



**AMWAY PLAZA HOTEL
187 MONROE AVE NW
GRAND RAPIDS, MI 49503**

IMPROVING OUTCOMES CONFERENCE

DECEMBER 6 & 7, 2018



Thursday, December 6, 2018

8:00am – 9:00am	Registration
8:00am – 9:00am	Group Breakfast
9:00am – 10:00am	Conference Welcome Keynote: Mental Health System Transformation and Operational Efficiencies – <i>Willie Brooks, CEO, Detroit Wayne Mental Health Authority</i>
10:00am – 10:15am	Refreshment Break
	Concurrent Workshops
10:15am – 11:30am	1. Performance-Based Contracting – <i>Anya Eliassen, Chief Finance Officer, Oakland Community Health Network</i> – <i>Nicole Lawson, Clinical Director, Oakland Community Health Network</i> – <i>Jullian Trumbull, Director, Service network, Oakland Community Health Network</i> The concept of performance-based contracting started in the defense industry to improve the quality of supplier products. For behavioral healthcare, performance-based contracting is a results-oriented contracting method that focuses on the outputs, quality, or outcomes that may tie at least a portion of a contractor's payment, contract extensions, or contract renewals to the achievement of specific, measurable performance standards and requirements.
10:15am – 11:30am	2. Multi-Factor Authentication – Time to Make the Move! – <i>Jeff Chang, CEO, PCE Systems</i> – <i>Jason Radmacher, CEO, TBD Solutions</i> The number of deep hacks into information systems has reached all-time highs. New targets are the data stores for usernames and passwords, rendering complex combinations of case, letters, numbers and symbols virtually irrelevant. The time of multi-factor authentication is here. This breakout for IT Professionals and executives will share horror stories, offer a real-live example of how to enact 2-factor authentication in a Microsoft 365/Azure environment, and hear how the state leader in EMR technology is engaging changes to help safeguard protected healthcare information.
10:15am – 11:30am	3. A Community Mental Health, Electronic Health Record and a Consultant: One Team's Journey to Meaningful Use and MIPS Reporting – <i>Sally Culey, Quality & Information Services Director, Montcalm Care Network</i> – <i>Julianna Kozara, Clinical Director, Montcalm Care Network</i> – <i>Melissa MacLaren, Integrated Care Nurse, Montcalm Care Network</i> – <i>Adam Stevens, Data Analyst, Montcalm Care Network</i> – <i>Nikki Adkins, Project Manager, PCE Systems</i> – <i>Dawn Bishop, Client Services Manager, GLPTN Improvement Advisor, Altarum</i> Montcalm Care Network, PCE Systems and Altarum share their joint experiences in Meaningful Use & MIPS reporting--from a CMH, EHR vendor and consultant perspective. The workshop focuses on the steps to achieve successful reporting from creating the right culture to system practicalities. This workshop will provide tips to prepare for reporting and the importance of partnerships in the process.
11:30am – 12:30pm	Group Lunch
12:30pm – 1:30pm	Keynote: Prisoner Transition to Community Mental Health Care – <i>David Dawdy, Director, Mental Health Services at Michigan Department of Corrections</i> Michigan prisoners with behavioral and substance use disorder needs are released to the community and may not know how best to receive care to continue in their recovery. Especially during their initial time of transition, this population is at high risk for illness, relapse and premature death. This keynote will offer insights into both the needs of incarcerated citizens and ideas for transitioning their care to Michigan's Community Mental Health System.
1:30pm – 1:45pm	Break

	Concurrent Workshops
1:45pm – 3:00pm	<p>4. 2 CFR 200</p> <ul style="list-style-type: none"> – <i>Derek Miller, Partner, Roslund, Prestage & Company, P.C.</i> <p>Federal agencies implemented 2 CFR Part 200 “Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Grants” effective December 26, 2014. All Office of Management and Budget (OMB) federal grant circulars have been combined into 2 CFR Part 200. This workshop will provide need-to-know information of how 2 CFR 200 impacts your organization.</p>
1:45pm – 3:00pm	<p>5. Preparing for the Michigan Department of Health and Human Services Site Visit?</p> <ul style="list-style-type: none"> – <i>Sharon Milton, Quality Analyst, Oakland Community Health Network</i> – <i>Cassandra Watson, Quality Improvement Specialist, LifeWays CMH</i> – <i>Philip Hoffman, Quality Improvement Specialist, LifeWays CMH</i> <p>Ever stress preparing for a MDHHS’s Site Visit? You’re not alone. This workshop will show how to prepare for MDHHS site visits.</p>
1:45pm – 3:00pm	<p>6. What You Need to Know About eDiscovery and Litigation Holds</p> <ul style="list-style-type: none"> - <i>Scott Carvo, Warner Norcross & Judd LLP</i> - <i>Adam Cefai, Warner Norcross & Judd LLP</i> <p>This workshop will help inform agency leaders and IT professionals in understanding more about the requirements of a litigation hold on data systems so that a court-ordered discovery of electronic records (eDiscovery) can occur pertaining to a legal case. This foundational workshop that can inform decisions that impact policies and document retention guidelines.</p>
1:45pm – 3:00pm	<p>7. Training Reciprocity</p> <ul style="list-style-type: none"> – <i>Rikkard Rambo, Provider Network Manager, Northern Michigan Regional Entity</i> – <i>Kym Juntti, Director of Training, MORC, Inc.</i> <p>This presentation will review current work being done to assist PIHP's in meeting MDHHS requirement for statewide training reciprocity. We will review the work of the State Training Guidelines Workgroup (working under CMHAM) to provide structured guidelines and recommendations that are guided by best practice in meeting required training for all Direct Care Workers. In addition, we will review how these guides can be valuable in examining organizations current training practices. Participants will be provided with an overview of the Training Reciprocity Implementation plan that will review how to utilize vetting tools to evaluate current training to ensure they meet training guidelines, as well as a review of the core functions and benefits of Improving MI Practices. If you are charged with meeting this MDHHS training reciprocity directive, review your organizations training functions, are a training professional or an advocate for quality DCW training, this training is for you!</p>
3:00pm – 3:15pm	Refreshment Break
	Concurrent Workshops
3:15pm – 4:30pm	<p>8. EDIT</p> <ul style="list-style-type: none"> – <i>Kathleen Haines, Manager, Performance Measurement and Evaluation Section, Michigan Department of Health and Human Services</i> <p>This workshop discussion topics may include any or all the following: Encounter and BH TEDS Reporting, including costing per code & code chart, document code changes, etc.</p>
3:15pm – 4:30pm	<p>9. OIG Audit Compliance</p> <ul style="list-style-type: none"> – <i>Cara Wegener, Managed Care Oversight Lead Analyst, MDHHS Integrity Division</i> – <i>Susan Morway, Contract Oversight Unit Manager, MDHHS Integrity Division, Inspector General Administration</i> <p>The Michigan Department of Health and Human Services, Office of Inspector General will provide insights into key compliance areas to help behavioral health agencies implement the correct policies, processes and oversight to avoid audit exceptions and reduce overall risk.</p>
3:15pm – 4:30pm	<p>10. Security Ring and Preventing External Attacks</p> <ul style="list-style-type: none"> – <i>Waleed Haddad, Security & Compliance Director, Access Interactive</i> <p>This workshop will demonstrate relevant current data focused on security within the health care market. Discussion topics include current vectors of attack, social engineering, compliance/ regulation, incident response, and security best practices. This workshop will also review the latest statistics published by the HIPAA Journal for 2018, Access Interactive’s custom security overlay program will be demonstrated that allows health care information specialist to implement best practices and solutions to that are focused directly to the health care market.</p>

3:15pm – 4:30pm	<p>11. Implementing and Using Contract Management Software</p> <ul style="list-style-type: none"> – <i>Stacey O’Toole, Director of Quality, Compliance and Contract Administration, network180</i> <p>This workshop will discuss moving from a paper process for contracting to using contract management software. We will also cover experiences from design, to implementation, and to current day-to-day use of their contract management system. Network180 uses an electronic process for the whole contract cycle – initiation, document creation, internal review, internal approval, CEO signature, execution by the other party, and storage in the system.</p>
4:30pm – 5:00pm	Networking Reception (light hors d’oeuvres will be provided)
Friday, December 7, 2018	
8:00am – 9:00am	<p>Networking Breakfast</p> <p>Plan on attending, share breakfast and regional updates, network with colleagues one of four groups: Finance; Information Systems; Provider Network; Quality Improvement. Talk about common challenges and identify topics for future conferences.</p>
9:00am – 10:00am	<p>Keynote “Stop Acting Your Age”</p> <ul style="list-style-type: none"> – <i>Matt Havens</i> <p>For the past decade, Matt has worked in various leadership roles at a Fortune 500 company in areas as diverse as marketing, employee retention, and management. Because of this expertise, Matt has crafted multiple keynote presentations to address some of the most pressing issues today’s businesses face and if that’s where things stopped, Matt might be mistaken for just another keynote speaker in a world that’s full of keynote speakers. However, Matt also comes from a line of entertainers – his father and brother both worked for years as professional stand-up comedians – and humor runs in his blood. This entertaining keynote will help you avoid a generational warfare.</p>
10:00am – 10:15am	Break
Concurrent Workshops	
10:15am – 11:30am	<p>12. Cost Allocation Plans – Foundation for CMH Costing</p> <ul style="list-style-type: none"> – <i>Anya Eliassen, CFO, Oakland Community Health Network</i> – <i>Bryan Krogman, COO, CMH for Central Michigan</i> – <i>Jeff Labun, COO, Newaygo County Mental Health Center</i> <p>This workshop will focus on the development and implementation of cost allocation plans for CMHSP’s. This workshop will provide clarity and purpose to effectively and efficiently allocate costs between multiple funding streams. We will also detail cost allocation for expenditures across multiple cost centers. Deliverables include review of various templates for cost allocations, cost allocation plans and budgets.</p>
10:15am – 11:30am	<p>13. National Core Indicators Data Review</p> <ul style="list-style-type: none"> – <i>Ann Carrellas, Wayne State University</i> – <i>June Malachowski, Wayne State University</i> <p>The National Core Indicators is a voluntary survey that is supported by states’ public developmental disabilities agencies to measure and track their own performance in providing community living supports and other services. Standard measures were developed to be used across the states to assess the outcomes of the services provided to individuals and their families. Indicators include key areas of concern such as employment, rights, community inclusion, choice, health and safety and service planning. Michigan is one of 45 states that interview adults with developmental disabilities annually about their services and quality of life.</p>
10:15am – 11:30am	<p>14. Dashboard Development, Approach and Use in PowerBI</p> <ul style="list-style-type: none"> – <i>Jenna Dietsch, Biostatistician Consultant, TBD Solutions</i> <p>PowerBI available within Microsoft 365 and as a stand-alone server, is gaining ground in the world of data visualization and offers free developer tools. This workshop will provide practical tips, uses and limitations of PowerBI in your organization’s data environment.</p>
10:15am – 11:30am	<p>15. Contracting 202</p> <ul style="list-style-type: none"> – <i>Carol Mills, CEO, Newaygo County Mental Health Center</i> – <i>Steve Burnham, Esq, Kalamazoo County Probate Court</i> – <i>Chip Johnston, CEO, Centra Wellness Network</i> <p>This workshop continues the series of contracting workshops, building upon the contracting 101 workshop from both the winter 2017 and the summer 2018 Improving Outcomes Conferences. This workshop will go more in-depth on the CMHSP process of contract requirements, residential and or property management contracts.</p>
11:30am	Conference Adjourns

Hotel Details

Location	Amway Grand Plaza, Curio Collection by Hilton 187 Monroe Ave NW, Grand Rapids, MI 49503
Directions	https://amwaygrand.com/contact/directions
Parking Rates	\$29/day for self-parking in the ramp located across from the Amway \$34/day for valet parking Parking is \$15/day for those who have overnight accommodations. Registration does not include parking. No validation is available.
Overnight Accommodations	Country Inn & Suites East by Radisson, 3251 Deposit Dr NE, Grand Rapids, MI 49546 Rooms can be reserved by calling the hotel directly at (616) 942-7000. Please reference the "Improving Outcomes Conference" to receive \$139.99 + tax/per night rate.

Registration fees per person (full conference registration fee provides you with a program admission to all keynote sessions, all workshops, 2 breakfasts, 1 lunch, all breaks, and networking reception)

[TO REGISTER CLICK HERE](#)

	Member Early Bird	Member after 11/2/18	Member after 11/20/18
Full Conference Fee	\$245	\$280	\$305
One Day Registration	\$195	\$235	\$282
	Non-Member Early Bird	Non-Member after 11/2/18	Non-Member after 11/20/18
Full Conference	\$295	\$311	\$381
One Day Registration	\$237	\$278	\$307

CMHAM Policies

Cancellation Policy: Substitutions are permitted at any time. You can cancel by clicking on the cancelation button from your confirmation; or log into your profile, view your registrations, edit order, press cancel or substitute to substitute to another attendee. All cancellations will be charged a \$25 up to November 20, 2018. After November 20, 2018 the full registration rate will be charged, and no refund will be available.

Special Needs: Arrangements for special needs will be honored for those written requests received 10 business days prior to the conference. Clearly state your specific needs for mobility assistance, interpreters, etc. Attempts for on-site requests will be made.

Evaluation: There will be an opportunity for each participant to complete an evaluation of the course and the instructor. If you have any issues with the way in which this conference was conducted or other problems, you may note that on your evaluation of the conference or you may contact CMHAM at 517-374-6848 or through our website at www.cmham.org for resolution.

Severe Weather Policy: Trainings will take place as scheduled and we will not be able to refund training fees. In the event of severe weather, please check the www.cmham.org website for scheduling delays and event updates.

Handouts

No handouts will be onsite. Handouts received will be posted online by December 7, 2018.

<https://cmham.org/education/conference-materials>