Navigating Future Directions for NC AHEC

*Innovation – Collaboration – Communities*

Thursday, December 7, 2017, 9:00 am – 4:15 pm
Friday Center, Chapel Hill, NC

**Agenda**

8:30 am  
Poster set-up

9:00  
Registration opens & Poster viewing begins

10:00  
**Welcome** – Dr. Warren Newton, Vice Dean & Director, NC AHEC Program

10:15  
**Plenary – AHEC Talks** (Eight-minute talks on conference themes, followed by a panel discussion) – facilitated by Dr. Newton

Leslie Boney, BA, Director, Institute for Emerging Issues

Mandy K. Cohen, MD, MPH, Secretary, NC DHHS

Alisahah Cole, MD, System Medical Director, Community Health, Carolinas Health System

Todd Zakrajsek, PhD, Associate Professor, Department of UNC FM

11:30  
Break

11:45  
**Breakout I** – Sessions A-G (see Breakout Time Slots below) *Choose EITHER one 40 minute session OR TWO 20 minute sessions per time slot.*

12:30 pm  
Lunch

- Glenn Wilson Award for Public Service
- Tangee Christie Hawks Memorial Award for Outstanding Dedication and Service

1:30  
**Breakout II** – Sessions H-N (see Breakout Time Slots below) *Choose EITHER one 40 minute session OR TWO 20 minute sessions per time slot.*

2:15  
Break

2:30  
**Breakout III** – Sessions O-U (see Breakout Time Slots below) *Choose EITHER one 40 minute session OR TWO 20 minute sessions per time slot.*

3:15  
Break

3:30  
**Closing** – Summarize & Future Directions, Dr Newton

4:15 pm  
Adjourn
Breakout Descriptions w/ timeslots & speakers

**Pearls in Professional Development: Breakout Session I (11:45 - 12:30)**
**Presenter Name and Credentials: Joann Spaleta; Maria Velez**
Take ownership of your career and focus on the next steps. Develop a plan to identify a road map of where you want to go. Build new competencies, develop new skill sets, and evaluate your personal needs by selecting learning activities that will give your career focus and meaning.
Objective:
1. Recognize the components of a plan to progress in your career or to change pathways.

**Reversing Trends in Email Marketing: Breakout Session I (11:45 - 12:30)**
**Presenter Name and Credentials: Andrew L Brewer, MS – Instructional Technologist**
Case study sharing details and insights from a recent effort at NWAHEC to redesign email marketing process and strategy in order to increase effective campaigns and reverse the downward trend in open and click-through rates.
Objectives:
1. Understand the current challenges of email marketing.
2. Recite three best practices for email composition.
3. Understand the importance and mechanics of analytics in email marketing.

**Regionalization of Continuing Professional Development: Making It Happen!: Breakout Session I (11:45 - 12:30)** *(Investment in the Future Grant)*
**Presenter Name(s) and Credentials: Russet Rogers, EdD – Southern Regional AHEC; Donna Moses, MSN, RN – Eastern AHEC; Monique Mackey, MLS – Area L AHEC; Elaine Owens, MPA – Wake AHEC; Saralyn Gillikin, DNP, MSN, RN-BC, NEA-C – SEAHEC**
Five AHECs are engaged in a process to increase collaboration and regionalization of CPD in the eastern part of the state. This presentation will discuss the planning process, insights and lessons learned to-date.
Objectives:
1. Identify key objectives that will facilitate planning and delivering of CPD programs regionally.
2. Describe the infrastructure changes occurring during phase two and how the changes will enhance collaboration across AHECs.

**The Accountable Care Workforce: Bridging the Health Divide in North Carolina: Breakout Session I (11:45 - 12:05)**
**Presenter Name(s) and Credentials: Erica Richman, PhD, MSW; Brianna Lombardi, MSW; Lisa de Saxe Zerden, PhD, MSW**
Healthcare entities need a flexible, boundary-spanning workforce that includes workers of diverse disciplines, education levels, and demographics who will address social determinants of health. We will provide real-life examples of these characteristics from innovative collaborations that exist in NC and discuss barriers and facilitators of this model of care.
Objectives:
1. Understand the challenges and lessons learned when developing a healthcare workforce that varies in discipline, education level, and demographics.
2. Identify trends in the shifting roles and settings of the health workforce being deployed in NC.
3. Learn workforce development strategies for creating a workforce that is both boundary-spanning and community-specific.

**Improving Nursing Competency in a Rural Critical Access Hospital through Innovative Design Thinking Strategies: Breakout Session I (11:45 - 12:05)**

Presenter Name(s) and Credentials: Christopher Golding, RN, MSN; Lisa S Guy, RN, CCRN; Brandi Apple, RN, CNOR

GAHEC will share how an Innovative Design Thinking Collaborative with Cone Health identified the need for basic critical care training at a regional hospital.

Objectives:
1. Discuss how innovative design thinking strategies led to a rural nurse education series.
2. Describe how multidisciplinary team planning was integral to designing a CNE activity.
3. Explain how AHEC staff may serve as faculty to improve care in rural areas.

**The Next Level - Innovation in Education - A Paradigm Shift: Breakout Session I (11:45 - 12:05)**

Presenter Name and Credentials: Ryan Barclay, Instructional Designer MS Health and Wellness Specialist BS, NC Licensed Exceptional Children Teacher

Health organizations are looking to virtual and augmented reality to reach patients and educate healthcare providers. This presentation will showcase some of the most innovative and technologically advanced educational tools for healthcare education.

Objectives:
1. Recall technology solutions for education available to healthcare providers.
2. Evaluate Virtual and Augmented reality impact on actual performance.
3. Recognize advantages and disadvantages of Virtual Reality and Augmented Reality Education.

**Developing an Interactive Data Visualization for North Carolina Health Workforce Planning and Policy: Breakout Session I (12:10 - 12:30)**

Presenter Name and Credentials: Evan Galloway

This presentation will showcase the new interactive web based data visualization that allows state policy makers, AHEC staff, educators, employers, and other stakeholders to explore up to 15 years of workforce licensure data for more than a dozen health professions in North Carolina.

Objective:
1. Participants will be able to use the NC Health Professions Data System web tool to visualize health workforce supply.

**The Health Workforce in Rural Communities: Perspectives from the US and the Carolinas: Breakout Session I (12:10 - 12:30)**

Presenter Name and Credentials: Julie Spero, MSPH

What are our current rural health workforce challenges? What do we expect the rural health workforce to look like in the future? We will discuss the effects of policies related to graduate medical education, nursing education, and new & developing roles of boundary-spanning health workers from different fields.

Objective:
1. Identify national and state trends in the health workforce in rural communities.

“What Do I Need to Know in 10 Minutes?”: Breakout Session I (12:10 - 12:30)

(Investment in the Future Grant)

Presenter Name(s) and Credentials: Erin Cloutier, BSN, RN, CPHQ, PCMH CCE - Director Practice Support, Charlotte AHEC; Jessica Williams, BS - Director Practice Support, SEAHEC

Charlotte and South East AHECs worked collaboratively to record nine short (7-12 min) videos in a “Ted Talk” format to help providers gain a better understanding of the transition from a fee-for-service to a pay-for-value system. The purpose and steps in creating HEC Talks will be provided.

Objective:
1. Participants will be able to understand why ‘HEC Talks’ were created.
2. Participants will be able to understand the basic steps in completing their own HEC Talks.

Lessons Learned From Those Who See and Hear It All: Breakout Session II (1:30-2:15)

Presenter Name(s) and Credentials: Lauren Honeycutt; Nedra Edwards-Hines

Project Specialists, Support Staff, Project Coordinators, Program Assistants... although the titles may vary, there are a number of similarities in how we address meeting the AHEC mission. From handling a difficult customer to processing registrations in CASCE, there are opportunities to learn from each other. This session will highlight best practices established at each AHEC that can be incorporated across the state. Areas of focus include: Communication, Team-building, Customer Service, and Processes.

Objectives:
1. Describe at least one best practice from another AHEC.
2. Develop relationships with colleagues at other AHECs.

Welcome to Health: Developing a Refugee Health Literacy Toolkit and Community Coalition Building: Breakout Session II (1:30-2:15) (Investment in the Future Grant)

Presenter Name(s) and Credentials: Shawn Houck, RN, MSN; Jeffrey Walden, MD

This presentation will outline the process & outcomes for developing a new model of refugee healthcare. The presentation will showcase two key innovations that distinguish this program – one community-based and the other clinical-based that supports the family medicine residency ACGME program training developing a global health focus.

Objective:
1. Identify innovative strategies for new models of coalition building to create key resources and community agency integration strategies to improve healthcare and social determinants of health for underserved populations.

Community in Crisis: A Collaborative Approach to Responding to the Opioid Epidemic: Breakout Session II (1:30-2:15) (Investment in the Future Grant)

Presenter Name and Credentials: Olivia Herndon, MA - Director of Continuing Education, Director of Mental Health, Director of Public Health

When CastLight Health published the study naming Wilmington as the top city in the nation for opioid abuse, SEAHEC responded. Through stakeholder needs assessments, education, advocacy in legislation, and community bridge building, SEAHEC has led an initiative in which the right people are coming
together, making real changes that will save lives, build a stronger region, and make South Eastern North Carolina a better place.

Objectives:
1. Describe components required to build a collaborative response to a community problem.
2. Identify efforts and initiatives being implemented to combat the opioid epidemic in SE NC.

Community Centered Health Home Model Transforms Safety Net Practice: Breakout Session II (1:30-2:15)
Presenter Name(s) and Credentials: Maggie Adams, BA; Beth Buys, MD; Amanda Murphy, MSN, CNM
In order to address disparities in infant mortality, MAHEC implemented the Community Centered Health Home model and partnered with African American women in a low-income housing community with a focus on building capacity inside communities of color. Learn how this partnership has shifted the practice culture to be more aware of health disparities, social determinants of health of low-income women, and how to support healthier pregnancy outcomes for the most vulnerable.

ECHO (Extension of Community Healthcare Outcomes) Lessons Learned in Project Deployment in Western North Carolina: Breakout Session II (1:30-2:15pm)
Presenter Name(s) and Credentials: Lourdes Lorenz-Miller, RN, MSN, NEA-BC, AHN-BC; Elizabeth Flemming, MA, LPC
The presentation will focus on strategies for deploying ECHO for “Managing Chronic Pain” in the Western North Carolina region, lessons learned throughout the process and the collaboration with UNC on a MAT ECHO.
Objectives:
1. Participants will be able to describe three steps prior to starting an ECHO project.
2. Participants will be able to identify three lessons learned through the process of deploying an ECHO Project in 16 counties of Western North Carolina.
3. Participants will understand the implications of participating in a collaborative ECHO project.

Using Games to Inspire, Educate, and Empower People to Talk about and Document End-of-Life Planning: Breakout Session II (1:30-1:50)
Presenter Name and Credentials: David Hainline, MA, MS, RHIA, CSSGB, CPHQ
Charlotte AHEC is using the “Hello” conversation game as an easy, non-threatening way to start end-of-life conversations across North Carolina. We are working with our collaborative partners to inspire, educate and empower people to both talk about and document advance care plans before a health crisis makes it too late.
Objectives:
1. Discuss the concept of serious games.
2. Discuss the need for advance directives.
3. Discuss the value of conversation-based events in promoting advance medical planning.

Building an Effective Clinical Supervision Workforce in Behavioral Health: A Blended Learning Model: Breakout Session II (1:30-1:50) (Investment in the Future Grant)
Presenter Name(s) and Credentials: Karen Koch, MSW, LCSW; La-Lisa Hewett-Robinson, MA; Liz Griffin, MSW, LCSW
This presentation will describe a blended learning approach to workforce development of clinical supervisors across the state. Model components, strengths & challenges and opportunities for collaboration will be presented.

Objectives:
1. Identify the impact on the mental health workforce of clinical supervision training.
2. Discuss clinical supervision resources available in the statewide AHEC system.
3. Describe components of a blended learning model.

Virtual Medic: Using Gamification in Health Careers: Breakout Session II (1:55-2:15)
Presenter Name(s) and Credentials: Elaine Owens, MPA; Dora Carter; Heather Schafer, PMP
The presentation will demo the Virtual Medic game created 1) to teach students about responding to a wounded victim and 2) as a critical thinking score on the NC AHEC Health Careers Passport. Virtual Medic has been used as part of the Mini Medical School Camp for two summers.
Objectives:
1. Describe the structure of Virtual Medic and the scoring system for successful completion of tasks.
2. Discuss scoring measurements and how they can be used with the Health Careers Passport.

Development of a Practice Management Academy (Planning and Development): Breakout Session II (1:55-2:15) (Investment in the Future Grant)
Presenter Name(s) and Credentials: Jennifer Bigger, RN, MSN; Angel Moore, MAEd, RHIA; Lisa Blandin, BS
Southern Regional and Eastern AHECs are developing a Practice Management Academy with the objective of increasing the knowledge and improving the skills of practice managers working in small practices in rural underserved areas. This session will give an overview of the progress to date.
Objectives:
1. Utilize surveys to determine structure and format for blended learning opportunities.
2. Discuss recruitment and participant selection for blended learning academies.
3. Discuss the use of a learning management system and other formats in a blended learning strategy.

Taking Care of Self: Breakout Session III (2:30-3:15)
Presenter Name and Credentials: Linda L. Smith, PA, MS, Director of Educational Programs
Discussion will be on work life balance. This session will be looking at self-care and life balance with increased demands in professional and personal roles and responsibilities.

It Takes a Village to Embed an LMS: Adventures in Docebo, CASCE, and Everything in Between: Breakout Session III (2:30-3:15)
Presenter Name(s) and Credentials: Ashley Langley MEd, MSIS; SEAHEC CPD Staff TBD
SEAHEC and the AHEC Program Office collaborated to revolutionize the way our participants access courses and materials through a common MyAHEC login and an enhanced visual course catalog. Learn about the work behind the scenes, lessons learned, and gain strategies that might help your AHEC have a successful implementation of the new services.
Objectives:
1. Participants will be able to state the challenges of LMS integration.
2. Participants should be able to begin planning for their local rollout of the new LMS services.
AHEC Engagement in Population Health and Potential Opportunities for the ReThink Health™ Model:
Breakout Session III (2:30-3:15)
Presenter Name(s) and Credentials: John Perry, MD; Debby Futrell, PharmD
The group will engage in a discussion of the opportunities and challenges for AHECs in population health and the potential role that the ReThink Health™ model might play. The ReThink Health™ model facilitates strategizing by equipping “leaders with data and dynamic models to help them individually and collectively understand the complexity and interactions of their health system, play out plausible scenarios, identify opportunities, set priorities for action, and measure progress over time.”

Healthcare Hackathons – What Are They and Do They Work?: Breakout Session III (2:30-3:15)
Presenter Name and Credentials: Chris Jones, DrPH
This session will detail the steps of organizing and executing a team-building competition called a healthcare hackathon. The presenter will make the case that hackathons are an effective modality to promote interdisciplinary teamwork, confidence and knowledge of a targeted educational topic.
Objectives:
1. Describe key components of a healthcare hackathon.
2. Provide evidence that healthcare hackathons promote improved attitudes towards healthcare teams.
3. Provide evidence that healthcare hackathons are an effective way to educate an audience of health professionals on a focused topic.

How to Show Value When Statistics Aren’t Enough: Three Cases from the AHEC Digital Library:
Breakout Session III (2:30-2:50)
Presenter Name(s) and Credentials: Diana McDuffee, MLS; Mary Beth Schell; MA, MLS; Lauren Tomola, MLS; Adam Dodd, MIS
How do you know whether your chosen innovation strategy is actually bearing “fruit?” AHEC librarians have collaborated on three studies illustrating methods for answering that question, while demonstrating the value of the NC AHEC Library Network across the state.
Objectives:
1. Identify at least 3 value measurements/metrics.
2. Describe the types of activities best covered by at least one value/metrics.
3. Identify at least one barrier to implement a measurement project.

Unconscious Bias and Micro-Inequities: Breakout Session III (2:30-2:50)
Presenter Name(s) and Credentials: Michelle Boyd, MS, CDP; Chanyne Cupil
We would like to present with a goal of sharing information and strategies to decrease the influence of unconscious bias and micro-inequities in the workplace.
Objectives:
1. Develop a deeper understanding of bias and its impact on ourselves and others.
2. Recognize how micro-inequities contribute to our unconscious bias.

Needs Assessment: Identifying the Educational Needs of Rural Health Professionals: Breakout Session III (2:55-3:15) (Investment in the Future Grant)
Presenter Name(s) and Credentials: Karen Koch, MSW, LCSW; Mary Wilson, PhD, MSN, RN
EAHEC will share their recent CPD needs assessment of healthcare professionals in rural eastern NC. Results will help inform faculty to prioritize, plan, implement and evaluate educational offerings.

Objectives:
1. Identify the rationale for developing an interdisciplinary needs assessment.
2. Describe the process of assessing CPD needs across health care disciplines.
3. Discuss the benefits and challenges of developing a needs assessment survey.

Engaging Students in Primary Care: An Interprofessional Approach: Breakout Session III  (2:55-3:15)
(AHEC Innovation Grant)

Presenter Name(s) and Credentials: Meg Zomorodi PhD, RN, CNL; Lisa Zerden PhD, MSW, Rachel Wilfert MD, MPH; Lorraine Alexander DrPH, MPH

This presentation will describe the development and evaluation of an interprofessional course and clinical experience where healthcare professionals and students work together to function as members of an interprofessional team.

Objectives:
1. Understand a new model for integrating interprofessional students in primary care settings.
2. Value the impact of teaching interprofessional education.