



AGENDA

MAY 14, 2024

Pre-Conference Sessions

MAY 15-16, 2024

Holiday Inn Downtown Convention Center
Rapid City, SD

Pre-Conference Sessions | Tuesday, May 14

10:00 am - 4:30 pm

IMPACT: Workforce Strategic Planning Workshop - Black Hills Ballroom

Lindsey Ruivivar and Desiree Sweeney, NEW Health University



CHAD is excited to offer an in-person kick-off to a workforce strategic planning series led by NEW Health, a community health center serving rural northeast Washington State that developed its own robust workforce development plan called NEW Health University. NEW Health’s workforce strategy culminates many years of developing creative solutions to rural workforce challenges. NEW Health believes if their rural, resource-limited organization can develop a comprehensive workforce development plan, any health center can!

Health centers are strongly encouraged to bring a team of participants to be guided through the complete workforce development plan process by New Health’s executive director and chief strategy officer. We are excited to have them bring their lived experience and for our health centers to benefit from group collaboration with other health center colleagues.

This workshop may be a good fit for executive teams, in addition to health center staff in operations, workforce, training, HR, marketing, and any department lead experiencing workforce challenges.

1:00 pm - 4:30 pm

IMPACT: Emergency Preparedness - Trauma-Informed De-Escalation and Incident Management Workshop - Private Dining

Matt Bennett, MBA, MA, Optimal HRV



This in-person workshop is designed for healthcare professionals and leaders at health centers seeking strategies for managing confrontations with angry, retraumatized, or frustrated patients. Participants will learn to de-escalate hostile situations, ensure safety, and enhance patient care quality. The workshop encapsulates the principles of trauma-informed communication, enabling professionals to understand and respond empathetically to patients who have experienced trauma.

This workshop equips attendees with the skills to create a compassionate and respectful patient-professional relationship, ultimately contributing to a more harmonious healthcare setting. In addition, we will explore organizational best practice approaches to incident management.

This workshop is essential to emergency preparedness leaders as well as staff in operations and risk management roles.

G - General
MC - Marketing & Communications
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Annual Conference Day 1 | Wednesday, May 15

8:00 am - 9:00 am	Registration		
8:30 am - 9:00 am	Breakfast - Salon ABCDE		
9:00 am - 9:15 am	Welcome - Salon ABCDE		
9:15 am - 10:30 am	Power of Culture Keynote Address - Salon ABCDE Vaney Hariri, Think 3D		
10:30 am - 11:00 am	Break and Exhibitor Visits Break sponsored by Great Plains Quality Innovation Network (GPQIN)		
11:00 am - 11:45 am	Health Center IMPACT Stories - Salon ABCDE		
11:45 am - 12:15 pm	Shelly Ten Napel	IMPACT Update	
12:15 pm - 2:00 pm	Lunch Network Team Round Tables/Board Meetings/Exhibitor Visits Lunch sponsored by Baxter		
1:00 pm - 1:45 pm	Why Primary Care Behavioral Health? - Montana Room Bridget Beachy, PhysD, and David Bauman, PhysD, Beachy Bauman Consulting (BH) (C)		
2:00 pm - 3:15 pm	Breakout Sessions		
	Salon ABCDE Power Coaching (Part 1) Vaney Hariri, Think 3D (G)	Montana Room Embracing a Single Session Approach in Behavioral Health (Part 1) Bridget Beachy, PhysD, and David Bauman, PhysD, Beachy Bauman Consulting (BH)	Private Dining Data Driven Patient Access: Measuring and Improving Patient Retention and Growth Shannon Nielson, MHA, PCMH, Curis Consulting (D) (C) (O)
3:15 pm - 3:45 pm	Break and Exhibitor Visits		
3:45 pm - 5:00 pm	Breakout Sessions		
	Salon ABCDE Power Coaching (Part 2) Vaney Hariri, Think 3D (G)	Montana Room Embracing a Single Session Approach in Behavioral Health (Part 2) Bridget Beachy, PhysD, and David Bauman, PhysD, Beachy Bauman Consulting (BH)	Private Dining Data Driven Patient Access: Strategies to Support Patient Retention and Growth Shannon Nielson, MHA, PCMH, Curis Consulting (D) (C) (O)
6:00 pm - 8:00 pm	Happy Hour/Social - Black Hills Ballroom		

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Annual Conference Day 2 | Thursday, May 16

7:45 am - 9:00 am	Breakfast - Salon ABCDE Breakfast sponsored by Clear Arch Health		
8:00 am - 8:45 am	Azara Breakfast - Health Center Utilization - Salon F		
7:30 am - 8:45 am	Executive Breakfast with Dr. Rhee - Salon GH (Invitation Only)		
9:00 am - 9:45 am	Salon ABCDE The U.S. Primary Care Crisis and Health Equity Kyu Rhee, MD, MPP, President and CEO, NACHC		
10:00 am - 11:00 am	Breakout Sessions		
	Salon ABCDE Revitalize your Presence: Crafting Success from Rebranding, Outreach and Creative Campaigns Brandon Huether, CHAD 	Montana Room Role of Behavioral Health in High-Quality Primary Care Bridget Beachy, PhysD, and David Bauman, PhysD, Beachy Bauman Consulting 	Private Dining Defining the Role of the Medical Assistant in the Health Center Care Team Shannon Nielson, MHA, PCMH, Curis Consulting 
11:00 am - 11:15 am	Break and Exhibitor Visits		
11:15 am - 12:15 pm	Breakout Sessions		
	Salon ABCDE Health Center Workforce Magnet: Goal-Driven Marketing Using Data and Your Mission Brandon Huether, CHAD 	Montana Room How to Love Your Craft Without Losing Your Mind Bridget Beachy, PhysD, and David Bauman, PhysD, Beachy Bauman Consulting 	Private Dining Advancing Equity Through Quality Improvement Data Shannon Nielson, MHA, PCMH, Curis Consulting 
12:30 pm - 1:30 pm	Lunch - Salon ABCDE SELF-Awareness Closing Keynote Vaney Hariri, Think 3D		

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