

Minnesota Department of Health – Health Care Homes is proud to host  
Learning Days 2022

April 28, 2022



**LEARNING DAYS 2022**

Virtual Meeting

**m** MINNESOTA

# WELCOME

Welcome to Learning Days! We are so pleased to have you back with us for this annual event where Health Care Homes and Behavioral Health Homes services providers, public health and community partners come together to share best practice, learn from each other, and form collaborative relationships. In 2021, our patients, providers and communities struggled as the COVID-19 pandemic continued into its second year. Signs of stress were evident in every corner of our society as people balanced cultural beliefs, conflicting information in the media, and government interventions against the wish for a return to normalcy.

At Learning Days 2022, we will examine the trauma that health care providers faced in caring for their patients while also caring for themselves and their families. We'll offer lessons learned, tools for the continuing journey, and resources that providers can use to stay healthy and whole. Hang in there. Better days are coming!

# CONFERENCE HIGHLIGHTS

**Virtual Platform:** We are pleased to once again partner with Showcore, a virtual meeting planner in Eagan, Minnesota, to deliver Learning Days in a professionally supported virtual environment. Once registered, you'll be issued a magic link that will allow you to sign on and move freely between sessions throughout the day. Technical assistance will be available for participants and speakers if needed.

**Opening General Session:** We'll kick off the conference with program updates from Health Care Homes director, Bonnie LaPlante, hear from Minnesota Commissioner of Health, Jan Malcolm, and explore how COVID is changing health care and health equity with a keynote address by Bukata Hayes, Vice President of Racial and Health Equity at BlueCross and BlueShield of Minnesota.

**Closing Keynote:** We'll close out the day with inspiration and resources from Melissa Pribyl from the Bounce Back Project. Melissa will share how the Bounce Back Project has helped health care providers around Minnesota deal with COVID-induced stress and trauma and offer resources for healing and resilience.

# REGISTER

Register on the Learning Days website and receive conference updates through the website and Health Care Homes LEARN e-news bulletin. Visit the Learning Days website for registration information.

# LEARNING OBJECTIVES

Learning Days attendees will enhance knowledge and skills to:

1. Revisit population health and health equity
2. Redesign care delivery to address social determinants of health and strengthen partnerships with community resources
3. Recognize the impact of stress and trauma brought on by COVID pandemic
4. Rebuild relationships with community

## EVALUATION

All registered participants will receive an online evaluation after the conference. Please take time to provide feedback so we can continually improve this learning opportunity for you.

## CONTINUING EDUCATION CREDITS

A certificate of attendance including credit hours will be available after the conference. Please submit the certificate to your licensing board to obtain CEU credits. CME is not available for this event.

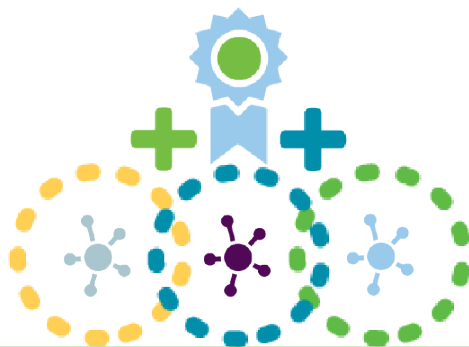
## PRESENTATIONS AVAILABLE ONLINE

Access conference presentations and handouts online after the conference on the on the Learning Days website.



# SCHEDULE-AT-A-GLANCE

THURSDAY, APRIL 28	
TIME/LOCATION	ACTIVITIES
9:00 - 10:00 a.m.	<b>OPENING GENERAL SESSION</b> <ul style="list-style-type: none"> <li>• <b>Welcome:</b> Bonnie LaPlante, Health Care Homes Director</li> <li>• <b>Greeting:</b> Jan Malcolm, Minnesota Health Commissioner</li> <li>• <b>Keynote Address:</b> COVID Exposed a New Way Forward - Bukata Hayes, Vice President, Racial and Health Equity, BlueCross and BlueShield of Minnesota</li> </ul>
10:15 - 11:00 a.m.	<b>BREAKOUTS 1A - 1D</b>
1A	Ready, Set, Stop! Understanding the Human Side of Change
1B	CHWs: The Secret to Successful Culturally Informed Evidence-Based Programs
1C	Getting Together: The Healing Power of Integrative Group Medical Visits
1D	An Evidence Based Approach to Care Coordination: Examples of Pathways Community HUB Model Implementation in Minnesota
11:15 a.m. - NOON	<b>BREAKOUTS 2A - 2C</b>
2A	Continuing the Discussion on Mental Health in Pediatric Primary Care- Suicide Ideation and Assessing Risk
2B	Learnings from COVID Vaccine Rollout: Strengthening Our Community
2C	Co-Creating A Shared Approach to Resource Referrals in Minnesota
2D	Early Lessons from MNCARES About Care Coordination



# SCHEDULE-AT-A-GLANCE

TIME/LOCATION	ACTIVITIES
12:00 – 12:30 p.m.	LUNCH BREAK
12:30 – 2:45 p.m.	WORKSHOPS
12:30 - 1:30 p.m.	Trusted Messenger: A Documentary About Vaccine Hesitancy in Minnesota Presentation and Panel Discussion
1:45 - 2:45 p.m.	Meaningful Conversations: Virtual Peer Networking
3:00 - 4:00 p.m.	<b>CLOSING</b> <ul style="list-style-type: none"><li>• <b>Keynote Address:</b> The Bounce Back Project: Promoting Health Through Happiness – Melissa Pribyl, MSN, RN Community Health &amp; Wellness Specialist, CentraCare</li><li>• <b>Closing Remarks:</b> Bonnie LaPlante</li></ul>



# THURSDAY, APRIL 28

## OPENING SESSION

9:00 – 10:00 a.m.

### WELCOME

**Bonnie LaPlante, Director**  
Health Care Homes Program  
Minnesota Department of Health  
St. Paul, MN

### GREETING

**Jan Malcolm, Health Commissioner**  
Minnesota Department of Health  
St. Paul, MN

### KEYNOTE SPEAKER

**Bukata Hayes, Vice President,**  
Racial and Health Equity  
BlueCross and BlueShield Minnesota,  
St. Paul, MN



## COVID Exposed a New Way Forward

### Description

Hear from one of our state's leaders in health equity how COVID-19 is shaping health care delivery and addressing disparities in Minnesota communities.

### Learning Objectives

Participants will enhance knowledge and skills to:

1. Identify disparities in health care delivery
2. Describe how inequities impact care outcomes
3. Become an advocate for health equity

## BREAKOUT SESSIONS 1A - 1D

10:15 – 11:00 a.m.

### 1A Ready, Set, Stop! Understanding the Human Side of Change

#### Presenters

##### *Traci Warnberg-Lemm*

Owner, Social Motion, LLC, and host of "Social Change Leaders" Podcast  
St. Paul, MN

##### *Sarah Horst, MA*

Change Effectiveness Partner –  
Population Health  
Hennepin Healthcare  
Minneapolis, MN

#### Description

This lively discussion is being recorded for the "Social Change Leaders" podcast. Podcast host Traci Warnberg-Lemm and Sarah Horst, Change Effectiveness Partner at Hennepin Healthcare, will discuss the human side of change and how it has impacted our work and personal lives during COVID. Engage with Traci and Sarah as they share observations, lessons learned, funny stories and suggestions for managing change as individuals, teams, and organizations. Attendees will revisit time-tested change management resources and receive tips for applying them as we continue to navigate COVID.

#### Learning Objectives

Participants will enhance knowledge and skills to:

1. Identify key factors associated with successful change management
2. Reflect on the human side of change
3. Explain barriers to change in individuals, teams and organizations
4. Access resources and tools that can be used to support change

## 1B CHW's: The Secret to Successful Culturally Informed Evidence-Based Programs

### Presenters

**Lauren Peterson, MA**  
Provider Relationship and Experience Manager  
Trellis  
Arden Hills, MN

**Xue Yang, CHW**  
Community Health Worker  
Trellis  
Arden Hills, MN

### Description

Evidence-based health promotion is important, but is it inclusive? Some program providers and class leaders report little room for cultural considerations while meeting fidelity requirements. Stringent rules on means of delivery and data collection are not always convenient or appropriate for all cultural communities. Our presentation will provide insight into how Community Health Workers (CHWs) can help bridge that gap by creating opportunities for cultural expression while maintaining fidelity requirements. Intended audience is clinic staff, providers and leadership, community partners and public health professionals. Participants will be engaged through use of real-life examples (or impact stories).

### Learning Objectives

Participants will enhance knowledge and skills to:

1. Gain understanding of challenges associated with implementing EBHP programs for culturally diverse populations.
2. Learn strategies to bridge the gap between health care and social care in diverse communities.
3. Gain insight into the responsibility of program providers to act as liaisons between stakeholders, funders, and communities.
4. Understand the power that CHWs are given by their communities who trust them as navigators.

## 1C Getting Together: The Healing Power of Integrative Group Medical Visits

### Presenters

**Sue Haddow, MD, ABIHM, IFMCP**  
Physician  
Hennepin Healthcare Whittier Clinic  
Minneapolis, MN

**Kara Parker, MD, IFMCP**  
Physician  
Hennepin Healthcare Whittier Clinic  
Minneapolis, MN

**Kate Shafto, MD**  
Physician  
Hennepin Healthcare Clinic and Specialty Center  
Minneapolis, MN

### Description

This presentation will introduce the care delivery model of group medical visits (GMV), the value it provides to patients and practitioners, and how to begin to add this to your practice. Evidence and research on the efficacy of GMV's alongside practical tips on how to develop and facilitate the visits will be shared by three senior Integrative Physicians from Hennepin Healthcare. This innovative care model has the potential to improve health equity, patient outcomes, and the wellbeing for patient and providers alike.

### Learning Objectives

Participants will enhance knowledge and skills to:

1. Describe the benefit of GMV's to both patients and providers.
2. Explain the rationale and circumstance on when to consider using a GMV.
3. Begin to use an GMV toolkit to initiate a GMV within a medical practice.



## 1D An Evidence Based Approach to Care Coordination: Examples of Pathways Community HUB Model Implementation in Minnesota

### Presenters

#### **Vanessa Southworth**

Community Wellbeing Director  
Live Well Winona  
Winona, MN

#### **Jihan Rashid**

Director, Twin Cities Community  
Health Worker HUB  
Pillsbury United Communities  
Minneapolis, MN

#### **Senka Hadzic**

Program Manager  
Stratis Health  
Bloomington, MN

### Description

This presentation will provide two examples of implementation of Pathways Community HUB models in Minnesota. Participants will learn about key components of the Pathways Community HUB Institute model of community care coordination and progress of the Winona Community HUB and the Twin Cities CHW HUB. In addition, examples of up to two other models will be shared.

### Learning Objectives

Participants will enhance knowledge and skills to:

1. Describe Pathways Community HUB Institute (PCHI) model of care coordination.
2. Provide examples of PCHI model implementation and progress in two agencies in Minnesota.
3. Identify models that other agencies in Minnesota are using.
4. Explain reasons to support models of care coordination.

## Breakout Sessions 2A – 2C

11:15 a.m. – Noon

## 2A Continuing the Discussion on Mental Health in Pediatric Primary Care – Suicide Ideation and Assessing Risk

### Presenters

#### **Ashley Crist, MSW, LICSW**

Psychotherapist  
PrairieCare at South Lake Pediatrics  
Minneapolis, MN

#### **Kara Engebretson, LICSW**

Site and Community Based Supervisor and  
Outpatient Therapist  
Lifescape Health  
Anoka, MN

### Description

Mental health challenges in our youth population are increasing in rapid rates. The global pandemic has been an additional stressor for many and the rates of suicide and safety concerns are alarming. This presentation will provide additional information regarding impacts of COVID-19 on mental health, work to identify warning signs of suicidal ideation in children and youth, provide guidance on suicide risk assessment and action steps and initiate discussion on what supports can be provided in the primary care setting.

### Learning Objectives

Participants will enhance knowledge and skills to:

1. Increase understanding of the mental health impacts of COVID-19.
2. Expand skills to assess for suicidal risk, initiate conversations and take appropriate action steps.
3. Open discussion/reflection on provider mental health as a result of current roles.





## 2B Learnings from COVID-19 Vaccine Rollout: Strengthening Our Community

### Presenters

**Jill Amsbury, D.O.**  
Pediatrician  
CentraCare  
St. Cloud, MN

**Ashley Jude, MS**  
Program Director  
COVID-19 Mobile Swab and Vaccine Team  
CentraCare  
St. Cloud, MN

**Jessica Miller, APRN, CNS**  
COVID-19 Operations Manager  
CentraCare  
St. Cloud, MN

### Description

During the COVID-19 pandemic, CentraCare worked to think differently with how we could reach our patients and our community. We will share our experience with COVID-19 vaccine work so that the learnings can continue beyond the pandemic. This will be pertinent to other healthcare facilities and public health.

### Learning Objectives

Participants will enhance knowledge and skills to:

1. Expand patient care beyond their brick-and-mortar walls
2. Develop strategies to meet their community needs
3. Reconsider how healthcare needs are met

## 2C Co-Creating A Shared Approach to Resource Referrals in Minnesota

### Presenters

**Jennifer Lundblad, PhD, MBA**  
CEO  
Stratis Health  
Bloomington, MN

**Senka Hadzic**  
Program Manager  
Stratis Health  
Bloomington, MN

### Description

The purpose is to understand how to collaboratively design approaches and tools that connect people in Minnesota with needed and culturally responsive resources and supports across health care, food, transportation, housing, and other needs. This presentation will overview the characteristics that successfully facilitate and support referrals, implementation examples, and how different sectors (community organizations, health care and payers) working together can ensure the needs of clients come first.

This presentation is intended for those that support and facilitate resource referrals for patients or clients such as care coordinators, community health workers, as well as those in administrative roles.

### Learning Objectives

Participants will enhance knowledge and skills to:

1. Understand the current journey of a patient or client in accessing needed and culturally responsive resources.
2. Use information on characteristics to help you assess strengths and gaps in resource referrals for patients or clients.



## 2D Early Lessons from MNCARES About Care Coordination

### Presenters

**Leif I. Solberg, MD**  
Senior Investigator  
HealthPartners Institute  
Minneapolis, MN

**Robin Whitebird, PhD, MSW, LISW**  
Professor  
University of St. Thomas  
St. Paul, MN

### Description

Review and provide feedback on early findings of MNCARES Study (MN Care Coordination Effectiveness Study), which looked at how Minnesota primary care systems provide care coordination services, and how patient care has been disrupted during the COVID pandemic. Help shape the future of patient care in Minnesota!

### Learning Objectives

Participants will enhance knowledge and skills to:

1. Understand what information will be available from MNCARES and how to access it
2. Identify how primary care clinics in Minnesota provide care coordination services and what differences there are among clinics in organizations of different sizes
3. Learn how the COVID pandemic affected the health and health care of care coordination patients.



## LUNCH BREAK

Noon – 12:30 p.m.



## AFTERNOON WORKSHOPS

12:30 – 2:45 p.m.

### Trusted Messenger: A Documentary About Vaccine Hesitancy

12:30 – 1:30 p.m.

#### Presenter and Panelist

**Chris Newberry**

Independent Filmmaker  
Terminal One  
Minneapolis, MN

**Kelly Robinson, RN**

Nurse and Founder  
Black Nurses Rock – Twin Cities Chapter  
Minneapolis, MN

**Miguel Ruiz, MD**

Physician  
Regions Hospital  
St. Paul, MN

**Vince Rock, BS, RN**

Project Development Manager  
Health Division  
Leech Lake Band of Ojibwe  
Cass Lake, MN

## Description

As the world still grapples with COVID-19 and herd immunity eludes us, vaccine skepticism poses a huge obstacle. During the early months of the vaccination effort, filmmaker Chris Newberry and his crew followed a diverse ensemble of dedicated health care professionals as they set out to gain the trust of at-risk communities across Minnesota. The resulting documentary is a tribute to the doctors, nurses, organizers, and influencers who are embracing community-led efforts to overcome vaccine hesitancy.

In this workshop, we'll share clips from the film followed by a panel discussion with the filmmaker and several health professionals featured in the film. The Trusted Messenger documentary may be viewed for free on the TPT2 website.

## Learning Objectives

Participants will enhance knowledge and skills to:

1. Better understand the factors that influence vaccine hesitancy.
2. Address patient vaccine hesitancy respectfully and appropriately.
3. Engage trusted messengers to build trust in communications where there is vaccine hesitancy.



## HCH Workshop – Meaningful Conversations: Virtual Peer Networking 1:45 – 2:45 p.m.

### Presenters

**Joan Kindt**, RN, PHN, MHP  
Practice Improvement Specialist  
MDH Health Care Homes  
St. Paul, MN

**Tina Peters**, MPH, RN, PHN  
Integration Specialist  
MDH Health Care Homes  
St. Paul, MN

**Jennifer Strickland**, RN, BAN  
Practice Improvement Specialist  
MDH Health Care Homes  
St. Paul, MN

### Description

We all know the power of human connection and the energy it creates. Please join us in an interactive peer networking session to discuss topics relevant to you. Conversations will occur through small group discussion, providing an opportunity to meet new people, actively contribute, exchange perspectives, and obtain new insights. Participants will choose topics of interest and share ideas around that issue within a breakout room.

We encourage you to send topic ideas to the HCH team at [Health.HealthCareHomes@state.mn.us](mailto:Health.HealthCareHomes@state.mn.us)

### Learning Objectives

Participants will enhance knowledge and skills to:

1. Gain insights from sharing experiences around patient and family care models along with the challenges and solutions.
2. Identify Health Care Homes processes being utilized in different settings and populations.
3. Apply strategies to enhance the delivery of patient and family centered care within their organization.
4. Develop connections with peers from around the state.

## CLOSING KEYNOTE

3:00 – 4:00 p.m.

### The Bounce Back Project: Promoting Health Through Happiness



### Presenters

**Melissa Pribyl**, MSN, RN  
Community Health & Wellness Specialist  
CentraCare  
Monticello, MN

### Description

The Bounce Back Project promotes health through happiness by reminding everyone of resiliency tools that are quick and easy to use. Research shows that using these simple tools can help us retrain our mind to focus on the positive and can increase feelings of well-being and decrease feelings of depression. These tools can also open us to the possibility of greater social connections, improved sleep, enhanced memory and stronger immune system function. Anyone can use these tools to make a difference in their life. In a world faced with many challenges, getting back to the basics can be very helpful!

### Learning Objectives

Participants will enhance knowledge and skills to:

1. Define resilience and learn about 4 different types of resilience.
2. Discuss the health benefits from doing Random Acts of Kindness and writing down 3 Good Things each day.
3. Discuss the importance of Gratitude and Social Connections on our overall health and longevity.

## THANK YOU LEARNING DAYS PLANNING TEAM

Carol Bauer, Minnesota Department of Health, Health Care Homes  
Wendy Berghorst, Minnesota Department of Health, Children and Youth with Special Health Needs  
Sophie Burnevik, Minnesota Department of Human Services, Community Supports Administration,  
Community & Care Integration Reform Division  
Alex Dahlquist, Minnesota Department of Health, Office of Statewide Health Improvement Initiatives  
Dorothy Hull, Minnesota Department of Health, Health Care Homes  
Joan Kindt, Minnesota Department of Health, Health Care Homes  
David Kurtzon, Minnesota Department of Health, Health Care Homes  
Bonnie LaPlante, Minnesota Department of Health, Health Care Homes  
Rosemarie Rodriguez-Hager, Minnesota Department of Health, Health Care Homes  
Anne Schloegel, Minnesota Department of Health, Center for Health Information Policy and Transformation  
Cherylee Sherry, Minnesota Department of Health, Office of Statewide Health Improvement Initiatives

## LEARNING AND INNOVATION WORK GROUP

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Carol Bauer, Minnesota Department of Health, Health Care Homes  
Sophie Burnevik, Minnesota Department of Human Services  
Miranda Cantine, Ortonville Area Health Services  
Brittney Dahlin, Minnesota Association of Community Health Centers  
Alex Dahlquist, Minnesota Department of Health, Office of Statewide Health Improvement Initiatives  
Rachel Finley, Richfield Medical Group, an affiliate of M Health Fairview  
Kristen Godfrey-Walters, Hennepin Healthcare  
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Nicky Mack, North Memorial Health  
Charlie Mandile, HealthFinders Collaborative  
Joy May, Hutchinson Health  
Nancy Miller, Stratis Health  
Kris Monson, Lac Qui Parle Clinic  
Rosemarie Rodriguez-Hager, Minnesota Department of Health, Health Care Homes  
Kristi Van Riper, University of Minnesota Physicians  
Maggie Wacker, HealthPartners  
Eileen Weber, University of Minnesota School of Nursing  
Melissa Winger, Patient and Family Representative

# Thank You Learning Days Sponsors!



**Pediatric Care Coordination**  
COMMUNITY OF PRACTICE

## 2022 Minnesota Department of Health – Health Care Homes Learning Days Event



**LEARNING DAYS 2022**



The Minnesota Department of Health – Health Care Homes would like to thank members of the Learning and Innovation Work Group, Learning Days planning team, presenters, and our virtual meeting planner, ShowCore, who contributed time and expertise to make this event possible. Together, we are working together to improve health and advance health equity for all Minnesotans!