



CTC-RI ANNUAL CONFERENCE - OCTOBER 31, 2024

INVESTING IN PRIMARY CARE & HEALTH EQUITY

Official Conference Program

Program Content



ADVANCING INTEGRATED HEALTHCARE

CTC-RI Annual Conference October 31, 2024

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Scan the QR code for the conference official landing page. There you will find:

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Welcome!

Welcome to Care Transformation Collaborative of Rhode Island's (CTC-RI) annual conference, **"Investing in Primary Care and Health Equity"**. We are excited to gather health care leaders, primary care teams and key stakeholders who are committed to improving population health, reducing health care costs, advancing patient experience, and reshaping work life for healthcare employees. Today we hope to share insights, innovations, and collaborative strategies that are advancing accessible, affordable, and high-quality care in Rhode Island and in other parts of our country.



Why invest in primary care? Research has consistently shown that investing in primary care is the foundation for a strong effective health care system: improving health outcomes, reducing costs, and ensuring equitable access to care.(1,2) Patient surveys reveal that patients overwhelmingly prefer (73%) to receive health care services at a primary care practice, with 90% of Americans 55 or older preferring primary care over alternatives.(3) By prioritizing primary care through effective payment structures, team-based care, and a commitment to quality improvement, we can enhance life expectancy, promote community health, and create a sustainable healthcare system that fosters patient-centered care, accelerates practice transformation and achieves health equity.

Why is health equity so important? Health equity ensures that all Rhode Islanders receive the care they need, particularly those in need of more resources. For populations experiencing health inequities, high-quality primary care can offer a usual source of care and provide access to needed services like chronic disease management, vaccinations, preventive services and screenings to improve their health. Primary care plays a vital role in ensuring population health and equity by providing whole-person care, advocating for policies to accelerate practice transformation, and partnering with others to meet medical and social needs.

CTC-RI is committed to advancing healthcare equity and access to ensure that all Rhode Islanders receive the care they need, particularly those in need of more resources.

Thank you for joining us today and for the work that you do every day to deliver on the promise of primary care and to help ensure that every single person in Rhode Island can live a healthier life.

References:

1Leiya Shi, "The Impact of Primary Care: A Focused Review," *Scientifica*, December 31, 2012.

2Sanjay Basu, "Association of US Primary Care Physician Supply and Population Mortality," *JAMA Internal Medicine*, April 1, 2019.

3All figures are from YouGovePic. The total sample size was 1164 adults. Fieldwork was undertaken between 30th August-2nd September 2024. The survey was carried out online.

Our Sponsors

The generosity of our sponsors is crucial in our ability to deliver the CTC-RI Annual Conference and offer continuing credits to health care practitioners. Your support and commitment helps drive meaningful progress in advancing quality primary care and promoting health equity across our communities.

If you are interested in sponsorship for CTC-RI's conference in the future, or considering using CTC-RI for your next project, please contact ctc-ri@ctc-ri.org

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Meet Our Keynote

Care Transformation Collaborative-RI's annual conference on October 31, 2024 at the Crowne Plaza is thrilled to welcome Atin Jindal, MD, MS as our keynote speaker on AI & Healthcare: Primary Care Focus. Dr. Jindal is an academic hospitalist subspecializing in clinical informatics with a unique blend of clinical and technical expertise. His current roles span clinical hospital medicine, software development, operational leadership, global health and education within the realm of artificial intelligence in healthcare. He has nearly 10 years of experience in the hospital setting in both teaching and non-teaching roles and more than 15 years of experience with programming, software development and engineering.

After completing his IM residency at Case Western (MetroHealth), he obtained his MS from the Oregon Health & Science University (Biomedical Informatics) program and his Clinical Informatics certification from ABPM. He has been involved in bridging the gap between informatics and medicine in several operational and research capacities. As the Director of Medical Informatics, he serves in an operations and consulting leadership role, to support and guide the implementation of informatics including artificial intelligence at Lifespan, now Brown University Health, facilities while upholding the best practices and principles regarding the ethical and responsible use of data.

He is a stakeholder and champion of patient and provider-centric approach to technology implementation,



Atin Jindal

**Director of Medical Informatics,
Lifespan & Assistant Professor of
Medicine, Clinician Educator,
Brown University**

especially newer technologies in healthcare. In this regard he has spoken locally and internationally including at Brown University residency programs, Warren Alpert Medical School, Brown School of Public Health, BRAC University in Bangladesh, and International Centre for Diarrhoeal Disease Research, Bangladesh (ICDDR,B). He was able to study in diverse settings in India, Canada, Ireland, Bangladesh, and the United States where he gained a passion in pursuit of global health equity, particularly in Low- and Middle-Income Countries (LMICs). Looking ahead, Dr. Jindal's research agenda centers around forging sustainable pathways towards equitable healthcare delivery leveraging emerging technologies and digital health innovations.

Conference Schedule

7:00 - 7:30 am Registration & Breakfast

7:30 - 7:45 am **Welcome**
Debra Hurwitz, RN, MBA (she/her), Executive Director, Care Transformation Collaborative-RI

7:45 - 8:45 am **Keynote: AI in Healthcare: AI and Healthcare: Pitfalls and Promises**
Atin Jindal, MD, MS, (he/him) Director of Medical Informatics, Lifespan, Assistant Professor of Medicine, Clinician Educator, Brown University
Featuring: Thomas Bledsoe, MD (he/him) Internist at Brown Medicine, East Providence Primary Care, Clinical Associate Professor of Medicine at Brown Medical School, and Vice-chair of the Rhode Island Hospital Ethics Committee

8:50 - 9:05 am **Break**



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Martin Kerzer, DO - Senior Medical Director
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Learning in Action

Session One: 9:05 - 9:55 am

	Title	Location
1	Health Equity through the Cycle of Incarceration Allegra Scharff, MPH, (she/her) Chief of Healthcare Equity, RIDOH, Olmstead Coordinator Brad Brockmann, JD, MDiv, (he/him) Assistant Professor of the Practice Health Services, Brown University, Policy & Practice Center for Health Promotion and Health Equity Megan Clingham, Esq., (she/her) Advocate Director, Office of the Mental Health Dupe Akinrimisi (she/her) Program Manager, Woonsocket Health Equity Zone, Thundermist Health Center	Salon 1 & 2
2	Value-based Payment for Primary Care in Medicaid - Learnings from MassHealth's Primary Care Sub-Capitation Program Martha Farlow (she/her) Senior Director of Policy, MassHealth Sabrina Werts (she/her) Deputy Director of Primary Care Strategy, MassHealth	Main Ballroom
3	Engaging Behavioral Health Providers in Integrated Care: Building a Sustainable IBH Model with the use of a Supervisory Protocol Kristin David, Psy.D., (she/her) Executive Director, The Foundation for Integrated Care Sara Ferszt, LICSW, (she/her) Clinical Director, The Foundation for Integrated Care	Bristol Room
4	Building Trusted Relationships with Patients Jane Cooper-Driver, MSc, (she/her) acting Co-CEO, Chief Program Officer, Intend Health Devorah Donnell, MD, (she/her) Family Medicine Physician, American Well & Trainer and Coach, Intend Health	Rotunda

9:55 - 10:10am Coffee Break



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Session Two: 10:10 - 11:05 am

	Title	Location
1	Behavioral Apps for PCPs: Assessing Evidence and Evaluating Options John Torous, MD, (he/him) , Director of Digital Psychiatry, Beth Israel Deaconess Medical Center	Salon 1 & 2
2	Taking a Positive Sexual Health History Jason Zucker, MD (he/him) Adult and Pediatric Infectious Diseases Physician at Columbia University Irving Medical Center; Core Faculty, New York City STD Prevention Training Center	Main Ballroom
3	Young Children: Implementing Expanded Autism Assessment and Diagnosis in Pediatric Primary Care Sonia Erlich, LMHC, MFA, MA, (she/her) TEAM UP for Children, Boston Medical Center Deputy Director of Workforce Development and Training Emily Feinberg, ScD, CPNP (she/her) Professor, Hassenfeld Child Health Institute, Brown University School of Public Health Amelia Monteiro, MD, (she/her) Great New Bedford Community Health Primary Care Pediatrician Dana Rubin, MD, MSW, (she/her) Pediatrician and Child Psychiatrist, DotHouse Health; Fellowship Director, Transitional Age Youth with Autism, Boston Medical Center Charlotte Vieira, MPH, (she/her) TEAM UP for Children, Boston Medical Center Deputy Director for Model Implementation	Bristol Room
4	Healthy Tomorrows: Bridging the Gap between Family Visiting and Medical Homes Jalyn Alzate, CHW, (she/her) Patient Care Navigator/DULCE Family Specialist, Care New England Family Care Center Michelle Hirst, MSW, (she/her) Supervisor, Children's Friend Healthy Families America Marguerite Jeremie, (she/her) Bilingual Family Support Specialist, Children's Friend Marybeth Sutter, MD, (she/her) Provider, Care New England Family Care Center Lizbeth Santos Cortes, D, (she/her) Bilingual Family Support Specialist, Children's Friend	Rotunda



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Advancing health equity for all Rhode Islanders

The Rhode Island Department of Health (RIDOH) offers program and support across a wide range of topics, including community health, immunization, and maternal and child health. Visit RIDOH's exhibit tables to learn more about our programs and services.

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Session Three: 11:10 - 12:00 pm

	Title	Location
1	The evolving care team: A focus on integrating pharmacists for population health and patient care activities Kelly Sanzen, PharmD, (she/her) Clinical Pharmacy Specialist, Division of Kidney Disease and Hypertension, Brown Medicine Pharmacy QI Facilitator, Care Transformation Collaborative-RI Clinical Assistant Professor, The Warren Alpert Medical School of Brown University	Salon 1 & 2
2	Aging & Health-Related Social Needs: Lessons from a Learning-and-Action Lab Kenya Fullen, CHW (she/her) Founder, People's Social Services Griffin Jones, DrPH, MPP, (he/him) Collectively Determined LLC, Founder Rebecca Kislak, JD (she/her) MLPB Law & Policy, Consultant Tarah Provencal, JD (she/her) Director of Health Equity, Blue Cross & Blue Shield of Rhode Island (BCBSRI) Geoffrey Schoos, JD (he/him) President, Rhode Island Center For Law And Public Policy, Inc	Main Ballroom
3	Improving Patient Demographic Data Collection in Primary Care to Address Health Disparities Yolanda Bowes, BS, (she/her) Program Manager, Care Transformation Collaborative-RI Nchabanu Wheeler, MBA (she/her) Quality Improvement Specialist, Rhode Island Primary Care Physicians Corporation	Bristol Room
4	Innovation in Expanding Integrated Behavioral Health Capacity in Pediatrics Liz Cantor, PhD, (she/her) CTC-RI Consultant, Practice Facilitator Stephanie Czech, (she/her) Director of IBH, Family Care Center Katherine Delgadillo Soto, CHW, (she/her) Community Health Worker, Family Care Center Dinusha Dietrich, MD, (she/her) Smithfield Pediatrics Jennifer Jenks, LICSW, PhD, (she/her) Manager Pediatric Social Work, Hasbro Nicole Nadish, CCHW, (she/her) Rhode Island Primary Care Physicians Corporation Arina Ribeiro, CHW (she/her) Certified Community Health Worker, Hasbro Kate Treloar, LICSW, (she/her) RIPCCPC, Director of Behavioral Health	Rotunda

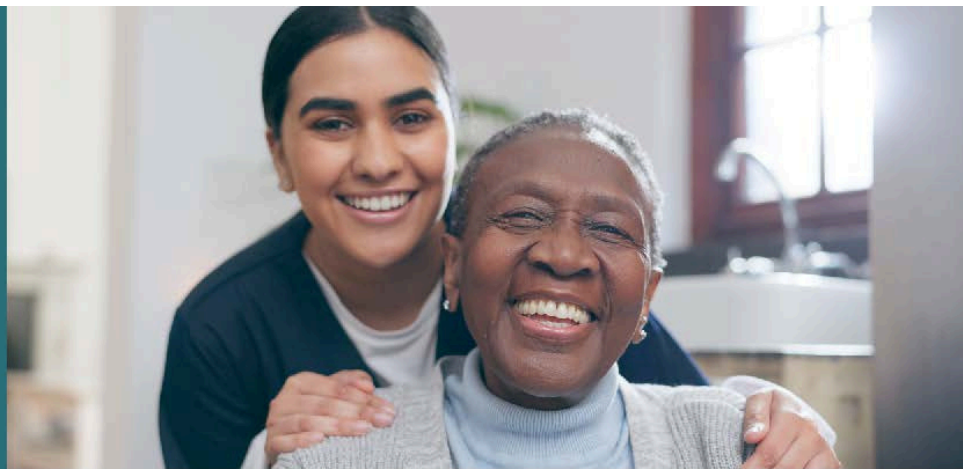


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12:00 - 1:00 pm Lunch & Vendor Exhibition & Poster Session

1:00 - 2:30pm **From Data to Equity: Improving LGBTQIA+ Health in RI**

This 90-minute session features a panel of experts sharing best practices for collecting and utilizing sexual orientation and gender identity (SOGI) data in healthcare. Presenters include **Quinten Foster, MS (he/they)**, Director of Transgender Whole Healthcare at East Bay Community Action Program (EBCAP), **Scott Gowrie (he/him)**, Corporate Social Responsibility Specialist and Safe Zone Program Lead at Blue Cross Blue Shield RI (BCBSRI), **Philip A. Chan, MD (he/him)**, Chief Medical Officer at Open Door Health, and **Amy Nunn, ScD (she/her)**, Executive Director of Open Door Health/Rhode Island Public Health Institute. The session will highlight culturally appropriate care for LGBTQIA+ individuals, with a focus on sexual health, HIV/STIs, and gender-affirming care, and introduce BCBSRI's Safe Zone Program, which certifies healthcare practices for LGBTQ+ inclusion.



About Integra Community Care Network

We are a network of doctors, nurses, social workers, community health workers, and pharmacists, serving residents across Rhode Island. Through collaboration, care coordination, and preventative health and wellness, our network is able to deliver the highest quality of care and satisfaction that our members deserve.

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Vendor Exhibition



This year's vendors include:

- ADVANCE RI-CTR at Brown
- Alliance for Community Health Worker Employers
- American Addiction Centers
- American Lung Association in Rhode Island
- Bayer Pharmaceuticals
- Brown University Health
- CHWARI
- Connecting Children and families
- Docs for Health
- East Bay Community Action Program
- Equip Health
- Evergreen Wellness Center
- Family Services of Rhode Island
- Green and Healthy Homes
- Health Helper
- Healthcentric Advisors
- Integra/Care New England
- Intend Health
- MLPB
- Ocean State Center for Independent Living (OSCIL)
- Open Door Health
- Parent Support Network of RI
- Pediatric Psychiatry Resource Network (PediPRN)
- Postpartum Support International
- Prospect CharterCare
- Rhode Island Dept. of Health (RIDOH)
 - Tobacco Free Rhode Island
 - Community Health Network
 - Health Professional Loan
 - Project Firstline
- RI Primary Care Physicians Care Corporation
- RIPIN
- Sojourner House
- The Autism Project
- United Health Plan
- U.S. Department of Health and Human Services Region 1
- Urban Perinatal Education Center
- URI RI Geriatric Education Center (RIGEC)



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Poster Sessions

Check out the following poster sessions:

- At Your Fingertips: Using Texts Focused on 'The Greatest 8™' to Promote Children's Mental Health and Skill Development
- 4M Framework for Age Friendly Care
- Asthma ECHO® & Quality Improvement Project
- DULCE: Developmental Understanding and Legal Collaboration for Everyone
- Health Care Transitions
- Medicaid Pediatric Relief Program
- Moms Psychiatry Resource Network (MomsPRN)

Session Information



Listed in alphabetical order

ADVANCING INTEGRATED HEALTHCARE

Advancing Health Equity for Young Children: Implementing Expanded Autism Assessment and Diagnosis in Pediatric Primary Care

(Sonia Erlich, LMHC, MFA, MA, Emily Feinberg, ScD, CPNP, Charlotte Vieira, MPH, Amelia Monteiro, MD, Dana Rubin, MD, MSW)

This session will focus on improving autism diagnosis and care for young children through the TEAM UP for Children initiative. Participants will learn about innovative approaches that engage entire integrated behavioral health teams, including training on screening tools such as the STAT and RITA-T. Presenters will also share resources for implementing effective workflows. Additionally, participants will explore challenges and successes in preparing the workforce to support families in navigating autism care.

Aging & Health-Related Social Needs: Lessons from a Learning-and-Action Lab

(Rebecca Kislak, JD, Griffin Jones, DrPH, MPP, Kenya Fullen, CHW, Tarah Provençal, JD)

This session will highlight key insights from MLPB's Aging and Health-Related Social Needs (HRSN) Learning-and-Action lab, that engages both adults and clinical providers in Rhode Island. Participants will explore expert recommendations for enhancing HRSN screening and referral strategies, focusing on anti-racism and strengths-based approaches. Participants will also discover solutions to improve social needs assessment in clinical settings for older adults.

Behavioral Apps for PCPs: Assessing Evidence and Evaluation

(John Torous, MD)

This session explores advances in digital mental health solutions, including teletherapy, self-help apps, and AI-powered chatbots, to address limited access to care for mental health and substance use care. Participants will learn about current technology options, relevant regulations, reimbursement policies, and strategies for upscaling the clinical workforce and ensuring digital literacy. hands-on demonstrations using the American Psychiatric Association's app evaluation model will be provided to support informed decision-making.

Building Trusted Relationships with Patients

(Jane Cooper-Driver, MSc, Devorah Donnell, MD)

Storytelling is a leadership tool that can be used as a foundation for collaboration, a relationship-building strategy, a catalyst for action, or a source of inspiration. During this workshop we will explore ways that story can strengthen the clinician-patient relationships. Participants will learn and practice a framework to develop and share their "Story of Self"—a narrative that links a key moment in their lives to their current sense of purpose.



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ADVANCING INTEGRATED HEALTHCARE

Engaging Behavioral Health Providers in Integrated Care: Building a Sustainable IBH Model with the use of a Supervisory Protocol

(Kristin David, PsyD., Sara Ferszt, LICSW)

This session provides an overview of Integrated Behavioral Health (IBH), highlighting how it differs from traditional mental health models and its role in population health initiatives. Participants will learn about the challenges of implementing IBH in primary care setting and explore an innovative model using a Supervisory Protocol. The session will also cover start-up considerations, operational strategies, sustainability efforts, and the use of a Memorandum of Understanding to establish IBH services in practices.

Health Equity through the Cycle of Incarceration

(Allegra Scharff, MPH, Brad Brockmann, JD, MDiv, Megan Clingham, Esq., Dupe Akinrimisi)

In this session, participants will learn about the health effects of incarceration and its disproportionate use for mental health issues, including substance use disorders (SUD). The audience will explore the community factors driving incarceration. Finally, participants will discover opportunities for cross-sector partnerships and systems of change that can minimize the health impacts of incarceration and the risk of incarceration itself.

Healthy Tomorrows: Bridging the Gap between Family Visiting and Medical Homes

(Jalyn Alzate, CHW, Michelle Hirst, MSW, Marguerite Jeremie, Marybeth Sutter, MD, Lizbeth Santos Cortes)

This panel will showcase the Healthy Tomorrows collaboration between Children's Friend and Care New England's Family Care Center, aiming to increase health equity through partnerships between family-visiting programs and pediatric medical homes. Attendees will learn how a dedicated practice facilitator supported this partnership, with case studies illustrating the benefits for both teams. The session will also share data on the project's impact, best practices, and how to access family-visiting program reports through KidsNet.

Improving Patient Demographic Data Collection in Primary Care to Address Health Disparities

(Yolanda Bowes, BS, Nchabanu Wheeler, MBA)

This session will focus on improving demographic data collection in healthcare to promote health equity and address disparities. Attendees will learn strategies from Rhode Island's pilot program, which engaged primary care in best practices for collecting, reporting, and using Race, Ethnicity, and Language data. The session will also cover tools such as baseline needs assessments, educational webinars, and quality improvement initiatives aimed at standardizing data processes and improving staff competency.



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Session Information

Listed in alphabetical order



ADVANCING INTEGRATED HEALTHCARE

Innovation in Expanding Integrated Behavioral Health Capacity in Pediatrics

(Kate Treloar, LICSW, Liz Cantor, PhD, Dinusha Dietrich, MD, Nicole Nadish, CCHW, Aleah Bagwell-Moreino, LMHC, Stephane Czech, Katherine Delgadillo Soto, CHW, Jennifer Jenks, LICSW, PhD)

In the session "Innovation in Expanding Integrated Behavioral Health Capacity in Pediatrics," participants will explore the key components of pediatric integrated behavioral health (IBH) and its importance in providing comprehensive care. The discussion will feature innovative projects that expand IBH capacity through community health workers, along with a panel of key participants sharing their experiences and challenges. This collaborative dialogue will enhance understanding of effectively integrating behavioral health services into pediatric care. By the end of the session, attendees will gain practical insights and strategies to advance IBH in their own practices.

Taking a Positive Sexual Health History

(Jason Zucker, MD)

Participants will explore the importance of fostering a sex-positive environment for discussing sexual health with patients. The discussion will cover sex positivity, STI screenings, and the challenges healthcare providers face in addressing sexual health issues. By the end of the session, attendees will be equipped with strategies to create open, non-judgmental dialogues, ultimately enhancing patient outcomes and well-being.

The evolving care team: A focus on integrating pharmacists for population health and patient care activities

(Kelly Sanzen, PharmD)

In this session, participants will explore the vital role of pharmacists in enhancing patient care and improving population health outcomes. Discussion will feature insights from past pharmacy-led projects, including lessons learned to inform future initiatives, and will differentiate between professional and personal uses of continuous glucose monitoring. Attendees will also learn about the significance of engaging the care team in diabetes management to boost quality measures and patient outcomes, supported by results from a recent pro-CGM project. Ultimately, the session will highlight ongoing opportunities to evolve care teams, demonstrating the impact of collaboration on patient well-being and overall care experience.

Value-based Payment for Primary Care in Medicaid - Learnings from MassHealth's Primary Care Sub-Capitation Program

(Martha Farlow, Sabrina Werts)

In this session, representatives from MassHealth will share early successes and lessons learned from their primary care sub-capitation program within the ACO framework that was launched in 2023 to promote health equity and improve population health. Key topics will include operational challenges, payment design, practice model evolution, and provider experiences. This session is ideal for payers, policymakers, and organizational leaders looking to explore opportunities and challenges of value-based payment.

Our Team



Debra Hurwitz, MBA, RN, BSN
Executive Director (she/her)



Pano Yeracaris, MD, MPH
Chief Clinical Strategist
(he/him)



Patricia Flanagan, MD
Clinical Director & PCMH
Kids Co-Chair (she/her)



**Susanne Campbell,
RN, MS, PCMH CCE**
Senior Program Administrator
(she/her)



Linda Cabral, MM
Senior Program Manager
(she/her)



Nelly Burdette, PsyD
Senior Integrated Behavioral
Health Program Leader
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Liz Cantor, PhD
Pediatric IBH Practice
Facilitator (she/her)



Sue Detting, BS, PCMH CCE
Program Manager and Practice
Facilitator (she/her)



Yolanda Bowes, BS
Senior Project Manager
(she/her)

Our Team



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Administration (she/her)



Carolyn Kerner, MBA
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and Evaluation (she/her)



Michelle Mooney, MPA
Program Coordinator II
(she/her)



Nijah Mangual, BA
Program Coordinator (she/her)



Phos Ivestei, BA
Program Coordinator (he/they)



Jade Pacheco, OD, BS
MomsPRN Project
Coordinator (she/her)



Diane Paravisini, MA, BS
Administrative Assistant/
Program Coordinator (she/her)

About CTC-RI

Mission

The mission of CTC-RI is to support the continuing transformation of primary care in Rhode Island as the foundation of an ever-improving integrated, accessible, affordable, and equitable health care system. CTC-RI brings together critical stakeholders to implement, evaluate and spread effective multi-payer models to deliver, pay for and sustain high-quality, comprehensive, accountable primary care.

History

Convened in 2008 by the Office of the Health Insurance Commissioner (OHIC) and the Executive Office of Health and Human Services (EOHHS), CTC-RI began

with five pilot sites and has grown to 128 primary care practice sites, including internal medicine, family medicine, with pediatric practices (PCMH-Kids) being added in 2016. Currently, over 700,000 Rhode Islanders receive their care from CTC-RI and PCMH-Kids practices.

In 2015, CTC-RI incorporated as a 501c3, establishing a Board of Directors as its governing body. CTC-RI is supported by funding from public and private payers in Rhode Island, along with grant funding from government and non-governmental sources.

The health plans also provide direct support for the practices through the Common Contract, an agreement negotiated between the health plans and the participating practices under the auspices of OHIC and EOHHS. The contract calls for supplemental per member per month payments designed to drive and support practice transformation, team-based care and quality improvement. These payments allow the practices to make patient-centered enhancements to successfully apply for national PCMH recognition, hire onsite care management/coordination to impact at-risk patients and families, and enhance data capabilities to manage and improve population health.

Vision

Rhode Island has a thriving primary care system that ensures every person has equitable and affordable access, engages patients and families as active partners, and results in excellent health for patients, families, and communities



Thank you!



We extend our heartfelt gratitude to The Autism Project for their invaluable support in organizing our conference. Your assistance in assembling supplies has been instrumental in bringing this event to life. Thank you for your commitment to creating an inclusive and enriching experience for all participants. **We couldn't have done it without you!**

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