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2020

Clinical Quality Symposium

*Interprofessional Collaboration
for Better Clinical Outcomes*



December 2, 3, 4, 9 and 10, 2020

CLINICAL QUALITY SYMPOSIUM

Interprofessional Collaboration for Better Clinical Outcomes

AGENDA

Wednesday, Dec. 2

- 7:00 - 7:30 a.m. Agenda/Log-in
- 7:30 - 7:45 a.m. Welcome and Opening Remarks: Tess Stack Kuenning, CNS, MS, RN
- 7:30 - 9:00 a.m. *Equity and Rural Health Care Delivery: Are We Asking the Right Questions?*
Keynote Speaker: Benjamin Anderson, MBA, MHCDS
- 9:00 - 9:30 a.m. *The Power of Messaging in Impacting Oral Health Outcomes – Part I*
Presenters: Mark Koday, DDS
Andrea Dickhaut, MHCA
- 9:00 - 9:45 a.m. Sponsor Meet & Greet - *Support the Food Bank Donation*

Thursday, Dec. 3

- 7:00 - 7:30 a.m. Agenda/Log-in
- 7:30 - 9:00 a.m. *Pain Management in Patients with Substance Use Disorder*
Presenter: Seddon Savage, MD, MS
- 9:00 - 9:30 a.m. *Small Changes, Big Impact: Reducing the Risk of Oral Disease – Part II*
Presenters: Mark Koday, DDS
Andrea Dickhaut, MHCA
- 9:00 - 9:45 a.m. Sponsor Meet & Greet - *Support the Food Bank Donation*

Friday, Dec. 4

- 8:00 - 8:30 a.m. Agenda/Log-in
- 8:30 - 9:45 a.m. *Spotlight Session: Prescription Drug Monitoring Program*
Presenter: Michelle R. Ricco Jonas, MA, CPM
- 9:45 - 10 a.m. Networking with Sponsors
- 10:00 - 11:15 a.m. *Prescription Drug Monitoring Program (cont.)*
- 11:20 - 11:30 a.m. Closing Remarks: Stephanie Pagliuca
- 11:30 - 12:30 p.m. Sponsor Meet & Greet - *Support the Food Bank Donation*

Wednesday, Dec. 9

- 7:00 - 7:30 a.m. Agenda/Log-in
- 7:30 - 9:00 a.m. *Interdisciplinary Treatment Approaches to Co-Occurring Disorders*
Panelists: Margaret AE Almeida, PhD, MBA, RN, BC,
Joseph Errante, DDS, and Ruth E. James, MD, MPH
- 9:00 - 9:45 a.m. Sponsor Meet & Greet - *Support the Food Bank Donation*

Thursday, Dec. 10

- 7:00 - 7:30 a.m. Agenda/Log-in
- 7:45 - 9:00 a.m. *Moving the Needle: Impacting Health Equity in Rural America through Strategy and Collaboration*
Presenter: Benjamin Anderson, MBA, MHCDS
- 9:00 - 9:30 a.m. *Symposium Synthesis and Closing Remarks*
Graphic facilitation provided by Taslim van Hattum, LCSW, MPH
- 9:30 - 10:00 a.m. Sponsor Meet & Greet - *Support the Food Bank Donation*

2020 Clinical Quality Symposium:

Interprofessional Collaboration for Better Clinical Outcomes

Welcome from the President and Chief Executive Officer



Dear Health Care Partners and Colleagues,

Welcome and thank you for attending Bi-State's second Clinical Quality Symposium: Interprofessional Collaboration for Better Clinical Outcomes. We look forward to learning from the experience of our expert guest speakers the myriad ways interdisciplinary clinical teams integrate the three pillars of health - medical, mental, and oral health - to achieve better clinical outcomes and improve the health of patients.

We also appreciate our funders, the New Hampshire Department of Health and Human Services, the Department of Vermont Health Access, and the Vermont Department of Health, who provided stipends, scholarships, and grant-funding to support the development of and health center participation in this Clinical Quality Symposium.

We are grateful for the generous support of the Symposium's Sponsors, including AmeriHealth Caritas, Stellar Health, Genoa Telepsychiatry, SymQuest, NH Healthy Families and the Vermont Department of Health, Office of Rural Health and Primary Care.

Thank you for your heroic passion and dedication to your patients and community.

Sincerely,



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



Vision

Healthy individuals and communities with quality health care for all.

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.

Wednesday, December 2, 2020

KEYNOTE SPEAKER



Benjamin Anderson, MBA, MHCDS
Vice President for Rural Health and Hospitals
Colorado Hospital Association

Equity and Rural Health Care Delivery ***Are We Asking the Right Questions?***

There are significant health outcome and out-of-pocket health care cost disparities between rural and urban Americans. These have been exacerbated by COVID-19. Using true stories, the keynote address will focus on the importance of the role of health care delivery systems in improving access to health care and avoiding harm.

Benjamin Anderson, Vice President for Rural Health and Hospitals for the Colorado Hospital Association, is responsible for the association's statewide rural health strategy. During his 11 years leading two rural/frontier hospitals, much of his focus was on improving rural health equity and access to care through the development of a mission-driven approach to physician recruitment. Benjamin earned a Bachelor of Arts in English and an MBA from Drury University as well as a Master of Health Care Delivery Science from Dartmouth College.

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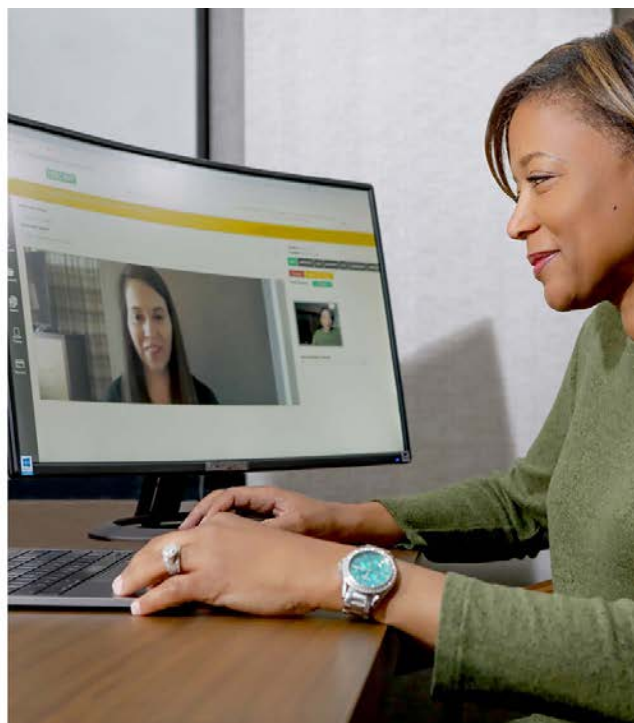
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across any
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Wednesday, December 2, 2020

The Power of Messaging in Impacting Oral Health Outcomes – Part I

9:00 - 9:30 a.m.

PRESENTERS: Andrea Dickhaut, MHCA and Mark Koday, DDS



Andrea Dickhaut, MHCA

Ms. Dickhaut is a seasoned dental professional with over thirty years of clinical and managerial experience. Currently, Andrea is the Program Manager and Senior Dental Operations/Practice Management Consultant at D4 Practice Solutions. Andrea worked for many years as a private practice dental hygienist and has also provided administrative leadership to a variety of organizations, including private practices, FQHCs, hospital dental programs as well as mobile dental programs.



Mark Koday, DDS

Dr. Koday has a three-decade career under his belt at Yakima Valley Farm Workers Clinic. With those years he brings many accomplishments and his perspective on the world of migrant health care today. Dr. Koday graduated from Indiana University School of Dentistry in 1978 and started as a Commissioned Officer with the U.S. Public Health Service. Dr. Koday was placed with Yakima Valley Farm Workers Clinic in Toppenish in 1986 as the organization's dental director, and has been with the organization since. Koday recently retired from the Chief Dental Officer's role, but remains director of the Northwest Dental Residency Program.



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Thursday, December 3, 2020

Pain Management in Patients with Substance Use Disorder

7:30 - 9:00 a.m.

PRESENTER: Seddon Savage, MD, MS

Small Changes, Big Impact: Reducing the Risk of Oral Health Disease - Part II

9:00 - 9:30 a.m.

PRESENTERS

Andrea Dickhaut, MHCA and Mark Koday, DDS



Seddon Savage, MD, MS

Seddon Savage, MD, MS, has been as an educator, advocate and clinician in the fields of addiction medicine and pain medicine for over three decades. She currently serves as Advisor to the Dartmouth-Hitchcock Substance Use and Mental Health Initiative (SUMHI) developing provider, trainee, and staff education aimed at optimizing the care of persons with substance use and mental health challenges.

She serves on NH Governor's Commission on Alcohol and other Drugs and Chairs the Commission's Opioid Task Force and its Healthcare Task Force.

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December 2, 3 & 10
9:00 AM - 9:30 AM

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Friday, December 4, 2020

SPOTLIGHT SESSION: Prescription Drug Monitoring Program

8:30 - 11:30 a.m.

PRESENTER

Michelle R. Ricco Jonas, M.A., CPM

The *Prescription Drug Monitoring Program* explores the program's benefits for clinicians. New Hampshire medical, dental and mental health and substance use disorder treatment prescribers and their teams lack information about how the state's Prescription Drug Monitoring Program (PDMP) works and the goals of NH's PDMP from a big picture view. As the 49th state to implement a Prescription Drug Monitoring Program, NH prescribers and their teams need information to address challenges and understand the opportunities that the PDMP provides for identifying and preventing drug misuse in the population.



Michelle R. Ricco Jonas, M.A., CPM

Ms. Ricco Jonas is responsible for the development management of activities of the NH Prescription Drug Monitoring Program, including operations, staffing the PDMP Advisory Council and its committees; overseeing development and implementation of the Statewide Prescription Drug Monitoring Program



Wednesday, December 9, 2020

Interdisciplinary Treatment Approaches to Co-Occurring Disorders

7:30 - 9:00 a.m.

PANEL

Margaret AE Almeida, PhD, MBA, RN, BC

Joseph Errante, DDS

Ruth E. James, MD, MPH



Joe Errante, DDS - New England Delta Dental

Dr. Errante is a nationally recognized healthcare executive with broad experience spanning an almost 40-year career in dental benefits, dental practice management, and multi-specialty medical practice management. He is the co-founder and CEO of a vertically integrated oral health delivery system, a senior executive at several companies in the insurance and care delivery system including a multi-state dental insurance business.



Ruth E. James, MD, MPH

Dr. James trained in family medicine where there was a heavy emphasis on and integration of behavioral health. She spent 6 years practicing in a community health center in New Hampshire which housed both primary care and psychiatry as well as other resources, all of which were integrated across the system – from shared technology to warm hand-offs. Ruth now works at a local county jail, continues per diem in community health and also works with the Citizens Health Initiative on interdisciplinary approaches to improve health, quality of care and reduce costs for all New Hampshire residents.



Margaret AE Almeida, PhD, MBA, RN, BC

Dr. Almeida is the Director of the SAMHSA grant funded Manchester ProHealth Integrated Care program. She has spent over 20+ years in the field of community and mental health services. Manchester ProHealth is a dual-agency partnership between Amoskeag Health, a Federally Qualified Health Center (FQHC), and the Mental Health Center of Greater Manchester. Dr. Almeida has worked in a number of nursing roles; case manager, medical-surgical nurse, research nurse, home health nurse, state program administrator, and worked as an educator and researcher.

Thursday, December 10, 2020

**Moving the Needle:
Impacting Health Equity in Rural America
through Strategy and Collaboration**

7:45 - 9:00 a.m.

PRESENTER

Benjamin Anderson, MBA, MHCDS



The final session of the Clinical Quality Symposium will take the information taught in previous sessions and give participants the tools necessary to make real change in their communities. This interactive session will help participants understand the health outcomes and health care cost disparities between rural and urban Americans, especially in a post-COVID environment, and how they can have an impact on their communities. Participants will be given a tool to address social determinants of health, and they will put the tool to use during the instructive session.

Symposium Synthesis

GRAPHIC FACILITATOR

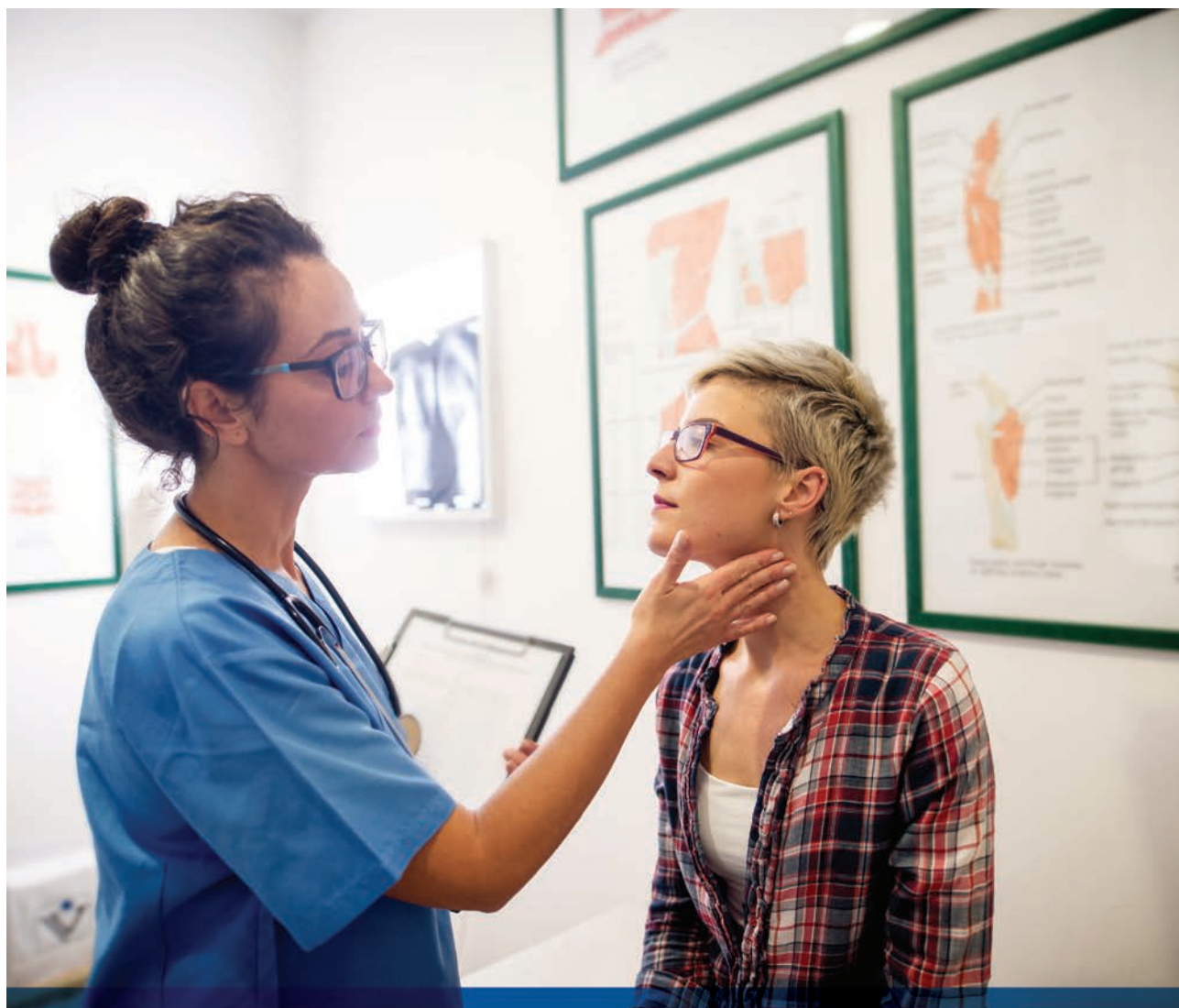
9:00 - 9:30 a.m.



Taslim van Hattum, LCSW, MPH

Senior Director of Practice Improvement
National Council for Behavioral Health (National Council)

Ms. van Hattum serves as the program director on a variety of national health equity initiatives focused on the intersection of public health and behavioral health (mental health and addiction) and directs CDC-funded health equity initiatives including the National Behavioral Health Network for Tobacco & Cancer Control, and the Office for State, Tribal and Territorial Support's *Capacity Building Assistance for Public Health Professionals* cooperative agreement leading national leadership and public health workforce initiatives. Taslim provides graphic facilitation and consultation to philanthropic, academic, and community-based nonprofits in the U.S. Ms. van Hattum has captured key moments and themes pictorially during the Symposium. She will bring these together during our Symposium Synthesis on December 10th.



AmeriHealth Caritas New Hampshire, a Medicaid health plan, is proud to support the

Bi-State Primary Care Association

We commend its vision of healthy individuals and communities and quality health care for all throughout New Hampshire and Vermont.



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