

Maine Primary Care Association
2021 Annual Conference
“Embracing Change: Recovery, Resilience, Reinvention”



October 7, 14, 21 | 3:00 - 5:00 PM
October 28 | 3:00 - 4:30 PM



A Letter From the CEO

Dear Friends and Colleagues:

Thank you for joining us for our 2021 Annual Conference. Once again, we find ourselves in a virtual environment, as we continue to deal with a surge in COVID-19 cases across our state. It has been said many times, but we are deeply grateful for the work that Maine's Community Health Center Network does to ensure that the most vulnerable and underserved receive the care they deserve, despite new and complex barriers that a global pandemic presents.

This year's theme, "Embracing Change: Recovery, Resilience, and Reinvention," encourages us to address where our network stands, to identify the gaps exposed under the past year's strain, and to share tools and knowledge that can strengthen our work. Community health centers are known for their ability to be flexible and innovative in their approach to primary care service delivery and the COVID-19 pandemic has called upon each of us to push those skills to the limit.

We are humbled to dedicate this year's conference in memory of Theresa Knowles, a health center champion and fearless leader who passed away in late August of 2021. Her commitment to service was central to her work and she embodied the ethos of the community health center movement. From her time at Health Access Network and then at Penobscot Community Health Care - to her collaboration with organizations across the state - Theresa was a mentor and respected leader for so many of us who are gathering for this conference. Her loss has left us with a profound sadness, but we can honor her spirit by extending to those around us the kindness and compassion she shared so freely with anyone she encountered.

Our hope is that this year's Annual Conference will provide you with a space to acknowledge the tremendous effort that has been exerted by every member of your team, while also sharing and embracing new strategies that have revealed themselves over the past year.

Thank you for your engagement and unflagging commitment to ensuring that high quality, affordable health care is available to all Maine people - and let us use the ideas we encounter during the conference this month to make Theresa proud.

Sincerely,

Darcy and the MPCA Staff



Conference Dedication

In Memory of Theresa Bray Knowles, FNP-C
Chief Quality Officer
Penobscot Community Health Care



2021 MPCA HOLLY GARTMAYER-DEYOUNG PRESIDENT'S AWARD

"This award recognizes Theresa Knowles, FNP, for her service and commitment to the community health center movement. Throughout her career, Theresa was a beloved colleague, leader, mentor, and friend. She was a force for positive change, a champion for those most vulnerable, a leader in health care education, an innovator in primary care delivery, and a teacher to many. Her dedication to mission and to the health of people in the State of Maine was unparalleled."

2021 Sponsors

Maine Primary Care Association would like to extend a special thank you to our conference sponsors. Their generosity has allowed us to continue our tradition of offering timely and relevant topics by dynamic expert speakers from across the state and around the country.

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Conference Days - October 7 & 14

October 7, 2021

2:30 - 3:00 PM Conference Dedication/Holly Gartmayer-DeYoung President's Award Presentation
Theresa Bray Knowles, FNP, Chief Quality Officer, PCHC (In Memoriam)

3:00 - 4:00 PM Keynote Address

Over the past year, community health centers navigated unforeseen challenges while providing essential care to patients and communities. Join us as **Arethusa S. Kirk, MD, FAAP, National Senior Medical Director UHC Community and State, United HealthCare** explores specific challenges and topics that have been at the forefront of our reality based on the pandemic. She will be covering topics such as social determinants of health, health equity, telehealth access, sustainable partnerships, and workforce challenges.

4:00 - 4:50 PM Workforce Recovery: Promoting Organization and Employee Wellness

This session delves into the impacts of the COVID-19 pandemic on the health care workforce and provides concepts as to how they can transition to recovery and support. **Matt Bennett, MBA, MA, author of Connecting Paradigms**, addresses the emotional distress, moral injury, and trauma often experienced by those in helping professions, and provides insight on how to support workforce wellbeing as they move towards recovery.

October 14, 2021

2:30 - 3:00 PM MPCA Annual Clinical & Administrative Awards Presentations

Carol Eckert, MD Memorial Award - Gita Rao, MD, MPH, Greater Portland Health
Community Champion Award - Hope House Team, PCHC

3:00 - 4:15 PM Telehealth Panel

MPCA will host and moderate a telehealth panel featuring **Christina Quinlan, Founder, Christina Rose Consulting Group, Reid Plimpton, MPH, Project Manager, Northeast Telehealth Resource Center (NETRC), Sara Willey, FNP, Bucksport Regional Health Center, and Nancy Cronin, Executive Director, Maine Developmental Disabilities Council**. Learn about current regulatory rules regarding billing, coding, and HIPAA Compliance, the IT needs in order to have a successful telehealth practice, and hear from health center clinicians that have embraced telehealth and developed techniques for engagement and workflows to integrate telehealth into their practice.

4:15 - 5:00 PM Health Information Technology: Recovery into Resilience

Health Information Technology (HIT) and advancing data analytic capabilities hold the potential to expand patient access to services, to empower patients' engagement in their care, and to enable health center staff to focus on addressing patients' needs. However, system change is challenging; it requires balancing the complexity of people serving people and the complication of evolving tools to record and report valuable information. In this session, **Anna Gard, RN, MSN, FNP-BC, Health IT & Clinical Consultant, AMG Consulting, LLC**, discusses the methods to achieve that balance, using the impact of the COVID-19 pandemic as a guide to building greater organizational and health system sustainability and effectiveness.

Conference Days - October 21 & 28

October 21, 2021

- 2:30 - 3:00 PM** **MPCA Annual Clinical & Administrative Awards Presentations**
Behavioral Health Excellence Award - Laura Valencia Orozco, LCSW, Maine Mobile Health Program
Unsung Hero Award - Community Care & Geriatrics Team, PCHC
- 3:00 - 4:00 PM** **Clinical Overview of Colorectal Cancer, Building Our Largest Dementia Infrastructure (BOLD), and Dental Grants**

Christopher Pezzullo, DO, Clinical Director, Maine Primary Care Association, will open the session, highlighting the reciprocal relationship of chronic diseases. This session will provide a clinical overview between colorectal cancer, presented by **Deana Baptiste, MPH, PHD, Director, Cancer Screening Guidelines Development, American Cancer Society**, dental health, presented by **Myechia Minter-Jordan, MD, MBA, President/CEO of the CareQuest Institute for Oral Health**, and dementia, presented by **Peggy Crawford, PhD, Clinical Health Psychologist, Patient and Family Advisory Council Member, Health Centric Advisors**, and explore how these chronic diseases relate to each other in terms of risk factors. We will close with **Bryan Wyatt, MA, Director of Policy & Communications, Maine Primary Care Association**, who will show a short video that speaks to the relationship between smoking and chronic disease.

October 28, 2021

- 3:00 - 4:30 PM** **MPCA Board Orientation Session**

Darcy Shargo, MFA, CEO, Maine Primary Care Association, and other members of MPCA staff will present our annual Board of Directors Orientation, available only to MPCA Board Members. This session will cover topics such as the history of the Community Health Center (CHC) movement, the role of the Primary Care Association (PCA), and an overview of specific programs unique to Maine's PCA. There is no fee associated with this session, and we encourage all MPCA Board Members to attend.

Please note: MPCA requires all presenters to sign a disclosure statement regarding any financial relationship (or lack thereof) with commercial supporters. If you would like to review these documents, please contact Andrea Watkins (awatkins@mepca.org).



Clinical & Administrative Excellence Awards

**MPCA Holly Gartmayer-DeYoung
President's Award (In Memoriam)**

Theresa B. Knowles, FNP-C
Penobscot Community Health Care

Carol Eckert, MD Memorial Award

Gita Rao, MD, MPH
Greater Portland Health

Behavioral Health Excellence Award

Laura Valencia Orozco, LCSW
Maine Mobile Health Program

Community Champion Award

Hope House Team
Penobscot Community Health Care

Unsung Hero Award

Community Care & Geriatrics Team
Penobscot Community Health Care



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Wings is a non-profit, 501(c)3, licensed mental health agency that specializes in providing the best care management and case management services to children and adults in Maine since 1995. It shall be the policy of Wings to initiate services and treat all persons without regard to race, color, sex, disability, sexual orientation, gender identification or national origin.

The Experts in Case Management in the State of Maine

It's Our Approach That Sets Us Apart

Our favorite slogan is "nothing about you without you". There will be no "meeting before the meeting" - instead we will assure that the family is involved in all planning and will be the final decision maker on behalf of your child. If you are an adult client, you will be supported and your decisions valued. You can trust that Wings will be respectful, honest, and responsive to your needs.

We believe that families know best and can make the best decisions when they have the information and support they deserve.



Prompt Response

Most referrals are assigned the same day that you call. Your calls will be returned promptly, and there is always someone available to help you during business hours. Your care coordinator will work in a timely manner to make referrals, monitor your services and supports, and assure that communication between team members flows smoothly.



Understanding

We hire people for their skills, but more importantly for their compassion and kindness. Parents of children with special needs are on our board of directors and on staff, to enhance our understanding of the experiences parents face while trying to get services and supports for their family.



Specialized

We do one thing and we do it well! Wings is the most experienced and specialized provider of case management and care coordination services in Maine. Your Wings team will consist of a care coordinator, a nurse care coordinator, a family support partner, a clinical supervisor and the entire support team. All Wings staff receives specialized training in a variety of areas every month.



Six Locations

Wings provides services to all corners of Maine north of Augusta. We can and do travel to your home and community for meetings, and can also host meetings in one of our six locations in Bangor, Machias, Presque Isle, Ellsworth, Waterville, and Medway.



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Get the COVID-19
vaccination answers
you need

Make it yours
at makeityourvaccine.com

The vaccine may not be for everyone.
Please consult with your doctor.

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MAINE'S COMMUNITY HEALTH CENTER NETWORK

