Garris, J.D., Executive Director of Grace Medical Home
This workshop will discuss options for helping low-income, uninsured and underinsured patients access medicines and will address NGO donations to safety net organizations, manufacturer PAP programs, low cost access programs and charitable patient assistance foundations.

Are you ‘On Board’ with Onboarding?
Banneker
Joni Adamson, Manager of Recruitment & Workforce Development at MO Primary Care Association
Onboarding your new health professionals isn’t a hard or strenuous task, yet we tend to overlook its importance. Join us as we take a closer look at Onboarding efforts, strategies and best practices to help prevent costly turnover and keep your hires happy!

Improving Health for the Underserved by Connecting, Leveraging, and Developing Community Resources
Edison B
Patricia Sumler, Vice-President of Resource Development Population Health at the Children's Medical Center
Providing and delivering quality care is no longer just the role of the clinician, it is the moral imperative of the community as a whole. Collaborations and partnerships with various stakeholders is key to creating a healthy, vibrant population in the underserved community and the best way of utilizing resources for the highest impact.

10:15 a.m. - 11:30 a.m.

Multilanguage Custom Discharge Instructions
Edison C
Charles Lee, President & Founder of Polyglot Systems, Inc.
MedicationDC is an NIH funded project to quickly create simple discharge instructions in many languages. It is a software solution that incorporates features for health literacy, reading level, larger font sizes, and medication summaries to create an important tool for LEP patients during transitions of care.

Addressing Health Care Disparities Through the PCMH
Bell
Hogai Nassery, M.D., Chief of Community Medicine at Grady Health System; Michelle Ogletree, BSN, Director of Ambulatory Nursing Quality; Rosalind Newton, Reporting Manager; Michael Rafferty, M.D., Director of Quality and Informatics
The Grady Health System in Atlanta, Georgia began its journey to patient-centered care in 2010. Our presentation will explain how we achieved improvement in hypertension and diabetes control, as well as a 20% improvement in influenza vaccination rates.

Best Practices for Suicide Identification and Prevention in Primary Care Settings
Wright
Vima Little, Senior Vice President for Psychological Services and Community Affairs at The Institute for Family Health
Attendees will learn the prevalence of suicide and suicide in primary care settings. This workshop will present how to identify patients at risk for suicide in primary care settings and attendees will leave with some steps to start a systemic prevention program in their settings.

Utilization of Clinical Pharmacists in a Patient-Centered Medical Home and Accountable Care Organization to Improve Health Outcomes
Edison A
Sandra Leal, PharmD, MPH, FAPhA, CDE, Director of Clinical Pharmacy at El Rio Community Health Center; Mark Loafman, M.D.
El Rio Community Health Center has adopted a model of adding a clinical pharmacist to the provider care team to provide comprehensive and intensive diabetes management to improve patient outcomes. In addition to direct patient care activities, the clinical pharmacists have been an integral player in the CHC obtaining status as a patient centered medical home.

The CT AHEC Urban Service Track: An Interprofessional Training Model for Today's Health Profession Student
Banneker
Petra Clark-Dufner, Associate Director of CT AHEC Program/University of Connecticut Health Center; Bruce Gould, M.D., Director of CT AHEC Program; Associate Dean for Primary Care; Nancy Wong; Keisha White
The quest for cost-effective care of urban, underserved populations has, by necessity, always stimulated interprofessional collaboration in clinical settings. With the implementation of the ACA and its requirements for team-based care as well as enfranchisement of large populations of the formerly uninsured, the demand for practice ready team-oriented clinicians to address the nation’s health needs will skyrocket.

CMS Update: Meeting the Healthcare Needs of the Underserved (CMS)
Edison B
Cara James, M.D., Director of the Office of Minority Health at the Centers for Medicare and Medicaid Services; Kitty Marx, J.D., Director of CMS Tribal Affairs; Alexandra Sange, Health Insurance Specialist at CMS Office of Minority Health
This workshop will provide an opportunity to learn about the Centers for Medicare & Medicaid Services’ (CMS) ongoing work to improve the health of minority populations. Presenters from CMS’ Office of Minority Health (OMH) and the Division of Tribal Affairs (DTA) will provide an overview of the Affordable Care Act, provisions related to minority health and tribal communities, and the Health Insurance Marketplace. Presenters will also share information about CMS’ OMH and DTA’s current efforts to reduce and eliminate disparities and improve the health of underserved communities.
Transportation to The Westin Alexandria

400 Courthouse Square • Alexandria, VA 22314-5700 • United States • Phone: (703) 253-8600

Transportation:
The Westin Alexandria hotel is just minutes from Ronald Reagan National Airport (DCA) and within two hours of Dulles International Airport (IAD). Explore transportation options from each airport to The Westin Alexandria below, or take advantage of one of the numerous rental agencies located in the airports should you wish to have a car during your stay.

Ronald Reagan National Airport (DCA)

- Metrorail: The blue and yellow metro lines will take you from the airport to a metro station within walking distance from The Westin Alexandria hotel. Travel time is just about 20-25 minutes, and fees vary by time of day. For hours and more information, call (202) 637-7000.

From Terminals B and C: Use either of two enclosed pedestrian bridges on the concourse level that connect directly to the Metrorail station.

From Terminal A: Exit the terminal to the street curb and board any “Airport Shuttle” bus. At the stops for Parking Garages B and C (bus shelter #3 and bus shelter #5) you will find an enclosed pedestrian bridge that connects to the Metrorail station.

From the Metrorail Station: Take either the blue line toward Franconia-Springfield or the yellow line toward Huntington and get off at the King Street Metrorail station. The hotel is three blocks away (see above map).

- SuperShuttle: Arrange a shuttle to The Westin Alexandria hotel for quick and easy transportation. Reservations are required and can be made by calling (800) 258-3826. The cost is $16 for one passenger and $10 for each additional passenger.

- Alexandria Yellow Cab: Transportation by taxi to The Westin Alexandria hotel takes just about 15 minutes, is available 24 hours and costs approximately $15. Catch a cab at the airport or reserve one in advance by calling (703) 549-2500.

Dulles International Airport (IAD)

- SuperShuttle: Arrange a shuttle to The Westin Alexandria hotel, available 24 hours. Reservations are required and can be made by calling (800) 258-3826. The cost is $35 for one passenger and $10 for each additional passenger. Travel time to The Westin Alexandria is approximately one hour and thirty minutes.

- Washington Flyer Taxi: Transportation by taxi to The Westin Alexandria hotel takes about 45 minutes, is available 24 hours and costs approximately $80. Reserve one in advance by calling (703) 572-8294.
Sites to see in and around Alexandria

Old Town Alexandria
Alexandria, VA | 1.5 miles away
Stroll down the cobble-stoned streets of King Street and you'll be walking in George Washington's footsteps. Visit the shops, cafes, restaurants and taverns of this historic town and travel back in time.

Mount Vernon Mansion
Alexandria, VA | 8.1 miles away
A history-filled afternoon for the entire family awaits. While visiting D.C. with the family, make a stop at the Mount Vernon Mansion, George Washington's home.

Lincoln Memorial
Washington, D.C. | 8.2 miles away
Across from the National Monument honor the country's sixteenth President by visiting the majestic Lincoln Memorial. The site of many famous speeches, the Lincoln Memorial continues to be one of the most visited spots in the country.

King Street Trolley
Take a free ride along King Street and experience the sites and sounds of Alexandria. Stop off to check out Gadsby's Tavern Museum, The Freedom House, and King Street Garden's Park. If you can't make it back to the Landmark for lunch be sure to check out any of King Street's pubs and restaurants.

George Washington Masonic National Memorial
Alexandria, VA | 0.8 miles away
The George Washington Masonic National Memorial is a Masonic building and memorial dedicated to the memory of George Washington, the first President of the United States and a Mason.

Washington National Monument
Washington, D.C. | 7.7 miles away
View the obelisk erected in honor of President George Washington from the National Mall. It is the tallest structure in Washington, D.C. and one of the nation's most recognizable structures.
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