

Minnesota Department of Health - Health Care Homes is proud to host
Learning Days 2024

May 16, 2024



LEARNING DAYS 2024

Best Western Kelly Inn and River's Edge Convention Center
10 4th Avenue South
St. Cloud, MN 56301

m MINNESOTA

WELCOME

Welcome to Learning Days! We are so pleased to be "in person" for this annual event where Health Care Homes and Behavioral Health Homes services providers, public health and community partners come together to share best practices, learn from each other, and form collaborative relationships.

As we approach Learning Days 2024, the health care system is still "resetting" following the COVID pandemic. Staffing is still tight, and patient care needs are increasing. Are you ready? Prepare for the future of primary care by learning new tools and skills to address whole-person care and social determinants of health to advance health equity and improve the health of all Minnesotans!

CONFERENCE HIGHLIGHTS

Live and In Person! You can look forward to a full day of programming, including an opening panel, nine breakout sessions, and an engaging networking session led by our own Health Care Homes practice improvement and integration specialists. Make sure to stop by the exhibit hall and take advantage of lunch and break times to network with your colleagues.

Opening General Session: We'll kick off the conference with program updates from Health Care Homes program Director, David Kurtzon, a special videotaped message from MDH Health Commissioner, Brooke Cunningham, MD, and a keynote address on the Urban/Rural Divide in health care by Ellen Wolter, University of Minnesota. Ellen will be joined by a panel of Health Care Homes representatives from urban and rural primary care clinics to weigh in on some of the similarities and differences in serving patients in urban and rural locations.

MNCARES Presentation and Afternoon Networking: More than 300 Health Care Homes clinics participated in the Minnesota Care Coordination Effectiveness Study (MNCARES) to evaluate different approaches to care coordination. The study is now concluding. Attend this session to learn about study findings and help to think about what they mean for Health Care Homes.

Network, Network, Network! Close out your day with an extended networking session to explore topics selected and facilitated by our Health Care Homes practice improvement specialists.

Exhibit Hall and Passport: Take time to visit the exhibit hall and learn about products, programs and services that are making a positive difference for our patients. Complete and turn in your passport for some great SWAG!

REGISTER

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

LEARNING OBJECTIVES

Learning Days attendees will enhance knowledge and skills to:

1. Cultivate primary care that is accessible and welcoming, and where patients, staff and community members feel a sense of belonging.
2. Recognize and address health inequities that exist in rural and urban communities throughout Minnesota.
3. Develop partnerships to expand scope of care from the patient to the clinic population to the entire community.
4. Address workforce challenges by sharing policies, innovative models of care, and strategies to attract, honor and retain clinic staff.
5. Adopt principles and strategies of trauma- informed care for people who have been traumatized by race, war, disability, immigrant status or other social factors.

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 on the Health Care Homes website.



AGENDA-AT-A-GLANCE

THURSDAY, MAY 16	
TIME/LOCATION	ACTIVITIES
7:30 - 8:30 a.m. Glenn Carlson	Registration and Breakfast
8:30 - 9:30 a.m. Glenn Carlson West	<p>OPENING - GENERAL SESSION</p> <p>Welcome: David Kurtzon, Director, Health Care Homes Program</p> <p>Videotaped Greeting: Brooke Cunningham, MD, Commissioner, Minnesota Department of Health</p> <p>Keynote Address: Providing Care: Shifting Toward an Appreciation for Rural-Urban Interdependence, Ellen Wolter, MPH, MPA, Assistant Extension Professor, University of Minnesota Center for Community Development, St. Paul, MN</p> <p>Panel Discussion:</p> <ul style="list-style-type: none"> • Heidi Olesen, MA-ED, RN, PHN, Primary Care Services Manager, Riverwood Healthcare Center, Aitkin, MN • Angelina Rustand, BSN, RN, CMGT-BC, PHN, Deputy Chief Executive Officer, Acting Quality Management Director, Red Lake Indian Health Service, Red Lake, MN • Roli Dwivedi, MD, Chief Executive Officer and Chief Clinical Officer, Community University Health Care Center, Vice Chair, Community Engagement, Department of Family Medicine, University of Minnesota, Minneapolis, MN
9:45 - 10:30 a.m.	Breakouts A1 - A3
A1 Weidner	Transportation Pilot: Collaborating to Address Barriers for Non-English-Speaking Patients, Alison Johnson, Lindsay Johnson, and Nichole Stark, M Health Fairview
A2 Edelbrock Clarke	Trends in Mental Health & Levels of Care, Joshua Stein, PrairieCare/ Psychiatric Assistance Line (PAL)
A3 Bell Alexander	Practice Tools and Resources for Age-Friendly and Dementia-Friendly Care, Patty Takawira, MDH; Maren Levad, Trellis; Teresa Schicker, Minnesota Northstar Geriatrics Workforce Enhancement Program (GWEP); Lisa Groon, Alzheimer's Association

AGENDA-AT-A-GLANCE

TIME/LOCATION	ACTIVITIES
10:45 a.m. – 11:30 a.m.	Breakouts B1 – B3
B1 Weidner	Connecting Community and Population Health Practices: Better Together! , Rachel Johnson and Heidi Olesen, Riverwood Healthcare Center
B2 Edelbrock Clarke	Opportunities for Advancing CHW Training, Expansion, and Sustainability in Minnesota , Kristen Godfrey Walters and Nasadir Mohamed, MDH; Vonyee Howard, Minnesota Community Health Worker Alliance; Ben Ramirez, Neighborhood Health Source
B3 Bell Alexander	The Case for Weight Inclusive Healthcare , Selena Salfen, St. Paul – Ramsey County Public Health; Linda Pozen, Confluence Counseling
11:30 a.m. – 12:30 p.m. Glenn Carlson East	Lunch break
12:30 – 1:15 p.m.	Breakouts C1 – C3
C1 Weidner	Caring for Community From Within: Building an Employee Wellness Program , Alyssa Palmer, Southside Community Health Services
C2 Edelbrock Clarke	Patient Perspective: Caring for Patients with Disabilities , Melissa Winger, Health Care Homes Consumer Site Surveyor and Advisory Committee Member
C3 Bell Alexander	Population Health Approaches to CKD in Primary Care: Improve Quality of Care, Reduce Cardiovascular Risk, and Address Health Inequities , Claire Johnson, National Kidney Foundation; Mirna Boumitri, University of Minnesota
1:30 – 3:30 p.m.	Workshop – GENERAL SESSION
1:30 – 2:15 p.m. Glenn Carlson West	MNCARES Care Coordination Study Update , Leif Solberg and Steven P. Dehmer, HealthPartners Research Institute; Joan Kindt, Health Care Homes; Melissa Winger, Health Care Homes Consumer Site Surveyor and Advisory Committee Member
2:15 – 3:25 p.m. Glenn Carlson West	Meaningful Conversations: Peer to Peer Networking , facilitated by Health Care Homes team: Lisa Behr, Joan Kindt, Tina Peters, Jen Strickland
3:25 - 3:30 p.m. Glenn Carlson West	Closing Remarks : David Kurtzon, Director, Health Care Homes Program

THURSDAY, MAY 16

OPENING SESSION

8:30 – 9:30 a.m.

WELCOME

David Kurtzon

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

VIDEOTAPED GREETING

Brooke Cunningham, MD

Commissioner
Minnesota Department of Health
St. Paul, MN

KEYNOTE ADDRESS

Providing Care: Shifting Toward an Appreciation for Rural-Urban Interdependence



KEYNOTE SPEAKER

Ellen Wolter, MPH, MPA

Assistant Extension Professor,
University of Minnesota Center for Community
Development
University of Minnesota
St. Cloud, MN

PANELISTS

Heidi Olesen, MA-ED, RN, PHN

Primary Care Service Manager
Riverwood Healthcare Center
Aitkin, MN

Angelina Rustand, BSN, RN, CMGT-BC, PHN

Deputy Chief Executive Officer
Acting Quality Management Director
Red Lake Indian Health Service
Red Lake, MN

Roli Dwivedi, MD

Chief Executive Officer and Chief Clinical Officer
Community University Health Care Center
Vice Chair, Community Engagement,
Dept of Family Medicine
University of Minnesota
Minneapolis, MN

Description

In the opening session, Ellen Wolter, MPH, MPA, Assistant Extension Professor from University of Minnesota's Center for Community Development will explore how rural and urban spaces need each other to function and prosper, and are in many ways, navigating similar challenges and opportunities. Explore ways to engage in a more productive conversation about rural and urban spaces by asking different questions about this complex and necessary relationship.

Following her address, Ellen will lead a panel discussion with providers to discuss differences and similarities among rural and urban health care providers.

Learning Objectives

Participants will enhance knowledge and skills to:

1. Identify common misconceptions about rural and urban spaces.
2. Describe rural-urban interdependence framework and application to primary care and Health Care Homes initiatives.
3. Evaluate strategies for working across rural and urban spaces.

BREAKOUT SESSIONS

A1 - A3

9:45 – 10:30 a.m.

A1 Transportation Pilot: Collaborating to Address Barriers for Non-English Speaking Patients

Presenters

Alison Johnson, MSSW, LICSW

Supervisor Ambulatory Care Management
M Health Fairview
St. Paul, MN

Lindsay Johnson, LSW

Supervisor Ambulatory Care Management
M Health Fairview
St. Paul, MN

Nichole Stark, B.A. Health Care Management,

MNSURE Certified, CHW Certified
Ambulatory Care Management CHW Supervisor
M Health Fairview
St. Paul, MN

Description

This session will provide an overview and present outcomes of a transportation pilot at the M Health Fairview Rice Street Clinic. The 2023 pilot was a partnership between Ambulatory Care Coordination and a Community Advancement Social Work Intern and focused on empowering non-English speaking patients to independently schedule rides to medical appointments. Designed for patient facing primary care or specialty clinic care team members, this session will include transportation resources covered by health plans and in the community, and other suggested teaching tools.

Learning Objectives

Participants will enhance knowledge and skills to:

1. Identify current transportation barriers facing non-English speaking patients.
2. Empower and guide patients to access available transportation resources.
3. Suggest tools that patients can use independently to access transportation resources.

A2 Trends in Mental Health & Levels of Care

Presenter

Joshua Stein, MD

Board Certified Child & Adolescent Psychiatrist
PrairieCare/Psychiatric Assistance Line (PAL)
Brooklyn Park, MN

Description

Our mental health care systems need a transformation. We need to normalize conversations around mental health, invest in education, identification, and prevention, create better ways to access care and be better prepared for crisis. Reviewing current trends in mental health in youth and different levels of care as potential access points will provide attendees with a better understanding to offer comprehensive care. Multiple resources will be reviewed as well as access to free psychiatric consultations for prescribing providers.

Learning Objectives

Participants will enhance knowledge and skills to:

1. Review trends in mental health.
2. Clarify the demand for services.
3. Discuss challenges in accessing care.



4. Describe levels of care.

A3 Practice Tools and Resources for Age-Friendly and Dementia-Friendly Care

Presenters

Patty Takawira, MPH

Community Health Planner
Center for Health Promotion
Minnesota Department of Health
St. Paul, MN

Maren Levad, BFA

Dementia Friendly Initiatives Program Manager
Trellis
Minneapolis, MN

Teresa Schicker, MPA

Program Manager
Minnesota Northstar Geriatrics Workforce
Enhancement Program (GWEP)
Minneapolis, MN

Lisa Groon, BA

Senior Health Systems Director
Alzheimer's Association
Minnetonka, MN

Description

This presentation will build primary care teams' capacity to implement age-friendly and dementia care best practices. Participants will learn about:

- The Age Friendly Care and Education Collection developed by the Minnesota Northstar Geriatrics Workforce Enhancement Program (GWEP), education toolkits and preceptor resources, and GWEP's Age-Friendly Health System clinical quality improvement project, including a SmartSet used in several clinics to deliver improved care.
- Act on Alzheimer's resources including practice tools, trainings, and The ACT on Alzheimer's® EMR Decision Support Tool supporting a standardized approach to all aspects of dementia care.

- The Alzheimer's Association's ECHO Program for Clinicians.

Learning Objectives

Participants will enhance knowledge and skills to:

1. Access tools and resources for age-friendly and dementia-friendly care, including earlier diagnosis of dementia and caregiver support.
2. Engage in collective action efforts to improve statewide dementia infrastructure.

BREAKOUT SESSIONS

B1 - B3

10:45 – 11:30 a.m.

B1 Connecting Community and Population Health Practices: Better Together!

Presenters

Rachel Johnson, MBA

Population Health Program Manager
Riverwood Healthcare Center
Aitkin, MN

Heidi Olesen, MA-ED, RN, PHN

Primary Care Service Manager
Riverwood Healthcare Center
Aitkin, MN

Description

Learn best practices and lessons learned on how community and population health practices can lead to better health outcomes with patients. Interactive activities will provide participants with strategies they can take back and put in practice. A toolkit will be introduced along with state and national resources for participants to start building their practice. Learn how to advance health equity while meeting community and population health requirements and implementing best practices.



Learning Objectives

Participants will enhance knowledge and skills to:

1. Incorporate community and population health strategies into care coordination.
2. Build relationships with key leaders within your community.
3. Use data to drive change and programming.

B2 Opportunities for Advancing Community Health Worker (CHW) Training, Expansion, and Sustainability in Minnesota

Presenters

Kristen Godfrey Walters, MPH

Community Health Worker Training Program
Director
Minnesota Dept of Health
St. Paul, MN

Nasadir Mohamed, MPH

Community Health Worker Training Data
Coordinator
Minnesota Dept of Health
St. Paul, MN

Vonyee Howard, CHW

Training Apprenticeship/Field Experience Coordinator
Minnesota Community Health Worker Alliance
Bloomington, MN

Ben Ramirez, CHW

Neighborhood Health Source
Coon Rapids, MN

Description

Attend this session to learn about new training and apprenticeship opportunities to expand and enhance the Community Health Worker (CHW) profession. We'll highlight how CHWs are integrated into health care teams, and explain new policy and payment advancements to support sustainability and expansion of CHW services. MDH and the MN CHW Alliance will highlight opportunities available through the

Community Health Worker Training Program. This session is for those who are interested in obtaining a CHW certificate, organizations interested in becoming registered apprenticeship/field experience sites for CHWs, clinics interested in expanding and sustaining their CHW workforce, and CHWs interested in upskilling training.

Learning Objectives

Participants will enhance knowledge and skills to:

1. Describe the importance of CHWs as integrated members of Health Care Home teams.
2. Identify and participate in CHW training and apprenticeship opportunities to expand and strengthen the CHW workforce.
3. Identify resources to become trained as a CHW and/or advance CHW training.
4. Apply new policy and payment resources to support sustainability of CHW services.

B3 The Case for Weight Inclusive Healthcare

Presenters

Selena Salfen, MPH, RD

Health Educator
St. Paul – Ramsey County Public Health
St. Paul, MN

Linda Pozen, LGSW, MSW

Mental Health Therapist
Confluence Counseling
St. Paul, MN

Description

Attendees will be introduced to the principles, evidence-base and benefits of weight inclusive healthcare. Weight stigma in healthcare negatively affects both physical and mental health, leading to healthcare avoidance, medical errors, disordered eating and cardiometabolic disturbances. Direct care providers and healthcare policy makers will learn why addressing weight stigma in healthcare supports trauma-informed principles and patient-centered care for patients of all sizes.

Attendees will leave with resources for further education, information on creating weight inclusive healthcare environments and a better understanding of how to support patients in larger bodies.

Learning Objectives

Participants will enhance knowledge and skills to:

1. Identify the negative effects of weight stigma in healthcare practices.
2. Implement basic weight inclusive practices for health and well-being that are informed by both lived experience and scientific evidence.
3. Describe ways to disrupt anti-fat bias and practices in healthcare.

LUNCH BREAK

11:30 a.m. – 12:30 p.m.

AFTERNOON BREAKOUT SESSIONS

C1 - C3

12:30 - 1:15 p.m.

C1 Caring for Community From Within: Building an Employee Wellness Program

Presenter

Alyssa Palmer

Director of Quality

Southside Community Health Services

Minneapolis, MN

Description

Burnout has been the buzzword for quite some time. How can we deliver excellent, high-quality care when we are ignoring our own mental and physical health needs? Learn how one clinic built an employee wellness program through employee health inquiries, building a multi-disciplinary wellness team, implementing new policies that support healthy lifestyles, and encouraging employees to use the very same advice we provide our patients.

Learning Objectives

Participants will enhance knowledge and skills to:

1. Explain the connection between employee wellness, burnout, and quality outcomes.
2. Collect information about employee's health.
3. Describe strategies for implementing an employee wellness program.

C2 Patient Perspective: Caring for Patients with Disabilities

Presenter

Melissa Winger, CPHQ, CPXP

MDH Health Care Homes Consumer Site Visit

Surveyor and Advisory Committee Member

Minnesota Department of Health

St. Paul, MN

Description

People with disabilities face health inequities and disparities that can have long lasting impacts. In this session, we'll review a brief history of disability rights, research on patients and provider perceptions of care delivery, and personal experience shared by the presenter.

As the mother of a son with significant intellectual disabilities and multiple chronic conditions, the presenter will describe positive and negative interactions with caregivers. Interactive scenarios will be used to engage participants, and clinical tools and resources will be offered to improve care for patients with disabilities.



Learning Objectives

Participants will enhance knowledge and skills to:

1. Improve understanding of the disability rights movement.
2. Explain how people with disabilities face barriers to access to health care and know how to remove those barriers.
3. Interact with people who have disabilities, including use of appropriate terminology and overcoming unconscious biases.

C3 Population Health Approaches to CKD in Primary Care: Improve Quality of Care, Reduce Cardiovascular Risk, and Address Health Inequities

Presenters

Claire Johnson, MPH Candidate

Program Manager
National Kidney Foundation
St. Paul, MN

Mirna Boumitri, MD, MHA

Nephrologist-Clinical Director of Nephrology
University of MN
Minneapolis, MN

Description

Chronic Kidney Disease (CKD) affects 1 in 7 adults, but 80 percent of patients in primary care remain undiagnosed. Communities of color are disproportionately impacted by CKD and disparities in care exist across all stages of the disease. A population health approach to CKD care can improve equity and care outcomes, while reducing costs. This presentation will outline the impacts of CKD on patient outcomes, quality performance, and cost of care, and will use case examples to describe specific tools and strategies that can be utilized to improve CKD detection and management in primary care.

Learning Objectives

Participants will enhance knowledge and skills to:

1. Describe the risk factors of CKD, gaps in testing, and complications of undiagnosed CKD, including cardiovascular impacts.
2. Analyze the population health impacts of undiagnosed CKD within their practices and build a case for quality improvement.
3. Describe quality improvement strategies that can be deployed in Health Care Homes to improve CKD population health and chronic disease outcomes, decrease utilization and overall cost of care.

CLOSING GENERAL SESSION

MNCARES Update 1:30 – 2:15 p.m.

Presenters

Steven P. Dehmer, PhD

Senior Research Investigator
HealthPartners Institute
Minneapolis, MN

Joan Kindt, RN, PHN, MHP

Practice Improvement Specialist
MDH Health Care Homes
St. Paul, MN

Leif Solberg, MD

Senior Research Investigator
HealthPartners Institute
Minneapolis, MN

Melissa Winger, CPHQ, CPXP

Health Care Homes Consumer Site Surveyor
and Advisory Committee Member
MDH Health Care Homes
St. Paul, MN

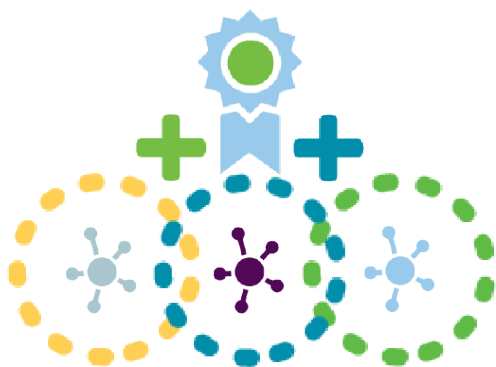
Description

This presentation will share key takeaways from the Minnesota Care Coordination Effectiveness Study (MNCARES). More than 300 Health Care Homes clinics participated in MNCARES to evaluate different approaches to care coordination. These lessons come from data collected about care coordination patients in participating clinics about their health care quality, utilization rates and health care costs, and self-reported health and wellbeing. Attend this session to learn about study findings and help to think about what they mean for Health Care Homes.

Learning Objectives

Participants will enhance knowledge and skills to:

1. Explain attributes of multiple care coordination models, the patient populations they serve, and the relationship between care coordination models and patient outcomes.
2. Contextualize study results as they relate to care coordination programs and care system perspectives.
3. Identify strategies and processes to improve your clinics' care coordination programs.



Meaningful Conversations: Peer to Peer Networking, 2:15 – 3:25 p.m.

Presenters

Lisa Behr, MSN, RNC, PHN
Practice Improvement Specialist
MDH Health Care Homes
St. Paul, MN

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

This workshop is a structured, self-facilitated interactive networking session on select topics. Conversations will occur through small group discussion, providing an opportunity to meet new people, actively contribute, exchange perspectives, and obtain new insights. We encourage you to send topic ideas to the HCH team at

Health.HealthCareHomes@state.mn.us.

Learning Objectives

Participants will enhance knowledge and skills to:

1. Address challenges related to implementing, maintaining, and advancing the Health Care Homes patient and family- centered care model.
2. Identify effective processes and workflows being utilized in different Health Care Homes programs and populations.
3. Apply strategies to enhance the delivery of patient and family centered care within their organization.

THANK YOU LEARNING DAYS PLANNING TEAM

Sadie Anderson, Minnesota Department of Health, Health Care Homes
Carol Bauer, Minnesota Department of Health, Health Care Homes
Wendy Berghorst, Minnesota Department of Health, Children and Youth with Special Health Needs
Alex Dahlquist, Minnesota Department of Health, Office of Statewide Health Improvement Initiatives
Dorothy Hull, Minnesota Department of Health, Health Care Homes
David Kurtzon, Minnesota Department of Health, Health Care Homes
Xp Lee, Minnesota Department of Health, Division of Health Equity Strategy and Innovation & Division of Health Policy
Tina Peters, Minnesota Department of Health, Health Care Homes
Rosemarie Rodriguez-Hager, Minnesota Department of Health, Health Care Homes
Cherylee Sherry, Minnesota Department of Health, Office of Statewide Health Improvement Initiatives
Anne Schloegel, Minnesota Department of Health, Center for Health Information Policy and Transformation
Jen Strickland, Minnesota Department of Health, Health Care Homes

LEARNING AND INNOVATION WORK GROUP

Savannah Aultman, Alomere Health
Carol Bauer, Minnesota Department of Health, Health Care Homes
Angela Booher, HealthPartners
Sophie Burnevik, 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, Affiliate of Fairview Health Services
Kristin Godfrey-Walters, Minnesota Department of Health
Dorothy Hull, Minnesota Department of Health, Health Care Homes
Nicole Kapinos, North Memorial Health
Arjun Kataria, Optum Health, University of Minnesota
Joan Kindt, Minnesota Department of Health, Health Care Homes
Jenny Kolb, M Health Fairview
David Kurtzon, Minnesota Department of Health, Health Care Homes
Charlie Mandile, Health Finders Collaborative
Joy May, Hutchinson Health
Antoinette Melancon, HealthPartners
Kris Monson, Lac Qi Parle Clinic
Rosemarie Rodriguez-Hager, Minnesota Department of Health, Health Care Homes
Sue Severson, Stratis Health
Eileen Weber, University of Minnesota School of Nursing
Melissa Winger, Health Care Homes Consumer Site Surveyor and Advisory Committee Member

Thank You Learning Days Sponsors and Exhibitors!

Gold Sponsor



Silver Sponsors



Exhibitors

- Minnesota Department of Health, Asthma Program
- Minnesota Department of Health, Center for Health Promotion
- Minnesota Department of Health, Children and Youth with Special Health Needs
- Minnesota Northstar Geriatric Workforce Enhancement Program



LEARNING DAYS 2024



The Minnesota Department of Health – Health Care Homes would like to thank members of the Learning and Innovation Work Group, Learning Days planning team, and presenters, 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!