



2022 PACHC Annual Conference & Clinical Summit October 11-13, 2022 Lancaster Marriott

Compose Your World

Day 1 – Tuesday, October 11

9:00 am – 5:00 pm	Conference Registration Open	Heritage Pre-Function (Level 3)
9:30 am – 12:00 pm	PACHC Board of Directors Meeting	Conestoga Room (Level 4)
12:00 pm – 1:00 pm	Networking Luncheon for Pre-Conference Intensive Participants	Heritage C (Level 3)
1:00 pm – 5:00 pm	Customer Service Pre-Conference Intensive	Heritage A/B (Level 3)
Concurrent Sessions	<p>Laura Groves and Carmella Tress, Work Wisdom</p> <p>Trust and the Science of Influence</p> <p>Trust is essential for sustained, high-performance leadership and teamwork. According to the annual Edelman Trust Barometer, trust in government, media, and business is at an all-time low. However, organizations with high trust can work more quickly, more creatively, more profitably, and with greater customer loyalty. We evaluate leaders who are trusted by their staff and how they foster greater employee engagement, productivity, and retention. This workshop explores the three essential drivers of trust, how we build trust in an organization using neuroscience, and how we repair it when trust has eroded. The science of influence is an evidence-based body of work curated by Work Wisdom to help you and your team enhance their impact. In this highly interactive session, your team will build high-performance mindsets and behaviors by enhancing self-awareness and habits necessary for persuasion. This session is essential to inspire change and motivate positive behavior.</p>	
	<p>Burnout and Resilience</p> <p>Burnout is an organizational issue. Through organization-wide behavior change, you can decrease burnout and increase performance, retention, and joy. In this session, participants will learn practical and actionable ways your team can begin the shift toward joy and meaningful achievement.</p>	
	<p>Regulations, Policy, and Governance Update</p> <p>2022's Hottest Healthcare Headlines Impacting Community Health Centers</p> <p>Jacki Leifer and Dianne Pledgie, Feldesman Tucker Leifer Fidell</p> <p>The healthcare environment is changing constantly and the sheer volume of legislative, regulatory, and policy information can be overwhelming. Join Jacki Leifer (NACHC's General Counsel) and Dianne Pledgie as they break down the recent legislative, regulatory, and policy information that impacts Community Health Centers. This session will cover what some recent healthcare "headlines" mean for health centers, including HIPAA, compliance, operational site visits, family planning, immigration, medical marijuana, telemedicine, public health emergency, FTCA, and more. As always, this session will highlight strategies for maintaining compliance and give particular attention to key governance considerations.</p>	Heritage C (Level 3)
	<p>Recruitment and Retention Pre-Conference Intensive</p> <p>The Healing Imperative: Advancing Human-First, Justice-Based Workplaces</p> <p>Michelle Fernández Gabilondo, Association of Clinicians and Darrie Matthew Burrage, Integrated Work</p> <p>The spirit of JEDI (justice, equity, diversity, and inclusion) is vibrant, inspiring, and is ultimately centered on healing. Healing, as both an ambition and practice, provides a meaningful approach for health centers to advance comprehensive wellness in our communities and brings us closer to our collectively desired future. Integrated Work and the STAR² Center collaborate to deliver an interactive workshop experience that leverages healing as a JEDI-based principle for recruiting and retaining an energized, diverse workforce. This session offers participants innovation-unlocking insights and ready-to-go strategies for engaging staff throughout the employee lifecycle and promotes the importance of healing across our networks and systems, and within each of us.</p>	Heritage D/E (Level 3)
	<p>Dental School Sealant Program</p> <p>Helen Hawkey, RDH, PHDHP, PA Coalition of Oral Health</p> <p>This session is for health centers interested in learning more about the school sealant program (SSP). It will provide the opportunity to learn about the CDC's SSP grant through the state and managed by the PA Coalition of Oral Health. An overview of the program, the use of sealants, best practices for partnering with local school districts, and the CDC's Sealant Efficiency Assessment for Locals and States (SEALS) program will be a part of the discussion. This is also a chance for those health centers currently participating and those interested in participating to network.</p>	Hickory Room (Level 3)
3:00 pm – 3:15 pm	Beverage Break	
5:00 pm – 6:30 pm	<p>Meet and Greet Happy Hour</p> <p>Join conference attendees, exhibitors and sponsors for a happy hour networking event conveniently located within the Marriott at the Vine Street Reception Lobby. Enjoy light appetizers, a complimentary beverage and networking with fellow attendees and get to meet some of our trade show exhibitors and conference sponsors.</p>	Vine Street Reception Lobby (Level 1)
6:30 pm – Until	Off the Clock and On the Town	

Day 2 – Wednesday, October 12

7:00 am – 5:00 pm	Conference Registration Open	Heritage Pre-Function (Level 3)
7:00 am – 7:45 am	Breakfast	Heritage C (Level 3)

8:00 am – 9:15 am Concurrent Sessions	<p>Dental Workforce Landscape and State-Level Solutions Panel Hickory Room (Level 3) Helen Hawkey, RDH, PHDHP, PA Coalition of Oral Health; Sean Boynes, DMD, MS, Dental Medicine Consulting; and Kelly Braun, RDH, MSDH, PA Office of Rural Health</p> <p>A workforce report released in July 2022 by the Pennsylvania Coalition for Oral Health found a major decrease in dental workforce, including a staggering decrease in dental assistants. Rural areas and Medicaid provider networks have seen the sharpest reductions in care providers since the onset of the COVID-19 pandemic. A panel of experts will discuss the current dental workforce landscape and offer state-level policy and advocacy solutions. Panelists will review the research findings as well as implications for health centers.</p>
	<p>Silent Killers: Hepatitis B & C: Clinical Indications in Primary Care and Integrating Treatment at Health Centers Heritage A/B (Level 3) Katherine Huynh, Delaware Valley Community Health, Inc. and Dr. Myra Rutland, Spectrum Health Services, Inc.</p> <p>The Viral Hepatitis National Strategic Plan aims to eliminate viral hepatitis as a public health threat in the United States. Health centers play a critical role in the care cascade of Hepatitis B and C treatment. Join experts to learn how to integrate treatment using existing health center resources and how to break down the steps of treatment including: screening, vaccination, cancer surveillance, medication prior authorization, applying clinical considerations for active or INACTIVE Hepatitis B, and preventing re-infection.</p>
	<p>Physical Therapy in a Health Center: Another Piece to a Successful Team Heritage D/E (Level 3) Derek Hammacher, Brittany Jones, and Matthew Musket, Community Health and Dental Care</p> <p>The session will provide an overview of the benefits of incorporating skilled physical therapy services in whole patient care. The use of physical therapy can adequately and efficiently treat a vast array of medical conditions encountered at health centers. The presentation will give a general, initial list of the services that skilled physical therapy practitioners can treat. The panelists will also provide examples of successful collaborations the health center has made with other medical and behavioral disciplines in surrounding communities.</p>
	<p>Factors Influencing Health Equity Among Community Health Center Patients Commonwealth 1-2 (Level 2) Susan Petrie and Jen Saber, Capital Link</p> <p>Speakers will discuss the findings from Capital Link's Cedars-Sinai-funded multi-level regression analysis on the specific factors influencing health equity among various sub-populations of health center patients. The analysis reviewed patient demographic data (including race, ethnicity, zip code, homelessness, and income as a percent of poverty level) and community-level data such as social determinants of health for 2019 and 2020. During the presentation, the presenters will discuss if and how these characteristics impact patient access to care, health outcomes, and financial performance and sustainability at individual health centers and the overall region. This session will highlight how these findings can be used to assess and improve health equity at health centers, especially considering the COVID-19 pandemic.</p>
	<p>Developing Leaders that Exemplify and Prioritize a Culture of Wellness Commonwealth 3 (Level 2) Michelle Fernandez Gabilondo, Association of Clinicians for the Underserved</p> <p>Leaders are the visionaries of an organization. They drive innovation, guide change, influence teams, foster ideas, and so much more. It is critical for leaders to develop and support an organization that prioritizes a culture of wellness for all staff. Empathetic leadership is integral to the recovery process as health centers continue to face the COVID-19 pandemic, social injustices, mental health needs of staff, and workforce shortages. This session will focus on the intersection of wellness and leadership and provide attendees with increased knowledge on how to develop future leaders that embrace wellness as a fundamental part of their health center's culture.</p>
	<p>Are You Coding to Reflect Actual Services Provided? Commonwealth 4 (Level 2) Shellie Sulzberger, Coding and Compliance Initiatives, Inc.</p> <p>Join us for evaluation and management coding training with learning lab. During this session we will review how to select an E/M code on medical decision-making versus time. We will review the three components of medical decision-making (i.e., problems, data, and risk). We will go through case scenarios to discuss documentation and coding.</p>
	<p>Increasing Access to Care by Leveraging Technology and Artificial Intelligence While Ensuring an Optimal Patient Experience Independence Room (Level 2) Bill Trojan, Delaware Valley Community Health; Lukasz Szulc, Change Healthcare; Will Brown III, Change Healthcare</p> <p>Change Healthcare partnered with Delaware Valley Community Health (DVCH) to delivery technology enabled services to serve their Patient Access Contact Center. Both organizations commitment has been focused on driving the best patient experience while increasing access to care. During the session, DVCH and Change Healthcare's senior leaders will discuss how combining cloud-based telephony, conversational AI, omni-channel engagement, and employee training via automation helped to drive the desired outcomes.</p>
	<p>Build Your Brand with Community Outreach Strategies Federal Room (Level 2) Jennifer Bauman, Berks Community Health Center and Amanda Peterson Martin, Gavin</p> <p>How can you educate the public while expanding access to healthcare and bringing new patients into your organization? By building a comprehensive communications strategy through enrollment assistance and community outreach events. Former journalist, Amanda Peterson Martin, shares how organizations are using virtual and in-person events to educate and connect with patients and garner media attention to build brand awareness. Jennifer Bauman works intimately with health insurance enrollment assisters focused on the health insurance marketplace and Medicaid and can provide her perspective from the inside of a health center. She will discuss the significance of community outreach and collaboration as well as grassroots ways to engage the community around the importance of health insurance. Jennifer will also provide examples of advertising and collateral from her health center that has received positive feedback.</p>

9:30 am – 10:30 am	Plenary Keynote Kai Kight, Gotham Artists Compose Your World Whether in education, business, healthcare, or government, the systems and routines we depended on for so long have disappeared. While this void has been devastating, it also leaves us with an incredible opportunity: a blank page on which we can compose our future. We will look back at this time as the moment we made leaps forward by creating more innovative technologies, more human-centric businesses, and more inclusive workplaces. As a violinist and keynote speaker, Kai Kight believes that music can be used not only as an escape during this difficult time, but as a guide for us to learn from as we look to redesign our lives and work.	Freedom Hall A (Level 1)
10:45 am – 12:00 pm Concurrent Roundtables (Organizational Member Only)	Dental Roundtable Clinical Quality Roundtable Behavioral Health Roundtable CMO/Medical Director Roundtable HR Directors Roundtable CFO Roundtable Communications Roundtable Information Technology Roundtable Billing Manager Roundtable CEO Roundtable COO/Operations and Compliance Roundtable Information Technology Roundtable	Hickory Room (Level 3) Heritage A/B (Level 3) Heritage D/E (Level 3) Commonwealth 1-2 (Level 2) Commonwealth 3 (Level 2) Commonwealth 4 (Level 2) Independence Room (Level 2) Federal Room (Level 2) Heritage C (Level 3) Montgomery House in The State Room (Level 2) Constitution Boardroom (Level 2) Chestnut Boardroom (Level 3)
12:15 pm – 1:30 pm	2022 APEX Awards Luncheon Join us for this special luncheon where PACHC recognizes outstanding individuals and teams who have made a significant contribution to primary health care in Pennsylvania. Sponsored by Highmark Wholecare.	Freedom Hall A (Level 1)
1:45 pm – 3:00 pm	Putting the Mouth Back in the Body: How and Why to Set Up Successful Dental Integrations with Medical and Behavioral Health Services Kimberly Bury, Laurie Cross and Katrina Thoma, Sadler Health Center Why do our systems still treat the health of the mouth as though it's separate from the rest of the body? Often, we fail to recognize that oral health effects our overall physical and mental health and vice versa. As a Patient Centered Medical Home, Sadler Health Center works to break down silos in care by implementing practices that integrate dental medicine into whole person care. Presenters will discuss how coordinating dental medicine into primary and behavioral health care supports individual and population health. The session will focus on the development of an interprofessional practice that treats the whole patient and ultimately reduces the total cost of care. Panelists will discuss process improvements including differentiating between care coordination and care integration and identifying implementation strategies for integration into routine patient care. This session will also include examples of identifying appropriate strategies to overcome obstacles within workflows of care coordination and integration while keeping the patient at the center of the care experience.	Hickory Room (Level 3)
	Shifting from Assessment to Action for Age-Friendly Care through Collaborative Partnerships Jacqueline Sabol and Jenny Knecht-Fredo, Penn State College of Medicine; and Marie Mulvihill, Primary Health Network The presentation will discuss the positive impact on clinical practice that has occurred over the three-year partnership between the Penn State Neese College of Nursing, Primary Health Network and Project ECHO at the Penn State College of Medicine. Project ECHO is a hub-and-spoke model for tele-mentoring with a goal of increasing access to care in rural and underserved areas. ECHO allows medical specialists to mentor and empower primary care clinicians to treat complex conditions in their local communities.	Heritage A/B (Level 3)
	The Importance of Integrated Addiction and MAT Services in Primary Care Scott Constantini, The Wright Center for Community Health The Wright Center for Community Health (TWCCCH) will discuss the importance of integrated addiction/medication assisted treatment (MAT) services into primary care as a Center of Excellence (COE). Presenters will highlight the COE health center's MAT workflow and the use of case managers /certified recovery specialists. Discussion on the importance of developing collaborative community relationships/partners and working closely with your Single County Authorities (SCA's) and Managed Care Organizations (MCO's) will be part of the presentation. TWCCCH staff will share their success at implementing this element into primary care. During the presentation, discussion will include system and community barriers regarding MAT.	Heritage D/E (Level 3)
	Your Analytics Roadmap: Discovering and Achieving Your Healthcare Analytics Goals Chris Schacherer, Clinical Data Management Systems, LLC In this session, Dr. Chris Schacherer will guide attendees through the steps needed to reveal their organization's analytic aspirations and create a plan for achieving them. From gathering functional requirements, to gap analysis, build/buy decisions, procurement, and implementation, Dr. Schacherer provides the building blocks for effective decision making. Spoiler alert...analytics is not a thing you buy, it's a capability you develop. With a long-range, well-prioritized plan, any organization can be successful in harnessing the value of their data assets.	Commonwealth 1-2 (Level 2)



	<p>Leveraging Marketing Campaign Strategies to Attract – and Keep – Talent Commonwealth 3 (Level 2) John Bowser, Lisa Brusio Coster, and Sean Mulcahy, Gavin Too often employers oversimplify recruitment and hiring efforts. Today, planning an effective recruitment strategy requires deeper consideration of the entire applicant journey and how you effectively meet their needs. Are you successfully standing out in a noisy market and connecting on platforms your talent uses? And are you making the application process easy? There is an entire user journey that must be considered to culminate in hiring qualified and motivated talent. Human resources and marketing should be working together to consider how to generate brand value awareness, then enticing talent to apply with a complete career opportunity story, and ultimately introducing any easy application and interview process.</p>
	<p>Equipping Your Board and Health Center Leadership for Sound Governance Decision Making Commonwealth 4 (Level 2) David Fields, FORVIS Health center management teams and board members have a lot of responsibility and the ongoing recovery from the COVID-19 pandemic is not making things easier. Health centers are facing key critical decisions as they reshape care delivery and look to provide more access to their patient populations. This session will build upon sound financial fundamentals for good financial governance in decision making. Good communication is the foundation for financial oversight and proactive strategic planning for the future. Key decision making includes expansion of service area, delivery of service lines and other significant investments needed to navigate our recovery from the pandemic.</p>
	<p>Advocacy Matters: How to Integrate Advocacy into Your Organization Independence Room (Level 2) Eric Kiehl, Pennsylvania Association of Community Health Centers; Jimmy Reichenbach, Union Community Care; Sara Rupp, The Primary Health Network Community Health Centers are key to America's primary health system. As federal and state budget priorities and policies shift, it is critical for health centers to rally support to promote access to the affordable, equitable, and innovative care for which we are known. For health centers to thrive, the same commitment must be given to integrating advocacy into the mission and operation of the organization. Join panelists as they discuss how they have successfully integrated advocacy into their organizations. Learn tips on how you can make advocacy part of your already established everyday processes.</p>
	<p>Strategies for Supporting a Thriving CHW Workforce Federal Room (Level 2) Kiera Kenney, Health Federation of Philadelphia As community health workers (CHWs) and similar roles gain momentum across the commonwealth, many health centers are looking to understand what it takes to add this valued frontline public health role to their care teams. There are many factors to consider in supporting a thriving CHW workforce from training protocols and Pennsylvania CHW certification processes, to care team integration and trauma-informed supervision practices. This session will explore various components of successful CHW programs, present organizational readiness tools and share common challenges and lessons learned from the Integrated Peer Models for Health Learning Collaborative in Philadelphia.</p>
3:00 pm – 3:15 pm	<p>Beverage and Snack Break Freedom Hall Pre-Function (Level 1) and Heritage Pre-Function (Level 3) Snack Bags Sponsored by Health Partners Plans</p>  <p style="text-align: center;">Health Partners Plans</p>
3:15 pm – 4:30 pm Concurrent Sessions	<p>Back to the Future: Reestablishing Dental Program Sustainability Hickory Room (Level 3) Andrea Dickhaut, RDH, MHA, D4 Practice Solutions Is your dental program struggling to get back to pre-pandemic levels? Does your community have a greater need for oral health services than you are able to provide? Are you concerned that things will never get back to "normal"? In this session, we will discuss strategies to maximize dental provider productivity, maximize oral health outcomes, and maximize revenue to get your dental program back on track for success.</p>
	<p>Innovations in Diabetes Management Panel Heritage A/B (Level 3) Montserrat Venegas, Delaware Valley Community Health, Inc.; Walter Wanas, RDN, The Wright Center; and Katrina Thoma CPNP-PC, DPH Join a panel of expert clinicians who will share innovative strategies for managing diabetes. Panelists will discuss how to use a registered dietitian-nutritionist to help improve patient compliance and aid lifestyle modifications. The session will include how utilizing care-teams can improve UDS scores, patient outcomes, and patient satisfaction. Finally, participants will learn how community health workers are being utilized in health centers to assist patients with diabetes self-management.</p>
	<p>Early Identification and Intervention for Youth with Psychosis in Pennsylvania Heritage D/E (Level 3) Monica Calkins and Christian Kohler, University of Pennsylvania Teenage years and early adulthood represent a crucial time for personal development and functioning. Identifying early psychosis symptoms and their causes can be difficult for both the individual, their families or caretakers, and community providers. Early detection and individualized interventions are viewed as essential components of effective care to promote recovery. This presentation will be led by Monica Calkins, PhD and Christian Kohler, MD, co-directors of HeadsUp, which offers Pennsylvania-wide assistance for early psychosis detection and care. They will provide an educational and practical approach to identify individuals experiencing early psychosis as well as how to connect young persons and their families to coordinated specialized care.</p>
	<p>You can survive a HRSA OSV! Commonwealth 1-2 (Level 2) Bridgette McGivern, MBA, Community Health and Dental Care, Inc. Don't be scared when you hear your health center is on the list for a virtual or face to face HRSA operational site visit. Attending this session, will provide attendees with best practices and advice for a successful visit, how to organize 160 pages of requirements, and how to be proactive for a successful site visit. Attendees will learn how to understand the dreaded Form 5, credentialing and privileging as well as the monster sliding fee chapter! The session will include how the Community Health and Dental Care, Inc. staff prepared and worked with their reviewers for one of the best experiences possible.</p>

	<p>Educating the Future Public Health Workforce While Addressing Needs Today Commonwealth 3 (Level 2) Kim Allen, Isabelle Dewyngaert, Janine Gibbons, and Brent Simmons, Delaware Valley Community Health How are student clinicals and experiences in an FQHC setting utilized for ancillary support to care for patient populations while giving real life public health experiences within clinic settings? Panelists will share partner student experiences that are currently utilized or in stages of implementation within Delaware Valley Community Health locations. Each presenter will summarize the current work students are completing, how oversight structure works, as well as the benefit to not only student growth but organizational growth and patient care.</p>
	<p>Risky Business: Understanding Hierarchical Coding Categories Scores and Its Impact on Your Bottom-Line Commonwealth 4 (Level 2) Cathy Zito, Lighthouse Healthcare Advisors Accurate diagnosis coding leads to appropriate and optimal hierarchical coding categories assignment (HCC). This is vital not only to effective patient care but can also have a significant financial impact. This session will focus on understanding the mechanics of risk-based coding and its impact on the bottom line as we move to value-based care.</p>
	<p>A Health Center Approach to Future Information Systems Planning and Heightened Cyber Security Independence Room (Level 2) Isaiah Nathaniel, Delaware Valley Community Health Information systems departments in health centers are positioned to continue to positively affect organizations for the future. The future however requires advance planning and attention to health center needs internally and externally. From staffing ratios to the current cyber security threats attacking healthcare, it is of utmost importance that health centers plan for these things in a systematic way. The session will take a formalized approach to developing the right staffing count and courses of action in the event of a cyber-attack.</p>
	<p>All things Medicaid: Physical HealthChoices and the End of the Public Health Emergency Federal Room (Level 2) Kyle Fisher, PA Health Law Project This session will provide topical Medicaid updates. Attendees will learn about recent changes to the managed care plans operating in the Physical Health HealthChoices program, the status of the federal Public Health Emergency (PHE), and how the Department of Human Services intends to unwind the PHE continuous coverage protections.</p>
4:30 pm – 7:30 pm	<p>2022 PACHC Trade Show Freedom Hall B (Level 1) Jukebox Heroes! Celebrate our healthcare heroes with the music-themed trade show. Grab your favorite band shirt and get ready to keep on rockin' with our vendors! Trade Show Lounge Sponsors:</p> <div style="text-align: center;">   </div>
Day 3 – Thursday, October 13	
7:30 am – 8:00 am	<p>Community Health Center Networking Breakfast Heritage C (Level 3)</p>
8:15 am – 9:15 am	<p>Addressing Stigma in HIV care: Examining the Ethical Conundrum for Some vs Solutions to Eliminate the Sting of Perpetuating Exclusions to Optimal Care Hickory Room (Level 3) Dr. Myra Rutland, DNP, FNP-BC, Spectrum Health Services, Inc. Stigma exists. Whether you are on the receiving end, consciously or subconsciously on the giving end or somewhere in between—people living with HIV (PLHIV) or at risk for contracting HIV are crying out for relief from its sting. Stigma in the health care setting on any level—creates barriers to optimal health outcomes. This is especially so in the HIV health care setting; persistent stigma will hinder avenues that lead to ending the HIV epidemic. Additionally, there are some healthcare providers that struggle with the “ethical” concerns surrounding what providing care to PLHIV or at risk for HIV means to them. Likewise, others who are willing to provide care—may unknowingly wound or perpetuate stigma based on naivete. This presentation embarks on a solution-based conversation of how stigma impacts PLHIV and those at risk.</p>
	<p>Plenary: Pennsylvania State Update Heritage A/B (Level 3) Secretary Dr. Denise Johnson, Department of Health; Secretary Jennifer Smith, Department of Drug and Alcohol Programs (Invited); Commissioner Michael Humphreys, Insurance Department (Invited); Zachary Sherman, PENNIE; and Sally Kozak, Department of Human Services (Invited) Hear the latest on HealthChoices, PENNIE and the ACA Marketplace, behavioral health services, telehealth, SUD services, public health, and other state policy priorities impacting community health centers.</p>
	<p>Unconscious Bias: How to Recognize in Self and Other and Rework it Together Heritage D/E (Level 3) Melissa Shultz, Union Community Care This session will explore the relationship between unconscious bias, diversity, inclusion and preventing discrimination. Unconscious biases are social stereotypes about certain groups of people that individuals form outside their own conscious awareness. During this session, the speaker will further define the concept of unconscious bias and depict different types of unconscious biases. Using demonstrations, attendees will explore how biases can influence workplace decisions and interactions. Attendees will be given the tools on how to recognize personal biases and make more informed decisions.</p>
9:30 am – 10:45 am Concurrent Sessions	<p>Mitigating Risk through Quality Credentialing and Privileging Hickory Room (Level 3) Christine Mobley, Edge-U-Cate, LLC Credentialing/privileging is not just an exercise in paperwork! A well-organized process following accreditation standards and state/national regulations is essential to ensuring health centers are recruiting well qualified individuals who will provide safe and quality patient care to the health center's population. This session will provide key documents to be collected and evaluated; identifying “red flags;” and tips to avoid any unnecessary risk when adding and re-credentialing practitioners to your staff.</p>

	<p>Share the Care: Using Ambulatory Nurses to Improve Patient Access & Outcomes Taryn Breneman, MSN, RN, AGCNS-BC, Union Community Care Nurse visits provide an opportunity to improve patient outcomes through care coordination, education, care management, and closure of care gaps, but unfortunately health centers cannot bill for these visits. Through a change management approach and implementing a team-based model of care, Union Community Care has been able to introduce a concept called “Share the Care” (STC). The STC process involves a registered nurse completing a full patient visit and then collaborating with a provider so that a face-to-face visit can occur, therefore allowing it to be billable. This approach also allows staff to move effectively capture CPT II codes such as blood pressure, BMI, A1c; that the health center had not always received credit for in the past. STC visits can impact performance in value-based programs, take the burden off providers from a documentation and panel management standpoint, improve access to care, patient outcomes, all while generating revenue.</p>	<p>Heritage A/B (Level 3)</p>
	<p>Referral To Treatment for Substance Use Disorder Related to Opioid Use Denise Vanacore, Quality Insights Preliminary overdose death rates nationally and in Pennsylvania are being reported at record highs for 2021, amplifying the need to identify those who are at elevated risk for developing a substance use disorder (SUD). Healthcare providers can use Pennsylvania’s Prescription Drug Monitoring Program (PDMP) in combination with a variety of readily available, evidence-based screening tools as interventions to identify need for and facilitate warm handoffs (in both primary and emergency medicine settings) to specialty SUD treatment services.</p>	<p>Heritage D/E (Level 3)</p>
	<p>Mobile Dental Unit/Serving the Community Beth Desch, MS, PHDHP, RDH, Community Health and Dental Care, Inc. Community Health and Dental Care’s mobile dental unit has been on the road approximately a year serving patients who otherwise would not have access to dental care in daycares, senior centers, and to people experiencing homelessness. The mobile unit has been fully functional since the fall of 2021, providing preventive hygiene services, restorative and simple extractions. During the first year in operation, Community Health and Dental Care, Inc. experienced ups and downs and overcame many obstacles. One of the biggest lessons learned is to be flexible and ready for anything. Providing high quality care in unpredictable situations is the goal and top priority of the mobile dental team that includes both support and clinical staff. As the mobile dental unit coordinator, the presenter will share what it takes to outfit the mobile dental unit, how to perform effective outreach for a successful event, and the mobile unit output to date.</p>	<p>Commonwealth 1-2 (Level 2)</p>
	<p>Technology as an Influencer on Workforce Development Adam Arker, Hartman Executive Advisors High quality direct-care workers are essential to federally qualified health centers but, given their many employment options at similar salaries, are difficult to attract and retain. Technology can help recruit, hire, and onboard team members. However, if not managed correctly, it can also contribute to losing them. Health center leaders need to consider how prospective and current employees will engage with technology. Technology influence on workforce development begins in the recruiting process, extends to the hiring process and is critical in both initial onboarding and continuous, two-way engagement with staff.</p>	<p>Commonwealth 3 (Level 2)</p>
	<p>Financial Trending from COVID-19 and Beyond David Fields, FORVIS COVID-19 has been an area of significant disruption for health centers with many challenges as well as increased funding. While there can often be great hope about additional grant funding, realistically most of the additional COVID-19 grant funds will end in March of 2023. In this session, the presenter will engage attendees in a discussion about where health centers find themselves today, and what decisions will need to be made to remain economically viable post COVID-19. The presentation will touch on rising costs, decreasing grant funding and a few reminders about opportunities for a Pennsylvania Medical Assistance change in scope cost report. The next six months will set the foundation for organizations for the next five years.</p>	<p>Commonwealth 4 (Level 2)</p>
	<p>Equitably Extending Our Reach: Employing Community Members to be Our Hands and Feet in the Communities We Serve Anna Cole, Debra Ortiz-Vasquez, Lianette Pappaterra, and Maryann Salib, Esperanza Health Center; and Darlene Burton Over the past decade, Esperanza Health Center (EHC) has sought to meaningfully educate and leverage community members to be resources for health and wellness in their spheres of influence. Most recently, the COVID-19 pandemic propelled us to think creatively around ways to equitably employ community members, thus extending our presence in the community and our ability to respond to emerging needs. During the pandemic, EHC developed the Community COVID Ambassador program in response to COVID-19 fears and misinformation. This session will utilize EHC’s Community COVID Ambassador program as a case study in equitable community engagement and will demonstrate the importance of leveraging community members whose lived experiences as residents provide unique assets for the work of the health center in the community. The team will also share ways to elevate the voice and presence of community members in achieving health and wellness in their neighborhood. In addition, the session will touch on other community engagement models.</p>	<p>Independence Room (Level 2)</p>
	<p>Improving Affordability and Access to Care through Federal and State Policy Solutions Patrick Keenan, Pennsylvania Health Access Network Patients across Pennsylvania are struggling to afford healthcare and find doctors or specialists who take their coverage. Even insured patients often cannot afford premiums and high out of pocket costs in their health plans. All of this leaves many Pennsylvanians with medical debt. Learn about new federal policies that will help patients with these situations as well as opportunities for state-based policies that can make healthcare affordable for all. Hear from a state expert about what patients can expect in the upcoming year and understand the timelines and implementation. Lastly, find out about a new statewide tool for generating data about disadvantaged and disconnected communities across Pennsylvania that is helping drive changes in affordability and access.</p>	<p>Federal Room (Level 2)</p>

10:45 am – 11:00 am	Beverage and Snack Break Snack Bag Sponsored by CORE, Gift of Life and Donate Life PA	Heritage Pre-Function (Level 3) and Commonwealth Pre-Function (Level 2)   
11:00 am – 12:15 pm Concurrent Sessions	Timing Is Everything: Credentialing & Provider Enrollment Coordination Christina Giles, Edge-U-Cate, LLC This session will focus on the similarities and differences in the requirements for credentialing and provider enrollment. Attendees will be provided suggestions for ways to share common information between the processes. The presenter will discuss previous barriers between the two functions and how to resolve them.	Hickory Room (Level 3)
	Empowering Eagle Eyes on BMIs...Obesity as a CHC Public Health Gateway Dr. Jumea Barooah, MD, FACP and Dr. Linda Thomas-Hemak, The Wright Center Emerging through ubiquitous public health consequences of COVID-19 illuminates crucial need to bolster America's whole person primary care and public health infrastructure. Enlightened by ongoing experiential journeys battling COVID-19, HIV and Opioids, health centers are poised to pioneer responsive strategies to chronic diseases related public health challenges impairing America's health. Causally linked to 250+ chronic diseases, 40% of the U.S. population are obese and 30% are overweight. High prevalence weight disorders and comorbidities scenically inspires responsive strategies to be integrated into primary healthcare. Cutting edge neurobehavioral, genetics, epigenetics, and obesogenic environment discoveries offer promising, pragmatic therapeutics and empowering strategies to succeed at seemingly insurmountable lifestyle changes that can be simplified for success. Intentionally engaging in responsive solutions to address obesity can advance whole person primary care models and improve several UDS metrics within health centers, while promoting a recovery-oriented culture that promotes healthy lifestyle insight and behaviors of all stakeholders.	Heritage A/B (Level 3)
	Neuropsychiatric Manifestations of Long COVID Trond Harman and Dr. Raghav Tirupathi, Keystone Health Center For some patients, the effects of COVID-19 can last well beyond the immediate illness. Patients and clinicians across the United States are reporting long-term effects of COVID-19, commonly referred to as long COVID. Neurological symptoms may include cognitive difficulties, memory loss, headaches, paresthesias, dysautonomia, chronic fatigue, anxiety, depression. In some patients, critical illness from COVID-19 may be the cause of persistent symptoms, but many patients with long-term effects had mild or asymptomatic acute COVID-19 infection. During this session, presenters will share the current literature and their experiences with treating long COVID, focusing on neurologic, and psychological aspects.	Heritage D/E (Level 3)
	The Road to Mobile Health Care Lindsey Miller, Berks Community Health Center; Kathleen Barry, The Wright Center; Donna Simpson, Cornerstone Care Mobile units provide an opportunity for health centers to meet people where they are, literally. The panel is comprised of representatives from health centers using mobile units in a variety of ways and levels of experience, from nearly launched to more than a decade of mobile service. Panel discussion will include all operational aspects of mobile unit implementation from design and planning to staffing and function. The panel will share their successes and challenges with attendees and time will be allotted for a question-and-answer period.	Commonwealth 1-2 (Level 2)
	Effective Retention Strategies for Today's Workforce Lisa Petro, Cornerstone Care We all know that retaining employees is vastly preferred to recruiting new ones. Yet, we often don't use all the retention tools at our disposal. Join Lisa Petro, director of human resources at Cornerstone Care, for this discussion of the importance of retention and the various ways you can effectively and creatively implement retention strategies that work. Learn more about how creating a positive culture, career paths and ladders, leadership training, and exit and stay interviews can help keep your valuable employees.	Commonwealth 3 (Level 2)
	2023 MPFS Proposed Updates & Good Faith Estimates Nicole Moscatelli, FORVIS Annually we await the Medicare Physician Fee Schedule updates that will impact FQHCs every January 1st. Let's talk about what we may be in store for come January 2023. Additionally, effective January 2022 FQHCs were impacted by the regulations pertaining to the Good Faith Estimates as part of the No Surprises Act. A thorough understanding, ability to implement applicable updates and information to share within your health center can directly affect a health center's revenue and compliance.	Commonwealth 4 (Level 2)
	Photography 101: Take High-Quality Photos with Your Phone or Camera Amy Chamberlin, Family First Health; Jennifer Foster, Freelance Photography; Kirsten Groff, Community Health & Dental Care Many health centers rely on their communications or marketing staff to take photos of community events, create social media content, and take staff headshots. This session is designed to empower photo-takers with the techniques to capture high-quality images for their health centers. Panelists will discuss photography tips and tricks to refine your skills whether taking pictures on a mobile device or camera. The session will cover how to photograph during busy community events, capturing candid shots that are still HIPAA compliant, taking an engaging photo that can be used on social media and easy to use apps for editing images. This session is geared towards all levels of photography skills.	Independence Room (Level 2)

	<p>Increasing the Outreach and Enrollment Return on Investment Federal Room (Level 2) Jacob Hope, Family Practice & Counseling Network Outreach and enrollment (O&E) work has a direct impact on health center finances. Last year we looked at O&E best practices and how they can improve productivity and work quality, resulting in a stronger O&E return on investment (ROI). This year, we will review O&E best practices further. Attendees will look at fully integrating O&E work into their electronic medical records system and at the importance of collaboration with health center billing departments. When we combine all these efforts, we improve our ROI for the health center. Just as importantly, we can also track and measure that impact not only in dollars for the health center but also in medical debt avoided for patients, community members assisted, and more.</p>
12:30 pm – 1:30 pm	<p>Lunch Buffet Heritage C (Level 3) Please enjoy your lunch in Heritage C or attend an EHR roundtable (see below)</p>
	<p>EHR Roundtables (AthenaPractice; AthenaOne; eClinicalWorks; NextGen; EPIC; and Medent) Commonwealth 1-2 (Level 2) Introducing an opportunity for attendees to participate in roundtable led by The Health Federation of Philadelphia. Participants will join in peer discussions on EHR use, challenges, and successes with other health centers.</p>
1:45 pm – 3:00 pm Concurrent Sessions	<p>Taking Control of the Message in the Media Hickory Room (Level 3) Lisa Brusio Coster and Amanda Peterson Martin, Gavin Learn the value of securing media coverage for your organization, manage your message in media interviews, and gain a better understanding how to use interview opportunities to build brand awareness. Attendees will learn how to implement these strategies all while creating a trusting relationship with the community and with media. Review best practices and take part in an interactive portion of the session where you'll practice message mapping for surprise interviews or crisis situations and takeaway key tips in securing positive coverage with any news cycle.</p>
	<p>Clinical Workflows: Development and Implementation Heritage A/B (Level 3) James Biery and Amy Bowers, LPN, North Penn Comprehensive Health Services As patients returned to the clinic after the COVID-19 pandemic, our staff noticed that many of the long-standing clinical workflows were now outdated, forgotten due to lack of utilization, or never learned due to staff turnover. With an obvious opportunity for improvement, a team consisting of key personnel from each job category (clinician, nursing, clinical support, and administration) was assembled and tasked with optimizing the flow of patients in the clinical arena. They designed and developed itemized workflows beginning with pre-visit planning and culminating in departure of the patient from the examination room. This program was then implemented in a scalable fashion with ultimate system-wide adoption. Here we present the processes followed and provide valuable lessons learned along the way.</p>
	<p>Enhancing Leadership and Workforce Efforts Through a Strengths-Based Leadership Approach Heritage D/E (Level 3) Shelly Ravello, Broad Top Area Medical Center, Inc. By investing in leader and employee strengths, organizations can leverage natural talents and skills. Contrary to 'fixing' weaknesses in a traditional workplace approach, Strengths-Based Leadership (SBL) principles emphasize strengths to maximize productivity and satisfaction. Rooted in transformational leadership and positive psychology, Strengths-Based Leadership encourages leaders to evaluate their own strengths to help develop employee strengths. Through this relational approach to professional development, leaders can create a 'best fit' for team members and organizational goals. Participants will learn key concepts, application strategies, and compare organizational successes/ challenges. This session is appropriate for leaders of levels.</p>
3:00 pm	Adjournment

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