Creating Our Future Together

The 10th Annual Behavioral Health Care Symposium and Emergency Services Forum

December 7 – 9, 2015
Mission Inn Hotel & Spa, Riverside Convention Center
Dear Colleague:

We are excited to welcome you to the California Hospital Association’s 10th annual Behavioral Health Care Symposium and the new Emergency Services Forum.

Much has changed over the past ten years. As our new system of care is evolving, so too is our program. Day one offers the latest information on behavioral health care policy and current issues. Day two offers a blended educational format for both behavioral health and ED professionals. Day three features a new Emergency Services Forum with topics devoted exclusively to ED providers. No matter what your role, we are certain this year’s agenda will help you meet the challenges and opportunities of the year to come.

To enrich your experience, we encourage you to:

- Network with colleagues. The program provides a fantastic opportunity to share ideas and resources.
- Visit with event sponsors and fill your tour card. Learn about helpful products and services that can improve patient care and operations — and maybe win a prize in the process.
- Complete the evaluation forms. Your feedback will be used to shape next year’s event.

Mark your calendar for next year’s program, which will be held December 5 – 7, 2016.

Thank you for joining us.

Sheree Kruckenberg
Vice President, Behavioral Health
California Hospital Association

BJ Bartleson, RN, MS, NEA-BC
Vice President, Nursing & Clinical Services
California Hospital Association
**AGENDA AT-A-GLANCE**

All events are at the Riverside Convention Center with the exception of the Reception.

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<td>8:30 – 9:30 am</td>
<td>Registration/Check-in and Exhibit Viewing</td>
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<td>9:30 – 10:45 am</td>
<td>Opening Comments and Keynote</td>
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<td>11:00 am – Noon</td>
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<td>County Mental Health Services: A View from the County Risk Manager’s Desk</td>
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<td>Concurrent Breakout Sessions</td>
<td>(choose one) Breathing New Life into Partial Hospitalization Programs</td>
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<td>3:30 – 4:00 pm</td>
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<td>4:00 – 5:00 pm</td>
<td>General Session</td>
<td>1915b Medi-Cal Specialty Mental Health Services Waiver</td>
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<td>5:00 – 6:00 pm</td>
<td>Reception at the Mission Inn</td>
<td>1st Floor, Galleria Atrio</td>
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<td>Tuesday</td>
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<td>December 8</td>
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<td>Continental Breakfast and Exhibit Viewing</td>
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<td>8:00 – 8:15 am</td>
<td>Opening Comments</td>
<td>Special Photographic Exhibit: The Willard Suitcases</td>
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<td>8:15 – 10:15 am</td>
<td>General Sessions</td>
<td>From Policy to Practice — Moving Behavioral Health Care Forward Care Transition for Patients with Complex Behavioral Health Needs</td>
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<td>Closing Session</td>
<td>From Concept to Reality — What it Takes to Build a PES Program</td>
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**EMERGENCY SERVICES FORUM**

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<td>Wednesday</td>
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<td>December 9</td>
<td>7:00 – 8:00 am</td>
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<td>8:00 – 9:15 am</td>
<td>Opening Comments and Keynote</td>
<td>Reinventing Emergency Care Through Integrated Services</td>
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<td>9:15 – 10:30 am</td>
<td>Panel Presentation and Discussion</td>
<td>The Future of Emergency Services: Challenges and Opportunities</td>
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<td>10:30 – 11:00 am</td>
<td>Break</td>
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<td>11:00 am – Noon</td>
<td>General Session</td>
<td>ACA and Reforming Payment for Acute Unscheduled Care</td>
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<tr>
<td>Noon – 1:00 pm</td>
<td>Hosted Luncheon and Legislative Update</td>
<td>Raincross Ballroom</td>
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<td>1:15 – 2:45 pm</td>
<td>Concurrent Breakout Sessions</td>
<td>(choose one) CURES 2.0 and Safe Pain Subscribing</td>
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<td>3:00 – 4:00 pm</td>
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<td>Making the ED Workplace Safe for All</td>
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<tr>
<td>8:30 – 9:30 am</td>
<td>Registration/Check-in and Exhibit Viewing</td>
<td>Upper Concourse 201</td>
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<td>Exhibit Hall C&amp;D</td>
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<td>9:45 – 10:45 am</td>
<td>Opening Keynote: Three Views on How Compassion Can Reshape Care Delivery</td>
<td>Exhibit Hall C&amp;D</td>
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<td>Randall Hagar, Director of Government Affairs, California Psychiatric Association; Karen L. Murrell, MD, Emergency Department Medical Director and Assistant Physician-In-Chief, Performance Improvement, Kaiser Permanente South Sacramento Medical Center; and Michael Fitzgerald, MS, PMHCS-BC, Executive Director, Behavioral Health Services, El Camino Hospital</td>
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<td>Our conference opens with three micro presentations in the tradition of “TED Talks” with a common link — how kindness and compassion can improve patient outcomes and the future of care delivery. In this session, you’ll find inspiration and the collective wisdom providers must have to advocate for our patients and profession.</td>
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<td>11:00 am – Noon</td>
<td>Panel Presentation and Discussion: Partnering for Patients — Bringing Hospitals and County Behavioral Health Together</td>
<td>Exhibit Hall C&amp;D</td>
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<td>Dawan Utecht, Behavioral Health Director, Fresno County; Jerry Wengerd, Mental Health Director, Riverside County; Alfredo Aguire, Behavioral Health Director, San Diego County; and Kirsten Barlow, Executive Director, County Behavioral Health Directors Association of California (moderator)</td>
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<td>As care delivery evolves, so should our public and private partnerships. In this session, County Behavioral Health directors will share their thoughts and goals on how to improve communication and facilitate resources for patients. Learn how to find a balance between weaknesses and strengths of stakeholders to better meet the needs of Californians.</td>
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<td>Šimanek Distinguished Service Award</td>
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<td>CHA’s Center for Behavioral Health’s Šimanek Distinguished Service Award recognizes leadership that promotes vision and excellence in behavioral health care services; outstanding contributions to hospitals and health care services in either in- or outpatient behavioral health settings; and special achievements as demonstrated by a successful project, program or action.</td>
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<td>LPS Consensus Guidelines Update</td>
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<td>Percy Howard, LCSW, Chief Program Officer, California Institute for Behavioral Health Solutions (CIBHS)</td>
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<td>The CIBHS, through a contract with the Mental Health Services Oversight and Accountability Commission, has been tasked to create guidelines to serve as standards and provide suggested strategies to improve patient experience for involuntary detainment (5150s). This session will update attendees on the progress of the proposed guidelines and elements of their training curriculum.</td>
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1:15 – 2:30 pm  
**General Session:**  
**County Mental Health Services: A View from the County Risk Manager's Desk**  
Linda Garrett, JD, Partner, Risk Management Services  
Each of California’s 58 counties has its own way of doing things — not exactly a news flash. The “why” behind this fact isn’t so well understood, and a little bit of understanding can go a long way to improving communication and collaboration. Listen to a county risk manager share insights from behind the scenes and take home 10 straightforward strategies to improve relations, and ultimately, services for our patients.

2:30 – 3:30 pm  
**Concurrent Breakout Sessions**  
(choose one)  
**Breathing New Life into Partial Hospitalization Programs**  
Cathy Francis, PsyD, MFT, Social Services Director, St. Joseph’s Behavioral Health Center  
Now numbering less than 500 nationwide, partial hospitalization programs (PHP) are on shaky ground. They shouldn’t be — treatment measures prove that PHPs are a vital part of the continuum of care where patients receive effective treatment and skills that result in lower readmission rates compared to inpatient facilities. Presenters will provide you with a thorough understanding of PHPs and offer insights on how to develop or expand a PHP program.

**Creating Linkages Between Child and Adolescent Services**  
Lynn Thull, PhD, Consultant for Mental Health Policy and Practice Improvement, California Alliance of Child & Family Services  
Connecting children with much-needed behavioral health services has been difficult, especially so in health care environments. This session will explain which programs and resources are available and how to establish “linkages” to ensure services are received. Learn how policy has shaped the way care is delivered and how to advocate for change.

3:30 – 4:00 pm  
**Break and Exhibit Viewing**

4:00 – 5:00 pm  
**General Session: 1915b Medi-Cal Specialty Mental Health Services Waiver**  
Elizabeth Stallings, RN, Director, Clinical Operations, HFS Consultants  
Managed at the county level in California, the SMHS waiver was renewed in July for another five years. This waiver renewal reemphasizes the responsibilities of County Mental Health Plans to manage the behavioral health care for Medi-Cal beneficiaries. Learn how collaboration and partnering with your county is a win/win/win for patients and providers, and for county compliance.

5:00 – 6:00 pm  
**Reception at the Mission Inn**  
Join your colleagues to relax, unwind and discuss the day’s sessions over wine and hors d’oeuvres.
7:00 – 8:00 am  
Continental Breakfast  
Exhibit Hall C&D

8:00 – 8:15 am  
Opening Comments  
Exhibit Hall C&D

8:15 – 10:15 am  
General Sessions  
Exhibit Hall C&D

From Policy to Practice — Moving Behavioral Health Care Forward  
C. Duane Dauner, President/CEO, California Hospital Association; and Darrell Steinberg, Director of Policy and Advocacy, Behavioral Health Center of Excellence, University of California, Davis and former California Senate President Pro Tem  
Two of California’s most prominent health care leaders will share their thoughts on how we can elevate the discussion for greater access to behavioral health care services. Learn how today’s policies will shape tomorrow’s services — and what you can do to influence change.

Care Transition for Patients with Complex Behavioral Health Needs  
Deborah Kania, RN, Post-Acute Care Project Manager, Sutter Health – Valley Area  
With psych beds at a premium and reduced community services, it can be challenging to place patients with behavioral health care needs at the next lower level of care. This session will provide strategies and resources to more effectively transition these patients. Attendees will learn the importance of identifying post-acute care needs, medication reconciliation and strengthening community partnerships; all which influence the speed and appropriateness of care transition.

10:15 – 10:45 am  
Break and Exhibit Viewing  
Exhibit Hall C&D

10:45 am – Noon  
General Session: Navigating from the Non-Designated World to the Designated World  
M. Steven Lipton, Partner, Hooper, Lundy & Bookman, PC; and Linda Garrett, JD, Partner, Risk Management Services  
When patients with mental illness come to hospital EDs, it’s not easy to transition these individuals to the care they need and deserve. This session will describe common challenges surrounding medical clearance, methods of transport, relationships with law enforcement and much more. Take home 10 practical ways to appropriately manage patients’ transition to the right level of care.

Noon – 1:15 pm  
Hosted Luncheon  
Raincross Ballroom

AB 1300 — LPS Modernization Legislation  
Sheree Kruckenberg, Vice President, Behavioral Health, California Hospital Association  
In 2009, CHA began the process to modernize the 48-year-old Lanterman-Petris-Short Act. This work culminated in the introduction of AB 1300 (Ridley-Thomas) in January 2015. Hear an overview of the two-year bill and find out what to expect in the next legislative session.
Concurrent Breakout Sessions (choose one)

24-Hour Holds — Why, When and How to Use in the ED
M. Steven Lipton, Partner, Hooper, Lundy & Bookman, PC
Few patient management issues are as complex and challenging to operationalize as the 24-hour hold. What are the requirements for use? When does the clock start? What do you do if the clock runs out and you aren’t ready to discharge or transition the patient to appropriate care? The answer to these and other complex questions will be addressed in this session. Learn tips to better work with law enforcement, patient advocates and county mental health.

The Intersection of 5150 and Conservatorship
Michael Phillips, Esq., Director of Patient Advocacy, Jewish Family Service of San Diego
The rules around the LPS conservatorship process are complex and when a conserved patient is put on a psychiatric hold, the situation can become even more confusing. This session will spell out rules for LPS conservatorship, explain what authority is granted to providers and which rights the conservatee retains. Learn tips to manage challenging discharge situations and where to go for additional resources.

Break and Exhibit Show Prize Drawing
Exhibit Hall C&D

Closing Session: From Concept to Reality — What it Takes to Build a PES Program
Guy C. Qvistgaard, MFT, FRSPH, Chief Administrative Officer, John George Psychiatric Hospital/Ambulatory Care
There are numerous benefits to implementing a Psychiatric Emergency Services (PES) program, but is it realistic for your facility? This session, led by the administrator of one of California’s most successful PES programs, will explore the possibilities, challenges and benefits of the PES model. Find out what you need to know about kick-starting the process, including fostering executive buy-in, funding, licensing hurdles, staffing needs and much more.
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<td>Opening Keynote: Reinventing Emergency Care Through Integrated Services</td>
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<td>Ricardo Martinez, MD, FACEP, Chief Medical Officer, North Highland</td>
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<td>ED services are evolving — will your model of care survive? Currently, much of ED care and coordination is fragmented and poorly integrated in our health care system. Integrated care models may provide the key to not only survive, but thrive in our changing health care world. This session will challenge your thinking with new ways to integrate care and improve quality of service. Learn about the resources you will need to remain viable.</td>
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<td>Panel Presentation and Discussion</td>
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<td>The Future of Emergency Services: Challenges and Opportunities</td>
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<td>Howard Backer, MD, MPH, FACEP, Director, California Emergency Medical Services Authority (EMSA); Karen L. Murrell, MD, Emergency Department Medical Director and Assistant Physician-In-Chief, Performance Improvement, Kaiser Permanente South Sacramento Medical Center; Dr. Marc Futernick, President, California Chapter of the American College of Emergency Physicians (California ACEP); California State Senator Richard D. Roth, Senate District 31; and William J. Emmerson, DDS, Senior Vice President, State Relations &amp; Advocacy, California Hospital Association (moderator)</td>
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<td>What will the future hold for emergency services? How will key stakeholders work together to overcome obstacles and improve quality of care and service for patients? In this session, panelists will provide attendees with their view of the road ahead on topics such as throughput, community paramedicine, alternate destinations, triage expansion and more. Bring your questions for our distinguished panel.</td>
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<td>Jesse Pines, MD, MBA, MSCE, Director, Office for Clinical Practice Innovation and Professor of Emergency Medicine and Health Policy, George Washington University</td>
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<td>As the U.S. transitions to a value-based system of reimbursement, our way of providing care will be changing along with it. It’s going to be complicated and vulnerable populations must be protected in the transition. This session will help participants understand the current landscape of care and how things may change with the rollout of the ACA. Explore ideas on alternative payment models, and how care may change in a variety of settings from EDs and urgent care to retail clinics and telemedicine.</td>
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<td>Noon – 1:00 pm</td>
<td>Hosted Luncheon: Legislative Update</td>
<td>Raincross Ballroom</td>
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<td>BJ Bartleson, RN, MS, NEA-BC, Vice President, Nursing and Clinical Services, California Hospital Association</td>
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<td>Hear an update on recent federal and state legislative activity impacting emergency services and find out what to expect in the coming year.</td>
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<td>Concurrent Breakout Sessions <em>(choose one)</em></td>
<td>MR 7–10</td>
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<td><strong>CURES 2.0 and Safe Pain Subscribing</strong></td>
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<td>Mike Small, Administrator and Manager, Law Enforcement Support Program, California Department of Justice; and Roneet Lev, MD, Director of Operations, Scripps Mercy Emergency Department</td>
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<td>California’s new Controlled Substance Utilization Review and Evaluation System (CURES) 2.0 went live in July. Learn about how the improved functionality and new features of CURES 2.0 will help ED physicians, staff and other medical professionals prescribe safely. Hear an update on Safe Pain Prescribing activities across the state, and take home tips on how to deal with pain management and drug seeking issues.</td>
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<td>Matthew Powers, President, Emergency Nurses Association; Jennifer Denno, MSN, RN, CEN, Clinical Nurse Educator, Sutter Medical Center Sacramento and Government Affairs Co-Chair, California Emergency Nurses Association; and Gail Blanchard-Saiger, Vice President, Labor and Employment, California Hospital Association</td>
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<td>Hospitals are continuously working to improve patient and employee safety. In this session, you’ll learn about the Emergency Nurses Association’s grassroots efforts that led to the development of AB 172 (Rodriguez), the proposed legislation to increase penalties for violence against ED workers. On a parallel track, hear an update on the status of the anticipated Cal/OSHA workplace violence prevention regulations and find out what you can do now to prepare.</td>
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Creating Our Future Together

SPEAKERS

Kirsten Barlow began serving as executive director of the County Behavioral Health Directors Association (CBHDA) of California in October 2015. Over the past year, Kirsten has worked as executive officer of the Council on Mentally Ill Offenders, a position to which she was appointed by Gov. Edmund G. Brown, Jr. The Council on Mentally Ill Offenders develops strategies for keeping youth and adults with mental illness out of the criminal justice system. Between 2009 and 2014, Kirsten was associate director at CBHDA, where she directed their legislative and budget advocacy efforts. Prior positions included serving as public information officer at the California Department of Mental Health where she held a variety of assignments including chief of the Immunization Branch, interim director and state health officer. From 2008 to 2011, Backer was associate secretary for emergency preparedness at the California Health and Human Services Agency where he worked closely with EMSA, CDPH, the Department of Social Services and other CHHS departments on plans to coordinate public health and medical disaster response, as well as mass care and shelter issues. Prior to government service, Dr. Backer practiced emergency medicine for 25 years and is board-certified in emergency medicine, preventive medicine and public health.

BJ Bartleson provides leadership in developing, communicating and implementing CHA policy related to nursing, emergency services, trauma and medication safety. She is recognized statewide and nationally as a nurse leader with more than 30 years of experience as an administrator, educator, researcher, clinician, manager and expert in multiple areas of acute patient care management and nursing practice. She is past president of the Association of California Nurse Leaders and served 10 years on the board of the American Organization of Nurse Executives.
The 10th Annual Behavioral Health Care Symposium

Plus, New Emergency Services Forum

**SPEAKERS**

Gail Blanchard-Saiger is the vice president of labor and employment for the California Hospital Association. In this role, she provides leadership for state and federal legislative and regulatory issues related to hospital human resources and labor relations. Ms. Blanchard-Saiger has more than 15 years of experience as a labor and employment law attorney representing hospitals and health care systems. She is a member of the American Society for Healthcare Human Resources Administration and serves on its Advocacy Committee. She is a frequent speaker and author on health care workplace law issues.

Gail Blanchard-Saiger, JD
Vice President, Labor and Employment
California Hospital Association

C. Duane Dauner was appointed President/CEO in 1985 of the California Hospital Association, the statewide leader representing the interests of nearly 400 hospitals and health systems in California. Mr. Dauner has been active in national hospital and health care issues, serving on numerous American Hospital Association and American College of Healthcare Executives (ACHE) boards and committees. He has authored numerous articles and a book; is a nationally known leader on health issues; and has lectured at several California university graduate programs. In 2002, he received ACHE's highest honor, the Gold Medal Award, and has been honored by the Partners in Care Foundation, National Health Foundation, UCLA and Health Care Executives of Southern California.

C. Duane Dauner
President/CEO
California Hospital Association

Jen is a clinical educator at Sutter Medical Center, Sacramento Emergency Department. For the Emergency Nurses Association, she has served as president of the Sacramento chapter and government affairs co-chair for the California State Council. She has published in the *Journal of Emergency Nursing* and presented poster presentations at national conferences including the CDC, Emergency Nurses Association and the Western Institute of Nursing. With a focus on nurse development, Jen has developed a new graduate RN program in the ED with a 100% retention rate at two years and 85% at three years. Her passion for simulation training has strengthened the competence and confidence of the physicians and nurses in the ED to help clinicians provide the best care possible to patients.

Jennifer Denno, MSN, RN, CEN
Clinical Nurse Educator
Sutter Medical Center Sacramento
Government Affairs Co-Chair
California Emergency Nurses Association

William J. Emmerson brings to CHA broad public policy experience spanning more than 40 years, dating from the early 1970s when he was as a legislative assistant in the California State Assembly to serving as a state senator from 2010-13. Elected to the California State Assembly in 2004, he served on a variety of committees, including business and professions, health, appropriations and the Assembly Budget Subcommittee on Health and Human Services, as well as on committees addressing transportation, water and local government issues. Following his election to the California State Senate in a 2010 special election, he continued working on health policy as vice-chair of the budget, business and professions, and human services committees, and the Budget Subcommittee on Health and Human Services. He resigned from the state Senate Dec. 1, 2013, and assumed a position with CHA in January 2014. He has spent the majority of his professional career in the oral health field as a practicing orthodontist. He attained a DDS degree from Loma Linda University, followed by an MS in orthodontics.

William J. Emmerson, DDS
Senior Vice President, State Relations & Advocacy
California Hospital Association
Michael Fitzgerald has more than 30 years of experience in the behavioral health field and currently serves as the executive director for Behavioral Health Services at El Camino Hospital. Mr. Fitzgerald has developed several unique mental health programs including specialized services for teens and perinatal mothers. He is a psychiatric clinical nurse specialist by training and lectures, writes and consults on mental health issues. He is currently chair of the California Hospital Association’s Center for Behavioral Health.

Cathy Francis has worked in mental health and substance abuse treatment since 1997. She holds a master’s degree in marriage and family therapy and a doctoral degree in psychology. Prior to joining Dignity Health in 2005, Dr. Francis worked as a school- and clinic-based marriage and family therapist. Over the past 10 years, she has grown the outpatient programs at St. Joseph’s Behavioral Health Center (SJBHC), added seven programs to the continuum of care and increased the number of outpatient visits. Dr. Francis is the secretary and past president of the Northern California Chapter of the Association of Ambulatory Behavioral Health and serves on several workgroups and committees that address reimbursement and quality of care issues related to mental health treatment. Dr. Francis is actively involved in efforts to reduce barriers to treatment and the stigma associated with mental illness, and to improve the quality of life for persons with psychiatric disorders.

Marc Futernick is medical director of the emergency department at California Hospital Medical Center (CHMC). In practice for 16 years, Dr. Futernick earned a bachelor’s degree in biochemistry from the University of California, Los Angeles, and a medical degree from Tulane University School of Medicine. He is president of the California Chapter of the American College of Emergency Physicians, current board chairman of Valley Emergency Physicians and board member for the CHMC Foundation.

Linda Garrett is a partner at Risk Management Services located in Cotati, California, (Sonoma County) and has been providing claims administration and risk management services to public entity clients for more than 23 years. Risk Management Services is the contracted third party claims administrator for the CSAC Excess Insurance Authority Medical Malpractice Programs, and Linda currently works with more than 50 California counties and cities, as well as a number of Nevada rural hospitals, providing training and consultation on a variety of medical/legal topics to public health, behavioral health (mental health/substance abuse), hospital, and jail/juvenile hall health care providers. She frequently lectures on issues pertaining to consent, charting, mandated reporting, involuntary mental health treatment, patients’ rights, and federal and state medical confidentiality laws (including HIPAA/HITECH Act and 42 CFR Part 2). Before working as a risk manager, Ms. Garrett practiced as a medical malpractice defense attorney for a law firm in San Francisco. She is a graduate of the University of California, Berkeley and Hastings College of the Law.
Randall Hagar is the director of government affairs for the California Psychiatric Association. In this role, he serves as a legislative advocate and assists members in developing policies on legislative, state budget, judicial and regulatory matters. Mr. Hagar is also the association’s media relations contact and liaison to public relations and political consultants. A past president of the California Coalition for Mental Health, Mr. Hagar has served on a number of health care-related boards, committees and task forces, and authors the “Capitol Insight” column for The California Psychiatrist. He received his bachelor’s degree in behavioral sciences at the University of California, Davis.

Percy Howard is the chief program officer for the California Institute for Behavioral Health Solutions. Over the past five years, Percy has been a key player and leader in California’s drive to implement recovery-oriented and family-directed evidence-based practice. During the course of his 32-year work history, Percy has worked for county behavioral health and child welfare systems, private health care providers, nonprofit CBOs and in juvenile justice settings. This experience has served him well in his current role as a leader in one of California’s premier training and implementation, and systems improvement organizations. In his free time, Percy is a competition-licensed racing driver, as well as a singer and composer who has recorded and performed with members of Living Color, King Crimson and Guns N’ Roses.

Deborah Kania is a post-acute care program manager for Sutter Health, Valley Area. A registered nurse, she has more than 35 years of health care industry experience in geriatrics and post-acute care in a number of care settings. Having held various administrative and clinical positions, Deborah’s work has contributed to improvements in regulatory compliance, patient quality outcomes and financial metrics. Deborah has served on several boards and committees, including the Advisory Committee for the Coalition for Compassionate Care and CHA’s Center for Post-Acute Care Committee, among others.

Sheree Kruckenberg has been vice president of behavioral health at CHA since 2002. In this capacity, she staffs CHA’s Center for Behavioral Health Advisory Board. She is also responsible for hospital-based outpatient clinic (HBOC) issues and staffs CHA’s HBOC committee. Additional duties include tracking legislation for women and children’s issues, and coordination of the annual California Congressional Action Program in Washington, D.C.
Dr. Roneet Lev is an emergency physician at Scripps Mercy Hospital in San Diego and serves as director of operations for the emergency department. She earned a medical degree from the University of Texas Medical School and completed an emergency medicine residency program at the University of California, San Diego. Dr. Lev is president of the Independent Emergency Physicians Consortium and a past president of the California Chapter of the American College of Emergency Physicians. She established the San Diego and Imperial County Prescription Drug Abuse Medical Task Force with the goal of reducing deaths and mortality from prescription drugs, and her vision is to unite the medical community in changing the culture of over prescribing. Her program on safe prescribing in the emergency department won the 2014 National Association of Counties award.

Steve Lipton is a partner in the San Francisco office of Hooper, Lundy and Bookman, PC. Steve’s general practice focuses on general hospital representation, including hospital operations, physician contracting, licensing, regulatory and compliance matters, and health care transactions. Steve is the author of CHA’s manual, EMTALA — A Guide to Patient Anti-Dumping Laws, which includes a separate chapter on EMTALA and psychiatric patients.

Dr. Martinez is chief medical officer of North Highland and has served in senior roles in academics, government and business. He provides thought leadership and front-line involvement in transformation efforts of healthcare organizations becoming high-performing enterprises. Key focus areas include physician leadership and engagement, the touchstone of driving physician-led change and adoption of standardized best-practices across an entity; developing team-powered value-based clinical processes to add real value and eliminate waste; activating patients to ensure that shared clinical care plans are most effective; and enabling technology that supports, extends and improves performance across the delivery system.

Dr. Murrell has a long history in emergency medicine, having started as an ER clerk in 1976. She then worked as a registered nurse in a Chicago emergency room for seven years before deciding she needed more of a challenge. She continued on to medical school and graduated from Southern Illinois University School of Medicine in 1997. After almost 30 years in the ER, in every job description, Dr. Murrell is always amazed at the variety every day brings. She has been working at Kaiser Permanente since 2002, after relocating from Chicago. She appreciates the holistic approach to care that Kaiser Permanente provides its members. Her medical philosophy is that mind/body/spirit come together to make a healthy body. Her hope is that every patient will add exercise, relaxation and a healthy diet to their lifestyle.
Mike Phillips is the director and supervising attorney for the Jewish Family Service Patient Advocacy Program — the Health and Human Services Agency Behavioral Health Services designated patient advocate for San Diego County inpatient and residential mental health services. In this role, he provides instruction and training for the mental health community, including information on due process rights for psychiatric patients throughout San Diego County. He received his law degree from the University of San Diego (USD) School of Law, where he later became the staff attorney for the USD Patient Advocacy Program. He is a member of the VIP Mentors (Volunteers in Parole) program, a member of the board of the San Diego Psych-Law Society, and sits on the advisory board for the Consumer Center for Health Education. He is currently consulting at the state level on proposed LPS reform and provides law enforcement training on mental health issues. He received the Patients’ Rights Advocate of the Year award from the California Association of Mental Health Patients’ Rights Advocates in 2009, and his program won the San Diego County Behavioral Health Program of the Year Award for 2013-2014.

Dr. Pines is director of the Office for Clinical Practice Innovation and a professor of emergency medicine and health policy at George Washington University. He has extensive experience in quality improvement, patient safety, operations research and clinical epidemiology, and has served as a senior advisor at the Center for Medicare and Medicaid Services Innovation Center, and as a consultant to the National Quality Forum on patient safety, health information technology and emergency care. Dr. Pines holds a BA in the Biological Basis of Behavior and a Master of Science in Clinical Epidemiology from the University of Pennsylvania, and a doctor of medicine and master’s degree in business administration from Georgetown University. He is an author of more than 200 peer-reviewed publications, has published several books and has contributed to a number of reputable publications.

Matthew Powers currently serves as president of the Emergency Nurses Association board of directors. He has worked as an emergency department nurse, charge nurse and clinical preceptor, and served as the clinical and educational services coordinator in San Mateo County, where he was tasked with overseeing clinical competence and protocol development, and instituting clinical oversight to American Medical Response and county-wide fire paramedics. Powers oversees operational and clinical services for the North County Fire Authority in San Mateo County and covers EMS services for four fire departments as an EMS Battalion Chief. He has participated in several county and state committees, and has been published in the Journal of Emergency Nursing. Powers holds a bachelor’s degree in nursing and a Master of Science in emergency services administration.

Guy Qvistgaard is a leader in the field of acute psychiatric care administration, with more than 16 years of experience in hospital operations and 34 years in the behavioral health arena. He is the hospital administrator of John George Psychiatric Hospital (JGPH), a nationally-recognized acute psychiatric care facility also providing psychiatric emergency services located in San Leandro, California. JGPH is part of the Alameda Health System, a public health system with six major facilities throughout Alameda County, California.
Creating Our Future Together

Senator Richard Roth (D. Riverside) serves as chair of the Senate Budget Subcommittee on State Administration and General Government, and the Senate Insurance Committee, and is a member of several other legislative committees. Roth served in the United States Air Force for 32 years after earning a major general ranking, as well as a number of awards and decorations, including the Distinguished Service Medal. Roth earned his law degree from Emory University and practiced for more than 30 years. He has also served as an adjunct professor at the University of California Riverside. Roth is a member of the Riverside Community Hospital Advisory Board and past vice chairman of the Parkview Community Hospital Board.

Mike Small assumed program manager duties for the California Department of Justice (DOJ) CURES program in December 2011. Mike has 31 years of experience with the DOJ in organized crime intelligence analysis, as well as managing intelligence and regulatory programs. Mike is an alumnus of the University of Southern California.

Liz is a preeminent resource in behavioral health strategy, operations, clinical transformation and in helping hospitals find money to support behavioral healthcare services in this age of health care reform and transformation. She is a psychiatric nurse by education and served as the behavioral health services executive and leader for more than 25 years at John Muir Health, a multi-service health system in Northern California. She is now director of behavioral health services for HFS Consultants and is collaborating with clients to transform behavioral health care in their settings. Liz has served as chair of the AHA Psychiatric and Substance Abuse Section and governing council, as well as chair of CHA’s Center for Behavioral Health. Her multifaceted experience in all areas of behavioral health will be a valuable resource as we go forward and help our members develop initiatives that will transform behavioral health care in California.

Darrell Steinberg has been a relentless advocate for mental health care, calling it “the under-attended issue in our time and in our society.” As the former President Pro Tem of the California State Senate from 2008 to 2014, Steinberg authored Proposition 63, the Mental Health Services Act, creating a one billion-dollar system for mental health care in California. His career of more than 20 years in public service also included six years in both the State Assembly and the Sacramento City Council. Over the course of his legislative tenure, Steinberg ushered the state from a $42 billion deficit to a surplus budget. Mr. Steinberg currently serves as director of Policy and Advocacy for the Behavioral Health Center of Excellence within the Department of Psychiatry at UC Davis School of Medicine. He also is a shareholder at Sacramento office of Greenberg Traurig Law and chair of the firm’s California Government Law and Policy Practice.
Dr. Lynn Thull is an advocate for children's mental health and consults on mental health policy and practice improvement for The California Alliance of Child and Family Services. She provides organizational development supports and services to nonprofit, for-profit and government organizations statewide, and has provided direct care services in psychiatric hospitals, residential treatment centers, outpatient clinics and school districts. Dr. Thull is a psychologist licensed in multiple states, with specializations in child/family mental health and neuropsychology. She also serves as an adjunct professor at three universities. She holds a master's degree in educational psychology and a doctoral degree in clinical psychology.

Dawan Utecht is the director of behavioral health for Fresno County. She has more than 15 years of senior-level administrative experience in for-profit and nonprofit hospital settings, and county government. As director, Dawan is responsible for a $180M budget, business planning and program development, quality and regulatory management and other administrative duties. She previously served as chief executive officer of Community Behavioral Health Center, which included an acute and outpatient physical rehabilitation center, and skilled-nursing and sub-acute care facility. Dawan serves on the boards of directors for the Valley Caregivers Resources Center and the Children's and Families Commission/First Five Fresno County. Dawan has a Bachelor of Science in Kinesiology from the University of California, Los Angeles, and a Master of Science in Physical Therapy from Columbia University.

Jerry Wengerd has served as director of the Riverside County Department of Mental Health since 2005. He previously served as director of behavioral health in Fresno County, and director of mental health in Humboldt and Mariposa Counties. Jerry has also directed private sector mental health and substance abuse services, consulting and organizing medical group practices and a mental health network for an HMO. He attended Bluffton College in Ohio and earned a Master of Social Work degree from Fresno State. His post-graduate work focused on schizophrenia, family therapy, medical hypnosis, American-Indian cultural programs and administrative management.
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Many thanks to the curriculum committee members who gave generously of their time and expertise to develop this symposium.

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