Advancing behavioral health in your hospital

CHA’s 9th Annual Behavioral Health Care Symposium

December 8 – 9, 2014
Crowne Plaza Redondo Beach and Marina
Dear Colleague:

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

This year's program now kicks off with a full day of sessions focused on patients with behavioral health care issues in emergency departments. Day two provides a full day of sessions on a broad range of topics that will expand your knowledge and send you home with new ideas and useful tools.

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

• Connect with your colleagues. The symposium is the perfect place to exchange ideas and build your network of resources.
• Fill your tour card by visiting with symposium sponsors and exhibitors. 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. Tell us what you think about the symposium or how to make it even better.
• Remember to save December 7 – 8, 2015 for next year’s event.

Thank you for joining us this year.

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

Michael Fitzgerald, MS, PMHCS-BC
Executive Director, Behavioral Health Services,
El Camino Hospital

DOWNLOAD SYMPOSIUM PRESENTATIONS

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

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## AGENDA AT-A-GLANCE

### MONDAY
**December 8**

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<td>5:00 – 6:00 pm</td>
<td><strong>Reception</strong></td>
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### TUESDAY
**December 9**

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<td>Anne McLeod, Senior Vice President, Health Policy and Innovation,</td>
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<td>Health care is in the midst of sweeping change. The old way of doing</td>
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<td>business is fading fast and being replaced by innovative practices to</td>
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<td>integrate care and bind reimbursement to performance. In this session</td>
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<td>you’ll gain insights on major issues impacting behavioral health</td>
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<td>providers and find out what the future may look like under a new</td>
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<td>health care delivery system.</td>
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<td>Mercy Medical Center, Redding</td>
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<td>By tracking the ebb and flow of patients in our EDs, including those</td>
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<td>with mental illness, we can plan to provide patients with care they</td>
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<td>need, when they need it. This session will introduce you to Dignity</td>
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<td>Health's Emergency Department Overcrowding Scale (DEDOCS). Learn how</td>
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<td>DEDOCS can be used to track and trend ED behavioral activity, including</td>
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<td>5150s, and make sure care resources are in place before crowding</td>
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<td>Stephanie Welch, Senior Program Manager, California Mental Health</td>
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<td>Services Agency and Tatiana Samano and Nick Walker, Student Filmmakers</td>
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<td>Attendees will have a unique opportunity to view select finalist</td>
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<td>videos on stigma reduction and suicide prevention from the second</td>
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<td>annual California Mental Health Services Authority Directing Change</td>
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<td>Video Contest. Nearly 1,000 video arts students from California high</td>
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<td>schools and universities participated in this challenge, which</td>
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<td>culminated in a celebration of the students’ efforts at Sacramento’s</td>
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<td>Crest Theatre in May 2014.</td>
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<td>Scott Zeller, MD, Chief, Psychiatric Emergency Services, Alameda</td>
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<td>Health System</td>
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<td>It shouldn’t be this way, but many health care professionals are</td>
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<td>uncomfortable asking patients about suicide. And they should be</td>
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<td>asking — a recent study revealed that two out of five individuals</td>
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<td>who had committed suicide visited an ED within six months of their</td>
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<td>death. This session will explain how to properly perform a suicide</td>
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<td>screening, provide simple questions to ask, and tell you what to do</td>
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<td>when the patient's answers trigger a heightened risk for suicide.</td>
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2:30 – 3:30 pm  Concurrent Breakout Sessions (choose one)
Patients on the Edge — How to De-Escalate Volatile Situations in Your Facility
Guy Qvistgaard, MFT, Chief Administrative Officer, John George Psychiatric Hospital and Behavioral Health Services, Alameda Health System
This session will spotlight one facility that has drastically reduced the number of volatile patient situations by following seven simple steps. Using verbal and non-verbal methods, the facility has increased patient and staff satisfaction, and reduced assaults and related worker’s compensation claims. Walk out of this session with simple and powerful techniques you can put to use right away.

New Toolkit to Reduce Ambulance Patient Offload Delays in the ED
BJ Bartleson, RN, MS, Vice President, Nursing and Clinical Services, California Hospital Association
Ambulance patient offload delays can compromise patient safety, slow throughput and keep EMS providers from helping others in need. In 2012, CHA, California EMSA and other key stakeholders joined together to analyze the problem and develop resources to reduce patient offload delays. This session will highlight their findings and the new toolkit developed, which features process improvement methods and strategies to mitigate offload delays.

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

4:00 – 5:00 pm  General Session
To be announced

5:00 – 6:00 pm  Reception
Join your colleagues to relax, unwind and discuss the day’s sessions over wine and hors d’oeuvres.
TUESDAY, DECEMBER 9

7:00 – 8:00 am  Continental Breakfast  Coral Ballroom

8:00 – 9:00 am  Building and Retaining a Better Behavioral Health Care Workforce  Coral Ballroom

Michael A. Hoge, PhD, Professor and Director, Clinical Training in Psychology, Department of Psychiatry, Yale University School of Medicine; Director, Yale Behavioral Health; and Founding Member and Senior Science and Policy Advisor, Annapolis Coalition on the Behavioral Health Workforce

High turnover, outmoded training models, lack of diversity in staff, and low recruitment and retention all contribute to the reality of a specialized workforce in crisis. This session will systematically explain how to turn this situation around. Attendees will learn 20 principles to help build a solid workforce that can meet the demands for care now and in the future.

9:00 – 10:00 am  Population Health Management — What is it Really?  Coral Ballroom

Debbie Rogers, RN, MS, Vice President, Clinical Performance and Transformation, California Hospital Association

Is population health management (PHM) part people, part geography, part business? It can be that — and a whole lot more. Some systems have been practicing PHM on a large scale for years, while others are contemplating how to fit PHM into current operations. This session will demystify PHM and help you understand how your engagement with both internal and external partners can help support the work you do.

10:00 – 10:30 am  Break and Exhibit Viewing  Coral Ballroom

10:30 am – Noon  LPS 5150 — Making it Work  Coral Ballroom

Michael Phillips, Director and Supervising Attorney, Jewish Family Services Patient Advocacy Program

The involuntary psychiatric hold — 5150 — is one of the most complicated and controversial aspects of mental health law. This session will dispel the myths and misconceptions surrounding 5150s, clarify steps to initiate and discontinue a hold, and help you understand your hospital’s obligations to report 5152s to the Department of Justice. Guidance on how to build vital cooperative relationships with county, law enforcement and first responders will also be offered.

Noon – 1:15 pm  Hosted Luncheon  Seascape Ballroom

Šimanek Distinguished Service Award Presentation

State-of-the-State on Behavioral Health Services

Karen Baylor, PhD, LMFT, Deputy Director, Mental Health and Substance Use Disorders, California Department of Health Care Services (DHCS)

DHCS leadership will provide an update on behavioral and substance use issues impacting county mental health services and the hospital delivery system. Topics include how DHCS has absorbed and assigned duties previously held by the Department of Mental Health and stakeholder engagement plans, including the newly-formed behavioral health forums. Find out what to expect from DHCS in 2015.
1:15 – 1:30 pm  
**Break and Exhibit Viewing**  
Coral Ballroom

1:30 – 2:30 pm  
**Concurrent Breakout Sessions (choose one)**  
**Bridging the Gap — The Mentors on Discharge Program**  
Coral Ballroom

Joseph Rose, President, National Alliance on Mental Illness (NAMI), Alameda County South; Abu Rahim, Director, Mentors on Discharge, NAMI Alameda County South; and Guy Qvistgaard, MFT, Chief Administrative Officer, John George Psychiatric Hospital and Behavioral Health Services, Alameda Health System

In 2011, John George Psychiatric Hospital (JGPH) launched a unique program to train former patients as mentors to JGPH patients about to be discharged. The mentors were responsible for guiding and assisting the patients in connecting with local mental health support when they were discharged from the hospital. Learn how this unusual program helped provide a needed bridge to services while significantly reducing patient re-hospitalizations.

**Rx for Drug-Seeking Patients in the ED**  
Catalina/Bay Room

Anthony Chavis, MD, Vice President, Enterprise Chief Medical Officer, Community Hospital Foundation; and Reb Close, MD, Emergency Room Physician, Monterey County Prescribe Safe Champion, Community Hospital of the Monterey Peninsula

Recognizing that drug-seeking patients were visiting EDs in increasing numbers, the Monterey County Prescribe Safe Initiative was formed to address the problem and develop standardized guidelines for managing patients. By following the Prescribe Safe Initiative guidelines, local hospitals formed multi-disciplinary teams to identify at-risk patients, address drug-seeking behavior and move patients to appropriate treatment. Attend this session to learn how the Prescribe Safe Initiative achieved real change and improved compliance with drug-seeking patients.

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

3:00 – 4:00 pm  
**Closing Keynote**  
Coral Ballroom

**Access to Care for All – Turning the System Around**  
Peter Earley, Author and Former Washington Post Journalist

Earley is the author of the Pulitzer Prize-finalist book CRAZY: A Father’s Search Through America’s Mental Health Madness. This nationally known mental health advocate will share his son’s journey through the mental health system and thoughts on how we can influence change.
BJ Bartleson, RN, MS, 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 Association of California Nurse Leaders and served 10 years on the board of the American Organization of Nurse Executives.

Karen Baylor is the deputy director of Mental Health and Substance Use Disorders for the Department of Health Care Services (DHCS). Prior to joining DHCS she worked for eight years as Behavioral Health Administrator for the County of San Luis Obispo. She also has served as president of the California Mental Health Directors Association and held a board officer position for the California Mental Health Services Authority. She holds a PhD in Clinical Psychology and is a Licensed Marriage and Family Therapist.

Anthony Chavis, MD, is vice president and Enterprise Chief Medical Officer for Community Hospital Foundation. In this role, Dr. Chavis serves as Chief Medical Officer for a number of subsidiary organizations including Aspire Health Plan, Community Health Innovations, Community Practice Resources and Peninsula Primary Care. He also has responsibility for physician contracting, recruiting and leadership development. Previously, Dr. Chavis served as vice president of Medical Affairs and Patient Safety Officer for Community Hospital of the Monterey Peninsula, a subsidiary of Community Hospital Foundation.

Reb Close, MD, is an attending physician in the Emergency Department of Community Hospital of the Monterey Peninsula (CHOMP), the medical director for the Emergency Department Recurrent Visit Program at CHOMP, and also serves as a program leader for the Monterey County Prescribe Safe Initiative. Dr. Close attended medical school at UCLA, and completed her residency training and served her final residency year as Chief Resident at the UCLA-Olive View Emergency Medicine Residency Program.
SPEAKER BIOGRAPHIES

Sheree Kruckenberg has been vice president of behavioral health at CHA since 2002. In this capacity, she staffs CHA’s Center for Behavioral Health (CBH) 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.

Michael Hoge is a professor and the director of Clinical Training in Psychology within the Department of Psychiatry at the Yale University School of Medicine. He also serves as the director of Yale Behavioral Health. As a founding member of The Annapolis Coalition on the Behavioral Health Workforce, he was instrumental in launching a national, inter-professional effort to improve the recruitment, retention and training of individuals who provide prevention and treatment services for persons with mental illnesses and substance use disorders. Dr. Hoge also serves as the Senior Science and Policy Advisor for the Annapolis Coalition.

Anne McLeod, MPH, is CHA’s senior vice president for Health Policy and Innovation 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 CHA’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.

Pete Earley has been cited by Washingtonian Magazine as one of a handful of journalists in America who “have the power to introduce new ideas and give them currency.” He is the author of nine non-fiction books and a former reporter for The Washington Post. His book, CRAZY: A Father’s Search Through America’s Mental Health Madness, was one of two finalists for the 2007 Pulitzer Prize and has won awards from the National Alliance on Mental Illness, Mental Health America, the Washington Psychiatric Association and the American Psychiatric Association. Mr. Earley was appointed by the Chief Justice of the Virginia Supreme Court to a task force charged with rewriting the state’s involuntary commitment laws.
**SPEAKER BIOGRAPHIES**

Mike Phillips is the director and supervising attorney for the Jewish Family Service (JFS) Patient Advocacy Program, the Health and Human Service Agency Behavioral Health Services designated patient advocate for San Diego County inpatient and residential mental health services. In his role as director and supervising attorney at JFS, he provides instruction and training for the mental health community, including information on due process rights for psychiatric patients throughout the County of San Diego.

Debby Rogers, RN, MS, is vice president of clinical performance and transformation at the California Hospital Association. In this role, Ms. Rogers strengthens policy and regulatory leadership on quality and performance issues and provides clinical and regulatory expertise in the transformation of health care delivery. Previously, Ms. Rogers served as the health care reform consultant to the Assembly Republican Caucus and also was the deputy director for the Center for Health Care Quality at the California Department of Public Health.

Abu Rahim is the Mentoring Coordinator for NAMI Alameda County South Mentoring Program and currently serves on their Board of Directors. From 2010 to 2013, Mr. Rahim was a member and elected twice as chair-person of the Pool of Consumer Champions (POCC). POCC is a mental health consumer run program of Alameda County Behavior Health Care Services. Mr. Rahim was very active in keeping the POCC a valued resource for individuals and family members with mental health issues.

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.

Deguy C. Qvistgaard, MFT
Chief Administrative Officer
John George Psychiatric Hospital and Behavioral Health Services
Alameda Health System

Abu Rahim
Director, Mentors on Discharge
NAMI Alameda County South

Guy Qvistgaard, MFT
Chief Administrative Officer
John George Psychiatric Hospital and Behavioral Health Services
Alameda Health System

Abu Rahim
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Abu Rahim
Director, Mentors on Discharge
NAMI Alameda County South

Debby Rogers, RN, MS
Vice President, Clinical Performance and Transformation
California Hospital Association

Joseph Rose has been a National Alliance on Mental Illness (NAMI) member for over 20 years. Mr. Rose is a charter member of NAMI Alameda County South and a NAMI-certificated presenter in the following NAMI programs: Family-to-Family, Parents and Teachers as Allies, and Ending the Silence. Mr. Rose introduced the concept of the Mentors on Discharge (MoD) program to senior management at John George Psychiatric Hospital was a principal participant in development of the MoD program, which was modeled after NAMI Santa Clara County’s Peer/Pals program.
SPEAKER BIOGRAPHIES

Aaron Wolff, RN, is the Trauma Service Line and Pre-Hospital Care manager for Dignity Health at the Mercy Medical Center in Redding. Mr. Wolff has held several positions for Dignity Health including corporate manager of Performance Improvement and director of Emergency and Trauma Service at Mercy Medical Center, and director of Emergency Services and Endoscopy at the Redding Medical Center in Redding. Mr. Wolff is a registered nurse, public health nurse and a board certified emergency nurse.

Scott Zeller, MD, is chief of Psychiatric Emergency Services for the Alameda Health System in Oakland, one of the busiest emergency psychiatry programs in the U.S. Dr. Zeller is Immediate Past President of the American Association for Emergency Psychiatry and author of numerous scholarly articles and book chapters. He is also co-editor of Emergency Psychiatry: Principles and Practice, which was considered to be the first comprehensive hardbound textbook of emergency psychiatry. Dr. Zeller was the recipient of the 2013 Šimanek Distinguished Service Award.

Stephanie Welch is the Senior Program Manager at the California Mental Health Services Authority (CalMHSA). At CalMHSA Stephanie helps manage the implementation of a historic statewide effort in California to prevent suicide, improve student mental health and reduce mental health stigma and discrimination. The statewide effort is funded by counties through the voter-approved Mental Health Services Act, Prop. 63. Stephanie has 15 years of experience in mental health policy analysis, program administration and advocacy.

Nick Walker is a native of Orange, California and a graduate of Canyon High School. He is currently majoring in film production at Chapman University and is pursuing his goals as an aspiring actor and director. Nick received third prize honors in the statewide round of the Directing Change Program in spring of 2014 for his film “If We All Speak Loud Enough.”

Tatiana Samano
Student Filmmaker

Tatiana is a first year college student studying film at Valley College. She is a graduate of Sunland Christian School in Los Angeles. Tatiana participated in the Directing Change Program the past two years, receiving second prize statewide in the suicide prevention category for her first submission titled “Messages.”

Film Title: Messages (2nd place statewide, year one).

Nick Walker
Student Filmmaker

Film Title: If We All Speak Loud Enough (3rd place statewide, year two).

Stephanie Welch
Senior Program Manager
California Mental Health Services Authority

Scott Zeller, MD
Chief, Psychiatric Emergency Services
Alameda Health System

Aaron Wolff, RN
Trauma Service Line and Pre-Hospital Care Manager
Mercy Medical Center, Redding

Film Title: If We All Speak Loud Enough (3rd place statewide, year two).
SPONSORS AND EXHIBITORS

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Each Mind Matters is a community of individuals and organizations dedicated to a new understanding of mental wellness and equality, starting here in California.

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Proxy Parent Foundation acts as the trustee of the Plan of California Special Needs Trust and provides personal support to our beneficiaries.

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