

# Workshops

**Key:**

- Health IT
- Quality/PCMH
- 340B University/Pharmacy
- NHSC/Workforce
- Hot Topics

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 complements 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**

**Bell**

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., FAAFP, 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**

**Bell**

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.

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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.

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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.

● **Want to Improve Continuity of Care, Efficiency, and Outcomes at Your Site? Teams and Templates**

**Bell**

Jennifer Genuardi, M.D., Clinical Director of Quality Improvement and Education, Internal Medicine-Pediatrics; Acklema Mohammad, M.D., Associate Medical Director of Pediatrics; Scott Salvato, R-PA, Clinical Coordinator of Adult Walk-In Department

As a PCMH, the ability to provide unlimited access and comprehensive high-quality care is key. As such, we have worked to design a practice model that allows for both scheduled and unscheduled patients to be seen by a member of their primary care team.

● **The Role of Oral Health Literacy in Reducing Dental Disparities**

**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**

Katheryne 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.

● **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.

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.

● **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.

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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. MeducationDC 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

Virna 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.