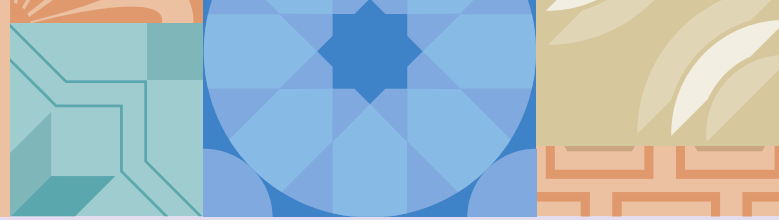


Breakout Sessions



The Value of Developing and Implementing Alternative Care Models

Approved for 1.5 ACHE In-person Education credits

Speakers:

Andrea Snyder, Vice President of Health Services, Sharp Rees-Stealy Medical Centers

Karan P. Singh, MD, Chief Executive Officer, SEVA Medical Group

Dr. Lindsay Williams, PhD, Director, Cedars-Sinai at Home

Time: 12:45 p.m. – 2:30 p.m. **Where:** AVALON

With health care moving outside the hospital walls more and more, leaders must be well versed in the challenges and potential of alternative care delivery models. These innovative approaches extend care beyond traditional settings to meet patient needs while addressing hospital constraints. This panel session will discuss how models such as community-based care, digital solutions and partnerships are improving health outcomes, cutting costs, enhancing patient experience and helping organizations better manage population health.

What Got Us Here Today Won't Get Us to Tomorrow

Speaker:

Adam Dole, Co-founder, Bento

Time: 12:45 p.m. – 2:00 p.m. **Where:** MARIPOSA

In health care, our most vulnerable populations are the hardest to reach and almost always the costliest. In caring for them, the typical engagement playbook is no longer effective or economically viable. Join Not Impossible Labs and Bento as they share their proven approach to changemaking and debunking the status quo. You'll hear directly from Bento founders about lessons gleaned from the failures and successes of operating a cutting-edge patient engagement platform with a current 85% average weekly engagement rate. The goal is that every attendee leaves with a new mindset that they can instigate massive change within their organizations. Bento has been honored three times as a TIME Magazine Top Invention of the Year and with a Fast Company World Changing Ideas Award, and as an American Diabetes Association Innovation of the Year.

Legal Strategies for Working With and Discharging Homeless Populations

Speakers:

Anil Shankar, Health Care Partner, Foley & Lardner LLP

Adam Hepworth, Partner, Foley & Lardner LLP

Claire Marblestone, Partner, Foley & Lardner LLP

Time: 12:45 p.m. – 2:00 p.m. **Where:** KINGFISHER

Hospitals are struggling to care for unhoused patients and others who are difficult to discharge. This presentation will discuss legal concerns in caring for and discharging patients with special needs. Areas to consider include readmission requirements, reimbursement issues, lack of placement options at lower levels of care, and discharge planning. Our speakers will offer solutions to help hospitals develop effective patient discharge options that address a range of needs while complying with legal guidelines.

Positively Impacting Hospital Workforce through Meaningful Change

Speakers:

Stephanie Dorwart, Chief Executive Officer, Altius Healthcare Consulting Group

Eric Themm, President, Zephyr Healthcare Advisors


Karen Zirkle, Vice President Business Development, Redlands Community Hospital

Joyce Volsch, PhD, RN, NEA-BC, Chief Nursing Officer/Vice President of Patient Care Services, Redlands Community Hospital

Time: 12:45 p.m. – 2:00 p.m. **Where:** LAVIANA

Health care organizations still struggle with post-pandemic workforce challenges. Zephyr Healthcare Advisors, together with Altius Healthcare Consulting Group, successfully addressed these issues for a California hospital. With a performance improvement plan, the hospital realized overall annual savings of \$12 million. Zephyr is currently engaged with a Southern California hospital on these same areas, focusing on:

- Aligning labor with volume/demand, avoiding unneeded staff reductions and providing tools to manage productivity
- Workforce optimization, including streamlined processes and cross-training
- Continuing leadership development, including automated training and monthly group sessions



Population Health Management: Access, Outcomes, and Financial Implications

Approved for 1.5 ACHE In-person Education credits

Speakers:

Dora Barilla, CEO and Cofounder, HC2 Strategies
Allen Miller, CEO and Principal, COPE Health Solutions
Arif Shaikh, Senior Director, Medi-Cal Policy and Engagement, Kaiser Permanente

Time: 2:15 p.m. – 4:00 p.m. **Where:** AVALON

As health care reimbursement continues moving from volume-based to value-based, it's crucial for organizations to coordinate equitable care and address social determinants of health to help ensure their financial and social wellness. Shifting the focus from disease treatment to prevention and wellness also requires changes in care management and delivery that will impact a range of touchpoints in our health care ecosystem. This panel session will cover several major areas affected: access to patient services, health outcomes, financial implications and patient engagement.

Leveraging Relationships to Drive Patient Safety and Quality

Speaker:

Sylvia Lozano, MHA, FACHE, Vice President, Hospital Relations, Inland Empire Health Plan
John Chapman, President and CEO, San Antonio Regional Hospital
Sam Itani, Chief Executive Officer, Corona Regional Medical Center

Time: 2:15 p.m. – 3:30 p.m. **Where:** MARIPOSA

Hospital care costs continue rising but increasing health plan payments and rates have not resulted in better patient outcomes, member experience or hospital quality ratings. Also, while health plans and hospitals are both committed to improving health and health care access for communities and providing quality services, their roles differ. Inland Empire Health Plan (IEHP) wanted to create synergy with its contracted hospital network to reach shared goals by addressing care gaps, social factors and barriers to health. This session will study IEHP's framework for aligning health plan and hospital goals, which is fostering improved collaboration and partnership, along with a shared vision and desired outcomes.

Addressing Health Inequities: Incorporating Social Determinants of Health into Practice

Speaker:

Gregory R. Johnson, MD, SFHM, FACP, FAAFP, Chief Health Diversity Officer, Sound Physicians

Time: 2:15 p.m. – 3:30 p.m. **Where:** KINGFISHER

Evidence is growing that race and ethnicity remain major predictors of the quality of health care patients receive, even after accounting for other factors. The National Academy of Sciences report *Unequal Treatment* documents this evidence and studies how patients of color experience health care, how disparities can arise and what aspects can contribute to them. This session describes Sound Physicians' process as it aimed to eliminate health care disparities, using *Unequal Treatment* as a framework. Pursuing this goal through holistic organizational change, Sound Physicians moved beyond discussion to concrete action by tracking social determinants of health.

Tactic for Decreasing Diversion Hours and Ambulance Patient Offload Time (APOT)

Speakers:

Jenny Van Slyke, BSN, RN, MBA, MICN, Prehospital Program Manager, Huntington Health
Janet Henderson, BSN, RN, MBA, MICN, Emergency Department Manager, Huntington Health

Time: 2:15 p.m. – 3:30 p.m. **Where:** LAVIANA

In 2022, Huntington Health's (HH) rate of diversion — a tool used in LA County to reroute 911 providers from overpacked emergency departments (EDs) — increased to 61% of the time on average, from 25% in 2021. In January 2023, HH began using an ED nurse-developed tool to enable charge nurses to know when to divert patients. With this tool, HH's ED diversion dropped to 19% by third quarter 2023. Also, as HH's 2022 diversion rate increased, so did its average ambulance patient offload time (APOT), to 24.5 minutes (from 11 in 2021). In December 2022, the ED team implemented an "EMS inner waiting room" for triage that has significantly decreased APOT times. This presentation will describe HH's process in creatively addressing these challenges.