

Massachusetts League  
of Community Health Centers

COMMUNITY HEALTH INSTITUTE  
(CHI) CONFERENCE



**ELEVATE**  
**INNOVATE**  
**INSPIRE**

**COMMUNITY HEALTH REDEFINED**

**MAY 13-16, 2024**  
**MARRIOTT BOSTON • QUINCY, MA**



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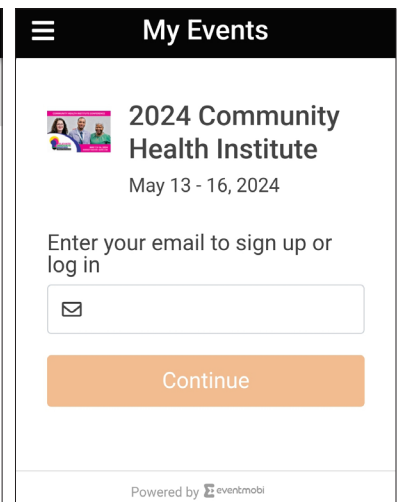
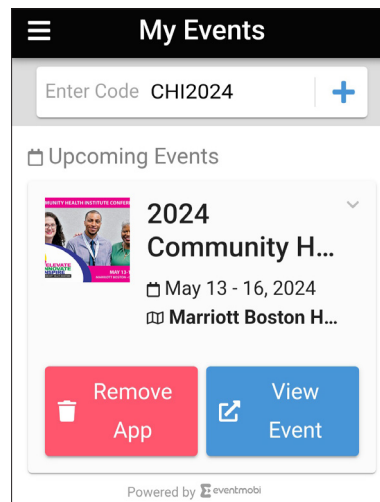
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Want to stay connected during the conference with the latest announcements?



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Use Event Code: **CHI2024**  
provide the email address you used  
to register for the conference.

Step-by-step instructions are available here:  
<https://help.eventmobi.com/en/knowledge/how-do-attendees-access-the-event-space>





# WELCOME

## COMMUNITY HEALTH INSTITUTE (CHI) CONFERENCE

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Welcome to the Massachusetts League of Community Health Centers 2024 Community Health Institute (CHI)! Community health lies at the heart of our shared mission, and we believe in the transformative power of collaboration, innovation, and education. This year's theme, **Elevate, Innovate, Inspire: Redefining Community Health**, centers on innovative practices within health centers, spanning from workforce programs to clinical and operational strategies. This year, we are honored to have nearly 500 participants, representing a diverse range of expertise. Your presence is invaluable.

It exemplifies our collective dedication to enhancing community health and the well-being of many who are underserved and facing barriers to accessing quality healthcare. Our exchanging knowledge, engaging in thought-provoking discussions, and exploring innovative solutions together will play a key role in shaping the future of community health in Massachusetts.

In collaboration with our members, we are proud to have implemented several initiatives over the last year to advance health equity and make progress towards solving some of the most pressing challenges facing health centers. Valuable partnerships with institutions like Mass General Brigham have allowed us to develop and implement workforce and training initiatives that address the health care workforce crisis our members face and remove barriers that prevent qualified, diverse individuals from entering the health care field. We have also had the privilege to not only partner with the Healey-Driscoll Administration to move forward transformational investments in primary care, but to convene the broader health care community to respond to growing threats to health care access posed by the Steward crisis. Finally, we've launched new technical assistance offerings, including our new Health Center Compliance Academy, in addition to the robust array of trainings and learnings we provide.

We are also celebrating a successful first year for our Institute for Health Equity, Research, Evaluation & Policy (IHE), which is building the front door to support health center research, evaluation, and dissemination. The IHE, under the leadership of Dr. Cheryl Clark, is making strides to reduce health care inequities in partnership with health centers across Massachusetts.

Throughout this event, esteemed speakers, practitioners, and leaders from various fields will share expertise and insights on critical topics through educational sessions on emerging trends and challenges in community health. These discussions will foster a deeper understanding of the challenges at hand and pave the way for collaborations that will have a lasting impact on community health. Your active participation will contribute to the richness of our discussions and help drive forward the vision of healthier, more resilient communities.

Thank you for your dedication to building a healthier and equitable future!

Michael Curry, Esq. , President & CEO

Elizabeth Browne, MBA, Chair, Board of Director



# OUR GENEROUS SPONSORS

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## Gold Sponsors



## Bronze Sponsors





# PHOTO/VIDEO RELEASE

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# SITE MAP

COMMUNITY HEALTH INSTITUTE (CHI) CONFERENCE



# BOSTON MARRIOTT QUINCY

## Business Center

Located in the Lobby

## Indoor Swimming Pool

Mon&Sun: 11:00 AM-8:00 PM

Tue-Sat: 6:30 AM-11:00 PM

Towels provided

## Fitness Center

Open 24/7

## Wifi

Free WiFi is offered throughout the hotel including guest rooms, meeting space and lobby.

In conference meeting space

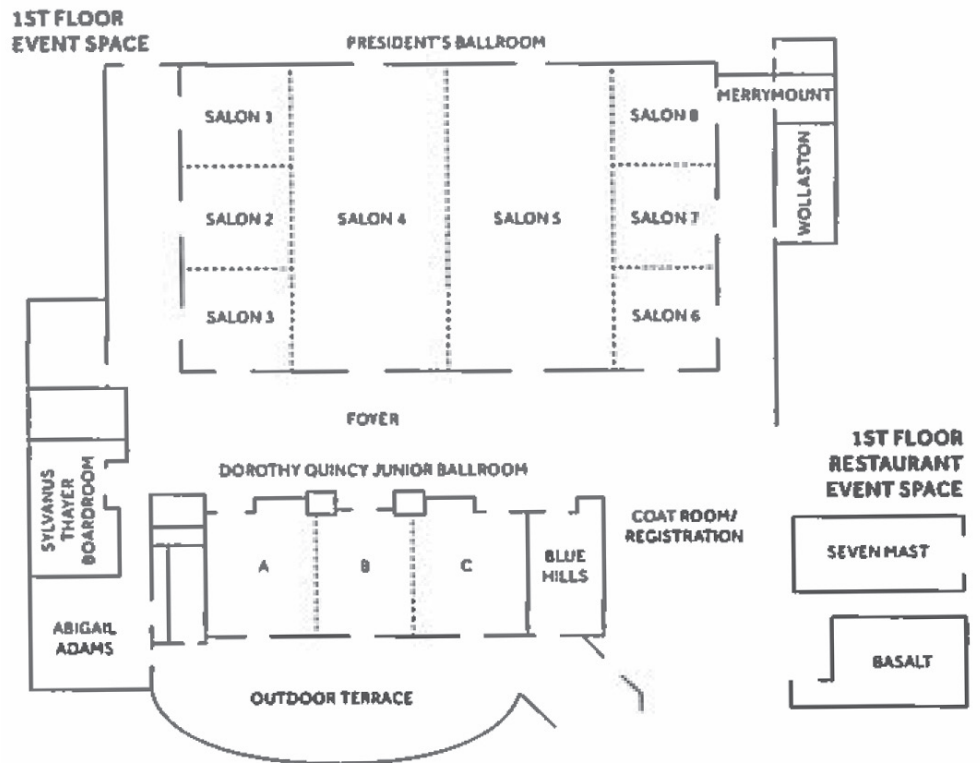
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Access Code = MALeague24





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# YOGA

COMMUNITY HEALTH INSTITUTE (CHI) CONFERENCE



## MANDELA YOGA PROJECT



ADDITIONAL WELLNESS AND YOGA SESSIONS  
FEATURING MANDELA YOGA  
WILL BE AVAILABLE EACH DAY:

Tuesday, 1:00pm-1:30pm  
Wednesday, 7:45am-8:30am  
Thursday, 7:45am-8:30am



In the spirit of integrating wellness into the CHI, we will incorporate a designated restorative space that all attendees will be able to utilize, as a respite break between activities. The room will include soft light, aromatherapy, healing circles, meditation, stretching and a variety of reading materials. We welcome you to stop by the **Basalt Room** for as long as needed to relax, reflect, re-energize and rejuvenate.





# MOVEMENT MONDAY

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TIME	LOCATION	TOPIC
All Day	Basalt	WELLNESS ROOM
1:00pm-2:00pm	Foyer	REGISTRATION
2:00pm-3:30pm	Salon 4	The Health Center Movement
3:30pm-4:00pm	Foyer	BREAK
4:00 pm-5:00pm	Salon 4	Navigating the Community Health Center Model
5:00 pm-6:00 pm	Salon 4	DINNER
6:00pm-6:45pm	Salon 4	Elevating Our Voices with Advocacy
6:45pm-7:00pm		BREAK
7:00pm-8:30pm	Salon 4	Establishing High Functioning Teams & Authentic Communication
3:00pm-7:00pm	Foyer	BOARD REGISTRATION
4:30pm-6:00pm	Foyer/Salon 3&4	Board Networking Reception & Dinner
5:30pm-8:00pm	Salon 3	Board Program

# WELCOME!



## WELLNESS ROOM

All Day

**Location:** Basalt

2:00pm-3:30 pm

**Location:** Salon 4

### The Health Center Movement

Dive into the rich history and evolution of the health center movement, tracing its roots from the civil rights era to its present-day significance in healthcare. This session will explore the core principles that define health centers and their pivotal role in providing comprehensive, affordable, and high-quality care to underserved communities. Participants will gain insights into the unique characteristics and impact of health centers, fostering a deeper understanding of their place within the broader healthcare landscape.

**Michael A. Curry, Esq., President & CEO**

Massachusetts League of Community Health Centers

**James W. Hunt, Jr., President Emeritus**

Massachusetts League of Community Health Centers

## BREAK

3:00pm-3:30pm

4:00pm-5:00pm

**Location:** Salon 4

### Navigating the Community Health Center Model

Join us for an interactive session designed to demystify the community health center model. From primary care to behavioral health services, dental care, and beyond, participants will explore the diverse array of services offered by health centers. Attendees will learn how health centers deliver patient-centered care within the framework of the patient-centered medical home (PCMH) model. Whether you're new to the field or seeking to deepen your understanding, this session will equip you with the knowledge and tools to navigate the complexities of the community health center model.

**James W. Hunt, Jr., President Emeritus**

Massachusetts League of Community Health Centers

## DINNER

5:00pm-6:00pm

**Location:** Salon 4

6:00pm-6:45pm

**Location:** Salon 4

### Elevating Our Voices with Advocacy

Discover the power of advocacy in advancing the mission of community health centers. This session will empower participants to become effective advocates for their organizations, patients, and communities. From grassroots initiatives to legislative action, attendees will learn strategies for amplifying their voices and driving positive change at local, state, and national levels.

**Kaitlin M. McColgan, Senior Vice President**

Government Affairs and Public Policy

## BREAK

6:45pm-7:00pm

7:00pm-8:30pm

**Location:** Salon 4

### Establishing High Functioning Teams & Authentic Communication

Unlock the secrets to building high-performing teams and fostering authentic communication. This session will explore the essential elements of effective teamwork, from trust and collaboration to accountability and respect. Participants will learn practical strategies for overcoming common communication barriers and promoting a culture of transparency and open dialogue. Attendees will gain valuable insights into building strong, cohesive teams that drive organizational success and enhance patient care outcomes.

**Kirby Valentin, MPH, Manager of Grants & Contracts**

Massachusetts League of Community Health Centers

**Gia Angluin, Sr. sDirector of Learning & Development**

Massachusetts League of Community Health Centers

# BOARD ACTIVITIES

## BOARD REGISTRATION

3:00pm-7:00pm

**Location:** Foyer

## BOARD NETWORKING RECEPTION DINNER

4:30pm-6:00pm

**Location:** Foyer/Salon 3&4

## BOARD PROGRAM

5:30pm-8:00pm

**Location:** Salon 3

This session offers a unique opportunity for health center board members across the Commonwealth to engage in dialogue, share best practices, and enhance their governance knowledge to drive positive outcomes for their organizations and communities. Please join us in an engaging discussion to hear the latest compliance trends, regulatory updates, and emerging challenges facing health centers, equipping board members with the knowledge to navigate potential pitfalls effectively.

**Carrie Riley, Esq., Partner**

Feldesman Liefer, LLP

**Michael Curry, Esq., President & CEO**

Massachusetts League of Community Health Centers

**Keplin Allwaters, Esq., Chief Legal & Compliance Officer**

Massachusetts League of Community Health Centers

**Mary Ellen McIntyre, Senior Vice President, Compliance**

Massachusetts League of Community Health Centers



# DAY 2: TUESDAY MAY 14<sup>TH</sup> AGENDA

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TIME	LOCATION	TOPIC	TRACK
All Day	Basalt	WELLNESS ROOM	
8:00am-5:00pm	Foyer	REGISTRATION	
10:30am-5:00pm	Foyer	EXHIBIT HALL	
8:00am-9:00am	Foyer	BREAKFAST	
9:00am-10:30am	Salon 4-8, Virtual	Welcome & Opening Remarks	
10:30am-All Day	Foyer & Junior Ballroom	Exhibitor Hall	
10:30am-11:30am		BREAK/ EXHIBITORS	
10:30am-12:30pm	Sylvanus Thayer	Be Well Together (Invite Only)	
11:30am-12:30pm	Salon 2, Virtual	HCHC's Intergrated Approach to Equity in Western Massachusetts (CEU)	Wellness
11:30am-12:30pm	SevenMast	How AI is changing the game for Health Center Efficiency	Information Technology
11:30am-12:30pm	Salon 1, Virtual	Framework for Success: Applying Change Management to Boost Improvement Initiatives	Emerging Leadership
11:00am-12:30pm	Salon 4-8, Virtual	Navigating Financial Stability: A Framework for Managing Financial Crisis in Health Centers	Operations/Finance
11:30am-12:30pm	Abigail Adams	ER Can Wait (CME)	Clinical
11:30am-12:30pm	Blue Hills	Enhancing FQHC Data Quality: Two Cases Addressing Data Missingness	Workforce/Innovation
11:30am-12:30pm	Salon 3, Virtual	Incorporating Legal Problem Solving into Care at a Community Health Center	Workforce/Innovation
12:30pm-1:30am	Salon 4-8	LUNCH	
1:00pm-1:30pm	Basalt	Yoga-Sonya's Sequence	Wellness
1:30pm-2:30pm	SevenMast	Leveraging MassHealth ACO Contract to Develop Comprehensive Health Equity Program	Operations/Finance
1:30pm-2:30pm	Abigail Adams	Skill Path Giving and Receiving Feedback #1 (*limited seating: pre-registration was required. See registration desk)	Emerging Leadership
1:30pm-2:30pm	Blue Hills	Not Why, Rather Why Not?: Bringing Solar to Health Centers	Operations/Finance
1:30pm-2:30pm	Salon 1, Virtual	Put it into Practice: Sustainable Contraceptive Care for Massachusetts Patients (CME)	Clinical
1:30pm-3:00pm	Salon 4-8, Virtual	Best Practices for Staying Compliant with Federal Employment Laws	Operations/Finance
1:30pm-2:30pm	Salon 2, Virtual	Enhancing Behavioral Health Workforce: A Multifaceted Approach Through an Equity Lens	Workforce/Innovation
3:00pm-3:30pm		BREAK	
3:30pm-4:30pm	SevenMast	How to pivot to Fit Kits when colonoscopies' are challenging (CME/CEU)	Clinical
3:30pm-4:30pm	Salon 1, Virtual	Engaging Youth to Design Inclusive Health Career Pathway Programs	Workforce/Innovations
3:30pm-5:00pm	Abigail Adams	Skill Path Giving and Receiving Feedback #2 (*limited seating: pre-registration was required. See registration desk)	Leadership
3:30pm-4:30pm	Blue Hills	Impact of Non-Medical Services on Breast Cancer Patients' Quality of Life (CME)	Clinical
3:30pm-4:30pm	Salon 3, Virtual	Ensuring the Wheels Keep Turning for Mobile Health Clinics	Operations/Finance
3:30pm-5:00pm	Salon 2, Virtual	A Patient-Led Health Equity Case Study and Practice of the Peer-Led Mandela Yoga Intervention (Session includes 35 min Yoga Practice)	Wellness
3:30pm-5:00pm	Salon 4-8, Virtual	MASS LEAGUE ANNUAL MEETING & BOARD ASSEMBLY (PRIVATE)	Assembly/Board
5:00pm-6:00pm	Foyer/Jr Ballroom	RECEPTION	



## WELLNESS ROOM

All Day  
Location: Basalt

## BREAKFAST

8:00am-9:00am  
Location: Foyer

## WELCOME & OPENING REMARKS

9:00am-10:30am  
Location: Salon 4-8, Virtual  
**Michael Curry, Esq., President & CEO,**  
Mass League of Community Health Centers  
**Elizabeth Browne, Esq., Chief Executive Officer,**  
*Board Chair*  
Charles River Community Health  
**General Session**  
**Dr. Kyu Rhee, MD, MPP, President & CEO**  
National Association of Community Health Centers

## BREAK

10:30am-11:30am  
Location: Foyer & Junior Ballroom

## BREAKOUT SESSIONS

10:30am-12:30pm  
Location: Sylvanus Thayer  
**Be Well Together Leadership & Wellbeing Discussion (Invite Only)**  
This session is for staff of health centers participating in the *Be Well Together* Initiative to discuss strategies to sustain workplace wellness initiatives.  
**Tinamarie Fioroni, LMHC**  
*Sr. Dir. of Workforce Optimization*  
Mass League for Community Health Centers

11:30am-12:30pm  
Location: Salon 2, Virtual  
**HCHC's Integrated Approach to Equity in Western Massachusetts (CEU)**  
Hilltown Community Health Center presents its ongoing journey towards addressing equity in rural communities.  
**Debbie DiStefano, Dr.**  
*Chief People and Equity Officer*  
Hilltown Community Health Center  
**Sierra Holland, MBA, HR Manager**  
Hilltown Community Health Center

11:30am-12:30pm  
Location: SevenMast  
**How AI is changing the Game for Health Center Efficiency**  
Girish Kumar Navani, CEO and co-founder of eClinicalWorks, shares his insights on how responsible AI can help streamline Health Center operations and address some of the most pressing challenges in healthcare today.  
**Girish Kumar Navani, CEO and Founder**  
eClinicalWorks

11:30am-12:30pm  
Location: Salon 1, Virtual  
**Framework for Success: Applying Change Management to Boost Improvement Initiatives**  
Do you want to unlock the secrets to successful organizational change and sustainable improvement? Join us to hear about the essential steps and executive leadership strategies behind transformative change, including firsthand insights from a current FQHC CEO on how applying a robust change management framework led to enhanced patient access.  
**Kate Swanson, MBA, Founder and Principal**  
Kate Swanson Consulting  
**Damian Archer, MD, CEO**  
Outer Cape Health Services

11:00am-12:30pm  
Location: Salon 4-8, Virtual  
**Navigating Financial Stability: A Framework for Managing Financial Crisis in Health Centers**  
This session, will discuss both the proactive strategies and the responsive measures needed for steering health centers away from financial crises. This session will explore early warning signs, crisis aversion tactics and navigation techniques to ensure sustained stability. We will also delve into the competencies and skills required for financial professionals. Additionally, participants will gain key insights on recognizing, preventing, and managing financial challenges in this ever evolving, volatile environment.  
**Manny Lopes, Incoming President and CEO**  
Fallon Community Health Plan  
**David Kulick, Managing Director**  
Transformation, Health Management Associates

11:30am-12:30pm  
Location: Abigail Adams  
**ER Can Wait (CME)**  
In the changing dynamics of healthcare with introduction of Value based care, our team offers a model on bringing together various healthcare disciplines to help decrease the ED visits and Hospital readmissions by proactively identifying the patients with high risk and providing them with necessary tools.  
**Nikhil Gohokar, MD, Primary Care/Urgent Care provider**  
Brockton Neighborhood Health Center  
**Linh Dopham, Pharm D, Pharmacist Supervisor**  
Community Care Cooperative  
**Ana Maria Barbosa, RN BSN, HH RN Care Manager**  
Brockton Neighborhood Health Center  
**Luisa Schaeffer, MHA/ED, Patient Engagement Specialist**  
Brockton Neighborhood Health Center  
**Maria Cancel, LMHC, Director of Social Services**  
Brockton Neighborhood Health Center

Time: 11:30am - 12:30pm  
Location: Blue Hills  
**Enhancing FQHC Data Quality: Two Cases Addressing Data Missingness**  
We will discuss two use cases of missing data in the EMR. First, we will present a QI project to address complexities of missingness in self-reported REL data. Second, we will present a research pilot examining social risk screening missingness. Patterns of missingness, lessons learned and strategies will be discussed.  
**Dr. Cristina Huebner Torres, Ph.D., M.A.**  
*Chief Executive VP, Strategy & Research Officer*  
Caring Health Center  
**Vrinda Prakash, MPH**  
*Sr. Project Director, Research & Epidemiology*  
Caring Health Center

11:30am-12:30pm

**Location:** Salon 3, Virtual

**Incorporating Legal Problem Solving into Care at a Community Health Center**

In this session, MLPB and its partner Brockton Neighborhood Health Center will 1) describe how a community health center care team can incorporate legal problem-solving into their daily workflow and 2) illustrate outcomes for both workforce members and patients.

**Amy Copperman, JD, Executive Director, MLPB**

**Sarah Yan, JD, Law & Policy Consultant, MLPB**

**Jeanie Jeudy, RN, BSN, CARN, Program Supervisor, Moms Do Care Brockton Neighborhood Health Center**

## LUNCH

12:30pm-1:30pm

**Location:** Salon 4-8

## WELLNESS ACTIVITY

1:00pm-1:30pm

**Location:** Basalt

**Yoga-Sonya's Sequence**

"SONYA'S SEQUENCE" is a standardized, evidence-based, trauma-responsive, series of yoga postures. The 45-minute-long peer-led practice is designed to be accessible to all bodies and all levels of mobility. The group practice of Sonya's Sequence is the core of the Mandela Yoga solution.

**Jeffrey Thomas, Founder & Executive Director**

Mandela Yoga

1:30pm-2:30pm

**Location:** SevenMast

**Leveraging MassHealth ACO Contract to Develop Comprehensive Health Equity Program**

MassHealth ACO contract requirements can be burdensome but if aligned with the ACO's CLAS services plan, they offer an opportunity for advancing justice.

**Joe Mando, MS, Director of Health Equity**

Community Care Cooperative

1:30pm-2:30pm

**Location:** Abigail Adams

**Skill Path Giving & Receiving Feedback #1**

One of the most important skills you can learn is how to give and receive feedback effectively. A large part of coaching is giving feedback to someone so they clearly understand how well they're doing or where they need improvement. You want to reinforce positive behaviors and correct ineffective ones. In this course, you will learn the skills and strategies necessary to improve your coaching relationships, your feedback and employee performance.

**Joe Lyman, Facilitator, Skill Path**

1:30pm-2:30pm

**Location:** Blue Hills

**Not Why, Rather, Why Not?: Bringing Solar to Health Centers**

Climate emergencies impact your patients disproportionately; this session will share how and why CHC leaders are bringing solar+storage systems to their facilities, how to finance these and why there is urgency to capitalize on federal and state incentives.

**Becky Regan, MBA, Chief Executive Officer, Capital Link**

**Tina Wright, Director of Emergency Management**

Mass League of Community Health Centers

**Dr. Guy Fish, MD, President and CEO**

Greater Lawrence Family Health Center

**Stephen (Steve) Kerrigan, CEO, President and CEO**

Edward M. Kennedy Community Health Center

1:30pm-2:30pm

**Location:** Salon 1, Virtual

**Put it into Practice: Sustainable Contraceptive Care for Massachusetts Patients (CME)**

Improve and sustain patient-centered contraceptive care! Hear from health center leaders and learn best practices for maintaining and monitoring sustainable practice transformation efforts to increase contraceptive access for your patients.

Improve and sustain patient-centered contraceptive care! Ahead of HRSA's announced recommended screening questions, hear from health centers and learn best practices for maintaining and monitoring sustainable practice transformation efforts to increase contraceptive access for your patients.

**Katherine D'Onfro, MPH,**

*Associate Director of Public Health Initiatives*

Mass League of Community Health Centers

**Melanie Priestly, MA, Senior Practice Transformation Director**

Upstream USA

**Kristen Simonelli, Chief Operating Officer**

NEW Health

**Elizabeth Wolff, MPH, Director of Quality and Population Health**

South Boston Community Health Center

1:30pm-3:00pm

**Location:** Salon 4-8, Virtual

**Best Practices for Staying Compliant with Federal Employment Laws**

A general overview of the EEOC, including laws enforced, Strategic Enforcement Plan, Work-sharing Agreement with our Fair Employment Practice Partners, mediation program, and Litigation program. Representatives from each of the units in the EEOC Boston Area Office [Enforcement, CRTIU, Mediation and Legal] will discuss best practices on how to stay compliant with the anti-discrimination statutes, issued specific to the healthcare industry, and answer questions.

**Feng Kenneth An, JD, Area Director**

Equal Employment Opportunity Commission

**Keplin Allwaters, Esq., Chief Legal & Compliance Officer**

Mass League of Community Health Centers

**Katie N. Linehan, Esq., Trial Attorney**

Equal Employment Opportunity Commission

**Marianne Montler, Esq., Charge Receipt echnicalInformation Unit (CRTIU) Supervisor**

Equal Employment Opportunity Commission

**Elizabeth Marcus, Esq., Mediator**

Equal Employment Opportunity Commission

**Ethan Kolodny, Esq., Associate General Counsel**

Mass League of Community Health Centers

1:30pm-3:00pm

**Location:** Salon 2, Virtual

**Enhancing Behavioral Health Workforce: A Multifaceted Approach Through an Equity Lens**

Learn about the comprehensive strategies implemented to address the critical need for a diverse behavioral health workforce. Engage in dialogue regarding additional initiatives needed to address behavioral health workforce retention and recruitment.

**Tinamarie Fioroni, LMHC**

*Sr. Dir. of Workforce Optimization*

Mass League for Community Health Centers

**Joy Rosen, VP for Enterprise Clinical Services Executive Director**

Mass General Brigham

**Matthew Fishman, Executive Director, Equitable Care Collaborative**

Mass General Brigham

**Joanne Marqusee, MPP, Assistant Secretary for**

*Operational Effectiveness*

Commonwealth of Massachusetts EOHHS

**Madison Schmitt, M.Ed., Associate Director of BH Workforce Initiative**

Mass League of Community Health Centers

**Emily Price, MSW, LICSW, Program Manager PMHNP Fellowship**

Mass League of Community Health Centers

## BREAK

3:00pm-3:30pm

Location: Foyer

## BREAKOUT SESSIONS

3:30pm-4:30pm

Location: SevenMast

### How to pivot to Fit Kits when colonoscopies' are challenging

In Brockton and at BMC we are unable to get slots for colonoscopies, so we had to pivot to Fit Kits, this is how we did just that.

**Kristine Heap, BSN, RN, Clinical Projects Manager**

Brockton Neighborhood Health Center

**Jessica Prince, MSN, RN, COO**

Brockton Neighborhood Health Center

**Rohit Shah, NP**

Brockton Neighborhood Health Center

**Laritza Perez, MA, Resource MA**

Brockton Neighborhood Health Center

3:30pm-4:30pm

Location: Salon 1, Virtual

### Engaging Youth to Design Inclusive Health Career Pathway Programs

Highlighting an innovative approach to designing career pathway programs with youth while engaging session participants in our community health center workforce.

**Dalwin Corcino, Program Coordinator-Loan Repayment Programs**

Mass League of Community Health Centers

**Kervin Hilaire, MPH, Community Health Alignment Coordinator**

Massachusetts Department of Public Health

**Tarsha Weaver, Chief Project Officer, Codman Square Health Center**

**Addia Browne, Student, Randolph High School**

**Nissirine Elkhamli, Student, Randolph High School**

**Sarcha Zimmerman, CMP, Associate Program Manager, Workforce Development**

Mass League of Community Health Centers

**Pierre Lubin, Chief Human Resources Officer**

Codman Square Health Center

3:30pm-5:00pm

Location: Abigail Adams

### Skill Path Giving & Receiving Feedback #2

One of the most important skills you can learn is how to give and receive feedback effectively. A large part of coaching is giving feedback to someone so they clearly understand how well they're doing or where they need improvement. You want to reinforce positive behaviors and correct ineffective ones. In this course, you will learn the skills and strategies necessary to improve your coaching relationships, your feedback and employee performance.

**Joe Lyman, Facilitator**

Skill Path

3:30pm-4:30pm

Location: Blue Hills

### Impact of Non-Medical Services on Breast Cancer Patients' Quality of Life (CME)

Non-medical support services across a dozen quality-of-life metrics are shown to consistently improve the daily experiences of breast cancer patients, including stress reduction which is known to yield better health outcomes.

**Danna Remen, MS, Director of Development & Operations**

Ellie Fund

3:30pm-4:30pm

Location: Salon 3, Virtual

### Ensuring the Wheels Keep Turning for Mobile Health Clinics

By putting a clinic on wheels, a Health Center will be able to improve health outcomes, reduce health costs, and expand the delivery of clinical services. The COVID pandemic altered how and where care is delivered and expanded the realm of telehealth. A clinic is no longer the traditional four-walled doctor's office. How does a health center create and launch a mobile health clinic and maintain a sustainable, viable service delivery program that is equitable and inclusive for the community, patients, and health center staff? This session will provide best practices to create a inclusive, equitable, and sustainability business plan for a mobile health clinic with a financial model and best practices for clinical operations, telehealth, workforce, and vehicular management and maintenance.

**Rebecca Stauffer, MAP, Manager**

CohnReznick

**Marie Gillum, MA**

Senior Diversity, Equity, and Inclusion Consultant

Coordinated Care Services Inc.

3:30pm-5:00pm

Location: Salon 2, Virtual

### A Patient-Led Health Equity Case Study and Practice of the Peer-Led Mandela Yoga Intervention (Session Includes Yoga)

Formerly incarcerated men of color tell how the Mandela Yoga whole-person mind-body intervention fosters community, supports recovery, and resources them with skills and compensation to be greater agents in their healing, and to be peer leaders, and community research partners. Session will include Mandela Yoga interactive demonstration-seated or standing.

**Jeffrey Thomas, Executive Director**

Madela Yoga

## MASS LEAGUE ANNUAL MEETING & BOARD ASSEMBLY (PRIVATE)

3:30pm-5:00pm

Location: Salon 4-8, Virtual

**Cheryl Shaughnessy, Vice President, Membership Services**

Mass League of Community Health Centers

**Brendan Concannon, Chief of Staff**

Mass League of Community Health Centers

**Emma DiMarino, Executive Assistant to the CEO**

Mass League of Community Health Centers

## RECEPTION

5:00pm-6:00pm

Location: Foyer/Jr. Ballroom



# DAY 3: WEDNESDAY MAY 15<sup>TH</sup> AGENDA

COMMUNITY HEALTH INSTITUTE (CHI) CONFERENCE

15

TIME	LOCATION	TOPIC	TRACK
All Day	Basalt	WELLNESS ROOM	
7:30am-8:30am	Abigail Adams	GC/CCO BREAKFAST (INVITE ONLY)	
8:00am-5:00pm	Foyer	REGISTRATION	
8:00am-5:00pm	Foyer	EXHIBIT HALL	
7:45am-8:30am	Basalt	Yoga	Wellness
8:00am-9:00am	Salon 4-8	BREAKFAST	
9:00am-10:30am	Salon 4-8, Virtual	Keynote	
10:30am-11:00 am		BREAK	
11:00am-12:00pm	Salon 4-8, Virtual	Medicaid Updates for Inmate Exclusion Policy (MIEP)	Clinical
11:00am-12:00pm	Salon 2, Virtual	The Keys to School-Based Health Success: Funding Streams to Sustainable Practices (CEU)	Operations/Finance
11:00am-12:00pm	SevenMast	Enhancing Healthcare Security: Cybersecurity Measures to Protect Data	Information Technology
11:00am-12:00pm	Abigail Adams	Skill Path Getting Results without Authority # 1 (*limited seating: pre-registration was required. See registration desk)	Leadership
11:00am-12:00pm	Blue Hills	Mastering Market Analysis & Compensation Adjustments	Workforce
11:00am-12:30pm	Salon 1, Virtual	A FQHC Workforce Equity Learning Model in Action!	Workforce/Innovation
11:00am-12:30pm	Salon 3, Virtual	Early Psychosis: Symptoms, Identification, and Treatment (CME)	Clinical
12:30pm-1:30pm	Salon 4-8, Virtual	LUNCH	
12:45pm-1:25pm	Salon 4-8, Virtual	LUNCHTIME SPEAKER MIKE LEVINE, Assistant Secretary for MassHealth, Executive Office of Health and Human Services	
1:30pm-3:00pm	Salon 4-8, Virtual	Federal Policy and Compliance Updates: Insights for Community Health Centers	Operations/Finance
3:00pm-3:30pm		BREAK	
3:30pm-4:30pm	Sylvanus Thayer	Career Ladders for Patient Service Representatives	Workforce
3:30pm-4:30pm	Blue Hills	Leadership Under Pressure	Operations/Finance
3:30pm-4:30pm	Salon 2, Virtual	Improving Access to Pre-Exposure Prophylaxis for HIV in Primary Care (CME)	Clinical
3:30pm-4:30pm	Salon 3, Virtual	A Sober Living Program: Collaboration Between Boston Healthcare for the Homeless and Boston Accountable Care Organization (CME/CEU)	Operations/Finance
3:30pm-4:30pm	Salon 1, Virtual	Supporting the FQHC Mission by Ensuring Center-Wide Compliance	Operations/Finance
3:30pm-5:00pm	Abigail Adams	Skill Path Getting Results without Authority #2 (*limited seating: pre-registration was required. See registration desk)	Leadership
3:30pm-5:00pm	Salon 4-8, Virtual	Leading Through Change	Emerging Leadership
3:30pm-5:00pm	SevenMast	Boston Health Net's End User Optimization Program (In- Basket Management Training Part 1)	Information Technology
7:00pm-10:00pm	Top Golf-Boston	TOP GOLF	



## WELLNESS ROOM

All Day

Location: Basalt

## WELLNESS ACTIVITY

7:45am-8:30am

Location: Basalt

### Yoga-Sonya's Sequence

"SONYA'S SEQUENCE" is a standardized, evidence-based, trauma-responsive, series of yoga postures. The 45-minutes-long peer-led practice is designed to be accessible to all bodies and all levels of mobility. The group practice of Sonya's Sequence is the core of the Mandela Yoga solution.

**Jeffrey Thomas**, *Founder & Executive Director*  
Mandela Yoga

## GC/CCO BREAKFAST

7:30am-8:30am

Location: Abigail Adam

## BREAKFAST

8:00am-9:00am

Location: Salon 4-8

## KEYNOTE

9:00am-10:30am

Location: Salon 4-8, Virtual

Pam Garramone is an award-winning speaker who presents positive psychology - the science of happiness - to students, educators, and corporate and community employees. Through professional training and meaningful personal practices, Pam has found that the smallest changes make the biggest difference. You can truly become happier through the development of a new mindset and simple yet powerful exercises.

**Pam Garramone**, *Positive Psychology Speaker and Coach, Author*

## BREAK

10:30am-11:30am

## BREAKOUT SESSIONS

11:00am - 12:00pm

Location: Salon 4-8, Virtual

### Medicaid Updates for Inmate Exclusion Policy (MIEP)

Sheriff Koutoujian's work as a law enforcement leader and former legislator and Chairman of the Joint Committee on Health Care has given him a unique perspective into the numerous ways in which public health and public safety intersect. At the Middlesex Sheriff's Office, he has pushed forward innovative programming that views health-related social needs and justice-related social needs. This includes the MATADOR program which has been recognized as a national best practice in MOUD treatment, a focus on diversion through the Middlesex County Restoration Center Commission, and a continued emphasis on exemption and elimination of the federal Medicaid Inmate Exclusion Policy (MIEP). In this session, Sheriff Koutoujian will speak to the successes and challenges of those programmatic and legislative efforts, as well as the opportunities for collaboration between community health centers and sheriff's offices to best serve populations with behavioral health needs.

**Peter J. Koutoujian**, *JD, MPA, Sheriff*  
Middlesex County Sheriff's Department

11:00am-12:00pm

Location: Salon 2, Virtual

### The Keys to School-Based Health Success: Funding Streams to Sustainable Practices (CEU)

Come hear from federal and state school-based health programs and from school-based health practitioners about the ins and outs of successfully navigating government grants and resources to expand school-based health programming in your community.

**Danielle Fleury, MA**, *Public Health Analyst*  
Health Resources and Services Administration

**Máireád Day Lopes, MSN, RN, NCSN**,  
*Director, School-Based Health Center Program*

MA Department of Public Health

**Tarsha Weaver, MSM**, *Chief Project Officer*  
Codman Square Health Center

**Christine Pajarill, LICSW**,

*Vice President of Programs and Social Services*  
Whittier Street

**Marie Pierre-Victor, MSW, LICSW**,

*Behavioral Health Clinical Director for School-Based Health*  
Codman Square Health Center

11:00am-12:00pm

Location: SevenMast

### Enhancing Healthcare Security: Cybersecurity Measures to Protect Data

Unveil how cybersecurity innovations elevate patient care, ensuring data integrity and operational resilience against digital threats in healthcare.

**Marc Zarrella, Marc Zarrella**, *Vice President*  
ComputerVault

11:00am-12:00pm

Location: Abigail Adams

### Skill Path Getting Results Without Authority #1

As workplaces become more collaborative, your ability to influence and lead others without formal authority is key to your success. Discover how to embrace the leadership qualities that inspire others to follow when you sign up for this course. Through expert insights, guided reflection and interactive exercises, including group discussions, you'll learn how to establish credibility, build trust, and engage, motivate and influence others even when they don't report to you.

**James Lyman**, *Facilitator*

Skill Path

11:00am-12:00pm

Location: Blue Hills

### Mastering Market Analysis & Compensation Adjustments

Health centers are struggling to maintain competitive compensation. Rapidly identifying compensation issues, obtaining accurate market data, fairly determining adjustments, and implementing changes has become a critical competency for HR. Harbor Health has identified key principles, processes, and tools that could be helpful to other health centers facing these challenges.

**Rachael Cooper, LICSW, SHRM-CP**, *VP of HR*  
Harbor Health Services, Inc.



11:00am-12:30pm

**Location:** Salon 1, Virtual

**A FQHC Workforce Equity Learning Model in Action!**

Participants in our session will learn about how a FQHC workforce training on the job model is building a strong foundation and infrastructure for employee development and integration into the workforce. The session will spotlight employee-learner narratives as part of the knowledge creation and preliminary program outcomes will be shared.

**Dr. Yedalis Ruíz, Ph.D., M.Ed.**

*Chief Access and Equity Officer/Executive Director,*  
Caring Health Center

**Tania M. Barber, MBA, President/CEO**

Caring Health Center

**Johanna DeBari, M.A., Director of Workforce Equity and Training**

Caring Health Center

11:00am-12:30pm

**Location:** Salon 3, Virtual

**Early Psychosis: Symptoms, Identification, and Treatment (CME)**

Learn about early signs and symptoms of psychosis in adolescents and young adults, how you can talk to people about these experiences, and how to refer people to specialized treatment.

**Emily Gagen, PhD, Director**

M-PATH, Brookline Center

**Tanya Trevett, Family Partner**

M-PATH, Brookline Center

**Sarah Dreyfus, M.Ed., Young Adult Peer Mentor**

M-PATH, Brookline Center

**LUNCH**

12:30pm-1:30pm

**Location:** Salon 4-8

**JOIN US FOR LUNCHTIME  
SPEAKER MIKE LEVINE**

**Assistant Secretary for MassHealth  
Executive Office of Health and  
Human Services**

12:45pm-1:25pm

**Location:** Salon 4-8, Virtual

Michael Levine, Assistant Secretary for MassHealth, will provide state policy updates on topics including MassHealth payment and care delivery innovations, the primary care sub-capitation program, recently approved and newly implemented 1115 waiver initiatives, and continued MassHealth and community health center partnerships.

**BREAKOUT SESSIONS**

1:30pm-3:00pm

**Location:** Salon 4-8, Virtual

**Federal Policy and Compliance Updates: Insights for Community Health Centers**

Join us for an interactive session where representatives from HRSA, NACHC, and Feldesman Liefer LLC will provide the latest updates from Washington D.C. on policy and compliance hot topics. Gain valuable insights into current regulatory changes and initiatives impacting community health centers.

**Mary Ellen McIntyre, BA, SVP, Compliance**

Mass League of Community Health Centers

**Kaitlin McColgan, Sr. Vice President, Government Affairs & Public Policy**

Mass League of Community Health Centers

**Bradford Milton, MS, Deputy Director, Emergent Health Response, Office of Health Center Investment Oversight**

Bureau of Primary Health Care, Health Resources & Services Administration

**Vacheria Keys, Esq., Associate Vice President of Policy & Regulatory Affairs**

National Association of Community Health Centers

**Carrie Riley, Esq., Partner**

Feldesman Liefer LLC

**Amy Harbaugh, MB, Team Lead, Infrastructure Division, Office of Health Center Investment Oversight**

Bureau of Primary Health Care, Health Resources & Services Administration

**BREAK**

3:00pm-3:30pm

**BREAKOUT SESSIONS**

3:30pm-4:30pm

**Location:** Sylvanus Thayer

**Career Ladders for Patient Service Representatives**

This session focuses on the competencies required to be a successful Patient Service Representative, the selection process for the role and the career path designed to support the staff's professional development.

**Kathleen Duggan, BS I&LR, Chief HR Officer**

Lynn Community Health Center

**Samantha O'Neil, BS, BA, Interim Chief Operating Officer**

Lynn Community Health Center

3:30pm-4:30pm

**Location:** Blue Hills

**Leadership Under Pressure**

Day-to-day leadership roles can become overwhelming during a prolonged crisis and to manage the crisis leadership roles need to be redefined. Two community health centers will present on how their organizations shifted roles by instituting the Incident Command System (ICS) to manage a crisis along with daily operations during a prolonged disruption.

**Tina Wright, Director of Emergency Management**

Mass League of Community Health Centers

**Maria Celli, PsyD., Deputy CEO**

Brockton Neighborhood Health Center

**Tim Clifford, Compliance, Safety, Risk Mitigation and Facilities Privacy & Ethics Officer Credentialing Officer**

North End Waterfront Health

**Joe Panerio-Langer, MD, CMO**

Brockton Neighborhood Health Center

3:30pm-4:30pm

**Location:** Salon 2, Virtual

**Improving Access to Pre-Exposure Prophylaxis for HIV in Primary Care (CME)**

PrEP's revolutionary potential in altering the course of the HIV epidemic is hampered by slow provider adoption and selective discussion of PrEP with patients, thereby highlighting the critical need for a team-based approach to PrEP/PEP in Primary care for increased PrEP access and reduced health disparities.

**Lara Jackson , MPH**

*Director of Primary Care Strategy and Transformation  
DotHouse Health*

**Samira Malhotra**, Master of Science in Nursing

*Director of Nursing  
DotHouse Health*

3:30pm-4:30pm

**Location:** Salon 3, Virtual

**A Sober Living Program: Collaboration Between Boston Healthcare for the Homeless and Boston Accountable Care Organization (CME/CEU)**

The high cost of sober living homes poses a significant barrier for most individuals experiencing homelessness. A community health center Consumer Advisory Board member developed the concept of an insurer-supported program that covers six months of sober living costs for medically vulnerable homeless members. Members were recruited from a medical respite, complex care management, and a jail re-entry programs. Many members secured employment within the first several months of placement, and qualitative surveys have demonstrated consistently positive member experiences and improved health outcomes. Close collaboration between health plan and health center staff has allowed for successful program operations.

**Jason Worcester, MD, Medical Director**

BACO

**Andrew Maier**, *Consumer Advisory Board Member*  
Boston Healthcare for the Homeless

3:30pm-4:30pm

**Location:** Salon 1, Virtual

**Supporting the FQHC Mission by Ensuring Center-Wide Compliance**

Health centers must meet complex and demanding compliance obligations throughout the year to meet requirements for funding, licensing, deeming, accreditation, and state and federal laws. See how Lynn CHC streamlined and automated compliance functions through a single, integrated platform to ensure compliance, save executive and staff time, foster an engaged employee culture, and improve patient care.

**Dr. Elena Freydin, DNP, Chief Compliance Officer**

Lynn Community Health Center

**Nate Reveley, BA, Chief Operating Officer**

Compliatric

3:30pm-5:00pm

**Location:** Abigail Adams

**Skill Path Getting Results Without Authority #2**

As workplaces become more collaborative, your ability to influence and lead others without formal authority is key to your success. Discover how to embrace the leadership qualities that inspire others to follow when you sign up for this course. Through expert insights, guided reflection and interactive exercises, including group discussions, you'll learn how to establish credibility, build trust, and engage, motivate and influence others even when they don't report to you.

**James Lyman, Facilitator**

Skill Path

3:30pm-5:00pm

**Location:** Salon 4-8, Virtual

**Leading Through Change**

In today's business climate, leaders must be adept at leading organizational change and adapting to evolving circumstances. They guide the organization through transitions, inspire buy-in from stakeholders, and manage resistance. This session will provide a framework for leading change effectively.

**Cheryl Jacobs**, Executive Coach, Facilitator, Leadership

Developer, *SVP*

MCG Partners

3:30pm-5:00pm

**Location:** SevenMast

**Boston Health Net's End User Optimization Program (In-Basket Training Part 1)**

Boston HealthNet (BHN) created an End User Training & Optimization Program (EUTOP) to address efficiency and burnout to improve user satisfaction. We focused on key needs identified by survey data including KLAS and Signals. Based on best practices in the literature and articulated by local experts, we developed a curriculum and initial training materials. EUTOP has a goal of providing 4 hours of EHR training per year to each user and focuses on evidence-based design and practices.

**Charlie Williams, MD**, *Clinical Associate Professor and Vice-Chair for Network Development, Department of Family Medicine at Boston University Chobanian & Avedisian School of Medicine*  
*Family Medicine Doctor practicing at East Boston Neighborhood Health Center*

Boston HealthNet

**Maggie Frodin, MPH, Program Manager**

Boston HealthNet



**TOP GOLF**  
**7:00pm-10:00pm**



# DAY 4: THURSDAY MAY 16<sup>TH</sup> AGENDA

COMMUNITY HEALTH INSTITUTE (CHI) CONFERENCE

19

TIME	LOCATION	TOPIC	TRACK
<b>All Day</b>	<b>Basalt</b>	<b>WELLNESS ROOM</b>	
<b>8:00am-5:00pm</b>	<b>Foyer</b>	<b>REGISTRATION</b>	
<b>8:00am-3:30pm</b>	<b>Foyer</b>	<b>EXHIBIT HALL</b>	
7:45am-8:30am	Basalt	Yoga	Wellness
<b>8:00am-9:00am</b>	<b>Foyer</b>	<b>BREAKFAST</b>	
9:00am-10:00am	Blue Hills	Integrating Security into the Clinical Workforce	Clinical
9:00am-10:00am	Salon 2, Virtual	Smart Work, Brighter Results: Efficiency Mastery	Workforce
9:00am-10:00am	Salon 1, Virtual	Nurse-Led Remote Physiological Monitoring (RPM) Program (CME)	Clinical
9:00am-10:00am	Salon 4 -8, Virtual	Play The Cards That Are Dealt You	Emerging Leadership
9:00am-10:00am	Abigail Adams	Can You Hear Me? How to Communicate Your CHC Impact	Leadership
<b>10:00am-10:30am</b>		<b>BREAK</b>	
10:30am-11:30am	Salon 4-8, Virtual	Recruitment and Retention of the Advanced Practice Provider Workforce	Workforce Innovation
10:30am-11:30am	Blue Hills	The Value of Operationalizing Racial Health Equity: A Discussion with Health Equity Compact Leaders	Clinical
10:30am-11:30am	Abigail Adams	Addressing Burnout and Improving Joy at Work- A Multi-Faceted Approach	Wellness
10:30am-11:30am	Salon 1, Virtual	We're Pharmacists, of Course We're Rxcellent	Clinical
10:30am-11:30am	Salon 2, Virtual	Advancing Towards Equity in Diabetes Care (CME)	Clinical
10:30am-11:30am	Salon 3, Virtual	Risk Management in Revenue Cycle	Operations/Finance
10:30am-12:30pm	Sylvanus Thayer	Be Well Together (Invite Only)	
<b>11:30am- 12:00pm</b>		<b>BREAK</b>	
12:00pm-1:00pm	Salon 1, Virtual	Digital Health at Duffy: Developing a Digital Health Strategic Plan	Information Technology
12:00pm-1:00pm	SevenMast	Massachusetts Health & Human Services Workforce Survey Results Review	
12:00pm-1:00pm	Salon 3, Virtual	Taking Control of Your Healthcare Spend Through Group Captives	Operations/Finance
12:00pm-1:30pm	Salon 4 -8, Virtual	Building an Organizational Roadmap for Diversity, Equity, Belonging, and Accessibility (CME/CEU)	Clinical
12:00pm-1:00pm	Salon 2, Virtual	Using CommCare Mobile Technology to Improve Public Health Nursing	Workforce/Innovations
12:00pm-1:00pm	Abigail Adams	Skill Path Managing Multiple Projects, Ojectives & Deadlines #1 (*limited seating: pre-registration was required. See registration desk)	Emerging Leadership
12:00pm-1:30pm	Blue Hills	CEO & Coaching For Impact Programs (Invite Only)	Operations/Finance
<b>1:00pm-2:00pm</b>		<b>LUNCH</b>	
2:00pm-3:00pm	Salon 2, Virtual	Expanding Access to Psychiatric Care: Implementation of Psychiatric e-Consultation for Primary Care (CME/CEU)	Workforce
2:00pm-3:30pm	Blue Hills	Driving Impact with Coaching-Coaching Conversations (Invite Only)	
2:00pm-3:30pm	Salon 4-8, Virtual	Transforming Health Center Culture: Shared Experiences in Fostering Alignment Between Health Center Departments to Strengthen Health Center Operations	Operations/Finance
2:00pm-3:30pm	Salon 3, Virtual	How Innovations are Transforming Primary Care, and the Implications for Community Health Centers	Workforce/Innovations
2:00pm-3:30 pm	Abigail Adams	Skill Path Managing Multiple Projects, Ojectives & Deadlines #2 (*limited seating: pre-registration was required. See registration desk)	Emerging Leadership
2:00pm-3:00pm	Salon 1, Virtual	Perspectives on Advanced Drug Checking at Brockton Neighborhood Health Center (CME/CEU)	Clinical
<b>3:30pm-4:00pm</b>		<b>CONFERENCE CLOSING</b>	



## WELLNESS ROOM

All Day

Location: Basalt

## WELLNESS ACTIVITY

7:45am-8:30am

Location: Basalt

### Yoga-Sonya's Sequence

"SONYA'S SEQUENCE" is a standardized, evidence-based, trauma-responsive, series of yoga postures. The 45-minutes-long peer-led practice is designed to be accessible to all bodies and all levels of mobility. The group practice of Sonya's Sequence is the core of the Mandela Yoga solution.

**Jeffrey Thomas**, *Founder & Executive Director*

Mandela Yoga

## BREAKFAST

8:00am-9:00am

Location: Foyer

## BREAKOUT SESSIONS

9:00am-10:00am

Location: Blue Hills

### Integrating Security into the Clinical Workforce

This session will highlight ways to implement proactive safety and security measures into a healthcare system. Making sure that Security Officers are given the tools, and resources to go beyond the scope of providing an excellent security presence.

**Scott King**, *Chief Safety Officer*

New Bedford Community Health

Sheila Wallace, *Consultant*

9:00am-10:00am

Location: Salon 2, Virtual

### Smart Work, Brighter Results: Efficiency Mastery

Join our session focused on boosting Quality Improvement (QI) in community health centers. Discover effective outreach tools, engage internal stakeholders for role transformation, and optimize provider meetings to improve QI metrics. Elevate your center's performance through strategic communication and collaboration.

**Nisa Haider, MPH**, *Assistant Manager VBC*

Greater Roslindale Medical & Dental Center, BMC

**Alkida Kasapi, PM**, *Senior Manager VBC*

Greater Roslindale Medical & Dental Center, BMC

**Sonia Gwaneza, MPH**,

Greater Roslindale Medical & Dental Center, BMC

9:00am-10:00am

Location: Salon 1, Virtual

### Nurse-Led Remote Physiological Monitoring (RPM) Program (CME)

Come find out how Lynn Community Health Center was able to grow it's nurse-led remote physiological monitoring program to over 600 participants and improved patient outcomes.

**Lori Stevens, PhD., MBA, RN**, *Director of Nursing*

Lynn Community Health Center

**Mark Josephson**, *Director Decision Support*

Lynn Community Health Center

**Laura Reid**, *Epic Content Program Manager*

Lynn Community Health Center

**Geoff Pechinsky, MD**, *Chief Medical Officer*

Lynn Community Health Center

9:00am-10:00am

Location: Salon 4 -8, Virtual

### Play The Cards That Are Dealt You

Play the cards is designed to have small groups analyze and suggest solutions to problems and opportunities faced by CHC leaders and their staff. Varying scenarios are presented for the players to consider and select the best course of action. Points are awarded to players who choose the best approach.

**James W. Hunt, Jr.**, *Principal*

HUNT FOR SOLUTIONS LLC

**Tom Martorelli**, *Manager*

Marto Writing, LLC

9:00am-10:00am

Location: Abigail Adams

### Can You Hear Me? How to Communicate Your CHC Impact

How can community health centers elevate CHCs in public communications and engagement around current healthcare issues, trends and policy initiatives?

**Ellen G Lahr**, *Senior Director of*

*Communications & Marketing*

CHP Berkshires | Community Health Programs

## BREAK

10:30am-11:30am

## BREAKOUT SESSIONS

10:30am-11:30am

Location: Salon 4-8, Virtual

### Recruitment and Retention of the Advanced Practice Provider Workforce

To help improve access to primary care services, this research seeks to enhance the understanding of the advanced practice provider workforce (including nurse practitioners, physician assistants, and clinical nurse specialists) at community health centers in Massachusetts, particularly with regard to recruitment and retention.

**Bittie Behl-Chadha, PhD**,

*Executive Director, Office of Survey Research*

ForHealth Consulting at UMass Chan Medical School

**Melissa Karapanos, RD, MPH**, *Project Director*

ForHealth Consulting at UMass Chan Medical School

10:30am-11:30am

Location: Blue Hills

### The Value of Operationalizing Racial Health Equity: A Discussion with Health Equity Compact Leaders

What does it mean to operationalize health equity, and why is it relevant for health centers? The Health Equity Compact brings together over 80 leaders of color across MA health centers, hospitals, payers, academic institutions and public health to advance health equity in Massachusetts. After a brief presentation on the Compact's current work, engage in facilitated discussion with your colleagues and Compact leaders on the connection between the Compact's efforts and the day-to-day reality at CHCs. Explore key topics such as data, workforce, and budget, and how to translate this into conversations with your board, staff, and patients.

**Charles Anderson, MD**, *President and CEO*

The Dimock Center

**Tania Barber, MBA**, *President and CEO*

Caring Health Center

**Thea James, MD**, *Vice President of Mission &*

*Associate Chief Medical Officer*

Boston Medical Center

**Lindsey Tucker, MPH**

Director, Health Equity Compact

10:30am-11:30am

**Location:** Abigail Adams

**Addressing Burnout and Improving Joy at Work-A Multi-Faceted Approach**

This session presents a holistic strategy to combat healthcare worker burnout and improve workplace joy through three key interventions: Remote Inbasket Coverage, transformative culture change, and Wellness Champions. This approach aims to not only reduce burnout but also create a supportive workplace culture, enhancing staff satisfaction and the longevity of healthcare careers.

**Arshiya Seth, MD, Chief Medical Officer**

Community Health Center of Cape Cod

**Nancy Regan, NP, Nurse Practitioner**

Community Health Center of Cape Cod

10:30am-11:30am

**Location:** Salon 1, Virtual

**We're Pharmacists, of Course We're Rxcellent**

Integrate a clinical pharmacist into your clinical practice and improve your quality measures.

**Jerril Varghese, PharmD, Pharmacist**

Holyoke Health Center Pharmacy

10:30am-11:30am

**Location:** Salon 2, Virtual

**Advancing towards Equity in Diabetes Care (CME)**

We will describe our innovative approach to diabetes care that reduced the racial outcomes gap by 39% in 6 months (A1C control)

**Elena Mendez-Escobar, PhD, MBA,**

*Executive Director, Health Equity Accelerator*

Boston Medical Center

**Renee Crichlow, MD, FAAFP, Clinical Associate Professor, CMO and**

*Vice Chair of Health Equity at BU's Department of Family Medicine*

Codman Square Health Center

10:30am-11:30am

**Location:** Salon 3, Virtual

**Risk Management in Revenue Cycle**

Vulnerabilities in revenue cycle management can be financially devastating on Centers. A Revenue Cycle Management vulnerability assessment is an evaluation of the organization's procedures, systems, and controls to identify weaknesses and potential threats that could impact its ability to generate or collect revenue. Creating systems, processes, procedures, and reporting structures designed to identify, analyze, monitor, and mitigate drastic changes in revenue is critical to minimize risk and sustain a healthy revenue cycle.

**Dolores Di Re, Senior Manager**

CohnReznick

10:30am-12:30pm

**Location:** Sylvanus Thayer

**Be Well Together Listening Sessions (Invite Only)**

Listening session with leaders from the health centers participating in the Be Well Together Initiative.

**Madeleine Pannell, MPP, Consultant**

Mass League of Community Health Centers

**Tinamarie Fioroni, LMHC**

*Director of Workforce Optimization*

Mass League of Community Health Centers.

**BREAK**

11:30am-12:00pm

**Location:** Foyer

**BREAKOUT SESSIONS**

12:00pm-1:00pm

**Location:** Salon 1, Virtual

**Digital Health at Duffy: Developing a Digital Health Strategic Plan**

In this session, Duffy Health Center will share their approach to develop and operationalize a robust Digital Health Strategic Plan at their health center with an intentional focus on addressing barriers to digital equity for their patients.

**Kati Moran, MPH, Director, Primary Care Innovation**

Community Care Cooperative (C3)

**Anna Marini, MHA, MPP, Chief Compliance Officer**

Duffy Health Center

12:00pm-1:00pm

**Location:** SevenMast

**Massachusetts Health & Human Services Workforce Survey Results Review**

Massachusetts health and human service providers are experiencing unprecedented workforce shortages. Issues of workforce capacity have clear consequences for access to care, quality of care, cost, and health outcomes. CHIA launched its first Massachusetts Health and Human Services Workforce Survey (MHCW) in May 2023 to collect information on staffing capacity and diversity across 10 key sectors, including at community health centers. Haley Farrar-Muir, Senior Research Manager at CHIA, will be presenting the key findings gathered from the 2023 MHCW survey.

**Lauren Peters, Executive Director**

Center for Health Information & Analysis (CHIA) & JSI Institute

**Haley Farrar-Muir, Senior Manager**

Center for Health Information & Analysis (CHIA) & JSI Institute

12:00pm-1:00pm

**Location:** Salon 3, Virtual

**Taking Control of Your Healthcare Spend Through Group Captives**

Sick of double digit health insurance being the norm every year? Learn how to leverage self-funding with limited risk and huge financial upside by combining with other like-minded organizations to create scale and synergies.

**Michael Jenkins, AVP, Business Development Executive**

Captive Resources, Inc.

12:00pm-1:30pm

**Location:** Salon 4 -8, Virtual

**Building an Organizational Roadmap for Diversity, Equity, Belonging, and Accessibility**

This session describes tools and resources to turn principles of anti-racism, equity, and belonging into practice. The workshop will introduce a roadmap, specifically designed for health care organizations, for building inclusive, antiracist, and culturally responsive care using climate surveys, approaches to clinical practice and data collection, and workgroups.

**Sonia Erlich, LMHC, MFA, MA**

*Deputy Director for Workforce Development and Training*

TEAM UP for Children, Boston Medical Center

**Arth Hin, BLA, Community Health Worker Role Coordinator**

TEAM UP for Children, Boston Medical Center

**Gayathri Krishna, MPH Candidate, Learning Community Assistant**

TEAM UP for Children, Boston Medical Center

**Elijah Boliver, MPH, Data and Implementation Analyst**

TEAM UP for Children, Boston Medical Center

**Sonya Nguyen, MPH Candidate, Research and Administrative Assistant**

TEAM UP for Children, Boston Medical Center

12:00pm-1:00pm

**Location:** Salon 2, Virtual

### **Using CommCare Mobile Technology to Improve Public Health Nursing**

Learn about a new, innovative mobile application for public health nurses built on the CommCare Platform that uses the Omaha Taxonomy of Nursing to streamline workflows, document public health interventions, track patient outcomes over time, and provide robust real-time data to public health departments.

**Kathleen Samways, DPT, PT, Chief Public Health Officer**

Island Health Care

**Amelia Hambrecht, MSE, Public Health Nurse**

Island Health Care

**Ashley Trickett, RN, MPH**

Boston University School of Public Health

**Elaina Faust, Senior Partnerships Manager**

Dimagi

12:00pm-1:00pm

**Location:** Abigail Adams

### **Skill Path Managing Multiple Projects & Objectives #1**

This is the seminar for the busy manager, supervisor or administrative person who juggles deadlines, projects and multiple demands and has no time to waste. Learn organizational skills to help you get more accomplished faster and with better results than ever before! Part 1 of 2

**James Lyman, Facilitator**

Skill Path

12:00pm-1:30pm

**Location:** Blue Hills

### **CEO & Coaching For Impact Program**

(Invite Only)

**Cheryl Jacobs, Executive Director**

MCG Partners

## **LUNCH**

1:00pm-2:00pm

**Location:** Foyer

## **BREAKOUT SESSIONS**

2:00pm-3:00pm

**Location:** Salon 2, Virtual

### **Expanding Access to Psychiatric Care: Implementation of Psychiatric e-Consultation for Primary Care**

Discover the benefits of psychiatry e-consultation services for primary care in this session. Learn how these services enhance collaboration between behavioral health and primary care providers, improve access, offer timely consultations, and manage patients within primary care settings. Gain insights into addressing the increasing demand for psychiatry/behavioral health appointments in community health centers. Explore the challenges and keys to success in implementation, emphasizing buy-in, cultural change, and integration between behavioral health and primary care systems.

**Arshiya Seth, MD, Chief Medical Officer**

Community Health Center of Cape Cod

**Laura Kanter, PhD,**

*Director of Integrated Services, Psychologist*

Community Health Center of Cape Cod

2:00pm-3:30pm

**Location:** Blue Hills

### **Driving Impact with Coaching-Coaching Conversations (Invite only)**

**Samrat Ghosh, Executive Coach**

MCG Partners

2:00pm-3:30pm

**Location:** Salon 4-8, Virtual

### **Transforming Health Center Culture: Shared Experiences in Fostering Alignment between Health Center Departments to Strengthen Health Center Operations**

The goal of this session is to help Health Centers develop workforce habits that support an interdisciplinary culture change that penetrates beyond leadership to embed in the fabric of the Health Center so best practices will continue beyond leadership changes. This session will be presented with leadership from the Family Health Center of Worcester

**Rebecca Stauffer, MPA, Manager**

CohnReznick

**Susan Sleight, MPA, LPN, COO**

Family Health Center of Worcester

**Yinka Fadahunsi, MBA, DBA, CFO**

Family Health Center of Worcester

2:00pm-3:30pm

**Location:** Salon 3, Virtual

### **"How Innovations are Transforming Primary Care, and the Implications for Community Health Centers"**

This session will enable attendees to learn how innovations by healthcare organizations and companies like Google, Amazon, CVS, Walgreens, Walmart and Optum, including artificial intelligence, are transforming the organization and delivery of primary care, and the implications for community health centers.

**Richard H. Gregg, BA, MA, MBA,**

*Distinguished Instructor of Healthcare Administration*

Sawyer Business School, Suffolk University

2:00pm-3:30pm

**Location:** Abigail Adams

### **Skill Path Managing Multiple Projects & Objectives #2**

This is the seminar for the busy manager, supervisor or administrative person who juggles deadlines, projects and multiple demands and has no time to waste. Learn organizational skills to help you get more accomplished faster and with better results than ever before! Part 2 of 2

**James Lyman, Facilitator**

Skill Path

2:00pm-3:30pm

**Location:** Salon 1, Virtual

### **Perspectives on Advanced Drug Checking at Brockton Neighborhood Health Center (CME/CEU)**

Advanced drug checking is a response to the overdose crisis that health centers can implement. While access to fentanyl test strips has spread rapidly, availability of advanced drug checking remains low. This session explores the utility of drug checking and how results can improve harm reduction education and clinical care.

**Allyson Pinkhover, MPH, CPhT, CHO,**

*Director of Substance Use Services*

Brockton Neighborhood Health Center

**Rachael Long, BSN RN PMH-BC CARN,**

*Harm Reduction Clinic Nurse Care Manager*

Brockton Neighborhood Health Center

Community Health Center of Cape Cod

**Kelly Celata, MSCJ LADC-I,**

*Homeless Services Program Manager*

Brockton Neighborhood Health Center