7th ANNUAL NUKA SYSTEM OF CARE CONFERENCE

DAY 1  JUNE 22, 2017

7-8 a.m.  Registration & Breakfast

7:45-8:45 a.m.  Optional Wellness Activity: Morning Walk  Southcentral Foundation Health Education Department

8-8:30 a.m.  Welcome & Blessing

8:30-9:30 a.m.  Keynote: Nuka System of Care  Dr. Katherine Gottlieb, President/CEO, Southcentral Foundation

9:30-10:30 a.m.  Plenary: Integrated Care Delivery  Dr. Douglas Eby

10:30-10:45 a.m.  Break

10:45-11:45 a.m.  Concurrent Session 1

10:45-11:45 a.m.  Concurrent Session 2

Noon-1 p.m.  Lunch & Tours Available at the Anchorage Native Primary Care Center

1-2 p.m.  Keynote  Dr. David Lundy, Health Strategy Adviser, Health Share of Oregon

2:20-2:25 p.m.  Break

2:50-3:30 p.m.  Concurrent Session 2

3:30-4:35 p.m.  Break

3:45-4:45 p.m.  Plenary: Redesigning Behavioral Health  April Kyle, Chelsea Dorman, KJ Worbe

7-8 a.m.
Registration & Breakfast

7:45-8:45 a.m.
Optional Wellness Activity: Morning Walk  Southcentral Foundation Health Education Department

8-8:30 a.m.
Welcome & Blessing

8:30-9:30 a.m.
Keynote: Nuka System of Care  Dr. Katherine Gottlieb, President/CEO, Southcentral Foundation

9:30-10:30 a.m.
Plenary: Integrated Care Delivery  Dr. Douglas Eby

10:30-10:45 a.m.
Break

10:45-11:45 a.m.
Concurrent Session 1
From Theory to Practice: Integrated Care Teams in Action
[Intermediate]  Steve Tierny, Gull Prickett, Tom Mitchell
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.

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.

Improvement Culture: Empowering Employees Through Organizational Structure  [Beginner]  Sharon Fern, Barbara Sappuh
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]  Brenda Metrotkin, Larissa Aaberg, Gull Prickett
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 change at SCF is tailored to the customer’s needs—by being relationship focused, discipline specific, multi-faceted, and collaborative. In this session, learn the unique structure and dynamic processes that support a comprehensive approach to learning and development.

Managing Change and Innovation  [Beginner]  Michelle Tierney, Karen McIntire
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.

Creating Effective Social Campaigns to Influence Healthy Behaviors  [Beginner]  Laurie Wiese, Katie Montanelli
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.

11:45 a.m.-12:30 p.m.
Concurrent Session 2

Population Based Case Management  [Beginner]  Brenda Cook, Chelsea Ryan
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.

Introduction to Behavioral Health Care Integration  [Beginner]  Rebecca Vale, Evie Mujice-Larson
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 toward bridging primary care with behavioral health.

Data 101: Staffing and Systems for Effective Management  [Beginner]  Steve Tierny, Joe Ambrosio, Charles Fletcher
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 solo, 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]  Carolyn Hans, Patricia Sizys
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 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 unique structure and dynamic processes that support a comprehensive approach to learning and development.

Raising the Bar: The Board’s Role in Whole System Transformation  [Intermediate]  SCF Board of Directors, Katherine Gottlieb
A strong, transparent relationship between senior leadership 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 Baldridge award winning health system. In this session, SCF President/CEO Dr. Katherine Gottlieb and SCF’s Board of Directors will discuss their work and lead a participant-driven question and answer session.

Using the Voice of the Customer to Drive Improvement  [Beginner]  Elizabeth Rasmussen, Alexandria Mullan
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.
DAY 2 | JUNE 23, 2017

6:45-7:45 a.m. Optional Wellness Activity: Yoga Southcentral Foundation Health Education Department

8-9 a.m. Plenary: Customer-Owner Panel

9-10:15 a.m.

Concurrent Session 3

Advanced Behavioral Health Care Integration: Implementation and Applications
Melissa Merrick, Sarah Switzer, Shale Coleman, Roger Fox
Preparing primary care providers and behavioral health services to work collaboratively requires new roles, steps and success metrics. 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 into primary care teams and the new roles and processes.

Tools and Processes for Strategically Integrating Improvement Work
Melanie Binion, Katherine Gottlieb
Health care organizations are undergoing rapid change. Change doesn’t always lead to improvement. In this session, learn how SCF aligns various improvement tools such as the Model for Improvement and tests changes on a small scale using Plan-Do-Study-Act (PDSA) cycles and Baldrige.

Onboarding Programs That Increase Satisfaction, Productivity, and Retention
Solveig Johnson, Dorothy Feredenb, Shirley Tuzzoloyer
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
Katherine Gottlieb
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 6,500 customer-owner voices.

Culturally Appropriate Alternatives: Traditional Healing in Primary Care
Buz Daney, Tara Durand, Lois Low, Mary Seal
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.

9:15-10:30 a.m. Break

10:15-11:45 a.m.

Concurrent Session 4

Medicated Assisted Treatment: Addressing Opioid Abuse in Primary Care
Verlyn Corbett, Shale Coleman, Whitney Branshaw, Kristin, Allmaras
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 65,000 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 mediated assisted treatment.

Facility Design that Promotes Health Care Delivery
Doug Eby, James Sears, Melanie Binion
As primary care changes, facilities must be redesigned to meet changing organizational needs and strategies. Facility design affects efficiency and collaborative care by either supporting or hindering team communication. In this session, learn how SCF’s intentional and culturally-driven facility design fosters relationships and influences wellness.

Session 3

Lunch & Tours Available at the Anchorage Native Primary Care Center

11:45 a.m.-12:45 p.m.

Concurrent Session 5

Laying the Groundwork for Effective EHR Implementation and Management
Steve Tierney, Melanie Binion
An organizational foundation for your electronic health records (EHR) is critical in bridging the gap between IT and clinicians, eliminating silos, clarifying roles, and managing data. In this session, discover how SCF has designed its EHR groundwork and learn the steps for successful implementation and management.

Learning Circles: Bridging People Together
KJ Worby, Sandy Bohling
Support groups, called “learning circles,” at SCF, provide effective opportunities for personal growth and wellness 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 the learn the steps for starting your own group program.

Integrating the Baldrige Framework for Continuous Improvement
Barbara Sappoh, Tiffany Gunn
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
Kristi Brenock-Leduc, Karen McIntire
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 personal development.

Leadership Principles That Build a Culture of OWNERSHIP
Katherine Gottlieb
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.

Optimizing High Quality Care in Remote Locations
Donna Galbreath, Sonda Tepoton, Martha Gotten
How does a rural health care organization meet the needs of a community with limited resources? SCF operates several federally qualified health center clinics (three of which are certified Level III Patient Centered Medical Home by the NCQA) and provides care in more than 50 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.

11:45 a.m.-12:45 p.m. Lunch & Tours Available at the Anchorage Native Primary Care Center

12:45-1:45 p.m. Plenary: Workforce Development

1:45-2 p.m. Break

2:31:5 p.m.

Concurrent Session 5

Laying the Groundwork for Effective EHR Implementation and Management
Steve Tierney, Melanie Binion
An organizational foundation for your electronic health records (EHR) is critical in bridging the gap between IT and clinicians, eliminating silos, clarifying roles, and managing data. In this session, discover how SCF has designed its EHR groundwork and learn the steps for successful implementation and management.

Learning Circles: Bridging People Together
KJ Worby, Sandy Bohling
Support groups, called “learning circles” at SCF, provide effective opportunities for personal growth and wellness 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 the learn the steps for starting your own group program.

Integrating the Baldrige Framework for Continuous Improvement
Barbara Sappoh, Tiffany Gunn
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
Kristi Brenock-Leduc, Karen McIntire
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 personal development.

Leadership Principles That Build a Culture of OWNERSHIP
Katherine Gottlieb
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.

Optimizing High Quality Care in Remote Locations
Donna Galbreath, Sonda Tepoton, Martha Gotten
How does a rural health care organization meet the needs of a community with limited resources? SCF operates several federally qualified health center clinics (three of which are certified Level III Patient Centered Medical Home by the NCQA) and provides care in more than 50 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.

3:15-3:30 p.m. Break

3:30-4:30 p.m. Keynote: Casey Cooper, CEO, Cherokee Indian Hospital

Closing Plenary: Dr. Katherine Gottlieb, President/CEO, Southcentral Foundation