

# 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.	<b>Blessing and Welcome</b>	
8:45-10 a.m.	<b>Nuka System of Care Overview</b> <i>Katherine Gottlieb</i> <ul style="list-style-type: none"><li>• Discuss the SCF Nuka System of Care transformation</li><li>• Discuss SCF practices in a community driven health care system</li><li>• Examine the effects of health outcomes and design aspects of a customer-owner health care delivery system</li><li>• Define SCF's successes and challenges on instituting change</li></ul>	
10-10:15 a.m.	Break with Exhibitors	
10:15 a.m.-1 p.m.	<b>CONCURRENT WORKSHOPS</b> <b>Workforce Development</b> <ul style="list-style-type: none"><li>• Examine SCF's relationship-based approach to Human Resources</li><li>• Identify SCF's workforce competencies and their role in interviewing, performance development plans, and performance evaluation to support the vision and mission</li><li>• Define the use of onboarding as a tool in promoting career development throughout the workforce</li><li>• Describe SCF's learning and development philosophy, structures, processes and workforce support</li></ul>	<b>Integrated Care Delivery</b> <ul style="list-style-type: none"><li>• Compare differences between traditional health care systems and integrated health care systems</li><li>• Identify the different integrated care team roles and how they contribute to the team</li><li>• Examine the structures that support the team-based environment</li><li>• Define SCF's relationship-based approach for overcoming barriers to teamwork and customer-driven care</li></ul>
1-2:15 p.m.	Lunch, Exhibitors Open	
2:15-3:30 p.m.	<b>CONCURRENT WORKSHOPS</b> <b>Using Data for Improvement</b> <ul style="list-style-type: none"><li>• Review SCF's journey to building a data quality platform</li><li>• Examine methods for workflow versus outcome focused practice</li><li>• Provide key steps to consider when building or growing your own information strategy</li><li>• Discuss what is done if data shows performance is not acceptable</li><li>• Examine segmentation of high utilizers to optimize resources</li></ul>	<b>Workforce Development</b> <ul style="list-style-type: none"><li>• Examine SCF's relationship-based approach to Human Resources</li><li>• Identify SCF's workforce competencies and their role in interviewing, performance development plans, and performance evaluation to support the vision and mission</li><li>• Define the use of onboarding as a tool in promoting career development throughout the workforce</li><li>• Describe SCF's learning and development philosophy, structures, processes and workforce support</li></ul>
3:30-3:45 p.m.	Break with Exhibitors	
3:45-4:30 p.m.	<b>Closing Plenary and Q&amp;A</b> <i>Katherine Gottlieb</i>	

**Day 2**  
October 24, 2017

<b>8-9 a.m.</b>	Continental Breakfast, Exhibitors Open	
<b>9-10 a.m.</b>	<b>Guest Keynote</b>	
<b>10-11:30 a.m.</b>	<b>Leadership Principles That Build a Culture of OWNERSHIP</b> <i>Katherine Gottlieb</i> <ul style="list-style-type: none"><li>• Describe SCF's leadership principles of OWNERSHIP</li><li>• Describe how these principles apply on the job</li><li>• Explore applying these leadership principles</li></ul>	
<b>11:30 a.m.-1 p.m.</b>	Lunch, Exhibitors Open	
<b>1-4:30 p.m.</b>	<b>CONCURRENT WORKSHOPS</b> <b>Strategic Planning and Improvement</b> <ul style="list-style-type: none"><li>• Determine ways that accessing the voice of the customer helps in the improvement cycle</li><li>• Identify structures which support deploying improvement initiatives</li><li>• Explain how SCF's strategic approach to improvement supports our journey to achieve the vision and mission</li><li>• Describe how SCF applies the Baldrige framework and uses Baldrige feedback as a tool for continuous improvement</li><li>• Learn about the tools &amp; systems SCF uses to facilitate change</li></ul>	<b>Behavioral Health</b> <ul style="list-style-type: none"><li>• Define and explore models of behavioral health integration</li><li>• Describe SCF's approach to behavioral health integration and where it is implemented</li><li>• Identify how addressing trauma leads to improved health outcomes</li><li>• Explore common clinical issues addressed, and the standard screening tools used</li><li>• Examine how SCF addresses immediate needs, treatment or referral, and continuing support for those struggling with substance use</li></ul>
<b>4:30-5 p.m.</b>	<b>Closing Plenary and Q&amp;A</b> <i>Katherine Gottlieb</i>	

**LOCATION & REGISTRATION**

Portland Art Museum  
1219 SW Park Ave

\$699 per person  
CMEs available