

NAFC 2019 Charitable Health Care Symposium

October 27 - 29
Atlanta, GA



Connect the Dots

Inspiration • Innovation
• Implementation

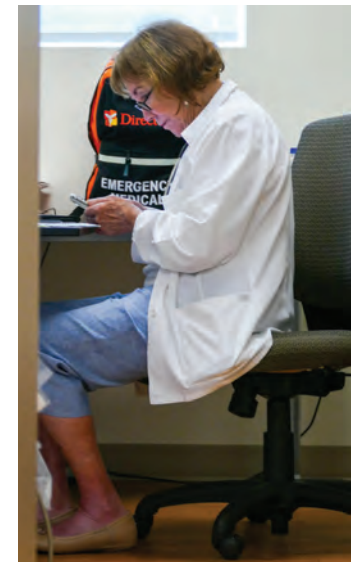


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October 27, 2019

Dear NAFC Symposium Participants,

On behalf of the National Association of Free and Charitable Clinics (NAFC) Board of Directors, it is my honor and joy to welcome you to the 2019 Charitable Health Care Symposium.

This year, we have a record-breaking meeting! The 2019 Symposium is the highest attended meeting in NAFC history with 475 registrations from 45 different states. Registration for the meeting sold out six weeks in advance, our exhibit space sold out five weeks in advance, and our hotel room block sold out eight weeks in advance. What an exciting time to be part of the NAFC community!

The theme of the 2019 Symposium is "Connect the Dots: Inspiration, Innovation and Implementation." We have 55 Free and Charitable Clinic and Charitable Pharmacy speakers who will be sharing practical experiences and lessons learned, and who will be "connecting the dots" of how to provide high quality care locally using nationally recognized best practices. The Symposium is an amazing opportunity to get together, learn from each other, exchange new ideas, and celebrate the important work being done in communities throughout the country.

I would like to take a moment and thank everyone who helped make this event a reality. To our Symposium Working Group who dedicated their time and efforts developing a strong agenda, thank you for creating this opportunity for us to come together to learn and share our knowledge and skills. To our 2019 sponsors and exhibitors – especially our lead sponsor Direct Relief – an enormous "thank you" for your generosity which makes this important conference possible!

Finally, as this will be my final Symposium serving as the NAFC Board Chair, I want to thank all of you personally for the compassionate health care you provide in your communities and for your dedication to your patients, staff, volunteers and the NAFC. I have been humbled by your work and honored to stand with you as we continue to build a healthy America, one person at a time.

Sincerely,

Bobby Kapur, MD
Board Chair



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ABOUT THE NAFC... The National Association of Free & Charitable Clinics (NAFC) is the only nonprofit 501c(3) organization whose mission is solely focused on the issues and needs of the medically underserved throughout the nation and the more than 1,400 Free and Charitable Clinics and Charitable Pharmacies 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 NAFC has earned the Platinum Seal of Transparency from GuideStar. For more information about the NAFC, please visit www.nafcclinics.org. Follow the NAFC on Twitter @NAFClinics and on Facebook - <https://www.facebook.com/NAFCclinics>.

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.

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.

NAFC STAFF...

Nicole Lamoureux - President and CEO
Kerry Thompson - Vice President
Ariana Gordillo - Director of Strategic Initiatives

2019 NAFC BOARD OF DIRECTORS...

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ABOUT THE 2019 SYMPOSIUM

WHEN: October 27-29, 2019

WHERE: Loews Atlanta - 1065 Peachtree Street NE
Atlanta, Georgia, 30309
Phone: 404-745-5000
<https://www.loewshotels.com/atlanta-hotel>

SPEAKER BIOS: All speaker bios can be found on the NAFC 2019 Symposium Website under the speaker tab:
www.nafclclinics.org/2019symposium

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

CODE OF CONDUCT: The National Association of Free and Charitable Clinics (NAFC) is dedicated to a harassment-free Symposium experience for everyone. Our anti-harassment policy can be found at:
www.nafclclinics.org/content/about-us



SCHEDULE AT-A-GLANCE

SUNDAY, OCTOBER 27, 2019

12:00 PM - 4:00 PM: Exhibitor/Sponsor Set Up
1:00 PM - 6:00 PM: Registration & Hospitality Desk
3:00 PM - 3:45 PM: New Member/First Time Attendee Meeting
4:00 PM - 5:30 PM: Interactive Discussion Sessions

MONDAY, OCTOBER 28, 2019

7:00 AM - 6:00 PM: Registration & Hospitality Desk
7:30 AM - 8:50 AM: Continental Breakfast w/ Exhibitors
9:00 AM - 10:00 AM: Monday Opening Keynote
General Session - "Fear Less, Do More"
10:00 AM - 10:20 AM: Networking Break w/ Exhibitors
10:25 AM - 12:40 PM: Workshop Sessions 1 & 2
12:50 PM - 2:00 PM: Lunch
2:05 PM - 4:20 PM: Workshop Sessions 3 & 4
4:20 PM - 4:40 PM: Networking Break w/ Exhibitors

4:45 PM - 5:45 PM: Closing General Session and NAFC Safety Net Health Care Champion Award
6:15 PM - 7:30 PM: Networking Reception (*Please note, attendees will receive 1 complimentary drink ticket*)

TUESDAY, OCTOBER 29, 2019

7:00 AM - 4:00 PM: Registration & Hospitality Desk
7:30 AM - 8:45 AM: Continental Breakfast w/ Exhibitors
8:00 AM - 8:45 AM: Interactive Discussion Sessions
9:00 AM - 10:00 AM: Opening General Session and Awards - RWJF Award for Health Equity & Continuity in Care Awards
10:00 AM - 10:20 AM: Networking Break w/ Exhibitors
10:25 AM - 12:40 PM: Workshop Sessions 5 & 6
12:45 PM - 1:55 PM: Lunch
2:00 PM - 3:00 PM: Closing General Session
3:00 PM - 7:00 PM: Exhibit Hall Breakdown

**** Schedule Timing Subject to Change ****



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NAFC 2019 CHARITABLE HEALTH CARE SYMPOSIUM AGENDA



SUNDAY, OCTOBER 27, 2019

12:00 PM - 4:00 PM: EXHIBITOR/SPONSOR TABLE SET UP – Location: Ellington Ballroom Foyer & Salons B & C

1:00 PM - 6:00 PM: REGISTRATION & HOSPITALITY DESK – Location: Ellington Ballroom Foyer

3:00 PM - 3:45 PM: NEW MEMBER / FIRST TIME ATTENDEE MEETING – Location: Mercer Salon I

Moderator: Ariana Gordillo, Director of Strategic Initiatives, NAFC

Join this session and identify an action plan for how to make the most of your NAFC membership benefits and Symposium learning opportunities. Leave the session motivated, knowing that together we can inspire action, promote thought leadership, enhance creativity and strengthen the spirit of innovation in both our association and our communities throughout the country.

4:00 PM - 5:30 PM: INTERACTIVE DISCUSSION SESSIONS

How Collaboration Between Fundraisers and the Medical Team Improved Patient Outcomes and Helped the Clinic's Bottom Line
Location: Mercer Salon I

Moderator: Michelle Murphy, MS, Executive Director, Malta House of Care Mobile Medical Clinic

When the grant writer at Malta House of Care in Hartford, CT saw the criteria for the 2018 grant application to the CVS Health Foundation, she knew there was only one thing to do: turn to the Clinic's Medical Director for help! Through meetings and emails, the two women came up with a project to help address hypertension among Malta's patients – and add \$20,000 to the Clinic's bottom line. The result: Malta got the grant – and more than half of the 100 HTN patients in the project's cohort had improved BPs by the end of the grant period.

SESSION SPONSORED BY MUTUAL OF AMERICA

Patients at the Center of Care: Key Impacts of Patient-Centered Medical Home (PCMH) Transformation

Location: Mercer Salon H

Moderators: Emily Hendel, MS, NP-C, Family Nurse Practitioner and Director of Clinical Services, CommunityHealth; Mike Romagnoli, Executive Director, Community Health Care Clinic

This breakout features two free clinics that are going through the rigorous process of Patient-Centered Medical Home (PCMH) transformation and obtaining recognition through the National Committee for Quality Assurance under the Americanes, BD Advancing Community Health: Driving Quality Outcomes PCMH Program – CommunityHealth and Community Health Care Clinic. They will discuss transformational changes as a result of their PCMH implementation that have made a major impact on their clinic, staff and patients, and offer strategies and tools any clinic could implement to enhance their care delivery, improve quality and address key elements of patient-centered care.

SESSION SPONSORED BY CAREMESSAGE

The Importance of Assessing Patient Satisfaction in the Clinic Setting

Location: Mercer Salon G

Moderators: Brian Jones, DHSc, MS, President/CEO, SHARE Foundation; Jill Temple, MBA, Executive Director, Interfaith Clinic

We may feel like providing free or reduced-cost patient care automatically serves as an indicator of patient satisfaction. However, even among a population receiving free or nearly free care, it is important to assess the satisfaction of patients relative to their care. This session will highlight best practices related to patient satisfaction.

SESSION SPONSORED BY TCI SOFTWARE, INC.



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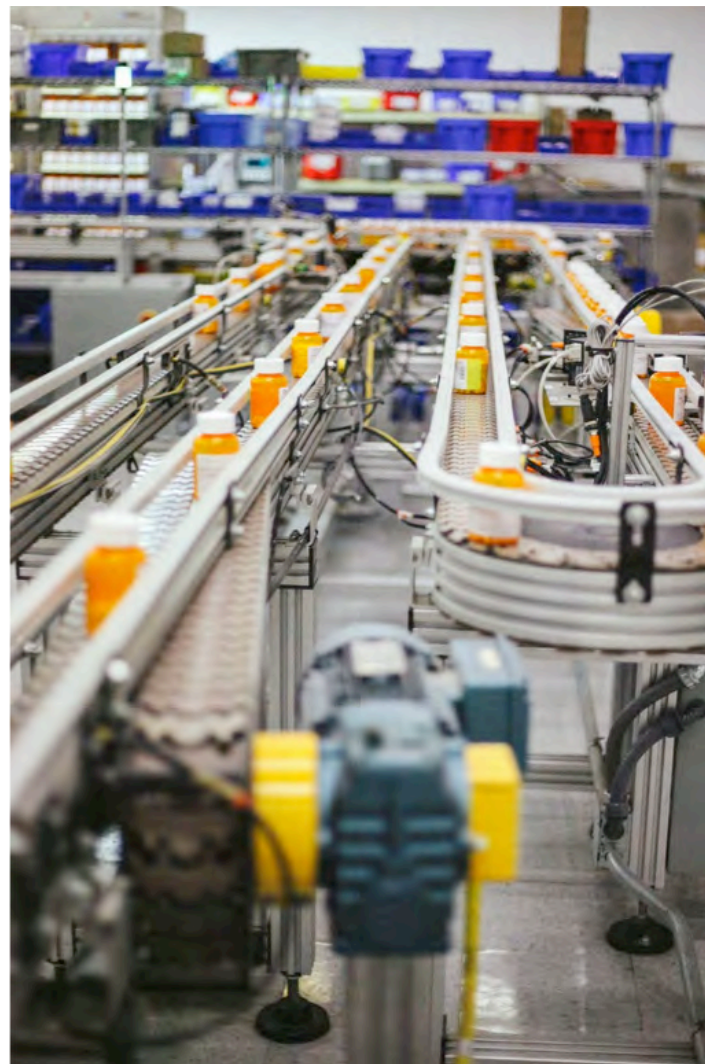
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4:00 PM - 5:30 PM: INTERACTIVE DISCUSSION SESSIONS (CONTINUED)

Volunteers in Medicine Clinics Conversation with New Leadership

Location: *Ellington Salon A*

Moderator: *Mark Cruise, Executive Director, Volunteers in Medicine America*

This interactive discussion is designed for those clinics that are part of the Volunteers in Medicine America Network to connect with their new leadership and with each other. This dedicated time together will allow for collaboration, communication and connection.

SESSION SPONSORED BY COMMONWEALTH PURCHASING GROUP

6:00 PM: DINNER ON YOUR OWN

MONDAY, OCTOBER 28, 2019

7:00 AM - 6:00 PM: REGISTRATION & HOSPITALITY DESK – *Location: Ellington Ballroom Foyer*

7:30 AM - 8:50 AM: CONTINENTAL BREAKFAST WITH EXHIBITORS – *Location: Ellington Ballroom Foyer & Salons B & C*

9:00 AM - 10:00 AM: MONDAY OPENING KEYNOTE GENERAL SESSION – *Location: Ellington Ballroom*

“Fear Less, Do More” – A Talk That Will Change Your Perception of Fear and Inspire You to Take Action

Keynote Speaker: *Michelle Poler*

Michelle’s humorous and inspiring speaking style has been captivating audiences across the globe. With authentic storytelling, engaging visuals and her 100 Days Without Fear experience, Michelle will show you how to challenge your comfort zone to tap into your full potential.

10:00 AM - 10:20 AM: NETWORKING BREAK WITH EXHIBITORS – *Location: Ellington Ballroom Foyer & Salons B & C*

10:25 AM - 11:25 AM: WORKSHOP SESSIONS #1

PATIENT CARE 1.1 - Location: Mercer Salon G

Screening for Social Determinants of Health in a Free Clinic Setting

Presenters: *Jezabel Maisonet, BSN, RN, Clinic Director, Caridad Center; Johanna Cuellar, Manager of the Health Education & Social Services Departments, Caridad Center*

This workshop will provide a basic comprehension of what the social determinants of health are and why they are important to assess in a clinic setting. Caridad Center is the largest free clinic in the state of Florida with 33,000 patient visits every year. Caridad Center has chosen an available research-based instrument, PRAPARE, to use to screen their patients for social determinants of health. They will share how they implemented this tool, what the data yielded and how they used it to impact patients’ health and secure additional funding for their clinic.

FORWARD THINKING 1.2 - Location: Mercer Salon H

Are We Meeting Our Patients' Behavioral Health Needs - How Would We Know?

Presenters: *Julie Bilodeau, MBA, CEO, CrossOver Healthcare Ministry; Martin Zanin, BA, CrossOver Healthcare Ministry*

Have you ever wondered if you have identified all of your patients who would benefit from Behavioral Health services? Have you ever thought that the percentage of your patients receiving these services looks low? This workshop will show how one clinic in Virginia created and implemented an assessment tool to identify these patients. Armed with this data, the clinic worked to develop strategies to better assess, connect and treat patients with behavioral health needs. After this seminar, you will be able to implement these strategies in your clinic.

INNOVATIVE IDEAS 1.3 - Location: Mercer Salon I

Hope and Healing: Health Care for Domestic Violence Survivors

Presenters: *Sally Graham RN, C-ANP, MSN, Executive Director, GoochlandCares; Adina Keys, AD, RN, Clinical Director, GoochlandCares*

Access to health care services is a common problem for domestic violence survivors. In addition, their history of trauma presents unique medical and dental issues and care considerations. Confidentiality and a trauma-informed approach are

critical to successful outcomes. This workshop will present the findings of a DV Collaborative's study on the health care needs of survivors and discuss GoochlandCare's experience and lessons learned in providing those services.

10:25 AM - 11:25 AM: WORKSHOP SESSIONS #1 (CONTINUED)

ORGANIZATIONAL STABILITY 1.4 - Location: Ellington Ballroom

Data Mining for Gold: Strategies for Data Collection and Grant Writing

Presenter: Dr. Rusty Curington, PharmD, BC-ADM, Assistant Director of Pharmacy, St. Vincent de Paul Charitable Pharmacy

Your program makes a difference, but do you struggle to quantify your impact and turn your data into dollars? In the competitive grant process, data mining is essential to demonstrate your need for funding and prove your program's outputs and outcomes. In this interactive discussion, you will learn strategies for data collection and share experiences of data utilization to write competitive grant applications and fulfill grant requirements.

STATE ASSOCIATION LEADERS WORKSHOP - Location: Ellington Salon A

This closed workshop is designed specifically for the expansion of professional development for State Free and Charitable Clinic Association Leaders.

11:40 AM - 12:40 PM: WORKSHOP SESSIONS #2

PATIENT CARE 2.1 - Location: Mercer Salon G

What Good is a Diagnosis if You Can't Afford to Treat it?

Presenter: Donney John, Executive Director, NOVA ScriptsCentral

The goal of this workshop is to highlight the impact that the rising cost of prescription drugs has on patient care and evaluate the role of patient assistance programs (PAP). Strategies will be discussed on how to leverage pharmacy services to improve medication access and health outcomes. Participants will gain a better understanding on how to develop and leverage partnerships with charitable pharmacies in their area. They also will learn the importance of evaluating sustainability of medications being prescribed to patients at safety-net clinics.

FORWARD THINKING 2.2 - Location: Mercer Salon H

A Trauma Informed Person-Centered Approach to Patient Care

Presenter: Espy Gonzalez BA, MAOM, Case Manager, Westminster Free Clinic

Do you want to take patient sensitivity training to a whole new level? Do you feel your team can get frustrated by belligerent or noncompliant patients? Having a basic understanding of Trauma Informed Person-Centered Care can help you train your team to see through the eyes of someone who has experienced trauma in their lives and understand how to be most effective in serving them and inspiring them to make lifestyle changes. This session will give you the tools to share basic information on being trauma informed and how to help improve staff interactions and care of your patients.

INNOVATIVE IDEAS 2.3 - Location: Mercer Salon I

Best Practices and Lessons Learned – A Conversation with Faith-Based Clinics

Presenters: Stephanie Garris, JD, Chief Executive Officer, Grace Medical Home; Steve Noblett, CEO, Christian Community Health Fellowship

This workshop will help facilitate discussions with faith-based clinic leaders on both a national and local perspective. Steve Noblett, CEO for Christian Community Health Fellowship, will share experiences working with faith-based clinics across the country on topics that include: How faith informs leadership; How faith-based clinics differentiate from non-faith-based clinics; What "spiritual care" services look like in a clinic; and How being faith-based impacts patients, volunteers and donors. Stephanie Garris, CEO of Grace Medical Home, will offer practical examples to these questions and more, and will seek audience participation and discussion around them.

ORGANIZATIONAL STABILITY 2.4 - Location: Ellington Ballroom

Your Nonprofit's Digital Footprint: Engaging Your Volunteers and Donors in the Digital Age

Presenter: Meghan Phillip, Executive Director, HC3 (Health Care Council of Chicago)

How do you communicate in the digital era? This session will review the major tools used for marketing to constituents, whether they are donors, patients or other stakeholders. It will also provide a brief overview of the various social media platforms and how you can connect through them / what's their best usage: Twitter, Facebook, LinkedIn, Instagram. The session will share the success of a volunteer-driven online fundraiser and provide participants with tools and best practices to launch their own campaign.

11:40 AM - 12:40 PM: WORKSHOP SESSIONS #2 (CONTINUED)

STATE ASSOCIATION LEADERS WORKSHOP - Location: Ellington Salon A

This closed workshop is designed specifically for the expansion of professional development for State Free and Charitable Clinic Association Leaders.

12:50 PM - 2:00 PM: LUNCH – Location: Overlook

2:05 PM - 3:05 PM: WORKSHOP SESSIONS #3

PATIENT CARE 3.1 - Location: Mercer Salon G

An Integrated Non-Opioid Pain Management Program in a Free Clinic Setting

Presenter: Mary Wirshup, MD, FAAFP, Vice President of Medical Affairs, CVIM

25 million Americans suffer from chronic pain. At the same time, the United States is facing an opioid addiction crisis. This presentation will discuss one free clinic's integrated Non-Opioid Pain Management Program. CVIM is able to use volunteers in various specialties to help decrease pain in their patients. In addition, there will be a discussion on how education, behavioral health and medications help improve their patients' quality of life. Finally, data will be presented on the use of a validated pain assessment tool called PEG. Overall, this free clinic program has helped decrease their patients' pain, improved their quality of life, and given them more hope.

FORWARD THINKING 3.2 - Location: Mercer Salon H

One Clinic's Transformation Through High-Performance Governing

Presenters: Mark Cruise, Executive Director, Volunteers in Medicine America; Jeannie Shapiro, RN, Clearwater Free Clinic

Peter Drucker, a towering figure in the field of management, said, "There is one thing all boards have in common... they do not function." Many boards are ineffective, not because they want to be, but because they never learn what governance is and/or don't know of a system with which to practice excellent governance. This is the story of how Clearwater (FL) Free Clinic's board and CEO got tired of the status quo and decided to up their game by becoming a Policy Governance organization.

INNOVATIVE IDEAS 3.3 - Location: Mercer Salon I

University-Community Partnership to Enhance Public Health Communication

Presenters: Jackie White, MD, FACEP, Medical Director, The Health Hut; Jamie Newman, PhD, Assistant Professor in the School of Biological Sciences, Louisiana Tech University

The local 'free clinic' in Lincoln Parish has teamed up with the local university to help fill some healthcare gaps that have been identified in the area. Access to healthcare is limited for the uninsured, and then when they do find it, resources are minimal, and the educational element is often skimmed over, or left out altogether. Through a project initiated by their local college, they utilized the students' talents, and helped to meet some needs of their patients. The students are able to then evaluate how effective their artwork or educational pamphlet is by direct feedback from the patient.

ORGANIZATIONAL STABILITY 3.4 - Location: Ellington Ballroom

How Giving Tuesday is a Game Changer for Your Organization

Presenter: Stephanie Brady, Executive Director, Community Clinic of Southwest Missouri in Joplin

Are you constantly struggling to develop resources to sustain your operations? Do you need unrestricted funding to support general expenses? Giving Tuesday and online donation platforms are often untapped resources available to free and charitable clinics that can truly be game changers when implemented effectively. Learn from Stephanie Brady, ED from the Community Clinic of Southwest Missouri, how her team used Giving Tuesday to turn annual \$50,000 budget deficits into a positive budget. Her team averages \$48,000 per year through their innovative Giving Tuesday initiative, and you can too!

STATE ASSOCIATION LEADERS WORKSHOP - Location: Ellington Salon A

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DENTAL

3:20 PM - 4:20 PM: WORKSHOP SESSIONS #4

PATIENT CARE 4.1 - Location: Mercer Salon G

Telehealth: Empowering Rural Communities

Presenters: Teresa Tyson, DNP, MSN, FNP-BC, Executive Director, The Health Wagon; Paula Hill, DNP, MNS, FNP-BC, The Health Wagon

This session will be a discussion of innovative technology such as telehealth, to help those in desperate need of health care who live in rural areas with lack of transportation. During this hour, attendees will learn how to increase the accessibility of health care to rural areas across the nation using mobile health care delivery and telehealth resources.

FORWARD THINKING 4.2 - Location: Mercer Salon H

Roadmap to Health Equity: The Road We've Traveled and the Road Ahead to Measure Patient Outcomes on a National Scale

Presenter: Julie Darnell, PhD, MHSA, Stritch School of Medicine, Loyola University Chicago

Join this session to learn about a national collaboration designed to collect and report on patient outcomes and processes across free and charitable clinics. Launched in 2017 and now in its second year, the "Roadmap to Health Equity" project is a multi-stage, multi-year voluntary initiative that currently involves nearly 80 participants across the free and charitable clinic sector. During its inaugural year, Roadmap members reached consensus on a standardized set of evidence-based clinical measures that clinics would be asked to report into a national repository. Work in the second year is focusing on adopting the technological infrastructure, piloting the data collection process, and making the case for clinics to participate.

INNOVATIVE IDEAS 4.3 - Location: Mercer Salon I

Catch that Lab! Test and Treat in 1 Visit: Point of Care In-House Clinic Laboratory

Presenters: Adina Keys and Sally Graham, Goochland Cares; Charlie Mandile and Emily Carroll, HealthFinders Collaborative; Janet Warren, Hope Health Clinic

Past grantees provide helpful guidance as they discuss their clinics' experiences with the BD Point of Care, Enhancing Clinical Effectiveness Laboratory grant and answer all your questions!

ORGANIZATIONAL STABILITY 4.4 - Location: Ellington Ballroom

Affordable Medication Access for Your Patients

Presenter: Darryl Munden, MBA, President, Rx Outreach

Skyrocketing medications costs affect not only people served by Free and Charitable Clinics but also the employees, volunteers, and their families. Rx Outreach, the nation's largest, non-profit, fully licensed, mail order pharmacy, reliably offers more than 1,000 medication strengths at affordable prices and partners with hundreds of clinics and organizations across the U.S. to provide a crucial health safety net for those battling poverty and illness. Come to this interactive session to learn about the latest Rx Outreach program changes that can help you better serve your patients as well as your employees, volunteers and their families.

STATE ASSOCIATION LEADERS WORKSHOP - Location: Ellington Salon A

This closed workshop is designed specifically for the expansion of professional development for State Free and Charitable Clinic Association Leaders.

4:20 PM - 4:40 PM: NETWORKING BREAK WITH EXHIBITORS – Location: Ellington Ballroom Foyer & Salons B & C

4:45 PM - 5:45 PM: MONDAY CLOSING GENERAL SESSION & AWARD PRESENTATION – Location: Ellington Ballroom

Connecting the Dots of Social Determinants of Health

Presenters: Ariana Gordillo, Director of Strategic Initiatives, NAFC; Jemea Dorsey, CEO, Center for Black Women's Wellness; Mike Romagnoli, Executive Director, Community Health Care Clinic; Valerie Almeida-Monroe, Nurse Director, Clinica Esperanza/Hope Clinic

In addition to providing access to affordable health care and medications, Free and Charitable Clinics and Charitable Pharmacies have been addressing social determinants of health for their patients because they understand that addressing these items is critical to improving health and reducing health disparities. This lively panel discussion will highlight several successfully funded clinic social determinants of health programs with a focus on food insecurity, transportation, and health literacy. This session will provide ideas on how you can replicate similar programs in your communities.

4:45 PM - 5:45 PM: MONDAY CLOSING GENERAL SESSION & AWARD PRESENTATION (CONTINUED) – Location: Ellington Ballroom

NAFC Safety Net Health Care Champion Award

Awardee: Eileen Howard Boone, Senior Vice President of Corporate Social Responsibility and Philanthropy for CVS Health and President of the CVS Health Foundation

Annually, the NAFC honors an individual who through their actions has made an extraordinary impact on the organization and more importantly the Free and Charitable Clinic and Charitable Pharmacy community, and our patients. Under Eileen Howard Boone's leadership, NAFC member organizations have grown in their ability to support their communities, and their patients. Her personal commitment to the medically underserved in our country is evident; she is a thought leader when it comes to philanthropy, enhancing partnerships and expanding health care access to the medically underserved in the country. Since launching our partnership, the CVS Health Foundation in conjunction with CVS Health, has provided close to \$8 Million in funding to Free and Charitable Clinics, Charitable Pharmacies and State Associations in 45 states across the country. This support has allowed the NAFC's organizational members to provide care to over tens of thousands of additional people, added thousands of hours of operations and helped save over 12 million dollars in avoided emergency room costs.

6:15 PM - 7:30 PM: NETWORKING RECEPTION - Location: Exhibit Hall & The Terrace

Enjoy Light Hors d'oeuvres and Time to Network

TUESDAY, OCTOBER 29, 2019

7:00 AM - 4:00 PM: REGISTRATION & HOSPITALITY DESK – Location: Ellington Ballroom Foyer

7:30 AM - 8:45 AM: CONTINENTAL BREAKFAST WITH EXHIBITORS – Location: Ellington Ballroom Foyer & Salons B & C

8:00 AM - 8:45 AM: INTERACTIVE DISCUSSIONS - Grab some breakfast and bring it to a discussion session to kick off your day!

Let's Talk About: Life-Saving Waste. A Discussion About the Emerging Drug Donation Industry

Location: Mercer Salon I

Moderators: Jon-Michael Rosmann, CEO, SafeNetRx; George Wang, Ph.D., Co-founder and Director, SIRUM

Every year, over \$5 Billion in prescription drugs are wasted when long-term care residents, patients, and others no longer need them. Prescription drug repositories reclaim unused medications and provide them to patients in need. Donated drugs are inspected by pharmacists and distributed to medical facilities or pharmacies to serve uninsured and underinsured patients with low incomes. Without a drug donation program, these individuals could have suffered life changing events and the medications would have been discarded, incinerated, flushed down the toilet, or simply tossed in the trash. The work being done in select states around the country serves as a model for the many other states that are currently working to meet the needs of vulnerable patients and appropriately dispose of medication waste. This session will be in the form of a roundtable discussion that includes the CEO of SafeNetRx and the co-founder and Director of SIRUM. The discussion leaders will describe the legal and regulatory framework in which drug donation programs operate; discuss the role of pharmacists, pharmacies and clinics; and discuss creative solutions to operational, environmental, financial and legal challenges many states and health systems must address.

Let's Talk About: Coordinating Care for Vulnerable People

Location: Mercer Salon H

Moderators: Adam Bradley, MPH, Executive Director; Rebecca Tamayo, MPH, Program Director

Medically underserved patients present with a multitude of health needs, which require both medical and social service support from a wide variety of providers and caregivers. During this interactive session, attendees will have the opportunity to discuss the challenges and successes of navigating people through complex health care and social service systems as well as best practices, tips and tricks.

Let's Talk About: The Free Clinics FTCA Program - Requirements & Roundtable

Location: Mercer Salon G

Moderator: Kathleen McAndrews, MHA, Public Health Analyst, U.S. Department of Health and Human Services (HHS)/Health Resources Services Administration (HRSA)

The Free Clinics Federal Tort Claims Act (FTCA) Program provides medical malpractice coverage for eligible and approved individuals sponsored by free clinics who meet and maintain program requirements. The session will focus on the Free Clinics

FTCA Program policy and deeming application requirements related to credentialing and privileging, quality improvement/quality assurance, and risk management. The session will also address how free clinics can successfully demonstrate compliance with those requirements when applying for the program. During the roundtable portion of the session, free clinics will have the opportunity to receive additional technical assistance related to the free clinics' specific questions.

8:00 AM - 8:45 AM: INTERACTIVE DISCUSSIONS (CONTINUED) - *Grab some breakfast and bring it to a roundtable discussion to kick off your day!*

Let's Talk About: CVS Health Foundation - NAFC Coordinated Care Grant

Location: Ellington Salon A

Moderator: Ariana Gordillo, Director of Strategic Initiatives, NAFC

This interactive talk will provide attendees with the opportunity to learn from past CVS Health Foundation - NAFC Coordinated Care Grantees and to ask questions about the 2020 application and application period. Come learn tips from your fellow attendees about how to make your grant stand out.

9:00 AM - 10:00 AM: TUESDAY OPENING GENERAL SESSION & AWARDS PRESENTATION - *Location: Ellington Ballroom*

The ABC's of Health Care Policy Impacting Our Patients: Advocacy, Bills and Campaigns

Presenter: Nicole Lamoureux, President and CEO, NAFC

"Hurry up and wait" seems to be the theme of health care policy in our country this year. With so many moving pieces, threats of government shutdowns becoming more prevalent, and an upcoming Presidential Election, now more than ever we must remain connected and active in a world that seems out of touch with the needs of our patients. This session will update attendees on the past and future policy issues that will impact the important work that we do, review what 501c3 organizations can do legally when it comes to advocacy, and take a look at what the candidates are saying about health care and the medically underserved.

RWJF Award for Health Equity Presented by the NAFC

Awardee: Dr. Mary Wirshup, Vice President of Medical Affairs, Community Volunteers in Medicine, PA

The RWJF Award for Health Equity presented by the NAFC, celebrating health practitioners who excel in building a "Culture of Health" and achieving health equity" in communities across the country, is being awarded to Dr. Mary Wirshup, the Vice President of Medical Affairs at Community Volunteers in Medicine (CVIM) in Pennsylvania. The NAFC 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. Dr. Mary Wirshup works daily to build a culture of health to achieve health equity with CVIM's low income, predominantly Hispanic patients who have suffered from longtime medical neglect due to limited access to free or affordable health care. Dr. Wirshup works to increase access to diagnostic services, direct medical care and supports the expansion of multi-faceted educational programs offered to improve patients' understanding of their disease as well as how lifestyle changes can make a marked impact on their current and future health outcomes.

Continuity in Care Awards Presented by Direct Relief, BD and the NAFC

Presenter: Damon N. Taugher, Vice President, Global Programs, Direct Relief; Ellen Rafferty, Manager, Social Investing, BD

The NAFC, Direct Relief and BD's Continuity in Care program is an initiative that expands access to diabetic care and improved diabetic care for the medically underserved and uninsured in the United States. This year, 4 NAFC Members who are partners in good standing with both Direct Relief and the NAFC will receive \$25,000 to create or expand innovative programs addressing diabetes among their patient populations.

10:00 AM - 10:20 AM: NETWORKING BREAK WITH EXHIBITORS - *Location: Ellington Ballroom Foyer & Salons B & C*

10:25 AM - 11:25 AM: WORKSHOP SESSIONS #5

PATIENT CARE 5.1 - *Location: Mercer Salon G*

Improving Health Outcomes for Diabetic Patients Through an Integrated Care Model

Presenters: Dr. Claudia Mejia, Social & Behavioral Health Director and Tabitha Pederson, A.M., LISW, Chief Operating Officer, Volunteers in Medicine of Southern Nevada (VMSN)

Through a grant funded by Direct Relief, Teva Pharmaceuticals and Volunteers in Medicine, Volunteers in Medicine of Southern Nevada (VMSN) implemented Programa para Su Buena Salud (Your Good Health program) to help improve the health outcomes of poorly controlled diabetic patients with poly-chronic illnesses. VMSN designed a case management and education program for its most vulnerable patients which tracks health outcomes and quality of life indicators. VMSN is one

and a half years into the program and through the use of case management, clinical pharmacists, group interventions, and medical care, the majority of enrolled participants are achieving success all around.

10:25 AM - 11:25 AM: WORKSHOP SESSIONS #5 (CONTINUED)

FORWARD THINKING 5.2 - Location: Mercer Salon H

A Practical Guide to Emergency Preparedness in a Free Clinic Setting

Presenter: Mary Wirshup, MD, FAAFP, Vice President of Medical Affairs, CVIM

This presentation will review the common emergencies seen in a free clinic setting, the list of necessary emergency supplies, and discuss the Condition C program that CVIM designed to be prepared for the emergencies that the clinic sees. Then, the session will provide a review of how they practice for these emergencies with scavenger hunts and mock trials. Finally, there will be an explanation on how CVIM reviews their program each year to determine what changes need to be made.

INNOVATIVE IDEAS 5.3 - Location: Mercer Salon I

Promoting Health Equity Through Mobile Care Services: One Free Clinic's Response to the Opioid Crisis & Oral Health Disparities

Presenters: Angie Settle, DNP, APRN, BC, FNP, CEO, WV Health Right; Rhonda Francis, Certified Pharmacy Technician, WV Health Right

This seminar will look at how a mobile dental and a mobile harm reduction program was conceptualized, planned, funded and staffed from the ground up. It will include important partnerships, things to consider, lessons learned and helpful hints for anyone considering taking care on the road for those in need. While the seminar will look at mobile dental and harm reduction programs, the ideas, process of development, planning, funding strategies and execution will be able to be applied to any mobile outreach/effort of interest.

ORGANIZATIONAL STABILITY 5.4 - Location: Ellington Ballroom

Free Clinic Financial Sustainability: Making the Case for Medical Community Investment

Presenter: Kat Holman Mastrangelo, Executive Director, Volunteers in Medicine, Clinic of the Cascades

All of us who work in Free and Charitable Clinics know instinctively that we are a valuable asset in our communities. Financial sustainability requires the recognition of the value and the ability to put a dollar figure to the care provided. Using the case study of the VIM Clinic in Bend, Oregon, you will learn some ways to estimate the value of your work and the strategies needed to take this message to those who gain the most from the care free clinics provide – the hospital and medical providers in your community.

CHARITABLE PHARMACY 1 – Location: Ellington Salon A

Developing a Road Map for Fundraising

Presenter: Shearie Archer, Executive Director, Ozanam Charitable Pharmacy in Mobile

Funding opportunities change constantly. The best way to stay on top of funding resources is by strategic planning and by thinking outside of the box. Utilizing tools from the CharityPharmacy.org Playbook, this workshop will prepare participants to create a roadmap of impact, then apply this roadmap to fundraising. A starting place for fundraising planning, as well as a reference source for tools and resources will be introduced. Participants will have an opportunity to develop a fundraising blueprint for sustaining existing services and/or developing expanded services.

11:40 AM – 12:40 PM: WORKSHOP SESSIONS #6

PATIENT CARE 6.1 - Location: Mercer Salon G

Providing an Integrated Dental Clinic in the Primary Care Setting

Presenters: James Comerchi, MD, Volunteer Medical Director, Wheeling Health Right; Dr. Mike Medovic, Volunteer Dental Coordinator, Wheeling Health Right

This session will be co-presented by a physician and dentist to demonstrate the uniqueness of a dental clinic within the primary care setting that truly reflects the ability of two separate professions working together for the common goal of improving the overall health and well-being of uninsured patients.

FORWARD THINKING 6.2 - Location: Mercer Salon H

What Role Can a Free Clinic Play with Advancing Population Health?

Presenter: Susan Witkowski, CHCQM, FABQAURP, Chief Executive Officer, Community Medical Clinic of Kershaw County

In this session, you'll learn what the buzz word "population health" really means and why it should matter to free clinics. What system lens are you applying? What role does equity play? Advancing population health is a challenging, joyful and

deeply rewarding opportunity that changes how we work together. In this session, the presenter will share how their free clinic started a School-Based Health Center in a rural high school and show the intersection of education and health. They will also share steps on tactics used to engage Nurse Practitioners, Community Health Workers and mental health counselors with students and their parents and grandparents.

11:40 AM – 12:40 PM: WORKSHOP SESSIONS #6 (CONTINUED)

INNOVATIVE IDEAS 6.3 - Location: Mercer Salon I

Dollars and Sense: Hospital and Free Clinic Collaboration with Real Results

Presenters: Suzie Foley, BS, Journalism/Radio-TV, Executive Director, Greenville Free Medical Clinic; Jennifer Snow, MBA / BA, Business & PR, Prisma Health System

Prisma Health hospital system and Greenville Free Medical Clinic have partnered on numerous community collaboratives to improve both the access to and the quality of health services for low-income uninsured patients for over 30 years. Successful joint projects have included care transition coordination, joint projects to address Social Determinants (transportation, language barriers, social support, etc.), policy and advocacy initiatives, and community needs assessments. In 2018, free clinic patient data, analyzed by the SC Revenue of Fiscal Affairs, Office of Health and Demographics, clearly defined reductions in hospital in-patient stays and Emergency Department visits once a patient became a free clinic patient.

ORGANIZATIONAL STABILITY 6.4 - Location: Ellington Ballroom

A Half-baked Cake Doesn't Cut It: Your Recipe for Fundraising Success

Presenter: Amanda Missey, MBA, President/CEO, Bergen Volunteer Medical Initiative

Don't put all your eggs in one basket! Lives are depending on you, and you can't provide care if you don't have resources. In order to succeed at fundraising, you must have the right mix of revenue streams and know where to invest your resources. Learn from one clinic – whose revenues have grown by more than 50% in four years – how to diversify your funding streams and appeal to donors from Next Gen to the Greatest Generation.

CHARITABLE PHARMACY 2 - Location: Ellington Salon A

Staffing Solutions for Charitable Pharmacy Services

Presenter: Yolanda Tolson, RPh, Managing Pharmacist, St. Vincent de Paul Charitable Pharmacy (SVdPCP)

Integrating pharmacy services in a charitable or volunteer setting can be a complex and daunting task. Learn how to build a pharmacy team that meets the needs of your unique practice setting. Learn about opportunities to leverage pharmacy and health care students, volunteers, and how to fully utilize your professional staff. Explore tools from the CharityPharmacy.org Playbook to build a cross-trained team that is confident navigating a complex health system for underserved patients.

12:45 PM - 1:55 PM: LUNCH – Location: Overlook

2:00 PM - 3:00 PM: TUESDAY CLOSING GENERAL SESSION & Prizes – Location: Ellington Ballroom

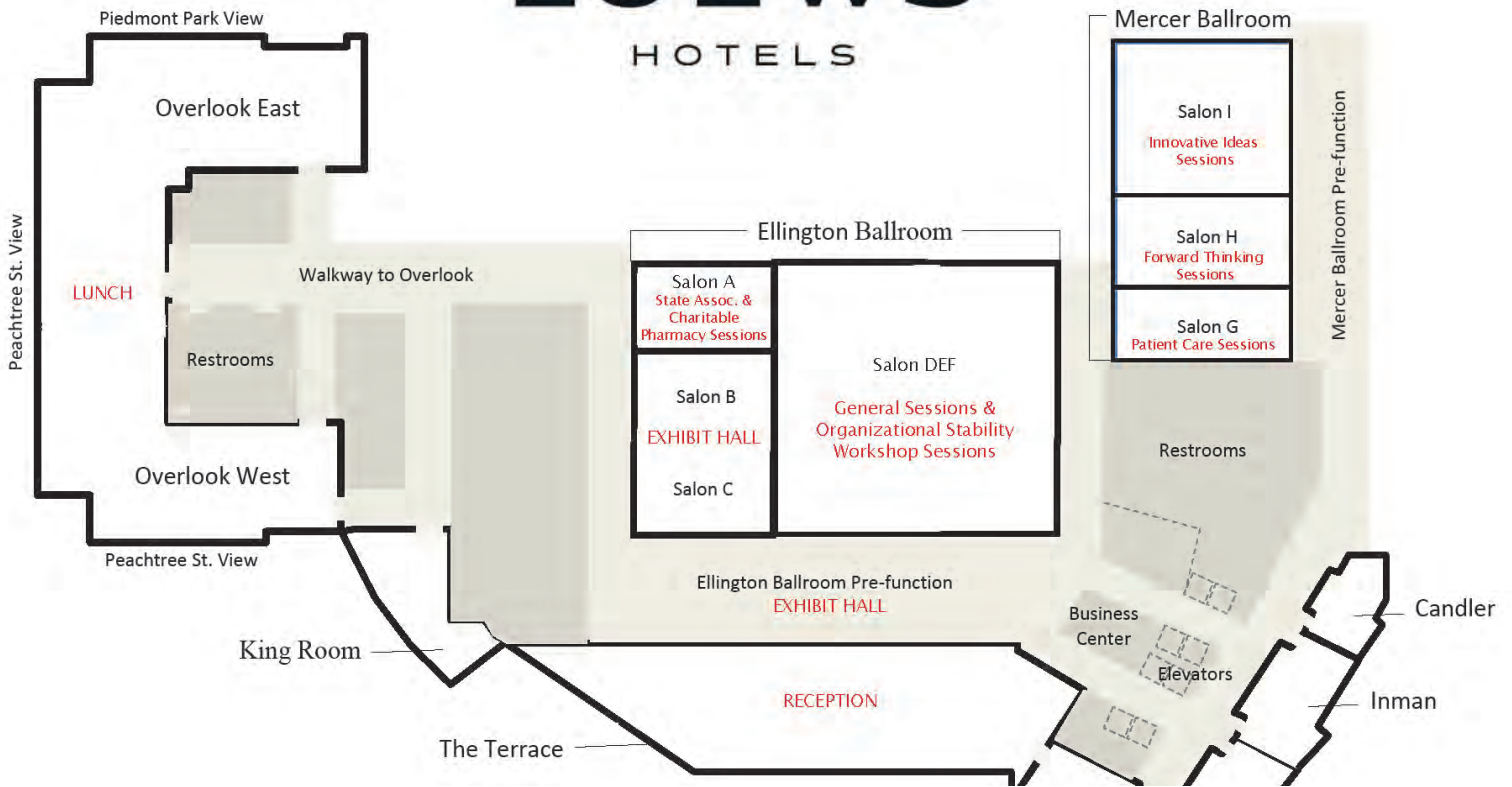
NAFC News You Need (and PRIZES!)

Presenter: Nicole Lamoureux, President and CEO, NAFC

This closing session will provide the membership with an update on the 2019 accomplishments of the NAFC, provide an outlook of priorities for the NAFC in 2020, including standards implementation, and of course, it wouldn't be a closing NAFC session without PRIZES (*must be present to win!*)

3:00 PM - 7:00 PM: EXHIBITOR/SPONSOR TABLE BREAKDOWN

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