WELCOME

Dear Participants:

It is with great pleasure that we welcome you to the California Hospital Association’s sixth annual Behavioral Health Care Symposium.

As providers of behavioral health care, we’re used to dealing challenges — declining resources, patients with complex issues, and lack of coordinated care between disciplines are commonplace. However, two crucial federal movements — mental health parity and health care reform — present new opportunities for providers to play a more vital role in the continuum of care. This year’s program will provide you with the information, tools and resources to do just that.

To get the most out of the information-packed program, we suggest you:

• Take a few minutes to review the agenda. You’ll find a host of experts to challenge and enlighten your thinking.

• Talk to attendees and speakers. Through shared knowledge and experience we can build our network and increase our presence and voice.

• Visit with symposium sponsors. Learn about many helpful products and services that can improve patient care and operations.

• Review the forms share exhibit featuring treatment/care plans submitted by your colleagues. The resources at your disposal are truly impressive.

• Fill out the evaluation forms. They matter! We use the feedback to offer future content you want and need.

• Remember to save December 3 – 4, 2012 for next year’s event.

It is our hope that this symposium will provide you with vital information to meet the challenges and opportunities of the year to come.

Thank you for joining us,

Sheree Kruckenberg
Vice President, Behavioral Health Care Services
California Hospital Association

Larry Lawler
Vice President, Behavioral Health & Subacute Services
Community Hospital of San Bernardino and Chair, Center for Behavioral Health
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<td>8:30 am – 1:00 pm</td>
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<td>Brian Wong, MD, Chief Executive Officer, The Bedside Trust</td>
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<td>Gaining a patient’s trust is often a stepping stone to recovery. Great things can also</td>
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<td>happen when hospital leadership operates from a basis of trust including improved care,</td>
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<td>increased patient and staff satisfaction, and operational efficiencies. Dr. Wong will</td>
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<td>help you define the current state of your organization, identify root causes of your</td>
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<td>problems, and provide tools and guidance to overcome operational challenges.</td>
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<td>David Pating, MD, Chief, Addiction Medicine, Kaiser Permanente Medical Center</td>
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<td>Reform’s mandate of integrated care aligns well with the concept of treating the whole</td>
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<td>person. Data for integration is strong, too—patients in integrated programs for substance</td>
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<td>use or mental health issues have improved quality of care and outcomes, and fewer relapses.</td>
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<td>Learn about treatment model options, working programs and the benefits of integration.</td>
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<td>Cynthia Leslie, Associate Director, Standards Interpretation Group, The Joint Commission</td>
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<td>According to a 2010 TJC Sentinel Alert, one-in-four inpatient suicides reported to TJC</td>
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<td>occurred outside the behavioral unit. To help hospitals with suicide prevention efforts</td>
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<td>and to comply with the National Patient Safety Goal requirements, TJC has developed the</td>
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<td>“Booster Pak.” Learn about the new Booster Pak and how hospital staff working in or</td>
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<td>outside of behavioral units can better identify at-risk patients for intervention and</td>
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<td>Marilyn Palmer, DO, Senior Director, Audit, Compliance and Education Team, Executive</td>
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<td>Health Resources</td>
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<td>It’s only a matter of time before you can expect a recovery audit contractor (RAC) review</td>
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<td>in your psych unit or facility. Those who have experienced the process will tell you it</td>
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<td>pays — in time and preserved revenue — to be prepared for a RAC audit. Learn tips on</td>
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<td>advance preparation, including proper clinical documentation, and how to work with the</td>
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<td>RAC and Medicare administrative contractor (MAC). Guidance on how to develop a sound</td>
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<td>appeals process, plus when and how to appeal, will also be covered.</td>
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<td>Join your colleagues to relax, unwind and discuss the day’s sessions over wine and</td>
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AGENDA

TUESDAY, DECEMBER 6

7:00 – 8:00 am  Continental Breakfast and Exhibit Viewing  Waterfront Ballroom

8:00 – 9:00 am
Keynote: Leading Effectively in Times of Change
Sally Stamp, Partner, Gifted Leaders, LLC
Change can be challenging, and for some, the natural response is to dig in. But with ACA, federal parity, and California’s Bridge to Reform new opportunities are here for the taking and we can’t afford to wait. This session will help you recognize your personal and professional strengths to inspire, empower and motivate yourself and your team.

9:00 – 10:00 am
Point, Counter-Point: Assisted Outpatient Treatment
Alfredo Aguirre, Mental Health Director, San Diego County; Greg Knoll, Executive Director and Chief Counsel, Legal Aid Society; Carla Jacobs, Co-Founder, Board Member, Treatment Advocacy Center; Thomas M. Anderson, Presiding Judge, Superior Court of California, County of Nevada; and Moderator, Helen Thomson, Board Member, Sutter Health Sacramento Sierra Region, Former Assemblymember, 8th District
The passage of Laura’s Law should have paved the way for access to AOT services — so what’s the hold up? Supporters cite efficacy studies demonstrating AOT’s value, but detractors maintain that AOT can be implemented in ways that meet the intent of the law without a court mandate for treatment. Listen, or join in, to a lively discussion on a sensitive topic.

10:00 – 10:15 am  Break and Exhibit Viewing  Waterfront Ballroom

10:15 – 11:15 am
Concurrent Breakout Sessions (choose one)
Rethinking the Delivery of Care (Management/Clinical Focus)
Howard Gershon, Principal, New Heights Group
This session will help mental health and substance use disorder providers discover ways to expand services across the continuum of care. Learn how to leverage resources to create new services including ED observation beds, inpatient consulting and more.

California’s Changing Mental Health System (Financial/Reimbursement Focus)
Speaker to be announced
California’s health care system is changing in big way. The 1115 Waiver will redefine delivery of behavioral services by improving integration and outcomes. State departments are changing, too — DMH and the Department of Alcohol and Drug Programs (ADAP) are set to transition responsibilities to other state departments. Learn about these and other changes to come in this comprehensive state update.

11:30 am – 12:45 pm  Hosted Luncheon  Pacific Ballroom
State and Federal Overview
C. Duane Dauner, President/CEO, California Hospital Association
Šimanek Distinguished Service Award Presentation

1:00 – 2:00 pm  Leadership Panel Discussion: What Keeps You Up at Night?  Waterfront Ballroom
Kathy Lencioni, Senior Vice President/CEO, Sharp Mesa Vista, Sharp McDonald Center; Tom Loats, Director, Behavioral Health Services, St. Joseph Hospital; Guy Qvistgaard, Administrator, John George Psychiatric Pavilion, Alameda County Medical Center; and Moderator, Diane G. Stewart, Health Care Consultant and Board Member, Sutter Health Pacific
Leadership will share their successes and challenges on several topics including: preventing sentinel events, recruiting future psychiatrists, and affordability of services. Bring your questions — audience participation is encouraged for this interactive session.

2:00 - 2:15 pm  Break and Raffle Prize Drawing  Waterfront Ballroom

2:15 – 3:15 pm
EMTALA & Behavioral Health Care
Steve Lipton, Partner, Hooper Lundy and Bookman, PC and Commander Kelly Valente, PharmD, Pharmacist Surveyor and EMTALA Lead, Region IX, Centers for Medicare & Medicaid Services
A national expert will tell you when and how to respond to an EMTALA violation. Case examples will demonstrate tricky EMTALA situations and guidance will be provided on how to defend against violations. Find out what surveyors are looking for and take home practical advice on how to work with CMS — from inquiry to appeal.
Alfredo Aguirre is the Mental Health Director for San Diego County and past President of the California Mental Health Director’s Association (CMHDA). His career in community mental health spans 30 years in numerous positions including psychiatric social worker, staff supervisor, clinic manager and system-wide manager. Over the last 7 years with the help of funding from Prop 63, Mr. Aguirre has led the effort to further transform San Diego County’s mental health system. This includes efforts to increase capacity to serve individuals with co-occurring disorders, close disparities for ethnic communities in seeking care, establish primary care based mental health services, increase access to care by developing urgent care capacity throughout the County, and develop an array of prevention/early intervention and workforce/education and training resources.

C. Duane Dauner was appointed president/CEO of the California Association of Hospitals and Health Systems (CAHHS) in November 1985. On Jan. 1, 1996, CAHHS transformed into the California Hospital Association (CHA) and Mr. Dauner was appointed president/CEO of this new organization, as well. CHA is devoted to statewide representation and advocacy for California’s health care organizations and is one of the nation’s largest state health care associations, representing more than 400 hospitals and health systems. Mr. Dauner has been active in national hospital and health care issues, serving on numerous American Hospital Association (AHA) and American College of Healthcare Executives (ACHE) committees. He is a fellow of ACHE and has served as a member of the AHA Board of Trustees and the Hospital Research and Educational Trust Board of Trustees, an affiliate of AHA.

Howard Gershon is a principal and founder of New Heights Group. Mr. Gershon has over 25 years experience in health care consulting and specializes in strategic planning, market research, program development and facility development for clients throughout the US. During his career, he has participated in over 100 projects concerned with the management and planning requirements of university medical centers; psychiatric hospitals; ambulatory care centers; alcohol treatment facilities; and non-profit, municipal, and investor-owned community hospitals. Mr. Gershon is a sought after lecturer on health-related issues and a frequent contributor to health care literature with articles and quotes appearing in Hospitals and Health Networks, Healthcare Executive, Modern Healthcare, and Health Care Strategic Management.
Carla Jacobs is co-founder and a board member of the Treatment Advocacy Center (TAC), a non-profit organization promoting laws, policies, and practices for the delivery of psychiatric care. TAC also provides support for the development of innovative treatments and research into the causes of severe and persistent psychiatric illnesses, such as schizophrenia and bipolar disorder. Ms. Jacobs is a veteran mental health activist who has first-hand knowledge of the devastating effects of mental illness. Through her dedication and activism, Ms. Jacobs has helped shaped the dialogue surrounding mental health public policies.

Gregory Knoll has served as the executive director/chief counsel for Legal Aid Society of San Diego, Inc. since 1974. The law firm provides a wide-range of free legal services to the indigent residents of San Diego County. As CEO of the firm, Mr. Knoll is responsible for the administration, management, and supervision of the legal work performed by an 80-person staff, including 50 attorneys and paralegals/advocates. He is also the executive director of Legal Aid Society’s Consumer Center for Health Education and Advocacy, one of the first education and advocacy centers for physical and mental health consumers eligible to receive healthcare from federal, state, and county programs.

Kathi Lencioni is senior vice president and chief executive officer of Sharp Mesa Vista and Sharp McDonald Center at Sharp HealthCare. Ms. Lencioni is responsible for assuring the highest quality patient care and professional services, optimal utilization of the facilities, development of successful physician relationships, and achievement of established financial objectives for the hospitals. She joined Sharp Healthcare in 2002 as the vice president of Clinical Services and Operations at Sharp Grossmont Hospital. Prior to her work at Sharp HealthCare, Ms. Lencioni was the vice president of Ambulatory and Clinical Services at Sarasota Memorial HealthCare System in Florida, an 845-bed medical center.

At The Joint Commission (TJC) Ms. Leslie provides interpretation of standards for the hospital, critical access hospital and behavioral health accreditation programs. She is a certified TJC surveyor for the Hospital and Behavioral Health programs with training under the accreditation manuals for Hospital, Behavioral Health and Critical Access Hospitals. Prior to joining TJC, Ms. Leslie served as the director of Behavioral Health and director of Nursing in the Chicago area. Additionally, she worked in the behavioral health arena as a Clinical Nurse Specialist and in nursing administration in both Illinois and California.

Steve Lipton, is an attorney and partner in the San Francisco law office Hooper Lundy and Bookman, PC. Mr. Lipton is recognized as a national expert on EMTALA and patient anti-dumping laws. In his practice, he has worked extensively with hospitals on EMTALA civil sanction matters and on compliance interpretation, policy development and education. Mr. Lipton is a frequent health care presenter and is the author of CHA’s manual, EMTALA — A Guide to Patient Anti-Dumping Laws.
Marilyn Palmer is a doctor of Osteopathy and currently serves as senior director of Audit, Compliance and Education at Executive Health Resources (EHR). EHR is a national organization that provides technology-enabled, expert physician advisor teams concentrating on managing Medicare and Medicaid regulatory compliance, minimizing inappropriate medical necessity denials and achieving appropriate lengths of stay in acute care hospitals and health systems. Dr. Palmer is Board Certified in Osteopathic Anesthesiology and a member of the American Society of Anesthesiologists and the American Osteopathic Association.

As Chief of Addiction Medicine at Kaiser Medical Center, San Francisco, Dr. Pating’s practice is focused on addiction psychiatry. He is a member of the Permanente Medical Group and serves as their regional chair of Addiction Medicine and chair of the Chemical Dependency Quality Improvement Committee. In addition, Dr. Pating is assistant Clinical Professor at UCSF School of Medicine and site-director of the joint UCSF VAMC-Kaiser fellowship in Addiction Medicine. He has consulted to SAMHSA, Medical Board of California, California’s Administrative Offices of the Courts and 9th Circuit Court of Appeals. Currently, Dr. Pating is a commissioner on California’s Mental Health Services Oversight and Accountability Commission (Proposition 63) and chairs the Services Committee.

Guy Qvistgaard, MS, MFT is the hospital administrator for Alameda County Medical Center, John George Psychiatric Pavillion; a 69-bed inpatient psychiatric hospital which also provides psychiatric emergency services. Mr. Qvistgaard is also responsible for adult PHP/IOP services in two locations. Since 1997, he has held leadership roles at several Adventist Health hospitals or behavioral centers. Prior to joining Adventist Health he served as managing director of the Behavioral Health Group, a publically-funded group of outpatient behavioral services clinics and as manager of Chemical Dependency Services and the Residential Teen Center for St. Vincent de Paul Shelters; all located in San Diego.
SPEAKER BIOGRAPHIES

Sally Stamp coaches and consults with individuals and organizations primarily in the areas of leadership development, strategic planning, communication skills, change management, and life/work effectiveness. Ms. Stamp has worked extensively with health care providers as both an internal and external team member. She currently works as an independent practitioner and in partnership with Dr. Jeff Thoren of Gifted Leaders, LLC. Previously, Ms. Stamp served as assistant administrator and interim hospital administrator for the DuBois Area Regional Medical Center in Pennsylvania before joining the Pittsburgh office of PricewaterhouseCoopers as a management consultant in their health care consulting practice.

Diane Stewart
Health Care Consultant and
Board Member
Sutter Health Pacific

For the past 15 years, Ms. Stewart has served as part of the senior administrative team for Sutter Medical Center, Sacramento, a 700+ bed acute care hospital, located over three campuses. With a career in health care spanning nearly four decades, Ms. Stewart has worked in a wide array of behavioral health settings including residential treatment, inpatient free-standing hospitals, inpatient hospital psychiatric units and for a behavioral health independent practice association. She has also supervised numerous hospital departments and served as interim CEO in a number of “turn around” operations.

Helen M. Thomson is an immediate past chair of the Yolo County Board of Supervisors and a former Democratic Assemblywoman from California’s 8th Assembly District. During her tenure with the Assembly, Ms. Thomson chaired the Assembly Health Committee and the Select Committee on Mental Health. She authored 81 bills signed into law, most notably AB 88, the mental health parity legislation ending discrimination in insurance benefits for adults and children who suffer from serious mental illness; and AB 1421, “Laura's Law,” establishing a court-ordered program of Assisted Outpatient Treatment for people who are severely mentally ill. Ms. Thomson is a registered nurse.

Brain Wong, MD
Chief Executive Officer
The Bedside Trust

As the co-founder and CEO of The Bedside Trust, Dr. Wong helps health care organizations find relational answers to operational problems. As a national speaker, he often speaks on numerous health care topics including quality, poor physician staff relations, lack of traction and buy-in for initiatives, in addition to other challenging organizational issues. Drawing from his first-hand experiences as a physician and executive, Dr. Wong works with organizations to correctly diagnose and define their fundamental challenges. Listeners often discover answers and curative countermeasures that foster a desire to improve and evolve work environments.
Founded over sixty years ago, Cannon Design is ranked among the leading international architectural, engineering, and planning firms for healthcare, research, education, corporate, sports and government clients. At present, the firm employs a staff of 1,000, delivering services in 17 offices throughout North America, as well as abroad in Shanghai, China, and Mumbai, India. Ranked by volume as the 17th largest practice in the world in World Architecture's 2010 global survey, Cannon Design has been recognized with over 300 awards for design excellence, technological innovation, and imaginative thought leadership.

An Ideas Based Practice, Cannon Design is recognized for design excellence and technological innovation, and is known for performance and dedication to client service. Cannon Design’s ‘single firm, multi-office’ (SFMO) practice approach enables the firm to fully integrate the activities of its offices in Baltimore, Boston, Buffalo, Chicago, Houston, Los Angeles, Mumbai, New York, Phoenix, San Francisco, St. Louis, Shanghai, Toronto, Vancouver, Victoria and Washington DC, into a single unified firm without walls. This methodology offers clients worldwide consistent access to the full resources of the organization, irrespective of location. As such, the practice serves clients across North America, as well as Europe, the Middle East, India, and the Far East.

www.cannondesign.com

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As the Janssen Pharmaceutical Companies of Johnson & Johnson, we are committed to developing innovative solutions for the most important medical needs of our time.

Over the past 50 years we have brought to market paradigm-changing treatments for addressing needs in schizophrenia, bipolar disorder, Alzheimer's dementia, and severe pain. Our work to help patients, families and communities affected by these illnesses continues. Our vision is to transform and enrich patients’ lives by raising global standards of care.

At Janssen, we are passionately pursuing science for the benefit of patients.

www.janssenpharmaceuticalsinc.com

Kelly Davies, Director, Healthcare Policy & Advocacy
(585) 281-1555, kdavies2@its.jnj.com
Illness happens

Neuropsychiatric illnesses and pain can devastate families, friendships and patients’ lives.

As the Janssen Pharmaceutical Companies of Johnson & Johnson, we are committed to developing innovative solutions for the most important medical needs of our time.

Over the past 50 years we have brought to market paradigm-changing treatments for addressing needs in schizophrenia, bipolar disorder, Alzheimer’s dementia, and severe pain. Our work to help patients, families and communities affected by these illnesses continues. Our vision is to transform and enrich patients’ lives by raising global standards of care. At Janssen, we are passionately pursuing science for the benefit of patients.

For more information please visit www.janssenpharmaceuticalsinc.com.

Carlos Stela, Untitled
Artwork from the National Art Exhibitions of the Mentally Ill Inc.
Janssen is proud to feature artwork created by people affected by the illnesses and diseases we are committed to treating and preventing.
Thank you to our generous corporate sponsors:

SUNOVION Pharmaceuticals

Sunovion is a leading pharmaceutical company dedicated to discovering, developing and bringing to market therapeutic products that advance the science of medicine to improve the lives of patients, their families and communities. We specialize in treatments that help people challenged by disorders of the central nervous system and respiratory ailments.

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Justin Springfield, Account Director
(817) 903-2011, justin.springfield@sunovion.com

Christina Hartmann, Account Director
(661) 312-1778, christina.hartmann@sunovion.com
We’ve changed our name, but not our passion

Sepracor is now Sunovion

Sunovion Pharmaceuticals Inc. was created through the merger of Sepracor Inc. and the U.S. operations of its parent company, Dainippon Sumitomo Pharmaceuticals Co., Ltd. We’ve come together in the ongoing drive to improve the lives of people with central nervous system or respiratory diseases.

Our 2,100 U.S.-based employees are now directing their combined skills and resources at providing physicians with innovative and effective treatments for their patients.

Backed by our longstanding commitment to advancing medical science, our new name heralds the light we can shed on improving the lives of people with even the most challenging conditions. For them and the entire healthcare community, a brighter future is in store.

Visit us at www.sunovion.com
Accurate Lock and Hardware Co., LLC

Accurate Lock and Hardware is a custom architectural hardware manufacturer located in Stamford, Connecticut, serving the residential, commercial and behavioral healthcare markets.

Accurate designs, engineers and manufactures hardware to meet the unique demands of Behavioral Healthcare settings. This translates into a special combination of solutions for anti-ligature, ADA compliance and Grade 1 certified requirements. Accurate’s signature product, the Crescent Handle is widely recognized as the gold standard for anti-ligature and ADA compliance.

All Accurate products are fabricated in USA.

www.accuratelockandhardware.com

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Tony Vartan, Chief, Behavioral Health Services Officer
(209) 557-6309, tony.vartan@tenethealth.com
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www.lomalindahealth.org/behavioral-medicine-center.com

Lauren Ball, Clinic Manager
(909) 558-9251, lball@llu.edu
Healing people and restoring hope is the essence of what we do at Loma Linda University Behavioral Medicine Center. Serving the Inland Empire for over 20 years, our compassionate and experienced staff understands the complex needs individuals are faced with when dealing with mental illness and addiction. Associated with a world-renowned teaching hospital we are able to provide multi-level care in the following areas:

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www.safetysolutionsbylaforce.net

Misty LaForce, President
(951) 232-3560, mlaforce@safetysolutionsbylaforce.com

John LaForce, Operations
(310) 923-1134, jlarforce@safetysolutionsbylaforce.com

Sandy Golden, Vice President, Top Door Alarm
(951) 232-3560, sgolden@safetysolutionsbylaforce.com
Suicide is the eleventh leading cause of death in the United States.

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www.stjosephscanhelp.org

Paul Rains, President
(209) 461-2020, paul.rains@chw.edu

Cathy Francis, Manager, Social Services
(209) 461-2054, cathy.francis@chw.edu
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- **Medical Psychiatric Adult Unit** – This is our second adult Inpatient Unit, and it specializes in the care of adults with an acute mental health crisis and a co-morbid medical illness.

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Our programs utilize the expertise of staff including psychiatrists, psychiatric nurses, psychologists, psychiatric social workers, occupational therapist, music therapist and psychiatric nurses. We operate on a 24/7 basis and welcome your questions and referrals.

www.uci.edu

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Erin Sheehy, LCSW
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Contact:
AJ Kennedy, Communications Director
(916) 448-7992 x3, akenney@micra.org

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Contact:
Kelly Valente, Pharmacist Surveyor EMTALA Lead
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NAMI California

NAMI California is a grass roots organization of families and individuals whose lives have been affected by serious mental illness. We advocate for lives of quality and respect, without discrimination and stigma, for all our constituents. We provide leadership in advocacy, legislation, policy development, education and support throughout California.

NAMI California is dedicated to the strengthening of local grass roots organizations. We provide updated information and support to local affiliates and are here to help organize new affiliates. NAMI California has 71 local affiliates and represents 19,000 people to the California Legislature and Governor on mental illness issues. NAMI California educates families, professionals and the public about the recent explosion of scientific evidence that shows serious mental illnesses are neurobiological brain disorders. NAMI California works to provide a strong, coherent system that offers a continuum of care for the persistent, long-term needs of people with mental illness. NAMI California advocates for increased research to uncover causes and new, effective treatments. NAMI California strives to eradicate stigma.

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