

Ist Annual

CHAD Summit

March 6-7, 2007

Sheraton Inn ■ Sioux Falls, SD



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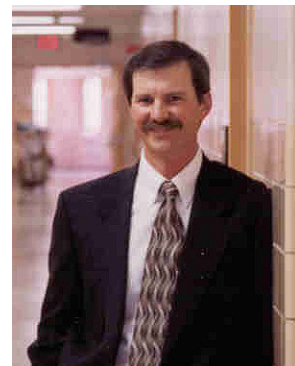


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and South Dakota*

Speaker Biographies

Dr. Michael L. Davies

Dr. Michael L. Davies is a board-certified general internist, consultant, and physician administrator in a Veterans Administration (VA) Midwest health care system. Dr. Davies started as a “hospitalist” for six years at the Fort Meade VA Medical Center before moving to the chief of medicine and later chief of staff position.



In addition to an active medical practice, teaching and research as chief of staff, Dr. Davies was a major force integrating and redesigning two hospitals and twelve outlying clinics into one system – VA Black Hills. Dr. Davies spent eight years as the medical director for the Primary and Specialty Medicine Service Line initially located in North Dakota, South Dakota, and Minnesota with Nebraska, Iowa, and parts of four other states being added later.

Dr. Davies currently participates in leading the medical care system for a \$1.5 billion organization including eight medical centers, 7,000 clinics, and six medical schools. He has special interests in reducing delays in systems. In addition to VA, he works nationally and internationally in all types of health care systems on access and flow improvement efforts. He has lead or co-lead over 30 year-long collaborative improvement projects involving thousands of participants resulting in dramatic improvements in access to care for patients.

In addition, Dr. Davies has co-led highly successful hospital flow and innovative nurse-physician communication collaboratives. He currently co-leads the VA’s first-ever coordinated national effort to improve flow in 154 hospitals. In the past, Dr. Davies led the national effort in VA to implement Clinical Practice Guidelines. In addition, he led the design of the VA’s “clinical reminder” system, which, along with performance measure strategies, shares the credit for VA’s consistent number one performance in providing the highest quality guideline concordant care of any health care system in the United States.

Wendy Latham

Wendy Latham is the director for the West Central Cluster. She is employed by the Texas Association of Community Health Centers. As director, Ms. Latham leads the Health Disparities Collaboratives activities for North Dakota, South Dakota, Montana, Wyoming, Colorado, Utah, New Mexico, Oklahoma, Texas, Arkansas, and Louisiana.

Eric McDonald

Eric McDonald co-founded DocuTAP and serves as the company’s CEO and a member of the Board of Directors. Mr. McDonald champions sales and client relations and offers vision for technology and product design. He leads the development of DocuTAP’s sales and marketing strategy using a hands-on approach.

Realizing the power of mobile, hand-held applications in the health care industry, Mr. McDonald initiated the DocuTAP software product concept in 1999. He worked directly with physicians for over two years, in their own clinical environment, to design and develop DocuTAP software.

Prior to co-founding DocuTAP, Mr. McDonald served as an IT consultant in a Phoenix-based consulting firm, working with large corporate clients. Mr. McDonald holds a bachelors degree in Computer Science and Mathematics from Northwestern College in Orange City, Iowa.

Thomas M. Olson, MPH

Tom has been involved in public health and community-based primary care for nearly 40 years. He received his undergraduate degree at Augustana College in Sioux Falls, South Dakota and graduate degree from the University of North Carolina at Chapel Hill.

Mr. Olson served the City of Sioux Falls Health Department for 31 years: first as a public health microbiologist for 15 years and then as public health director for 16 years.

Following retirement from the City of Sioux Falls, Mr. Olson joined the Community HealthCare Assoc. "team" as the community development specialist working with new start community health centers (CHC). In 2003, he was recruited to lead the Dakota Network of Community Health Centers.

Justin Palmquist

Justin Palmquist is the information technology (IT) specialist for Horizon Health Care, Inc. and the Dakota Network of Community Health Centers. Prior to joining Horizon in the fall of 2003, he worked for the Howard School District as their tech coordinator. His current job responsibilities include anything from the call desk to configuring routers and video units.

Mr. Palmquist received his associate's degree in computer information systems/network administration from Southeast Technical Institute.

Jessica Sanchez

Jessica Sanchez is the team support manager for the West Central Cluster at the Colorado Community Health Network (CCHN), which she joined in September 1999. Her primary responsibilities include working to improve access to high-quality clinical care for underserved Coloradans.

Some of the activities she is involved in include managing and coordinating activities that support health centers participating in the National Health Disparity Collaborative Initiative. Ms. Sanchez provides guidance and technical support to the state coordinators to ensure that the collaborative goals and outcomes are met.

In addition, she participates in state and national workgroups to impact and inform clinical care at Colorado health centers and is the staff lead for the Colorado Clinicians Advisory Network. She is a family nurse practitioner and earned a masters of nursing from the University of Colorado Health Sciences Center and a bachelor of science in nursing from Loretto Heights College in Denver.

Her professional experience includes more than seventeen years public health nursing, community health nursing, program planning and evaluation, data analysis, and clinical quality improvement. She works as a family nurse practitioner at a health center in Denver.



Ann Skoglund

Ann Skoglund joined the Community Healthcare Association of the Dakotas in April 2006 as the clinical quality specialist. In this role she serves members on matters related to quality improvement through technical assistance on evidence-based best practices, facilitates a clinician user group, coordinates health information technology, and plans trainings for the Health Disparities Collaboratives concepts and measures.



Previously, Ms. Skoglund served as the state coordinator for Montana, North Dakota, and South Dakota with the Texas Association of Community Health Centers. Her primary responsibility was to serve as the Health Disparities Collaboratives coordinator for 25 health center teams by providing training, technical assistance, and feedback on chronic disease management and patient registry systems.

She holds a bachelor of arts in nursing from Augustana College in Sioux Falls, South Dakota and is a South Dakota-licensed registered nurse.

Scott Weatherill

Scott Weatherill has been information technology (IT) director for Horizon Health Care, Inc. (HHC) since March of 2001. His past experience working in the community health center environment has benefited HHC in developing and maintaining a secure, robust, and expandable network that includes data, video, and wireless technology.

Mr. Weatherill provides advice, counsel, education, and service to HHC staff and administration concerning IT issues and trends in the IT industry. He oversees the communication of IT plans, providers, policies, and technology trends among the management team and health care providers.

Don Weaver, MD

Don Weaver is the deputy associate administrator of the Bureau of Primary Health Care. His role is to help manage the program and support over 3500 primary health care delivery sites providing family-oriented primary and preventive care.

He is a graduate of Harvard Medical School and completed a two-year pediatric residency at Boston's Children's Hospital Medical Center.

Dr. Weaver began his career in the US Public Health Services in 1975 as a National Health Service Corps volunteer physician. He has served as NHSC Director for 15 years and has received much recognition for his many achievements.

Tuesday, March 6, 2007

- 7:00 - 8:15 a.m. **Breakfast and Registration**
- 8:15 a.m. **Welcome**
Scot Graff, CEO - Community HealthCare Association of the Dakotas
- Opening Remarks**
Don Weaver, MD - Deputy Director, Bureau of Primary Health Care
- 8:30 a.m. **Future of the Collaboratives**
Wendy Latham - West Center Cluster
- 9:00 a.m. **Break**
- 9:15 a.m. **Union County Health Foundation**
- 9:40 a.m. **Migrant Health Services, Inc.**
- 10:05 a.m. **Valley Community Health Center**
- 10:30 a.m. **Break**
- 10:45 a.m. **Prairie Community Health, Inc.**
- 11:10 a.m. **Coal Country Community Health Center**
- 11:35 a.m. **Horizon Health Care, Inc.**
- 12:00- 1:15 p.m. **Lunch**
Presentations will be given during the lunch hour.
- On-Line Reference Services**
Carolyn Warmann - Director, Wegner Health Science Information Center
- MedPlus**
Kirk Zimmer
- 1:15 p.m. **Family Health Center**
- 1:50 p.m. **Falls Community Health Center**
- 2:10 p.m. **Altru Health Systems**
- 2:35 p.m. **Break**
- 2:50 p.m. **Northland Community Health Center**
- 3:15 p.m. **Rural Health Care, Inc.**
- 3:40 p.m. **Feedback from Don Weaver, Wendy Latham, Gail Hand, and Colette Beshara**
- 5:00 p.m. **Adjourn**

Wednesday, March 7, 2007

7:00 - 8:00 a.m.

Breakfast

8:15 a.m.

Break Out Sessions

Fontinelle

**The Basics of Improving Access for Appointments
(Beginner Session)**

Mike Davies, MD - Murray and Associates

Objective: Provide basic instruction on the access and redesign concepts.

Convention 1-2

Advances in Health Information Technology

Eric McDonald - **DocuTap**

Tom Olson - Dakota Network of Community Health Centers

Justin Palmquist - Horizon Health Care, Inc.

Scott Weatherill - Horizon Health Care, Inc.

Objective: Review Dakota Network Initiatives: Video Conferencing Wide Area Network and Centralized Software Initiative.

TeleMedicine in today's Community Health Centers

Electronic Health Records: "Practical Information You Need To Know"

9:45 a.m.

Break

10:00 a.m.

Break Out Sessions

Fontinelle

**Advanced Office Synchronization: The Key to Smooth Flow
(Advanced Session)**

Mike Davies, MD - Murray and Associates

Objective: Provides advanced instruction on increased efficiency and increased reliability in clinic processes.

Convention 1-2

Using Clinic Data to Make Clinical Improvements

Jessica Sanchez, NP - Colorado Community Health Network

Ann Skoglund, RN - Community HealthCare Association of the Dakotas

Objectives: Instruct on using Patient Electronic Care System (PECS) data for population management and using the Plan, Do, Study, Act (PDSA) cycle to make clinical improvements.

11:30 a.m.

Break Out Sessions

CHAD Clinical Network Introduction

Cindy Erwin, PA-C - Rural Health Care, Inc.

Ann Skoglund, RN - Community HealthCare Association of the Dakotas

Objective: The West Central Cluster framework is moving their resources to the state level. CHAD will be using the Collaboratives resources to support the teams as a newly formed CHAD Clinical Network.

12:00 p.m.

Adjourn - A boxed lunch will be provided for your convenience.

Introduction to CHAD Clinical Network



CHAD

Community HealthCare Association of the Dakotas

es. The HDC resources moved from the National level, to the West Central Cluster level, to the CHAD level (April 2007).

The purpose of the CHAD Clinical Network is to support the CHAD health center's clinical quality improvement efforts.

Short history of the CHAD Clinical Network - May 30, 2006 CHAD providers were surveyed via e-mail, telephone or face-to-face; gathering their ideas on what they would like to see from the CHAD organization as they work hard to meet the Health Disparities Collaboratives (HDC) goals.

The CHAD Summit was developed with a grant from the Wellmark Foundation to bring all CHAD health centers face-to-face for the sharing of best practices and challeng-

Expectation of the CHAD Clinical Network

- Automatic membership for HDC team members to access training and technical assistance:
 1. CHAD Clinical Network listserv
 2. The CHAD web site (<http://www.communityhealthcare.net>)
 3. Video teleconference
 4. Annual CHAD Summit
 5. Clinical Quality Specialist site visits
- CHAD Clinical Network will conduct or contract for the needed training and technical assistance.
- Annually survey CHAD members training and technical assistance needs for general continuous clinical quality improvement.
- Take an inventory of clinical quality activities to identify gaps and plan for future needs.
- Report quarterly progress to CHAD Clinical Network members, CHAD Board of Directors, West Central Cluster and Bureau of Primary Health Care (January, April, July and October).
- Evaluate training and technical assistance to continuously improve the efforts.

For more information, contact Ann Skoglund, RN, at askoglund@communityhealthcare.net or (605) 223-2262.



