Behavioral Health Care Symposium
and Emergency Services Forum

Back-to-back events for behavioral health and
emergency department professionals

December 10 – 12, 2018
Mission Inn Hotel & Spa, Riverside Convention Center
Establishing connections — with patients, with colleagues, and with our communities — has never been more necessary. Quality care cannot be delivered in a silo. Providers need to be willing to work together, but also be willing to network and partner with agencies and programs, and engage with patients when developing the plan of care.

No opportunity to connect should be left unexplored. Learn how to Make Every Connection Matter by joining us for three full days of energized sessions that will provide peer-to-peer experiences and leave you rejuvenated and ready to make a difference.

December 10 – 11 | 13th Annual Behavioral Health Care Symposium
Day 1: Focus is on behavioral health care policy and pressing issues.
Day 2: This blended format is designed for both behavioral health care providers and ED professionals.

December 12 | Emergency Services Forum
Day 3: Emphasis is solely on emergency medical care services issues and innovative practices to create future-focused ED care systems.

Take a few minutes to review the programs’ agendas — these events will provide you with the knowledge and energy you need to Make Every Connection Matter. Register for one, two or all three days depending on your professional responsibilities or area of interest.
Day 1  
Behavioral Health Care Symposium  
Monday, December 10

8:30 – 9:00 a.m. | Registration/Check-in

9:00 – 10:45 a.m. | Keynote

**Behavioral Health: Collective Impact**
Carmela Coyle, President & CEO, CAHHS-CHA

The time is now. Collective action works. Behavioral health matters. Hear about the progress of a statewide coalition co-led by the California Hospital Association to elevate the issue of behavioral health statewide.

11:00 a.m. – 12:00 p.m. | General Session

**Five Guys Talking**
Michael Fitzgerald, Executive Director, Behavioral Health Services, El Camino Hospital; Paul Rains, President, St. Joseph’s Behavioral Health Center; Mitch Gluck, Assistant Hospital Administrator, San Diego County Psychiatric Hospital; Scott Robertson, Director, Behavioral Medicine Services, Glendale Adventist Medical Center; Clayton Chau, Regional Executive Medical Director, Providence St. Joseph Health; Vincent Wales, Moderator

Have you ever wondered why leaders in behavioral health are so passionate about what they do? Why does it sometimes feel that they take the position so personally? Listen to five hospital executives walk you down the paths that led them to where they are today. You will be surprised at what you learn.

12:00 – 1:15 p.m. | Hosted Luncheon

**Center for Behavioral Health Care Announcements & Updates**
Šimanek Distinguished Service Award
OSHPD Psych Build Update
Paul Coleman, Deputy Director, Facilities Development Division, Office of Statewide Health Planning and Development

1:15 – 2:15 p.m. | General Session

**This Is Not a Drill — One Hospital’s Experience With an Evacuation**
Jennifer Nyhuis, CEO, Signature Healthcare; Jetta S. Zellner, LMFT, Director, Clinical Services, Vista del Mar Hospital

As the Ventura fire moved through the hills and Santa Ana winds increased, Jennifer Nyhuis made the decision to evacuate the hospital. While her team led patients down the hill, they turned to see their facility engulfed in flames. Listen to Ms. Nyhuis and Ms. Zellner recount the day’s events, how they prepared for evacuation, and provide an update on the facility today.

2:15 – 3:15 p.m. | General Session

**Ready for Discharge — Now What?**
Tracy Wilson, Owner, Rooted Life, Supportive Housing; Jeremy Baird, Supervisor, Housing Operations, Sacramento Self-Help Housing; Emel De Vere, RN, MBA, Director, Patient Services, Sutter Health

For some of the most vulnerable members of society, people with behavioral health issues and homeless, a home is the starting point towards recovery. Supportive housing combined with care coordination can be an effective strategy to assist this population. Listen to the panel discuss how they work with the community to assist in discharge planning and share patient success outcomes.

3:45 – 4:45 p.m. | General Session

**Pay for Success Program**
Faith Richie, Senior Vice President, Development, Telecare; Shannon Mong, Director, Innovation Initiatives, Telecare

In 2017, Telecare opened the nation’s first mental health Pay for Success (PFS) program in Santa Clara County, called Partners in Wellness. Listen as Ms. Richie and Ms. Mong provide an overview of their PFS model and shares initial results and lessons learned along the way.

5:00 – 6:00 p.m. | Reception
7:00 – 8:00 a.m. | Continental Breakfast

8:00 – 9:30 a.m. | Keynote

Transforming Patient Lives — The Art of Person-Centered Care
Allison Massari, Inspirational Speaker, Entrepreneur, Artist and Business Coach

Ms. Massari shares compelling stories of her experiences in health care as a burn survivor. The compassionate patient-centered care she received illustrates the positive impact you can have on the health of patients by going the extra mile. Ms. Massari helps reinvigorate employees and alleviate burnout in the health care workplace by shining a light on the immense value providers offer patients in need.

9:30 – 10:30 a.m. | General Session

Collaborating to Make a Difference
Dora Barilla, DrPH, GVP Community Health Investment, Providence St. Joseph Health

Providence St. Joseph Health is an active leader in building programs and services with community collaboration. Ms. Barilla will help you understand how to work proactively with your community as she explains the necessary processes, from idea to development to implementation.

11:00 a.m. – 12:00 p.m. | General Session

Tackling Opioid Use — Project SHOUT
Hannah Snyder, MD, Lead, Project SHOUT and Clinical Fellow, Primary Care Addiction Medicine, Division of HIV, ID, and Global Medicine & Department of Family and Community Medicine, UCSF, Zuckerberg San Francisco General Hospital

Patients with opioid addiction are often hospitalized with complications from their illness, but they don’t always receive treatment for their underlying disease. The Support for Hospital Opioid Use Treatment (SHOUT) program works with hospitals to start and maintain patients on buprenorphine or methadone during hospitalizations. Presenters will provide an overview of the program and how they are working with hospitals to tackle the ever-growing opioid crisis.

12:00 – 1:00 p.m. | Hosted Luncheon

1:15 – 2:30 p.m. | General Session

It Is Time to Address the Problems — Rideout Model
Theresa Hyer, MSN, RN, TNS, Director, Emergency Services, Rideout Health; Susan Redford, MA, LMFT, LPC, LISAC, Psychiatric Emergency Supervisor, Sutter-Yuba Mental Health Services

The Rideout Medical Center ED was facing the same issues as other hospitals: behavioral health patients would enter through the ED and wait hours to receive treatment, or days to be admitted to a mental health facility. Ms. Hyer and Ms. Redford will talk about the changes Rideout implemented that resulted in decreased wait time, reduced ED overcrowding and delivered professional help as soon as possible.

3:00 – 4:00 p.m. | Closing Session

San Francisco Healing Center — A Collaborative Effort
Patricia Blum, PhD, CPRP, Executive Vice President, Crestwood Behavioral Health Inc.; Rita Ogden, Director-Project Manager, UCSF Health; Maga Jackson-Triche, MD, MSHS, Vice President, Adult Behavioral Health Services, UCSF Health

Addressing the chronic issues surrounding homeless, housing and ED overcrowding requires partnerships and collaboration. In San Francisco, a team with a common goal collectively worked together to create a safe environment for behavioral health patients who had few options available to them. Listen to a panel discuss how they developed their program and the successes they have experienced.

4:00 – 4:15 p.m. | Closing Remarks

Who should attend
• Chief Executive Officers
• Psychiatric Administrators and Managers
• Chiefs of Nursing and Nurse Managers
• Clinical Directors
• Psychiatrists, Psychologists and Social Workers
• Emergency Department Directors
• Risk Managers
• Substance Use Service Providers
Day 3
Emergency Services Forum
Wednesday, December 12

7:00 – 8:00 a.m. | Continental Breakfast

8:00 – 9:15 a.m. | Keynote
Leadership of Emergency Services Into the Future
Paul Kivela, MD, MBA, FACEP, President, American College of Emergency Physicians and Partner, Napa Valley Emergency Medical Group
Dr. Kivela will provide insight and leadership on how we can use the past to shape the future of emergency services. He will share his thoughts on the changing emergency services landscape and practice challenges. He will also discuss the political environment, how to advocate, build consensus and communicate the value of emergency services.

9:15 – 10:15 a.m. | General Session
Innovation and Change in Emergency Services: How Do We Harness Stakeholder Polarities?
Aimee Moulin, MD, Assistant Clinical Professor, UC Davis Health and President, California American College of Emergency Physicians; Kathy Van Dusen, RN, MSN, CEN, President, California Emergency Nurses Association; Paul Kivela, MD, MBA, FACEP; President, American College of Emergency Physicians and Partner, Napa Valley Emergency Medical Group; Tammi McConnell, MSN, RN, MICN, PHN, EMS Administrator, AM I, Orange County Emergency Medical Services; Roneet Lev, MD, Moderator

The issues facing EDs are a constant battle. However, that does not mean all is lost. It means ideas to alleviate the problems need to be innovative and outside the box. In a relaxed setting, listen to a team discuss what they are experiencing in their own EDs and how they are creating change.

10:45 – 11:45 a.m. | General Session
Should Paramedics Be Involved in Treatment of Behavioral Health Patients?
Kevin Mackey, MD, Emergency Department, Kaiser Permanente South Sacramento Medical Center

The Alternate Destination Project was introduced to help reduce emergency room overcrowding, ensure patients were transported to appropriate care sites and provide options for the community. While the results from the pilot program have been successful, there is still hesitation in some communities to adopt this treatment delivery model. Dr. Mackey will discuss how his community engages with paramedics and how the partnership has improved patient care.

11:45 a.m. – 1:00 p.m. | Hosted Luncheon
Safe Prescribing — Opioid Abuse Epidemic
Roneet Lev, Director of Operations, Scripps Mercy Emergency Department, San Diego

1:00 – 2:00 p.m. | Breakout Sessions (choose one)
San Francisco Sobering Center: Collaborative Solutions for ED Diversion
Simon Pang, Captain, EMS; Megan Kennel, MSN, RN, PHN; Staff Nurse, High-Utilizer Coordinator, San Francisco Sobering Center; Clement Yeh, MD, Clinical Professor of Emergency Medicine, Zuckerberg San Francisco General Hospital

The San Francisco Sobering Center was developed to assist in decreasing the number of ambulance transports and ED admissions related solely to alcohol. Today, the Center works with EMS, police, and street outreach to triage patients to the center or to an ED. Learn how multiple programs collaborated to address the alcohol-related issues affecting San Francisco and the EDs, as well as the lessons they learned along the way.

Using ED Overcrowding Assessment Tools to Improve Care and Throughput
Aaron Wolff, RN, Director, Emergency Services, Catholic Healthcare West
Gathering data and analyzing ED wait time is vital to hospital functionality, but data without action does little to improve patient care. Listen to Mr. Wolff discuss the tools used to assess ED overcrowding and explain how to make adjustments to improve care delivery and lessen staff's perception that “we are too busy.”

2:30 – 3:30 p.m. | Breakout Sessions (choose one)
‘S’ is for Sepsis, STEMI, and Stroke:
Early Interventions to Improve Patient Outcomes
Rose Colangelo, Manager, Emergency Department, Scripps Memorial Hospital La Jolla

One in three patients who die in the hospital have sepsis. Scripps Health knew they needed to address this growing concern of treating septic patients. After a year of testing the Value by Design tools, a process was developed and implemented in all their ED departments. Learn how they evaluated the issues, developed a criteria for treatment and what lessons they learned along the way.

Two-for-One Breakout Session:
(Choose one of the following two presentations on separate topics)

Practice Makes Perfect:
Interdisciplinary Simulation for Managing Agitation in the ED
Julie Hultner, RN, BSN, CEN, MICN, Staff RN and Department Education Assistant; Bryan Roman, Clinical Registered Nurse II, Emergency Department; and Melanie Golda, MSN, RN, CEN, Emergency Department Clinical Coordinator, St. Jude Medical Center
A panel will address the use of simulation to better prepare to treat patients suffering from agitation. They will emphasize the need for using verbal de-escalation techniques.

Emergency Department-to-Community (ED2C) High Utilizer Project
Sam Torbati, MD, Co-Chairman, Department of Emergency Medicine, Cedars-Sinai Medical Center

Dr. Torbati will discuss the ED2C project, which aimed to identify and redirect high-utilizing patients with chronic and behavioral conditions to more appropriate channels of care and to community resources.

3:30 – 4:30 p.m. | Closing Session
Pay for Performance in the ED Setting:
Quality Measures and the Role of the Health Plans
Robert Moore, MD, MPH, Chief Medical Officer, Partnership Health Plan of California

The idea of pay-for-performance is not a new concept. However, many are still confused and unsure of the advantages of using this type of system for payments. Dr. Moore will discuss the tools used to measure performance in the ED setting and the benefits he has experienced using this type of payment model.

4:30 p.m. | Program Ends
ACCOMMODATIONS: 
Discounted sleeping room deadline is November 15
Mission Inn Hotel & Spa 
3649 Mission Inn Avenue
Riverside, CA 92501
(800) 843-7755 (reservations)

The historic Mission Inn Hotel and Spa is the host hotel. This year’s symposium will coincide with the Inn’s “Festival of Lights,” the crown jewel of annual holiday festivals in Southern California. Rooms are available at the discounted rate of $185, single or double occupancy. For reservations, call (800) 843-7755. Additional sleeping rooms are available nearby at the Marriott Riverside at the Convention Center. Rooms are available for $145, single or double occupancy. For reservations, call (800) 228-9290. Mention “California Hospital Association” to receive the special rates.

Don’t delay, the discount deadline is November 15 and room availability is limited.

CONTINUING EDUCATION: 
Full attendance at the educational sessions is a prerequisite for receiving continuing education. Attendees must sign in each day and include their professional license number, if required. Certificates of attendance will be emailed after the event.

Behavioral/Social Work — Behavioral Health Care Symposium course meets the qualifications for up to 11 hours and the Emergency Services Forum meets the qualifications for 6.75 hours of continuing education credit for LMFTs and LCSWs as required by the California Board of Behavioral Sciences. CHA is approved by the California Association of Marriage and Family Therapists to sponsor continuing education for LMFTs and LCSWs. Provider approval number 128427. CHA maintains responsibility for this program/course and its content.

Compliance — The Compliance Certification Board (CCB)* has approved this event for up to 13.2 Behavioral Health Care Symposium and 9.0 Emergency Services Forum CCB CEUs. Continuing Education Units are awarded based on individual attendance records. Granting of prior approval in no way constitutes endorsement by CCB of this event content or of the event sponsor.

Health Care Executives — CHA is authorized to award up to 11 Behavioral Health Care Symposium hours and 6.75 Emergency Services Forum hours of pre-approved ACHE Qualified Education Credit (non-ACHE) for this program toward the advancement or recertification in the American College of Healthcare Executives. Participants in this program who wish to have the continuing education hours applied toward ACHE Qualified Education Credit must self-report their participation. To self-report, participants must log into their MyACHE account and select ACHE Qualified Education Credit.

Nursing — Provider approved by the California Board of Registered Nursing, CEP 11924, for up to 13.2 Behavioral Health Care Symposium contact hours and 8.1 Emergency Services Forum contact hours.

AMERICANS WITH DISABILITIES ACT: 
If you require special accommodations pursuant to the Americans with Disabilities Act, contact the California Hospital Association at (916) 552-7637.

PHOTOGRAPHY: 
CHA will photograph this event. If you prefer not to be photographed, please email CHA at education@calhospital.org.

PROMOTIONAL OPPORTUNITIES: 
For exhibit opportunities, contact Lisa Hartzell at (916) 552-7502 or lhartzell@calhospital.org.

TUITION: 
Register by November 15 and save
The Behavioral Health Care Symposium and Emergency Services Forum run three days:
Monday (Day 1): Focus on behavioral health care policy and pressing issues.
Tuesday (Day 2): Focus on behavioral issues in EDs.
Wednesday (Day 3): Emergency Services Forum, focused solely on emergency services issues and solutions.

Choose from four registration options:
1. Behavioral Health Care Symposium plus Emergency Services Forum:
   (Monday, Tuesday and Wednesday)
   Member* Rate ................................................................. $735
   Nonmember** Rate .................................................... $890

2. Behavioral Health Care Symposium only:
   (Monday and Tuesday)
   Member Rate ............................................................... $535
   Nonmember Rate ........................................................ $680

3. Behavioral Health Care Symposium Day Two plus Emergency Services Forum (Tuesday and Wednesday)
   Member Rate ............................................................... $535
   Nonmember Rate ........................................................ $680

4. Emergency Services Forum only: (Wednesday)
   Member Rate ............................................................... $335
   Nonmember Rate ........................................................ $430

Registrations received after November 15, add $100.
Tuition includes reception, luncheon, symposium materials, and CEUs.

* Members are CHA member hospitals, CHA associate members and government agencies.
** Nonmembers are limited to non-hospital health care providers, clinics, post-acute facilities, and consultants, insurance companies, law firms and other entities that serve hospitals. Education programs and publications are a membership benefit and are not available to nonmember California hospitals.

CANCELLATION POLICY: 
A $75 non-refundable processing fee will be retained for each cancellation received in writing by December 3. No refunds will be made after this date. Substitutions are encouraged. Cancellation and substitution notification may be emailed to education@calhospital.org. In the unlikely event the program is cancelled, refunds will be issued to paid registrants within 30 days.

QUALITY ASSURANCE / GRIEVANCE: 
The CHA education quality assurance/grievance policy is available upon request. If you have any concerns or dissatisfaction with the quality of a CHA education program, please contact Robyn Thomason, Director, Education at (916) 552-7514 or email rthomason@calhospital.org.

QUESTIONS: 

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