**Day 1** June 20, 2019

| Time | | | | | | |
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| 6:30-8 a.m. | **Registration & Breakfast** | | | | | |
| 8-8:30 a.m. | **Welcome & Blessing** (Tribal Drum) | | | | | |
| 8:30-9:30 a.m. | **Keynote: Nuka System of Care** *Katherine Gottlieb, President/CEO, Southcentral Foundation* (Tribal Drum) | | | | | |
| 9:30-9:45 a.m. | **Break** | | | | | |
| 9:45-10:45 a.m. | **Keynote:** *Derek Feely, President/CEO, Institute for Healthcare Improvement* (Tribal Drum) | | | | | |
| 10:45-11 a.m. | **Break** | | | | | |

| 11 a.m. - 12:15 p.m. | **Nuka Strategic Planning Process** [Intermediate] *Sherrilyn Westdahl, Sonda Tetpon* (Driftwood) Given the ever-increasing complexity of health care delivery, strategic alignment is crucial to delivering high quality care. Grounded in customer-owner feedback and aligned with the Baldrige framework, all SCF employees participate in the strategic planning process. In this session, discover the structures in place to align work and deliver focused, effective initiatives at an organization with over 2,000 employees and 65,000 customer-owners. | **Leadership Principles That Build a Culture of OWNERSHIP** [Intermediate] *Katherine Gottlieb* (Tribal Drum) Leading in an industry that is rapidly changing is a complex endeavor. Leaders need to rely on decision makers at every level of the organization. SCF's leadership implemented a unique set of principles to guide decision-making and ensure continuity and a commitment to our Mission and Vision. In this session, President/CEO Dr. Katherine Gottlieb will share these leadership principles and how they will guide the organization's work for the future. | **Improvement Culture: Empowering Employees Through Organizational Structure** [Beginner] *Nellie Anagick, Darci Nevzuroff* (Anchor) Improvement work in health care is often linked to a specific project or as an organization undergoes major changes. Fostering an improvement culture, however, can have long-term impacts on every facet of an organization. In this session, learn the organizational structure that aligns improvement efforts with the Vision and Mission and encourages improvement at every level of the organization. | **A Comprehensive Approach to Employee Learning and Development** [Beginner] *Dawson Hoover, Christa Phelps, Dorthy Fredenberg* (Kayak) Due to constant change in health care, there is an increased need to go from "just training" employees to offering a more strategic approach that supports the performance outcomes you need from your workforce. Learning and Development at SCF is tailored to the customer's needs –by being relationship focused, discipline specific, multi-faceted collaboration. In this session, learn the unique structure and dynamic processes that support a comprehensive approach to learning and development. | **Creating Effective Social Campaigns to Influence Healthy Behaviors** [Beginner] *Jessica Davis, Gretchen Sagan* (Halibut) Whether it's exercising more, eating healthier, quitting smoking, or increasing cancer screening rates, there's no shortage of health and wellness needs. It's critical to partner with customers and providers to impact long-term population health. In this session, receive steps for creating your own social campaigns with examples from SCF's successful methods. | **Recruiting and Behavioral-Based Interviewing for Best Fit** [Beginner] *Barb Sappah, James Shelton* (Salmon) Retention is an issue for every health care organization. Recruiting, interviewing and hiring for "best fit" is an effective way to address turnover. SCF aligns workforce competencies with the Vision and Mission across all levels of the organization. In this session, learn how to recruit for fit and conduct behavioral based interviewing. |
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| 12:15-1:15 p.m. | **Lunch, Strategic Planning Software Demos Available** | | | | | |
| 1:15-2:15 p.m. | **Plenary: Integrated Care Delivery** *Dr. Donna Galbreath, Dr. Douglas Eby* (Tribal Drum) | | | | | |
| 2:15-2:30 p.m. | **Break, Strategic Planning Software Demos Available** | | | | | |
| 2:30-3:45 p.m. | **From Theory to Practice: Integrated Care Teams in Action** [Intermediate] *Ryan McWilliams, Tisha Benson, Tessie Estes* (Anchor) More and more health systems are adapting team-based care as their delivery model. At SCF, we successfully deliver this model every day through our Integrated Care Teams (ICTs). Designed for audience members who want to see how our ICTs work, SCF staff will demonstrate both the common scenarios encountered in our clinics every day and the communication tools used to make teams work. | **Introduction to Behavioral Health Care Integration** [Beginner] *Melissa Merrick, Justin Atteberry, Elizabeth Edwards* (Driftwood) Behavioral health needs presented in primary care make up a majority of visits. Seamlessly integrating behavioral health in primary care teams meets customer needs, reduces no-show rates, and assists providers with complicated cases. In this session, discover various models for integrating behavioral health and learn SCF's journey working toward bridging primary care with behavioral health. | **Effective Data Management** [Beginner] *Charles Fletcher, Steve Tierney* (Salmon) The widespread implementation of electronic health records (EHRs) has resulted in an increased need for staffing solutions. You don't want your high performing clinicians working on IT solutions. And you also don't want your IT working in a silo, separate from the "on the ground" clinic employees. In this session, discover the high level of data support and infrastructure that allowed SCF's primary care clinics to focus on medicine, not IT. | **Human(ity) Resources: Relationship-Based HR Model** [Beginner] *Patricia Seizys, Barb Sappah* (Halibut) The key to effective human resources is aligning the Vision and Mission with workforce competencies that are criteria expected of each individual. Performance management, retention, job descriptions and every facet is impacted by workforce competencies. In this session, learn how SCF's relationship-based approach shapes human resources. | **Family Wellness Warriors Initiative: Addressing Domestic Violence, Child Abuse and Child Neglect** [Beginner] *Bobbi Outten, Kyle Newman* (Kayak) Health care organizations struggle with how to incorporate the voice of the customer or more importantly how to be customer-driven. In this session, discover SCF's Family Wellness Warriors Initiative, a culturally appropriate model that addresses root issues, not just symptoms for addressing domestic violence, child sexual abuse and child neglect. | **Governance: Raising the Bar** [Beginner] *SCF Board of Directors & Katherine Gottlieb* (Tribal Drum) A strong, transparent relationship between a CEO and a governing board creates an environment for organizational success. Through strong relationships built over time, SCF's Board of Directors and President/CEO accomplished whole system transformation and were recognized as a Baldrige award winning health system. |
| 3:45-4 p.m. | **Break, Strategic Planning Software Demos Available** | | | | | |
| 4-5 p.m. | **Plenary: Workforce Development** *Dr. Michelle Tierney, Karen McIntire, Leanndra Ross* (Tribal Drum) | | | | | |
| 5-6 p.m. | **Tour of Anchorage Native Primary Care Center** | | | | | |

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| **7-8 a.m.** | **Breakfast** | | | | |
| **7:15-8 a.m.** | **Breakfast Sponsored Presentation** - PULS Test: *Heart Disease Prevention to Decrease Costs and Improve Outcomes* | | | | |
| | Join Dr. Doug Harrington from T-Creek Research & Diagnostics Lab for breakfast and an informative session on the new, innovative **P**rotein **U**nstable **L**esion **S**ignature Cardiac Test (PULS). PULS predicts the risk of a heart attack in the next five years by measuring bio-markers of the body's immune system response to endothelial damage/inflammation. In this session, learn how this tool provides a baseline for providers, empowering them to design wellness plans and better support patients to prevent heart disease. | | | | |
| **8-9 a.m.** | **Plenary: Behavioral Health** *April Kyle, Chelsa Dorman* | | | | |
| **9-9:15 a.m.** | **Break, Strategic Planning Software Demos Available** | | | | |
| **9:15-10:30 a.m.** | **Population Based Case Management** [Beginner] *Brenda Cook, Chelsea Ryan, Danelle Stein* (Anchor) Traditional case management is usually diagnosis or cost based, often posing obstacles to the provider/customer relationship and fragmenting care. SCF's whole-person case management model fosters relationships, integrates chronic and preventative care and emphasizes shared responsibility. In this session, learn the roles, processes and best practices for whole-person case management. | **Advanced Behavioral Health Care Implementation and Applications** [Intermediate] *Melissa Merrick, Sarah Switzer, Roger Fox* (Driftwood) Preparing primary care providers and behaviorists to work collaboratively requires new roles, steps and screening tools. A consulting psychiatrist in a primary care team can increase access, address complicated visits, and play an integral role in collaboration with behavioral health consultants. In this session, learn the steps for fully integrating behavioral health and psychiatry, including reorientation for primary care teams and new roles and processes. | **Using the Voice of the Customer to Drive Improvement** [Beginner] *Cheryl Leonard, Christopher Koski* (Salmon) Being customer-driven is a top priority for most health care organizations. Surveys are mailed or offered after visits to identify opportunities to improve. Then what? In this session, review how customer-ownership at SCF has shaped efforts to listen and respond to the voice of the customer. | **Onboarding Programs That Increase Satisfaction, Productivity and Retention** [Intermediate] *Brenda Metrokin, LJ Noreen, Jessica Smith* (Kayak) Onboarding and orientation programs may seem costly, but the investment results in employees who understand corporate culture; feel connected and confident; are ready to hit the ground running; and are more likely to stay with the company. In this session, learn about the various onboarding and orientation programs offered at SCF. | **Engaging the Community to Own and Design the Health System** [Intermediate] *Katherine Gottlieb* (Tribal Drum) Health care organizations built around and tailored to the communities they serve are incredibly successful at addressing the needs of their customer-owners. This approach is foundational to everything we do at SCF, and is a core value of leadership at the organization. Dr. Katherine Gottlieb, President/CEO, will discuss how SCF listens to and incorporates the feedback of our 65,000 customer-owner voices. |
| **10:30-10:45 a.m.** | **Break, Strategic Planning Software Demos Available** | | | | |
| **10:45-Noon** | **Medication Assisted Treatment: Addressing Substance Abuse in Primary Care** [Intermediate] *Melissa Shein, Kristin Allmaras* (Kayak) According to the NIH National Institute on Drug Abuse, an estimated 2.1 million people in the United States suffering from substance use disorders related to prescription opioid pain relievers in 2012 and an estimated 467,000 are addicted to heroin. Medicated Assisted Treatment delivery in primary care, in conjunction with opioid treatment programs and behavioral therapy, can increase access to valuable treatments. In this session, learn SCF's whole person, integrated approach to substance abuse, and the challenges and successes of providing medicated assisted treatment. | **Advanced Behavioral Health Care Implementation and Applications CONTINUED** [Intermediate] *Melissa Merrick, Sarah Switzer, Roger Fox* (Driftwood) | **Managing Change and Innovation** [Intermediate] *Karen McIntire, Dr. Michelle Tierney, Sharon Fenn* (Tribal Drum) Everyone says they love change until it happens to them. Change is a difficult process – especially so in health care. At SCF, we've been changing for the last 20 years, and continue to do so every day. In this session, learn SCF's tools used to facilitate change across an organization while balancing the needs of customer-owners and employees. | **Using Data for Improvement** [Intermediate] *David Fenn, Mike Hirst, Anna King* (Salmon) To use the wealth of data that health care organizations have access to, the information must be standardized, actionable, easy to understand, and secure. Processes must be in place to manage the information and prioritize what's being collected. In this session, learn SCF's approach to data and using it for improvement. | **Compliance & Quality: Supporting Operational Excellence** [Beginner] *Denise Morris, Michelle Aregood, Dr. Donna Galbreath* (Halibut) Issues of quality, compliance, and ethics are foundational for any organization. Instead of behaving like the corporate police, SCF's Quality Assurance and Corporate Compliance use a team-based structure to partner with customer-owners and organizational partners to answer questions, resolve issues, and serve as a resource at all levels of the organization. In this session, learn the SCF approach and run through interactive scenarios that illustrate how strong relationships facilitate this type of work. **Identifying High Risk Patients in Pediatrics** [Beginner] *Pam Finch, Emi Williams, Steve Tierney* (Anchor) Prior to creation of a new system, SCF's Pediatrics manually tracked care coordination in spreadsheets; these spreadsheets varied by teams and were not accessible to other providers, which created care management and continuity disruptions. In this session, discover the Nuka system that identifies and categorizes complex chronic conditions among our pediatric population and creates actionable tracking lists, accessible by any SCF health care provider, to ensure continuity and systematic care delivery. |
| **Noon-1:30 p.m.** | **Lunch  Tours Available at the Anchorage Native Primary Care Center, Strategic Planning Software Demos Available** | | | | |
| **1:30-2:45 p.m.** | **Culturally Appropriate Alternatives: Traditional Healing in Primary Care** [Beginner] ] *Buz Daney, Frances Wallis, Angela Michaud, Jessie Takak* (Driftwood) Health care organizations often struggle to provide services that help customers address acute pain, manage chronic pain, and cope with stress and grief. In this session, discover how SCF offers culturally appropriate alternatives through traditional healing and integrates spirituality into the healing process. | **Learning Circles: Bringing People Together** [Intermediate] *Bobbi Outten, Kyle Newman* (Salmon) Support groups, called "learning circles" at SCF, provide effective opportunities for personal growth and wellness on topics ranging from grief and loss, substance recovery support, anxiety, and other life support. In this session, discover SCF's method for providing more than 80 learning circles and learn the steps for starting your own group program. | **Integrating the Baldrige Framework for Continuous Improvement** [Intermediate] *Sharon Fenn, Tamara Brown* (Halibut) Baldrige criteria are a valuable framework for health care organizations. In 2011, SCF received the Malcolm Baldrige National Quality Award. In this session, discover SCF's journey and how the Baldrige framework influences continuous improvement. | **How SCF Uses Coaching to Drive Performance, Learning and Teamwork** [Intermediate] *Kristi Brenock-Leduc, Karen McIntire* (Anchor) With relationships, optimistic stance, and a genuine learner-led learning approach at its core, SCF's unique coaching approach facilitates the continuous development of employees. In this session, learn how SCF's coaching approach applies to performance management, individual learning and growth, and even personal development. | **Customer-Owner Panel** (Tribal Drum) **Optimizing High Quality Care in Remote Locations** [Beginner] *Donna Galbreath, Martha Cotton, Michelle Baker* (Kayak) How does a rural health care organization meet the needs of a community with limited resources? SCF operates several federally qualified health centers (three of which are certified Level III Patient Centered Medical Home by the NCQA) and provides care in more than 55 rural villages with tools like telemedicine, tele-behavioral health, and more. In this session, discover solutions that keep customers close to home. Learn how to scale best practices to fit the unique challenges of a small community. |
| **2:45-3 p.m.** | **Break, Strategic Planning Software Demos Available** | | | | |
| **3-3:30 p.m.** | **Closing** *Katherine Gottlieb, President/CEO, Southcentral Foundation* | | | | |
| **3:30 p.m.** | **Tour of Anchorage Native Primary Care Center** | | | | |