

IPHCA

# ANNUAL LEADERSHIP CONFERENCE AGENDA

OCTOBER 16 - 18, 2024

UNITED BY A **BOLD** MISSION.

# — CONFERENCE TRACKS —



**TRANSFORMATION  
+ INNOVATION  
CLINICAL**



**TRANSFORMATION  
+ INNOVATION  
FINANCE**



**TRANSFORMATION  
+ INNOVATION  
OPERATIONS**



**WORKFORCE**



**DIVERSITY, EQUITY  
+ INCLUSION**



**PROMOTING THE  
VALUE OF FQHCS**

# WEDNESDAY

## OCTOBER 16, 2024







### DAILY OVERVIEW

Time	Event
8:00 a.m. – 6:00 p.m.	Registration
7:30 a.m. – 6:00 p.m.	Exhibit Hall Open
7:30 – 8:15 a.m.	Breakfast in Exhibit Hall + Prize Patrol
8:30 – 10:00 a.m.	Opening General Session
10:15 a.m. – 12:30 p.m.	Educational Sessions
12:30 – 1:30 p.m.	Lunch in Exhibit Hall + Prize Patrol
1:45 – 4:00 p.m.	Educational Sessions
4:00 – 4:30 p.m.	Community Board Member Meet + Greet
4:00 – 6:00 p.m.	Welcoming Reception + Cocktail Hour in Exhibit Hall + Prize Patrol

# WEDNESDAY

## OCTOBER 16, 2024


10:15 - 11:15 A.M.

Educational Session	Speakers	Track
All Hands on Deck: Innovations in Addressing the Mental Health Crisis Across the Lifespan	Melissa Duplantis, PsyD, Chief Behavioral Health Officer, Chicago Family Health Center; Briana Reardon, LCPC, Behavioral Health Manager, Chicago Family Health Center	
Achieving Optimal Health and Financial Wellness: Transforming FQHCs via Remote Care Adoption	Ryan Hackett, MHA, John Lucas, Jerry Barsz, GBS Corp	
No More Surprise Bills: Integrating Revenue Cycle for Better Patient Experience and Cash Flow	Jeff McInnes, Faktor	
Health Equity Practices in Illinois Health Care Systems: A Workforce Perspective	Janae Price, MPH; Clinical Associate, Division of Health Research and Evaluation Department of Family and Community Medicine, University of Illinois Chicago College of Medicine Rockford; Christine Dannhausen-Brun, MPH, Senior Research Specialist, Department of Family + Community Medicine, University of Illinois College of Medicine at Rockford	
A Place to Thrive: Building Diversity, Equity + Inclusion into Your HR and Talent Development Programs	Kelly Gust, MAIO, SPHR, CEO and Principal Consultant, HR Full Circle Consulting, LLC	
Diagnostics Insights Across the Cardiometabolic Continuum	Kenneth French, Senior Clinical Consultant, Franchise & Clinical Segments, Quest Diagnostics	

# WEDNESDAY

## OCTOBER 16, 2024







11:30 A.M. - 12:30 P.M.

Educational Session	Speakers	Track
Results From a Five-Year Pilot Community Health Specialist-Enhanced SBIRT Workflow	Amber Kraft, PhD, Evaluation Consultant, Access Community Health Network	
The Value of "Insourcing" Revenue Cycle Management in Today's Healthcare Environment	Lou-Ann Diaz, Director of Patient Financial Services, VNA Health Care; Sylvia Marten, Vice President of Marketing and Communications, VNA Health Care; Brenda Spooner, Associate Director of Patient Access Services, VNA Health Care	
Community Health Center Data + Analytics Infrastructure to Support Population Health	Andrew Hamilton, MS, RN, BSN, Chief Informatics Officer and Deputy Director, AllianceChicago	
Building an Effective Physician Recruitment Team	Paul Olzak, MBA, CPRP, Director of Client Sourcing, PracticeMatch; Clint Rosser, Chief Executive Officer, PracticeMatch; Paul Kottenstette, Vice President of Sales, PracticeMatch	
Health Care for New Arrivals in the Sanctuary City of Chicago	Elizabeth Vaclavik, DNP, RN, OCN, NEA-BC, Associate Chief Nurse Executive, Cook County Health; Claudia Burchinal, Director of Ambulatory System Operations, Cook County Health; Nancy J. Rivera, Regional Director North Cluster, Ambulatory Services, Cook County Health	
Strategies to Enhance the Ability of Community Health Centers to Mitigate Social Drivers of Poor Health	Brittani James, MD, Medical Director, Inner-City Muslim Action Network (IMAN) Health Center; Luther Walls, MD, Associate Medical Director, IMAN Health Center	

# WEDNESDAY

## OCTOBER 16, 2024





1:45 - 2:45 P.M.

Educational Session	Speakers	Track
Creating and Leveraging a Quality Plan in a Substance Use Disorder Clinic	Samantha Kurnik, PA, Medical Director of Quality + Performance Improvement, PrimeCare Health; Colleen Murphy, MPH, Quality Improvement Specialist, PrimeCare Health	
Dollars + Sense: Maximizing Billing Revenue for Your Health Center by Implementing Illinois' New Medicaid Family Planning Program	Jordan Hatcher, MPH, Program Director, Illinois Contraceptive Access Now (ICAN!), AllianceChicago; Kai Tao, MPH, ND, FACNM, Principal, Impact & Innovation, Illinois Contraceptive Access Now (ICAN!), AllianceChicago	
340B Compliance Low-Hanging Fruit: Creating an OPAIS Crosswalk	Hannah Rowell, Senior 340B Consultant, Draffin Tucker	
How to Develop Effective Physician Leaders	Aaron Helton, Leadership Consultant, Integrated Leadership Systems	
The Pursuit of Equity: Tools for Change	Lynne Bergero, MHSA, CPHQ, Senior Quality Improvement Facilitator, Telligen; Dana Bright, MSW, Director of Research Operations; Shelly Sital, MPH, Director of Public Health Initiatives	
Quality + Operations Process Improvement for Success with VBC Models	Michal Dynda, MD, MSHI, Chief Medical Officer/ Chief Medical Information Officer, SIU Family Medicine; Leah Dafoulas, Director Clinical Transformation, Azara	

# WEDNESDAY

## OCTOBER 16, 2024

3:00 - 4:00 P.M.

Educational Session	Speakers	Track
Integrating Behavioral Health Strategies Within Oral Health Care Visits	Denise Vidal Gonzalez, LCSW, Director of Behavioral Health Integrated Care, IWS Family Health; Mir Khan, DDS, Dentist, IWS Family Health; Michelle Di Benedetto, Chief Strategy Officer, IWS Family Health	
Unlock Recurring Medicare Revenue with Remote Patient Monitoring + Improve Patient Outcomes	Sukhwant Khanuja, PhD, President & CEO, Carematix, Inc.; Kathy Boedeker, Vice President, Business Development, Carematix, Inc.	
Automating Compliance Reporting to Improve Center Operations, Employee Satisfaction, + Patient Care	Clarissa Clinkscales, BSN, RN, Chief Operating Officer, Foothills Community Health Care; Nate Reveley, Chief Operating Officer, Compliatric	
Jack of All Trades, Master of Many: The Community Health Worker in the FQHC Setting	Donisha Reed, MPH, Director, Population & Community Health Program, TCA Health; LaTara DeBerry, RMA, Program Coordinator, Community Health Workers, TCA Health; Brandon Wright, Program Coordinator, HIV, TCA Health	
Reducing Health Disparities: The Role of CHCs in Clinical Research	Pete Fronte, MBA, President + CEO, Altura; Pamela Ganschow, MD, Director, Cancer Prevention and Survivorship, Associate Professor of Clinical Medicine, University of Illinois Cancer Center; Jim Schultz, MD, MBA, FAAFP, DiMM, FAWM, Chief Medical Officer, Neighborhood Healthcare; Dema Hakim, MPH, Associate Director, of Patient Engagement, The Michael J. Fox Foundation for Parkinson's Research	
Developing an Employee Value Proposition + Employer Brand	Kevin Davis, Senior Director of Marketing + Brand Strategy, Erie Family Health Centers; Linda Shapiro, Executive Vice President, Conlon Public Strategies; Ruth Reiner, MBA, Executive Leadership Coach, Conlon Public Strategies	

# THURSDAY

OCTOBER 17, 2024

## DAILY OVERVIEW

Time	Event
7:00 a.m. – 5:00 p.m.	Registration
7:00 a.m. – 4:00 p.m.	Exhibit Hall Open
7:30 – 9:30 a.m.	Breakfast with Exhibitors + Prize Patrol
8:45 – 9:45 a.m.	Professional Staff Section Meetings: Clinical + Finance
10:00 a.m. – 12:15 p.m.	Educational Sessions
12:15 – 1:30 p.m.	Lunch in the Exhibit Hall + Prize Patrol
1:45 – 2:45 p.m.	Educational Sessions
2:45 – 3:45 p.m.	Break with Exhibitors + Prize Patrol
4:00 – 5:00 p.m.	Educational Sessions
6:00 – 9:00 p.m.	Thursday Evening Event



# THURSDAY

## OCTOBER 17, 2024

10:00 - 11:00 A.M.

Educational Session	Speakers	Track
Creating a Culture of Quality	Erin Howes, MPH, Senior Director of Quality + Practice Transformation, PrimeCare Community Health	
Preparing for the Aging Explosion: Growing your Capability for Holistic Senior Care + Coordination Across Benefit Programs	Gary Bacher, Chief of Strategy, Cinqcare; Cheryl Rucker-Whitaker, MD, MPH, FACP, President Midwest Markets, Cinqcare; Akofa Bonsi, Moderator, Senior Vice-President Operations, Cinqcare	
10 Cybersecurity Questions Your Healthcare Organization Should Be Able To Answer!	Randy Romes, Principal, CliftonLarsonAllen	
Community Health Workers: Preparing for this Emerging Workforce to Address Health Disparities	Tracey Smith, DNP, RNC, PHNCS-BC, Director of Community Health + IPHA CHW Capacity Building Center, Illinois Public Health Association; Claire Hughes, PhD, MSW, LSW, Director of Community Health + IPHA CHW Capacity Building Center, Illinois Public Health Association	
Why People Leave: Decoding Four Challenges to Employee Engagement	Kelly Gust, MAIO, SPHR, HR Full Circle Consulting, LLC	
Assessing Readiness to Scale Your Fundraising Operations	Melissa Hilton, MBA, Vice President, Development + Executive Director, Erie Family Health Foundation; Sandra Del Toro, Senior Director, Development, Erie Family Health Centers; Tiffany Okoniewski, Director of Grants Accounting + Contract Administration, Erie Family Health Centers	

# THURSDAY

## OCTOBER 17, 2024







11:15 A.M. - 12:15 P.M.

Educational Session	Speakers	Track
Implementation of Clinical Integration in an Urban FQHC	Ian Jasenof, MD, MHA, CPE, FACOG, Chief Medical Officer, UI Health Mile Square Health Center, Nathan Stackhouse, MD, MPH, Associate Chief Medical Director, UI Health-Mile Square Health Center, Michelle Martinez DNP, RN, PCMH-CCE, Quality Nurse Manager-Administrative Nurse III, UI Health Mile Square Health Center	
340B Update + Discussion	Vacheria Keys, Director of Policy + Regulatory Affairs, National Association of Community Health Centers	
Be Wise + Standardize Your Patient Access Strategy at an FQHC	Rebeca Covarrubias, MHA, Director of Patient Access Operations, Erie Family Health Centers, Suzanne Kunkel, Senior Director, Patient Access Operations, Erie Family Health Centers	
Engagement for Research + Evidence Sharing Among Community Health Clinicians	Alice Eggleston, PA-C, MPH, Clinical Research Investigator, AllianceChicago; Dana Bright, MSW, Director of Research Operations, AllianceChicago	
Advancing the Health of Underserved Populations: Utilizing Lab Data to Support Health Equity Initiatives	Linda Fraunhofer, MS, Director, Population Health Initiatives, Labcorp	
IMAN Health Center's Response to the Migrant Arrival in Chicago	Dabeer Hussain, MBA, CCMA, Clinical Quality Manager, Inner-City Muslim Action Network (IMAN) Health Center; Amena Qureshi, MPH, Associate Director of Health Center Administration, IMAN Health Center	

# THURSDAY

## OCTOBER 17, 2024







1:45 - 2:45 P.M.

Educational Session	Speakers	Track
Whole Person Care: The Road to Zero	Melissa Duplantis, PsyD, Chief Behavioral Health Officer, Chicago Family Health Center; Briana Reardon, LCPC, Behavioral Health Manager, Chicago Family Health Center	
Scorekeeper to Strategist: The Changing Role of the CFO in a Post-COVID World	Catherine Gilpin, CPA, Managing Director, Forvis Mazars; Brian Pavona, CPA, Partner, Forvis Mazars	
Capital Planning Tools for Designing Spaces to Improve Access to Care	Beth Edwards, MSN, RN, CNL, CPNP-PC, EDAC, Chief Consulting Officer, Health Center Operations + Facilities Planning, Capital Link; Gab Sauder, DNP, RN, CPNP-PC, Health Operations + Facilities Planner, Capital Link	
Lessons Learned from Managing a Hybrid Workforce at an FQHC	Suzanne Kunkel, Senior Director, Patient Access Operations, Erie Family Health Centers; Kellie Medious, MBA, Vice President of Operations, Erie Family Health Centers	
From Hot-Buttons to Healing: Responding to DEI Resistance	Darrie Matthew Burrage, Senior Consultant, Integrated Work	
Cultivating Community Support: Integrating Marketing Strategies for Sustainable Healthcare Funding	Elona Deprez, Co-Founder + Managing Partner, Allied Executive Solutions; Kemi Alli, Pediatrician, Co-Founder/Managing Partner, Allied Executive Solutions	

# THURSDAY

## OCTOBER 17, 2024

4:00 - 5:00 P.M.

Educational Session	Speakers	Track
The Role of Telehealth in Improving Care Connections + Outcomes for FQHC Patients with Diabetes	Jodi Simon, DrPH, MS, Health Services Research Scientist, AllianceChicago; Dana Bright, MSW, Director of Research Operations, AllianceChicago; Alice Eggleston, PA-C, MPH, Clinical Research Investigator, AllianceChicago	
Optimizing Financial Sustainability for FQHCs: A Strategic Grant Management Approach	Catherine Gilpin, CPA, Managing Director, Forvis Mazars; Kemi Alli, MD Pediatrician, Co-Founder/ Managing Partner, Allied Executive Solutions	
Next-Gen Care: Integrating Telehealth + RPM	Steve Losefsky, Chief Technology Officer, Medicus IT	
What happens if you win the lottery, get bitten by zombies or kidnapped by aliens? Be Prepared for Anything with Talent Review + Succession Planning	Kelly Gust, MAIO, SPHR, CEO + Principal Consultant, HR Full Circle Consulting, LLC	
Ready to SUCCEED: Strategies for Lasting Change	Darrie Matthew Burrage, Senior Consultant, Integrated Work	
Everyone's Invited: Mobilizing Our Clinical and SDOH Programs to Increase Community Access	Donisha Reed, MPH, Director, Population & Community Health Program, TCA Health; Brandon Wright, Program Coordinator, HIV, TCA Health; Quinnesia Bell, MPA, Patient Engagement Coordinator, TCA Health	

# FRIDAY

## OCTOBER 18, 2024







### DAILY OVERVIEW

Time	Event
7:30 – 11:00 a.m.	Registration
8:00 – 9:30 a.m.	Continental Breakfast/ Awards/Keynote Speaker
9:45 – 10:45 a.m.	Educational Sessions
11:00 a.m. – 12:00 p.m.	Roundtables
	<ul style="list-style-type: none"><li>• How to Integrate Pharmacy Into your Health Center</li></ul>
	<ul style="list-style-type: none"><li>• Behavioral Health: Non-Traditional Behavioral Approaches</li></ul>
	<ul style="list-style-type: none"><li>• Innovative Maternal Health Programming</li></ul>

# FRIDAY

## OCTOBER 18, 2024

9:45 - 10:45 A.M.

Educational Session	Speakers	Track
Behavioral Integration Opportunities + Pitfalls: Case Studies from the Field	Stacy Agosto, LCSW, CADC, Behavioral Health/ Substance Use Disorders Consultant, Illinois Primary Health Care Association	
Making the Choice for PACE	Dan Fulwiler, Esperanza Health Centers; Jennifer Weiss, PT, MBA, FACHE, Esperanza Health Centers; Jonathan Wildt, Lawndale Christian Health Center	
"How would you like to pay today?" An FQHCs Approach to Increasing Patient Collections	Carla Jones, MPH, Director of Front-End Revenue Cycle Operations, Erie Family Health Centers, Kellie Medious, MBA, Vice President of Operations, Erie Family Health Centers	
Unveiling True Colors: Understanding Personality Temperaments for Effective Team Dynamics	Kevin McGhee, MSIS, PMP, CNS, Senior Director of Staff Relations/Certified Dream Manager, Marillac St. Vincent	
Health Centers Got Talent! Addressing Workforce Challenges Through an Equity Lens	Adrienne Mann, RN, BSN, Chief Innovation Officer, Coach, Trainer, Coleman Associates	
MMRC, PQC and FQHC Collaboration in Addressing the Illinois Maternal Mortality	Cara Bergo, PhD, MPH, Maternal Mortality Epidemiologist, Illinois Department of Public Health; Timika Anderson-Reeves, PhD, LSW, Director, Maternal Child Health & Women's Health and Community Integration, Access Community Health Network; Shelly Sital, MPH, Director of Public Health Initiatives, AllianceChicago	



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