



CHCANYS NYS-HCCN Virtual Workshop
Patient Engagement: Empowering Patients, Inspiring Better Outcomes
Wednesday, July 22 and Thursday July 23, 2020
Zoom Session

Wednesday, July 22

1-1:20pm	Welcome and Introductions – Introductions and Meeting Goals
1:20-1:55pm	Future Forward Considerations for Patient Access and Control Over Their Healthcare Data. The ONC and CMS Interoperability rules include significant opportunities as well as potential important considerations for patient privacy, third-party applications, as well as the Statewide Health Information Network for New York. Nathan Donnelly, MS , Senior VP of Policy & Analysis, New York eHealth Collaborative
1:55-2:45pm	Health Literacy 101: An Introduction to Key Concepts and Best Practices. Health literacy is a critical component of any effort to address population health disparities, promote equity across health care delivery systems, and practice patient-centered care. Learn about an array of simple and accessible practices, tools, and resources available that can support providers in effectively addressing issues of health literacy, ensuring patient engagement and comprehension as well as patient adherence to follow-up care. Dr. Maya Korin, PhD, MS , Asst Professor, Department of Environmental Medicine and Public Health, Icahn School of Medicine at Mount Sinai

Thursday, July 23

1 – 2pm	Health Center Panel: Implementing Workflows and Technology for Patient Engagement Hear from fellow health centers about workflows and digital strategies they have used to successfully outreach and engage their patient population. Anthony Fortenberry, RN , Chief Nursing Officer, Callen-Lorde CHC Lara Comstock, RN , Managing Director of Nursing, Callen-Lorde CHC Helen Dao, BA, MHA , VP of Risk Management & Quality Assurance, Union Community Health Center Janet Thirlby, MS , Executive Director, His Branches, Inc. Kristin McDonough , Supervisor of Health Education and Outreach, The Adolescent Health Center at The Door Dr. Kate Shmulsky, Pharm.D , Director Population Health Programs and Quality, Hudson Headwaters Health Network Jessica Casey, RN, MSN , Care Management Program Leader, Hudson Headwaters Health Network
2- 2:20pm	Digital Technology Showcase: Hear from vendors in the Patient Engagement space about ways to use technology and solutions to improve patient experience and patient relationship management and increase engagement. SolutionReach, Pcare, Luma Health, and Azara Healthcare will present, followed by Q&A. Bob Abrahamson , Vice President of Marketing, Pcare Janette Keddy, BSN, RN , Director of Client Success, Azara Healthcare Philip Parker , Vice President of Client Analytics, Azara Healthcare James Cook , VP of Sales, SolutionReach Ramesh Munnangi , Director of Business Development, Luma Health
2:20- 2:30pm	Q&A for Digital Technology Showcase
2:30- 2:40pm	Break
2:40-3:20pm	Engaging Patients in Transformation of Health Centers. Gain insight on how one health center has enlisted patients in transforming practice. Several examples will be presented on how community health centers may use this as a model to improve not only the delivery of person-centered care but the quality of care. Katherine Brieger, RD, CCE , Executive Director of Planetree Institute and Chief of Workforce Development, Hudson River HealthCare
3:20- 3:30pm	Wrap up