2019 PRIMARY CARE CONFERENCE

Building Connections to Improve Health

MAY 21, 2019
Lake Morey Resort
Fairlee, Vermont
2019 PRIMARY CARE CONFERENCE
AGENDA

TERRACE BALLROOM
7:30 - 8:30 am  Continental Breakfast with Sponsors
8:30 - 8:45 am  Welcome and Opening Remarks

Janet Laatsch, BSN, MBA, Chair, Board of Directors, Bi-State Primary Care Association; CEO, Greater Seacoast Community Health, NH
Tess Stack Kuenning, CNS, MS, RN - President and CEO, Bi-State Primary Care Association

8:45 - 10:00 am  Keynote Speaker: Matt Lewis, Ph.D. Building Connections through Narrative Leadership
10:00 - 10:30 am  Networking Break with Sponsors
10:30 - 10:40 am  Leadership Development Program - 2019 Graduate Recognition
10:40 - 11:45 am  Panel: Models and Opportunities for School Based Health Programs

Introduction: Senator Tim Ashe, President Pro Tempore of the Senate, Vermont
Laura C. Brey, VP, Strategy and Knowledge Management, School-Based Health Alliance
Tracy M. Thompson, LICSW, LADC, Director of Behavioral Health, Little Rivers Health Care
Ashley Douthart, LCMHC, Clinical Mental Health Counselor, HealthFirst Family Care Center

11:45 - 12:15 pm  Bi-State Awards Ceremony
12:30 – 1:30 pm  Awards Ceremony Luncheon and Senator Sanders Leadership Award

MOREY ROOM
1:45 – 4:15 pm  PROFESSIONAL DEVELOPMENT WORKSHOPS

EDGEWATER  I. School-Based Health Programs: Nuts & Bolts
Laura C. Brey, VP, Strategy and Knowledge Management, School-Based Health Alliance

GARDEN  II. What to Do When a Patient Discloses Suicidal Thoughts: Clinical Skills and Systems Readiness
Kristen Briggs, MSW, QMHP, Acute Care Services Coordinator, Clara Martin Center, VT
Julie Parker, LCMHC, Asst. Director, Outpatient, Crisis and Integrated Health Services, Northwestern Counseling and Support Services, VT

THEATER  III. Opportunities for Oral Health Workforce: New Team Models
Cheyanne E. Warren, DDS, MS, Dental Therapy Program Director, VT Technical College
Sarah Wovcha, JD, MPH, Executive Director, Children’s Dental Services
Katie Latulip, RDH, CPHDH, Ammonoosuc Community Health Services
Caitlin O’Donnell, MD, Ammonoosuc Community Health Services

WATERLOT  IV. Emergency Preparedness: Are You Ready?
J. Scott Nichols, MBA, Director, Granite State Health Care Coalition
Shaylin Deignan, MSEM, Program Coordinator, Granite State Health Care Coalition
Suzanne Leavitt, RN, MS, Asst. Director, State Survey Agency Director, VT Department of Disabilities, Aging, and Independent Living
Todd Lennon, DHSc, LCSW, Captain, U.S. Public Health Service, Emergency Coordinator, Office of Operations, Health Resources and Services Administration

TERRACE BALLROOM
4:30 - 4:45 pm  Closing Remarks, Return Evaluation Forms, Visit Sponsors, Raffle Drawing
From the President and Chief Executive Officer

Welcome and thank you for joining us for our 2019 Primary Care Conference!

Comprehensive, integrated primary care and prevention is critical for addressing the challenges faced by Vermonters and Granite Staters. Primary care clinicians, working in teams, continue to extend their work far beyond the four walls of any one practice site. This conference will build upon the foundation of knowledge each of you has built in your communities as you address the challenges of implementing school-based health programs, creating emergency preparedness protocols, providing mental health and suicide prevention, and expanding access to oral health care through new dental team models.

We look forward to the Keynote Address by Matt Lewis, Ph.D., on the essential role of “narrative leadership” in the clinical and advocacy environment.

We are honored to present The Senator Bernie Sanders Award to Grant Whitmer and the 2019 Bi-State Awards to ten individuals who have made extraordinary contributions toward improving population health and expanding access to primary care. We applaud the 25 graduates of Bi-State’s Leadership Development Program for their accomplishment. Congratulations to all!

Please join us in welcoming this year’s conference sponsors by visiting their exhibits to learn more about them. Sponsor support makes it possible for Bi-State to provide affordable continuing education opportunities.

I hope you enjoy today’s conference!

Sincerely,

Tess Stack Kuenning, CNS, MS, RN
President and Chief Executive Officer

The Senator Bernie Sanders Leadership Award

Grant Whitmer, MSM, CMPE, Executive Director
Community Health Centers of the Rutland Region

Grant Whitmer is the third recipient of The Senator Bernie Sanders Leadership Award, established in 2010, created for those special occasions when someone deserves recognition for their monumental impact on primary care, is worthy of the distinguished honor, and meets certain criteria of long-lasting accomplishment. The Senator Sanders Award is made to individuals who have made valuable, significant, and lasting contributions to the Community Health Center movement, or in the Community Health Center field, through public policy or innovation in health care financing and delivery that ensures access and improves health outcomes within our communities, or in setting higher standards to better meet the challenges of the future.

2019 Senator Sanders Leadership Award
Grant Whitmer, MSM, CMPE, Executive Director
Community Health Centers of the Rutland Region
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J. Kimball, APR
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KEYNOTE SPEAKER
Matt Lewis, Ph.D.
Primary Care Progress

Building Connections through Narrative Leadership

Matt Lewis, Ph.D., Strategic Consultant, Primary Care Progress, is an expert on the use of narrative as a tool for connection, teamwork, and leadership development. With more than a decade of experience in classrooms and clinics, he has taught public narrative, culture, and identity at Emory University, Harvard University, and as a visiting researcher at Syracuse University. An advocate for the use of storytelling to break down barriers and cultivate interpersonal communication, Matt frequently writes, speaks, and advises organizations and individuals on ways to leverage personal stories for social good and systems change. Dr. Lewis is currently working on two papers, Notes from the Field: Ethnographic Observations on Clinician Loneliness and Self Care, and A Case for Storytelling in Healthcare.

MODELS AND OPPORTUNITIES FOR SCHOOL-BASED HEALTH PROGRAMS

Moderated by a subject expert from the School-Based Health Alliance, panelists from Vermont and New Hampshire health centers will describe school-based health programming they’ve implemented in collaboration with their area schools, lessons they learned in program development, and the impact of the resultant programs to their communities. In particular, the panel will highlight school-based mental health service programs. The School-Based Health Alliance will provide a national context for the state-based programs and share national trends.

Introduction: Senator Tim Ashe
President Pro Tempore of the Senate, Vermont

Panelists:
Laura C. Brey, MS
Vice President for Strategy and Knowledge Management, School-Based Health Alliance, Washington, DC

Laura Brey’s experience spans school-based health care, migrant health, public health, nonprofit administration, family planning, adolescent health, technical assistance, coaching, and teaching. She is a former director of NC SBHC Program, the AMA’s Guidelines for Adolescent Services in SBHCs, and the Bilingual Health Education Programs for Illinois Migrant Council.

Tracy M. Thompson, LICSW, LADC
Director of Behavioral Health, Little Rivers Health Care, VT

Tracy Thompson has worked in a variety of settings including community mental health centers, schools, and day and residential programs. Her work at Little Rivers Health Care includes expanding integrated behavioral health, supporting the Medication Assisted Treatment program, and developing school-based behavioral health care services in three schools.

Ashley Douthart, LCMHC
Clinical Mental Health Counselor, HealthFirst Family Care Center, NH

Ashley Douthart is a licensed clinical mental health counselor at HealthFirst Family Care Center in Franklin, NH, and is a member of the Certified Emergency Response Team (CERT) and Disaster Behavioral Health Response Team. Ashley has experience in Autism Spectrum Disorders, childhood trauma, substance abuse, prenatal, ADHD/ ADD/ODD, depression, anxiety, and a variety of other mental health disorders.

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THE HUNT BLAIR LEADERSHIP AWARD

The Hunt Blair Leadership Award recognizes the potential every individual has to improve the lives of many people as demonstrated by the brilliance, tenacity and vision of Hunt Blair. This award supports professional development for Community Health Center staff by providing a scholarship to attend Bi-State’s annual Primary Care Conference.

NH HUNT BLAIR LEADERSHIP AWARD
Scott Valliere, BA
Coos County Family Health Services, NH

Scott has worked for Coos County Family Health Services since 2005 as a programmer/analyst. He customized forms for our EMR and reports for our medical and dental clinics. Scott is certified to electronically exchange data with other health agencies and hospitals and has helped other agencies automate processes. Scott is a leader in every sense of the word - he finds innovative ways to create time-saving workflows for our providers and staff. Scott has a degree in Information Technology and expects to earn a Master of Business Administration in June of this year.

VT HUNT BLAIR LEADERSHIP AWARD
Bradley Gabree, RN, MSN
Northern Tier Center for Health, VT

Brad stays abreast of emerging trends, adopts innovative ideas, and work toward the shared goals of quality, efficiency, and excellence. Under his leadership, the Care Coordination Team has expanded the scope of service to include embedded Nurse Care Managers in our primary care practices. Primary Care staff use words like “awesome” and “super supportive” to describe their experiences with Brad’s team. Like Hunt Blair, Brad sees where there is opportunity for improvements in health care, and has the drive and personality to realize those improvements.

2019 Leadership Development Program

Bi-State’s Leadership Development Program immerses participants in an interactive learning environment designed to build knowledge and skills in health center finance, strategic planning, effective leadership, grassroots advocacy, data utilization, and workforce development. Graduates earn a Certificate in Community Health Leadership.

Congratulations, 2019 LDP Graduates!

1. Andrew Barter, Little Rivers Health Care
2. Amanda Bennett, Mid-State Health Center
3. Stacey Benoit, HealthFirst Family Care Center
4. Kathy Boswell, Ammonoosuc Community Health Services
5. Joan Brand, Manchester Community Health Center
6. Angela Clark, Coos County Family Health Services
7. Jenna Corneille, The Health Center of Plainfield
8. Laura Dale, The Health Center of Plainfield
9. Ariel Duquette, The Health Center of Plainfield
10. Christie Anna Ertel, The Health Center of Plainfield
11. Michelle Gaudet, Lamprey Health Care
12. Debbie Guilbert, Mid-State Health Center
14. Anila Hood, Springfield Medical Care Systems
15. Meagan Johnson, Northern Counties Health Care
16. Elizabeth Kantowski, HealthFirst Family Care Center
17. Nicole Keaty, Little Rivers Health Care
18. Melissa Moffatt, Northern Counties Health Care
19. Lisa Moore, Northern Counties Health Care
20. Melissa Norris, Ammonoosuc Community Health Services
21. Jamie Riley, Little Rivers Health Care
22. Tonya Silva, Greater Seacoast Community Health
23. Joy Smith, Little Rivers Health Care
24. Lori Twombly, Springfield Medical Care Systems
25. Scott Valliere, Coos County Family Health Services

AmeriHealth Caritas proudly supports the Bi-State Primary Care Association during their 2019 Primary Care Conference to promote access to effective and affordable primary care and preventive services for all, with special emphasis on underserved populations in New Hampshire and Vermont.
The Chair Award honors individuals who have made outstanding contributions to Bi-State’s mission to ensure access to health care for vulnerable populations in Vermont and New Hampshire.

NH BOARD CHAIR AWARD
Sharon Beaty, MBA, FACMPE
Chief Executive Officer (retired) Mid-State Health Center, Plymouth, NH

When Sharon Beaty moved to rural, central New Hampshire from Texas, she saw that a lack of access to affordable health care was a significant problem in her community. Sharon teamed up with a local physician, and together they founded Mid-State Health Center, a nonprofit Community Health Center. Sharon retired after 16 years as chief executive officer of Mid-State, but she is still very much employed in her mission of expanding access to affordable health care to all. Sharon continues to immerse herself in projects, including the NH Citizens Health Initiative, that brings together partners from across every sector that touches health, while still enjoying the peacefulness of retirement.

VT BOARD CHAIR AWARD
Senator Claire Ayer, RN
Vermont

Senator Claire Ayer served in the Vermont Senate for 16 years and as Chair of Senate Health and Welfare for ten years. Sen. Ayer represented the residents of Addison County and was a visionary leader on health policy issues, including spearheading Vermont’s landmark health reform legislation in 2011 that established the Green Mountain Care Board and Vermont’s single-payer system. She worked tirelessly to improve Vermont’s mental health system and ensure funding for health reform initiatives. As a senator, she was known for being approachable, pragmatic, and thoughtful. As a registered nurse she brought direct provider experience to health policy issues and frequently championed the need to reduce provider administrative burden - especially for primary care clinicians.
**THE OUTSTANDING CLINICIAN AWARD**

The Outstanding Clinician Award honors primary care clinicians from Vermont and New Hampshire whose exemplary skills and service have made a significant impact on the health of underserved patients and the community in which they serve.

**NH OUTSTANDING CLINICIAN AWARD**

**David Nelson, DO, MBA**
Ammonoosuc Community Health Services, NH

Dr. Nelson was nominated by readers of a local newspaper as “one of the best medical providers in Grafton county.” ACHS often hears kind words from the community about his care, e.g. “Dr. Nelson is truly dedicated to his patients. He is a good listener, makes good decisions and goes beyond what is expected. His knowledge base is broad, decisions excellent…. a rare find.” Recently invited to an afterwork event he demurred saying he had a “date”. The date was with an elderly patient he promised to stop in and check on after a recent illness. We are truly blessed to have him as a provider and a coworker.

**VT OUTSTANDING CLINICIAN AWARD**

**Simone Lessac-Chenen, MD**
Chief Medical Officer and Director of Clinical Operations and Informatics, Little Rivers Health Care, VT

Dr. Lessac-Chenen specializes in Family Medicine and is a strong leader at Little Rivers Health Care. She’s led numerous initiatives, including more effective use of our Electronic Health Record system, the early development of our now robust Medication-Assisted Treatment program, and the expansion of our Behavioral Health Care program. Dr. Lessac-Chenen not only keeps the medical staff informed and engaged in organizational operations, but she also listens to and supports the clinical staff who feel very fortunate to be a member of her team.
BI-STATE PRIMARY CARE ASSOCIATION AWARDS

THE COMMUNITY SERVICE AWARD
The Community Service Award honors individuals whose volunteer efforts have made a significant impact on vulnerable populations in Vermont and New Hampshire.

NH COMMUNITY SERVICE AWARD

Kevin Dugas, DMD
Dentist (retired), Durham, New Hampshire

Since 2015, Dr. Kevin Dugas has been volunteering on Families First Health and Support Center’s mobile dental unit to provide dental services to homeless individuals throughout the NH seacoast area. Dr. Dugas served as a volunteer dentist for the UNH hockey team for 40 years; volunteered at a local food pantry for five years; and for the past 30 years he’s made annual trips to Haiti to provide critical dental services. Dr. Dugas mentors UNH pre-dental students, thus improving the chance of increasing the number of dentists in New Hampshire.

VT COMMUNITY SERVICE AWARD

Carole Cook Freeman, Ph.D.
Partnership for Literacy and Learning

Dr. Carole Cook Freeman has provided 15+ years of community service for education, quality of life for seniors, and health care. During her 40-year career, she served as a teacher, administrator, and university professor. Her focus as an educator was on serving underserved populations. To save a small primary care clinic in East Corinth, she became a principal driver behind what is now Little Rivers Health Care. Dr. Cook Freeman’s quiet leadership and focus on ensuring the availability of community primary health care has been the most important reason for Little Rivers’ success today.

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PUBLIC SERVICE AWARD

The Public Service Award honors individuals whose position allows them to make extraordinary contributions in the area of public health and primary care access in Vermont and New Hampshire.

NH PUBLIC SERVICE AWARD
Tym Rourke, MS
Director of New Hampshire Tomorrow
New Hampshire Charitable Foundation

Tym Rourke is passionately dedicated to engaging a diverse community in the integration of behavioral health and substance use disorder treatment, and prevention and recovery. He advocates for a goal of increased investment in prevention. Tym is the former chair of the Governor’s Commission on Alcohol and Drug Abuse Prevention, Treatment and Recovery and has over 20 years’ experience in the Substance Use Disorders field. He is the 2012 recipient of the Terrance Keenan Fellowship for Leaders in Health Philanthropy.

VT PUBLIC SERVICE AWARD
Tracy Dolan
Deputy Commissioner, Vermont Department of Health

Tracy Dolan served as Vermont’s Deputy Commissioner for many years and is one of those whose work is rarely recognized but is borne out in successful outcomes. Tracy has worked tirelessly to support all Vermonters by fostering a comprehensive suite of primary prevention-focused activities. Her leadership has encouraged the growth of Accountable Communities for Health, emergency preparedness readiness, tobacco cessation, surveillance and data analysis, as well as the Office of Primary Care. Tracy makes critical connections in the health care sector every day while encouraging a broader lens: overall health, not just health care.

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**GARDEN ROOM**

*What to Do When a Patient Discloses Suicidal Thoughts: Clinical Skills and Systems Readiness*

Panelists will review assessment tools for suicidality, planning for safety, and the importance of systems readiness to address suicidality. Participants will gain insights on implementing the Zero Suicide framework and the importance of interagency suicide-safe pathways.

**Julie Parker, LMHC**  
Assist. Director, Outpatient, Crisis and Integrated Health Services, Northwestern Counseling and Support Services  
Julie has 20 years of experience in community mental health and is passionate about the mission of Northwestern Counseling & Support Services to offer high quality services that promote healthy living and emotional well-being.

**Kristen Briggs, MSW, QMHP**  
Acute Care Services Coordinator at Clara Martin Center in Randolph, VT  
Kristen has 13 years of experience working in the field of mental health and substance use, including most recently overseeing Clara Martin Center’s crisis bed program, Chris’s Place. Kristen is part of Clara Martin Center’s Zero Suicide Initiative and is a certified Mental Health First Aid trainer.

**EDGEWATER ROOM**

*School-Based Health Programs: Nuts & Bolts*

In this interactive session, we’ll review the components of planning successful school-based health centers, including the core competencies, readiness assessment, narrative and pro-forma business plans, staffing, facilities, and quality practice.

**Laura C. Brey, MS**  
Vice President for Strategy and Knowledge Management, School-Based Health Alliance, Washington, DC  
(bio, page 3)

**THEATER ROOM**

*Opportunities for Oral Health Workforce: New Team Models*

The panel will discuss tested oral health workforce models designed to strengthen relationships between dental and primary care providers and allow health centers to expand the settings in which patients can conveniently access the services of the dental team and integrate Certified Public Health Dental Hygienists and Dental Therapists.

**Cheyanne E. Warren, DDS, MS**  
Dental Therapy Program Director  
Vermont Technical College, VT  
On behalf of VTC and the State of VT, Dr. Warren applied for a HRSA Oral Health Workforce Grant and was awarded $1.6 million over four years to develop the Dental Therapy Program that will admit its first class in the fall of 2020.

**Katie Latulip, RDH, CPHDH**  
Registered Dental Hygienist, Ammonoosuc Community Health Services, NH  
Ms. Latulip is a member of ACHS traveling dental team and sees many patients with limited access to care. She graduated from VT Technical College and is certified in Public Health Dental Hygiene from NH Technical Institute.

**Sarah Wovcha, JD, MPH**  
Executive Director, Children’s Dental Services, Minneapolis, MN  
Children’s Dental Services is the largest provider of school and Head Start-based dental care serving over 37,000 children annually. Ms. Wovcha participated in the passage of Minnesota’s dental therapy legislation and currently employs seven therapists.

**Caitlin O’Donnell, MD**  
Family Physician, Ammonoosuc Community Health Services, NH  
Caitlin O’Donnell, MD is a Family Medicine physician known as the *Town Doc* in Warren (population 916). She sees patients of all ages, from pre-natal to geriatric. She builds life-long relationships with her patients and understands their complex medical, dental and behavioral health care needs.
1:45 – 4:15 pm

WATERLOT ROOM

Emergency Preparedness: Are You Ready?
Disasters and public health emergencies often have a more significant impact on medically-vulnerable populations and in rural and remote regions. Regional experts will share resources and provide a Rain Event tabletop exercise that will allow participants to test their organization’s response plan.

J. Scott Nichols, MBA
Director, Granite State Health Care Coalition
Mr. Nichols works with health care providers and stakeholders to plan, prepare, and train for catastrophic events for an integrated disaster response. Scott is a former police officer, regional emergency planner for the City of Boston, author of regional strategic response plans for New England, and an emergency management planner for NH Homeland Security and Emergency Management.

Shaylin Deignan, MS, Emergency Management
Program Coordinator, Granite State Health Care Coalition
Ms. Deignan coordinates the implementation of the Health Care Coalition grant administered by NH Department of Health and Human Services, funded by the Office of the Assistant Secretary for Preparedness and Response and the Centers for Disease Control and Prevention. Shaylin formerly served as the Regional Hospital coordinator for the Worcester health care system preparedness.

Todd Lennon, DHSc, LCSW
Captain, U.S. Public Health Service, Emergency Coordinator, Office of Operations, HRSA
Capt. Lennon’s focuses on policy development, coordination of information flows, and advising HRSA’s senior leadership on emergent and public health events. Capt. Lennon served three years in the Office of the Assistant Secretary for Preparedness and Response at HHS where he worked on many disasters and contributed to the development of several national-level planning documents.

Suzanne Leavitt, RN, MS
State Survey Agency Director, VT Department of Disabilities, Aging, and Independent Living
Ms. Leavitt directs the Vermont State Survey Agency Certification Program for the Centers for Medicare and Medicaid Services and assesses whether certified providers are in compliance with health and safety standards and recommends actions to CMS when providers are out of compliance.
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**Our Vision**
Healthy individuals and communities with quality health care for all.

**Our Mission**
Promote access to effective and affordable primary care and preventive services for all, with special emphasis on underserved populations in Vermont and New Hampshire.

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- **Greater Seacoast Community Health**
  - Families First Health and Support Center
    Portsmouth, Seabrook
  - Goodwin Community Health Center
    Somersworth
- **Harbor Care Health and Wellness Center, A Program of Harbor Homes**
  Nashua
- **Health Care for the Homeless Program**
  Manchester
- **HealthFirst Family Care Center**
  Franklin, Laconia
- **Indian Stream Health Center**
  Colebrook (and Canaan, VT)
- **Lamprey Health Care**
  Nashua, Newmarket, Raymond
- **Manchester Community Health Center**
  Manchester
- **Mid-State Health Center**
  Bristol, Plymouth
- **NH Area Health Education Program**
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  - Southern NH (AHEC): Raymond
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