



PIEDMONT TRIAD REGIONAL COUNCIL
AREA AGENCY ON AGING

Remarkable Integration: Human Service and Health Care Partnerships

Dec. 3-4, 2018

Greensboro Coliseum Special Events Center
1921 West Gate City Blvd.
Greensboro, NC 27403



Target Audience

This event will be of interest to professionals in aging services, care managers, social workers, health care representatives, allied health professionals and other interested health and human service providers.

Overview

Research shows that health outcomes are determined only in part by what happens in the health care setting. The greater determinants of health outcomes are social factors such as housing, transportation, education, access to nutritious foods, social support networks and more. This conference will bring together professionals in health care, aging and human services to discuss social determinants of health, learn the benefits of health and human service partnerships and identify next steps for forming partnerships that will improve outcomes for those they serve.

Participants will hear a slate of local, state and nationally known speakers who bring subject matter expertise and experience with successful health and human service integration models. Speakers include physicians, nurses, aging specialists, researchers, social workers, administrators, mental health professionals, an IT specialist and other experts.

At the conclusion of this activity, participants should be better able to:

- Identify at least three social determinants of health and describe their impact on patient/client outcomes.
- Describe the demographic, legislative, funding source and community factors that are necessary to create an environment that facilitates new health care and human service partnerships and how to maintain and strengthen them.
- Discuss strategies for forming critical partnerships to address social determinants of health and improve outcomes and satisfaction with care and support services.

Credit

- 1.15 CEUs from Wake Forest School of Medicine.
- 11.5 Contact Hours from Northwest AHEC.

Note: Nurses, this educational activity can be applied toward your continuing competence plan for maintaining your current licensure with the North Carolina Board of Nursing.

Lodging

Hampton Inn and Suites

3033 W. Gate City Blvd., Greensboro, NC 27403

► <https://hamptoninn3.hilton.com/en/hotels/north-carolina/hampton-inn-and-suites-greensboro-coliseum-area-GSOFSHX/index.html>

Sheraton Greensboro at Four Seasons

3121 W. Gate City Blvd., Greensboro, NC 27407

► <https://www.marriott.com/hotels/travel/gsosi-sheraton-greensboro-at-four-seasons/?scid=bb1a189a-fec3-4d19-a255-54ba596febe2>

Double Tree by Hilton

3030 W. Gate City Blvd., Greensboro, NC 27403

► <https://doubletree3.hilton.com/en/hotels/north-carolina/doubletree-by-hilton-hotel-greensboro-GSPHPDT/index.html>

Cost and Registration

\$199 Non-PTRC Funded Partners Registration Fee

\$219 Non-PTRC Funded Partners Registration Fee includes Certificate of Completion

\$149* Piedmont Triad Regional Council Area Agency on Aging Funded Partners

\$169* Piedmont Triad Regional Council Area Agency on Aging Funded Partners includes Certificate of Completion

\$ 99* Students and Piedmont Triad Regional Council Area Agency on Aging Volunteers

\$119* Students and Piedmont Triad Regional Council Area Agency on Aging Volunteers includes Certificate of Completion

**These spots are limited. Please contact Yolanda Davenport at ydavenport@ptrc.org before registering as student, volunteer or partner.*

Register soon! Registration closes Nov. 21, 2018!

Registration fee includes instructional and administrative costs, program materials, refreshments, breakfast, and lunch.

Register and pay online at www.northwestahec.org or complete and return the attached registration form. Payment by credit card (Visa, MasterCard, American Express), cash, money order, personal check or corporate check is accepted.

Payment Policy—Payment is required on or before entrance into any Northwest AHEC activity. If a corporate payment has not been received prior to the activity start date, you will be required to provide a personal credit card or check. If and when the corporate payment is received, Northwest AHEC will issue a full refund based on your original form of payment. To avoid personal payment, you should check with the financial staff at your organization to determine status of payment.

Refund Policy—Cancellations received in our office at least two days prior to the activity will result in a charge of \$50, or 30 percent of the paid registration fee, whichever is less. The registration fee will not be refunded if a cancellation is received less than two days before the activity. You may send a substitute in your place.

When planning for an educational activity, registration fees are not based on credit hours or agenda. Registration fees are based on expenses such as meeting room rentals, food, equipment, staff, etc. and are not adjusted by issues such as cancellation of speakers or other unforeseen circumstances. Every effort will be given to ensure the activity is a success.

Note—Registering for and attending this program authorizes the Northwest AHEC/Wake Forest School of Medicine to take pictures to be used for the Center's publications, website (including social media sites) and presentations.

For More Information and Assistance

For more conference details, contact Yolanda Davenport at 336.904.0300 or ydavenport@ptrc.org.

For questions regarding registering for this activity or if you need auxiliary aids or special services to attend, please contact Lisa Maurer at least five working days prior to the activity by calling 336.713.7715 or emailing emaurer@wakehealth.edu.

Location

Greensboro Coliseum
Special Events Center
1921 West Gate City Boulevard
Greensboro, NC 27403

Dec. 3–4, 2018

Registration: 8 am

Please visit the Greensboro Coliseum Complex website for information regarding directions, parking, pick-up or drop-off.

The website address is: www.greensborocoliseum.com/plan-your-visit/parking



Agenda

Monday, Dec. 3, 2018

- 8 am **Registration and Breakfast**
- 9 am **Welcome**
Blair Barton-Percival, Sylvia Wilkinson Coleman and Sandy Markwood
- 9:15 am **Keynote—Remarkable Integration: Where is Washington?**
Bob Blancato
- 10:15 am **Break and Exhibits**
- 10:45 am **Breakout Session I**
 - A. Mental Health and Aging in America**
Rachel Zimmer
 - B. Accountable Care Communities**
Adam Zolotor
 - C. Clinical-Community Integration; The Next Step in Population Health**
Kelly Garrison
- 11:45 am **Break**
- Noon **Lunch Plenary - Building the Business Case for Aging & Health Partnerships**
Sandy Markwood
- 1 pm **Break**
- 1:30 pm **Breakout Session II**
 - A. Moving Beyond the Non-Compliant Patient - A Patient Centered Approach for Improving Health**
Val Atkinson, Melanie Phelps, Jeremy Schiffberg, and Adam Zolotor
 - B. Case Management Accreditation for LTSS: A Quality Roadmap to Integrated Care**
Paige Cook
 - C. Why Senior Centers and Evidence-based Programs Have So Much to Offer**
Rebecca Freeman
- 2:30 pm **Break**

- 2:45 pm **Breakout Session III**
- A Social Isolation: A Health Epidemic for Older Adults**
Minda Barefoot
 - B Case Management Accreditation for LTSS: A Quality Roadmap to Integrated Care**
Paige Cook
 - C Our Healthcare System: The Complexities and the Opportunities**
Trent Cockerham
 - D Area Agencies on Aging (AAA) Directors Panel**
Mary Marlin, Sarajane Melton, Leanne Tucker, and Mary Warren

3:45 pm

Break

4 pm

Breakout Session IIII

- A Dementia Friends North Carolina**
Mark Hensley
- B Bridging the Gap Between the Medical System and Community-based Organizations**
Tim Platts-Mills
- C Public-Private Regional Pilots to Advance Evidence-based and Evidence-informed Social Determinants of Health Interventions**
Tim Gallagher

5 pm

Adjourn

Tuesday, Dec. 4, 2018

8 am

Registration and Breakfast

9 am

World Café Group Dialogue Activity

10 am

Break

10:15 am

Breakout Session I

- A Cybersecurity for the Community**
Jon Sternstein
- B National Models that Work**
Tim McNeil
- C Using Metrics that Matter to Identify and Connect Care**
Karen Smith

11:15 am

Break

11:30 am

Lunch Plenary—TBA

Tim McNeil and Tracy Johnson

1 pm

Break

1:30 pm

Breakout Session II

- A Risk and Protective Factors in Cognitive Health of Older Adults**
Lisa Gwyther
- B Engaging Communities—Challenges and Triumphs**
Pam Duncan and Sylvia Wilkinson Coleman
- C Integrating Healthcare and Social Services in Maine: The Never-ending Journey**
Ted Rooney

2:30 pm

Wrap up

3 pm

Adjourn

Speakers

Val Atkinson, MPH

NC Central University

Minda Barefoot, MSW

Social Work Department
Wake Forest Baptist Health

Blair Barton-Percival, MSW

Director, PTRC Area Agency on Aging

Bob Blancato, MPA

President, Matz, Bianco and Associates

Bob Cleveland, BS

Aging Program Planner
PTRC Area Agency on Aging

Trent Cockerham, MBA, MHA

President and CEO, Hospice of the Piedmont

Sylvia Wilkinson Coleman, RN, BSN, MPH

Director of Implementation
COMPASS Study
Wake Forest Baptist Health

Paige Cook, MS, PCMH-CCE

Assistant Director, Business Development
National Committee for Quality Assurance

Pam Duncan, PhD, PT, FAPTA, FAHA

Professor, Department of Neurology
Wake Forest School of Medicine

Steve Flemming, MBA

President and CEO, The Well•Spring Group

Rebecca Freeman, MPH

Senior Center Program Specialist
NC Division of Aging and Adult Services

Tim Gallagher, MPH, FACHE, PMP

Private Health Care Consultant

Kelly Garrison, MBA, MHA

President and CEO, EmTiro Health

Lisa Gwyther, MSW, LCSW

Associate Professor, Duke University

Mark Hensley, MA

Associate State Director
Community Outreach and Advocacy

Tracy Johnson, DM

Senior Director, Business Development
Centene

Sandy Markwood, MS

CEO, N4A
National Association of Area Agency on Aging

Mary Marlin, CFE

Director, Upper Coastal Plain Council of
Governments

Joyce Massey-Smith, BSW, MPA

Director
NC Division of Aging and Adult Services

Sarajane Melton, MHS

Aging Administrator
Southwestern Commission
Area Agency on Aging

Tim McNeill, RN, MPH

Healthcare Consultant
Association for Community Living

Melanie Phelps, JD

NC Medical Society

Tim Platts-Mills, MD, MSc

Vice Chair of Research
Department of Emergency Medicine
University of NC at Chapel Hill

Ursula Robinson, MSW, MHA

Executive Director, PACE of the Triad

Ted Rooney, RN, MPH

Healthcare Quality Consulting

Jeremy Schiffberg

Principle, The Health Initiative

Karen Smith, MD

Medical Director, Aledade

Jon Sternstein, CISSP

Principle Consultant, Stern Security

Leanne Tucker, MPA

Director, Aging and Volunteer Service
Land of Sky Regional Council

Mary Warren, MSL

Director, Area Agency on Aging
Triangle J Council of Governments

Rachel Zimmer, MD, NP-C

Assistant Professor
Wake Forest School of Medicine

Adam Zolotor, MD, DrPh

President and CEO
NC Institute of Medicine

Registration Form

Register online at northwestahec.org

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First Name MI Last Degrees (e.g., MD)

Profession Job Title

Home Address City State Zip County

Home Phone Cell Phone

Employer

Employer Address City State Zip County

Employer Phone Employer Fax

Email Required

- Preferred Email Home Email Work Email

By providing your fax number, email address and telephone number, you have granted permission for us to contact you via the numbers and address indicated.

Three Ways to Register:

► Register online at www.nwahec.org/57176

- Make check payable to “Wake Forest University Health Sciences” and mail, with registration form, to:
Wake Forest School of Medicine / NW AHEC
Medical Center Boulevard, Winston-Salem, NC 27157-1060
Attention: Lisa Maurer
or fax to: 336-713-7701

WFBMC Internal Transfer: 25-digit chartfield # _____ - ____ - _____ - _____ - _____

- Employer will make payment. Supervisor completes below and faxes registration to 336-713-7701.

Supervisor's Name (Printed) Signature Phone

By signing, I am certifying that agency payment will follow. If you have a balance due and do not attend or send a substitute, you will be invoiced for the full program fee.

Please check if needed:

- Vegetarian Meal Lactation room

Note: If you have not done so already, you will need to create a MyAHEC account at www.myahec.net using the preferred email address and primary phone number you have listed. If you already have an existing account, please login to your account and verify or update your information to match what is listed above.