

NAFC 2017 CHARITABLE HEALTH CARE SYMPOSIUM

Our Common Threads:
Change. Compassion. Connection.



DENVER, COLORADO
OCTOBER 1-3, 2017



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AZ&ME™

AstraZeneca Prescription Savings Program



October 1, 2017

Dear NAFC Annual Symposium Participants,

On behalf of the NAFC Board of Directors, I am honored and excited to welcome you to the 2017 Charitable Health Care Symposium. Change, Compassion, Connection – these are just a few things that continue to unite members of the Free & Charitable Clinic Community; they are our common threads.

As we come together in Denver, acknowledging that over the last three months our country has endured riots, hurricanes, floods and wildfires, I am reminded how we all are change agents dedicated to making our country happier and healthier. You, our members, continue to adapt, embrace change, advocate for our patients and most importantly, show compassion for our communities.

Your generosity and dedication to the medically underserved and your commitment to affordable, quality health care creates a common thread connecting all of us together. While community needs might differ, size and reach might vary, political views might contrast, each of us in the charitable health care community embrace our common connection and our common threads.

This event is a reality due to the persistent effort and unwavering dedication of so many. Especially the Symposium Working Group who worked very hard to develop a strong agenda and provide us with a wonderful opportunity to enhance our knowledge, strengthen our skills and celebrate the amazing work we do every day. I would like to thank our generous partners, sponsors and exhibitors - their support for this Symposium makes this event possible. Finally, the NAFC professional staff, Nicole, Kerry, and Ariana, who engage with us, empower us, and teach us with extraordinary skill, dedication and compassion. I am inspired by their commitment and ability to accomplish so much on our and our patients' behalf.

It has been an honor serving as the NAFC Board Chairman and as my term comes to a close, I would like to thank my fellow NAFC volunteer leaders for their support during the year, as well as express my gratitude to the entire membership for underscoring time and again what makes this association so amazing.

You - our members - are a shining light in a world that at times seems a bit bleak and myself, the NAFC Board and staff are lucky to work with and for you.

Sincerely,

Larry Robins
Chairman of the Board



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ABOUT THE NAFC

Building a Healthy America, One Person at a Time!

ABOUT THE NAFC... The National Association of Free & Charitable Clinics (NAFC) is the only nonprofit 501(c)(3) organization whose mission is solely focused on the issues and needs of the medically underserved throughout the nation and the more than 1,200 Free and Charitable Clinics that serve them. Founded in 2001 and headquartered near Washington, D.C., the NAFC is working to ensure that the medically underserved have access to affordable, quality health care and strives to be a national voice promoting quality health care for all. The organization believes that access to health care should be a right, not a privilege, and it values volunteerism, community ownership, service and collaboration.

MISSION... To ensure that the medically underserved have access to affordable quality health care.

VISION... To be a national voice promoting quality health care for all.

FREE AND CHARITABLE CLINICS ARE... safety-net health care organizations that utilize a volunteer/staff model to provide a range of medical, dental, pharmacy, vision and/or behavioral health services to economically disadvantaged individuals. Such clinics are 501(c)(3) tax-exempt organizations, or operate as a program component or affiliate of a 501(c)(3) organization.

Entities that otherwise meet the above definition, but charge a nominal/sliding fee to patients, may still be considered Free or Charitable Clinics provided essential services are delivered regardless of the patient's ability to pay. Free or Charitable Clinics restrict eligibility for their services to individuals who are uninsured, underinsured and/or have limited or no access to primary, specialty or prescription health care.

ORGANIZATION VALUES AND GUIDING PRINCIPLES...

- WE BELIEVE access to health care should be a right, not a privilege.
- WE VALUE human dignity and ACCESS to quality, compassionate health care.
- WE VALUE the individuality of our member clinics and their ability to adapt to community needs and resources.
- WE VALUE volunteerism.
- WE VALUE community ownership, service and collaboration.





Americares is the leader in donated medicines to the U.S. Health Care Safety Net. Our targeted initiatives build capacity in clinics across the country.



For more information, please visit usaccess.americares.org

ABOUT THE 2017 SYMPOSIUM

WHEN: October 1-3, 2017

WHERE: Omni Interlocken Hotel - 500 Interlocken Blvd., Broomfield, Colorado 80021

SPEAKER BIOS: All speaker bios can be found on the NAFC 2017 Symposium Website under the speaker tab: **www.nafc2017symposium.com**

WIRELESS INTERNET: Wireless internet will be available in your hotel room and in the lobby of the hotel.



SCHEDULE AT A GLANCE

SUNDAY, OCTOBER 1, 2017

12:00 PM - 5:00 PM - Exhibitor/Sponsor Set Up

1:00 PM - 6:00 PM - Symposium Registration

MONDAY, OCTOBER 2, 2017

7:00 AM - 6:00 PM - Registration & Hospitality Desk

7:30 AM - 8:45 AM - Continental Breakfast

8:00 AM - 8:50 AM - 1st Time Attendee Orientation

9:00 AM - 10:00 AM - Opening Keynote General Session

10:15 AM - 11:15 AM - Educational Breakout Sessions

11:15 AM - 11:30 AM - Networking Break with Exhibitors

11:35 AM - 12:35 PM - Educational Breakout Sessions

12:45 PM - 1:45 PM - Lunch

1:50 PM - 3:55 PM - Educational Breakout Sessions

3:55 PM - 4:10 PM - Networking Break with Exhibitors

4:15 PM - 5:15 PM - Educational Breakout Sessions

6:30 PM - 9:30 PM - Opening Welcome Reception

TUESDAY, OCTOBER 3, 2017

7:00 AM - 5:00 PM - Registration & Hospitality Desk

7:30 AM - 8:45 AM - Continental Breakfast

9:00 AM - 10:00 AM - General Session

10:15 AM - 11:15 AM - Educational Breakout Sessions

11:15 AM - 11:30 AM: Networking Break in Exhibit Area

11:35 AM - 12:35 PM: Educational Breakout Sessions

12:45 PM - 1:45 PM - Lunch

1:50 PM - 2:50 PM - Educational Breakout Sessions

3:00 PM - 4:00 PM - Closing General Session

4:00 PM - 8:00 PM - Exhibit Hall Breakdown

5:00 PM - 6:00 PM - Closing Reception

**Schedule Timing Subject to Change*





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KEYNOTE SPEAKER - THE DRUM CAFÉ

Dynamic organizations around the world have been invigorating their conferences and meetings through a new trend in Unity and Teamwork that was brought from Africa to the world by The Drum Café. The Drum Café's unique approach is 'very' hands-on and leverages music as a common language to relate to one another, find alignment, celebrate success, and tackle challenges – together.

A musical background is not required, as the transformation that occurs between the music as being 'wrong' and the music as being 'right' is easily understood by everyone despite their musical sensibilities, thanks to the innate sense of rhythm we all naturally possess. The Drum Café gives us a chance to express our own individual rhythm. And when like-minded individuals come together and merge their rhythmical experience into one musical expression or "group vision", the unity of that group and the relationship with itself is made manifest by the quality of the sound/music produced.

Don't fret about your sense of rhythm as you ponder this thought, because we promise that you don't need any musical experience whatsoever to qualify as a performer in a Drum Café...but just know that there are no spectators for this experience as you will see from the drum that will be in front of you! This powerful experience was conceived in South Africa 20 years ago and since then, has made its way into over 50,000 corporate and educational meetings and conferences in over 40 countries around the world.



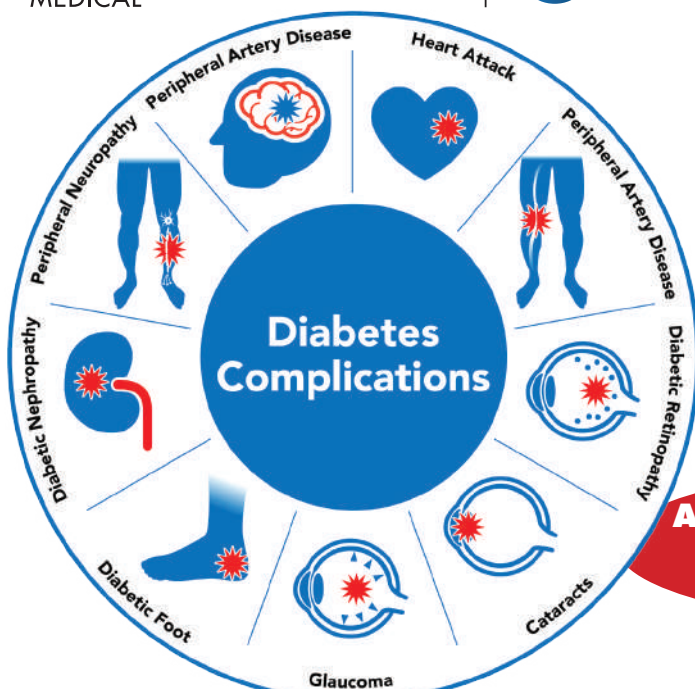
ROBERT WOOD JOHNSON FOUNDATION AWARD FOR HEALTH EQUITY Dr. Steve Crane, The Free Clinics

For decades, Free and Charitable Clinics, our staff and our volunteers have been building a culture of health care equity for all individuals. This is why at the 2017 Symposium, the NAFC is pleased to award the Second Annual Robert Wood Johnson Foundation Award for Health Equity. This award celebrates a health practitioner who has shown success in changing systems that impact health outcomes among our patient populations.

2017 RWJF Health Equity Award Winner - Dr. Steve Crane, Volunteer Medical Director of The Free Clinics (TFC)

In 2010, when Dr. Crane envisioned and piloted the Bridges to Health project at The Free Clinics in Hendersonville, NC, the initial goal was to reduce emergency room utilization. Over the past seven years, the Bridges to Health program has demonstrated amazing results and documented health outcomes with the most difficult and challenging patients, resulting in dramatically improved health for these patients as well as reduction in uncompensated care for the local hospitals. Patients have "graduated" to traditional primary care settings, have found housing and employment, and have improved their "functionality" with living healthfully.





Adults with diabetes are two to four times more likely to die from heart disease than adults without diabetes. Comprehensive diabetes care measures are key components of cardiac care.

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NAFC 2017 CHARITABLE HEALTH CARE SYMPOSIUM AGENDA

SUNDAY, OCTOBER 1, 2017

- 12:00 PM – 5:00 PM Exhibitor/Sponsor Table Set Up – Location: Ballroom Pre-Function Area/Exhibit Area
- 1:00 PM – 6:00 PM Symposium Registration – Location: Ballroom Pre-Function Area/Exhibit Area

MONDAY, OCTOBER 2, 2017

- 7:00 AM – 6:00 PM Symposium Registration & Hospitality Desk – Location: Ballroom Pre-Function Area/Exhibit Area
- 7:30 AM – 8:45 AM Continental Breakfast – Location: Outdoor Pavilion
- 8:00 AM – 8:50 AM 1st Time Attendee Orientation (*Continental Breakfast Included*) – Location: Tap Room
- 9:00 AM – 10:00 AM Opening Keynote Session – Location: Interlocken Ballroom A-B

As the world of health care delivery, policy and accessibility is constantly in flux, it is easy for us to feel out of sync or even out of tune. This hands-on, interactive and motivational general session with the Drum Café will allow attendees to share their individual rhythm while exploring the heartbeat and common purpose that pulses through our collective mission. This session will build on the themes of team building, leadership, diversity and unification. We will celebrate the common rhythms that tie us all together.

- 10:15 AM – 11:15 AM Educational Breakout Sessions #1

EXPANDING CARE #1 – Location: Centennial Ballroom F

Bringing Behavioral Health Services Under Your Umbrella: A Fantasy or Reality?

Speaker: Ian Hedges, CEO, HealthNet of Rock County

According to SAMHSA, integrating mental health and primary care services produces the best outcomes and is the most effective approach in caring for people with multiple health care needs. Many individuals assume that mental health care can only be delivered with a social worker, psychologist or psychiatrist on site. However, shortages of these professionals across the country have led primary care centers to develop new, innovative models to deliver quality care to individuals with mental illnesses. In 2016, HealthNet of Rock County, Inc. adopted one of these models in its clinic and has been able to provide mental health services internally to more than 750 of its unique patients. The presentation will focus on the evidence-based models of integrated care, how these models can be modified to fit Free and Charitable Clinics, and the expected outcomes from implementing these models in a Free and Charitable Clinic.

Target Audience: Organizations with Operating Budgets of \$100,001 - \$3M+

LEADERSHIP AND MANAGEMENT #1 – Location: Centennial Ballroom E

Hope Is Not a Strategy – IN-DEPTH DOUBLE SESSION

Speakers: Nancy Hudson, Vice Chair, NAFC Board of Directors; Shannon Watson, Secretary, NAFC Board of Directors

This strategic planning session will stimulate your creative spirit to establish, implement and evaluate your organization's strategic performance. You will be tasked to review your own organization, identify areas that you want to improve and develop a map to create the change. Tools will be provided to review operational effectiveness, internal and external threats and identifying resources to achieve specific goals.

Target Audience: Organizations with Operating Budgets of \$500,001 - \$3M+

OPERATIONAL RESOURCES #1 – Location: Interlocken Ballroom D

Making a Case to "Invest" in Your Clinic: Critical Documents That Will Make a Difference to Donors, Supporters and Grantors

Speaker: Terry Ladwig, Director & Chair of Strategic Planning Committee, Lake Area Free Clinic

Walk away with outlines and samples of documents – a Brand Profile, a Strategic Plan and a Business Plan – to help guide your board through the branding and strategic planning processes; and, if you're thinking about starting a new service or clinic, to guide the development of a Business Plan, a prerequisite for convincing investors and donors that you are legitimate and you've critically analyzed your prospects for success.

Target Audience: Organizations with Operating Budgets of \$0 - \$100,000

PATIENT CARE #1 – Location: Interlocken Ballroom C**Health Coaching - When Medication is Not Enough to Achieve Health Outcomes in Patients with Chronic Disease**

Speakers: Juanita Castillo, MSN, MS, RN, CDE, DNP candidate, Health Coach, AmeriCares Free Clinic of Danbury; Karen Gottlieb, RN, BSN, MBA, Executive Director, AmeriCares Free Clinics; Monti Castaneda, MPH, MA, Manager, Monitoring and Evaluation, AmeriCares

As chronic diseases such as hyperlipidemia, diabetes and hypertension flourish in vulnerable populations, we know that medication is not enough to achieve positive health outcomes. Following an established model, we implemented a Health Coaching program utilizing a bilingual, bicultural nurse. Through individual and group interactions, the patients receive education about life style changes. Using action plans, they start with small steps. Empowering the patient to make decisions, partnering with them on the actions and celebrating their successes has resulted in improvements. We are reporting on the design and data analysis as well as clinical and behavioral outcomes of this program.

EXPANDING CARE #2 – Location: Centennial Ballroom F**What is the Association Between Diabetes and Lifestyle Changes Due to Acculturation in Hispanic Immigrants?**

Speakers: Andrea Mantione, MHA, MSN, CRNP, DNP, Director and Nurse Practitioner, Leahy Clinic; Maria Vital, BS, MHA, PhD, Operations Manager, Leahy Clinic

Immigrating to a new country implicates an adjustment to a new environment, culture, nutrition, and health attitudes. Immigrants suffer acculturation, which affects every aspect of daily life, such as social relations, language, food consumption, medical access, and health behaviors. Acculturation is related to the development of diabetes due to lifestyle changes. Hispanic immigrants are viewed by the healthcare industry as a high risk, underserved population. The risk of developing DM2 is 66% higher among Hispanics. To plan and assess interventions for this group, it is important to understand the challenges and barriers that Hispanics who reside in the U.S. must overcome.

LEADERSHIP AND MANAGEMENT #2 – Location: Centennial Ballroom E**Hope Is Not a Strategy – IN-DEPTH DOUBLE SESSION**

Speakers: Nancy Hudson, Vice Chair, NAFC Board of Directors; Shannon Watson, Secretary, NAFC Board of Directors

This strategic planning session will stimulate your creative spirit to establish, implement and evaluate your organization's strategic performance. You will be tasked to review your own organization, identify areas that you want to improve and develop a map to create the change. Tools will be provided to review operational effectiveness, internal and external threats and identifying resources to achieve specific goals.

Target Audience: Organizations with Operating Budgets of \$500,001 - \$3M+

OPERATIONAL RESOURCES #2 – Location: Interlocken Ballroom D**Practical Quality Improvement Strategies in a Busy Community Clinic**

Speaker: Jenny Bartlett-Prescott, Senior Director of Integrated Health, Church Health

This workshop will teach participants simple strategies to implement a quality improvement program that can lead to improved patient outcomes, better patient experience, and reduction in cost. We will address how to frame a QI program to inform board conversations, support strategic planning, and engage patients and staff.

PATIENT CARE #2 – Location: Interlocken Ballroom C**Prescription for Collaboration: Engaging Pharmacists in Your Clinic**

Speaker: Rusty Curington, PharmD, BC-ADM Pharmacy Manager/Clinical Pharmacist, St. Vincent de Paul Charitable Pharmacy/Good Samaritan Free Health Center

The patient-centered medical home model seeks to develop a multi-disciplinary approach to health care, but are pharmacists actively engaged in your Free or Charitable Clinic? Ambulatory care pharmacists provide clinical services beyond filling your patients' prescriptions. Pharmacists, pharmacy residents, and pharmacy interns are seeking opportunities to practice at the top of their license, and the development of new clinical pharmacy services in your clinic could attract a new lifeline of volunteers. In this session, learn how to write a "Prescription for Collaboration" to be filled by your community pharmacists.

EXPANDING CARE #3 – Location: Centennial Ballroom F**What I Know Now That I Wish I Knew Then - Knowledge Nuggets from a 25-year-old Dental Clinic**

Speaker: Suzie Foley, Executive Director, Greenville Free Clinic

This session will present lessons learned and "best practices" gained from operating a comprehensive dental clinic for nearly 25 years. Topics will include volunteer dentist recruitment/management/retention, equipment and technical requirements, identifying and securing financial resources, clinical protocols and compliance, support staffing needed, and interdisciplinary clinical communications.

Target Audience: Organizations with Operating Budgets of \$100,001 - \$3M+

LEADERSHIP AND MANAGEMENT #3 – Location: Centennial Ballroom E**HELP! (Helping Executives Leap Potholes) Lessons Learned During the First Year of a New Director of a New Clinic**

Speaker: Cheryl Bressington, BS, MBA, Executive Director, HelpCare Clinic

Help! I'm the new director of a new clinic, where do I begin? Listen to the Director of HelpCare Clinic which opened its doors in April of 2015 to patients as she provides details on lessons learned during the first year of operating a Free and Charitable Clinic. Learn about opportunities and pitfalls as a new director.

Target Audience: Organizations with Operating Budgets of \$0 - \$500,000

OPERATIONAL RESOURCES #3 – Location: Interlocken Ballroom D**Securing Funding: A Case Study of the NAFC/ CVS Health Foundation Grant Program**

Speakers: Jody Hopkins, LCSW, ACSW, Executive Director, Texas Association of Charitable Clinics; Angie McLaughlin, MSW, Executive Director, Community Health Care Clinic; Larry S. Robins, President and CEO, PediPlace

Grabbing and keeping funders' attention can be challenging in a rapidly changing health care and non-profit landscape. Matching funders' priorities, delivering outcomes, aligning missions and reporting requirements are all critical components to securing funding. The CVS Health Foundation is committed to NAFC Member organizations and their important work. However, in order for grantees to be successful, applications must be precise, professional, heartwarming, sustainable and outcome-driven. Three past grantees – a Free Clinic, a Charitable Clinic and a State Association – come ready to share their success stories, to walk you through the application process step-by-step, and answer your questions on how to put your best foot forward when applying for this funding opportunity.

PATIENT CARE #3 – Location: Interlocken Ballroom C**Case Management: The Hidden Gem to Comprehensive Care**

Speakers: Kara Krebs, MSW, Medical Care Manager, Centre Volunteers in Medicine; Kristie Mattzela, MSW, LSW, Clinical Services Director, Centre Volunteers in Medicine

Are your patients struggling with compliancy? Are roadblocks preventing patients from care that is needed? The role of the case manager or social worker in a Free or Charitable Clinic is critical to providing comprehensive care to patients. By utilizing the person in the environment (PIE) perspective, case managers identify and understand the individual in the light of the environment. A case manager identifies the type of need, explores ways to over-come challenges that prevent successful living, and advocates for clients. This session will feature information, best practice and lessons learned from case managers in the medical field.

Target Audience: Organizations with Operating Budgets of \$750,001 - \$1M

EXPANDING CARE #4 – Location: Centennial Ballroom F**Right Knowledge. Right Place. Right Time. ECHO: A Revolutionary Model for Expanding Access to Specialized Care in Underserved Settings – IN-DEPTH DOUBLE SESSION – SPONSORED SESSION**

Speakers: Julie Darnell, PhD, MHSA, Associate Professor of Public Health Sciences, Loyola University Chicago; Tamara Hamlsh, PhD, Executive Director, ECHO-Chicago; Emily Hendel, MS, NP-C, Director of Clinical Services, CommunityHealth; Suzanne Hoban, MPH, Family Health Partnership Clinic; Christina Newport, Associate Director, AmeriCares; Mike Romagnoli, Community Health Care Clinic

AmeriCares, Loyola University and University of Chicago are undertaking a two-year research/demonstration program in Illinois Free/Charitable Clinics (FCCs) to evaluate the feasibility of implementing the ECHO model for hypertension. Project ECHO is an evidence-based model that revolutionizes medical education through technology and increases capacity of primary care providers to provide best-practice specialty care and reduce health disparities among patients with complex needs. Five Illinois clinics participated in the ECHO-Chicago Hypertension Clinic from February-May, 2016. During the first 60-minute session, we will describe ECHO and share preliminary findings, including impact on provider self-efficacy and health outcomes; during the second session, three IL clinics will describe the impact participating in ECHO-Chicago had on their clinics.

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LEADERSHIP AND MANAGEMENT #4 – Location: Centennial Ballroom E**Now is a Great Time to Raise Money! Are you Kidding Me?! Managing Support for your Organization – IN-DEPTH DOUBLE SESSION**

Speaker: John Wilguess, Executive Director, Oklahoma Dental Foundation

Uncertainty paralyzes non-profits - even good ones. Is now a good time to be fundraising for your organization? Do you have the correct board members? Is your governance structure right? Do you have a mix of volunteers? How can you know? This interactive session will place a directed focus on managing support for your organization to assure: Proper Board Involvement, Intentional Board Structure, Board Fundraising, Balanced Board/Staff Relationships, Communication between Board, Staff and Volunteers. By working through these issues and others, you will know how to answer, strengthen your organization and move confidently into a new phase of operations.

OPERATIONAL RESOURCES #4 – Location: Interlocken Ballroom D**Everyone Likes to Save Money – Solutions to your Clinical Needs – SPONSORED SESSION**

Speakers: Paul Whitaker, Strategic Account Manager, Atlantic Medical Solutions; Jim Macholz, President, Atlantic Medical Solutions

Free and Charitable Clinics and Charitable Pharmacies rely on the generosity of donations and volunteers. As charitable entities striving to be good financial stewards, organizations seek cost-efficient ways to obtain the products needed to serve their communities. Join Atlantic Medical Solutions (AMS) to learn how your organization can benefit from a privately held medical supply, equipment and injectables distributor with competitive pricing and dedicated team members to help with ease of use and delivery. Be sure not to miss out on an interactive session to learn about AMS and even win giveaways!

PATIENT CARE #4 – Location: Interlocken Ballroom C**Combating the Drug Epidemic and Addressing the Challenging Comorbidities Associated with the Disease – IN-DEPTH DOUBLE SESSION**

Speakers: Angie Settle, DNP, APRN, BC, FNP, CEO West Virginia Health Right; Dan Thistlethwaite, MD, Clinical Assistant Professor, Department of Psychiatry, West Virginia University, Psychiatrist, Psycare, Inc., Volunteer Provider, West Virginia Health Right

Drug addiction is the most pressing healthcare problem facing our nation. West Virginia is no exception with its widespread heroin problem and a Hep. C population that ranks as one of the highest in the U.S. Free and Charitable Clinic patients are at a higher risk for addiction and the potential diseases that come along with it (behavioral health, hepatitis C, HIV) due to their socioeconomic status and challenged way of life. We will discuss addiction, the comorbidities associated with the disease and a comprehensive program occurring at WV Health Right to prevent, diagnose and treat the patient and their families.

EXPANDING CARE #5 – Location: Centennial Ballroom F**Right Knowledge. Right Place. Right Time. ECHO: A Revolutionary Model for Expanding Access to Specialized Care in Underserved Settings – IN-DEPTH DOUBLE SESSION – SPONSORED SESSION**

Speakers: Julie Darnell, PhD, MHSA, Associate Professor of Public Health Sciences, Loyola University Chicago; Tamara Hamlsh, PhD, Executive Director, ECHO-Chicago; Emily Hendel, MS, NP-C, Director of Clinical Services, CommunityHealth; Suzanne Hoban, MPH, Family Health Partnership Clinic; Christina Newport, Associate Director, Americares; Mike Romagnoli, Community Health Care Clinic

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4:15 PM – 5:15 PM

Education Breakout Sessions #5 (Continued)

LEADERSHIP AND MANAGEMENT #5 – Location: Centennial Ballroom E

Now is a Great Time to Raise Money! Are you Kidding Me?! Managing Support for your Organization – *IN-DEPTH DOUBLE SESSION*

Speaker: John Wilguess, Executive Director, Oklahoma Dental Foundation

Uncertainty paralyzes non-profits - even good ones. Is now a good time to be fundraising for your organization? Do you have the correct board members? Is your governance structure right? Do you have a mix of volunteers? How can you know? This interactive session will place a directed focus on managing support for your organization to assure: Proper Board Involvement, Intentional Board Structure, Board Fundraising, Balanced Board/Staff Relationships, Communication between Board, Staff and Volunteers. By working through these issues and others, you will know how to answer, strengthen your organization and move confidently into a new phase of operations.

OPERATIONAL RESOURCES #5 – Location: Interlocken Ballroom D

Point-of-Care Laboratories: How's it going? Panel Discussion and Q & A – *SPONSORED SESSION*

Speakers: Judy Hastert, Manager, Laboratory Programs, Heart to Heart International; Cindy Cole, RN, Executive Director, Community Health Services of Union County, Inc.; Donna Minnix Proctor, Executive Director, Free Clinic of Franklin County; Pete Gosar, Executive Director, Downtown Clinic

Free and Charitable Clinics across the U.S. are establishing on site Point-of-Care laboratories allowing for coordinated health care to be provided in a more efficient manner. In 2018, Heart to Heart International and BD will again partner to provide a select number of NAFC member organizations with the opportunity to receive a fully-paid and installed Point-of-Care Laboratory at their location. This interactive panel discussion of the 2017 Point-of-Care laboratory grantees will provide attendees with practical insight and tips on how you can navigate and succeed in the application process, the on-site assessment, staff training and laboratory setup, and they will share their experiences in the early stages of the grant process and laboratory implementation.

PATIENT CARE #5 – Location: Interlocken Ballroom C

Combating the Drug Epidemic and Addressing the Challenging Comorbidities Associated with the Disease – *IN-DEPTH DOUBLE SESSION*

Speakers: Angie Settle, DNP, APRN, BC, FNP, CEO West Virginia Health Right; Dan Thistlethwaite, MD, Clinical Assistant Professor, Department of Psychiatry, West Virginia University, Psychiatrist, Psycare, Inc., Volunteer Provider, West Virginia Health Right

Drug addiction is the most pressing healthcare problem facing our nation. West Virginia is no exception with its widespread heroin problem and a Hep. C population that ranks as one of the highest in the U.S. Free and Charitable Clinic patients are at a higher risk for addiction and the potential diseases that come along with it (behavioral health, hepatitis C, HIV) due to their socioeconomic status and challenged way of life. We will discuss addiction, the comorbidities associated with the disease and a comprehensive program occurring at WV Health Right to prevent, diagnose and treat the patient and their families.

6:30 PM – 9:30 PM

Opening Welcome Reception – Location: Outdoor Pavilion

TUESDAY, OCTOBER 3, 2017

7:00 AM – 5:00 PM

Symposium Registration & Hospitality Desk – Location: Ballroom Pre-Function Area/Exhibit Area

7:30 AM – 8:45 AM

Continental Breakfast – Location: Outdoor Pavilion

9:00 AM – 10:00 AM

General Session – Location: Interlocken Ballroom A/B

Ask the Funders 2.0 - During this interactive session, learn how funders chose their priority giving areas, what makes an application rise to the top and what the future of philanthropy looks like in this changing health care environment. There will be two 20-minute rapid fire sessions, one with a panel of funders who have given direct financial support through grant programs to member organizations and/or the NAFC (invited Americares, BD, Direct Relief) and the second with those funders who have given donated products/scholarships (invited Heart to Heart International, Rx Outreach, Henry Schein Medical, BD) through grant programs to member organizations.

Robert Wood Johnson Award - The RWJF Award for Health Equity presented by the NAFC celebrates health practitioners who excel in building a "Culture of Health and achieving health equity" in communities across the country. The 2017 honoree

advances the Robert Wood Johnson Foundation's (RWJF) vision for building a "Culture of Health" by eliminating barriers to high quality health care for the medically underserved in the United States.

10:15 AM – 11:15 AM

Educational Breakout Sessions #6

EXPANDING CARE #6 – Location: Centennial Ballroom F

Utilizing Partnerships to Access Affordable Medications for Your Patients – **SPONSORED SESSION**

Speakers: Karen Gottlieb, Executive Director, AmeriCares Free Clinics; Pete Wyatt, Vice President / Chief Marketing Officer, Rx Outreach

83% of clinics have identified finding accessible, affordable medications for their patients as a major barrier in providing care to the communities they serve on a daily basis. Join this interactive session to learn how AmeriCares Free Clinics has developed a unique and efficient partnership with Rx Outreach that helps to ensure patients have access to medication that helps them remain compliant with their treatment protocols.

LEADERSHIP AND MANAGEMENT #6 – Location: Centennial Ballroom E

Building a Culture of Board Engagement: Yes, it is Possible!

Speakers: Judith Haasis, MSSW, ACSW, Executive Director, CommunityHealth; Laura Starr, BFA, Director of Development and Communications, CommunityHealth

We all recognize how essential an engaged Board of Directors is to the stability, growth and sustainability of our organizations. Understanding the building blocks for success, along with the challenges around execution, is key. For every two steps forward, it often feels like we take one step back. This workshop is designed to translate theory into practice, including proven strategies designed to inspire and engage your volunteer leadership.

OPERATIONAL RESOURCES #6 – Location: Interlocken Ballroom D

Immigration Issues Impacting Patients and Providers

Speaker: Matthew Lopas, Health Policy Attorney, National Immigration Law Center

In light of the new reality under the current administration, this session will look at the ways in which changes in policy and the public discourse has affected immigrants' access to health care. This session will review how this new landscape has shifted, and provide legal background on providers' rights with regard to law enforcement and the privacy and confidentiality of patients' identifying information; it will also address best practices.

PATIENT CARE #6 – Location: Interlocken Ballroom C

Is Getting to the Doctor Enough to Help Improve Health Outcomes?

Speaker: Donney John, PharmD, Executive Director, NOVA ScriptsCentral

This interactive moderated session will motivate, educate and challenge attendees as they discuss the importance of tackling health literacy to improve health outcomes in underserved communities.

11:15 AM – 11:30 AM

Networking Break with Exhibitors – Location: Ballroom Pre-Function Area/Exhibit Area

11:35 AM – 12:35 PM

Educational Breakout Sessions #7

EXPANDING CARE #7 – Location: Centennial Ballroom F

Tracking the Social Determinants of Health - How a Free or Charitable Clinic Can Move the Health Needle – **IN-DEPTH DOUBLE SESSION**

Speakers: Susan Gardner, RN, Care Coordination Manager, Grace Medical Home; Stephanie Garriss, JD, Chief Executive Officer, Grace Medical Home

In 2016, Grace Medical Home underwent a strategic effort to promote health equity by closing existing health care gaps faced by our low-income, uninsured patients. Through a physician-led transformation, our medical practice focuses on prevention and patient engagement to improve health behaviors through the robust use of technology and tracks the improvement in the social and economic factors that impact health. Partnering with others, we measure outcomes and strategies for other practices to model as population health management evolves. This session will give practical tips on how other clinics could begin tracking the social determinants of health.

Target Audience: Organizations with Operating Budgets of \$1,000,001 - \$3M+

LEADERSHIP AND MANAGEMENT #7 – Location: Centennial Ballroom E

Orange is NOT the New Black

Speaker: Linda Wilkinson, MPA, CEO, Virginia Association of Free and Charitable Clinics

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All nonprofit organizations have a minimum standard for transparency and accountability - is your organization compliant with the generally accepted principles of nonprofit management as they relate to operating Standards of Care? Have you conducted a Risk Assessment in the past 12-24 months? Don't know how to start? Participation in this workshop will provide valuable insight into what can happen when you do not have the proper policies and procedures in place to safeguard your valuable assets. Hands-on tools will also be discussed.

11:35 AM – 12:35 PM Educational Breakout Sessions #7 (Continued)

OPERATIONAL RESOURCES #7 – Location: Interlocken Ballroom D

Forget Conventional Spelling – Insert that “I” in Wellne(i)ss

Speaker: Michael Lischke, EdD, MPH, Associate Dean for Continuing Medical Education, Wake Forest School of Medicine

Health professionals are “do-gooders” who are always ready to go beyond expectations and help people to the point of personal deterioration. That hard-core effort can only be maintained for a short period of time before serious burnout takes its toll. This session explores different ideas and suggestions for all to be intentional in how to care for oneself. Personal wellness for health professionals appears to be a taboo subject. We’ll discuss, tear that theory apart, have some fun, get energized and leave with a game plan on how to put “I” in wellne(i)ss. If we aren’t healthy and well, how can we possibly be part of a team which is driven to care for others seeking health and wellness?

PATIENT CARE #7 – Location: Interlocken Ballroom C

Smiles for Miles: Addressing Community Health Disparities Through Mobile Dental Health

Speaker: Alberta Landis, RDH, PHDHP, BS, MEd, Vice President of Dental Services, Community Volunteers in Medicine

Mobile dental units can provide at risk populations, who typically underutilize dental services, with the opportunity to receive dental hygiene services and education. Barriers to dental care include insufficient financial means, lack of transportation, and prioritization of other healthcare needs. We will lay out the way Community Volunteers in Medicine began their program and the challenges they’ve had to overcome, as well as address the need for portable equipment, the role of the Public Health Dental Hygiene Practitioner, and share effective ways to save costs by focusing on prevention and education.

12:45 PM – 1:45 PM Lunch – Location: Outdoor Pavilion

1:50 PM – 2:50 PM Educational Breakout Sessions #8

EXPANDING CARE #8 – Location: Centennial Ballroom F

Tracking the Social Determinants of Health – How a Free or Charitable Clinic Can Move the Health Needle – *IN-DEPTH DOUBLE SESSION*

Speakers: Susan Gardner, RN, Care Coordination Manager, Grace Medical Home; Stephanie Garriss, JD, Chief Executive Officer, Grace Medical Home

In 2016, Grace Medical Home underwent a strategic effort to promote health equity by closing existing health care gaps faced by our low-income, uninsured patients. Through a physician-led transformation, our medical practice focuses on prevention and patient engagement to improve health behaviors through the robust use of technology and tracks the improvement in the social and economic factors that impact health. Partnering with others, we measure outcomes and strategies for other practices to model as population health management evolves. This session will give practical tips on how other clinics could begin tracking the social determinants of health.

Target Audience: Organizations with Operating Budgets of \$1,000,001 - \$3M+

LEADERSHIP AND MANAGEMENT #8 – Location: Centennial Ballroom E

I Wish I’d Thought of That

Speakers: Angie McLaughlin, Executive Director, Community Health Care Clinic; Shannon Watson, Secretary, NAFC Board of Directors

When we hear about a great idea, we often say, “I wish I had thought of that.” As leaders, we have limited opportunities to bounce great ideas off one another as well as share our challenges. In preparation for this session, Shannon and Angie interviewed clinic leaders throughout the country, documenting their great ideas and common challenges. Attendees will learn about the implementation of innovative solutions and programs utilized recently by the interviewed leaders. Time for audience participation will be provided as well as handouts containing information that was gathered for the session.

OPERATIONAL RESOURCES #8 – Location: Interlocken Ballroom D

Electronic Health Records - The Good, The Bad, The Ugly and The Amazing

Speakers: Adam Bradley, MPH, Executive Director, Luke’s House Clinic; Rebecca Tamayo, Luke’s House Clinic

Join this interactive roundtable discussion with your fellow clinic leaders to dive into those questions about electronic health records that you have always wanted to ask but to not to a salesperson. Come and share your stories, challenges and successes during this hour of honest feedback about electronic health records in the Free and Charitable Clinic setting.

1:50 PM – 2:50 PM Educational Breakout Sessions #8 (Continued)

PATIENT CARE #8 – Location: Interlocken Ballroom C

Yes! You Too Can Diagnose, Manage, and Even Cure Hepatitis C at Your Charitable Clinic

Speakers: Steven Sacket, MD, Medical Director, Open Arms Clinic; Kenneth Foster, PA-C, Physician Assistant, Open Arms Clinic

Discover how Open Arms Clinic established treatment protocols using AASLD/IDSA guidelines and recommendations to provide high dollar medications that are curing our patients with Hepatitis C at no cost to the patients, and in most cases, without the need to refer to specialists. Necessary labs for diagnosis and monitoring, medication selection, visit frequency, and recommended staffing will be discussed.

3:00 PM – 4:00 PM Closing General Session – Location: Interlocken Ballroom A/B

The State of Health Care – Our Communities, Our Compassion, Our Common Connection

Speaker: Nicole Lamoureux, CEO, National Association of Free and Charitable Clinics

In this rapidly changing health care landscape this interactive, motivational and fun presentation will review the legislative and policy realities our country is facing and how these political decisions will impact our communities, our patients and our mission. We will discuss NAFC 2018 priorities, report on 2017 activities and - most importantly - encourage each other so we can grow, support, educate and entertain each other while we are celebrating our common threads of change, compassion and connection.

4:00 PM – 8:00 PM Exhibit Area Breakdown

5:00 PM – 6:00 PM Closing Networking Reception – Location: Lobby Court & Terrace

All attendees will receive a thumb drive that contains breakout session presentations and materials.

Thumb drives generously provided by WV Health Right, Inc.'s SCALE program
(funded by the AstraZeneca HealthCare Foundation's Connections for Cardiovascular HealthSM program)

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