Maximizing the potential of our patients and practice

California Hospital Association’s 7th Annual Behavioral Health Care Symposium

December 3 – 4, 2012
Hilton Waterfront Beach Resort
Huntington Beach
Dear colleague:

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

We are very excited about the agenda for this year’s program. Day one will focus exclusively on emergency departments and offer new ways to view and treat patients with behavioral issues. Day two provides a full day of general and breakout sessions to help you prepare for industry changes, new regulations and operational challenges ahead.

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

• Talk to attendees and speakers. A new resource or mentor may be sitting right next to you.

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

• Fill out the evaluation forms. Tell us what you think about the symposium or how to make it even better.

• Remember to save the dates, December 2 – 3, 2013, for next year’s event.

It is our hope that this symposium will provide you with information, tools and resources 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

Elizabeth Stallings, BSN
Chief Operating Officer
John Muir Behavioral Health Center, Concord
Chair, Center for Behavioral Health Board

To access the materials and presentations website for the Symposium, scan the QR code to your electronic device.
### Monday, December 3

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<td>Prepare to Report: HBIPS Core Measures</td>
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<td>Concurrent Breakout Sessions <em>(choose one)</em></td>
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<td>Finding What Works — The Integrated Care Model</td>
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<td>Maximizing Managed Care Revenue</td>
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MONDAY, DECEMBER 3

8:30 am – 5:00 pm  
Registration/Check-in  
Waterfront Ballroom Foyer

8:30 – 11:30 am  
Center for Behavioral Health Board Meeting  
Cielo Mare

1:00 – 1:30 pm  
Welcome and Opening Comments  
Waterfront Ballroom

Sherrie Krucken, Vice President, Behavioral Health, California Hospital Association,  
and Elizabeth Stallings, BSN, Chief Operating Officer, John Muir Behavioral Health Center,  
Concord, and Chair, Center for Behavioral Health

State and Federal Update  
C. Duane Dauner, President/CEO, California Hospital Association

1:30 – 2:30 pm  
Keynote — Managing the New Norm: Best Practices for Today's ED  
Waterfront Ballroom

Scott Zeller, MD, Chief, Psychiatric Emergency Services, Alameda County Medical Center  
and Daman Mott, RN, MSN, Director of Emergency/Trauma Services, NorthBay Healthcare

The new norm for EDs includes crowded conditions and a mix of ill and upset people —  
but, there's a lot of good happening. Listen to leaders from the front lines share proven  
best practices that will change your view and treatment of patients. Learn about intervention  
techniques that reduce use of medication and restraint, and improve safety and transition  
of care.

2:30 – 3:30 pm  
The BETA Program: Best Practices in Evaluation and Treatment of Agitation  
Waterfront Ballroom

Scott Zeller, MD, Chief, Psychiatric Emergency Services, Alameda County Medical Center  
and Michael Wilson, MD, PhD, FAAEM, Director, Department of Emergency Medicine  
Behavioral Emergencies Research, University of California, San Diego

Crowded conditions and long waits in EDs can be a volatile mix for behavioral patients.  
Agitation is commonplace and, if improperly handled, can put patients and staff at risk.  
Find out how the BETA program has helped frontline ED clinicians improve patient flow  
and transfer times, while decreasing patient boarding and staff injury.

3:30 – 4:00 pm  
Break and Exhibit Viewing  
Waterfront Ballroom

4:00 – 5:15 pm  
Building Services Through Community Alliances — Panel  
Waterfront Ballroom

Susan Bower, Director of Operations for Behavioral Health, San Diego County;  
Lynne Ashbeck, MA, MS, RD, and Scott Seamons, Regional Vice Presidents,  
Hospital Council of Northern and Central California

In response to declining county mental health resources, stakeholders in three California  
counties forged alliances to create acutely-needed services. Faculty will share insights on  
the development of crisis respite services and a “community conversations” group that will  
spearhead access to new services. Learn about a successful serial inebriate treatment  
program which eased the burden on local EDs.

5:15 – 6:30 pm  
Reception  
West Coast Club

Join your colleagues to relax, unwind and discuss the day's sessions over wine  
and hors d'oeuvres.

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[Logo]
**Agenda for Tuesday, December 4**

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

8:00 – 9:00 am  
**Operationalizing the Unknown — How Reform May Play Out**  
Anne McLeod, MPH, Senior Vice President, Health Policy, California Hospital Association  
Waterfront Ballroom

- Hear an update on coverage expansion efforts through the California Health Benefit Exchange and Medi-Cal, and learn about the transition to new coordinated care initiatives for populations that are eligible for both Medicare and Medi-Cal. Engage in discussions about how strategic planning efforts for 2014 and beyond can help you transform for tomorrow.

9:00 – 10:00 am  
**Prepare to Report: HBIPS Core Measures**  
Elizabeth Stallings, BSN, Chief Operating Officer, John Muir Behavioral Health Center, Concord  
and Alyssa Keefe, Vice President, Federal Regulatory Affairs, California Hospital Association  
Waterfront Ballroom

- It’s official: psychiatric hospitals and psychiatric units in hospitals reimbursed under Medicare IPF PPS must report data on six core measures to CMS. While the first report begins July 1, 2013, data must be collected starting October 2, 2012. Learn about measures to report and CMS’ implementation plans. A psychiatric hospital currently reporting on core measures will share insights on the process and pitfalls to avoid.

10:00 – 10:30 am  
**Break and Exhibit Viewing**  
Waterfront Ballroom

10:30 – 11:30 am  
**Concurrent Breakout Sessions (choose one)**  
Finding What Works — The Integrated Care Model  
Stuart Buttlaire, PhD, MBA, Regional Director, Inpatient Psychiatry and Continuing Care, Kaiser Permanente  
Cielo Mare

- What exactly is “integrated care?” How does it translate to the behavioral environment? There are several model programs in operation right now that have successfully implemented the integrated concept. Hear how they made the transition to improve access to care and join physical and behavioral services. Learn how electronic medical records and data collection efforts can help improve care and make the case for increased services.

Maximizing Managed Care Revenue  
Paul Rains, RN, MSN, President, St. Joseph’s Behavioral Health Center  
Waterfront Ballroom

- Faced with mounting bad debt and administrative write offs, one facility set out to turn the tide of their declining managed care revenue — and did. Learn how each denial of payment was tracked and worked — through appeal, decision and arbitration — to recover revenue that others may have written off.
11:45 am – 1:00 pm  **Hosted Luncheon**
Šimanek Distinguished Service Award Presentation
LPS/5150 Rewrite Update
* M. Steven Lipton, Partner, Hooper, Lundy & Bookman, PC

1:00 – 1:30 pm  **Break and Exhibit Viewing**

1:30 – 2:30 pm  **Concurrent Breakout Sessions (choose one)**

**Engaging Patients to Bridge the Gap in Care**
* Mary Ann Nihart, MA, APRN, PMHCNS-BC, PMHNP-BC, Nurse Manager, Outpatient Mental Health Services, San Francisco Veterans Affairs Medical Center

Patients with cognitive loss or dementia in an acute care setting can be challenging. If behavioral issues surface, transition to the next level of care can be sidetracked. Learn about an innovative VA program which utilized sensory interventions to calm patients and improve the care transition process.

**The Impact of Public Safety Realignment**
* Thomas L. Gilevich, Senior Counsel, California Department of Corrections and Rehabilitation (CDCR)

Under Realignment, responsibilities for former non-violent, non-serious, non-sexual (N3s) inmates shift from the state to counties. N3s need support to stay on the right course, and many need mental health services. Learn about CDCR's transition plan and resource options to help smooth the way for this unique population.

2:30 – 3:00 pm  **Break and Raffle Prize Drawing**

3:00 – 4:00 pm  **Making the Case — Demonstrating the Value of Behavioral Services**
* Elizabeth Stallings, BSN, Chief Operating Officer, John Muir Behavioral Health Center, Concord, and John Boyd, PsyD, MHA, FACHE, Chief Administrative Officer, Regional Behavioral Health & Continuing Care, Sutter Health Sacramento Sierra Region

This session will provide you with a "leadership toolkit" to help position your behavioral health services in the care continuum. What's inside? Direction on creating dashboards and financial management strategies necessary to make your case. Explore best practices implemented within freestanding psychiatric environments, EDs and med/surge units.
SPEAKER BIOGRAPHIES

At the Hospital Council, Lynne oversees the Central Coast, Fresno/Madera, Kern/ Eastern Sierra, and Tulare/Kings Sections. Ms. Ashbeck joined the Hospital Council in September 2006 and is based out of the Fresno office. Prior to joining the organization, her work experience extended to several areas including: higher education as the extension programs director at California State University, Fresno; health care as the director of education at Children’s Hospital Central California; and agriculture, with nearly 20 years of work on behalf of California’s dairy industry as the vice president of program services for Dairy Council of California. Ms. Ashbeck is also serving her second term as a council member in the City of Clovis. She is a Registered Dietitian and a trained mediator.

Susan Bower has been in the alcohol and drug treatment field for 20 years, working with pregnant and parenting women and youth, in the prevention field, and in the justice arena. In her current role, Ms. Bower oversees 350+ contracts and a $431 million dollar budget for mental health and substance abuse prevention, treatment and recovery services. Ms. Bower was involved with the implementation of the Adult Drug Court system in San Diego, as well as the planning and implementation of Proposition 36, the formation of the Prescription Drug Abuse Task Force. In addition, she is deeply involved in the implementation of treatment services for the realigned criminal justice population. Ms. Bower is also the vice president of the County Alcohol and Drug Program Administrators Association of California.

John Boyd has an extensive background in health care administration including behavioral health care. Prior to joining Sutter in 2008, he served as assistant administrator, Operational Support Services, for Kaiser Permanente in Sacramento. Prior to that, he worked for eight years for Shriners including in roles as administrative fellow and hospital administrative director for Shriners Hospitals for Children Northern California in Sacramento. Later, he served two years as development director for Shriners Hospitals for Children International Headquarters. Additionally, he has also worked as both an inpatient and outpatient therapist in several organizations throughout his career. Mr. Boyd is active in community leadership including prior service as a Planning Commissioner for the City of Sacramento and current service as a board member with the Sacramento Area Commerce and Trade Organization (SACTO).

Dr. Buttlaire has over 30 years of clinical and management experience providing leadership and direction in health care delivery. In his current role at Kaiser Permanente, he is responsible for acute care services and intensive treatment for both inpatient and ambulatory psychiatric care. Dr. Buttlaire assumes leadership for The Permanente Medical Group, Kaiser Foundation Hospitals, and Health Plan in the strategy and delivery of mental health and substance use services for Kaiser members in Northern California. He is also a regional leader at Kaiser Permanente in the development of best practices, and has developed and led major program redesigns including integrated urgent services, emergency room consultation, gero-psychiatry, multi-family groups in the treatment of severe psychiatric conditions, intensive outpatient treatment programs, and crisis residential services for teens, adults, older adults, and co-occurring disorders.
C. Duane Dauner was appointed president/CEO of the California Association of Hospitals and Health Systems (CAHHS) in November 1985. On January 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.

Thomas L. Gilevich is a senior counsel for the California Department of Corrections and Rehabilitation (CDCR). Prior to joining CDCR, he worked as senior counsel for the Department of Managed Health Care, HMO Help Center and for the Health Plan Division, Department of Corporations, where he had worked since November 1998 in various capacities, including medical surveys, consumer complaints and legislative analyses and implementation. Before entering state government service, Mr. Gilevich served as a judge advocate in the U.S. Navy, specializing in health law in the latter part of his 20-year career. In addition to criminal defense and prosecution tours of duty, he was a felony trial judge, headed the medical malpractice branch of Navy Claims and retired as the senior legal advisor to the Surgeon General of the Navy and Staff Judge Advocate, Bureau of Medicine and Surgery.

Alyssa Keefe is vice president, regulatory affairs, with the California Hospital Association (CHA). At CHA, Ms. Keefe is responsible for policy development and analysis of federal regulation impacting California hospitals and health systems, and serves as a liaison between CHA and federal agencies, including the Centers for Medicare & Medicaid Services. Prior to joining CHA, Ms. Keefe was managing director of the Hospital Quality Alliance, a national public/private collaboration committed to making meaningful, relevant and easily-understood information about hospital performance accessible to the public, and to informing and encouraging efforts to improve quality. Ms. Keefe also has served as senior associate director for policy at the American Hospital Association.

Steve Lipton, is an attorney and partner in the San Francisco law office of Hooper, Lundy & 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.
Anne McLeod is CHA’s senior vice president for health policy and serves as a health care reform resource for member hospitals. Using her knowledge of both federal and state health care reform legislation and regulations, Ms. McLeod coordinates CHA’s efforts on the development, communication, and implementation of the organization’s strategic plan for health care reform. Most recently, she provided leadership for the design, development and implementation of the hospital fee program. Additionally, Ms. McLeod represents hospitals’ interests with the California Health Benefit Exchange.

Daman Mott, a nursing director with NorthBay Healthcare, has a health career spanning 20 years with experience in human resources, emergency medical services, disaster preparedness and trauma nursing in hospital and military field settings. Mr. Mott directs Emergency and Trauma Services at both NorthBay Medical Center and VacaValley Hospital where he recently created the first and only accredited Trauma and STEMI centers in Solano County. A decorated officer of the Armed Forces, his 15-year military career spanned three wars on four continents. Mr. Mott has served on numerous boards and committees at local and state levels and is a frequent speaker for professional organizations’ annual programs.

Mary Ann Nihart is a nationally-known psychiatric-mental health nurse practitioner and clinical nurse specialist with recognized expertise in psychopharmacology, integration of biology into psychiatric nursing practice, and reduction of the use of seclusion and restraint. Currently, Ms. Nihart is nurse manager for nine outpatient mental health programs at the San Francisco Veteran Affairs Medical Center, including the Psychosocial Rehabilitation and Recovery Center, a program focused entirely on facilitating recovery and integrating recovery principles throughout veterans’ mental health services. Ms. Nihart is the recipient of numerous awards including the 1999 Excellence Award for Outstanding Teaching and Service at UC Davis; Washington state’s 2003 Nursing Excellence Award from the Association of Advanced Practice Psychiatric Nurses; and the 2012 American Psychiatric Nurses Association’s Psychiatric Nurse of the Year Award.

Paul Rains began his 20-year health care career in Charlotte, North Carolina, as a clinical assistant at Amethyst Treatment Center for Substance Abuse. As a registered nurse, Mr. Rains worked in long-term adolescent behavioral health treatment, acute psychiatric treatment, correctional facilities, and public health. Mr. Rains’ career as an executive in health care includes: multi-site director of nursing, program manager, assistant administrator, consultant for Keystone Education and Youth Services (Nashville, TN), and hospital administrator for Stanislaus Behavioral Health Center (Modesto, CA). Mr. Rains is a member of the Bay Area Managers of Acute Psychiatric Services (MAPS), serves on CHA’s Center for Behavioral Health Advisory Board, Hospital Council of Northern and Central California and HealthPlus Shared Services Board of Directors.
SPEAKER BIOGRAPHIES

Scott Seamons is regional vice president for the Hospital Council of Northern and Central California, based in the Sacramento office. At Hospital Council, Mr. Seamons is responsible for the Sacramento/Sierra, San Joaquin/Mother Lode, and Stanislaus/Merced sections. Previously, he served as vice president of Little Company of Mary (Providence Health Systems), as CEO for Central California Rehabilitation Hospital, and assistant administrator for Providence Saint Joseph Medical Center. Mr. Seamons has over 31 years of management and administrative experience in operations, strategic planning and budgeting, physician relations, program development, trade association leadership and system-level management. Currently, Mr. Seamons serves as a member of the San Joaquin County Health Commission.

Elizabeth Stallings is a veteran health care executive and psychiatric nurse who has specialized in the management of the full continuum of behavioral health services for over 30 years. As COO of John Muir Behavioral Health Center, Ms. Stallings has developed and managed all levels of psychiatric and chemical dependency services. The Behavioral Health Center specializes in the psychiatric treatment of children, adolescents and adults, and also offers the full continuum of chemical dependency services including dedicated medical detox through residential care. Ms. Stallings is a past chair of the Psychiatric and Substance Abuse section of the AHA and served on the AHA Mental Health Task Force and The Joint Commission Technical Expert Panel for the development of core measures for behavioral health. Currently, Ms. Stallings is Chair of CHA’s Center for Behavioral Health and serves on the CMS Committee for the development of Core Measures for Behavioral Health.

Michael Wilson, MD, is currently an attending physician at the University of California, San Diego (UCSD) Department of Emergency Medicine. In addition, he serves as director of emergency psychiatry research for the American Association for Emergency Psychiatry, director of the UCSD Department of Emergency Medicine Research Associates program, and director of UCSD Department of Emergency Medicine Behavioral Emergencies Research (DEMBER). The DEMBER lab’s research primarily focuses on psychiatric emergencies such as agitation and suicide, with recent projects concentrating on investigations of atypical antipsychotics to treat agitated patients in the ED setting.

Scott Zeller, MD is chief of Psychiatric Emergency Services for the Alameda County Medical Center of Oakland, CA, where he leads one of the busiest crisis intervention/stabilization programs in the nation. Dr. Zeller is co-founder of JSA Health Telepsychiatry, a provider of on-demand psychiatric consultation to hospitals and winner of the American Psychiatric Association’s Gold Award for Innovation in Mental Health. Dr. Zeller is co-editor and author of Emergency Psychiatry: Principles and Practice, considered to be the first comprehensive textbook of emergency psychiatry, and he has written numerous book chapters and peer-reviewed journal articles. Dr. Zeller was named the 2009 “Physician of the Year” of the Alameda County Medical Center and recently won the San Francisco Business Times 2012 “Heroes in Healthcare” Award. In addition, Dr. Zeller served as a volunteer medical director for the Emergency Psychiatry clinic for Hurricane Katrina refugees at the Houston Astrodome in 2005.
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