



## Learning Session #2

Hyatt Regency, Newport Beach  
 1107 Jamboree Rd  
 Newport Beach, CA 92660

### CARE COORDINATION COLLABORATIVE

## AGENDA – Day 1 Wednesday, April 30, 2014 8:00am - 5:00pm

TIME	TOPIC	FACILITATOR
7:15-8:00	Registration and Continental Breakfast	
8:00 – 8:15	Welcome, Introductions, and Overview	Jennifer Clancy, MSW <i>California Institute of Mental Health</i>
8:15 – 8:45	<p><b>Reviewing the Care Coordination Change Package:</b> Changes that Lead to Improvement</p> <p><u>Objectives:</u></p> <ol style="list-style-type: none"> <li>Participants will be able to apply the changes that lead to improvement to their partnership in order to promote care coordination</li> <li>Participants will be able to distinguish the relationship between changes that lead to improvement in order to promote client self management</li> <li>Participants will be able to practice effective care coordination that will lead to improvement</li> </ol>	Jennifer Clancy, MSW
8:45 – 9:30	<p><b>Opening Plenary:</b> The Role of Client Self Management in Care Coordination and Improving Clients Whole Health</p> <p><u>Objectives:</u></p> <ol style="list-style-type: none"> <li>Participants will be able to cite research that demonstrates that client self management improves health outcomes</li> <li>Participants will be able increase of the role of peer providers from other health providers in client self management</li> <li>Participants will be able to interpret how self management promotes client self efficacy and focus on client’s whole health in care coordination.</li> </ol>	Lisa Smusz, MS, LPCC <i>PEERS</i>

TIME	TOPIC	FACILITATOR	
9:30 – 10:30	<p><b>Client Experiences: Addressing the Impact of Mental Health Stigma on Whole Health Self Management</b></p> <p>Objectives:</p> <ol style="list-style-type: none"> <li>Participants will be able demonstrate how self management can reduce internal and mental health stigma</li> <li>Participants will be able to coordinate a strategy to reduce external mental health stigma which can lead to improvement in client’s health outcomes.</li> <li>Participants will be able to illustrate how they can test key change ideas presented in the session to improve their client’s experience.</li> </ol>	<p><b>Executive Leadership Break Out: Shaping a Care Coordination Intervention Plan to Bend the Cost Curve</b></p> <p>Objectives:</p> <ol style="list-style-type: none"> <li>Participants will able to review care coordination costs assess for health savings</li> <li>Participants will be able to apply cross partner leadership to design care coordination system</li> <li>Participants will be able to utilize the Care Coordination Collaborative measures to assess for improved coordination of care and health outcomes within their system.</li> </ol>	<p><b>Alice Washington</b> California Institute for Mental Health &amp; <b>Lisa Smusz, MS, LPCC</b> PEER</p> <hr/> <p><b>Gale Bataille, MSW</b> <i>California Institute for Mental Health</i></p> <p><b>Dale Jarvis, CPA</b> <i>DJ Consulting</i></p> <p><b>Karen Linkins, PhD</b> <i>Integrated Behavioral Health Project</i> &amp; <b>Jennifer Clancy, MSW</b></p>
<b>10:30 – 10:45</b>	<b>BREAK</b>		
<b>10:45 – 12:15</b>	<p><b>Change Idea:</b> Promote Clients’ Role in Whole Health</p> <ul style="list-style-type: none"> <li>Tobacco Harm Reduction</li> <li>WRAP</li> <li>Implementing WRAP in a Peer Organization</li> </ul>	<p><b>Executive Leadership Break Out (Continued)</b></p> <p>Shaping a Care Coordination Intervention Plan to Bend the Cost Curve</p>	<p><b>Lisa Smusz, MS, LPCC</b> &amp; <b>Susan Wynd Novotny</b> Manzanita Services Inc. &amp; <b>Debra Rogers</b> Manzanita Services Inc.</p>
<b>12:15 – 1:00</b>	<b>LUNCH</b>		
<b>1:00 -2:30</b>	<p><b>Change Idea:</b> Engage Clients in Care Coordination and Care Planning</p> <ul style="list-style-type: none"> <li>Brief Action Planning</li> <li>Motivational Interviewing</li> </ul> <p><u>Objectives:</u></p> <ol style="list-style-type: none"> <li>Participants will be able to organize and practice Brief Action Planning</li> <li>Participants will be able to review Motivational Interviewing and practice it to help clients engage in their Care Planning</li> <li>Participants will be able to demonstrate how they can test the key change “Engage Clients in Care Coordination and Care Planning Idea” in their current system.</li> </ol>	<p><b>Connie Davis, RN</b> <i>Center for Comprehensive Motivational Interventions</i></p>	

TIME	TOPIC	FACILITATOR
2:30 – 2:45	<b>BREAK</b>	
2:45 – 3:15	<p><b>Model for Improvement:</b> Changes that Result in Improvement</p> <p><u>Objectives:</u></p> <ol style="list-style-type: none"> <li>1. Participants will be able to state and design fundamental changes that result in improvement.</li> <li>2. Participants can differentiate changes from outcomes and impacts</li> <li>3. Participants will be able to practice “mining” the change package for ideas which they can test that will help them achieve their CCC Team goals</li> </ol>	<p><b>Jerry Langley,</b>  <i>Associates in Process Improvement</i></p>
3:15 – 4:15	<p><b>Organizational Team Meeting #1</b></p> <p><u>Objectives:</u></p> <ol style="list-style-type: none"> <li>1. Executive Leaderships will be able to report with full CCC Team the sub-pilot and changes associated with the plan designed in Leadership Breakout</li> <li>2. Participants will be able to internalize the CCC Change Package and locate the changes most likely to lead to their CCC Team aim</li> <li>3. Participants will be able to refer to a minimum of two CCC change ideas that will help them achieve their Team aim and the goals of the Pilot.</li> </ol>	<p><b>Teams</b></p>
4:15-4:45	<b>Reviewing Story Boards</b>	<b>Teams</b>
4:45 – 5:00	<b>A Look at Day 2 and Adjourn</b>	<b>Jennifer Clancy</b>