<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Speaker</th>
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<tbody>
<tr>
<td>8:30 a.m.</td>
<td>Welcome &amp; Blessing (Tribal Drum)</td>
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<td>8:30-9:30 a.m.</td>
<td>Plenary: Nuka System of Care Dr. Katherine Gottlieb, President/CEO, Southcentral Foundation (Tribal Drum)</td>
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<tr>
<td>9:30-9:45 a.m.</td>
<td>Break</td>
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<td>9:45-10:45 a.m.</td>
<td>Plenary: Derek Feely, President/CEO, Institute for Healthcare Improvement (Tribal Drum)</td>
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<td>10:45-11 a.m.</td>
<td>Break</td>
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<td>11 a.m. - 12:15 p.m.</td>
<td>Nuka Strategic Planning Process [Intermediate] Sherrilyn Westdahl, Sondra Tetpon (Driftwood)</td>
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<td>12:15 p.m.</td>
<td>Plenary: Integrated Care Delivery Dr. Donna Gallbreath, Dr. Douglas Eby (Tribal Drum)</td>
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<td>12:15-1:15 p.m.</td>
<td>Lunch</td>
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<td>1:15-2:15 p.m.</td>
<td>Break</td>
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<td>2:15-3:45 p.m.</td>
<td>From Theory to Practice: Integrated Care Teams in Action [Intermediate] Ryan McWilliams, Tisha Benson, Tessie Estes (Anchor)</td>
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<td>3:45-4 p.m.</td>
<td>Break</td>
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<td>4:5 p.m.</td>
<td>Plenary: Workforce Development Dr. Michelle Tierney, Karen McIntire, Leanndra Ross (Tribal Drum)</td>
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<td>5:6 p.m.</td>
<td>Tour of Anchorage Native Primary Care Center</td>
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Day 2  June 21, 2019

7:00 a.m. Breakfast

7:15-8:00 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 Protein Unstable Lesion Signature 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.

8:00 a.m. Plenary: Behavioral Health April Kyle, Chelsa Dorman

9:15-10:00 a.m. Break

9:15-10:30 a.m. Population Based Case Management [Beginner] Brenda Cook, Chelsea Ryan, Danielle Stein [Anchor] Traditional case management is usually diagnosis or cost based, often proving 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 behavioralists 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 Methot, Lj Norren, 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.

10:30-11:00 a.m. Break

10:45-11:45 a.m. Medication Assisted Treatment: Addressing Substance Abuse in Primary Care [Intermediate] Melissa Shein, Kristin Allmanas (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 2015 and an estimated 67,000 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 [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 Hirt, 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 Angood, 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 SCF’s approach and run through interactive scenarios that illustrate how strong relationships facilitate this type of work.

11:45-12:15 p.m. Break

12:15-1:00 p.m. Lunch Tours Available at the Anchorage Native Primary Care Center

1:30-2:45 p.m. Culturally Appropriate Alternatives: Traditional Healing in Primary Care [Beginner] Buzz Danyel, 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 Gatten, 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 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 Baldwin Framework for Continuous Improvement [Intermediate] Sharon Fenn, Tamara Brown (Halibut)
Baldwin criteria are valuable frameworks for health care organizations. In 2011, SCF received the Malcolm Baldrige National Quality Award. In this session, discover SCF’s journey and how the Baldwin 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]

2:45-3:30 p.m. Break

3:30-4:30 p.m. Closing Dr. Katherine Gottlieb, President/CEO, Southcentral Foundation

3:30 p.m. Tour of Anchorage Native Primary Care Center

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.