Iowa Healthcare Collaborative
Care Coordination Conference
The Meadows Events & Conference Center, Altoona
June 3, 2015
Purpose
The IHC Care Coordination Conference will bring together health care professionals from across the care continuum to drive partnerships and collaboration, learning about current transitions of care topics prevalent in today’s health care environment. Best practices will be shared and discussed to increase knowledge of those in attendance.

Conference Agenda

8:00 am - Registration/Continental Breakfast

8:30 am - Welcome and Iowa Healthcare Collaborative Update
Tom Evans, MD, President/CEO, Iowa Healthcare Collaborative, Des Moines

8:45 am - Keynote: The Heart of Patient-Centered Family Care
Jennifer Page, Orange County, California

Jennifer Page, the inspirational and entertaining mother of Mini Darth Vader, describes her family’s journey through the health care system. Her son, best known for his role as Darth Vader in the Volkswagen Super Bowl ad, was born with a congenital heart defect necessitating eight major surgeries before age eight. Her transformative health care journey has been heartfelt, eye-opening and sometimes harrowing. Jennifer will share her many experiences to help participants better understand, identify and address many of the major challenges facing health care consumers today.

- Recognize the importance of having a meaningful approach to patient and family-centered care.
- Identify the ins and outs of navigating the care continuum.
- Identify ways to build support for giving back to the local health care community.

10:00 am - Networking Break

10:15 am - Keynote: The Social Determinants of Health in the Futures of Primary Care and Public Health
Clement (“Clem”) Bezold, PhD, Chairman and Senior Futurist, Institute for Alternative Futures (IAF), Alexandria, Virginia

Trained as a political scientist, Clem Bezold has been a major developer of foresight techniques, including IAF’s unique “aspirational futures” approach, which uses scenarios to help clients not only to better understand what might happen (the plausible future) but to create the future they prefer, their vision (the preferred future). There is growing awareness of the role that the social determinants of health (SDH) play in individuals’ health and in community health. A few health care providers, particularly community health centers, have long focused on SDH but that number is increasing. Primary care is likely to evolve from its focus on quality as the patient-centered medical home to the community-centered health home. Pursuit of the Triple Aim’s goal of increased population health is spurring action as well. This presentation will explore these developments and put them in the context of the emerging futures of primary care and public health.

- Recognize the role of SDH in relation to health outcomes.
- Describe the range of activities that community health centers are pursuing to shape SDH.
- Explore the major paths (or futures) for primary care and public health and SDH-related strategies within those different futures.

11:45 am - Environmental Scan – State Innovation Models (SIM), Transforming Clinical Practices Initiative (TCPI) and Hospital Engagement Networks (HEN) 2.0
Tom Evans, MD, President, Iowa Healthcare Collaborative, and Gerd Clabaugh, Director, Iowa Department of Public Health, Des Moines

Since the launch of the Affordable Care Act, the Centers for Medicare & Medicaid Services has launched numerous programs and models to help health care providers achieve large-scale transformation while striving to help clinicians and hospitals move from volume-based toward patient-centered quality health care services. Dr. Tom Evans and Gerd Clabaugh will share the latest regarding SIM, TCPI and HEN 2.0 and the impact of these programs on Iowa health care providers.

- Describe the SIM, TCPI and HEN 2.0 initiatives.
- Recognize how these programs will affect quality improvements and facilitate practice transformation.

12:15 pm - Lunch (included)
1:15 pm - Breakout Sessions

1A  Community Team-Based Care: Using a Team-Based Care Approach to Achieve Care Coordination
Dawn Welling, Director, Patient-Centered Medical Home Care Initiatives, UnityPoint Clinic, Johnston
Jen Kirstein RN, Coordinator Family Medicine, UnityPoint Clinic, Des Moines
Kimberly Wente RN, Senior Care Coordinator, UnityPoint Clinic, Des Moines

Team-based care is a necessary approach to achieving the best outcome for every patient every time. Transforming care delivery in the primary care setting is allowing for better connections with other care settings and community partners. UnityPoint Clinic is utilizing the registered nurse’s (RN) skillset in a new way through the patient-centered medical home (PCMH). This allows RNs to engage patients in setting patient-centered goals designed to improve patient outcomes through self-management with team-based support.

- Recognize the role of a care coordinator RN in a PCMH primary care clinic setting.
- Describe how team-based care works and why it is important to patient, provider and staff satisfaction.
- Identify how team-based care can impact patient outcomes as well as Triple Aim goals.

1B  Data In Action: Leveraging Data to Improve Care Coordination and Quality Outcomes
Linda Wendt, Executive Director of Quality and Candace Woods, Senior Project Manager/Quality Performance Analyst, UnityPoint Clinic, Johnston

With so much data available, how does an organization design processes around actionable data, connect existing resources to the processes and build an organizational platform to drive improved performance? UnityPoint Clinic has been on this journey for the last three years. Hear what has been learned from the experience and how future success is being built with patients and community partners.

- Recognize how to engage leadership, staff and providers in building a quality and care coordination performance platform.
- Describe how data utilization can drive improved performance.
- Identify the connection between patient-centered medical home, care coordination and quality outcomes.

1C  Patient and Family Engagement: Putting Health Literacy into Practice
Kady Hodges, MPH, Iowa Healthcare Collaborative, Des Moines

Limited health literacy is a growing problem in the United States and is a major influence on individual and community health. Assessment tools can be valuable resources to identify and address limited health literacy. This presentation will overview the role of health literacy in patient and consumer health experiences and status. It will also highlight available tools and resources to identify and address limited health literacy and associated barriers in patient populations.

- Review the basics of health literacy and its importance as a significant determinant of health.
- Apply evidence-based tools and resources to address limited health literacy.
- Outline the experience of a local pilot project to implement a health literacy assessment tool across services.

2:05 pm - Networking Break

2:15 pm - Breakout Sessions

2A  Community Team-Based Care: It Takes a Village - Mercy-North Iowa’s Experience
Teresa Mock, MD, Senior Vice President, Mercy Population Health Clinic, Mason City

Caring for patients with chronic illness, such as diabetes, takes a comprehensive, coordinated approach to ensure best care and best outcome for the patient. In the second year and implementation phase of the Community Care Coordination Project, Mercy Medical Center-North Iowa staff have invaluable knowledge to share with peers and partners.

- Discuss the structure and integration of care coordination with community partners.
- Discuss early learnings and impact on patients.

2B  Data In Action: Data from Scratch
Sue Hanna, RN, BSN, CH, Patient Care Coordinator and Coordinator of the Patient-Centered Medical Home, Shenandoah Physicians Clinic, Shenandoah

This session will discuss ways of utilizing data to identify patients in need and tracking progress in a rural clinic. This data utilization also drives patient care coordination and ensures a team approach to total health care.

- Describe how to build a simple, yet effective process to identify patients in need, record this data and utilize it to track patients’ progress and outcomes.
- Recognize how to execute this process with a very basic electronic health record (EHR), along with the challenges of having three different EHRs in a rural medical center.
2C Patient and Family Engagement: Safety Huddles
Karen Kiel-Rosser, Vice President/Quality Improvement Officer, Mary Greeley Medical Center, Ames, and Donna Hubbell, Vice President of Performance Improvement and Patient Safety, Methodist Jennie Edmundson Hospital, Council Bluffs
Health care organizations are successfully implementing safety huddles, gathering members of a care team to discuss a plan of action for a patient to improve care coordination. Karen Kiel-Rosser and Donna Hubbell will lead a panel and audience discussion on safety huddles, including a best practices approach for implementing this in an organization.

- Recognize the importance of implementing safety huddles.
- Describe a best practices approach to coordinate patient-centered engagement strategy.

3:05 pm - Networking Break

3:15 pm - Breakout Sessions

3A Community Team-Based Care: Provider-Community Pharmacist Team Management of Hypertension and Diabetes
William Doucette, PhD, Professor and Head, Division of Health Services Research, University of Iowa College of Pharmacy, Iowa City
This presentation will describe an Iowa initiative to foster teams of providers and community pharmacists to manage hypertension and diabetes. Challenges and successes for such teams will be discussed.

- Describe efforts to establish teams of providers and community pharmacists to manage hypertension and diabetes.
- Discuss challenges and successes for such an approach to chronic care.

3B Data In Action: Stop Sending Me Those Lists! Finding Ways to Work Together Despite Disparate Data Systems
Chris Espersen, Quality Director, Primary Health Care, Des Moines
Health care workers are continuously trying to do more for the patient with less time, all the while dealing with changing and onerous requirements. Insurers are trying to warp our country’s out-of-control cost curve. Join one health center in its attempt to integrate external data with its own systems and what it means for staff and for patients.

- Examine patient outcomes as a result of data utilization.
- Discuss what data is valuable and what data contribute to the “noise.”
- Discuss what our ideal data community would look like in Iowa.

3C Patient and Family Engagement: Choosing Wisely: An Educator’s Perspective
William "John" Yost, MD, UnityPoint Health, Des Moines
This session will provide a review of the origin of the Choosing Wisely campaign from the perspective of the American Board of Internal Medicine, the adoption and translation by the Iowa Healthcare Collaborative into the Iowa Five. The presentation will also review why this campaign is critically important to physicians and health care administrators as we move into the next era of health care, one that will necessarily involve the judicious use of

Conference Location & Lodging
The Meadows Events & Conference Center
1 Prairie Meadows Drive
Altoona
$104 plus tax.  IHC room block expires May 13, 2015, reference Iowa Healthcare Collaborative room block, group code 06022015IHC.

Continuing Education
.69 Nursing CEUs will be awarded for this conference by IHA Iowa Board of Nursing provider #4.  Note: Iowa Nursing CEUs will not be issued unless your Iowa license number is provided on the certificate completed the day of the conference.
NOTE: To receive CEUs or a certificate of attendance, you must attend the entire conference.  No partial credit will be granted.

Intended Audience
Physicians, nurse managers, critical care nurses, staff nurses, pharmacists, infection control professionals, risk managers, quality assurance professionals, case managers, long-term care and home health care providers and individuals working in the public health sector.

Registration/Cancellation/Refund Policy
- No-shows will be billed, substitutions welcome anytime via fax or e-mail.
- A full refund will be given to all cancellations received 10 or more business days prior to the conference.
- A $25 administrative fee will be charged to all cancellations received six to nine business days prior to the conference.
- No refunds will be given to cancellations received five or fewer business days prior to the conference.
- Refunds will be calculated by the date received and the business days remaining prior to the conference.
- IHC reserves the right to cancel the conference due to insufficient enrollment, in which case pre-registered participants will be notified and full refunds provided.
- All cancellations and substitution requests must be sent to Tori Hanson (hansont@ihaonline.org) by e-mail or faxed to 515.698.5132 or 515.283.9366.

ADA Policy
IHC does not discriminate in its educational programs on the basis of race, religion, color, sex or handicap. IHC wishes to ensure no individual with a disability is excluded, denied services or segregated or otherwise treated differently than other individuals because of the absence of auxiliary aids and services. If you need any of the auxiliary aids or services identified in the Americans with Disabilities Act in order to attend this conference, please call 515.288.1955, fax 515.283.9366 or write to the Department of Education at IHC.
Three Ways to Register

Email: russells@ihconline.org      Fax: 515.698.5130    Mail: IHC, 100 East Grand, Suite 360, Des Moines, IA 50309

Last Name__________________________________________  First Name_______________________________________________

Nickname (to appear on badge)_________________________  Title_______________________________________________

Organization Name____________________________________________________________________________________________

Organization Address___________________________________________________________________________________________

City_________________________________________________  State/Zip_______________________________________________

Telephone No. (________)_____________________________________  Fax No. (______)__________________________________

E-mail Address (required to receive confirmation)

☐  I would like a vegetarian entree for lunch.

Conference Fees

☐  Individual $169

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### Payment Information

- [ ] Check (payable to IHC)
- [ ] Bill my institution
- [ ] Credit Card  [ ] American Express  [ ] MasterCard  [ ] Discover  [ ] VISA

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Security Code (the last three or four numbers on the back of the card)______________________________

Expiration Date ___________________________  Cardholder’s Phone No. (______)_____________________

Cardholder Signature _____________________________________________________________

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### 1305 Grant - No Registration Fee

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### Conference Fees

- [ ] Individual $169

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Please indicate below the breakout sessions you plan to attend (Check only one session per time block)

#### 1:15 pm Breakout Sessions

- [ ] 1A - Community Team-Based Care: Using a Team-Based Care Approach
- [ ] 1B - Data in Action
- [ ] 1C - Patient and Family Engagement: Putting Health Literacy into Practice

#### 2:15 pm Breakout Sessions

- [ ] 2A - Community Team Based Care: It Takes a Village - Mercy North Iowa’s Experience
- [ ] 2B - Data in Action: Data from Scratch
- [ ] 2C - Patient & Family Engagement: Care Coordination Huddles

#### 3:15 pm Breakout Sessions

- [ ] 3A - Community Team-Based Care: Provider-Community Pharmacist Team Management
- [ ] 3B - Data in Action: Stop Sending Me Those Lists!
- [ ] 3C - Patient and Family Engagement: Choosing Wisely: An Educator’s Perspective

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