

2021 CLINICAL QUALITY SYMPOSIUM

Interprofessional Collaboration for Better Clinical Outcomes



OCTOBER 5, 2021
VIRTUAL CONFERENCE



BI-STATE PRIMARY CARE ASSOCIATION



SERVING VERMONT & NEW HAMPSHIRE

Improving Access to Primary Health Care Since 1986



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



Dear Health Care Professionals, Colleagues, and Partners,

Welcome and thank you for attending Bi-State's third annual 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.

Our gratitude to the NH Area Health Education Center for approving CEUs for every educational session presented by our esteemed roster of Symposium presenters and educators.

We appreciate the grant funding, stipends, and scholarships awarded in support the development and health center participation in our 2021 Clinical Quality Symposium.

We are grateful for the generous support of our *Platinum Sponsor* AmeriHealth Caritas New Hampshire, *Gold Sponsor* Stellar Health, *Silver Sponsors* Exact Sciences, Novo Nordisk, and United Healthcare, and *Bronze Sponsors* Vermont Department of Health and Well Sense Health Plan.

We especially thank all those in attendance for your high standards of excellence and dedication during this ongoing public health emergency. We admire and appreciate the high standard of care you provide to your patients, your extraordinary support of your health centers, and the leadership you provide in the communities you serve.

Sincerely,

A handwritten signature in black ink that reads "Tess".

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



Vision

Healthy individuals, families, and communities with equitable and quality health care for all.

Mission

Advance access to comprehensive primary care services for all, with special emphasis on those most in need in Vermont and New Hampshire.

AGENDA

- 7:30 a.m. – 8:00 a.m. Waiting Room Slideshow
- 8:00 a.m. – 9:30 a.m. Welcome and Opening Remarks
Georgia Maheras, Vice President of Policy and Strategy

Keynote Address:
It Starts Here: Addressing Bias and Trauma in Health Care
Keynote Speaker: Jessica Halem, MBA
Educator, Advocate, and Consultant
- 9:40 a.m. – 10:40 a.m. Long-term Effects of COVID-19 on Cognitive Brain Functions
Presenter: Jeffrey Parsonnet, MD
- 10:40 a.m. – 11:05 a.m. Break with Sponsors - Zoom Rooms Open
- 11:05 a.m. – 12:05 p.m. Exploration of Multidimensional Therapies for Managing Chronic Pain, Including Non-Medication Modalities
Moderator: Stephanie Pagliuca
Panelists: Stephen Noyes, LICSW
Captain Chris Bersani, PsyD, APBB
Darren Maynard, LAc
- 12:05 p.m. – 1:00 p.m. Lunch with Sponsors - Zoom Rooms Open
- 1:00 p.m. – 2:00 p.m. BREAKOUT SESSIONS

Bringing Care to the Patients
(Home visits: the why, the how, and the reimbursement)
Presenter: Maureen Boardman, MSN, FNPC, FAANP

Addressing Depression in Patients with Chronic Conditions
Presenter: Patrick Aquino, MD
- 2:00 p.m. – 2:30 p.m. Break with Sponsors, Zoom Rooms Open
- 2:30 p.m. – 3:30 p.m. Ending Keynote: The Self in Pain:
From Basic Circuits to Psychological Intervention
Presenter: Tor Wager, PhD
- 3:30 p.m.– 4:00 p.m. Time Lapse of Graphic Facilitation
Presenter: Taslim van Hattum, LCSW, MPH

Closing Remarks
Kristen Bigelow-Talbert, CPHQ, MSHM
- 4:00 p.m. – 4:30 p.m. Prearranged Meetings with Sponsors/Zoom Rooms

KEYNOTE SPEAKER

8:00 a.m. – 9:30 a.m.

Jessica Halem, MBA, Consultant

Healthy Equity and Trauma-Informed Care



Ms. Halem's experience includes more than twenty years in non-profit, health care, and educational enterprises. She advocates for and facilitates collaborative and effective institutional and personal change.

Ms. Halem has led efforts to improve recruitment and retention; amplified voices of LGBTQ+, Black, Indigenous, and Latinx students, faculty and staff; and uses her improv training and comedy experience to coach individuals and teams on inclusive communication strategies.

At Harvard Medical School, Ms. Halem's efforts resulted in growing first-year class matriculation from four to 15 percent among those who self-identify as LGBTQ+.



Thank you healthcare workers!

We value the work you do to help patients, today and always.

To learn more about how we put the value in value-based care, please reach us at www.stellar.health

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Long-Term Effects of COVID-19 on Cognitive Brain Functions

9:40 a.m. – 10:40 a.m.

PRESENTER: Jeffrey Parsonnet, MD, Infectious Disease and International Health



Dr. Parsonnet is an infectious disease specialist at Dartmouth-Hitchcock Medical Center in Lebanon and an Associate Professor of Medicine at the Geisel School of Medicine. His research interests have included toxic shock syndrome and treatment of septic shock, and his areas of special clinical interest include HIV infection, Lyme disease, and bone and joint infections.

Dr. Parsonnet arrived at Dartmouth in 1990, having completed his Infectious Diseases training at Brigham and Women's/Beth Israel Hospital. He helped establish the first post-COVID-19 program in northern New England at Dartmouth-Hitchcock Medical Center, where he leads a team consisting of 10 DHMC providers across medical disciplines to meet the needs of the growing number of people impacted by post-acute symptoms of COVID-19.



This is what care can do

We're proud to support the
Bi-State Primary Care Association

United
Healthcare

Exploration of Multidimensional Therapies for Managing Chronic Pain, Including Non-Medication Modalities

11:05 a.m. – 12:05 p.m.

PANELISTS:

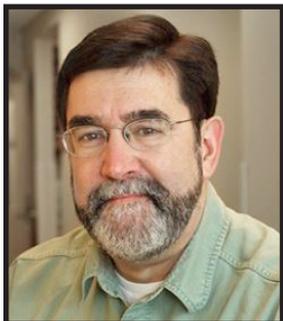
Darren Maynard, LAc

Stephen Noyes, MSW, LICSW

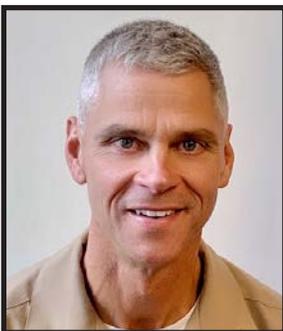
Captain Christopher Bersani, PsyD



Darren Maynard is a licensed acupuncturist, with a Masters of Science from the Tri State College of Acupuncture in New York. He also holds a certificate in Sports Medicine Acupuncture®, with over 1,000 additional hours of training. Since opening his clinic, Darren has treated hundreds of athletes, including professional hockey players and Olympians, Crossfitters, and adventure racers. He specializes in preventing and treating athletic injuries and chronic pain.



Stephen Noyes, over the course of his years of practice, has worked in a variety of settings ranging from drop-in centers in impoverished areas of the Seacoast to inpatient addiction settings, the mental health system for about seven years, and his current position at Ammonoosuc Community Health Services as a Clinical Social Worker where he was the Director of Behavioral Health from 2001 to 2020. In addition to his clinical training Stephen is also an ordained Roman Catholic Deacon which helps him to bring a spiritual component to his human services work.



Captain Christopher Bersani is a Clinical Health Psychologist and Neuropsychologist and has served over six years as a commissioned officer in the United States Navy (Medical Service Corps). Dr. Bersani has spent the last 14 years working for HRSA's Office of Intergovernmental and External Affairs (formerly the Office of Regional Operations) where, in addition to providing regional oversight for HRSA grants and programs, he has been the regional and national leader for behavioral health activities and programs for HRSA's regional offices.

CONCURRENT BREAK OUT SESSIONS

1:00 p.m. – 2:00 p.m.

Bringing Care to the Patients Home Visits: The Why, The How, and The Reimbursement

PRESENTER: Maureen Boardman, MSN, FNPC, FAANP



Maureen Boardman has been a Family Nurse Practitioner for 30 years, and has a special interest in Women's Health, Diabetes, and COPD. Maureen graduated from the University of Maine with her BSN in 1988 and the University of Tennessee, Knoxville in 1991. She has been employed for the last 16 years at Little Rivers Health Care, where she is the Director of Clinical Quality, and she teaches at Dartmouth Geisel School of Medicine.

Maureen is a member of Sigma Theta Tau and National Association of Nurse Practitioners in Women's Health, and a dedicated champion for Shot@life, an UN organization to promote childhood vaccination in developing countries. She is passionate that home-based primary care improves patient care and the provider's knowledge of social and environmental factors that affect patient care, including their living arrangements, family dynamics, and availability of meals.

Addressing Depression in Patients with Chronic Conditions

PRESENTER: Patrick Aquino, MD



Patrick R. Aquino, MD, is the Chair of the Division of Psychiatry for Lahey Hospital & Medical Center and the Medical Director for Behavioral Health Integration for Beth Israel Lahey Health Behavioral Services. With a passion for treating psychiatric illness at the interface of psychiatry and medicine, he leads efforts to integrate psychiatric practice into primary care for a large health system in Eastern Massachusetts.

Dr. Aquino completed his psychiatry residency training at the University of Maryland and Sheppard Pratt; his fellowship in psychosomatic medicine at Massachusetts General Hospital; and his fellowship in Medical Education at Harvard Medical School. Dr. Aquino is an assistant clinical professor at Tufts University School of Medicine. His research interests include evaluating care delivery models, integrating technology in health care, and investigating psychiatric illness in medical disease.

CLOSING KEYNOTE ADDRESS

The Neuroscience of Pain, Addiction, and Trauma

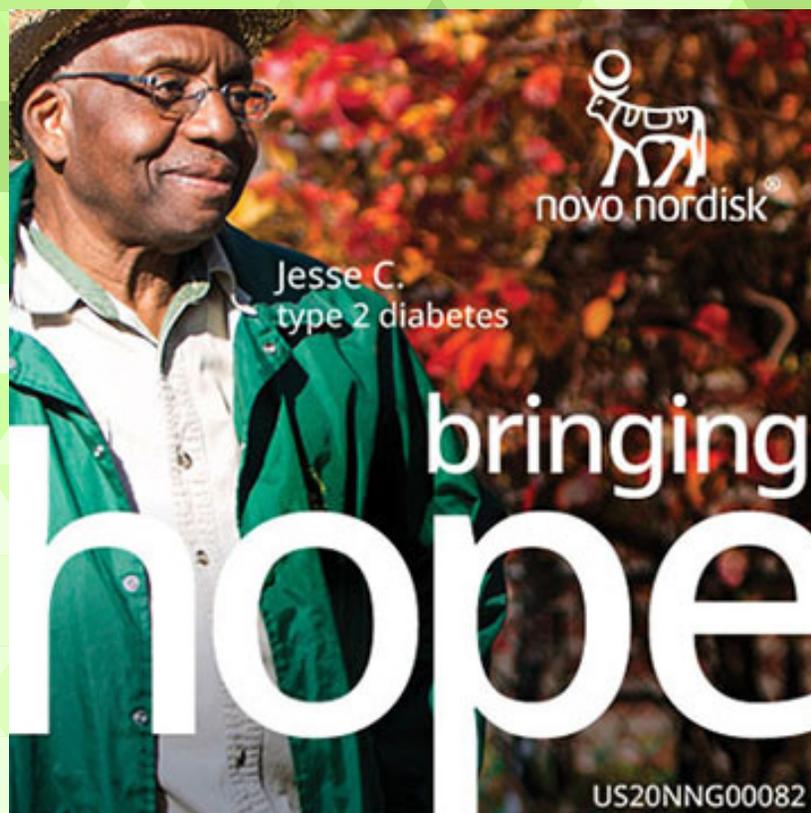
2:30 p.m. – 3:30 p.m.

Professor Tor Wager, Ph.D., Brain Researcher



Tor D. Wager is the Diana L. Taylor Distinguished Professor in Neuroscience, and Director of the Cognitive and Affective Neuroscience Laboratory at Dartmouth College. He received his PhD from the University of Michigan in cognitive psychology, with a focus on cognitive neuroscience; served as an assistant professor of psychology at Columbia University; and, in 2010, became a faculty member in the Institute for Cognitive Science at the University of Colorado.

Dr. Wager investigates the brain pathways that underlie the generation and regulation of pain and emotion, and focused on placebos as something that could help patients. While a graduate student, Wager conducted a study which found that people who reported the most relief in pain after receiving a placebo also showed the most reduction in activity in the anterior cingulate cortex, thalamus, and insula, all of which are brain regions that respond to physical pain. He later published a study which found that it is possible to detect physical pain, as well as measure how intense the pain was, using an fMRI scan. Wager's research found that administering placebos to patients and telling them that the pills were pain medicine leads to their brains releasing opioids, which he has described as "the brain's own morphine."



Our Appreciation to the Funders and Sponsors

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