2015 Primary Care Conference

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May 12, 2015

Dear Colleagues,

Welcome and thank you for joining us for the 2015 Primary Care Conference. With their extensive knowledge and experience, we are exceedingly pleased to have Sara Rosenbaum and Dan Hawkins as our keynote speakers today. They will share their insights about impending changes to the Medicaid program and the impact on Community Health Centers and safety net providers. The subsequent professional development workshops will be particularly useful to us all as we continue to navigate state and national health care reform. Due to the high quality of the content and expertise of our presenters, continuing education credits, totaling 4.25 CME/CEUs, will be granted to eligible participants for this conference. Please follow instructions in your packet to claim credits.

We are especially pleased to present the Senator Bernie Sanders Leadership Award to Dan Hawkins. Dan's leadership in advocating for comprehensive, community-based primary and preventive health care for the past several decades has had a monumental impact on improving access to primary health care for low- and moderate-income families nationwide. Dan is very worthy of this distinguished honor, and we are honored to have him here today.

During the Awards Ceremony and Luncheon, Bi-State's board of directors will honor individuals nominated by their peers for their remarkable dedication, perseverance, and significant impact on improving access to primary and preventive health care. Bi-State recognizes the tremendous effort it takes to remove barriers to accessing primary care, especially for the underserved residents of Vermont and New Hampshire. We congratulate and extend our sincere appreciation to all of the recipients of the 2015 Bi-State Primary Care Association Awards.

Please join us in congratulating the graduates of the 2015 Leadership Development Program who have invested many days and hours building their leadership skills in community health.

Please join us in welcoming our sponsors. We encourage you to take time during the breaks to learn more about the services they offer to the health care community.

As we have done in the past with your overwhelming support, we have made a donation to both the New Hampshire and Vermont Food Banks. in lieu of providing a token gift to conference attendees.

Welcome and enjoy the 2015 Primary Care Conference!

Sincerely,

Tess Stack Kuenning, CNS, MS, RN
President and Chief Executive Officer
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2015 Primary Care Conference

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TERRACE BALLROOM

7:45 - 8:30  Continental Breakfast with Sponsors

8:30 - 8:45  GENERAL SESSION
Welcome and Opening Remarks
Edward Shanshala II, MSHSA, MSEd - Chair, Bi-State Board of Directors
Chief Executive Officer, Ammonoosuc Community Health Services
Tess Stack Kuenning, CNS, MS, RN - President and Chief Executive Officer
Bi-State Primary Care Association

8:45 - 10:00  KEYNOTE ADDRESS: The Future of Medicaid and Its Impact on Community Health Centers
Sara Rosenbaum, JD - Harold and Jane Hirsh Professor of Health Law and Policy
The George Washington University School of Public Health and Health Services
Dan Hawkins - Senior Vice President, Public Policy and Research
National Association of Community Health Centers

10:00 - 10:30  Networking Break with Sponsors

10:30 - 11:15  PANEL: Community Health Centers - Charting a Course for the Future
Dan Hawkins - Senior Vice President, Public Policy and Research
National Association of Community Health Centers
Tess Stack Kuenning, CNS, MS, RN - President and CEO, Bi-State Primary Care Association

11:15 - 11:30  The Senator Bernie Sanders Leadership Award

MOREY DINING ROOM

11:45 - 1:00  Bi-State Awards Ceremony & Luncheon

EDGEWATER, THEATER, and GARDEN ROOMS

1:15 - 3:30  Professional Development Workshops
EDGEWATER  Governing Patient Centered Medical Homes: Guidance for Board Members and Senior Leadership
THEATER  Utilizing Data to Support Performance Improvement
GARDEN  The Integrated Practice in Action: Building Clinical and Management Expertise in Oral Health

TERRACE BALLROOM

3:45 - 4:00  Closing Remarks and Raffle

4:00 - 4:30  Networking with Sponsors and Colleagues
The Future of Medicaid and Its Impact on Community Health Centers

A watershed in U.S. health policy, Medicaid turns 50 in 2015. With roots in cash welfare, Medicaid has grown into the nation's single largest source of health insurance, covering nearly 70 million people at the end of 2014. As the most important source of coverage for the communities and populations served by health centers, Medicaid has a history of remarkable achievement in opening access to care, reducing death and disability, and improving health outcomes for millions. Health centers stand on a Medicaid foundation, a result envisioned when both programs were launched 50 years ago. The converse also is true: access to care for Medicaid beneficiaries rests in large part on health centers, which today serve one in seven Medicaid beneficiaries. We'll review Medicaid’s singular achievements as they relate to the health center mission, as well as the unprecedented legal, operational, economic, and political challenges it faces as a result of its size, the financial demands it places on states, and the profound underlying shifts in the politics and culture of social welfare spending in America.

KEYNOTE SPEAKERS

Sara Rosenbaum, JD - Harold and Jane Hirsh Professor
Milken Institute School of Public Health at The George Washington University
Department of Health Policy and Management

Sara Rosenbaum is best known for her work on the expansion of Medicaid and community health centers, patients' rights in managed care, civil rights and health care, and national health care reform. She directed the drafting of the Health Security Act and designed the Vaccines for Children program in 1993-94. As a commissioner on the Medicaid and CHIP Payment and Access Commission, she advises Congress on federal Medicaid policy.

Dan Hawkins - Senior Vice President, Public Policy and Research
National Association of Community Health Centers

As senior vice president of Public Policy and Research at the National Association of Community Health Centers (NACHC), Dan Hawkins directs health-related policy development, policy analysis, and advocacy. For the past 23 years, Hawkins has provided NACHC's membership with federal and state health-related policy development, policy research, analysis, information, advocacy, and technical assistance services. NACHC works closely with state primary care associations to fulfill a shared mission of delivering quality health care to those in need, and to provide education, training, and technical assistance to new and established health centers.

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Community Health Centers - Charting a Course for the Future

The Health Center movement began 50 years ago with visionaries who built a community-based model of care focused on primary care and prevention that has stood the test of time. From two small demonstration projects in 1965, stemming from the war on poverty, Community Health Centers have become the largest primary care network in the nation, currently serving 23 million patients in 9,000 communities. This model of care has met and overcome many challenges, and has built a strong primary care foundation that has resulted in a more equitable health care system for all. Together, we’ll chart a course for the next 50 years.

PANELISTS

Tess Stack Kuenning, CNS, MS, RN
President and Chief Executive Officer, Bi-State Primary Care Association

Since 1995, Tess Stack Kuenning has served as the president and chief executive officer of Bi-State Primary Care Association. Kuenning serves as principal liaison with members of Congress and advocates on behalf of Community Health Centers and safety net providers. She works with federal, regional, and state policymakers to develop strategies and programs that promote, sustain, and build community-based primary health care services and infrastructure. Prior to joining Bi-State, Kuenning worked for the U.S. Department of Health and Human Services at the U.S. Public Health Service, and previously served as a nurse consultant for the Health Care Finance Administration. Kuenning’s practice experience includes tertiary care in hospital and cardiac ICU and serving as a primary care provider for a clinic in Kathmandu and two rural clinics in Nepal.

Dan Hawkins - Senior Vice President, Public Policy and Research
National Association of Community Health Centers

(See biography on page 4 and 6.)

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The Senator Bernie Sanders Leadership Award, established in 2010, was created for those special occasions when someone deserves to be recognized for their monumental impact on primary care, is worthy of the distinguished honor, and meets certain criteria of long-lasting accomplishment. Specifically, the person will have: made valuable, significant, and lasting contributions to the Community Health Center (CHC) movement, or in the CHC field, through public policy or innovation in health care financing and delivery to assure access and improve health outcomes within our communities, or in setting higher standards to better meet the challenges of the future; demonstrated leadership and influence to move the nation in new directions to meet community health needs; exemplified passion and commitment in the CHC field; acted as an ambassador for CHC excellence; and demonstrated steadfast commitment to the core founding values of the CHC program.

2015 Recipient: Daniel R. Hawkins

Dan Hawkins has been named one of America’s 1,000 most influential health policy makers. He is senior vice-president for Public Policy and Research at the National Association of Community Health Centers, Inc. (NACHC), where for the past 23 years he has provided NACHC’s membership with federal and state health-related policy development, policy research, analysis, information, advocacy, and technical assistance services. During his tenure at NACHC, federal support for health centers has grown from $350 million to over $1.6 billion annually, and the number of people served by health centers has grown from 5 million to 15 million. Prior to joining NACHC, Hawkins served as a VISTA volunteer, as an executive director of a migrant and community health center located in south Texas, and as an assistant to Health and Human Services Secretary Joseph Califano during the Carter Administration. He has lectured on health policy at Harvard, Johns Hopkins, George Washington, and other universities, and has been interviewed frequently by major newspapers and radio/television networks. For his lifelong devotion, and extraordinary accomplishments, Bi-State Primary Care Association is pleased to present The Senator Bernie Sanders Leadership Award to Dan Hawkins.

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The Chair's Award
The Chair's Award honors individuals from New Hampshire and Vermont who have made outstanding contributions to Bi-State's mission of assuring access to health care for vulnerable populations.

NEW HAMPSHIRE

Sen. Jeb Bradley
Majority Leader, New Hampshire State Senate

Jeb Bradley is the Majority Leader of the New Hampshire State Senate and in his third term as a State Senator. Having previously served two terms as a U.S. Congressman for New Hampshire's First District, and six terms as a member of New Hampshire House of Representatives, Sen. Bradley has a long history of public service and support for Community Health Centers. As the architect of the state's Medicaid Managed Care program in 2013, he ensured that Community Health Centers would retain their encounter rate in any Medicaid-managed care plan. Sen. Bradley worked with Bi-State Primary Care Association, and served as the lead negotiator with the Governor's office, to assure the Medicaid expansion opportunity would continue as a viable option. He supported the Medicaid Study Commission, whose work led to a special legislative session. Although the expansion was defeated in the special session, Sen. Bradley continued to lead negotiations throughout the general session, which ultimately led to the passage of the New Hampshire Health Protection Program in March 2014. The state anticipates that 50,000 men and women living at or below 138% of the federal poverty level in New Hampshire will participate in the program; for many, it will be the first time in their adult lives they'll have access to health insurance. We are grateful to Sen. Bradley for his work with Bi-State on behalf of the people of New Hampshire.

VERMONT

Rep. George Till, MD
Representative, Vermont Legislature

George Till has dedicated himself to public service and improving the lives of others across the country over the span of his career. He practiced as an obstetrics and gynecology physician in Chittenden County for more than twenty years before taking a hospitalist position at Fletcher Allen Health Care. In 2008, he was elected to the Vermont House of Representatives and as a member of the House Health Care committee for six years, he advocated tirelessly for stronger primary care infrastructure and broader access to health care. In 2014, Rep. Till was instrumental in focusing attention on the enormous impact of Adverse Childhood Experiences on health care and human services budgets and, more importantly, on the people who experience them. He introduced legislation to support care providers in assessing and supporting patients as they heal. He successfully advocated for state dollars to match federal funds for loan repayment, recognizing the importance of this tool in recruiting primary care practitioners to Vermont. Rep. Till led successful efforts to secure insurance benefits for telemedicine and to increase state funding of the Medicaid program. He never shies away from a good public health initiative; over the years, he has sponsored a broad range of legislation aimed at ensuring strong public health programs and a healthier population, including a bill to support the Department of Health in requiring fluoridation in municipal water, legislation to require complete immunization for public school children, and taxes on tobacco products and sugar-sweetened beverages.
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.

NEW HAMPSHIRE

Joanne Pomeranz, APRN-BC
Nurse Practitioner, Harbor Care Health and Wellness Center, New Hampshire

Joanne Pomeranz has been a nurse practitioner since 2001, and has been practicing at the Harbor Care Health and Wellness Center, A Program of Harbor Homes, for five years. She has been a provider at the Healthcare for the Homeless Clinic since it opened and has been able to establish incredible therapeutic relationships with homeless patients. Individuals who are homeless may initially be withdrawn, mistrustful, and wary of any type of public service or authority figures. They are frequently afraid to express their needs or concerns and cautious about revealing too much information. Ms. Pomeranz, through her gentleness and sincerity, quickly established a rapport that encouraged the patients not only to trust her, but to become empowered to view themselves as vital members and equal participants of the treatment team. Many of Ms. Pomeranz's patients, who were previously very resistant to treatment suggestions, have made life-altering changes in their behavior, enabling them to live healthier lives. Ms. Pomeranz has been at the forefront of Harbor Homes' efforts toward integration of primary care and behavioral health care. We are pleased to honor such an outstanding clinician and an outstanding community member.

VERMONT

Marlene Bristol, FNP
Family Nurse Practitioner, Little Rivers Health Care, Vermont

Marlene Bristol goes above and beyond the call of duty to make health care accessible for the neediest and most challenged patients at Little Rivers Health Care. She's been with Little Rivers since the doors opened in 2006 and has consistently taken on the most difficult assignments, including providing primary care services at Grafton County Corrections, Grafton County Nursing Home, Valley Vista (inpatient alcohol and drug rehabilitation), and Clara Martin Center (outpatient mental health). She made herself available by pager 24/7, without being asked, and was also the provider who helped launch the Open Any Door program at Clara Martin Center. This joint project with Little Rivers provides primary care services for clients with significant mental illnesses who are more comfortable at Clara Martin than at a doctor's office. When Little Rivers needed to expand its after-hours call availability, Ms. Bristol was one of two providers willing to take this on. In spite of always going “the extra mile,” she is unfailingly calm, thoughtful, and compassionate. Her Little Rivers colleagues, patients, and community wish to convey their deepest appreciation to her. We are pleased Bi-State's board of directors has selected her to receive The Outstanding Clinician Award.

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The Public Service Award

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

NEW HAMPSHIRE

Laurie Harding, MS, RN
Chair, New Hampshire Primary Care Workforce Commission

Laurie Harding, who recently finished serving five terms in the New Hampshire legislature, is a dedicated and energetic individual committed to improving access to primary care for the rural and underserved populations. In 2013, Rep. Harding became chair of the Commission of Primary Care Workforce Issues as a Representative from Grafton District 13, and served as vice chair of the Health, Human Services and Elderly Affairs Committee. She has promoted the critical role of primary care clinicians in the implementation of the New Hampshire Health Protection Program, facilitated conversations to expand family medicine residency opportunities, and sought innovative ways to encourage graduates to practice in state. She was instrumental in a collaborative effort that brought $800,000 in non-state funds to the State Loan Repayment Program, representing the most substantial investment in the program in the past 20 years. Rep. Harding has remained on the Commission as a public member, and will continue to encourage the integration of primary medical, behavioral health, and oral health care in the primary care settings.

VERMONT

John A. Olson, MEd
Chief, Office of Rural Health and Primary Care, Vermont Department of Health

John Olson, chief of the Office of Rural Health and Primary Care since March 2010, oversees several federal grants and state appropriations to support the work and sustainability of Vermont’s small hospitals, safety net primary care practices, and health care workforce initiatives. He has been a staunch ally of Federally Qualified Health Centers, rural health clinics, the Vermont Coalition of Clinics for the Uninsured, the Area Health Education Program, loan repayment, and Bi-State Primary Care Association. Funding and support from his office have helped raise public awareness of primary care services available to all Vermonter at health centers statewide, and have provided a range of essential technical assistance and training to safety net providers. Early assistance from Mr. Olson’s department enabled the establishment of three new health centers that are now providing access to primary care in underserved, rural areas. Mr. Olson is truly part of the health center family in Vermont, and his enthusiasm and strong support are gratefully appreciated.

Congratulations Graduates of the 2015 Leadership Development Program!
Brandan Gilbert - Kim Garcia - Lisa Tremblay - Tanya Young
Jordan Phinney - Jennifer Bernier - Lindsay Karsten - Stephanie Piet
Laurie Garland - Kristen Bigelow-Talbert - Amanda Spreeman

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David Staples, DDS, and Maureen Staples

David and Maureen Staples “adopted” Goodwin Community Health four years ago. They are champions of advocacy and have raised awareness of the health center as a worthy charitable cause. Both are well-known community leaders, and with their outreach Goodwin has become a household name. They give generously of their time and make significant contributions humbly and without seeking recognition. During the past four years, the Staples have twice sponsored “Rock with the Docs” (health center fundraising event), organized and sponsored a benefit bluegrass concert, generously supported two fund drives, successfully engaged new oral health care providers in Goodwin’s mission, purchased tables so Goodwin staff could attend the annual Chamber of Commerce event, and have made many more contributions. Ms. Staples volunteers on Goodwin’s special events committee and takes a leadership role in running “Rock with the Docs”. She can always be counted on to show up, volunteer, and lend support at health center’s events. Dr. Staples attends monthly CQI meetings, sits on the Credentialing and Privileging Committee, and has been Goodwin’s board chair for five years. David and Maureen Staples are at the health center so frequently that staff think they are employees. Their outstanding commitment has made a monumental positive impact on Goodwin’s reputation and resulted in more donations, donors, and quality board members.

University of Vermont, Area Health Education Center Program

The University of Vermont (UVM) Area Health Education Center program is a network of academic and community partners working together to improve the distribution, diversity, supply, and quality of the health care workforce in Vermont. Established in 1996, the program has an office at the UVM College of Medicine and three regional centers. The program focuses on achieving a well-trained workforce to improve access to quality care, especially in rural and underserved areas. Its efforts include: pipeline programs in health careers awareness for youth; engagement of health professions students at UVM and residents at the UVM Medical Center; and recruitment and retention of the health care workforce in Vermont. The AHEC program brings educational and quality improvement programming to primary care practitioners and supports community health education. The AHEC program is recognized by Bi-State Primary Care Association for its work supporting Federally Qualified Health Centers and rural health clinics. Many participants in the network dedicate their time to support programs like the Vermont State Educational Loan Repayment Program and the new Health Resources and Services Administration State Loan Repayment Program; two programs that are critical for recruiting and retaining providers. All Loan Repayment funds are distributed as awards to providers; the AHEC administrative expenses not funded through those programs. The AHEC team aims to increase access to primary care for all Vermonters, especially the most vulnerable populations.
Governing Patient Centered Medical Homes: Guidance for Board and Senior Leadership

Community Health Center boards of directors and senior staff need access to management tools and reliable resources to make well-informed decisions about their health center, and to understand the impact of their decisions on patients, especially during this time of rapid change throughout the health care industry. With decades of experience between them, Tess Kuenning and David Reynolds will share their experience and provide guidance on tackling the challenges of today and tomorrow.

FACULTY

**Tess Stack Kuenning, CNS, MS, RN**
President and Chief Executive Officer, Bi-State Primary Care Association

Since 1995, Tess Stack Kuenning has served as the president and chief executive officer of Bi-State Primary Care Association. Kuenning serves as principal liaison with members of Congress and advocates on behalf of Community Health Centers and safety net providers. In 2009, she received the Norton Wilson Leadership Award for excellence in the health care arena, and in 2013, she was named as the Geiger Gibson Distinguished Visitor in Community Health Policy, a special initiative of The George Washington University School of Public Health and Health Services.

**David Reynolds, DrPH**
Health Policy Analyst and Founder of Vermont’s First Federally Qualified Health Center

David Reynolds has served as a senior health policy advisor to Senator Patrick Leahy, Governor Peter Shumlin, and Senator Bernie Sanders. He drafted and negotiated key provisions of the Affordable Care Act, focusing on primary care and workforce issues. David received his master’s and doctorate degrees in Public Health from the University of Michigan, specializing in Health Policy. In 1976, David founded, and led for 30 years, Northern Counties Health Care in rural northeastern Vermont, the state’s first FQHC network. In 1985, with Ann Peters and Sandra Pardus, Mr. Reynolds established Bi-State Primary Care Association. Among his numerous awards and fellowships, he is proudest of receiving NACHC’s Cornell Scott Excellence in Leadership Award in 2010. In 2012, the New England College of Optometry awarded him an honorary doctorate of humane letters.

Utilizing Data to Support Performance Improvement

This interactive talk will focus on the use of population health data to improve patient care and experience while lowering the cost of care to the system, when practices use data in daily operations and review performance at regular intervals. Data is more essential than ever to being able to address care caps, coordinate care interventions, and inform partnerships with local and regional partners and other care delivery entities for the greatest mutual benefit. We will discuss the critical nature of data integrity, quality, and shared data infrastructure as the foundation for multi-health center quality improvement programs as leverage in the age of reimbursement reform.

FACULTY

**Heather Budd, Vice President, Clinical Transformation, Azara Healthcare, Burlington, MA**

Heather Budd is passionate about using data to lower cost, improve outcomes, and build sustainability for health care delivery practices, particularly in community health settings. She is an expert in clinical delivery transformation using data as a foundation for trust, measuring performance, and driving improvement. She has partnered with numerous practices across the country doing this kind of operational improvement work. Heather is a former chief operating officer and director of Quality Management at a Community Health Center where she led a care team transformation which received NCQA Level 3 PCMH recognition. To prove the efficiencies and improved care resulting from PCMH team-based care, the health center successfully partnered with a local Medicaid payer and its data to illustrate total medical expense savings, while maintaining or raising quality of care. Ms. Budd is the administrator at Dana Farber Cancer Institute, where she first caught the process improvement bug.
The Integrated Practice in Action: Building Clinical & Management Expertise in Oral Health

The overall vision of integrated health care includes an acceptance of oral health as an integral part of overall health and well-being. Poor oral health can itself lead to many systemic issues and adverse outcomes, and it also plays a significant role in the management of a number of chronic health issues. This session will describe the elements necessary for an integrated delivery model and will provide examples of successful medical/dental integrations. The session will also provide guidance in how to determine, quantify, and evaluate systemic outcomes of integration for patients with chronic health conditions, including patients with special needs.

**FACULTY**

**Dori Bingham, Program Manager, Safety Net Solutions, DentaQuest Institute**

Dori Bingham is the Program Manager for the DentaQuest Institute’s Safety Net Solutions (SNS) initiative, which provides technical assistance and practice management consulting to safety net dental programs nationwide. Prior to joining the DentaQuest Institute in 2006, Dori served as Associate Vice President for External Affairs at Morton Hospital and Medical Center in Taunton, MA. In this role, she was responsible for the hospital’s public relations, marketing, fundraising, community relations, and community benefits programs.

**Sean Boynes, DDS, MS, Director of Interprofessional Practice at the DentaQuest Institute, Expert Advisor for Safety Net Solutions, and Senior Dental Advisor for CareSouth Carolina**

Sean G. Boynes is a dentist anesthesiologist who received his D.M.D. from the University of Pittsburgh and completed a three year residency in anesthesiology at the University of Pittsburgh Medical Center. He currently serves as director of Interprofessional Practice at the DentaQuest Institute, expert advisor for Safety Net Solutions, and senior dental advisor for CareSouth Carolina. Dr. Boynes is the former director of Dental Medicine at CareSouth Carolina, a federally qualified health center in South Carolina. He has authored or co-authored over sixty publications relating to dentistry, public health, pharmacology, or anesthesiology. Dr. Boynes remains an active clinician providing services to special needs populations.
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