Providing Quality Care in a Fragmented System

December 7–8, 2009
The Mission Inn and Riverside Convention Center
WELCOME

Dear Participants:

It is our pleasure to welcome you to the California Hospital Association’s fourth annual Behavioral Health Care Symposium.

The theme for this year’s conference, “Community, Collaboration, Confidence,” reflects our commitment to our profession and to our resourcefulness in lean times. To help you meet the challenges ahead, this year’s program will provide innovative approaches to patient care and treatment, models of collaboration, and local resources.

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

• Review the agenda carefully—there are many great topics in this year’s program.
• Talk to your colleagues and speakers—the solution to a challenge you are facing may be sitting right next to you.
• Attend and participate in the Center for Behavioral Health’s annual board meeting. We need your input to identify priorities for our work on your behalf.
• Visit with symposium sponsors to learn about many helpful products and services.
• Fill out the evaluation forms. They matter! We use the feedback to offer content you want and need.
• Remember to save December 6 – 7, 2010 for next year’s event at the same location.

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

Joe Walker, MD
Psychiatrist
California Pacific Medical Center and 
Chair, Center for Behavioral Health

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<td>board meeting for 2009. Symposium attendees are invited to hear</td>
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<td>about the board's plans for the upcoming year, and policy and</td>
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<td>advocacy efforts on behalf of hospitals providing inpatient and</td>
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<td>Sandra Shields, LMFT, CTS, Senior Disaster Services Analyst, Los</td>
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<td>Angeles County Emergency Medical Services Agency</td>
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<td>2:15 – 3:15 pm</td>
<td>In a disaster, many of the first patients to come through the door</td>
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<td>will be psychological casualties. It's understandable—hospitals are</td>
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<td>a source of comfort and aid. However, many will be unprepared to</td>
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<td>handle the influx and still care for existing behavioral patients.</td>
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<td>This session will help you plan to prepare and protect staff,</td>
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<td>manage high-risk patients, and cultivate resources and</td>
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<td>partnerships to care for patients in a disaster.</td>
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<td>K. Himasiri De Silva, MD, Medical Director, Behavioral Health</td>
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<td>Services, St. Joseph Hospital of Orange</td>
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<td>Diagnosis of depression and bipolar disorders can often be</td>
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<td>difficult. Further, misdiagnosis can lead to delays in effective</td>
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<td>treatment for the patient and operational difficulties for</td>
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<td>facilities. Find out how to better identify patients suffering from</td>
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<td>depression and bipolar conditions and take home tools on how to</td>
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<td>effectively treat and manage patients.</td>
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<td>5:00 – 6:30 pm</td>
<td>Unwind and network with your peers in the relaxed setting of the</td>
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<td>Mission Inn, decorated with the memorable holiday display known as</td>
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<td>the “Festival of Lights.”</td>
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**Legend**
MI – Mission Inn
RCC – Riverside Convention Center
TUESDAY, DECEMBER 8

7:00 – 8:00 am  Continental Breakfast

8:00 – 9:15 am  California’s Behavioral Health Care Delivery System
C. Duane Dauner, President, California Hospital Association and Sheree Kruckenberg, Vice President, Behavioral Health Care, California Hospital Association
Review the evolution of the mental health delivery system and explore how we can define our role for the future. An update on federal and state policy efforts will also be provided.

9:15 – 10:00 am  Models for Community and Hospital Collaboration
Alfredo Aguirre, Mental Health Services Director, San Diego County Health and Human Services and Incoming Chair, County Mental Health Directors Association
This session will outline the benefits of developing collaborative relationships with community mental health resources. Using a San Diego County program as a model, he will discuss the various funding streams and how to establish behavioral services using multiple providers.

10:00 – 10:15 am  Break

10:15 – 11:15 am  Concurrent Breakout Sessions: (choose one)
Clinical Track—Medical Comorbidities and Pain Management
Daniel J. Headrick, MD, Chief Operating Officer and Medical Director, Pacific Coast Recovery Center
This session will help you recognize the pain management addict and learn about proven methods to break the addiction cycle.

Operational Track—Collaborating to Manage Frequent Users
Ralph Ortiz, Deputy Director, Department of Behavioral Health, San Bernardino County
This session will spotlight one county’s collaboration with local hospitals to develop a user management program that meets the needs of the individual and manages hospital utilization.

11:15 – 11:30 pm  Passing Break

11:30 am – 12:45 pm  Hosted Luncheon at the Mission Inn, Šimanek Distinguished Service Award Presentation

12:45 – 1:00 pm  Passing Break

1:00 – 2:00 pm  Concurrent Breakout Sessions: (choose one)
Clinical Track—A Treatment Model for Post-Partum Depression
Vinayak Shanbhag, MD, Chair, Department of Psychiatry and Medical Director, Mothers with Maternal Depression Program, St. Joseph Hospital Behavioral Health
Find out how one hospital’s approach to early identification and treatment of post-partum depression has achieved positive results for new mothers.

Operational Track—Integrating Physical and Mental Health Systems
Marshall Lewis, MD, DFAPA, Clinical Director, Behavioral Health Division, Health & Human Services Agency, San Diego County; Judith Yates, Regional Vice President and Chief Operating Officer, Hospital Association of San Diego and Imperial Counties
Learn about pilot projects called patient-centered medical homes that integrate medical and mental health services, provide resources, and manage and coordinate patient care.

2:00 – 2:15 pm  Break

2:15 – 3:15 pm  EMTALA and Behavioral Health Patients
Steve Lipton, Partner, Davis Wright Tremaine LLP
The threat of an EMTALA violation and confusion surrounding compliance continue to plague providers. Hear about the evolution of the law and review current and emerging EMTALA issues.
Thank you to our generous corporate sponsor:

HFS Consultants

HFS Consultants, a long time supporter of CHA and the Behavioral Health Care Symposium, provides operational, revenue cycle, reimbursement, staffing and executive recruiting consulting services for behavioral health and acute hospitals, long term care facilities, and other healthcare organizations. Our services include clinical operations assessments, interim management (CEO & CFO), clinical and business office staffing, materials management consulting and non labor expense reduction, market and feasibility studies, appraisals, assistance with licensure, and cost report and financial statement preparation.

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whiteside@hfsconsultants.com

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- **Revenue Cycle Management:** Billing and patient accounting, workflow analysis, CDM review and updates, receivables management, billing systems review and planning
- **Health Information Management:** Coding compliance, web-based and interim coding, operational assessments, coding education, and clinical coded data analysis and documentation improvement services
- **Government Programs and Reimbursement Services:** Reorganization and redesign of operations reimbursement, strategic/defensible pricing and outlier analysis, Wage Index and Geographic Reclassifications
- **Financial Management:** Financial statement preparation, budgeting, business planning and litigation support
- **Financial Feasibility:** M&A analysis, debt capacity, market/feasibility studies, financial structuring for bonds, appraisals and business valuations
- **Licensing and Program Development:** Licensing, change of ownership, HPSA/MUA, Critical Access Hospital, RHC, FQHC, primary care clinic and swing beds development and licensing, OSHPD reporting and physician practice evaluation
- **Reimbursement:** Medicare, Medi-Cal and OSHPD cost report preparation and appeals, SNF and RHC rate setting, reimbursement maximization, disproportionate share, reimbursement impact analysis
- **Executive Search and Interim Staffing:** Interim and permanent staffing (CEO, CFO, Controller, Business Office Manager, HIM Director, Coder, Biller, Director of Nursing, etc.), executive recruitment
- **Support Services Consulting:** Supply Chain (Non Labor Expense Management/Reduction, Logistics Improvement, Interim Management), Pharmacy Management, Central/Sterile Processing, Food & Nutrition Services Improvement, Laboratory Management, Environmental Services Management, Risk Management

...that has the deep knowledge to guide your healthcare organization though a myriad of management, operational and regulatory issues...

...and the continuing commitment to create and implement the right solutions for you.
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AccessHSI

AccessHSI is a web-based behavioral health status indicator, decision support and reporting tool that streamlines processes, simplifies documentation and improves outcomes. AccessHSI rapidly captures:

- Patients’ clinical status
- Checks LOC guidelines against computerized algorithms
- Submits pre-screened authorization requests with complete documentation of medical necessity
- Reduces case management hours
- Improves case managers’ skills and inter-rater reliability
- Reduces denials and appeals
- Documents clinical effectiveness
- Helps MCO relationships
- All while improving diagnostic accuracy, case formulation, and treatment planning

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(626) 710) 2740, suresh.bangara@accesshsi.com

Monty Moeller, Vice President, Marketing
(918) 645-5844, monty.moeller@accesshsi.com

Dayle Sigmund, Director, Client Services
(818) 694-0682, dayle.sigmund@accesshsi.com
One quick input provides scores of benefits.

AccessHSI rapidly captures a patient’s clinical status in less than 10 minutes. From this one process, AccessHSI checks LOC guidelines against computerized algorithms, develops pre-screened authorization requests with complete documentation of medical necessity, documents clinical effectiveness, while improving diagnostic accuracy, case formulation, and treatment planning. Further benefits include reduced denials and appeals, reduced case management hours, improved case managers’ skills and inter-rater reliability and helping develop more collaborative and informed relationships with MCOs.

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In multiple pilot projects*, AccessHSI delivered:

- Zero denial rate
- No increase in admit rate or length of stay
- No peer-to-peer reviews
- Decreased readmission rates
- Substantial increase in 7-day ambulatory follow up scores (HEDIS measure)
- Reduction in MCO case management interaction time with hospital utilization review or case management from 45 minutes to less than 5 minutes for initial reviews

*Projects lasted 6 months to 2+ years in mental health and substance abuse facilities and acute care medical hospitals.

For more information or a demonstration, contact demo@accessHSI.com
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The CAHHS Unemployment Insurance (UI) Division is unique in that it provides comprehensive, specialized unemployment insurance administrative services solely to health care employers. CAHHS has been providing professional UI services to hospitals and other health care employers since 1972. Collectively, our highly trained staff has more than 150 years experience in UI working with CAHHS. Representing over 600 health care employers, the UI Division is the recognized leader in California health care UI administration.

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9301 Oakdale Street, Suite 160
Chatsworth, CA 91311
(818) 407-3926
www.cahhsui.org

Charles O. Howarth, Senior Vice President
(818) 407-3930, chowarth@calhospital.org

Cheryl Marino, Director, UI Services
(818) 407-3931, cmarino@calhospital.org
Why should you choose the CAHHS U.I. Division?

The Unemployment Insurance Division is a nonprofit operating division of the statewide California Association of Hospitals and Health Systems (CAHHS). We have specialized in providing a complete unemployment insurance claims and appeals management service to hundreds of health care employers for the past 37 years. We are dedicated professionals who have earned an excellent reputation in our field for honesty and integrity.

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• Specialized U.I. administrative service, geared solely to health care employers.
• Complete U.I. claims administration service.
• U.I. determination/ruling appeals to Administrative Law Judges.
• Preparation of evidence and witness counseling.
• Professional representation at U.I. hearings.
• Professional preparation and submission of second-level appeals.
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A program of the California Association of Hospitals and Health Systems to serve health care employers. Affiliated with the California Hospital Association.
Loma Linda University, Behavioral Medicine Center

Loma Linda University Behavioral Medicine Center is an 89-bed, faith-based psychiatric hospital located in the heart of Redlands, California. We have been providing excellent care by compassionate and caring staff for over 17 years. Our programs and services are designed to provide whole-person care addressing the complexity of the mind, body, and spirit. We meet the unique needs of seniors, adults, and youth and provide multi-level care in the areas of mental health, chemical dependency, chronic pain and medication dependency, and eating disorders.

Sponsor Contacts
1710 Barton Road
Redlands, CA 92373
(909) 558-3463
www.lomalindahealth.org/behavioral-medicine-center/

Norie Bencito, Director of Nursing
nbencito@llu.edu

Lauren Ball, Administrative Director
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 15 years, our compassionate and experienced staff understands the complex needs individuals are faced with when dealing with mental health and chemical dependency issues. Associated with a world-renowned teaching hospital, we are able to provide multi-level care in the following areas:

- Chronic Pain and Medication Dependency
- Eating Disorders
- Chemical Dependency Services
- Mental Health Services unique to youth, adults, and seniors

For more information or to make a referral, please call 909-558-9275 or visit us on the web: llubmc.com
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Netsmart Technologies is the leading provider of software for behavioral health care. More than 18,000 organizations, including 29 California county mental health systems, 350,000 care providers and nearly 40 state mental health systems, have chosen Netsmart as their technology partner.

Netsmart’s customers include psychiatric hospitals, mental health and substance abuse treatment agencies, private mental health practices, public health departments, vital records offices and managed care organizations.

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www.ntst.com

Tim Ager, Western Regional Manager  
(916) 536-0360, tagar@ntst.com
We’re pleased to be a sponsor of the 4th Annual Behavioral Health Care Symposium. Our mission closely matches the conference themes:

**Community**
Our customer community is the largest in behavioral health care. We proudly serve more than 18,000 behavioral health providers, including 29 California county mental health systems.

**Collaboration**
Our customers share ideas and best practices through an exclusive online networking site and dozens of user groups, including 100+ attendees at our semi-annual California user group meetings.

**Confidence**
With behavioral health’s first certified EHR, proven technology, financial stability, and the ability to implement quickly, we’re here for our customers now – and tomorrow.

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Janssen, Division of Ortho-McNeil-Janssen Pharmaceuticals, Inc., is based in Titusville, N.J. and is the only large pharmaceutical company in the U.S. dedicated solely to mental health. As the company celebrates its 51st year in mental health, it currently markets prescription medications for the treatment of schizophrenia, bipolar mania and the treatment of symptoms associated with autistic disorder.

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Lisa Pulver
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"So much more needs to be done"
—Dr. Paul Janssen

That’s why we continue to define ourselves by Dr. Paul Janssen’s vision. To keep going beyond medication to discover new, real-life solutions that change the way the world looks at mental health.

It can be patient advocacy, educational programs, new treatments, or community outreach—when it comes to enabling every person to have a healthy mind, WE WILL never stop doing more.
The Quality Indicator Project® provides software and related services to 250 psychiatric care providers to strengthen their oversight of patient care quality and to enable them to identify opportunities for performance improvement. The QI Project's Psych Insights application enables hospitals to participate in the Joint Commission's core measures for Hospital-Based Inpatient Psychiatric Services, as well as collect data on 100 proprietary clinical measures. Services provided include training, comparative reports, scorecards, statistical analysis tools, clinical and technical support, and user group meetings.

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- Maintenance of the Central Log
- Required Signage
- Physician On-Call Responsibilities
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