



“ I’VE LEARNED THAT PEOPLE
WILL FORGET WHAT YOU SAID,
PEOPLE WILL FORGET WHAT YOU DID,
BUT PEOPLE WILL NEVER FORGET
HOW YOU MADE THEM FEEL. ”

Maya Angelou



Health Care Reform 2.0 Conference June 3, 2015

New York Marriott at the Brooklyn Bridge

Special Thanks:

CONFERENCE STEERING COMMITTEE

Maria Castaneda, Secretary Treasurer, 1199SEIU UHE
Amy Gladstein, Assistant for Strategic Organizing, 1199SEIU UHE
Aletha Jones, PhD, Director of Education and Leadership Development, 1199SEIU UHE
Deborah King, Executive Director, 1199SEIU Training and Employment Funds
Vilma Z. Linares Vaughn, Chief of Staff, 1199SEIU UHE
Helen Schaub, New York State Director of Policy and Legislation, 1199SEIU UHE
Roseann Simonelli, Vice President, League of Voluntary Hospitals and Homes of New York
Sandi Vito, Director, 1199SEIU Training and Upgrading Funds
Susan Wasstrom, 1199SEIU/League Labor Management Project and RN Programs

1199SEIU TRAINING AND EMPLOYMENT FUNDS CONFERENCE PLANNING TEAM

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Sakara Bey, Events and External Relations Manager
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Samantha Morales, Development Manager
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New York Marriott at the Brooklyn Bridge

Conference June 3, 2015 BROOKLYN NEW YORK



Agenda

Registration & Breakfast

Opening
GRAND BALLROOM
Speaker: Marshall Jones

Welcome
GRAND BALLROOM
Emcee: Deborah King, Executive Director, 1199SEIU Training and Employment Funds
Speakers: George Gresham, President, 1199SEIU United Healthcare Workers East
 Bruce McIver, President, League of Voluntary Hospitals and Homes of New York

Overview
GRAND BALLROOM
Speaker: Sakara Bey, Manager, 1199SEIU/League Labor Management Project

PLENARY I: Shifting the Paradigm: Generating Health through System Transformation
GRAND BALLROOM
Moderator: Andrew Goodman, MD
Speakers: Phil Thompson, PhD, Massachusetts Institute of Technology
 Sonia Angell, MD, MPH, Deputy Commissioner, NYC Dept. of Health and Mental Hygiene
 Maria Castaneda, Secretary Treasurer, 1199SEIU United Healthcare Workers East
 Neil Calman, MD, President and CEO, Institute for Family Health Chair
 Department of Family Medicine and Community Health, Icahn Medical Institute

On the Move!
GRAND BALLROOM

Break
FOYER AND PROMENADE
 LMI Wellness Expo, 1199SEIU Training and Upgrading Fund, LMI Promotional Team,
 LMI Development Programs

Preparing for DSRIP
GRAND BALLROOM

Agenda

PLENARY II: Leveraging DSRIP to Support Health System Transformation
GRAND BALLROOM
Speaker: Jason Helgerson, Medicaid Director, New York State

Lunch
GRAND BALLROOM
 Wellness Expo, 1199SEIU Training and Upgrading Fund, LMI Promotional Team

PLENARY III: Workshops – See Page 6 for the Full Schedule

Break

PLENARY IV: World Cafe: From Ideas to Action
GRAND BALLROOM
Speakers: AnaElsa Aviles, Consultant, 1199SEIU/League Labor Management Project
 Samantha Morales, Manager, 1199SEIU/League Labor Management Project

PLENARY V: The Road Ahead
GRAND BALLROOM
Speakers: Bill de Blasio, Mayor of New York City
 Susan Wasstrom, Director, 1199SEIU/League Labor Management Initiatives
 and RN Labor Management Initiatives

Closing: Marshall Jones
GRAND BALLROOM



PLENARY III: Workshops

Workshop 1: Readmissions – the Overwhelming Challenge in Today's Healthcare Environment ROOM I

Speakers: **Terri Straub**, MBA, RN, Consultant
Dr. Joseph Sacco, Medical Director, Palliative Medicine Consultation Service and Hospice Inpatient Unit, Bronx Lebanon Hospital

Participants in this interactive session will receive information on the issue of readmissions, best practices to reduce them and explore the interest of readmissions and the roll of palliative care. The program will provide models and tools to build and strengthen relationships across care settings, develop standardized processes for communication and information transfer between care settings, and incorporate patients, family members, and caregivers in the care transition process.

Workshop 2: Transformative Leadership WHITMAN AND ROBINSON

Speakers: **Dayna Cunningham**, Executive Director, Community Innovators Lab, MIT
Alyssa Bryson, Program Director, MIT Community Innovators Lab

In this new world of pay-for-performance, your organization's financial health is being impacted by several important metrics. This session will explore the data that affects hospital payments under the Affordable Care Act and performing provider system (PPS) payments under the Delivery System Reform Incentive Payment (DSRIP) Program. We will discuss the financial implications of these payment reforms and consider what collaborative labor/management approaches you might embrace to improve your organization's performance.

Workshop 3: How Success is Measured: Understanding the Metrics that Drive Hospital and PPS Payments BROOKLYN ATHLETES

Speakers: **Marcia Mayfield**, Senior Researcher, 1199SEIU/League Labor Management Project
Samonne Montgomery, Research Analyst, 1199SEIU/League Labor Management Project

In this new world of pay-for-performance, your organization's financial health is being impacted by several important metrics. This session will explore the data that affects hospital payments under the Affordable Care Act and performing provider system (PPS) payments under the Delivery System Reform Incentive Payment (DSRIP) Program. We will discuss the financial implications of these payment reforms and consider what collaborative labor/management approaches you might embrace to improve your organization's performance.

Workshop 4: Healthcare Workforce of the Future ROOM H

Speaker: **Sandi Vito**, Director, 1199SEIU Training and Upgrading Fund

This session explores future roles of healthcare workers as the trend toward population health, technology and culturally competent care carve out new frontiers for health providers.

Workshop 5: Bridging the Behavioral Health Divide GOLDEN BOARDROOM

Speakers: **Neil S. Calman**, MD, Department of Family Medicine and Community Health, Mount Sinai Medical Center
Vima Little, PsyD, LCSW-R, SAP, CCM, Senior VP, Psychological Services and Community Affairs Institute for Family Health

Attacking the behavioral health epidemic requires a multi-stakeholder approach across the health and social service continuum. This session explores what role labor and management has in contributing creating improved outcomes for behavioral health patients, systems and providers.

Workshop 6: Innovations in Long Term Care ROOM G

Speakers: **Marie Rosenthal**, MSN, RN, NHA, Vice President, Post Acute Care Services
Anna M. Mola, RN, MA, ANP-BC, FAACNPR, Director of Care Transitions and Population Health Management, NYU Langone Medical Center
Faith Wiggins, Director, 1199SEIU Home Care Education Fund
Rona Shapiro, Executive Vice President, Home Care Division, 1199SEIU United Healthcare Workers East

Workshop 6 Continued

Bernhard R. Schiel, President/COO, Bestcare, Inc.

Home care agencies and nursing homes play a crucial role in the health care continuum. This workshop will include 2 presentations: 1) The NYU Langone Medical Center – Jewish Home Lifecare partnership of their Cardiac Rehabilitation Collaborative and 2) The President of Bestcare home care agency describing how the use of technology improves care and lowers cost by providing realtime data... Learn how engaging direct care staff and clinical staff is positively shifting patient outcomes, staff satisfaction and fiscal performance.

Workshop 7: Is Inequality Making Us Sick? ROOM F

Speaker: **Phil Thompson**, PhD, Associate Professor of Urban Politics, MIT
Yorman Nunez-Bronx, Program Coordinator, Bronx Cooperative Development Initiative, Community Innovators Lab, MIT

Nick Luviene, Director, Just Urban Economics Program, Community Innovators Lab, MIT
What does it mean to be well? How does the community in which we live impact our health? This session explores what "Wellness" requires and the effects of socio-economic conditions on health outcomes using the Bronx as a case example.

Workshop 8: Managing Diversity and Cultural Differences for Effective Patient Outcomes GLEASON AND ROEBLING

Speakers: **Pamela Abner**, MPA, Chief Administrative Officer for the System Office of Diversity, Mount Sinai Medical Center
Barbara E. Warren, PsyD, LMHC, CASAC, CCP, Director of LGBT, Mount Sinai Medical Center

As diverse populations continue to grow, healthcare providers will continue to face challenges in consistently delivering culturally effective patient centered care. To address these challenges, it is important for all staff to increase their knowledge of diverse groups and cultural differences in order to meet the needs of emerging populations. This interactive session will provide an understanding of the concepts of diversity and culturally effective healthcare and their impact on the patient/provider relationship and communication.

Workshop 9: Telling Your Story to Create Change BROOKLYN ACTORS

Speakers: **Dr. Fritz Francois**, Chief of Medicine, NYU Langone Tech Hospital
Rodney Brown, Consultant, 1199SEIU/League Labor Management Project

Story telling allows for a humanistic approach to engage others. This session will explore the power of storytelling to motivate and inspire for change and action.

Workshop 10: Stress Reduction through Meditation and Mindfulness BROOKLYN SINGERS

Speaker: **Kandace Simmons**, Innovative Meditation and Mindfulness
Studies have shown that 60-70% of all trips to the doctor's office are for stress-related ailments. Those who serve others must make special efforts to take care of themselves. In this workshop you will learn simple and concrete ways to release stress with breathing and contemplative techniques to increase your adaptability to a rapidly changing workplace, improve relationships, and enhance your overall well being.

Workshop 11: Population Health – The Labor Management Partnership: The Workplace and the Community as a Seamless Environment BROOKLYN WRITERS

Speakers: **Estela Vazquez**, Executive Vice President, 1199SEIU United Healthcare Workers East
Nicole Hollingsworth, EdD, MCHES, Assistant Vice President, Community and Population Health, Montefiore Medical Center

Community based health providers have become increasingly important in the new healthcare paradigm. As health care continues to expand and evolve, coordination of services between healthcare settings is the linchpin of quality outcomes. Labor and management partnership is at the core of this functionality. This session explores Montefiore Medical Center's work in building partnerships that work to support population-based health approaches.

Exhibit Tables

LMI COMMUNICATIONS TABLE

The 1199SEIU/League Labor Management Initiatives (LMI) works with hospitals, nursing homes, ambulatory sites, and community-based healthcare organizations offering a broad range of services to help labor and management work together to develop cost-effective and high-quality services. Visit our table and learn all about our new website – <http://www.LaborManagementInitiatives.org> and our social media pages on Facebook, Twitter and YouTube. Strike a pose in front of our LMI Step and Repeat Banner and then use our hashtag – #LaborManagementPower to post on our social media pages. Join our Twitter contest and get in on the conversation about **Making the SHIFT to a Culture of Health**. The person with the most tweets using our hashtag will get a special prize – perfect for continuing your health journey. We look forward to continuing the conversation and having you join our movement!

LMI DEVELOPMENT PROGRAMS

The LMI Development Programs offer a variety of free workshops for participating employers that support leadership and collaborative work. LMI Development Programs were created to not only expand the capacity of union and management to work together in solving healthcare challenges, but also to increase their ability to generate innovative ideas that enhance patient care. This is accomplished by providing participants with leadership, communication and problem-solving tools through a variety of interactive workshops that are tailored to build the necessary skills to lead at any level and to actively contribute to improving quality care and satisfaction. Stop by our table to hear about all of our exciting workshops and engage in our **USA Change Day** board. USA Change Day seeks to connect the passion, commitment, and innovation that we see every day across healthcare organizations. Share in the mission of Change Day by challenging yourself to commit to doing at least one activity in the next year to improve healthcare. Start to **SHIFT** by making a change.

LMI WELLNESS EXPO

Over the past few years, health has become one of the most popular rising trends in all cultures. People are making changes from step and calorie counts to mental fitness. Join us in our journey. Be sure to visit our Wellness Expo:

- Healthy Body, Health Mind – 1199SEIU National Benefit Fund
- "On the Move" – featuring an X-Box with a fitness game
- Spinning for a Healthier You – Challenge your healthcare knowledge
- Meditation and Mindfulness
- Healthy Drinks on Deck – Smoothie Table

It will be a day filled with enjoyment, physical activities, smoothie tastings, brainteasers, information and special prizes. So, come ready to dance, eat, engage, and participate in the Health Care Reform 2.0 Conference's Wellness Expo!

1199SEIU TRAINING AND UPGRADING FUND

The 1199SEIU Training and Upgrading Funds Admissions and Counseling Team touches the lives of hundreds of thousands of members each year, working diligently to provide academic and career guidance. Our Counselors are available to help you at the Training Fund sites located in the NYC metropolitan area, online, on the Counseling Hotline, or even at your health care facility. By meeting with a Counselor, you can obtain more information about educational programs that may support your academic and career goals, access Training and Upgrading Fund services and programs, as well as connect with other Fund departments and external partners.

Conference June 3, 2015

Guest Speakers



AnaElsa Avilés is a Labor Management Consultant II. She has extensive experience working with non-profit, labor organizations, and other entities at a national and international level. Prior to joining the Labor Management Project, AnaElsa served as Education and Training Specialist with the American Federation of State, County and Municipal Employees (AFSCME) in Washington, DC.



Sonia Angeli, MD MPH is a Deputy Commissioner at the New York City Department of Health and Mental Hygiene (NYC DOHMH), overseeing the newly created Division of Prevention and Primary Care.



Sakara Bey, MBA is currently a Manager with the 1199SEIU/League Labor Management Project. For more than 10 years, she has worked to assist labor and management in developing innovative ideas to address complex challenges inherent in an ailing healthcare delivery system.



Neil S. Calman, MD is chair of Mount Sinai's Department of Family Medicine and Community Health, which was launched in 2012 in collaboration with the Institute for Family Health. Dr. Calman is the president, Chief Executive Officer, and a cofounder of the Institute for Family Health, one of the largest networks of community health centers in New York State.



Mayor Bill de Blasio is the 109th Mayor of New York City. From his early days as a young City Hall staffer, to serving on his local school board, to his most recent position as Public Advocate for the City of New York, Bill de Blasio has spent his life fighting to ensure that every New Yorker – in every neighborhood throughout our five boroughs – gets a fair shot.



George Gresham was elected 1199SEIU President in April 2007. He is the fifth president in the union's 75-year history. In June and July 2009, George directed the successful collective bargaining with the League of Voluntary Hospitals and Homes on behalf of 135,000 New York Metropolitan area members at 67 institutions.



