



Health IT Summit 2024

Agenda: Friday, September 27, 2024

9:00 – 9:05 am	Welcome & Opening Remarks: Louise McCarthy, President & CEO, CCALAC
9:05 – 10:05 am	Keynote – Healthcare Threat Landscape: Malicious Cyber Activities Emerging from Ransomware, Generative AI, and Geopolitical Conflicts Presenters: Tiffany Lee, Intelligence Analyst, FBI John Wood, Intelligence Analyst, FBI
BREAK 10:05 am – 10:20 am	
10:20 – 11:10 am	Optimizing Enhanced Care Management: Strengthening Data Infrastructure Through Business Intelligence Presenters: Taylor Nichols, Director of Care Coordination, Los Angeles Christian Health Centers Mike Wong, Director of Business Intelligence, Facktor Healthcare Consulting Reyna Wong, Associate, Facktor Healthcare Consulting
11:10 – 12:00 pm	Emerging Cyber Threats: Reflective Revelations from Recent Breaches and Network Interruptions Presenter: Adam Kehler, Director of Health Cybersecurity, Online Business Systems
LUNCH AND NETWORKING WITH EXHIBITORS 12:00 pm – 1:00 pm	
1:00 – 2:00 pm	Building Bridges: Navigating Cross-Functional Relationships Presenter: Dr. Tanitra Scorza, Founder, Equitable Breakthrough Solutions
BREAK 2:00 pm – 2:15 pm	
2:15 – 3:25 pm	Revolutionizing Healthcare: Unveiling AI's Potential in Community Health Moderator: Louise McCarthy, President and CEO, CCALAC Panelists: Dr. Edgar Chavez, CEO, Universal Community Health Center Arnel Mendoza, Independent Health IT Consultant Scott Serpa, Integration Coordinator/Data Analyst, The Coalition of Orange County Community Health Centers
3:25 – 3:30 pm	Closing Remarks: Candice Rowland, Manager of Health IT and Cybersecurity Programs, CCALAC



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SESSION DESCRIPTIONS

Keynote – Healthcare Threat Landscape: Malicious Cyber Activities Emerging from Ransomware, Generative AI, and Geopolitical Conflicts

The Healthcare and Public Health (HPH) sector continues to be one of the most frequent victims of malicious cyber actors, presenting a risk to healthcare operations and public safety. From cybercriminal hackers to state-sponsored advanced persistent threats, changes to the cyberspace threat landscape are affecting critical infrastructure in new ways. This session will orient HPH professionals towards emerging trends in threats to HPH, including ransomware, generative AI, and geopolitical conflicts.

Learning Objectives:

- Identify the primary motivations of malicious cyber actors targeting critical infrastructure, including HPH.
- Review and develop an understanding of the current threat landscape, including threat actors and tactics, techniques, and procedures (TTPs).
- Learn about the FBI's reporting needs and how the FBI-HPH relationship can better secure the sector and increase effectiveness.

Optimizing Enhanced Care Management: Strengthening Data Infrastructure Through Business Intelligence

This case study examines how Los Angeles Christian Health Centers (LACHC), in collaboration with Facktor Healthcare Consulting, leveraged Business Intelligence (BI) tools to improve care management operations through California's Department of Health Care Services (DHCS) Enhanced Care Management (ECM) program. By building a robust data infrastructure, LACHC streamlined processes to identify care gaps, optimize productivity/reimbursements, reduce workload, increase data accuracy, track/reconcile payments, and measure outcomes on key clinical metrics for high-risk patients. Facilitators will guide participants through a presentation, demonstrate ECM dashboards and automated reports in Power BI, and discuss BI recommendations for care management.

Learning Objectives:

- Learn the core components of the ECM program, how health centers can benefit from participating in the ECM program, and funding opportunities to develop those programs.
- Discover strategies to leverage BI to streamline the operations of your CalAIM programs to support care managers, program directors, and executive leadership.
- Strengthen CalAIM programs by integrating risk stratification and care gaps to improve clinical outcomes, enabling data-driven decision-making, and optimizing payments.



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Emerging Cyber Threats: Reflective Revelations from Recent Breaches and Network Interruptions

Attacks on healthcare organizations, like Change Healthcare, highlight the need for robust security controls and business continuity planning. This session explores emerging threats and recent breaches, and what FQHCs can learn from them. Attendees will learn strategies and resources to strengthen continuity plans and mitigate the impact of cyberattacks and interruptions.

Learning Objectives:

- Identify and Analyze Emerging Threats: Understand and identify the latest security threats and breaches affecting healthcare organizations and analyze their potential impacts on organizational operations.
- Develop Robust Business Continuity Plans: Learn how to develop and implement effective business continuity plans that account for critical processes and dependencies on third parties to minimize disruption during cyberattacks and network interruptions.
- Apply Tangible Strategies and Resources: Gain practical knowledge of strategies and resources that can be applied to strengthen organizational resilience, ensuring continuity and reducing the impact of security incidents on FQHCs.

Building Bridges: Navigating Cross-Functional Relationships

Gain valuable insights into navigating the complexities of cross-functional relationships, understanding the unique perspectives and priorities of individuals from various backgrounds, and overcoming common challenges and barriers to collaboration. Leave equipped with practical strategies and tools to bridge the gap between departments, foster a culture of collaboration, and drive collective success within your organization.

Learning Objectives:

- Appreciate the impact of effective cross-functional relationships on patient care, operational efficiency, and organizational outcomes.
- Adapt communication styles to effectively convey technical information to non-technical individuals and vice versa.
- Explore methods for promoting cross-functional initiatives, aligning goals, and celebrating successes across departments.

Revolutionizing Healthcare: Unveiling AI's Potential in Community Health

Join us for a riveting panel discussion on Artificial Intelligence (AI) in Community Healthcare to discover how AI is potentially reshaping patient care with precision and efficiency, yet grappling with ethical dilemmas and privacy concerns. Don't miss this thought-provoking exploration of healthcare technology's latest innovations and challenges while we unpack the complexities of AI's role in shaping the future of community health. Whether you're a healthcare professional, tech enthusiast, or advocate for community wellness, this panel will provide you with valuable insights into the future of healthcare technology.

Learning Objectives:

- Explore AI's current uses in Community Health and how that works with AI's major strengths and weaknesses.
- Examine the pivotal role of data quality and diversity in powering AI algorithms to improve community healthcare outcomes.
- Discover various perspectives on the pros and cons of healthcare AI.