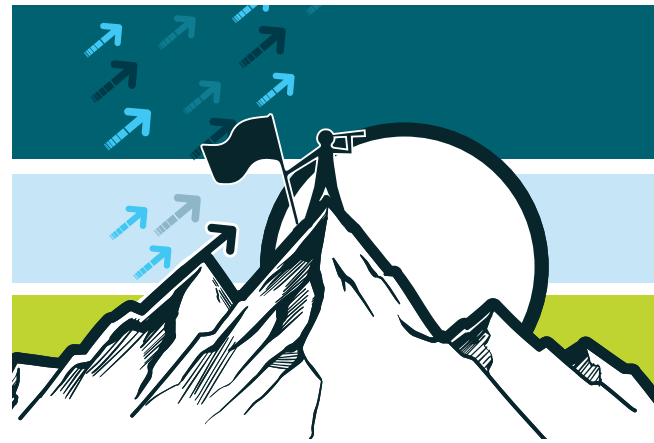




THE HEALTH CENTER JOURNEY



CELEBRATING SUCCESSES, LOOKING TO THE FUTURE
2021 CHAD Conference

SEPT 14-15, 2021 | RAPID CITY, SD

AGENDA: 2021 CHAD Conference

Day 1: Tuesday, September 14, 2021

- 7:30 AM - 8:30 AM
REGISTRATION & BREAKFAST
- 8:30 AM - 8:45 AM
WELCOME & OPENING REMARKS
Shelly Ten Napel, Chief Executive Officer, Community HealthCare Association of the Dakotas
- 8:45 AM - 9:45 AM
KEYNOTE: UNDERSTANDING HISTORICAL TRAUMA THROUGH THE LENS OF PANDEMICS
Billie Jo Kipp, Ph.D. (Blackfeet) Associate Director for Research and Evaluation, Center for Native American Youth at the Aspen Institute

In this keynote, Dr. Kipp will focus on the impact of COVID-19 on American Indian communities. She will explore the psychological and behavioral impacts of COVID-19 relative to historical trauma through the lens of pandemics. She will also present collective psychological responses of American Indians and possible interventions to support community wellness. These learnings can help inform a broader understanding of health through the pandemic lens.
- 9:45 AM - 10:00 AM
THE HEALTH CENTER STORY
Lathran Johnson Woodard, Chief Executive Officer, South Carolina Primary Health Care Association

Telling the health center story has never been more important, from our COVID-19 successes in testing and vaccinations to the unprecedented funding opportunities included in the American Rescue Plan Act. In this session, the speaker will take a look back on the history of the health center movement as a way to inform the current moment we're in and look forward to the future's potential. Health centers in the Dakotas are connected to a robust and proud history of providing high-quality health care for decades. Participants will connect to the past through stories and learn how to use stories to continue to be community-driven, equity-oriented, and patient-centered organizations and how we can continue to live out the values of the health center movement in the current context.



10:30 AM - 10:45 AM
BREAK



10:45 AM - 12:00 PM
CELEBRATING SUCCESSES, LOOKING TO THE FUTURE: A PANEL

Moderator: Shelly Ten Napel, CEO, CHAD

Panelists will include Lathran Johnson Woodard; Jill Franken, former Executive Director, Falls Community Health; Darrold Bertsch, former CEO, Coal Country Community Health Center; John Mengenhausen, former CEO, Horizon Health Care; and David Squires, former CEO, HealthWorks.

This panel gathers nearly 100 years of health center experience and expertise. Panelists will reflect on the history of health centers, reminiscing on past trials and successes. The group will also look forward, sharing their thoughts on the future of health centers in the Dakotas and the health center movement.



12:00 PM - 1:30 PM
NETWORKING LUNCH WITH ROUNDTABLES AND CHAD BOARD OF DIRECTORS MEETING

CHAD is pleased to offer this valuable opportunity for you to have a comfortable, informal conversation with your peers. After the trials of the last eighteen months, this is a great time to meet those new in their position and re-connect with your peers. Bring your biggest challenges and biggest wins to the discussion and learn what other health centers are doing well. This peer learning session has been very well received at past conferences as it is a flexible and unstructured time we set aside each year for you to interact with your colleagues.



1:30 PM - 3:30 PM
BREAKOUT TRACKS



Leadership/Human Resources/Workforce

1:30 PM - 2:30 PM
BECOMING A CHANGE AGENT: ELEVATING YOUR LEADERSHIP INFLUENCE TO ENHANCE ORGANIZATIONAL CHANGE

Nikki Dixon-Foley, Master Coach, FutureSYNC International

Health care in the United States has seen significant changes in the past several years, from the implementation of electronic records to a shifting focus on value-based care. When we consider mergers and consolidations or the dramatic changes in health care settings due to COVID-19, organizational systems are in a constant state of flux. Leading through change requires unique skill sets, mindsets, and intentional practices to navigate your organization and your people through the challenges of change.

2:30 PM - 2:45 PM
BREAK

2:45 PM - 3:30 PM
BECOMING A CHANGE AGENT: ELEVATING YOUR LEADERSHIP INFLUENCE TO ENHANCE ORGANIZATIONAL CHANGE

Nikki Dixon-Foley, Master Coach, FutureSYNC International

Continued.



Clinical Quality/Health Equity

1:30 PM - 2:30 PM
ENGAGING TRIBAL COMMUNITIES IN ADDRESSING HEALTH DISPARITIES: A MODEL OF EMPOWERMENT AND COLLABORATIVE CARE FOR IMPROVED HEALTH OUTCOMES

Billie Jo Kipp, Ph.D. (Blackfeet) Associate Director for Research and Evaluation, Center for Native American Youth at the Aspen Institute

In this interactive session, Dr. Kipp will present a model of diabetes intervention that includes case-based learning, community empowerment, and an adaptation of a medical model for culturally supported care of diabetes patients. She will offer best practices and tangible solutions with action planning integrated through the session.

2:30 PM - 2:45 PM
BREAK

2:45 PM - 3:30 PM
PANEL: HEALTH CENTER SPOTLIGHT

Moderator: Shannon Bacon, MSW, Health Equity Manager, CHAD
Panelists to be determined.

During the panel discussion, health centers will spotlight successes in enabling services, including the social work model, food insecurity, HIV, and health care for people experiencing homelessness. A short question and answer period will follow.

TRACK

3

Behavioral Health

1:30 PM - 2:30 PM

FUNCTIONAL CONTEXTUALISM AND FOCUSED ACCEPTANCE AND COMMITMENT THERAPY (fACT)

Bridget Beachy, PsyD & David Bauman, PsyD, Beachy Bauman Consulting, PLLC

Speakers will provide a brief overview of the primary care behavioral health (PCBH) model of behavioral health integration, a nationally recognized model that the Department of Veterans Affairs currently uses. They will discuss therapeutic assessment, case conceptualization, and brief interventions using fACT and other modalities commonly used in PCBH. The speakers will familiarize participants with the concept of functional contextualism and how it can be used to help providers fulfill their role within the PCBH model of care.

2:30 PM - 2:45 PM

BREAK

2:45 PM - 3:30 PM

FUNCTIONAL CONTEXTUALISM AND FOCUSED ACCEPTANCE AND COMMITMENT THERAPY (fACT)

Bridget Beachy, PsyD & David Bauman, PsyD, Beachy Bauman Consulting, PLLC

Continued.

TRACK

4

Great Plains Health Data Network

1:30 PM - 2:30 PM

HEALTH INFORMATION TECHNOLOGY (HIT) STRATEGIES TO IMPROVE PROVIDER SATISFACTION

Shannon Nielson, CURIS Consulting

The session is the culmination of the provider satisfaction webinar series. Previously, participants learned how to identify factors leading to provider burden, measure provider satisfaction, and why each is important for overall health center performance. The speaker will discuss how to use data to drive satisfaction and share HIT tools that health centers can implement to alleviate provider burden, including eConsults, mobile health applications, workflow standardization, and dashboards.

2:30 PM - 2:45 PM

BREAK

2:45 PM - 3:30 PM

AZARA CHAT

This session will allow health centers to ask the Azara team questions regarding their implementation and allow the Great Plains Health Data Network (GPHDN) and Azara to provide project updates to health center members.

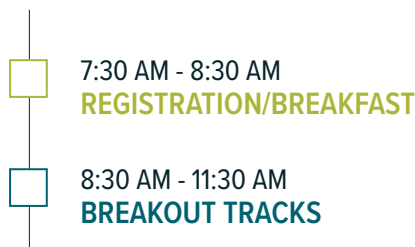
3:45 PM - 7:00 PM

HIKING & WINE TASTING

We are cutting out early to celebrate our own health care heroes and all that we have accomplished over the last year-and-a-half! Please join us on a field trip to beautiful Hill City where guests can enjoy a hike on the historic Mickelson Trail and/or a private wine tasting at South Dakota's own Prairie Berry Winery. CHAD will provide transportation to and from the event space.

AGENDA: 2021 CHAD Conference

Day 2: Wednesday, September 15, 2021



TRACK 1

Human Resources/Workforce

8:30 AM - 10:00 AM

ENGAGING YOUR WORKFORCE: CULTIVATING EMPLOYEE ENGAGEMENT WITH 12 KEY INGREDIENTS

Nikki Dixon-Foley, Master Coach, FutureSYNC International

No two organizational cultures are the same. Individual make-up, organizational structures, and departmental expectations can vary greatly. With these immense variances, leaders need to recognize how to implement the right mechanisms that improve employee engagement. With a highly engaged health care workforce, you will see more effective workplace cultures, improved performance, better patient outcomes, and better retention and recruitment for your organization.

10:00 AM - 10:15 AM

BREAK

10:15 AM - 11:30 AM

ENGAGING YOUR WORKFORCE: CULTIVATING EMPLOYEE ENGAGEMENT WITH 12 KEY INGREDIENTS

Nikki Dixon-Foley, Master Coach, FutureSYNC International

Continued.

TRACK 2

Leadership/Great Plains Health Data Network/ Health Equity

8:30 AM - 10:00 AM

BUILDING A DATA STRATEGY FOR LONG-TERM SUCCESS

Shannon Nielson with CURIS Consulting

This session will assist health centers in evaluating their data and analytics readiness and assisting them with creating a data strategy leading to a successful implementation of Azara. The presenter will discuss some of the common barriers to data and analytics and a strategy for addressing the barriers.

10:00 AM - 10:15 AM

BREAK

10:15 AM - 11:30 AM

BUILDING A DATA STRATEGY FOR LONG-TERM SUCCESS

Shannon Nielson with CURIS Consulting

Continued.

TRACK 3

Behavioral Health

8:30 AM - 10:00 AM

FUNCTIONAL CONTEXTUALISM AND FOCUSED ACCEPTANCE AND COMMITMENT THERAPY (FACT)

Bridget Beachy, PsyD & David Bauman, PsyD, Beachy Bauman Consulting, PLLC

Speakers will provide a brief overview of the primary care behavioral health (PCBH) model of behavioral health integration, a nationally recognized model that the Department of Veterans Affairs currently uses. They will discuss therapeutic assessment, case conceptualization, and brief interventions using FACT and other modalities commonly used in PCBH. The speakers will familiarize participants with the concept of functional contextualism and how it can be used to help providers fulfill their role within the PCBH model of care.

10:00 AM - 10:15 AM

BREAK

10:15 AM - 11:30 AM

FUNCTIONAL CONTEXTUALISM AND FOCUSED ACCEPTANCE AND COMMITMENT THERAPY (FACT)

Bridget Beachy, PsyD & David Bauman, PsyD, Beachy Bauman Consulting, PLLC

Continued.

11:30 AM - 1:00 PM

WORKING LUNCH & GENERAL SESSION

SOCIAL DETERMINANTS OF HEALTH IN PRIMARY CARE: IMPROVING HEALTH OUTCOMES

Laurie Francis, Executive Director, Partnership Health Center

As health centers learn more about patients' social determinants of health (SDOH), how can we respond to this data? In this session, the speaker will show how health centers use the PRAPARE tool, including the opportunities and challenges that come with implementation and how that data can be used to identify disparities in clinical measures and vaccine penetration. Participants will hear how one health center utilizes SDOH data to inform organizational strategic planning and better address the root causes of health and well-being, including incorporating community organizers as health center staff.

1:00 PM - 3:00 PM

BREAKOUT TRACKS

TRACK

1

Human Resources/Workforce

1:00 PM - 2:00 PM

MEASURING EMPLOYEE ENGAGEMENT FOR IMPROVED EMPLOYEE AND ORGANIZATIONAL PERFORMANCE

Nikki Dixon-Foley, Master Coach, FutureSYNC International

Employment engagement helps to achieve organizational success by developing employee skills and talents toward future goals. Happy employees equal a happy and thriving organization. In this session, the speaker will discuss the benefits of measuring employee engagement, including insight into your workforce, industry benchmarks, more informed hiring, increase retention, and improved employee and organizational performance.

2:00 PM - 2:15 PM

BREAK

2:15 PM - 3:00 PM

MEASURING EMPLOYEE ENGAGEMENT FOR IMPROVED EMPLOYEE AND ORGANIZATIONAL PERFORMANCE

Nikki Dixon-Foley, Master Coach, FutureSYNC International

Continued.

TRACK

2

Leadership/Great Plains Health Data Network/Health Equity

1:00 PM - 2:00 PM

USING DATA ANALYSIS TO DRIVE HEALTH EQUITY: THE HEALTH CENTER EXPERIENCE

Zachary Clare-Salzler, Data Analyst and Reporting Coordinator, Partnership Health Center

In this session, the speaker will share how their health center uses Azara to develop the health equity lens. He will discuss the PRAPARE tool and COVID-19 data utilization in Azara and cover analyzing social determinants of health (SDOH) data, best practices, and lessons learned during implementation.

2:00 PM - 2:15 PM

BREAK

2:15 PM - 3:00 PM

BUILDING A DATA STRATEGY FOR LONG-TERM WRAP-UP

Shannon Nielson with CURIS Consulting

During this session, health centers will wrap up their organizational data strategy and identify the next steps to lead their health center to success with the implementation of Azara.

TRACK

3

Behavioral Health

1:00 PM - 2:00 PM

FUNCTIONAL CONTEXTUALISM AND FOCUSED ACCEPTANCE AND COMMITMENT THERAPY (fACT)

Bridget Beachy, PsyD & David Bauman, PsyD, Beachy Bauman Consulting, PLLC

Continued.

2:00 PM - 2:15 PM

BREAK

2:15 PM - 3:00 PM

FUNCTIONAL CONTEXTUALISM AND FOCUSED ACCEPTANCE AND COMMITMENT THERAPY (fACT)

Bridget Beachy, PsyD & David Bauman, PsyD, Beachy Bauman Consulting, PLLC

Continued.



3:00 PM
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