CCALAC
Community Clinic Association of Los Angeles County

Health IT Summit 2026

Agenda: Thursday, October 8, 2026

9:00 – 9:05 am	**Welcome & Opening Remarks:** Tyrone Aburto, Director of Health Care Operations and Transformation, CCALAC
9:05 – 10:05 am	**Morning Keynote: FBI's Cyberhood Watch 2026: Threat Awareness and Prevention** **Presenters:** Special Agent Justin Vallese and Intelligence Analyst EJ Lee, Federal Bureau of Investigation (FBI)
BREAK 10:05 – 10:15 am	

	MAIN ROOM (BEATRIZ SOLIS)	BREAKOUT ROOM (CATALINA)
10:15 – 11:05 am	**How Collaborative Robotic Process Automation Programs Help Clinics Reduce Administrative Burden at Scale** **Presenters:** Jared Friedman, Director of QI, Saban Community Clinic; and Gray Somerville, Co-Founder and Chief Innovation Officer, R-Path Automation	**Using Data to Improve WIC Enrollment and Whole-Person Care within a Community Health Center** **Presenters:** Christine Goulet, MS, RD, CLE, Associate Director of the WIC Program, Northeast Valley Health Corporation; and Ali Zadeh, MD, Chief Medical Officer, LANES
BREAK 11:05 – 11:15 am		
	MAIN ROOM (BEATRIZ SOLIS)	**BREAKOUT ROOM (CATALINA)**
11:15 am – 12:05 pm	**From Data Silos to Decisions: Building a Complete Patient Picture for Population Health** **Presenters:** Demetrio Cardenas, DMSc, PA-C, MPH, Chief Medical Officer, Via Care Community Health Center; Andrew Hamilton, Chief Informatics Officer, AllianceChicago; and Brian Silverstein, MD, Chief Population Health Officer, Innovaccer	**AI-Powered Referral Automation: Improving Access and Quality of Care** **Presenters:** Itohan Oyamendan, MHA, Chief Operations Officer, White Memorial Community Health Center; and Alejandro Salinas, Co-Founder and Co-CEO, Locata
LUNCH AND NETWORKING WITH EXHIBITORS 12:05 – 1:00 pm		
1:00 – 2:00 pm	**Afternoon Keynote: Building Trustworthy AI in Healthcare: Responsible Adoption** **Presenter:** Adam Kehler, Director of Cybersecurity Services, CGI	
BREAK 2:00 – 2:10 pm		
	MAIN ROOM (BEATRIZ SOLIS)	**BREAKOUT ROOM (CATALINA)**
2:10 – 3:00 pm	**Empowering Compliant, Safe, and Secure Whole-Person Data Exchange** **Presenters:** Olusheyi Lawoyin, PhD, Chief Operations Officer, Watts Healthcare Corporation; DeeAnne McCallin, Senior Consultant, Intrepid Ascent; and Lauren Choi, MA, JD, Principal, E Health Innovation Strategies, LLC	**Driving Quality and Care Coordination with Population Health Technology** **Presenters:** Jennifer Saucedo, QI/QA Manager, Tri-State Community Healthcare Center; and Erin Eaton, Senior Clinical Improvement Specialist, Azara Healthcare, LLC
BREAK 3:00 – 3:10 pm		

3:10 – 4:20 pm	**AI and Community Health Centers: Expanding Access, Supporting Staff, and Strengthening the Mission** **Presenter:** Arnel Mendoza, Director Information Services, Wilmington Community Clinic **Panelists:** Jared Friedman, Director of QI, Saban Community Clinic; and Ofer Ho, Chief Information Officer, ParkTree Community Health Center
4:20 – 4:30 pm	**Closing Remarks:** Nothabo Ndlovu, Health IT Programs Specialist, CCALAC

SESSION DESCRIPTIONS

MAIN ROOM (BEATRIZ SOLIS)

Morning Keynote: FBI's Cyberhood Watch 2026: Threat Awareness and Prevention

Presenter: Special Agent Justin Vallese and Intelligence Analyst EJ Lee, Federal Bureau of Investigation (FBI)

Bio: Special Agent Justin Vallese and Intelligence Analyst EJ Lee manage the FBI Los Angeles Cyberhood Watch (CHW) Program, which offers information security professionals a trusted space to learn about significant cyber threats and collaboratively discuss methodologies for prevention and mitigation. CHW seeks to leverage these partnerships to enhance cyber investigations and return useful and timely cyber threat intelligence.

Description: Awareness, Detection, and Prevention are as key to healthcare as they are to cybersecurity. In this session, the FBI will explain how various cyber actors operate to avoid detection and compromise systems for their benefit. Real-world incidents and significant impacts will be discussed, along with how the FBI identified the actors behind the attacks and exposed their tactics.

Learning Objectives:

- Identify strategies to prevent, detect, and respond to cyber incidents.
- Apply best practices to reduce personal online exposure and cyber risk.
- Evaluate approaches for managing AI-accelerated malicious cyber threats.

How Collaborative Robotic Process Automation Programs Help Clinics Reduce Administrative Burden at Scale

Administrative burden in community health clinics rarely sits in one place. It shows up across referrals, billing, reporting, reconciliation, and the day-to-day work required to keep systems and teams aligned.

In this session, Jared Friedman and Gray Somerville share how Saban Community Clinic approached this challenge through a collaborative partnership focused on identifying and addressing high-impact administrative workflows.

Starting with patient referrals and expanding into areas such as departmental and government reporting, billing support, reconciliation, account creation and maintenance, and pharmacy-related processes, Saban established a structured approach to evaluating and implementing automation across the organization.

The discussion will focus on how this partnership enabled consistent execution, identification of new opportunities, and the ability to extend improvements across multiple areas without starting from scratch each time.

The presenters will also explain where Robotic Process Automation (RPA) fits within this model, particularly in environments that require accuracy, auditability, and control, and how it can be applied alongside existing systems to support staff and reduce administrative burden.

Attendees will leave with practical insight on structuring collaboration, prioritizing automation opportunities, and building a program that can scale across their organization.

Learning Objectives:

- Implement RPA to improve process efficiency.
- Apply the principles of RPA to healthcare activities to reduce human error.
- Identify practical examples to employ RPA in the operational and clinical setting.

From Data Silos to Decisions: Building a Complete Patient Picture for Population Health

Population Health Management (PHM) requires a comprehensive understanding of patient populations. Integrating data from Health Information Exchanges (HIEs), Electronic Health Records (EHRs), and payer systems enables organizations to identify high-risk patients, support proactive engagement and care coordination, and build analytics that drive coordinated care and create efficiencies across care teams. This session will showcase how a community health center advanced PHM by unifying disparate data into a single PHM platform, creating a complete patient picture. Leveraging data from multiple sources, the center improved pre-visit planning, empowered providers to close care gaps at the point of care, and supported empanelment strategies that align patients with appropriate care teams.

Attendees will learn how integrated data streamlines workflows, strengthens clinical decision-making, and supports proactive outreach. This case study demonstrates that actionable insights from unified data elevate care delivery, optimize resources, and position organizations to succeed in value-based care.

Learning Objectives:

- Describe the current state of population health and value-based care.
- Understand HIT features to support population health management in community health centers.
- Demonstrate examples of population health management in a community health center setting.
- Identify how integrating HIE, EHR, and payer data enables targeted outreach and improved care coordination.

Building Trustworthy AI in Healthcare: Responsible Adoption

Presenter: Adam Kehler, Director of Cybersecurity Services, CGI

Bio: Adam Kehler is a healthcare cybersecurity and compliance leader with a strong track record of supporting FQHCs and other rural health initiatives. Adam has conducted hundreds of security risk assessments and tabletop exercises for FQHCs, helping safety-net providers strengthen their security posture while addressing the operational and resource constraints unique to FQHCs.

Description: AI is quickly becoming part of patient care, but using it well requires trust, integrity, and privacy. This session offers practical guidance for responsibly adopting AI tools while protecting privacy, maintaining security, and keeping pace with emerging AI policy. Using the NIST AI RMF as a reference, organization leaders will learn how to strategically implement AI in ways that support safe, transparent, and trustworthy care.

Learning Objectives:

- Describe the key principles of responsible AI adoption in healthcare, including privacy, security, transparency, and trust, using the NIST AI Risk Management Framework (AI RMF) as a practical guide.
- Identify common risks and governance challenges associated with AI tools in patient care environments, including data protection, bias, regulatory compliance, and third-party AI use.
- Apply practical strategies for evaluating, implementing, and overseeing AI technologies in healthcare organizations to support safe, ethical, and trustworthy patient care outcomes.

Empowering Compliant, Safe, and Secure Whole-Person Data Exchange

This session will provide practical insights into HIPAA privacy and security compliance, with a focus on common gaps and vulnerabilities. Attendees will learn why FQHCs, ECM programs, and Community Supports providers are subject to HIPAA and why strong privacy and security safeguards are essential for FQHCs.

As organizations engage in expanded data sharing to support whole-person care, safeguarding sensitive patient data is both a regulatory necessity and a pillar of patient trust. This session offers an inside look at how privacy and cybersecurity partners collaborate with clinics, community-based organizations, and other providers to establish more robust privacy and security infrastructures.

Presenters will walk attendees through the practical lifecycle of an organizational privacy and security overhaul: from conducting a thorough privacy and security gap assessment, to translating those vulnerabilities into an actionable roadmap. Attendees will leave with concrete strategies on how to successfully align with complex HIPAA regulations, including the policies, procedures, and compliance artifacts organizations should maintain, how to manage third-party vendor risk, and how to prevent/address breaches and cybersecurity incidents. They will also understand the importance of privacy and security training, critical to their organization’s successful response to cyber threats.

Learning Objectives:

- Understand the importance of HIPAA privacy and security best practices.
- Learn how to remedy gaps and vulnerabilities identified during a risk assessment.
- Identify key compliance artifacts and policies your organization needs to adopt or update.
- Build a strong defense through staff privacy and security training.

AI and Community Health Centers: Expanding Access, Supporting Staff, and Strengthening the Mission

Community health centers face growing demands for care, workforce shortages, increasing administrative burden, and ongoing financial pressures. Artificial intelligence presents new opportunities to improve access, enhance operational efficiency, reduce clinician burnout, and support data-driven decision-making. This session provides healthcare leaders with a practical, non-technical overview of AI, highlighting real-world administrative and clinical use cases, implementation considerations, and strategies for responsibly leveraging AI to advance the mission of improving access to high-quality care in historically under-resourced communities.

Learning Objectives:

- Understand AI's Role in Community Health: Explain how AI is being used across healthcare and where it can create value within community health centers.
- Identify High-Impact Use Cases: Evaluate opportunities for AI to improve patient access, care coordination, revenue cycle performance, population health management, and administrative efficiency.

- Assess Risks and Governance Considerations: Recognize the importance of data privacy, security, regulatory compliance, bias mitigation, and responsible AI oversight in healthcare settings.
- Develop an AI Readiness Roadmap: Identify practical next steps for assessing organizational readiness, prioritizing investments, and building an AI strategy aligned with mission and patient outcomes.

CATALINA (Breakout Room)

Using Data to Improve WIC Enrollment and Whole-Person Care within a Community Health Center

Organizations are increasingly using healthcare and social services information to improve care coordination, unlocking new ways to close gaps in care and streamline processes to ensure that patients have consistent access to critical health and social services — including connecting mothers and children to healthy food and resources. This session will explore how a community health center in Los Angeles County partnered with the regional Qualified Health Information Organization (QHIO), and the California WIC Association to transform referral workflows and improve access to Women, Infants, and Children (WIC) services through data linkage while also collecting vital quality measures.

Attendees will learn how data linkage infrastructure streamlined referral processes with automated electronic referrals and secure data sharing between healthcare providers and WIC agencies. The session will examine how to approach improved care coordination, reduced administrative burden, supported regulatory compliance, improved quality measure collection, and increased outreach and access to services for eligible individuals who had not previously enrolled in WIC. Over a three-month period, Northeast Valley Health Corporation WIC received 6,471 referrals, with 30% representing individuals not previously enrolled in WIC services.

The presentation will also discuss broader implications for health equity, whole-person care, quality, and cross-sector collaboration, demonstrating how data linkage can strengthen connections between community health centers and community-based social service programs.

Learning Objectives:

- Identify key data linkage barriers that limit effective referral coordination between healthcare providers and WIC agencies, including manual and fax-based workflows.
- Describe how Northeast Valley Health Corporation used data linkage and automated referrals to improve WIC enrollment and care coordination.
- Analyze how real-time access to health information can reduce administrative burden while improving access to timely and relevant patient data needed for eligibility determination and ongoing care.
- Evaluate operational, regulatory, and consent considerations required to support secure data linkage between healthcare organizations and community-based social service agencies.
- Apply lessons learned from the Northeast Valley Health Corporation pilot to support scalable data linkage strategies that advance whole-person care and health equity initiatives.

AI-Powered Referral Automation: Improving Access and Quality of Care

Specialty referrals are one of the most operationally complex workflows in community health centers, and the stakes are high: when teams lack the tools to efficiently track, prioritize, and close the loop, patient access and quality of care can suffer. AI-powered automation offers a practical opportunity to improve visibility across the referral lifecycle, close care gaps, and help staff focus their time on patients and referrals that need extra attention.

In this session, we'll focus on practical ways automation can support referral teams by streamlining authorization submissions and status retrieval, ensuring patients receive timely notifications, and effectively closing the referral loop.

This session will include the real-world perspective of an operations leader who has adopted AI-powered automation within their health center. Whether your organization is just beginning to explore automation or looking to improve an existing referral process, this session will offer practical strategies for deploying and measuring the impact of AI-powered automations.

Learning Objectives:

- Identify where manual referral workflows create the greatest risk for delays and gaps in access to specialty care.
- Explain how automation can streamline repetitive tasks such as authorization submission, status tracking, and patient engagement, while helping staff spend more time supporting patients with barriers to access care.
- Describe how an FQHC implemented referral automation in practice, including workflow changes, staff adoption, oversight, and lessons learned.
- Analyze referral performance data, such as order-to-submission turnaround time, to identify bottlenecks by provider, specialty, or workflow step and guide targeted operational improvements.

Driving Quality and Care Coordination with Population Health Technology

As value-based care expectations continue to expand, health centers are increasingly seeking ways to operationalize population health data across clinical, quality, and operational workflows. This session will highlight how a multi-state FQHC serving patients across California, Arizona, and Nevada implemented a population health platform and embedded population health tools into day-to-day operations to improve care coordination, referral management, quality reporting, and visibility into performance metrics.

Presenters will share lessons learned from implementing and scaling population health tools, EHR-integrated workflows, referral tracking reports, and quality reporting dashboards across 16 clinical locations. The session will explore how cross-functional teams — including quality improvement, front desk, clinical, operational, and leadership staff — leveraged the shared data infrastructure to identify gaps in care, strengthen follow-up processes, improve documentation accuracy, and support more proactive patient outreach.

Attendees will also review measurable outcomes associated with implementation efforts, including improvements in breast cancer screening, tobacco screening, HIV screening, and cervical cancer screening performance, as well as operational insights related to referral tracking and billing visibility. The session will provide practical implementation strategies for organizations seeking to operationalize population health technology in support of quality improvement, care coordination, and enterprise-wide workflow alignment.

Learning Objectives:

- Implement practical workflows that embed population health tools into clinical, referral, and front-office operations to improve care coordination and gap closure.
- Leverage population health analytics and EHR-integrated tools to identify documentation discrepancies, monitor referral performance, and support quality improvement initiatives.
- Apply scalable strategies for cross-functional adoption of population health technology across multiple sites, departments, and operational teams.