



Beyond Hospital Walls:
Strategies for Reducing Readmissions
April 24, 2013

Agenda

MORNING

- 9:00 **Welcome** – *Diane Stewart and Bruce Spurlock*
- 9:15 **The ARC Journey** – *Pat Teske*
- Where we are – ARC data update
 - Where we are going
 - Dissemination
 - Website
 - Info needed
- 9:45 **What's New**
- TAACT Overview – *Steve Escamilla*
 - Care Innovations – *Veenu Aulakh*
- 10:10 **Patient and Family Engagement**
- ARC's Patient Advisory Council – *Lisa Ehle*
 - Patient Engagement – *Jennifer Pearce*
- 10:45 **BREAK**
- 11:00 **High Utilizer Approaches**
- PACE Program – *Helen Chen*
 - Stanford – *Samantha Valcourt*
- 11:40 **Outreach to Other Care Facilities**
- SNF-Hospital Collaboration – *Phylene Sunga*
 - Collaborating with Community Partners – *Yvonne Chan & Susan Houston*

AFTERNOON

- 12:30 **LUNCH**
- 1:15 **Breakouts** – Select a session to attend

<p>A. Disease Specific Dissemination</p> <ul style="list-style-type: none"> • HF Tool Kit – <i>Celeste Chavez</i> • COPD model – <i>Maia White</i> <p style="text-align: right;"><u>Ballroom</u></p>	<p>B. Best Practices in Ambulatory Care – <i>Steve Escamilla & Diane Stewart</i></p> <p style="text-align: right;"><u>California Room</u></p>	<p>C. Pharmacy Leaders Tool Sharing and Discussion – <i>Lisa Ehle</i></p> <p style="text-align: right;"><u>Board Room 2, Building 5</u></p>
<p>D. Implementation Strategies: Project RED, CTI, and mixed models</p> <p><i>Choose a discussion topic:</i></p> <ul style="list-style-type: none"> • Are you seeing enough patients to get the results you desire? • Are you measuring performance data and reviewing it with your team? • Are you actively engaging with your community partners? • Do you have a patient and or family member on your team? <p style="text-align: right;"><u>Pacific Room</u></p>		

- 2:15 **BREAK**
- 2:30 **Community Care Transitions**
- Queen of the Valley – *Dana Codron & Aura Silva*
 - San Francisco Approach – *Abbie Yant & Carrie Wong*
- 3:15 **Next Steps and Adjournment**

Speakers

Diane Stewart, MBA

Senior Director, Pacific Business Group on Health

Bruce Spurlock, MD

Executive Director, Cynosure Health

Pat Teske, RN, MHA

Implementation Officer, Cynosure Health

Steve Escamilla, MS

Director, California Quality Collaborative

Veenu Aulakh, MSPH

Associate Director, Center for Care Innovations

Lisa Ehle, MPH

ARC Program Manager, Cynosure Health

Jennifer Pearce, MPA

Health Literacy Consultant, Sutter Center for Integrated Care

Helen Chen, MD

Chief Medical Officer, Center for Elders' Independence, PACE provider

Samantha Valcourt, MS, RN, CNS

Clinical Nurse Specialist, Stanford Coordinated Care, Stanford Hospital and Clinics

Phylene Sunga, NHA

Skilled Nursing Facility Administrator, Antioch and Lone Tree Convalescent Hospitals

Yvonne Chan, RN, MSN, GCNS-BC

Program Manager, Peninsula Circle of Care Program, Palo Alto Medical Foundation

Susan Houston, BA

Director of Older Adult Services, Peninsula Family Service, Partner, Peninsula Circle of Care

Celeste Chavez, RN, MSN, FNP

Manager, Heart Failure Continuum of Care Program, Sutter Care at Home

Maia White, MSW, RN

Manager, Care Transitions Program, Highland Hospital, Alameda County Medical Center

Dana Codron, RN, BS

Executive Director Community Benefit, St. Joseph Health, Queen of the Valley Medical Center

Aura M. Silva, RN, BSN

PHN Coordinator, CARE Network Program, St. Joseph Health, Queen of the Valley Medical Center

Abbie Yant, RN, BA, MA

Vice President of Mission, Advocacy and Community Health, Saint Francis Memorial Hospital

Carrie Wong, MSW, MPH, LCSW

Director of Care Transition Operations, San Francisco Department of Aging and Adult Services