



RECLAIMING OUR MISSION

Massachusetts League
of Community Health Centers

Aligning Practice & Values in an ACO Environment

Nov. 28 • 8am – 4:30pm • Westborough Double Tree Hilton



Jointly Sponsored by the University of Massachusetts Medical School and the Massachusetts League of Community Health Centers.

8:00 – 9:00 Registration & Continental Breakfast

MORNING PLENARY SESSIONS

9:00 AM – 12:45 PM

9:00 – 9:15 Opening Remarks

James W. Hunt, Jr., PhD, President and CEO, *Massachusetts League of Community Health Centers*
Susan Dargon-Hart, LICSW, Vice President, Clinical Health Affairs, *MLCHC*

9:15 – 10:00 Keynote Address: Reclaiming Our Mission in Changing Times

Victoria Sale, RN, MSN, Consultant, *VSA, Inc.*

Ongoing changes in healthcare -- especially large systems changes resulting from shifts in care reimbursement structures -- can feel overwhelming and cause caregivers to lose sight of the values and passion that brought them to the work in the first place. This keynote address will inspire the audience to see through the day to day challenges and reclaim the mission which drew them to community health.

10:00 – 11:15 Staying on Mission During the Transition – Accountable Care Organization Panel

Julita Mir, MD, Chief Medical Officer, *Community Care Cooperative*

Brian C. Jacobson, MD, MPH, Medical Director, *Boston Accountable Care Organization*

Zandra Kelley, MD, Vice President of Clinical Affairs, *Merrimack Valley Accountable Care Organization*

Moderator: Michael Curry, Senior Vice President, Government Affairs & Public Policy, *MLCHC*

How are health centers staying on mission during this transition period? This panel discussion will highlight how clinical practice has changed while examining the degree to which these changes align or conflict with health center values. Approaches to non-differentiated care for patients not insured through Medicaid and how different types of providers have contributed in new workflows will be discussed.

11:15 – 11:30 BREAK

11:30 – 12:45 Beyond the Four Walls: Addressing the Social Determinants of Health to Meet Patient Needs

Lisa Connors, RN, BSN, Manager, Care Management, *Holyoke Health Center*

Mary Takach, MPH, RN, Senior Health Policy Advisor, *Boston Health Care for the Homeless Program*

Maggie Allard, MD MPH, Medical Director of Population Health, *Lowell Community Health Center*

Moderator: Maria Celli, PsyD, Director of Social Services, *Brockton Neighborhood Health Center*

This session will explore how the ACO is driving health centers to expand the way they address the social determinants of health. This panel will discuss new systems, workflows and partnerships they have built along with the clinician’s role in making partnerships successful. Attendees will also participate in discussions about how their own health centers are addressing social determinants.

LUNCH
SPONSORED BY COMMONWEALTH PURCHASING GROUP
12:45 PM – 1:45 PM

1:15 – 1:45 Lunchtime Address

Susan Dargon-Hart, Vice President, Clinical Health Affairs, *MLCHC*

AFTERNOON BREAKOUT SESSIONS—Building Skills that Serve Mission

Breakout #1: 2:00 PM – 3:00 PM

BREAK: 3:00 PM – 3:15 PM

Breakout #2: 3:15 PM – 4:15 PM

Choose one of the following for each breakout session. Session descriptions can be found on Page 3.

Wellington Room	Baldwin Room	Nugget Room	Autumn Room
Moving from Cultural Competency to Cultural Humility	The Intersection of Values and Wellness	Motivational Interviewing (MI): Shifting the dialogue to encourage patient action	Designing Inclusive Team Meetings for Stronger Teams and Better Patient Care

EVALUATION & CONTINUING EDUCATION SIGNOUT
4:15 PM – 4:30 PM

BREAKOUT SESSION DESCRIPTIONS

Moving from Cultural Competency to Cultural Humility

This session will explore ways to recognize one's own cultural assumptions, experiences, beliefs, attitudes, and communication styles when interacting with patients, staff members and the communities in which health centers serve. Participants will define and learn how to move from cultural competency to cultural humility, increasing their ability to support patients in meeting their health goals.

Kamal Jethwani, MD, MPH, Senior Director, Connected Health Innovation, *Partners HealthCare*

The Intersection of Values and Wellness

This session will explore what patients, providers and teams need to achieve satisfaction in their roles and how aligning values and goals supports wellness. The drivers of satisfaction for each contributor and how this relates to high quality/low-cost care will be examined.

Paula Gardiner, MD MPH, Associate Professor of Family Medicine & Community Health, *University of Massachusetts Medical School*

Motivational Interviewing (MI): Shifting the dialogue to encourage patient action

Motivational Interviewing is an evidence-based style of conversation developed to help motivate people to make changes towards healthier behaviors. This workshop will introduce participants to the overall principles of MI, referred to as the Spirit of MI, and include specific skills that participants will be able to readily incorporate into conversations with patients to help motivate them towards healthy behaviors.

Lee W. Ellenberg, MSW, LICSW, Training Manager, *MASBIRT TTA (Massachusetts Screening, Brief Intervention and Referral to Treatment - Training & Technical Assistance)*

Designing Inclusive Team Meetings for Stronger Teams and Better Patient Care

Team meetings can range from energizing, productive and collaborative to downright soul-sucking. Yet the team meeting is a critical facilitator of team effectiveness, so finding ways to improve team meetings not only improves productivity and well-being but ultimately it will lead to better patient care. This session will explore how teams communicate across disciplines and externally to other organizations to plan care considering financial and logistical challenges. Illustrative examples and best practices including workflows, communication tools, choosing team leads and meeting templates will be discussed. Participants will be asked to think about a meeting that they would like to improve with the goal of leaving the session with 1-2 tools or ideas to test to improve it.

Claire Pierre, MD, Chief Medical Officer, *Harbor Health, Inc.*

Lindsay Swain Hunt, MEd, Director, Systems Transformation, *Harvard Medical School Center for Primary Care*

CONTINUING EDUCATION

CME Accreditation Statement

This activity has been planned and implemented in accordance with the Essential Areas and policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint providership of the University of Massachusetts Medical School Office of Continuing Medical Education (UMMS-OCME) and Massachusetts League of Community Health Centers. The UMMS-OCME is accredited by the ACCME to provide continuing medical education for physicians.

CME Designation Statement – The University of Massachusetts Medical School designates this live activity for a maximum of 6.25 *AMA PRA Category 1 Credits™*. Physicians should claim only credit commensurate with the extent of their participation in the activity.

Nursing: This offering meets the requirements for a maximum of 7.5 contact hours, as specified by the Massachusetts Board of Registration in Nursing (244-CMR 5.04). Each nurse should claim only those hours of credit that he/she actually spent in the educational activity.

Oral Health Providers: This offering meets the requirements for 5 CEUS, as specified by the Massachusetts Board of Registration in Dentistry (234-CMR 8.00). Each dental provider should claim only those hours of credit that he/she actually spent in the educational activity.

Social Work: Application for social work continuing education credits has been submitted. Please contact us at jhatch@massleague.org for the status of social work CE accreditation.

Licensed Mental Health Counselors: Application for Licensed Mental Health Counselor continuing education credits has been submitted. Please contact us at jhatch@massleague.org for the status of LMHC CE accreditation.