



2011 Many Faces of Community Health

Building Blocks for Better Health

Thursday, October 27, 2011

7:30-8:00 am	Registration/Continental Breakfast	MN Valley Ballroom Foyer & Balcony
8:00-8:30 am	Welcome & Introductions	MN Valley Ballroom
8:30-9:45 am	Keynote: <i>The March to Accountable Care Organizations</i>	MN Valley Ballroom
9:45-10:00 am	2011 Legislator of the Year Award	MN Valley Ballroom
10:00-10:30 am	Break/Exhibits Open	MN Valley Ballroom Foyer
10:30-12:00 pm	CONCURRENT SESSIONS I:	
	A. <i>Hear Ye! Hear Me! Program on Hearing Loss in Older Adults</i>	Owl Overlook
	B. <i>Save Our Sons! CHW Impact on Men's Health in Underserved Communities</i>	Wood Duck Pond
	C. <i>Health Care Homes: Lessons Learned from NorthPoint Health & Wellness</i>	MN Valley Ballroom IV
	D. <i>Revenue Modeling in the New Normal</i>	White Pelican Bay
12:00-1:15 pm	Lunch	MN Valley Ballroom
1:15-2:45 pm	CONCURRENT SESSIONS II:	
	A. <i>Strategies for Preventing Obesity and Chronic Disease in Primary Care</i>	MN Valley Ballroom IV
	B. <i>Within Our Reach: Increasing Colorectal Cancer Screening Rates</i>	Owl Overlook
	C. <i>Panel Management: From Oil Changes to Engine Overhaul</i>	White Pelican Bay
	D. <i>Participating in a Health Information Exchange</i>	Wood Duck Pond
2:45-3:15 pm	Break/Exhibits Open	MN Valley Ballroom Foyer & Balcony
3:15-3:30 pm	Recess!	MN Valley Ballroom
3:30-5:00 pm	Plenary Session: <i>Perspectives on Integrating Behavioral Health and Primary Care</i>	MN Valley Ballroom
5:00-8:00 pm	Evening Reception & ICSI 2011 James L. Reinertsen Lecture	MN Valley Ballroom

Friday, October 28, 2011

7:30-8:00 am	Registration/Continental Breakfast/Exhibits Open	MN Valley Ballroom Foyer & Balcony
8:00-9:30 am	Keynote: <i>Building Your Practice of Leadership</i>	MN Valley Ballroom
9:30-10:00 am	2011 Bruce Zimmerman Diabetes Award	MN Valley Ballroom
10:00-10:30 am	Break/Exhibits Open	MN Valley Ballroom Foyer & Balcony
10:30-12:00 pm	CONCURRENT SESSIONS	
	A. <i>Teach-Back: What Does Your Patient Really Understand?</i>	Wood Duck Pond
	B. <i>Your Patients "Medication Experience" and How to Build Better Adherence</i>	White Pelican Bay
	C. <i>Living with HIV: Supporting People in their Communities</i>	Owl Overlook
	D. <i>Shutdowns and Debt Ceilings: Federal and State Policy Update</i>	MN Valley Ballroom IV
12:00-12:15 pm	Box Lunch Distribution	MN Valley Ballroom Foyer
12:15-2:15 pm	WORKSHOP: <i>Helping Patients Change Behavior: Why Does Motivational Interviewing Work?</i>	MN Valley Ballroom

HOTEL FLOORPLAN DIAGRAM ON INSIDE FRONT COVER OF CONFERENCE PROGRAM

Continuing Education

AMA PRA Category 1 Credit™

This activity has been planned and implemented in accordance with the Essential Areas and Policies of the Minnesota Medical Association (MMA) through the joint sponsorship of Stratis Health and Many Faces of Community Health Conference partners. Stratis Health is accredited by the MMA to provide continuing medical education for physicians.

Stratis Health designates this educational activity for a maximum of **13.00 hours of AMA PRA Category 1 Credit**™. Physicians should claim credit commensurate with the extent of their participation in the activity.

Nursing Contact Hours



This program is co-provided with the Minnesota Nurses Association which is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation. ***up to 12.5 ANCC contact hours** will be awarded to nurses attending this educational activity (7.5 Day 1; 5.0 Day 2) *equivalent up to **15.0 Minnesota Board of Nursing contact hours** (9.0

Day 1; 6.0 Day 2)

Dietitian Continuing Education Credits: We offer **11 hours** of dietitian continuing professional education units.

Faculty and Planning Committee Disclosure:

To comply with ACCME Standards for Commercial Support, Stratis Health requires faculty members to disclose the existence of any significant financial interest or other relationship with companies whose products or services are related to the subject matter of the presentation.

Each faculty member has submitted a signed disclosure form. No faculty or planning committee member has a financial relationship to disclose that could be perceived as a real or apparent conflict of interest in the context of their presentation; nor will any speaker be discussing research or unlabeled uses of commercial products.

Welcome

Welcome to the sixth annual Many Faces of Community Health conference where we will explore ways to improve care and reduce health disparities in underserved populations and among those living in poverty. *Many Faces* covers clinical, public policy, and management topics that impact quality improvement and health disparities in primary care settings. Presenters are experienced in working with populations who face significant health disparities in both rural and urban areas of Minnesota – such as American Indians, Latinos, recent immigrants, the elderly, persons with low-income, and the uninsured. The conference emphasizes sharing practical tools, tips, and resources, as well as providing useful information, inspiration, and networking opportunities.

About the 2011 Conference

Our 2011 theme is “**Building Blocks for Better Health.**” Over the next two days, we will look at many of the elements coming together under health care reform such as health care homes, integrating behavioral health and primary care, use of electronic health records (EHR) to support health care home and improve quality, accountable care organizations (ACOs), and more.

Overall Conference Objectives

Upon completion of this conference, participants will be able to:

1. Describe the impact of health care reform and universal coverage on safety net providers and underserved populations in Minnesota
2. Recognize how national and state health care reform will affect access, quality and reimbursement
3. Identify external resources to help adapt to the challenges of operating within the reform environment
4. Summarize a variety of clinical interventions to reduce health disparities

Apply What You Learn

Our conference strives to offer practical tools, tips and resources, share useful information, and provide inspiration and networking opportunities. Check out our website for speaker handouts and a bibliography on related topics, tools, and resources: <http://manyfacesconference.org>.

ACKNOWLEDGMENTS

We extend our thanks to following people for their valuable contributions to this conference:

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Conference partners for *Many Faces of Community Health* are:



Minnesota Association of Community Health Centers: MNACHC is a nonprofit association of Federally Qualified Health Centers (FQHCs) and other safety-net providers located throughout Minnesota that provide comprehensive preventive and primary care services to all individuals, regardless of their ability to pay. MNACHC promotes access to affordable, quality primary health care services with a special emphasis on meeting the needs of low-income and medically underserved populations. Its member clinics offer medical, dental, and mental health care to approximately 190,000 patients in urban, rural and tribal areas each year. The majority of patients served by these clinics are low income, uninsured, and medically underserved. www.mnachc.org



Minnesota Department of Health - Diabetes Program and Heart Disease & Stroke Prevention Program: The MDP and HDSP programs are dedicated to improving the health of all people in Minnesota by reducing the impact of diabetes and cardiovascular disease. To achieve this, we work to attain population-wide impact by collecting and publicizing state diabetes and cardiovascular disease data to guide policy and program design, convening forums and facilitating effective stakeholder partnerships, translating health research into practice, and promoting innovative, effective, and culturally appropriate improvement strategies. Please visit our websites at www.health.state.mn.us/diabetes and www.health.state.mn.us/cvh



Neighborhood Health Care Network: NHCN is a management services organization for community clinics in the Twin Cities metropolitan area. It provides centralized business and administrative support to its members. Community clinics provide high quality, accessible, affordable health care to primarily low-income and medically underserved populations. NHCN's mission is to strengthen the community clinics through integrated activities to improve the health of underserved communities. www.nhcn.org

The Many Faces of Community Health Conference is made possible, in part, through funding from the U.S. Department of Health and Human Services – Centers for Disease Control and Prevention (CDC) and the Bureau of Primary Health Care (BPHC) – and the State of Minnesota.

Detailed Agenda

Thursday, October 27, 2011

7:30-8:00am **Registration/Continental Breakfast** **MN Valley Ballroom**

8:00-8:30am **Welcome & Introductions** **MN Valley Ballroom**
Rhonda Degelau, Executive Director, Minnesota Association of Community Health Centers (MNACHC)
Dr. Edward Ehlinger, Commissioner, Minnesota Department of Health

8:30-9:45am **KEYNOTE** **MN Valley Ballroom**
The March to Accountable Care Organizations
A. Clinton MacKinney, MD, University of Iowa, College of Public Health, RUPRI Center for Public Health Policy Analysis

Dr. MacKinney will discuss accountable care organizations (ACOs) and why they are an important strategy to improve health care value. He will describe why, when, and how rural health care providers and other small provider groups should consider ACO participation. Dr. MacKinney has worked in health care for nearly 30 years—the first 14 as a family physician, practicing full-scope family medicine. He has also been medical director for a global-capitation primary care group. Currently he serves as both a professor at the University of Iowa College of Public Health and as an emergency department physician in rural Minnesota.

Learning Objectives – Upon completion of this activity, participants will be able to:

- Describe the key components of an Accountable Care Organization (ACO).
- Discuss the potential for cost savings under ACO models.
- Assess the benefits of participation in ACO models.

9:45-10:00am **MNACHC 2011 Legislator of the Year Award:** **MN Valley Ballroom**
Recipient: Representative Jim Abeler
Presenter: *Jonathan Watson, Minnesota Association of Community Health Centers*

10:00-10:30am **Break/Exhibits Open** **MN Valley Ballroom Foyer & Balcony**
Refreshments served in the foyer and balcony

10:30-12:00pm **CONCURRENT BREAKOUT SESSIONS I**
A. Hear Ye! Hear Me! Program on Hearing Loss in Older Adults **Owl Overlook**
Kathleen A. Arnesen, Macalester-Groveland Living at Home/Block Nurse Program; Mary Bauer, DHS Deaf and Hard of Hearing Services; Maureen Davidson, CMC, West Seventh Senior Services; Mark DeRuiter, MD, University of Minnesota Department of Speech-Language-Hearing Services; Paula Fischer, CSW, Highland Block Nurse Program; Berit Peterson, MPH, RN, PHN, LSN

Hearing loss affects one in three seniors to some degree and can lead to withdrawal, isolation, stress, fatigue and misdiagnosed emotional or physical disorders. This presentation highlights critical issues facing older adults with untreated hearing loss and showcases results of a community outreach and education program. Presenters will also demonstrate replicable strategies for identifying hearing loss and creating a more hearing friendly community.

Learning Objectives – Upon completion of this activity, participants will be able to:

- Discuss issues relating to hearing loss and its impact on older adults
- Describe successful interventions for addressing hearing loss and strategies for creating hearing-friendly communities.

B. Save Our Sons! CHW Impact on Men’s Health in Underserved Communities**Wood Duck Pond***Starla Hairston-Blanks, MBA, CPHP, AE-C, Morehouse School of Medicine*

The Save Our Sons project is an institutional review board approved, culturally-responsive, and gender-specific intervention aimed at reducing obesity and diabetes in underserved African-American men. Trained community health workers (CHWs) facilitated activities to achieve program aims, including recruitment, retention and program instruction. A vital link to the community, the CHWs were the driving force behind a 90% completion rate for participants. Ms. Hairston-Blanks will present quantitative and qualitative results among participants, as well as the response of local residents to elevate African-American men’s health as a priority in their community.

Learning Objectives – Upon completion of this activity, participants will be able to:

- Discuss contributions that Community Health Workers can make to the success of culturally tailored diabetes and obesity prevention programs.
- Describe a model for collecting data to evaluate the impact of community-based prevention programs.

C. Health Care Homes: Lessons Learned from NorthPoint Health & Wellness Center**MN Valley Ballroom IV***Paul Erickson, MD, Betty Hanna, RN, EdD, and Larry Friedman, NorthPoint Health & Wellness Inc.*

While the road to health care home certification is long, somewhat arduous, and fraught with cultural and financial obstacles, the journey can also illuminate an organization’s true mission, the “heart, brains and courage” of a health care organization. The rewarding outcome is evident in the power of human relationships to help patients attain and maintain better health. NorthPoint Health & Wellness Center’s team will discuss operational and administrative steps for health care staff and providers to consider as they begin their journey on the Yellow Brick Road to transform their current model of care into a patient-centered health care home environment.

Learning Objectives – Upon completion of this activity, participants will be able to:

- Conduct a Minnesota Department of Health/Health Care Home (MDH HCH) gap analysis, determining HCH elements needed and how to develop them.
- Plan for the MDH HCH certification site visit.
- Create a process to bill for care coordination services.

D. Revenue Modeling in the New Normal**White Pelican Bay***Curtis Degenfelder, Curtis Degenfelder Consulting*

Deficits and debt are forcing massive government spending cuts on both the federal and state levels, ranging from small state grants to large federal entitlement programs such as Medical Assistance. Given the low income population using community health centers and safety net providers, these funding sources are vital to each organizations financial solvency. As state legislatures and Congress outline plans to scale back funding, CHCs and safety net providers need to anticipate changes to their revenue streams. This session will outline strategies for your organization to begin adapting to the “new normal.”

Learning Objectives – Upon completion of this activity, participants will be able to:

- Describe potential changes to safety net provider revenue streams under Affordable Care Act & payment reform initiatives.
- Interpret the impact of these revenue changes on your health center/organization.

12:00-1:15pm **Lunch** **MN Valley Ballroom**
Join your colleagues for lunch and stimulating conversation!

1:15-2:45pm **CONCURRENT SESSIONS II**
A. Strategies for Preventing Obesity and Chronic Disease **MN Valley Ballroom IV**
in Primary Care Clinics

Megan Ellingson, MHA, and Kristen Godfrey, MPH, Minneapolis Department of Health and Family Support; Courtney Jordan Baechler, MD, MSCE, Project Consultant; Deborah McConnell, RN, MPH, Minnesota Department of Health; Rhonda Eastlund, Cedar Riverside Peoples Center; Terra Carey, MPH, Neighborhood HealthSource; Lisa Harvey, RD, MPH, Park Nicollet Health Services

This session will showcase the processes and strategies used by sixty one (61) clinic sites as they implement the obesity and chronic disease prevention guidelines developed by the Institute for Clinical Systems Improvement (ICSI). Speakers will describe what compelled the clinics to join this effort and the quality improvement interventions they used in changing their clinic processes.

Learning Objectives – Upon completion of this activity, participants will be able to:

- Understand how their clinic can have an impact on preventing obesity and chronic diseases.
- Identify community resources, tools, web sites, and guidelines for implementing prevention strategies around obesity and chronic disease.

B. Within Our Reach: Increasing Colorectal Cancer Screening Rates **Owl Overlook**
among All Minnesotans

Jane Korn, MD, MPH, University of Minnesota Center for Cancer Collaborations and Minnesota Department of Health, Matt Flory, MPP, American Cancer Society; Anne Snowden, MPH, CPHQ, Minnesota Community Measurement; Liesl Hargens, MPH, Stratis Health; Dave Johnson, MBA, HealthPartners Medical Group

Testing can stop colon cancer before it starts, or catch it earlier when treatment is most effective. This session will share best practices that have been implemented in Minnesota clinics to successfully improve colorectal cancer (CRC) screening rates, highlighting evidence-based tools and resources that are available for providers and staff to support CRC screening.

Learning Objectives – Upon completion of this activity, participants will be able to:

- Describe significant population disparities in colorectal cancer screening.
- Utilize data to improve colorectal cancer (CRC) screening and identify disparities at the medical group and/or clinic level.
- Identify and incorporate tools and best practices for process improvement around CRC screening in the primary care setting.

C. Panel Management: From Oil Changes to Engine Overhaul **White Pelican Bay**
Kitty Carlson, RN, MS, RiverWay Clinics Elk River, Health Partners

Some patients need intensive coaching, some need simple reminders for preventive screening, and others need everything in between. One step along the path to medical home is to formalize a provider's panel of patients, then analyze the needs of that mini-population in terms of staffing and care management activities. Learn how to "work" the panel to support patients in their self-care efforts.

Learning Objectives – Upon completion of this activity, participants will be able to:

- Describe a process to implement panel management in a clinic setting.
- Discuss ways to use panel management to improve patient care.

D. Participating in a Health Information Exchange

Wood Duck Pond

Curtis Degenfelder, Curtis Degenfelder Consulting; Greg Linden, MBA, CPHIT, CPEHR, Stratis Health

In Minnesota, the goal is for all healthcare settings to have interoperable electronic health records (EHRs) in place by 2015. Implementing standards-based, HIPAA-compliant exchange between health care providers across the state allows providers to share key patient information for continuity of care. This session will outline options for participation in Minnesota's health information exchange (HIE) and the issues that community health centers and other safety net providers need to address.

Learning Objectives – Upon completion of this activity, participants will be able to:

- Describe the objectives and recent developments of Minnesota's HIE initiative.
- Evaluate HIE efforts of safety net providers across the US & discuss how similar methods can be applied in your organization.

2:45-3:15pm **Break/Exhibits Open** **MN Valley Ballroom Foyer & Balcony**
Refreshments served in foyer and balcony

3:15-3:30pm **Recess!** **MN Valley Ballroom**
Bernard Turner
Join us for a quick stretch and exercise session geared to loosen conference stiffness.

3:30-5:00pm **Plenary Session:** **MN Valley Ballroom**
Perspectives on Integrating Behavioral Health and Primary Care
Moderator: Maureen O'Connell, JD, Minnesota Dept. of Human Services, Assistant Commissioner for Chemical & Mental Health Services; Panel: Glenn Anderson, JD, Northern Pines Mental Health Center; Terry Cahill, MD, United Clinics of Faribault County; Jerome Kroll, MD, Professor of Psychiatry Emeritus, University of Minnesota Medical School and Community-University Health Care Center

Studies have shown that people with serious mental illness are dying 25 years earlier than the general population – often from medical conditions that are inherently preventable or treatable. Disparities like this have made the integration of behavioral health and primary care a critically important goal of health care reform nationwide and here in Minnesota. This panel will discuss issues around care integration, including challenges to safety net providers and examples of integration efforts that are showing success.

Learning Objectives – Upon completion of this activity, participants will be able to:

- Identify different models for integrating behavioral health and primary care.
- Describe changes that are needed to reduce health disparities for behavioral health patients.

5:00-6:30pm **Evening Reception** **MN Valley Ballroom IV & Foyer**
Refreshments

6:30-8:00pm **ICSI 2011 James L. Reinertsen Lecture** **MN Valley Ballroom**
Elliott S. Fisher, MD, MPH, Professor of Medicine and Community and Family Medicine from Dartmouth Medical School

Dr. Fisher will discuss "The Triple Aim: Getting There From Here." His current work focuses on advancing the concept of accountable care organizations (ACOs). That work includes co-directing a joint Brookings-Dartmouth program to advance ACOs through research, coordination of public and private initiatives, and the creation of a learning collaborative involving several pilot ACO sites. Dr. Fisher is recognized for his work on the causes of the two-fold differences in spending observed across

U.S. regions and health care systems. Attendees will come away understanding the consequences of these variations, and learn about the development of approaches to performance measurement and payment reform that can support improvement.

Learning Objectives – Upon completion of this activity, participants will be able to:

- Summarize the evidence on the causes and consequences of variations in spending and quality, and the implications of these findings for health policy and clinical practice.
- Explain proposed approaches to payment reform, including the origins and current thinking on implementation of Accountable Care Organizations.
- Describe how clinicians and health system leaders can contribute to achieving a sustainable health care system.

Friday, October 28, 2011

7:30-8:00am **Registration/Continental Breakfast/Exhibits Open** **MN Valley Ballroom Foyer & Balcony**

8:00-9:30am **Keynote** **MN Valley Ballroom**
Building Your Practice of Leadership
Val Ulstad, MD, MPA, MPH, FACC

Dr. Ulstad will discuss the practice of adaptive leadership, which maps the territory of human behavior, describing what people do and how they behave in groups. Adaptive leadership is a set of concepts, practices and language that can support others to make progress on their tasks. Practicing the fundamentals of adaptive leadership can help you be more effective and purposeful in your leadership work

Learning Objectives – Upon completion of this activity, participants will be able to:

- Identify the differences between technical and adaptive work and the importance of productive levels of tension in adaptive work.
- Understand the difference between the role of authority and the exercise of leadership.
- Give examples of the concept of work avoidance as it applies to working on adaptive challenges.
- Practice intentional use of leadership activities – observe, interpret and intervene – to mobilize adaptive work.

9:30-10:00am **2011 Bruce Zimmerman Diabetes Award** **MN Valley Ballroom**
Recipient: American Diabetes Association - Serving Minnesota and North Dakota
Presenter: Gregg Simonson, Minnesota Diabetes Steering Committee

10:00-10:30am *Break/Exhibits Open* **MN Valley Ballroom Foyer & Balcony**
Refreshments served in foyer and balcony

10:30-12:00pm **CONCURRENT SESSIONS**
A. Teach-Back: What Does Your Patient Really Understand? **Wood Duck Pond**
Mary Beth Dahl RN, CPHQ, Stratis Health; Alisha Ellwood, MA, LMFT, Blue Cross and Blue Shield of Minnesota

Come hear about the Teach-Back communication technique, which is effective both for improving patients' understanding and for improving health outcomes. This session will describe the straight-forward and easy to apply Teach-Back technique and how utilizing it can help evaluate what the patient understands and what areas need further discussion, training and/or education. Once you master this technique it will become a routine part of your daily interactions with patients.

Learning Objectives – Upon completion of this activity, participants will be able to:

- Define Teach-Back and its role in effectively supporting patients' understanding.
- Promote the practice of using Teach-Back correctly and efficiently.

B. Your Patients' "Medication Experience" and How to Build Better Adherence

White Pelican Bay

Djenane Ramalho de Oliveira, PhD, Fairview Pharmacy Services

Health care providers have long struggled with reconciling evidence-based practice guidelines for medication with the meanings patients ascribe to their medications, known as the patient's "medication experience." The unremitting drill of taking a medication long-term for largely asymptomatic chronic conditions can cause an individual to question the value of the medication. The individual may choose to exert control by altering adherence. This session will showcase the practice-based qualitative research of pharmacists at a metropolitan health system, utilizing patients' medication experiences to improve adherence and outcomes with patients from different ethnicities and social economic status.

Learning Objectives – Upon completion of this activity, participants will be able to:

- Identify situations where the medication experience could be a significant barrier to medication adherence and management of chronic disease.
- Employ strategies to work with patients to resolve drug therapy problems and improve medication adherence.

C. Living with HIV: Supporting People in their Communities

Owl Overlook

Mary Grandy, Minnesota Department of Human Services; Sarah Rybicki, MSW, MPH, Minnesota Midwest AIDS Training and Education Center (MATEC-Minnesota)

This session will present information on supporting people living with HIV/AIDS in their communities. Attendees will learn about the prevalence of HIV in Minnesota, barriers to seeking and providing care, and some basic community resources available to people living with HIV.

Learning Objectives – Upon completion of this activity, participants will be able to:

- Describe barriers to providing HIV/AIDS care in your setting and ways other providers have addressed these barriers.
- Identify community resources available to support people living with HIV.

D. Shutdowns and Debt Ceilings: Federal and State Policy Update

MN Valley Ballroom IV

Jonathan Watson, MPIA, MNACHC; Michael Scandrett, JD, Safety Net Coalition; Phil Griffin, JD, Griffin Government Consulting

During 2011, budget deficits forced Minnesota's government to shut down while the federal government flirted with a shutdown of its own and nearly defaulted on its payment obligations. Spending cuts are taking center stage as a means to address the deficits in both St. Paul and Washington, D.C. Safety net health care providers and their patients will be disproportionately affected by these cuts. This session will summarize policies from both state and federal legislative sessions that will impact safety net providers. In addition, the session will also provide an update on the state payment reform efforts along with a preview of the 2012 Minnesota Legislature.

Learning Objectives – Upon completion of this activity, participants will be able to:

- Outline 2011 state and federal policy changes and identify issues shaping the upcoming 2012 Minnesota Legislative Session.
- Summarize the payment reform efforts currently underway at the state level.

12:00-12:15pm **Box Lunch Distribution**

MN Valley Ballroom Foyer

12:15-2:15pm

Workshop:

MN Valley Ballroom

Helping Patients Change Behavior: Why Does Motivational Interviewing Work?

Suzanne EckMaahs, BA, MINT (Motivational Interviewing Network of Trainers), EckMaahs & Associates, LLC

Motivational Interviewing (MI) is a directive, patient-centered style of communication for eliciting behavior change by helping patients to explore and resolve their ambivalence about working toward a goal. Able to be effectively used by providers, health educators, community health workers or chemical/mental health professionals, MI is based on a large body of statistically significant research. This presentation will help professionals understand the theory and fundamentals of MI, providing an overview of how one learns MI and becomes proficient in using its techniques. Attendees will have an opportunity to “try on” the intervention with some hands-on practice.

Learning Objectives: Upon completion of this activity, participants will be able to:

- Describe fundamental principles of MI and how it can be used in communication.
- Demonstrate “change talk” and explain how it can help increase patient engagement in health behavior change.

KEYNOTE PRESENTERS

A. Clinton MacKinney, MD – *The March to Accountable Care Organizations*

A. Clinton MacKinney is an assistant professor at the University of Iowa College of Public Health. He also works closely with RUPRI Center for Rural Health Policy Analysis.

Dr. MacKinney has worked in health care for nearly 30 years — the first 14 years as a rural family physician, practicing the full scope of family medicine. He has both owned a private practice and worked with a large health care system. Dr. MacKinney worked as medical director for a globally-capitated primary care group with 210 employees and a \$50 million budget. In addition to his professorship at the University of Iowa College of Public Health, Dr. MacKinney is a full-time emergency department physician in rural Minnesota. Dr. MacKinney's professional interests include patient safety and quality improvement, physician and administration relationships, physician payment, rural health policy, and population-based health care.

Valerie Ulstad, MD, MPA, MPH, FACC – *Adaptive Leadership in a Changing Health Care Landscape*

Val Ulstad, a Hennepin County Medical Center cardiologist who has been practicing for 26 years, has found a powerful way to mitigate the effect of those demands: take a “time out.” In 1996, she received both medical and leadership fellowships from the Bush Foundation that enabled her to take a break from the medical rat race, rethink her career, and find renewal.

Dr. Ulstad's relationship with the Bush Foundation didn't end with her fellowships. Inspired by the work of Parker Palmer, founder of the Center for Courage and Renewal, which holds retreats for teachers, physicians, clergy, and other professionals to help them recapture their passion for their work, she trained as a facilitator with him in 2003. The following year, she developed *Courage to Imagine*, a quarterly series of renewal retreats for other Bush Fellows and their spouses or partners that are a microcosm of the fellowship itself—an opportunity to step back, reflect, and wonder.

Elliott S. Fisher – *ICSI 2011 James L. Reinertsen Lecture*

Dr. Fisher is the James W. Squires, MD Professor at Dartmouth Medical School and Director for Population Health and Policy at The Dartmouth Institute for Health Policy and Clinical Practice. He received his undergraduate and medical degrees from Harvard University and completed his internal medicine residency and public health training at the University of Washington. He is a member of the Institute of Medicine of the National Academy of Sciences.

PLENARY SESSION SPEAKERS

Maureen O'Connell, JD – *Perspectives on Integrating Behavioral Health and Primary Care*

Maureen O'Connell is assistant commissioner for Chemical and Mental Health Services Administration within the Minnesota Department of Human Services. This includes the policy divisions of Adult Mental Health, Children's Mental Health, and Alcohol and Drug Abuse Division as well as State Operated Services, an array of campus and community-based programs serving people with mental illness, developmental disabilities, chemical dependency, and traumatic brain injury, as well as people who pose a risk to society.

Prior to joining DHS, she served in leadership positions with Southern Minnesota Regional Legal Services (SMRLS) and Mid-Minnesota Legal Assistance (MMLA) and has been involved in numerous efforts with

Minnesota non-profit organizations to improve health and legal services statewide for low-income people and people of color. Publicly funded health care programs, including Medical Assistance and MinnesotaCare, are her areas of expertise.

Ms. O'Connell earned a BA in economics from St. Catherine University, St. Paul, and a law degree from William Mitchell College of Law.

Glenn Anderson – *Perspectives on Integrating Behavioral Health and Primary Care*

Glenn Anderson has thirty years of experience in the non-profit and public sectors, providing behavioral health services across a full spectrum of medical and social services. For the past five years he has served as Executive Director at Northern Pines Mental Health Center in Brainerd, Minnesota. His previous experience includes working as a planning director for the Minnesota Department of Human Services and as the executive director at a number of organizations, including People Incorporated in St. Paul and the Human Development Center in Duluth.

Mr. Anderson received a B.A. in Philosophy from the University of Minnesota and obtained a law degree from William Mitchell College of Law.

Terence Cahill, MD – *Perspectives on Integrating Behavioral Health and Primary Care*

Terence Cahill is a rural family physician with United Hospital District Clinics in the southern Minnesota towns of Blue Earth and Winnebago. His practice encompasses the full spectrum of family medicine including obstetrics and critical care. He has worked to develop care integration and Minnesota's Health Care Home model in his practice. He has extensive experience in adolescent medicine and chemical dependency, and in treating depression and ADHD. Dr Cahill is an advocate for healthcare in rural Minnesota and access to affordable care. Dr. Cahill was the 2010-2011 President of the Minnesota Academy of Family Physicians

Dr. Cahill received his M.D. from the University of Minnesota and completed his medical training at the Charleston Naval Hospital in South Carolina.

Jerome Kroll, MD – *Perspectives on Integrating Behavioral Health and Primary Care*

Jerome Kroll is professor of psychiatry emeritus at the University of Minnesota Medical School since 1976. For over 33 years he has had a practice in community psychiatry at the Community-University Health Care Center (CUHCC), a Federally Qualified Health Center which serves several traditionally underserved populations. He has been integral to the development of CUHCC's Southeast Asian Refugee Mental Health Program. Dr. Kroll's experience includes clinical work in a prison setting, state hospital, inpatient service, and as faculty of Cornell Medical School before moving to the University of Minnesota. His research interests include diagnosis and treatment of severe personality disorders, Southeast Asian refugee health problems, and the history of mental illness in medieval Europe

Dr. Kroll received a B.A. in philosophy from Brown University and an M.D. from Albert Einstein College of Medicine. He completed a pediatric internship and psychiatry residency at Case Western Reserve University Hospitals.

WORKSHOP LEADER

Suzanne EckMaahs, BA, MINT – *Patients Change Behavior: Why Does Motivational Interviewing Work?*

Sue EckMaahs is an active member of the international MINT forum (Motivational Interviewing Network of Trainers) and is highly sought as a trainer, skill coach/mentor, and trainer or trainers, as well as an advisor for Motivational Interviewing (MI) and evidence-based practice implementation and quality assurance planning. She

has been practicing MI since 1993 and has worked for over 20 years in the technologies of human potential and change. She has a background in sociology and began her career in corrections, a history that has provided rich experience for applying and coaching “change-agentry” and evidence-based practices across many client populations. At present, she works extensively with professionals from the fields of public and community healthcare, primary care, mental and chemical healthcare, vocational and educational services, education, and criminal justice.

CONCURRENT SESSION SPEAKERS

Kathleen A. Arnesen, BSN, BBA – *Hear Ye! Hear Me! Program on Hearing Loss in Older Adults*

Kathleen Arnesen has been with the Macalester-Groveland Living at Home/Block Nurse Program since December 1992 as executive director. She has developed it from a ‘living at home’ program to one with numerous programs. Ms. Arnesen has a background in nursing and a business degree with marketing and economics. In the past she has worked at St. Mary’s Hospital in Rochester, Minnesota in many capacities from orthopedics, intensive care, burn specialty and supervisor. She also has worked as both a school nurse and camp nurse in Quebec, Canada. Until recently Ms. Arnesen was a caregiver for her mother.

Courtney Jordan Baechler, MD, MS – *Strategies for Preventing Obesity and Chronic Disease in Primary Care Clinics*

Courtney Jordan Baechler graduated from the University of Minnesota Medical School in 2004. She completed internal medicine training at the University of Minnesota in 2006 and the National Institute of Health’s Physician Scientist Program in cardiology in 2010. Her research efforts in the latter program focused on primary prevention of cardiovascular disease. She also completed her masters in clinical epidemiology at the University of Minnesota School of Public Health.

Dr. Jordan Baechler serves as a staff cardiologist at the University of Minnesota. She is a consultant physician for SHIP and chair of the SHIP Healthcare Work Group.

Mary Bauer, BA – *Hear Ye! Hear Me! Program on Hearing Loss in Older Adults*

Mary Bauer works for the Deaf and Hard of Hearing Services division of the Minnesota Department of Human Services – providing consultation, information & referral, technical assistance, and training regarding issues related to hearing loss. She has done numerous workshops for seniors who have a hearing loss and their caregivers/family members so they can better understand the impact of hearing loss, learn about helpful assistive technology available, and develop healthy communication strategies. Ms. Bauer is well-known for her presentations and for her sense of humor. She shares her own experiences as a hard of hearing person so that others can better understand what it is like to have a hearing loss. She graduated from Augustana College in Sioux Falls with a double major in Elementary Education and Deaf Education and has worked with deaf and hard of hearing persons and their families since 1980.

Terra Carey, MPH – *Strategies for Preventing Obesity and Chronic Disease in Primary Care*

Terra Carey has worked as the Quality Analyst and Family Planning Program Coordinator at Neighborhood Healthsource (formerly Fremont Community Clinics) since 2009. Before this position she worked at the Center for Leadership Education in Maternal and Child Health at the University of Minnesota School of Public Health, as a Peace Corps Volunteer (serving in Jamaica), and as an intern at the National Institutes of Health.

Kitty Carlson – *Panel Management: From Oil Changes to Engine Overhaul*

Kitty Carlson has worked in health care for 27 years, including direct patient care, supervision, and management. Ms. Carlson currently works in a primary care clinic and serves as chair of the HealthPartners Nursing Practice

Committee. She received her B.A. in Nursing from Carroll College in Helena, Montana, and her Master's in Nursing Administration from the University of Minnesota.

Mary Beth Dahl, RN, CPC, CPHQ – *Teach-Back: What Does Your Patient Really Understand?*

Mary Beth Dahl is a Program Manager at Stratis Health, Minnesota's Quality Improvement Organization. Ms. Dahl is currently leading the "Culture Matters Cultural Competency Initiative," working directly with adult primary care clinics on cultural issues, challenges, and chronic disease initiatives throughout Minnesota. Ms. Dahl's background includes experience in guideline development and implementation, quality improvement, utilization review, compliance, and nursing. She is a Registered Nurse, Certified Professional Coder and Certified Professional in Healthcare Quality.

Ms. Dahl has a Bachelor's degree in Organizational Studies from Bethel University, St. Paul.

Maureen Davidson, CMC – *Hear Ye! Hear Me! Program on Hearing Loss in Older Adults*

Maureen Davidson has nineteen years' experience managing senior services in the West Seventh neighborhood of St. Paul. She is a certified Geriatric Care Manager with a BA in Human Services/Counseling. She co-founded the Senior Partnership for Integrated Care for Elders project which resulted in a care management program. She resides on the Ramsey County Adult Services Advisory Council, NORC Partnership and chairs the Ramsey County Meals on Wheels Consortium. She won the Shelley Josep-Kordell Award in 2010.

Curtis Degenfelder – *Revenue Modeling in the 'New Normal'*" and *Participating in a Health Information Exchange*

Curtis Degenfelder has been a consultant and trainer for the National Association of Community Health Centers for 15 years in the areas of health care finance and business operations. He provides operational assessments of healthcare providers, financial modeling, cost-based charge structure development, and analysis of developing FQHCs. His other clients include hospital and health systems, HIV/AIDS providers, physician practices, managed care plans, community-based social service organizations, and management services organizations.

Mr. Degenfelder holds a BA in economics and history from Cornell University.

Mark DeRuiter, MD, MBA, PhD, CCC-A/SLP – *Hear Ye! Hear Me! Program on Hearing Loss in Older Adults*

Mark DeRuiter, M.B.A., Ph.D. is Clinical Program Director in the Department of Speech-Language-Hearing Sciences at the University of Minnesota—Twin Cities Campus, where he earned his Ph.D. He oversees the Julia Davis Speech-Language-Hearing Center and teaches coursework in counseling and professional issues. He also serves as a clinical placement director and mentor for both audiology and speech-language pathology graduate students. His research interests are in auditory processing and speech perception. He is the author of the Basic Audiometry Manual - a guide for beginning clinicians.

Rhonda Eastlund – *Strategies for Preventing Obesity and Chronic Disease in Primary Care*

Rhonda Eastlund is the Chief Program Officer at Cedar Riverside Peoples Center. An experienced social service program management, she spent 15 years at Pillsbury United Communities (PUC) where she served three years as director of the Brian Coyle Community Center in the Cedar Riverside neighborhood. Ms. Eastlund has developed and implemented successful social service, youth, and health programs for the Somali community and low-income Minneapolis residents for over 12 years. Her position at the Peoples Center builds upon this experience to develop and administer high quality programming to support the needs of patients and neighborhood residents.

She is pursuing her MBA with a healthcare emphasis at Concordia University in St. Paul, MN.

Megan Ellingson, MHA – *Strategies for Preventing Obesity and Chronic Disease in Primary Care Clinics*

Megan Ellingson has served as a Health Policy and Program Coordinator from the Minneapolis Department of Health and Family Support since 1998. She currently coordinates the department's SHIP healthcare interventions. Previously, she was a Patient Advocate and Clinical Services Coordinator at Mayfield Community Clinic in Palo Alto, CA, from 1991 to 1993. She completed a fellowship in Healthcare Administration at Intermountain Health Care in Salt Lake City in 1996, where she continued on as a Department Manager in Women's Services and Pastoral Care until she came to Minneapolis.

Ms. Ellingson holds a Master's Degree in Healthcare Administration from the University of North Carolina, Chapel Hill (1995) and a Bachelor's Degree in Human Biology/Medical Anthropology from Stanford University (1991).

Alisha Ellwood, MA, LMFT – *Teach-Back: What Does Your Patient Really Understand?*

Alisha Ellwood is a Senior Project Manager in Quality and Health Management for Blue Cross and Blue Shield of Minnesota, where she is responsible for developing and promoting health literacy activities. She is chair of the Minnesota Health Literacy Partnership and a member of the AHIP Health Literacy Task Force. She has been speaking and providing training in relation to health literacy since 2005.

Ms. Ellwood holds a Master's Degree in counseling psychology from Bethel University and is a Licensed Marriage and Family Therapist, practicing at BHSI Behavioral Health Services.

Paul Erickson, MD, MPH – *Health Care Homes: Lessons Learned from NorthPoint Health & Wellness*

Paul Erickson is a family physician and medical director at NorthPoint Health & Wellness Center, a community health center in North Minneapolis where he has worked since 1996.

An old-fashioned family doctor at heart, Dr. Erickson practiced in a rural northern Minnesota community for 10 years. He then came to Minneapolis on a Bush Medical Fellowship through which he completed a fellowship in adolescent health and a Master's in Public Health in Maternal and Child Health at the University of Minnesota. He worked at Hennepin County Medical Center in the Department of Family Medicine and Community Health where he served as the Associate Director of the Family Medicine residency from 1999-2006. . In 2006 he became the medical director at NorthPoint and has helped lead the agency through the implementation of an electronic health record, advanced access redesign, and MDH Health Care Home certification. He has been actively involved in the Institute for Clinical Systems Improvement (ICSI) health care home work groups and serves as a clinician site evaluator for MDH's Health Care Home certification team. He is board-certified in family medicine, sports medicine and adolescent medicine.

Paula Fischer, CSW – *Hear Ye! Hear Me! Program on Hearing Loss in Older Adults*

Paula Fischer has a Bachelor's Degree in Social Work and a Certificate of Pastoral Ministry. She has had her current position as the Program Director for the Highland Block Nurse Program (HBNP) for 19 years. HBNP is a neighborhood based non-profit that provides a wide variety of professional and volunteer services to help seniors remain at home. Ms. Fischer assisted in writing the grant for Elder Friendly Hearing Technology Assistance, funded by the Minnesota Department of Human Services, through which the "Hear Ye! Hear Me! Project" was developed.

Matt Flory, MPP – *Within Our Reach: Increasing Colorectal Cancer Screening Rates Among All Minnesotans*

Matthew Flory has worked for the American Cancer Society (ACS) for over ten years. As the current ACS Director of Healthcare Partnerships, he works with the Minnesota Department of Health, Minnesota Health Insurance Plans and Quality Improvement Organizations to increase breast and colon cancer screening. Mr. Flory is the ACS

representative on the Minnesota Cancer Alliance Steering Committee and he serves as the coordinator for the Minnesota Cancer Alliance Colon Cancer Network.

Larry Friedman – *Health Care Homes: Lessons Learned from NorthPoint Health & Wellness*

Larry Friedman is a management consultant, IT executive and project manager with over 40 years of experience; the last 20 years have been primarily in health care. Prior corporate roles include CIO and Director of Support Services for Grand Itasca Clinic and Hospital, Vice President of Information Systems for the regional HMO of Reliastar, Director of Administration Systems for Prudential, and Director of Project Quality for US Bank. Mr. Friedman has led many innovative system development projects, developed an IT strategic planning methodology, and has provided business leadership for numerous organizational development and process improvement initiatives. He has applied Open Access strategies in a number of clinic settings, has successfully led an Minnesota Department of Health/Health Care Home certification project, and been the project manager on a number of successful EMR implementations.

Mr. Friedman attended the University of Minnesota and has a Mini-MBA from the University of St. Thomas.

Kristen Godfrey, MPH – *Strategies for Preventing Obesity and Chronic Disease in Primary Care Clinics*

Kristen Godfrey is a Health Care Specialist with the Minneapolis Department of Health and Family Support, Statewide Health Improvement Program. Prior to this Ms. Godfrey was a Clinical Research and Grant Coordinator for the University of Minnesota Department of Pediatrics (2007-2009) and Department of Obstetrics, Gynecology and Women's Health (2005-2007). She also served as patient advocate, clinic coordinator and clinic Operations Chair for the Phillips Neighborhood Clinic (2007-2009).

Ms. Godfrey holds a Master's in Public Health Administration and Policy and a Bachelor's in Business, Public Health, and Life Sciences from the University of Minnesota

Mary Grandy – *Living with HIV: Supporting People in their Communities*

Mary Grandy has been working in the HIV/AIDS field for ten years and is currently the Training Coordinator and a Contract Manager for the HIV/AIDS Unit of the Minnesota Department of Human Services (DHS). As Training Coordinator, she is responsible for coordinating and conducting training and other outreach activities for the Unit. Ms. Grandy has planned and conducted comprehensive HIV service system training throughout the state, which was geared to non-HIV specific providers with a goal of building their capacity to serve clients living with HIV/AIDS. These projects are partnerships between government and community based agencies that have reached more than 750 professionals working throughout Minnesota.

Over the past six years while working at DHS, Ms. Grandy has spoken at several annual statewide conferences including: MSSA, St. Louis County Health & Human Services, MARRCH, Many Faces of Community Health and Minnesota County Financial Worker and Case Aide Annual Conference.

Phil Griffin, JD– *Shutdowns and Debt Ceilings: Federal and State Policy Update*

Phil Griffin is the principal and owner of Griffin Government Consulting. He began his career as Staff Assistant during the first term of Minnesota Governor Rudy Perpich. He spent the next four years as staff for the House Higher Education Division and the House Health and Welfare Committee before taking a position lobbying for the Minnesota Medical Association. Mr. Griffin was then hired by Physicians Health Plan (PHP) where he worked for the health plan, its management company United Healthcare and PHP's successor Medica. From 1993 to 2001, Mr. Griffin was Vice President of Public Policy for PreferredOne.

Through his company, Griffin Government Consulting, Mr. Griffin continues to represent PreferredOne and six other health care clients.

Starla Hairston-Blanks, MBA – *Save Our Sons! CHW Impact on Men’s Health in Underserved Communities*

Starla Hairston-Blanks, MBA, is the Assistant Project Director for *Community Voices: Healthcare for the Underserved of Morehouse School of Medicine*. As the Assistant Project Director, Mrs. Blanks oversees the development of curricula, health education aids, technical assistance plans and trainings for community health workers and project staff. Additionally, she is charged with the evaluation of numerous nationwide projects related to community health, access to care, diabetes, and nutrition. To this position she brings experience working at the local, state, and national levels on health promotion, health policy, diversity and access to care issues.

Ms. Hairston- Blanks has worked with community health workers, coalitions, health departments, school systems, community-based organizations, and national networks on a variety of health promotion initiatives including diabetes, obesity, tobacco use, and chronic disease prevention. She has been published in journals such as the *Journal of the National Medical Association* and her writings can be found in several books related to health disparities and the social determinants of health. She is a nationally-recognized trainer with certifications in adult learning, community organization, cessation, chronic disease, and outreach. She holds a Bachelor of Science degree in Political Science and a Master’s degree in Business Administration with a specialization in non-profit leadership.

Betty Hanna, ED.D, RN – *Health Care Homes: Lessons Learned from NorthPoint Health & Wellness*

Betty Hanna is the former Chief Compliance Officer at NorthPoint Health & Wellness Center. During her tenure, she was responsible for the clinic’s compliance, quality and Health Care Home programs. As a result of her team’s work, NorthPoint became the first federally qualified health center to become Health Care Home certified in the state of Minnesota.

Dr. Hanna has her Bachelor’s in nursing from the University of Minnesota, her Master’s in Health and Human Services Administration from St. Mary’s University, and her Doctorate in Educational Leadership from the University of St. Thomas. She has over 35 years of nursing experience in both hospital and clinic settings in a variety of leadership positions, including Director of Surgical Services, Director of Clinical Quality, and Vice President of Patient Care. In addition, she served on the Board of Nursing for nine years and has taught ethical leadership at the University of St. Thomas. Dr. Hanna is currently working as an independent consultant.

Liesl Hargens, MPH – *Within Our Reach: Increasing Colorectal Cancer Screening Rates Among All Minnesotans*

Liesl Hargens is an Epidemiologist at Stratis Health where she develops and executes quality and performance improvement projects designed to improve health outcomes. Ms. Hargens leads the analytic component of two areas within Stratis Health’s Centers for Medicare and Medicaid Services (CMS) Quality Improvement Organization (QIO) contract, focusing on improving health for populations and communities through preventive services and early diagnosis, and integrating care for populations and communities to reduce hospital readmissions. She also works with Minnesota Health Plans to develop and analyze the success of performance improvement projects to benefit the Minnesota Health Care Programs (MHCP) population.

Lisa Harvey, RD, MPH – *Strategies for Preventing Obesity and Chronic Disease in Primary Care*

Lisa Harvey is the Director of Patient Education at Park Nicollet Institute, Park Nicollet Health Services in Minneapolis, Minnesota. Her team was the recipient of a State Health Improvement Program (SHIP) mini-grant from Hennepin County to implement the Institute for Clinical Systems Improvement Guidelines for “Prevention and Management of Obesity” and “Primary Prevention of Chronic Disease Risk Factors.” Ms. Harvey sits on the Dakota County SHIP Community Leadership Team. Ms. Harvey has chaired a subcommittee of Action for Healthy Kids that developed food guidelines for schools and has worked with a Park Nicollet community collaborative to improve the nutrition and physical activity habits in school-aged children. She has co-authored numerous health

education publications and has developed interventions for two CDC-funded weight and physical activity grants. Currently she is working to develop a pre-diabetes intervention for Park Nicollet patients.

Ms. Harvey received her BS degree in nutrition from the University of Wisconsin – Stout in Menomonie, Wisconsin and her MPH in nutrition from the University of North Carolina in Chapel Hill.

David P. Johnson, MBA – *Within Our Reach: Increasing Colorectal Cancer Screening Rates Among All Minnesotans*

David Johnson joined the HealthPartners Medical Group (HPMG), Bloomington, Minnesota in 2003 and is a Regional Clinic Director in Primary Care. He is also the Co-Chair of the HPMG Disparities Oversight Team. This group identifies health care disparity issues and has implemented specific interventions to help reduce those disparities. He has over 20 years of experience in health care administration within various ambulatory primary care clinic settings including community clinics and residency programs.

Jane Korn, MD, MPH – *Within Our Reach: Increasing Colorectal Cancer Screening Rates Among All Minnesotans*

Jane Korn currently serves as the Medical Director of the Health Promotion and Chronic Disease Division at the Minnesota Department of Health. She received her medical training at Columbia University and completed residency training in internal medicine at the University of Minnesota where she also received a Master's in Public Health. She joined the Minnesota Department of Health 20 years ago, serving as one of the chief architects of the state's Breast and Cervical Cancer Control program. She currently serves as the Director of Minnesota's Comprehensive Cancer Control Program and is the Deputy Director for the University of Minnesota Center for Cancer Collaborations.

Greg Linden, *Participating in a Health Information Exchange*

Greg Linden is currently the Chief Information Officer for Stratis Health. He has been active in Minnesota's eHealth Initiative, and is currently involved in helping communities move forward with electronic Health Information Exchange (HIE). Mr. Linden is the HIE Subject Matter Expert for ONC's Regional Extension Center for Minnesota and North Dakota (REACH). Prior to coming to Stratis Health, Mr. Linden was in executive roles with United Health Group, Medtronic, and Health Systems Integration. He also worked at IBM for 13 years.

Mr. Linden holds a BSEE and an MBA from the University of Minnesota, and is a Certified Professional in both EHR and HIT (CPEHR and CPHIT). He has spoken nationally on HIE and has been a regular guest lecturer on e-health at the Wharton School of Business. He has also been a guest lecturer on IT Strategy and e-Health at the Carlson School of Management at the University of Minnesota.

Deborah McConnell, RN, MPH – *Strategies for Preventing Obesity and Chronic Disease in Primary Care*

Deborah McConnell is the Health Care Strategy Coordinator for the Statewide Health Improvement Program at the Minnesota Department of Health. Ms. McConnell joined the Office of Statewide Health Improvement Initiatives (SHIP) in the spring of 2011, and brings to the position ten years of experience as a registered nurse in a variety of clinical settings, from emergency room and outpatient clinics to cardiac and surgical critical care. She has worked for health care and hospital organizations in many cities, including New York City, Boston, Washington, DC, Phoenix, Seattle, and the Twin Cities. For two years she was a member of the Harvard School of Public Health's Center for Surgery and Public Health Research Roundtable, contributing nursing expertise to innovations at the intersection of clinical care and public health.

Ms. McConnell holds a Bachelor of Science in Nursing from the University of Michigan and a Master of Public Health with a concentration in health services management and policy from Tufts University. She was a 2010

Government Affairs Fellow at the American Association of Colleges of Nursing, working on health policy and health care workforce issues in Washington, DC before coming to MDH.

Berit Peterson, MPH, RN, PHN, LSN – *Hear Ye! Hear Me! Program on Hearing Loss in Older Adults*

Berit Peterson holds a Bachelor's Degree in Nursing and a Master's Degree in Public Health. She has worked as a RN in a variety of settings, including hospital general, medical-surgical care and intensive care, as a school nurse in the public schools, and as a public health nurse in the community. After 22 years as the Edina Schools Health Services Coordinator, Ms. Peterson served as a health educator for Steps to a Healthier MN with Ramsey County Public Health and for the State Health Improvement Plan (SHIP) with Bloomington Public Health. Ms. Peterson was on the advisory board for the St. Paul Highland Park Living at Home Block Nurse Program for six years.

Djenane Ramalho de Oliveira, PhD – *Your Patients' 'Medication Experience' and How to Build Better Adherence*

Djenane Ramalho de Oliveira is a pharmacist, an educator and a researcher. Dr. Oliveira has a Master degree in Pharmacology and a PhD degree in Social Pharmacy from the University of Minnesota. She is a researcher and a Medication Therapy Management Pharmacist Specialist in the MTM Department at Fairview Health Services in the Twin Cities, a faculty member at the College of Pharmacy- University of Minnesota, and a professor at the Federal University of Minas Gerais in Brazil. Dr. Oliveira has been studying patients' experiences of taking chronic medications for the last 10 years, what she calls "the patient's medication experience."

Sarah Rybicki, MSW, MPH – *Living with HIV: Supporting People in their Communities*

Sarah Rybicki works at Midwest AIDS Training and Education Center (MATEC). MATEC-Minnesota provides health care professionals involved in the field of HIV clinical care and management with up to date educational opportunities. It is based at the University of Minnesota School of Public Health, Division of Epidemiology and Community Health.

Michael Scandrett, JD – *Shutdowns and Debt Ceilings: Federal and State Policy Update*

Michael Scandrett leads the LPaC Alliance Division of Hallelund Habicht Consulting, LLC. His work focuses on health policy, strategic planning, regulatory compliance, and consulting support to health care agencies, nonprofits and governmental entities. He has been an advisor and policy analyst for over 20 years, influential in the formation of important Minnesota health policies and reforms including managed care. In 2007 he spearheaded the creation of the Minnesota Safety Net Coalition through which nonprofits whose mission is providing health care to low-income, uninsured, and disadvantaged people collaborate to improve access and reduce barriers to affordable health coverage and services for all Minnesotans.

Mr. Scandrett has helped organizations launch successful, innovative programs in community-wide quality measurement, managed care for persons with disabilities, health care for the uninsured and mental health system reform. His past roles include Executive Director of the Minnesota Council of Health Plans, Executive Director of the Minnesota Health Care Commission and legal counsel to the Minnesota Senate. He has served as a board member and officer of a number of Minnesota nonprofits.

Anne Snowden, MPH, CPHQ – *Within Our Reach: Increasing Colorectal Cancer Screening Rates Among All Minnesotans*

Anne Snowden is the Director of Performance Measurement, Analysis and reporting at Minnesota Community Measurement (MNCM), a non-profit organization whose mission is to accelerate the improvement of health by publicly reporting health care information. She's been with MNCM for over six years and has responsibilities for directing the collection, validation, and reporting of ambulatory performance results. She also leads the development of the annual Health Care Quality Report and Health Care Disparities Report. She has over 20 years

of experience in management, quality improvement, and measurement for reporting. Prior to her current position, she served as the Quality Administrator for the Minnesota Department of Human Services, Quality Improvement Manager for Medica, and the Director of Public Education with the American Cancer Society.

Ms. Snowden's educational background includes a B.A. in business management and psychology from the College of St. Benedict and she holds a Master's degree in Public Health Administration from the University of Minnesota. She is also a Certified Professional in Healthcare Quality.

She has a track record of working collaboratively with community stakeholders and leveraging strengths to maximize productive working relationships. One of her long-term career goals is to reduce health care disparities and promote equitable care for all patients.

Bernard Turner – *Recess*

Bernard Turner is a recipient of the 2009 STEPS Community Heroes Award from the Centers for Disease Control and Prevention's Healthy Communities Program. For the past decade he has promoted healthy living in low-income communities through fitness classes and supportive services to people of all ages. Mr. Turner has been a featured speaker at the Minnesota Diabetes Conference, Women's Expo and the National Conference on Health Promotion and Education.

Mr. Turner is pursuing a master's degree in business with the goal of launching a chain of fitness centers specifically for people living with chronic conditions.

Jonathan Watson, MPA – *Shutdowns and Debt Ceilings: Federal and State Policy Update*

Jonathan Watson has worked for the Minnesota Association of Community Health Centers, MNACHC, since 1996 where he serves as Associate Director and Director of Public Policy. His work involves public policy and fiscal analysis, and participation in State-wide task forces and workgroups.

Prior to joining MNACHC, he served as a budget and policy analyst for the Wisconsin Department of Health & Family Services where he conducted fiscal and policy analysis on Wisconsin's Medicaid managed care expansion and on the "Wisconsin Works" welfare reform project.

Mr. Watson holds a BA in economics from St. Olaf College, Northfield, MN and a Master's degree in Public & International Affairs from the University of Pittsburgh.

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