

**2022 MPCA Annual Conference**  
***Workforce Reimagined: Connecting, Transforming, Innovating***  
October 5-6, 2022 | Samoset Resort, Rockport, ME

***AGENDA: October 5 – Conference Day***

- 8:15 - 9:00 AM ***Registration & Breakfast***
- 8:45 – 9:00 AM **Welcoming Address**  
*Darcy Shargo, CEO*  
*Maine Primary Care Association*
- 9:00 – 10:15 AM **Community Health Centers: Building a Workforce for our Communities**  
Our conference opens with **Michael Curry, Esq., President & CEO of the Massachusetts League of Community Health Centers** presenting a focused look at the history of the Community Health Center movement – particularly as it relates to health equity – and the importance of building a workforce that represents the diversity of the communities we serve. Mr. Curry, a renowned speaker on these issues, will help us unpack and more deeply understand the importance of the services that community health centers provide.
- 10:15 – 10:45 AM ***Break - Visit our Exhibitors***
- 10:45 AM – 12:00 PM **Community Health Workers: What Comes Next**  
Join us as **Lisa Renee Holderby-Fox, Envision Program Manager for the Center for Community Health Alignment**, a national leader in the community health worker (CHW) movement, brings her three decades of expertise to Maine to discuss the CHW workforce and what happens after CHWs are in widespread use. Health centers in Maine have used CHWs for years to reduce barriers to health and address social drivers of health (SDoH) in rural and underserved communities. As Maine enters a value-based payment system that requires the use of CHWs, this session will offer a timely conversation on what comes next for this workforce. She will focus on the vital role CHWs play in helping patients achieve health equity and access.
- 12:00 – 2:00 PM ***Networking Lunch / Clinical & Excellence Awards Ceremony, sponsored by NorDx***  
***Welcome:*** *Connie Coggins, MPCA Board President*  
***Master of Ceremonies:*** *Bryan Wyatt, Chief Public Affairs Officer, MPCA*
- 2:00 – 3:00 PM **Systems Approach to Safety**  
What if safety culture is not the solution to patient safety? **Joshua Clark, RN, SVP Quality and Safety Operations at Jefferson Health PSO**, joins us for a discussion on PSOs and Patient Safety through the lens of systems science, human factors, and JEDI (Justice, Equity, Diversity & Inclusion). Clark is a healthcare leader who is dedicated to improving community health through the continual innovative re-design and improvement of healthcare delivery. He will bring his quality and safety operations, clinical and organizational performance improvement, safety science implementation and integration, and critical care nursing experiences to the forefront of this conversation to help participants understand a Just Culture approach to patient errors and how systems change can improve quality of care.
- 3:00 – 3:30 PM ***Break - Visit our Exhibitors***
- 3:30 – 4:30 PM **Behavioral Health Challenges**  
In this timely session focusing on Maine’s current behavioral health challenges and needs, **Leslie Lufkin, LCSW, LADC from HealthReach Community Health Centers**, representing the health center perspective and **Capt. Christopher Bersani, PsyD, ABPP, Deputy Regional Administrator, HRSA Region 1** bring their expertise and knowledge to discuss resources, workforce, and funding. Capt. Bersani will also provide the latest HRSA behavioral health updates and their impact on FQHCs.

**AGENDA: October 6 – Workshop Day**

7:45 - 8:30 AM

***Registration & Breakfast, sponsored by FORVIS***

8:30 - 9:00 AM

**Group Gathering**

9:00 - 9:30 AM

***Break - Visit our Exhibitors - get your raffle card turned in by 10:00 AM!***

9:30 AM - 12:00 PM

**Practice Transformation: Top 10 Priorities for Dental Success**

Dental practices have been struggling with staffing shortages that have only worsened due to the COVID-19 pandemic. Adding to this is the increased demand for services as the new Adult Dental Benefit in MaineCare went into effect on July 1. What is needed is true innovation while working to build the oral health workforce. **Dori Bingham, Director and Senior Analyst with D4 Practice Solutions** will focus on priorities for dental success, helping to guide practices to utilize their current staff more effectively and to clearly identify their capacity and how best to manage it. She will also help practices to set realistic and achievable program goals, develop sound plans for sustainability, maximize productivity and revenue, all while embracing continuous quality improvement and minimizing chaos and unpredictability.

**Target Audience:** *CEOs, CFOs, Revenue Cycle Managers, Dental Directors, front desk staff.*

9:30 AM - 12:00 PM

**Clinical Track:**

**LGBTQIA+ Care**

Health care systems across the country are recognizing their responsibility to provide quality care to all - regardless of sexual orientation or gender identity. This session will provide clinicians with insights on how to navigate and access resources to continue providing high quality care to all members of our community. **Alex Keuroghlian, MD, MPH, Director of the Division of Education and Training, and Mason Dunn, JD, Deputy Director of Education and Training Programs, both from the Fenway Institute**, join us to explain the core foundations of language around care for LGBTQIA+, with emphasis on LGBTQIA+ care through a Trauma Informed Care (TIC) Lens.

**Medications for Opioid Use Disorder (MOUD) Treatment Updates**

Why are you not using Sublocade—the once per month buprenorphine treatment—to treat your patients with OUD? Join us for a discussion with Maine experts **Kristopher Ravin, PharmD, Pharmacy Operations Manager from Penobscot Community Health Care and Eva Quirion, NP from St. Joseph Internal Medicine**, on medications for opioid use disorder (MOUD) and new and evolving treatments. This session will also help participants gain a better understanding of billing for treatment services, such as Sublocade. As the opioid crisis in Maine continues to affect communities throughout our state, this will be a timely discussion for community health center clinicians on the front lines.

**Talk to Me – Discussion around Intellectual and Developmental Disabilities (IDD) Experiences in the Healthcare System**

Join us for a unique discussion that features the patient and family perspective of navigating the healthcare system with a family member that has IDD. Drawing from their lived experiences, panelists **Avery Olmsted, Diane Boas, and Nancy Moore** join moderator **Nancy Cronin, MA, Executive Director Maine Developmental Disabilities Council (MDDC)** for a crucial conversation about treating and caring for individuals with IDD, with the goal of providing insight and understanding for health center clinicians.

**Target Audience:** *Billing & Coding Staff, Clinical Staff and anyone who has patient interaction.*

9:30 AM - 12:00 PM

### **Solutions Today for Future Workforce Stability**

New solutions are a necessity to ensure stable workforce for tomorrow. Health center staffing needs to be dynamic and fact based so that it aligns with the new demand of growing and declining services. The **FORVIS team, Partner Jeff Allen, CPA, Director Kevin Rash, and Senior Managing Consultant Jenine Vincent, MHA, CMPE** will discuss creative solutions that assist in aligning workforce to areas of growth, mitigating the cost of turnover, new ideas for recruitment and retention, the unintended consequence of wage compression, as well as strategies for reduction of contract labor will be highlighted. They will provide health centers with (a) the assessment and strategic planning necessary steps to prioritize current opportunities; and (b) an introduction to tools necessary that will assist in monitoring and data driven decisions for course correction and right sizing.

*Target Audience: C-Suite, Financial Staff, Workforce Champions*

12:00 - 1:00 PM

***Networking Lunch, sponsored by Health Initiatives Consulting - Raffle Winners Announced***

1:00 - 3:30 PM

### **Growing A Thriving Workforce – Panel Discussion**

Creating community health center pathways for students and healthcare professionals, along with supporting current employees is vital to building a thriving workforce. Panelists **Dan Belyea, Chief Workforce Development Officer at Maine Community College System, Miyabi “Abbie” Yamamoto, Ph.D., Executive Director of Portland Adult Education, Barbara Blackstone, Dean of College of Professional Programs at the University of Maine Presque Isle, and Jennifer L Morton, DNP, MPH, PHNA-BC, Dean and Professor at Westbrook College of Health Professions, University of New England, and Joy Gould, Director, Healthcare Workforce Development, Maine Department of Health and Human Services** will discuss various topics that impact the sustainability of a prosperous workforce, such as career development and education pathways for employees, rural pipeline/pathway development, and supporting employee engagement.

### **Staff Ratios and Workflow – Enhancing Productivity**

Join **Mary Dowes, CPA, and Lee Ann Dangelo, MBA, CRC, CMPE, both Senior Managers at BerryDunn**, as they engage health center management in dialogue about the impact of staffing ratios and workflow and how they have financial implications for your organization. They will help explore how to define productivity, how is it aligned with your philosophy and goals, how to measure it, and how to communicate and engage staff in conversations. Attendees will walk away with tools to help their organization align their goals with productivity measures and comparative metrics from like organizations in your region.

*Target Audience: CEOs, COOs, CMOs, Workforce Champions*

1:00 - 3:30 PM

### **Clinical Track:**

#### **Adult Protective Services & OADS: When Best to Involve APS in Patient Care?**

Maine has the distinction of having the oldest population, based on percentage of population by state. This session will delve into different ways we can take care of that population. Join **Nicole Rooney, Long Term Services and Supports Manager, and Erin Salvo, JD, Associate Director of Adult Protective Services, both from Office of Aging and Disability Services (OADS)**, for an in-depth presentation on when and how to utilize OADS, Long-Term Services and Supports (LTSS) & Adult Protective Services (APS) related services for older adults. Speakers will provide insight on services that OADS has available to clinicians, how to access resources, details on the unique structures of the agencies, and how - and when - to best utilize their support services.

*Target Audience: Clinical Staff and anyone who has patient interaction.*