**DAY 1 | JUNE 22, 2017**

**7-8 a.m.** Registration & Breakfast

**7:45 a.m.** Optional Wellness Activity: Morning Walk

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

**8:30-9:30 a.m.** Keynote: Nuka System of Care

**9:30-10:30 a.m.** Plenary: Workforce Development

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

**10:45-Noon** Concurrent Session 1


- **Family Wellness Warriors Initiative: Addressing Domestic Violence, Child Abuse and Child Neglect** [Beginner] Judy Anderson

- **Improvement Culture: Empowering Employees Through Organizational Structure** [Beginner] Sharon Fern, Barbara Sappah

- **Improvement Culture: Empowering Employees Through Organizational Structure** [Beginner] Marcel Bergeron

**10-Noon** Noon Break

**1-2 p.m.** Concurrent Session 2

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

- **Introduction to Behavioral Health Care Integration** [Beginner] Rebecca Vale, Eile Mijuce-Larson

- **Behavioral health needs presented in primary care make up a majority of visits.**

- **Introduction to Behavioral Health Care Integration** [Beginner] Steve Tierney, Joe Ambrasio, Charles Fletcher

- **The widespread implementation of electronic health records (EHRs) has resulted in an increased need for staffing solutions.**

- **Data 101: Staffing and Systems for Effective Management** [Beginner] Steve Tierney, Michelle Tierney, Karen McIntire

- **Human(ity) Resources: Relationship-Based HR Model** [Beginner] Carolyn Hans, Patricia Selzys

- **Human(ity) Resources: Relationship-Based HR Model** [Beginner] Sharron Fenn, Barbara Sappah

**2:15-3:30 p.m.** Concurrent Session 2

- **Improvement Culture: Empowering Employees Through Organizational Structure** [Beginner] Marcel Bergeron

- **Improvement Culture: Empowering Employees Through Organizational Structure** [Beginner] Steve Tierney

- **Improvement Culture: Empowering Employees Through Organizational Structure** [Beginner] Michelle Tierney, Karen McIntire

- **Data 101: Staffing and Systems for Effective Management** [Beginner] Steve Tierney, Michelle Tierney, Karen McIntire

- **Human(ity) Resources: Relationship-Based HR Model** [Beginner] Carolyn Hans, Patricia Selzys

**3:30-4:15 p.m.** Break

**3:45-4:45 p.m.** Plenary: Redesigning Behavioral Health

- **Plenary: Redesigning Behavioral Health** April Kyle, Chelsea Dorman, KJ Worby
**DAY 2 JUNE 23, 2017**

<table>
<thead>
<tr>
<th>6:45-7:45 a.m.</th>
<th>Optional Wellness Activity: Yoga Southcentral Foundation Health Education Department</th>
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<tr>
<td>8-9 a.m.</td>
<td>Plenary: Customer-Owner Panel</td>
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**9:01 a.m.**

**Concurrent Session 3**

*Facility Design that Promotes Health Care Delivery [Beginner]*
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.

**Concurrent Session 4**

*Medicated Assisted Treatment: Addressing Opioid Abuse in Primary Care [Intermediate]*
Verlyn Corbett, Shane Coleman, Whitney Branshaw, Kristin, Allmaras
According to the NIH National Institute on Drug Abuse, an estimated 2.1 million people in the United States suffer from substance use disorders related to prescription opioid pain relievers in 2010 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 meditated assisted treatment.

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<tr>
<th>10:15-10:30 a.m.</th>
<th>Break</th>
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<tr>
<td>10:30-11:45 a.m.</td>
<td><strong>Concurrent Session 4</strong></td>
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**Plenary: Dr. Douglas Eby**

**Break**

**Concurrent Session 5**

*Laying the Groundwork for Effective EHR Implementation and Management [Beginner]*
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 maximizing data. In this session, discover how SCF has designed its EHR groundwork and learn the steps for successful implementation and management.

**Learning Circles: Bringing People Together [Intermediate]**
KJ Worby, Bobbi Outten
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 Baldridge Framework for Continuous Improvement [Intermediate]**
Barbara Sappoth, Tiffany Gunn
The Baldridge framework criteria are a valuable framework for health care organizations. In 2011, SCF received the Malcolm Baldridge National Quality Award. In this session, discover SCF’s journey and how the Baldridge framework influences continuous improvement.

**How SCF Uses Coaching to Drive Performance, Learning and Teamwork [Intermediate]**
Kristi Bereen-Leduc, Karen McIntire
With relationships, optimism, and a genuine learning and coaching 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.

**Leadership Principles That Build a Culture of OWNERSHIP [Intermediate]**
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, learn how these principles and how they will guide the organization’s work for the future.

**Optimizing High Quality Care in Remote Locations [Beginner]**
Donna Galbreath, Sonda Tetpon, Martha Gotten
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.

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<tr>
<th>11:45 a.m.-12:45 p.m.</th>
<th>Lunch &amp; Tours Available at the Anchorage Native Primary Care Center</th>
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<tr>
<td>12:45-1:05 p.m.</td>
<td>Plenary: Integrated Care Delivery Dr. Douglas Eby</td>
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<td>1:05-2 p.m.</td>
<td>Break</td>
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**2:31-5 p.m.**

**Concurrent Session 5**

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

**Break**

**Concurrent Session 5**

**3:30-4:30 p.m.**

Keynote: Casey Cooper, CEO, Cherokee Indian Hospital

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