

National Combined Councils Meeting

"Improving the Indian Health Service Through Excellence in Leadership"

July 26-28, 2011 | Bethesda, MD | Bethesda North Marriott Hotel and Conference Center

Tuesday, July 26, 2011

- 7:00 – 5:00 pm **REGISTRATION AND EXHIBITS – *Grand Ballroom Foyer***
- 7:00 – 8:00 am **Breakfast – *Grand Ballroom Foyer***
- 8:00 – 8:20 am **Opening Remarks/Welcome – *Grand Ballroom E***
Susan Karol, M.D., Chief Medical Officer, Indian Health Service
- Blessing – *Grand Ballroom E***
Clayton Old Elk, Crow Nation of Montana
- 8:20 – 9:20 am **IHS Director's Update – *Grand Ballroom E***
Yvette Roubideaux, M.D., M.P.H., Director, Indian Health Service
- 9:20 – 10:20 am **Health Care Reform Overview – *Grand Ballroom E***
Rima Cohen, M.P.A. - Counselor for Health Policy to Department of Health and Human Services (HHS) Secretary
- 10:20 – 10:35 am **Break – *Grand Ballroom Foyer***
- 10:35 – 11:35 am **What Does Health Care Reform Mean to IHS? – *Grand Ballroom E***
Yvette Roubideaux, M.D., M.P.H., Director, Indian Health Service
- 11:35 am – 12:30 pm **Partnership for Patients – *Grand Ballroom E***
 The Partnership for Patients is a public-private partnership that will offer support to physicians, nurses and other clinicians working in and out of hospitals to make patient care safer and to support effective transitions of patients from hospitals to other settings. This panel discussion between CMS and IHS will provide insights to our partnership and improving care for American Indian and Alaska Native patients.
Dennis C. Wagner, Co-Director, Partnership for Patients, Center for Medicare and Medicaid Services (CMS)
Joe McCannon, Senior Advisor to the Administrator, CMS
Yvette Roubideaux, M.D., M.P.H., Director, Indian Health Service
- 12:30 – 2:00 pm **LUNCH – on your own**
- 2:00 – 3:00 pm **ICD 10 Transition: What Does it Mean to IHS? – *Grand Ballroom E***
 This session will describe the sweeping technical and business process impacts of the transition to ICD-10, and present a call to action and opportunities for involvement on the part of I/T/U leaders across the country.
Denise Buening, M.S.M., Director, Administrative Simplification Group, CMS
Howard Hays, M.D., M.S.P.H., RPMS Investment Manager, Office of Information Technology (OIT), IHS
- 3:00 – 3:15 pm **Break – *Grand Ballroom Foyer***



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- 3:15 – 4:15 pm **IHS Human Resources Reform: Changing the Systems and Improving Outcomes – *Grand Ballroom E***
 A discussion of recent external and internal changes and collaborations to improve the quality and efficiency of hiring staff in IHS.
Athena Elliott, Director, Office of Management Services (OMS)
CDR Michael Weahkee, Deputy Director for Personnel Functions (DDPF)
- 4:15 – 5:15 pm **National Vaccine Plan – *Grand Ballroom E***
 Earlier this year HHS released the update to the National Vaccine Plan -- a strategic plan with a 10-year horizon that will help to shape our vaccine and immunization programs. This session will be part of a stakeholder meeting to share the National Vaccine Plan's priorities and identify potential barriers to achieving these goals and priorities.
Sarah Landry, Senior Advisor to the Director, National Vaccine Program Office, HHS
- 5:15 – 6:00 pm **National Councils Meet Individually (Breakouts)**

 National Council of Chief Medical Officers (NCCMO) – *Brookside B*
 National Oral Health Council (NOHC) – *Timberlawn*
 National Council of Clinical Directors (NCCD) – *Salon F*
 National Council of Chief Executive Officers (NCCEO) – *White Flint Amphitheater*
 National Nurse Leadership Council (NNLC) – *Salon C*
 National Council of Chief Clinical Consultants (NCCCC) – *Great Falls*
 National Pharmacy Council (NPC) – *Brookside A*
 National Council of Executive Officers (NCEO) – *Glen Echo*
Note: Rooms will be available until 6:00 pm

Wednesday, July 27, 2011

- 7:00 – 5:00 pm **REGISTRATION AND EXHIBITS – *Grand Ballroom Foyer***
- 7:00 – 8:00 am **Breakfast – *Grand Ballroom Foyer***
- 8:00 – 8:30 am **Announcements – *Grand Ballroom E***
Susan Karol, M.D., Chief Medical Officer, Indian Health Service
- 8:30 – 10:45 am **National Councils Meet (see assigned rooms)**
- 10:45 – 11:00 am **Break – *Grand Ballroom Foyer***



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11:00 am – 12:30 pm **Breakout sessions** - (topics repeated in the afternoon)

1. Human Resources Reform for the IHS – *White Flint Amphitheater*

This session will focus on the new assessment process and the important role of managers and supervisors in the hiring process. The IHS is using a new automated hiring system called USAStaffing and it requires a new way of doing business. Participants will be able understand the 80-day hiring model, and the steps that fall in and out of the 80-day timeframe as well as the specific responsibilities of managers and the tools available to them. They will also learn how to develop competency-based job analyses and assessments and understand the role of a Qualifications Review Board and how it improves the quality of the candidates referred to the manager.

Presenters:

CDR Michael Weahkee, DDPF, OMS

Geri Fox, Director, Northern Plains Human Resources Region, IHS, Acting Deputy Director, Division of Human Resources

Janelle Langland, Lead HR Specialist (Info Systems), Division of Human Resources, OMS

2. Contract Health Services (CHS) – *Salon F*

This session will include an overview of CHS and an update on the Director's Workgroup to improve CHS. Participants will be able to describe the CHS process, GPRA targets, the importance of CHS spending plans, reporting of unmet needs, monitoring of CHS funds and a Catastrophic Health Emergency Fund update for 2011. This session will also provide recommendations of the Director's Workgroup to Improve CHS.

Presenter:

Terri Schmidt, R.N., Acting Director, Division of Contract Care, Office of Resources, Access and Partnerships (ORAP), IHS

3. Prescription Drug Abuse and Diversion – *Salon C*

This session will highlight best practices from the Veterans Administration on pain management guidelines and prescription drug abuse strategies that helped to mitigate drug abuse in their population. It will also include best practices on important security measures and prescription monitoring programs and discussion on implementing a national drug abuse mitigation strategy for the agency. Participants will know specific action steps and strategies that they can take back to their facilities to improve pharmacy security and reduce drug abuse in their population.

Presenters:

CAPT Chris Watson, R.Ph., M.P.H., Principal Pharmacy Consultant

Rollin Gallagher, M.D., M.P.H., VA, National Program Director, Pain Management

Cindy Gunderson, Pharm D, Chief Pharmacist, Red Lake Indian Hospital

CDR Jon Schuchardt, B.S., Aberdeen Area Pharmacy Consultant

Zane Rising Sun, M.D., Clinical Director, White Earth Indian Health Clinic



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4. Health Information Technology Update – *Glen Echo*

This presentation will focus on current IHS initiatives in Health Information Technology. Topics will include the Certified EHR and the OIT's efforts to promote Meaningful Use in Indian Country, as well as a description of current and planned development in the Clinical and Practice Management suites of RPMS applications. The presentation will also provide an overview of other high priority Information Technology initiatives of interest to I/T/U leaders, particularly in the areas of information security and operational support. The Directors of the Divisions of Information Security and Information Technology Support will be present to answer questions on how these initiatives will impact operations in the field. At the end of this session, attendees will understand the impact of the MU initiative and its potential to improve health care services provided by IHS, Tribal and Urban facilities. They will learn how the RPMS clinical application suite is being enhanced to address user and program requirements, and how these enhancements will support high quality care for American Indian and Alaska Native people. They will also learn how OIT is upgrading the Practice Management suite and how this development will improve user satisfaction and strengthen our support for Tribal users of RPMS.

Presenters:

Howard Hays, M.D., M.S.P.H., RPMS Investment Manager, Office of Information Technology (OIT), IHS
Charles Gepford, Acting Director, OIT
Dr. Aneel Advani, Associate Director for Informatics, OIT

5. Accreditation and Certification – *Middlebrook*

This session will provide skills and knowledge necessary to meet the standard-setting and regulatory agency review processes for certification, accreditation and other performance improvement functions. The audience will have an opportunity for questions and answers and make suggestions for a Regulatory Review Tool Kit for the agency. Participants will be able to:

- Understand the focus of Certification Agencies and Accrediting Bodies
- Discuss 23 Conditions of Participation for IHS/Tribal Hospitals
- Identify Facility Provider Types
- Outline basics of a CMS Review
- Define the basics of EMTALA

Presenters:

Dorothy A. Dupree, Acting Director, Phoenix Area
Margaret Brady, R.N., M.P.H., Nurse Consultant, Quality Management, Phoenix Area

6. VA – IHS Collaboration – *Brookside A*

The goal of this collaboration is to improve the health status of American Indian and Alaska Native Veterans. There are 5 mutual goals that help increase access to and improve quality of health care and services; promote patient-centered collaboration; develop effective partnerships among IHS, Tribal and Urban programs and improve health promotion and disease prevention services. Participants will have an interactive dialogue about current areas of collaboration between the IHS and the Veteran's Administration. You will also have an opportunity for input on future activities through this collaboration such as training and education.

Presenters:

Leo J. Nolan, Senior Policy Analyst, IHS
Serena Chu, Ph.D., Office of the Assistant Deputy Under Secretary for Health for Policy and Planning



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7. Update on Legal Issues – *Timberlawn*

This session will provide participants with the most up-to-date information on Federal Tort Claims Act, Touhy Regulations and Responding to Subpoenas, and the Tribal Law and Order Act. There will be specific examples and scenarios presented and an opportunity for dialogue and learning. Participants will be able to describe the situations in which the Federal Tort Claims Act applies or does not apply to medical providers in the Indian Health Service.

Presenters:

Mechelle Johnson-Webb, J.D., M.P.H., Senior Attorney, OGC, HHS

James Anagnos, J.D., Senior Attorney, OGC, HHS

Raho Ortiz, J.D., Director, Division of Regulatory Affairs, Office of Management Services, IHS

Rose Weahkee, Ph.D. - Director, Division of Behavioral Health, IHS

8. Telehealth/Telemedicine: Innovations in Improving Access to Care – *Brookside B*

In this session, you will learn about innovative examples of telehealth/mHealth and telebehavioral health in IHS and U.S. health care. Participants will be able to describe key regulatory and policy topics on telehealth and mHealth services and implement strategic directions and business models for expanded use of telehealth/mHealth at their health facilities. Don't miss this interactive session on a wide array of telehealth topics and care coordination and what can be accomplished now.

Presenters:

Mark Carroll, M.D., IHS Telehealth Clinical Consultant and Acting Director, Native American Cardiology Program

Mark Horton, O.D., Director, IHS Joslin Vision Network Tele-Ophthalmology Program Lyle Ignace, M.D., M.P.H., Director, Improving Patient Care Program

Mose A. Herne, M.P.H., M.S., Acting Deputy Director, Division of Behavioral Health

12:30 – 2:00 pm

LUNCH – on your own

2:00 – 3:30 pm

REPEAT 8 breakout sessions

3:30 – 3:45 pm

Break – *Grand Ballroom Foyer*

3:45 – 5:15 pm

National Councils Meet (see assigned rooms)

Note: Rooms will be available until 6:00 pm



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Thursday, July 28, 2011

7:00 – 5:00 pm **REGISTRATION AND EXHIBITS** – *Grand Ballroom Foyer*

7:00 – 8:00 am **Breakfast** – *Grand Ballroom Foyer*

8:00 – 8:15 am **Announcements** – *Grand Ballroom E*
Susan Karol, M.D., Chief Medical Officer, Indian Health Service

8:15 – 10:00 am **Making Influence Work** – *Grand Ballroom E*
Kevin O'Connor, Certified Speaking Professional
American College of Physician Executives

Influencing internal stakeholders across the organization as well as the Boards and customers is a key part of executive work. This requires understanding the importance of not only the organizational and individual roles, but also the value of the “real” organization and the “real” role each of us plays.

This session is devoted to our unique quotient (UQ) - the internal intelligence that helps us know our organization - our colleagues and our customers and will provide participants with the ability to influence stakeholders, especially those who are in a “dotted line relationship” to us. We will address how to effectively deal with those individuals who are not compelled to listen or agree — those whose cooperation we must “win.” Participants will role play and prepare an action plan that delivers a coordinated strategy for their entire team.

At the completion of this session, participants will be able to more closely focus on their ability to:

- Review their essential message from the receiver’s point of view.
- Understand how to think on a consistent basis from the stakeholder point of view
- Prepare formal and informal presentations that have both impact and sufficient data
- Understand the psychology of communication, change, resistance, and cooperation
- Plan strategically as a team and as an individual to move ideas through the organization on a consistent basis.
- Make your team known as one that serves and leads stakeholders throughout the organization

10:00 – 10:15 am **Break** – *Grand Ballroom Foyer*

10:15 am – 12:15 pm **Making Influence Work (cont.)** – *Grand Ballroom E*
Kevin O'Connor, Certified Speaking Professional,
American College of Physician Executives

12:15 – 1:45 pm **LUNCH** – on your own



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1:45 – 2:45 pm

About the Office of the Inspector General – *Grand Ballroom E*

This session will provide an overview of the organizational structure of the Office of Inspector General (OIG) and describe the oversight role of OIG as it relates to the Indian Health Service.

Julie K. Taitsman, M.D., J.D., Chief Medical Officer, OIG

Amitava "Jay" Mazumdar, Senior Counsel, OIG

Maritza Hawrey, C.P.A., Audit Manager, Grants and Internal Activities Audit Division, OIG

Timothy Brady, J.D., Regional Inspector General, Office of Evaluation and Inspections, Region IX, OIG

Curt L. Muller, Senior Special Agent, Office of Investigations, Sioux Falls Field Office, OIG

2:45 – 3:00 pm

Break – *Grand Ballroom Foyer*

3:00 – 4:00 pm

Question and Answer Session – *Grand Ballroom E*

Yvette Roubideaux, M.D., M.P.H., Director, Indian Health Service

4:00 – 4:15 pm

Closing Remarks – *Grand Ballroom E*

Yvette Roubideaux, M.D., M.P.H., Director, Indian Health Service

4:15 pm

Blessing – *Grand Ballroom E*

Clayton Old-Elk, Crow Nation of Montana

