NUKA HEALTH CARE INNOVATION CONFERENCE - OREGON
Presenters: Katherine Gottlieb, Doug Eby, Michelle Tierney, April Kyle

Day 1
October 23, 2017

7-8:30 a.m.	Registration and Coffee, Continental Breakfast, Exhibitors Open
8:30-8:45 a.m.	**Blessing and Welcome**
8:45-10 a.m.	**Nuka System of Care Overview** *Katherine Gottlieb, MBA, DPS, LHD* • Discuss the SCF Nuka System of Care transformation • Discuss SCF practices in a community driven health care system • Examine the effects of health outcomes and design aspects of a customer-owner health care delivery system • Define SCF's successes and challenges on instituting change
10-10:15 a.m.	Break with Exhibitors

10:15 a.m.-12:15 p.m. (2 hours)	CONCURRENT WORKSHOPS	
	Workforce Development • Examine SCF's relationship-based approach to Human Resources • Identify SCF's workforce competencies and their role in interviewing, performance development plans, and performance evaluation to support the vision and mission • Define the use of onboarding as a tool in promoting career development throughout the workforce • Describe SCF's learning and development philosophy, structures, processes and workforce support	**Integrated Care Delivery** • Compare differences between traditional health care systems and integrated health care systems • Identify the different integrated care team roles and how they contribute to the team • Examine the structures that support the team-based environment • Define SCF's relationship-based approach for overcoming barriers to teamwork and customer-driven care

12:15-1:30 p.m.	Lunch, Exhibitors Open

1:30-3:30 p.m. (2 hours)	CONCURRENT WORKSHOPS	
	Using Data for Improvement • Review SCF's journey to building a data quality platform • Examine methods for workflow versus outcome focused practice • Provide key steps to consider when building or growing your own information strategy • Discuss what is done if data shows performance is not acceptable • Examine segmentation of high utilizers to optimize resources	**Workforce Development** • Examine SCF's relationship-based approach to Human Resources • Identify SCF's workforce competencies and their role in interviewing, performance development plans, and performance evaluation to support the vision and mission • Define the use of onboarding as a tool in promoting career development throughout the workforce • Describe SCF's learning and development philosophy, structures, processes and workforce support

3:30-3:45 p.m.	Break with Exhibitors
3:45-4:30 p.m.	**Closing Plenary and Q&A** *Katherine Gottlieb, MBA, DPS, LHD*

8-9 a.m.	Continental Breakfast, Exhibitors Open
9-10:45 a.m.	**Guest Keynote** *Thomas Bodenheimer MD, MPH*
10:45-11 a.m.	Break
11 a.m.-12:15 p.m.	**Leadership Principles That Build a Culture of OWNERSHIP** *Katherine Gottlieb* - Describe SCF's leadership principles of OWNERSHIP - Describe how these principles apply on the job - Explore applying these leadership principles
12:15-1:30 p.m.	Lunch, Exhibitors Open

1:30-3:30 p.m. (2 hours)	**CONCURRENT WORKSHOPS**	
	Strategic Planning and Improvement - Determine ways that accessing the voice of the customer helps in the improvement cycle - Identify structures which support deploying improvement initiatives - Explain how SCF's strategic approach to improvement supports our journey to achieve the vision and mission - Describe how SCF applies the Baldrige framework and uses Baldrige feedback as a tool for continuous improvement - Learn about the tools & systems SCF uses to facilitate change	**Behavioral Health** - Define and explore models of behavioral health integration - Describe SCF's approach to behavioral health integration and where it is implemented - Identify how addressing trauma leads to improved health outcomes - Explore common clinical issues addressed, and the standard screening tools used - Examine how SCF addresses immediate needs, treatment or referral, and continuing support for those struggling with substance use

3:30-3:45 p.m.	Break
3:45-4:30 p.m.	**Closing Plenary and Q&A** *Katherine Gottlieb, MBA, DPS, LHD*

LOCATION & REGISTRATION

Portland Art Museum
1219 SW Park Ave

$699 per person
CMEs available