

- Friday, December 2, 2016 • Nile Hall, Preservation Park, Oakland •

Making the Difference: Improving Outcomes for Older Adults in Alameda County

Convened by the Senior Services Coalition of Alameda County

A G E N D A

9:00 am - Welcome and Opening Remarks - Wendy Peterson

9:15 am - 12:30pm - Conference Plenary & Panel Discussions

Aging and Homeless in Alameda County

Keynote Speaker: Dr. Margot Kushel, Professor of Medicine, UCSF/SFGH, Division of General Internal Medicine

Intersections and Transitions: Medical Care, Post-Acute Care and Community Care

Moderator: Karen Grimsich, Aging & Family Services Administrator, City of Fremont

Panelists:

- Austin Ord, Director of Post-Acute Care, Sutter Health System
- Jamie Almanza, Executive Director, Bay Area Community Services
- Corinne Jan, Chief Executive Officer, Family Bridges, Inc.

Systems Transformation in Alameda County: Whole Person Care Pilot, Health Homes, Alameda Health System, and the County's Plan for Older Adults

Moderator: Monique Parrish, Director, Lifecourse Strategies

Panelists:

- Nancy Halloran, Alameda County Health Care Services Agency
- Scott Coffin, Chief Executive Officer, Alameda Alliance for Health
- Dr. Claudia Landau, Chief of Geriatrics and Palliative Care, Highland Hospital
- Randy Morris, Director, Alameda County Adult & Aging Services

12:30 - 1:30 pm - Discussion Café and Networking Lunch

Nile Hall's wifi is available for you to access conference materials online. The wifi ID is NILE and the password is 5108747582. Go to <http://seniorservicescoalition.org/county-initiatives/2016-ssc-conference-making-the-difference/>

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About Our Keynote Speaker

Dr. Margo Kushel

Margot Kushel, MD is a Professor of Medicine at the University of California San Francisco in the Division of General Internal Medicine at Zuckerberg San Francisco General Hospital. Margot's research interests include the health and health care utilization of homeless adults, with a focus on older homeless adults. Her research, which seeks to inform clinical practice, program development, and policy, is informed by her 20 years of experience as a practicing internist at Zuckerberg San Francisco General Hospital.

Dr. Kushel is the Principal Investigator of a large grant from the National Institutes on Aging to study the causes and consequences of geriatric conditions in older homeless adults, and the co-Principal Investigator of a related grant that examines the role of family in rehousing older adults who are homeless. Dr. Kushel holds a mentoring grant from the NIA, which supports her work as a mentor for junior investigators. She is the Director of the UCSF Primary Care Research Fellowship which trains Primary Care Physicians and recent PhDs in research of relevance to primary care.

Dr. Kushel maintains an active clinical practice at the Richard Fine People's Clinic at Zuckerberg San Francisco General Hospital and attends on the inpatient medicine service. She speaks at a local, state and national level about issues of homelessness. She is active on twitter at @mkushel. Margot obtained her AB from Harvard, her MD from Yale and completed her residency and chief residency in Internal Medicine and her fellowship in General Internal Medicine at UCSF.

About Our Moderators

Karen Grimsich

Karen Grimsich, MPH, is the Administrator for the City of Fremont's Aging and Family Services Division, which provides supportive services to older adults in the Tri-City Community. The programs she manages range from general wellness and health promotion services to intensive case management and behavioral health interventions. She believes it is important to strengthen the community's role to be part of the solution in assisting older adults as they age.

Monique Parrish

Dr. Monique Parrish is the Director of LifeCourse Strategies a technical consulting firm providing strategic planning, meeting facilitation, community-based research, program development, and policy analysis to non-profit organizations addressing the health and social service needs of older adults and individuals with chronic illness and disabilities. As an example, Dr. Parrish recently completed a Gap Analysis addressing Santa Clara County's capacity to support variable housing and health care needs for low-income older adults and persons with disabilities. The analysis identified gaps and barriers to care facilities and supported community living alternatives, as well as recommendations to increase access to both resources, for the target populations.

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Dr. Parrish began her career as a Peace Corps health volunteer in the Central African Republic. She received her Master of Public Health and Master of Science in Social Work from Columbia University and her Doctorate in Public Health from the University of California, Berkeley. She is the author of numerous journal articles addressing health, caregiving, and patient empowerment, and is a frequent presenter on these topics. Dr. Parrish provides weekly volunteer clinical social work services to the clients and staff of the Women's Daytime Drop-In Center—a center serving homeless women and their children in Berkeley, California.

About Our Panelists

Austin Ord

Austin Ord graduated with his Master of Health Administration degree from the University of Kentucky and joined Sutter Health as the West Bay Region Administrative Fellow in 2014. As a Fellow, Austin worked on a number of initiatives, including organizing the CPMC Smoke and Tobacco-free Taskforce to transition all CPMC campuses to smoke-free sites. In addition to working as a Fellow, Austin served as the Interim Supervisor for a primary care clinic in San Francisco.

In May 2015, Austin started with Care Coordination as the Administrative Manager for the CPMC—Pacific Campus where he implemented the DaVita Patient Pathways program at four West Bay Hospitals. He led a workgroup charged with improving the transfer process to CPMC SNFs, which he accomplished by employing Allscripts in CPMC SNF and transfer standard work with the multidisciplinary team. External to CPMC, Austin has initiated an action-oriented CPMC Community Roundtable for both community SNFs and Home Health Agencies to advance post-acute provider performance and patient transitions.

In January 2016, Austin became the inaugural Director of Post-Acute Care for the Sutter Health Bay Area. He supports the Bay Area Care Coordination team by ensuring alignment of post-acute resources to support patients as they transition to the community.

Jamie Almanza

Jamie Almanza is the Executive Director of Bay Area Community Services. Jamie has 20 years in the social services and health fields, dedicating her life to designing and implementing effective care models for all age groups with a special focus on the social determinants of health: housing, employment, and stopping the cycle of poverty to promote health and well-being.

Jamie was the first in her family to achieve a master's degree after receiving a prestigious scholarship from "10,000 Global Women Leaders", conferring an MBA from Mills College after growing up much of her childhood in East Oakland with her grandmother. She is the proud mother of two teenage children.

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Corinne Jan

Corinne Jan is the Chief Executive Officer of Family Bridges. She has been employed at Family Bridges for 25 years. Family Bridges Inc. is a community based health and social services nonprofit organization serving low income Asian immigrants through 7 sites. The sites include two Community-based Adult Service centers (CBAS); a childcare center, two well-senior centers, a social services center and a community-based health home.

Corinne's 37 year career as a public health nurse/administrator has been heightened by her experience in and passion for caring for chronically ill frail elders. Her primary goal has been to promote cultural sensitivity and awareness in specifically the Asian communities in which she has served and as it relates to equal justice and access to social services and healthcare. She was co-founder of the Legal Language Access Project, which later spun off as a language interpretation and translation company and she worked passionately with her community legislators to get the Equal Access ordinance passed in Oakland, California.

Corinne is an active member of DayBreak Adult Care, Senior Services Coalition of Alameda County, and currently serves as the President for the California Association of Adult Day Services (CAADS), and Treasurer of the National Adult Day Services Association.

Nancy Halloran

Nancy Halloran, MPH, has over thirty years of experience working in safety net healthcare in Alameda County; over the course of her career, Nancy has raised many millions of dollars for safety net health care services while helping community organizations to plan and execute improvements. By synthesizing the efforts of actors across the system and building effective networks and teams, while providing practical support and filling gaps, she amplifies teams' ability to achieve results.

Currently Nancy is Policy Director for Alameda County Health Care Services Agency, and lead organizer of Alameda County's \$140M Whole Person Care Pilot, AC Care Connect. Prior to this she served the Alameda Health System as Administrator of the Delivery System Reform Incentive Pool (DSRIP) program, a \$157M pay-for-performance program; She previously served AHS as the Administrator of AHS's HIV Services program from 1992 to 2004.

Scott Coffin

Scott E. Coffin is the Chief Executive Officer for the Alameda Alliance for Health, which is a local, public, not-for-profit managed care health plan committed to making high-quality health care services accessible and affordable to Alameda County residents. The Alliance provides health care coverage to more than 265,000 low-income children and adults through two accredited programs, Medi-Cal and Alliance Group Care (an employer-sponsored plan that provides low cost comprehensive health care coverage to In-Home Supportive Services (IHSS) workers in Alameda County). Both programs are accredited by the National Committee on Quality Assurance (NCQA). As CEO, Mr. Coffin oversees the entire operation of the health plan and ensures that all Alliance members receive timely access to quality health care and the highest levels of access to customer service. He has more than 22 years of experience in health care leadership, including health plan management and hospital administration.

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The last decade of Mr. Coffin's career has been dedicated to integrating Medicare and Medicaid services, innovating shared savings and gainsharing arrangements, and implementing quality improvement programs. Mr. Coffin serves as a Board Member of Local Health Plans of California and First 5 Alameda County, and continues to develop partnerships with providers that lead to improving the qualities of life.

Prior to joining the Alliance, Mr. Coffin served as the Executive Director for Anthem Blue Cross, Northern CA and oversaw the \$1.1B operations for over 500,000 Medi-Cal members in 18 urban and rural counties in Northern California. Mr. Coffin founded the DeSante Group LLC, a health care consulting firm that delivered Medicaid and Medicare integration services to state health agencies, health plans, hospitals and physician groups. He also has held leadership positions with the Health Plan of San Joaquin, Blue Shield of California, Sutter Health Hospitals, and Vision Service Plan. Mr. Coffin earned his degree in business administration at California State University in San Bernardino, and continued his professional development and education at Dartmouth College Tuck School of Business.

Dr. Claudia Landau

Dr. Claudia Landau is the Chief of Geriatrics and Palliative Care for Alameda County Medical Center, where she maintains an active clinical practice, co-chairs the Ethics Committee and is Physician Lead for the Fall Prevention and HAPU Prevention Committees. She is also an Associate Clinical Professor of Medicine at the UC Berkeley/UC San Francisco Joint Medical Program in the UC Berkeley Division of Health Science School of Public Health, where she also serves as Geriatric Curriculum Coordinator and Cultural Competence Coordinator. Dr. Landau is the lead investigator in a multi-year study of the Impact of Community, Connection and Empowerment on Indicators of Well Being among Frail Elders.

Dr. Landau's extensive experience in the field of Geriatrics has included serving as Division Head of Geriatric Medicine and Director of Geriatric Residency Education for the Contra Costa County Health Department, Chair of the Department of Geriatrics at Merrithew Memorial Hospital, Medical Director and Primary Care MD for the Concord Older Adults Clinic, and over 26 years as a practicing Geriatrician. She also served as Medical Director for Chaparral House, a local SNF, and Piedmont Gardens, a local RCFE. Her ongoing commitment to the field of Geriatrics includes serving on the Board of UC Berkeley's Center on Aging.

Dr. Landau received her Ph.D. from UC Berkeley, and her M.D. from UC Davis. She did her residency training in Internal Medicine at the University of Chicago, and completed a Geriatric Fellowship Training at Stanford University.

Randy Morris

Randy Morris is the Assistant Agency Director of the Adult & Aging Services Department of the County Social Services Agency. He has worked for the Agency since 1994, where he started as a Child Welfare Worker. He worked in the Child Welfare Department until 2011 when he was promoted to his current position. His department administers the IHSS & APS programs, as well as the Public Administrator / Guardian / & Conservator programs; Veteran's Service office; and Area Agency on Aging (AAA).

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Conference presentations and other materials will be available on our website at:
<http://seniorservicescoalition.org/>

The Senior Services Coalition of Alameda County represents nonprofit and public organizations who are working together to ensure that Alameda County seniors can rely on an easily accessible, coordinated system of social, medical and supportive care.

SSC has been a unifying and collaborative force in Alameda County for 18 years. SSC works to strengthen the aging services voice in policy making; increase funding for senior services and strengthen the safety net for economically disadvantaged seniors; make the case for community-based supportive services that help seniors live independently; and promote greater flexibility within our County to connect individuals with the services they need.

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Discussion Cafe Topics

During our lunchtime Discussion Café, tables will be designated for each of the following six topics:

1. Stories of Real People - Listen as members of the Pool of Consumer Champions share their lived experience of health care and community-based services and the challenges of aging and share your own stories. Briefly share a story that you think speaks to the issues that were discussed today. Whose stories are missing from the discussion?
2. Homelessness, The New Older Adult Reality - Extend this morning's discussions about homelessness among older adults in Alameda County. What is the hardest thing about serving this population? How do service providers - in both the medical and community-based supports/services realms - serve this population? What adaptations to service delivery are needed? What system or policy changes need to happen to enable effective care delivery?
3. Aging and Communities of Color/Diversity - Explore today's information on system transformation through the lens of the diverse communities which these systems must serve. What do we need to know as we develop care delivery systems that reflect cultural humility and input from communities of color and ethnic minorities? What are your biggest challenges when addressing inequities?
4. Policy Change Messages for Sacramento/DC - Reflect on legislative/regulatory/other barriers that are blocking desired local innovations in care delivery and systems change? What messages do we need to send to our state and/or federal elected officials? What policy or regulatory changes do we need at the state and/or federal level?
5. Intersections and Transitions - Extend this morning's discussion about post-acute care and transitions in community settings. What were your take-aways on the two still-siloed realms (medical vs community-based services)? What is the hardest challenge about post-acute care and hospital-to-home and other transitions (from the perspective of older adults, of CBOs, of health care providers, of health systems)?
6. Systems Transformation - Extend this morning's discussion about one or more of the local initiatives discussed (Whole Person Care Pilot, Health Homes, County Aging Plan, Alameda Health System). What were your take-aways from this panel discussion? What questions do you still have? What practical elements to these systems change efforts do you think are key to improving outcomes for older adults?