



FLEXIBLE SERVICES LEARNING SYMPOSIUM AGENDA

October 3, 2019 - Worcester, MA

TIME	SESSIONS & SPEAKERS
8:30 - 9:00 AM	Registration and Continental Breakfast
9:00 - 9:10 AM	Welcome <ul style="list-style-type: none"> • Carlene Pavlos, Executive Director, Mass Public Health Association • Jenn Valenzuela, Chief People & Equity Officer, Health Leads • Katherine Howitt, Mass Medicaid Policy Institute Director, BCBSMA Foundation
9:10 - 9:20 AM	What New Qualitative Research with ACOs and CBOs Teaches Us <i>A new report – Addressing Health-Related Social Needs: MassHealth Accountable Care Organization and Community-Based Organization Collaboration –</i> utilized structured interviews with both ACOs and CBOs to understand current efforts to address health-related social needs and perspectives on future partnerships. As healthcare and community-based organizations across Massachusetts continue to team up to reshape health initiatives, this session will ground attendees in the report learnings and exciting potential that lies ahead. <ul style="list-style-type: none"> • Alex Sheff, Co-Director of Policy and Government Relations, Health Care For All
9:20 - 10:25 AM	Lessons from Healthcare-Social Service Partnerships: Turning A Great Plan into Real Impact Effective partnerships between healthcare and social service providers have the potential to transform how community members achieve health. But these partnerships are fraught with challenges, from communication, to technology, to staffing. In this session, leaders of existing and past partnerships will share detailed lessons learned from their successes and challenges, and offer advice that will help Flex Service partnerships move from planning to impact to position these partnerships for success. <ul style="list-style-type: none"> • Lauren Taylor, Doctoral Candidate, Health Policy and Management, Harvard Business School (Facilitator) • Kristen Lascoe, Director of Housing Services, AIDS Action Committee • Jean Zotter, Public Health Consultant, former Manager, Prevention & Wellness Trust Fund • Carla Beaudoin, Director of Development, Metro Housing Boston • Sarah Cluggish, Vice President, Programs & Policy, Project Bread
10:25 - 10:45 AM	Break

TIME	SESSIONS & SPEAKERS
10:45 - 11:50 AM	<p>What Does it Really Mean to Put Patients at the Center?</p> <p>Many organizations work hard to design patient-centric services, but when asked, patients often report they feel overlooked, disrespected or secondary to the requirements of arcane bureaucratic rules. This session will review learnings and recommendations from recent work in this area, share major areas of concern that patients have identified, and, through the insights of consumer and clinical transformation leaders, provide suggestions of how to truly put community members at the center of Flex Services implementation.</p> <ul style="list-style-type: none"> • Maddie Ribble, Director of Public Policy, Massachusetts Public Health Association (Facilitator) • Lisa Jennings, Consumer and Member, Social Services Integration Workgroup • Zakiya Alake, Community Liaison for Massachusetts, Health Leads • Dennis Heaphy, Healthcare Advocate, Disability Policy Consortium and Consumer Representative, One Care Implementation Council • Samantha Morton, CEO, MLPB (f/k/a Medical-Legal Partnership Boston)
11:50 - 12:35 PM	<p>Lunch</p>
12:35 - 1:00 PM	<p>Community Health Workers Respond</p> <p>Community Health Workers (CHWs) provide a crucial link between clinical and community settings, serve as advocates and navigators for patients, and use their community expertise and lived experience to help effectively address patients' social needs. Yet, the role of CHWs varies widely by practice and setting, as does the amount of supervision and support they receive. In this respondent session, CHW leaders will reflect on the morning's discussion and offer insights into the opportunities and challenges resulting from working within an ACO.</p> <ul style="list-style-type: none"> • Lissette Blondet, Executive Director, Mass Association of Community Health Workers • Sharon George, Complex Care Community Wellness Advocate, Boston Medical Center
<p>1:00 - 2:00 PM</p> <p>[Attendees to choose one of two breakout sessions]</p>	<p>Maximize Your Social Needs Screening Through Effective Workflows and Community Partnerships</p> <p>We all know that the best of programs can't go anywhere without the processes and people to make it happen. This interactive session will cover how to develop effective social needs screening and referral workflows, helping attendees answer and take initial steps around core questions: How do you integrate screening and referrals into your clinic workflows? What are the best ways to surface your patients social needs? How can community partnerships improve your connection rate?</p> <ul style="list-style-type: none"> • Elise Bowman, Director of Partnerships, Health Leads • Chrasandra Reeves, Managing Director of Programs, Health Leads <p>How Data Can Help You Help Others</p> <p>The Flexible Services program requires ACOs to report on 1) the number of patients screening positive for social needs and 2) the categories of social needs that they screen positive for – but that's not where your universe ends. In this session, attendees will learn about these and other useful measures, and how to use them to support improvements in their workflows and broader health equity impact for patients.</p> <ul style="list-style-type: none"> • Karina Melkonyan, Manager, Quality Improvement, Health Leads (Facilitator) • Jessica Collins, Co-Director, BeHealthy Partnership • Mike Tang, Chief Behavioral Officer, The Dimock Center

TIME	SESSIONS & SPEAKERS
2:00 - 2:15 PM	Break
2:15 - 2:30 PM	<p data-bbox="402 268 1404 304">Linking Upstream: New Opportunities for Collaboration and Funding</p> <p data-bbox="402 319 1437 577"><i>Moving Massachusetts Upstream</i> (MassUP) is a new effort to address the structural causes of health inequities. A partnership between the Department of Public Health, MassHealth, the Attorney General's Office, Elder Affairs, and the Health Policy Commission, MassUP aims to engage in policy alignment activities and make investments to more effectively address the "upstream" causes of poor health outcomes. This session will review the ideas behind and components of this initiative, including an update on funding opportunities, with time for audience Q&A.</p> <ul data-bbox="438 598 1339 667" style="list-style-type: none"> <li data-bbox="438 598 1339 667">• Ben Wood, Director, Office of Community Health Planning and Engagement, Massachusetts Department of Public Health
2:30 - 2:50 PM	<p data-bbox="402 735 743 770">Closing and Thank You</p> <ul data-bbox="438 787 1234 856" style="list-style-type: none"> <li data-bbox="438 787 1234 823">• Carlene Pavlos, Executive Director, Mass Public Health Association <li data-bbox="438 823 1234 856">• Jenn Valenzuela, Chief People & Equity Officer, Health Leads