



Agenda

-Monday, November 4-

- 2:00-4:00** CEO's Meeting (separate agenda to be provided) (*Carmel Room*)
- 2:30-4:00** Group Breakout Panels/Intensives (*Empire Room*) – please break out by discipline and focus discussions on transformation and pressing topics/ways to work together.
- Potential topics for discussion include: agenda items listed below, standardized patient and staff satisfaction surveys (Cross Roads), peer review, provider credentialing, education opportunities, on-boarding, purchasing strategies, HRSA site assessment lessons learned*
- 4:00-6:00** Free Time
- 6:00-11:00** Reception at the Starlight Room (21st floor of the Sir Francis Drake Hotel) – official opening of 22nd Best Practices Forum

-Tuesday, November 5-

- 7:30-8:30** Breakfast (*Starlight Room*)
- 8:30-11:00** Bringing Human-Centered Design into Health Care (*Franciscan*)
Presenter: Lucie Richter
- 11:00-11:30** Gather lunch and board bus for travel to Garfield Center
- 1:00-3:00** Tour Garfield Center
- 3:00-3:15** Load bus for travel to hotel
- 4:00-6:30** Free Time
- 6:30-9:00** Dinner (*Empire Room*)

-Wednesday, November 6-

- 7:00-8:00** **Breakfast** (*Mezzanine*)
- 8:00-10:00** **Stanford Presentation** (*Franciscan*)
- 10:00-10:15** **Break** (*Mezzanine*)
- 10:15-10:45** **Super Utilizers: Lessons Learned in Humboldt** (*Franciscan*)
Presenter: Open Door Community Health Centers & St. Joseph Health Systems
- 10:45-11:30** **Non-Traditional Leadership Model** (*Franciscan*)
Presenter: Family HealthCare Network
- 11:30-12:15** **Lunch** (*Mezzanine*)
- 12:15-1:00** **Lunch/Facing Forward – Unique Approaches to Care for Specific Populations** (*Franciscan*)
- 1:00-2:30** **Population Management/Risk Adjustment** (*Franciscan*)
Presenters: Lone Star Circle of Care, Watts Health Center & Yakima Valley Farmworkers Clinic
- 2:30-2:45** **Break**
- 2:45-3:45** **Evidence Based Medicine Protocol** (*Franciscan*)
Presenters: Lone Star Circle of Care
- 3:45-4:15** **Revenue Cycle Redesign** (*Franciscan*)
Presenter: Columbia Basin
- 4:15-5:00** **Arcadia Presentation – Optional** (*Franciscan*)
- 4:30-6:00** **Free Time**
- 6:00-6:30** **Load bus (2 trips @ 6:00 & 6:30)**
- 6:15-6:45** **Travel to Pier 3, Hornblower Landing**
- 7:00-10:00** **Hornblower Cruise & Dinner**
- 10:00-10:45** **Load bus for travel to hotel (Will require trips)**

-Thursday, November 7-

- 7:00-8:00** **Breakfast buffet** (*Starlight Room*)
- 8:00-10:00** **CEO Breakout Session** (*Chart Room*)
- 8:00-10:00** **Group Breakout Panels** (*Cypress/Monterey Room*) – **Continue discussions from Monday, or address new ideas, by discipline. Be prepared to report out.**
- 10:00-11:45** **Group Breakout Panel Presentations** (*Cypress/Monterey Room*) (**report out from 8:00-10:00 session**)
- 11:45-12:00** **Wrap Up, Evaluation, and Pass the Torch**