

# Technology for Health in the Safety Net Symposium Agenda

Thursday, August 31, 2017 (9:00AM-4:00PM)

Location: Pasadena/Glendale/Hollywood Meeting Rooms

Los Angeles Marriott Burbank Airport, 2500 North Hollywood Way, Burbank, CA 91505

Event materials: [safetynetinstitute.org/techforhealth](http://safetynetinstitute.org/techforhealth) Event evaluation: [surveymonkey.com/r/techforhealth](http://surveymonkey.com/r/techforhealth)

## Learning Objectives:

- ◆ Consider strategic implications in the use of tech-enabled non-traditional services
- ◆ Understand implementation and tracking approaches for local operations
- ◆ Learn from and share experiences with tech-enabled platforms that support the Global Payment Program

- 9:00-10:00am      **Breakfast, Networking & Registration**
- 10:00-10:15am    **Welcome**  
Overview of how the Global Payment Program (GPP) presents an opportunity to support the movement to alternative care via technology  
**Giovanna Giuliani**, Executive Director, California Health Care Safety Net Institute (SNI)
- 10:15-10:35am    **Lessons Learned Adopting Tech for Health in the Safety Net**  
Presentation on what makes for the successful use of technology in healthcare  
**Veenu Aulakh**, Executive Director, Center for Care Innovations (CCI)
- 10:35-11:15am    **Making the Business Case for Technology**  
Panel discussion moderated by Veenu Aulakh (CCI) on the development of a strategic planning framework for making HIT decisions and making a business case for tech-enabled services
- ◆ **Mike Aratow**, MD, CMIO, San Mateo
  - ◆ **Jennifer Tong**, MD, CMIO, Contra Costa
  - ◆ **Michael Yoo**, MD, CMIO, Olive View-UCLA
- 11:15-12:25pm    **Case Studies: Implementing Tech-Based Non-Traditional Services**  
Breakout sessions: system perspectives and lessons on implementing tech-based non-traditional services via three case studies
- Phone Visits
- ◆ **Geoffrey Leung**, MD, Ambulatory Medical Director, Riverside University Health System
  - ◆ **Mahbuba Khan**, MD, Associate Medical Director, Central and Eastern Region, Riverside University Health System
- Texting
- ◆ **Julie Edgcomb**, Ambulatory Services Director, Natividad Medical Center
  - ◆ **Adriana Velez**, Outpatient Services Manager, Monterey County
  - ◆ **Denise Vasquez**, Quality Manager, Monterey County
- Portals/Emails
- ◆ **Kalvin Yu**, MD, Chief Integration Officer, Southern California Permanente Medical Group

- 12:25-1:00pm      **Lunch & Networking**
- 1:00-1:45pm      **Designing a Patient-Centered Experience**  
Activity based on understanding the patient perspective during the implementation of tech-based non-traditional services  
**Veenu Aulakh**, Executive Director, CCI  
**Los Angeles County CCI Catalyst Team**
- ◆ **Heather Schickedanz**, MD, Hospital Director of Primary Care, Olive View-UCLA
  - ◆ **Karen Kim**, MD, Division Chief of Primary Care, Olive View-UCLA
  - ◆ **Rhonda Polzin**, RN, Primary Care Nurse Manager, Olive View-UCLA
- 1:45-2:30 pm      **Talking Tracking**  
Presentation on approaches for tracking and coding non-traditional services for GPP  
**David Lown**, MD, Chief Medical Officer, SNI
- 2:30-2:45 pm      **Break, Snacks & Stretch**
- 2:45-3:50pm      **Non-Traditional Services in Action**
- ◆ Hands-on demos of tools used by members for tech-enabled services (tablets, eConsult/eReferral)
  - ◆ Telehealth landscape presented by BluePath Health
  - ◆ Discussion tables led by CAPH/SNI staff
- 3:50-4:00pm      **What's Next & Closing**  
**Giovanna Giuliani**, Executive Director, SNI