Health IT Summit 2022

Improving Patient Care Through Health IT Innovation

Agenda - Friday, December 9, 2022	
9:00 – 9:05 am	**Welcome & Opening Remarks by Louise McCarthy**, President and CEO, CCALAC
9:05 – 10:15 am	**Keynote: Navigating New Frontiers in Health Data Exchange and Use** **Presenter: Lisa Bari, CEO, Civitas Networks for Health** Lisa Bari is the founding CEO of Civitas Networks for Health, a national nonprofit collaborative of member organizations working to use health information exchange, health data, and multi-stakeholder, cross-sector approaches to improve community health and support health equity. Civitas Networks for Health counts more than 180 regional health improvement collaboratives, health information exchanges, and affiliated organizations as members. Lisa previously served as the Interim CEO of the Strategic Health Information Exchange Collaborative, and as the Health IT and Interoperability lead at the Centers for Medicare & Medicaid Services' Innovation Center, where she led health IT policy and helped author the Interoperability and Patient Access rule. She holds a BA from the University of California, Berkeley, an MBA from Purdue University, and an MPH with a concentration in health policy and public health leadership from the Harvard T.H. Chan School of Public Health.
BREAK 10:15 am – 10:25 am	
10:25 – 11:15 am	**Cyber Threats: Not If, But When** **Presenter:** Supervisory Special Agent Ron Manuel, FBI
11:15 – 12:05 pm	**Monitoring ER Visits and Hospitalizations of Populations of Focus** **Presenters:** Diego Emestica, Program Director, Chronic Disease, Northeast Valley Health Corporation Karla Nungaray, Director of Nursing Services, Northeast Valley Health Corporation Stephen Gutierrez, Chief Information Officer, Northeast Valley Health Corporation
LUNCH 12:05 pm – 1:15 pm	
1:15 – 2:15 pm	**Effective Communication Strategies: See Eye-to-Eye with Your C-Suite** **Presenter:** Mary Jean Vignone, Organizational Development Expert, Expert Effect
2:15 – 3:05 pm	**Making Telehealth Work: Insights from the California Safety Net** **Presenters:** Alexis Wielunski, Senior Program Manager, Center for Care Innovations Diana Camacho, Senior Program Officer, California Health Care Foundation
BREAK 3:05 pm – 3:15 pm	
3:15 – 4:25 pm	**Advancing Holistic Patient Care Forward Through Data Exchange** **Panel Moderator and Presenter:** Timi Leslie, President, BluePath Health **Panelists:** Brad Hibbard, Chief Strategy Officer, LANES DeeAnne McCallin, former Director of Health Information Technology, CPCA Dr. Katrina Miller Parrish, Chief Quality and Information Executive, LA Care
4:25 – 4:30 pm	**Closing Remarks by Candice Rowland**, Health IT Programs Manager, CCALAC

SESSION DESCRIPTIONS

Keynote: Navigating New Frontiers in Health Data Exchange and Use

Significant legislation and regulation at the federal and state level is changing the health improvement and information exchange landscape. From information blocking to the Trusted Exchange Framework and Common Agreement (TEFCA), to state efforts like CalAIM and the Data Exchange Framework, this keynote session will give an overview of important issues health centers should be tracking. We will also explore the emerging health data utility model, which provides a useful framework for incorporating and using different types of health data, including clinical, claims, social care, and public health data to improve the health and well-being of communities. Health data utilities are beginning to provide critical infrastructure for health equity—and engagement with health centers and safety net providers will reinforce their role in providing high-quality, low burden, comprehensive data sets to all.

Learning Objectives:
- Understand the latest developments at the federal and national level affecting the use and exchange of electronic health information.
- Learn about the emerging health data utility model of health improvement, and information exchange and use, and how they may affect health centers.
- Learn about efforts to standardize and integrate social care and healthcare data, and the importance of implementation and feedback loops in communities.

Cyber Threats: Not If, But When

Organizations of all sizes, including within the health care sector, are increasingly suffering from cyber extortions, data breaches, and other cyber-attacks. These cyber-attacks not only directly impact those targeted, but threaten Americans' public health and safety. Supervisory Special Agent Ron Manuel from the FBI Los Angeles Cyber Task Force will detail the scope of the cyber threat we face today, provide an overview of the role of the FBI and the U.S. Government in combatting cyber threats, and what organizations can do to better protect themselves from the onslaught of today's cyber-attacks.

Learning Objectives:
- Understand why cyber threats are so impactful to the health care sector
- Learn about the most common and devasting cyber-attacks, including case studies
- Learn the value proposition of working alongside law enforcement on cyber threats
- Learn key principles every organization can implement to protect itself

Monitoring ER Visits and Hospitalizations of Populations of Focus

Historically, health centers have struggled to develop a full picture of their patient populations that are high-utilizers of healthcare services, including but not limited to OB patients with high-risk pregnancies, patients with chronic health conditions, etc., as they are rarely informed when their patients visit the emergency room or are hospitalized. Though many health centers still struggle with this, advancements in technology now allow for better monitoring of these patients. This session will discuss tools available to case managers to help them identify a patient's needs and connect them to primary care resources.

Learning Objectives:
- Discover how grouping patients into risk categories helps to identify resource assignments
- Learn methods to track your patients' emergency visits and in-patient admissions to provide care coordination and connect patients back to primary care resources
- Explore how informed case management reduces both emergency and acute visits

Effective Communication Strategies: See Eye-to-Eye with Your C-Suite

Effective communication is critical to professional success, especially when speaking with leaders. This workshop offers the opportunity to explore different communication preferences and how to modify your style to have more influence when speaking with C-suite leadership. Participants will take away tips and techniques to leverage and flex their styles to achieve greater impact.

Learning Objectives:
- Explore strategies to help increase your impact and influence with leadership and others
- Identify your communication style and determine others' communication preferences
- Learn tips on adjusting your style to improve your connection with the C-suite
- Build stronger relationships through effective communications

Making Telehealth Work: Insights from the California Safety Net

COVID-19 forced the health care safety net to reduce in-person care, yet safety-net providers still delivered crucial health care services to their patients through increased telehealth use. This presentation will highlight insights from the dramatic transition 45 health centers completed as participants in the Connected Care Accelerator (CCA). The CCA is a multi-year program implemented by the Center for Care Innovations and funded by the California Health Care Foundation, which continues to support safety-net providers in California with the equitable implementation of telehealth.

This presentation will feature data and lessons learned from 2019-2022 from the CCA evaluation on trends and variation in telehealth use and modality, and provide an overview of a suite of tools and resources the Center for Care Innovations developed to support telehealth implementation and equity.

Learning Objectives:
- Provide an overview of telehealth utilization trends and lessons learned in primary care and behavioral health with California safety net clinics participating in the Connected Care Accelerator
- Share practical tools and resources to support telehealth implementation in the safety net setting, including the virtual care journey map (**https://www.careinnovations.org/journey-map/**)

Advancing Holistic Patient Care Forward Through Data Exchange

California's Health and Human Services Agency (CalHHS) recently published a Data Exchange Framework and associated Data Sharing Agreement that strive to promote data sharing among health and social services agencies to advance principles like health equity. At the same time, the Medi-Cal program is working to address upstream health and social risk factors through the CalAIM 1115 waiver program and the Population Health Management Strategy.

Learning Objectives:
- Provide an overview of the CalHHS Data Exchange Framework (DxF) and Data Sharing Agreement (DSA)
- Describe what the DxF and DSA mean for health centers, and how they affect other state and local initiatives, including CalAIM and the DHCS Population Health Management Strategy
- Highlight gaps and opportunities in the DxF and DSA as CalHHS looks to develop supportive policy and align this effort with CalAIM and Population Health Management.