

2015 Hawai'i Health Workforce and IT Summit

The Future is Now



September 19, 2015
Sheraton Waikiki Hotel
Honolulu, Hawai'i

Haleakalā National Park

Kīpahulu, Maui

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Hawai'i Health Information Exchange and
Hawai'i/Pacific Basin Area Health Education Center



present

2015 Hawai'i Health Workforce and IT Summit

The Future is Now

Aloha mai kakou! Welcome to the 2015 Hawai'i Health Workforce and IT Summit!

For better or worse, the U.S. health care system is changing. This means new challenges and opportunities. Increased quality data reporting requirements, new billing codes and new health IT systems will keep us all on our toes. In order to best serve Hawai'i's highly valued health care providers (YOU), JABSOM's Hawai'i Physician Workforce Assessment/AHEC team and the Hawai'i Health Information Exchange have teamed up to bring you a full day of education, networking and skill development.

Our goal is to make your job as easy, pleasant and productive as possible.



Too Small a Workforce

It's probably no surprise to this audience that Hawai'i continues to experience a 20% shortage of physicians compared to the continental U.S., or that almost 20% of our practicing docs are at an age where they may be considering retirement, or that only 2% of our physicians participate in telehealth. One topic of discussion today will be how to build our health workforce, get access to needed services and keep our current workforce strong and happy. On the next page you will find a brief physician workforce update, and we invite you to share your ideas for growing our workforce on the easels placed in the back of the Maui ballroom. If you are looking for a new partner or seeking a practice to join, you



are in the right place; stop by at the volunteer table for more info.

The Community Health Record Goes Live

At last year's Fourth Annual Health IT Summit, the Hawai'i Health Information Exchange announced it would soon be 'going live' with the Community Health Record, a web-portal that provides access to patient clinical information from a single, online source. Well, that time has finally arrived! With the hard work and dedication of the Hawai'i HIE staff and its network of hospitals, health systems, laboratories and other data contributions, the vision of the Hawai'i HIE is being realized today, more than ever.

A Worthwhile Investment

In the Summit today, you will hear how health care is transforming in the U.S., how the evolution of Health IT is impacting health care transformation, and how physician engagement and leadership are the keys to the success of health IT.

Here in Hawai'i

Moving to a local perspective, you will hear how Hawai'i is addressing workforce challenges, how teamwork is benefitting practices, and how health information exchange is being used by health care systems to improve care and, hopefully, decrease costs.

Additionally, there are a variety of breakout sessions that will address top-of-mind concerns of physicians today, including ICD-10, privacy issues, retirement and Meaningful Use.

We'd like to thank you for joining us today and serving the people of Hawai'i! We are participating in health care transformation at an exciting, pivotal point. It is truly a privilege to be a part of all this. Now, let's get ready to enjoy sessions presented by our esteemed group of speakers!

Mahalo,

Kelley Withy, MD, PhD

Professor, Dept. of Complementary and Alternative Medicine
Director, Hawai'i/Pacific Basin Area Health Education Center
John A. Burns School of Medicine, University of Hawai'i

Christine Sakuda, MBA

Executive Director
Hawai'i Health Information Exchange

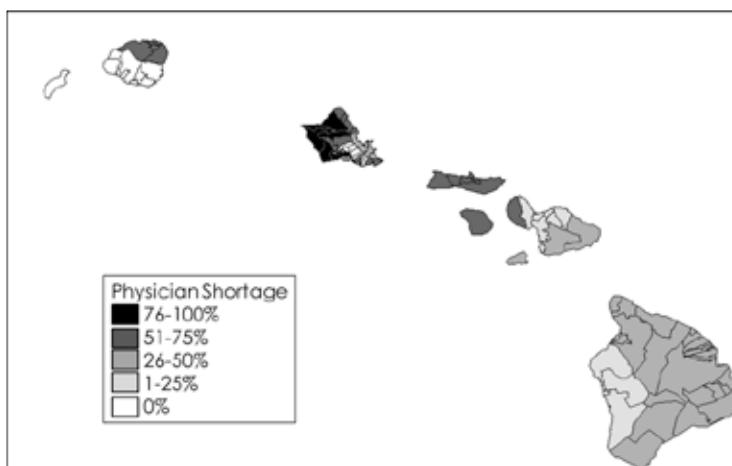
Hawai'i Physician Workforce Updates 2015

Kelley Withy, MD, PhD

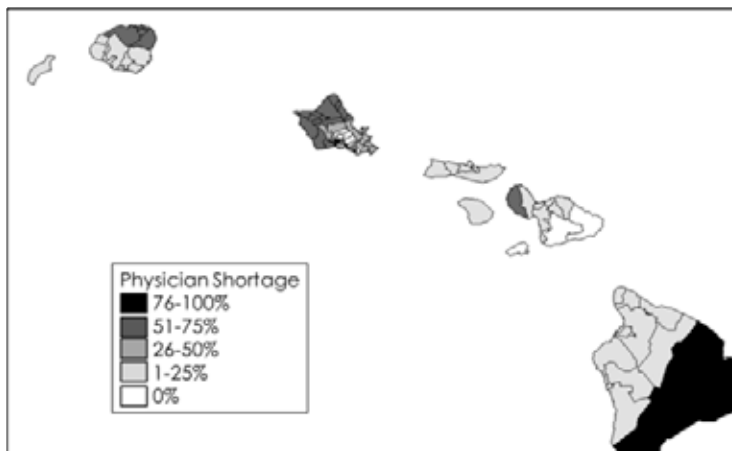
Hawai'i's physician workforce decreased from 2,894 Full-Time Equivalents (FTEs) in 2013 to 2,806 in 2015. Using a new microsimulation demand model based on average physicians per similar population in the U.S. and taking into account Hawai'i's geography, Hawai'i should have at least 655 more physician FTEs.

This indicates a continuing shortage of 20% of physicians statewide, with the greatest shortages in primary care, surgery, orthopedics, cardiology, neurology, pediatric subspecialties, pathology, anesthesia and almost every medical specialty.

Physician Shortage by Region (All Specialties Combined)



Primary Care Physician Shortages by Region



Greatest Specialty Shortages by County

| Big Island | Kauai | Maui | Oahu |
|--------------|--------------|-----------------|-----------------|
| Primary Care | Primary Care | Primary Care | Primary Care |
| Ortho | Ortho | Psychiatry | General Surgery |
| Psychiatry | Cardiology | General Surgery | Cardiology |
| O.B. | Pathology | Emergency | Ortho |

Additional Physician Workforce Statistics:

- >9,100 physicians licensed in Hawai'i
- 3,596 practicing non-military physicians in Hawai'i
- 2,806 total Full Time Equivalents (FTEs) of physicians caring for Hawai'i patients
- Demand grows by 50 FTE per year and we lose 50 docs a year, so to keep up we need to recruit 100 new docs a year
- 711 of our physicians are 65 or over in 2015
- 31% female, 69% male
- 58% of physicians work in practices of 5 or less
- Only 60 physicians report participating in telehealth (2%)
- Percent of physicians who report taking new patients: 85%
- Percent of physicians who report taking new Medicare patients: 70%
- Percent of physicians who report taking new Medicaid/Quest patients: 67%

Solutions Being Implemented

In addition to researching the size of the physician workforce in Hawai'i and hosting this conference, the Physician Workforce Assessment special fund actively supports:

1. Hawai'i Health Careers Navigator book (see volunteer table for sample);
2. Hawai'i Health Workforce Advisory Panel and Hawai'i Health Workforce Committee;
3. Advertising local job openings (www.ahec.hawaii.edu);
4. Hawai'i State Loan Repayment Program (18 beneficiaries to date).

In addition, new initiatives being undertaken include:

1. Hawai'i Pre-Health Career Corps for student shadowing, research and mentoring experiences;
2. Pipeline to Practice in collaboration with Hawai'i Medical Association for medical students to receive mentoring from established practices;
3. Partnership with the Hawai'i Recruiters Group to reach out to all residency programs in Hawaii with information on how to find practices, jobs and resources in Hawai'i and creation of a pop-up display for presenting at mainland conferences;
4. Publication of a special workforce edition of the Hawai'i Journal of Medicine and Public.

For more information, please call AHEC 808-692-1060 or e-mail Dr. Kelley Withy at withy@hawaii.edu.

Keynote Speakers

Jonathan Griffin, MF, MHA

Medical Director, Blue Cross Blue Shield of Montana

Jonathan is a family physician with hospital/medical group executive leadership experience, currently Medical Director of Blue Cross Blue Shield of Montana, Chair of the Montana PCMH Advisory Council and Executive Committee member of the Montana Medical Association.



Jonathan has a strong clinical research background and expertise in value based care model development, health information technology and analytics. He completed medical school at the University of Washington and training at the Family Medicine Residency of Idaho Rural Training Track.

Jonathan has extensive experience with health exchanges in Oklahoma and elsewhere. He is a dynamic, high-energy physician with a focus on innovation and a vision for health IT organizations to work together, continue to develop systems, and engage physicians and leadership – with solid health IT and exchange as the critical success factors to inform the path forward.

Carl Taylor, JD

*Senior VP, Unified Physician Management
Executive Director, Fraser Institute for Health and Risk Analytics*



Carl is a leader in the area of innovation in healthcare as well as natural and man-made disasters, including the dynamics of risk modeling, strategies for risk mitigation, and surviving and thriving in a changing environment. Combined experience from the private sector, academia, and consulting all contribute to a broad based background focused on the development and deployment of next generation strategies for knowledge based healthcare management.

Under Carl's direction the Center for Strategic Health Innovation at the University of South Alabama College of Medicine won both the Southern Growth Policy Boards' Innovator Award for Health Care and the Council of State Government Southern Legislative Conferences' Innovation of the Year Award for Health Care.

As Senior Vice President of Unified Physician Management, he is part of a small leadership team building the largest physician management services organization in the United States. Carl's role is to lead the design and negotiations of a new breed of value and performance based managed care contracts.

PCMH Credit

The 2015 HHIE Summit has been approved for completion of HMA's PCMH measure 1.1. Attend one PCMH Program, Conference or Webinar to receive two points toward PCMH advancement. Note: Providers must submit proof of their summit attendance.

CME Credit

"The Hawai'i Consortium for Continuing Medical Education (HCCME) is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians.

The Hawai'i Consortium for Continuing Medical Education designates this activity for a maximum of 8 *AMA PRA Category 1 Credits™*. Physicians should only claim credit commensurate with the extent of their participation."



Planning Committee

Helen Aldred, Aurae Beidler, Dr. Deborah Birkmire-Peters, Dr. Christopher Flanders, Dr. Deborah Gardner, Beth Giesting, Dr. Josh Green, Dr. Rosanne Harrigan, Gregg Kishaba, Dr. Roy Magnussen, Dr. Natalie Pagoria, Katherine Parker, Ruthie Reyes, Dr. Kenneth Robbins, Christine Sakuda, Dr. Nadine Tenn Salle, Bonnie Shadix, Joy Soares, Dr. Catherine Sorensen, Kathleen Souza, Napualani Spock, Tammy Tripp, Dr. Jane Uyehara-Lock, Dr. Kelley Withy, Dr. Susan Young, Dr. Patricia O'Hagan, Dr. Sharon Vitousek

Disclosure: Planning Committee staff have NO relevant financial relationships with any commercial interests.

Conference Schedule

| | |
|-------|---|
| 8:30 | <p style="text-align: center;"><u>Welcome</u></p> <p>Update on Hawai'i's Health Care Legislation — <i>Maui Room</i> Hawai'i Senator Dr. Josh Green</p> |
| 8:45 | <p style="text-align: center;"><u>Keynote Address #1</u></p> <p>The Promise and Peril of IT: May You Live in Interesting Times — <i>Maui Room</i> Dr. Jon Griffin</p> |
| 10:30 | <p style="text-align: center;"><u>Morning Sessions</u></p> <p>Reducing Costs and Transforming Care: Status of the Hawai'i HIE and Community Health Record — <i>Maui Room</i> Christine Sakuda, MBA</p> <p>Hawai'i Health Workforce Statistics and Innovations — <i>Moloka'i Room</i> Dr. Kelley Withy; Dr. Cyril Goshima*; Dr. Sanjeev Arora; Dr. Sam Church</p> <p>The Successful Job Search (non-CME credit) — <i>Lana'i Room</i> Helen Aldred and the Hawai'i Physician Recruiters Group</p> <p>One-on-One Meetings for Financial Planning, Low-Interest Loans, Retirement Planning — <i>O'ahu Room</i> Check at volunteer table for sign up (non-CME credit)</p> |
| 12:15 | <p style="text-align: center;"><u>Keynote Address #2</u></p> <p>11 Rules to Transform Health Care in Hawai'i and the U.S. — <i>Maui Room</i> Carl Taylor, JD</p> |
| 1:50 | <p style="text-align: center;"><u>First Breakout</u></p> <p>Integrating Behavioral Health and Primary Care; Rural Hawai'i Case Studies — <i>Maui Room</i> Dr. David Roth, Stan Michels, Christy Gray, Alysa Lavoie, Vicky Hanes, Napua Spock and Oreta Tupola</p> <p>Making Technology Work for You, Not Against You — <i>Moloka'i Room</i> Julie McGovern</p> <p>Meaningful Use Updates — <i>Lana'i Room</i> Nadine Owen</p> <p>IT Security and Your Practice — <i>Honolulu Room</i> Mert Gambito</p> <p>Exit Planning For All Ages (non-CME credit) — <i>O'ahu Room</i> Dr. Scott Himeda, Marko Mijuskovic, Ethan Lee, Charles Au</p> |
| 3:30 | <p style="text-align: center;"><u>Second Breakout</u></p> <p>Future of HIE and Community-Based Initiatives — <i>Maui Room</i> Dr. Roy Magnusson, Dr. Dale Glenn, Dr. Anna Loengard, Dr. Aleza Matayoshi and Katy Akimoto</p> <p>Project ECHO Hawai'i — <i>Moloka'i Room</i> Hawai'i Rural State Association, Deborah Birkmire-Peters, Anne Chipchase and Dr. Dan Saltman</p> <p>ICD-10 Starts with Physicians — <i>Lana'i Room</i> Steven Arter</p> <p>Community Health Record and QCPIN Referrals Management On-Boarding — <i>Honolulu Room</i> Tammy Tripp</p> <p>Entry Planning For All Ages; Ideas and Challenges Panel (non-CME credit) — <i>O'ahu Room</i> Vladimir Sasic, Samuel Hawk, Scott Himeda, Keith Masuda and Michael Hatchell</p> |

Keynote Address

The Promise and Peril of HIT: May You Live In Interesting Times

Jonathan Griffin, MF, MHA, Medical Director of Blue Cross Blue Shield of Montana

The future is full of change and uncertainty. Health care reform will continue to drive unprecedented levels of reimbursement restructuring with the potential to turn the current hospital-centric delivery model upside down, rewarding value not volume, and outcomes not activity. While attempting a smooth transition, we also have to anticipate the scenarios to plan for in light of the politics surrounding reform. We must be ready to move if we are to survive – let alone thrive.

A few things are certain: we have to do more with less, to grapple with mandates and regulations, it's more difficult to remain independent, and increasing urgency to adapt to value-based care models. Health IT systems were invented to make providers' practices easier and more efficient. But in many cases, the opposite is true. There is hope. After many painful lessons, the tide of HIT is turning. In this talk, we will explore some innovations and use cases that might help.

Reducing Costs and Transforming Care

Status of the Hawai'i HIE and the Community Health Record

Christine Sakuda, Executive Director, Hawai'i Health Information Exchange

When good things happen in sets of 7, it's reason to celebrate. This past year, the Hawai'i Health Information Exchange had seven major breakthroughs. Each success will mean better efficiency in your practice, better care for patients, and better costs savings for everyone.

First, our Health eNet's Community Health Record went live! Providers now have a single source of consolidated patient information, whenever and wherever they need it. At this moment, 153 Organizations, 208 Providers, 347 Staff, and 940,000 uniquely identifiable patients across Hawai'i are safely and securely online with the Hawai'i HIE.



Second, we've leveraged the Health eNet infrastructure to rollout a comprehensive Web-Referral Management Tool starting with one of our major partners, The Queen's Clinically Integrated Physician Network (QCIPN). Health eNet is streamlining the online referral process. As a result, our physicians spend less time chasing missing records, eliminate the inconvenience of paper faxes, provide secure transmission and storage, and use automatic notification for new referrals. This roll-out underscores the confidence others have in us to help their providers leverage their EHRs to support care coordination networks.

Third, better outcomes for patients was proved in a pilot study through the University of Hawai'i at Hilo College of Pharmacy Pharm2Pharm program! A network of community and hospital pharmacists and providers leveraged common IT solutions to help complex patients with medication management and care coordination needs.

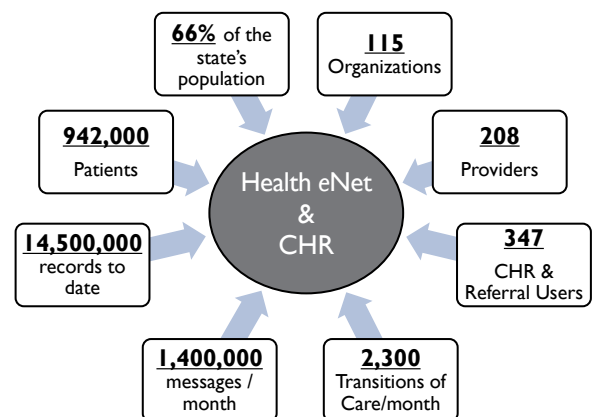
Fourth, we're helping community and hospital physicians not just meet, but actually exceed Medicare/Medicaid Meaningful Use targets. More providers are equipped and have adopted electronic health records for their practices, resulting in more than \$13 million in payments to date. With this success, we are encouraged

to continue these services to eligible healthcare professionals and hospitals.

Fifth, we are supporting Care Coordination with the use of a federal-standard Direct Secure Messaging tool. This past year, we sent over 24,000 Transitions-of-Care Messages from hospitals to 500 ambulatory PCPs and Specialists and we anticipate this number will only increase over time!

Sixth, we're making friends all across town! The Hawai'i HIE recently signed data sharing agreements with the Hawai'i Health Systems Corporation and HMSA.

Seventh, we are providing clinical data to quality programs. As we roll out the rest of this year and next, we will continue to expand to health care facilities big and small, providers in Honolulu and in rural counties across the state, and stakeholders from every island in our archipelago home. We hope you will join us, too!



Christine Sakuda, MBA, has been the Executive Director for the 501c3 Hawai'i Health Information Exchange (Hawai'i HIE), since 2009 when the Hawai'i HIE was designated by the State to develop and implement a health information exchange plan and support the CMS Meaningful Use Incentive Program. Between 2002-2009, Christine worked at the Hawai'i Primary Care Association where she served as the Information Officer and Principal Investigator of the Holomua Health Information Exchange Project which supported patient hand-offs of underserved patients between community health centers and hospitals. Prior to the HPCA, Christine served as a manager and director for Akimeka LLC., a nationally recognized federal contractor-focused on medical information technology. Christine currently serves on the State's Accountable Care Act Taskforce and the State's Healthcare Innovation Modeling Grant Steering Committee and served as a board member for the Hawai'i Health Connector and the Hawai'i Island Beacon Community.

Hawai'i Health Workforce Statistics and Innovations

Current Workforce Numbers – *Dr. Kelley Withy*

How to Huddle – *Dr. Cyril Goshima**

Project ECHO™ – *Dr. Sanjeev Arora*

Getting Paid for Chronic Care Management – *Dr. Sam Church*

Region IX Activities to Help You – *Valerie Gallo*

Learn about the latest physician workforce statistics and demographics, ideas for expanding the health workforce, and resources and innovations for providers in Hawai'i including: a demonstration of how to huddle; a demonstration of the ECHOTM tele-education and mentoring program that is coming to Hawai'i; a description of how to bill Medicare for care coordination services; and Health Resources and Services Administration regional resources such as Poison Control and the AIDS Education and Training Center.

Kelley Withy, MD, PhD, is Professor of Complementary and Alternative Medicine at JABSOM, Director of the Hawai'i/Pacific Basin Area Health Education Center, performs the Hawai'i Physician Workforce Assessment, and conducts recruitment, training and retention activities for healthcare workers across the Pacific. Visit www.ahec.hawaii.edu

Cyril Goshima, MD, is a graduate of JABSOM, an Internist in Private Practice, Assistant Professor University of Hawai'i and Director of Hawai'i AIDS Education and Training Center. Visit www.hawaii.edu/hivandaids*

Sanjeev Arora, MD, FACP, FACG, is a Hepatologist and Professor of Medicine at University of New Mexico who created the successful ECHO tele-education program in the early 2000s, since adopted in 54 sites in 10 countries.

Project ECHO (Extension for Community Healthcare Outcomes) is a collaborative model of medical education and care management that empowers clinicians everywhere to provide better care to more people, right where they live. Visit echo.unm.edu

Samuel L. Church, MD, MPH, is a private, solo family physician practicing and teaching in rural Hiawassee, Georgia, a designated health professional shortage area. His practice

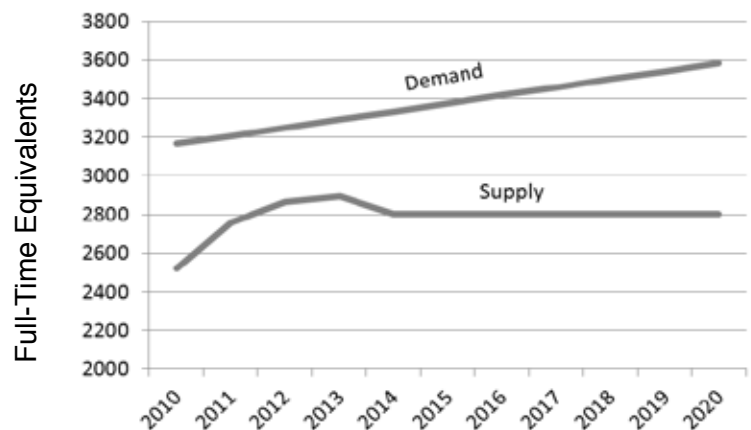
was recently designated Level 3 PCMH by NCQA.

For FAQs regarding how to bill Medicare for chronic care management services, visit:

<https://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/HospitalOutpatientPPS/Downloads/Payment-Chronic-Care-Management-Services-FAQs.pdf> or www.cms.gov/Outreach-and-Education/Medical-Learning-Network-MLN/MLNProducts/Downloads/ChronicCareManagement.pdf

Valerie Gallo, MPH, is a Public Health Analyst for the Health Resources and Services Administration (HRSA)/Region IX Office of Regional Operations (ORO) in San Francisco, CA, and provides information and technical assistance on HRSA's programs and services to a variety of regional stakeholders, including the Hawai'i Department of Health, Hawai'i/Pacific Basin AHEC and the Hawai'i Primary Care Association. Visit vgallo@hrsa.gov or call 415-437-8095.

Supply and Demand of Hawaii's Physician workforce



* Dr. Cyril Goshima is a Speaker's Bureau member for Gilead Sciences and ViiV Healthcare. All other speakers declare no relevant financial relationships with any commercial interests.

Workforce Session (Non-CME): The Successful Job Search

Helen Aldred and the Hawai'i Physician Recruiters Group

Do you want to find the perfect job? Come hear from the Hawai'i Physician Recruitment Group how to excel at:

- 1) Defining your personal, professional, and economic goals
- 2) Writing a Cover Letter and CV that reinforce your goals
- 3) Interviewing Skills

11 Rules to Transform Health Care in Hawai'i and the U.S.

Carl Taylor, JD, Senior VP, Unified Physician Management and
Executive Director, Fraser Institute for Health and Risk Analytics

Over the past 12 months a great deal has occurred to change the health care landscape in which we operate. Health plan mergers, hospital mergers, the growth of ACOs, CIDNs, along with other acronyms, the maturing of "Obama" care, and the movement of Medicaid into managed care are all shifting the leverage balance in nearly every market.

This leverage is occurring at an interesting time as patients, faced with rising co-pays and deductibles, are now beginning to act like consumers. Employers, too, have decided they are not benign bystanders in the dynamics of the health care market place and are demanding new approaches to pricing and quality transparency.

To the provider of care there appears to be two challenges: first, to understand what these changes mean to them and their patients, and second, to decide on a strategic response in order to survive and thrive.

There are 11 key rules required to assess and respond to change successfully, and how to drive change rather than be driven by it.

Key Learning Objectives

- An understanding of the emerging dynamics of the U.S. health care marketplace.
- An ability to gain some comfort as to the likely (or unlikely) outcomes of these dynamics.
- What are the specific traits of survival and success needed for today's marketplace? Among them, how can you live in two worlds at once, how do you fight back, where do you focus your clinical efforts, and how do you use technology to look attractive to a new world filled with digital natives who expect a different health care experience?
- Learn to recognize the different types of change –

- that which is slow but steady versus that which is abrupt and market disruptive.
- Be challenged with an interesting model for the future, based surprisingly on a structure known to all attendees.

Are These Changes Threats?

- Mergers/Consolidations of Health Plans and Hospitals
- A Renewed Love Affair With Acronyms- ACOs, CIDNs, MMA
- The End of FFS- Replaced by- Value= Quality/Cost
- Acquisition of New Capabilities By Our Competitors and the Lie of Their Intent



Or These?

- Medicaid to Managed Care
- Exchange Plans and Irrational Networks
- The Rise of Cyber Threats To Records/Devices
- Governments Belief In Regulating



At The Beginning

- Dangers Remain Hypothetical
- Psychological Bias Is To Maintain Status Quo and Fake Activity Claiming It Is Meaningful Change
- Dominant Leaders Seek Even Deeper Entrenchment
- Organizational Behavior Is To Protect Bureaucracy and Brick and Mortar
- Incentives for Disruption And Change Are Not Readily Apparent-After All We Have Patients To See



Opportunity for Disruption

- ASO Relationships Marginalize Entrenchment
- High Deductibles and Co-Pays Will Promote Patient Engagement
- Technology Will Promote Information Sharing, Patient Engagement and Perhaps Care Sharing
- The Status Quo Is At Risk Of Disruption



Rural Workforce Panel

Integrating Behavioral Health and Primary Care; Rural Hawai'i Case Studies

School-based Psychiatric Telemedicine – *Dr. David Roth*

Community Based Psychiatric Telemedicine – *Dr. Stan Michels*

Primary Care Integration Initiative at CHWs in Hawai'i – *Christy Gray, Alysa Lavoie and Dr. Vicky Hanes*

CHWs in Hawai'i: Essential Team Members – *Napua Spock and Oreta Mapu-Tupola*

Learn about innovative ideas that have been implemented in Hawai'i to help meet the growing demand for behavioral health services using distance technologies, partnerships and local resources.

David Roth, MD, is Director of Mind & Body Works, Inc., which provides school-based mental health services under contract with the Hawai'i DOE.

M. Stanton Michels, MD, is the Administrator of the Child and Adolescent Mental Health Division of the Department of Health and is responsible for the development and direction of a statewide system of programs to promote, preserve, care for and improve the mental health of children, adolescents and their families.

Christy Gray, OTR/L, MHSc, is the Primary Care Integration Program Coordinator at Hawai'i Primary Care Association (HPCA) and is responsible for coordinating the Primary Care Integration (PCI) initiative between CAMHD and HPCA.

Alysa Lavoie, BA, has been with the West Hawai'i Community Health Center since 2014 after spending 10 years as a case manager in the West Hawai'i Community. She is the Behavioral Health Case Manager for the Behavioral Health Department.

Victoria K. Hanes, PsyD, is a licensed psychologist and the Director of Behavioral Health at the West Hawai'i Community Health Center.

Napualani Spock, MA - Pacific Islands Studies, MBA - Public Health Administration, has been working with community health workers since 1999 in the Native Hawaiian Health Care Systems and the Federally-Qualified Community Health Centers, and has the utmost admiration for their commitment and dedication to supporting their fellow community members in accessing health care.

Oreta Mapu-Tupola, MSW, is Senior Director of Clinical Support Services at AlohaCare, CEO of 2pola Fitness, and Director of S.O.S. Strengthening Our Sons.

Health IT: Making Technology Work

Making Technology Work for You, Not Against You

Julie McGovern, CEO, Practice Wise, Ewa Beach, HI

With the technology demands of Electronic Health Records (EHR) put upon doctors and their administrators in today's health care environment, the need for technology and practice advocacy has never been greater.

In the ambulatory medical practice, business technology has struggled to gain adoption. With the advent of Electronic Health Records, doctors and their staff are finding themselves inundated with information technology solutions and find it hard to digest and determine which solutions are a good fit for their practice.

In this session, we will discuss

- The current government mandates for technology solutions.
- How to determine what solutions you need and don't need.

- How to weed out the good from bad vendors and products.
- Why you want to adopt certain technologies and how they will beneficially impact your practice.
- What to expect from your technology vendors.

Practice Wise was started in 2003 by Julie McGovern. With a Health Care Administration degree from UH-West Oahu, years of practical experience in Practice Administration, Revenue Cycle Management and software implementation, Julie realized that there was a lack of clear communication and understanding between information technology vendors and the practices they served. She has been able to bridge that gap successfully for hundreds of doctors and their support teams.

Health IT: Meaningful Use

Meaningful Use Updates

Nadine Owen, Health IT Analyst, Hawai'i Health Information Exchange

The federal government announced big changes to the Electronic Health Record (EHR) Incentive Program in 2015.

Understanding these revisions—which affect the required criteria for both Stage 1 and Stage 2—is imperative for practice administrators and physicians.

Get the latest information on:

- Identify the new criteria for Stage 1 and Stage 2
- Determine the reporting period for 2015
- Recognize the potential bonus payments and penalties
- Preview a summary of proposed Stage 3 criteria

A veteran Health IT Analyst, Nadine Owen helps providers implement Hawai'i Health Information Exchange's (Hawai'i HIE) products and services. She is a main point-of-contact for

physician practices integrating the Hawai'i HIE's Health eNet suite of services used to access critical patient information for quality improvement, efficiency of care, and reduced expenditures. Nadine provides consultation services in Meaningful Use, Patient-Centered Medical Home, PQRS and other quality programs. In 2012, she earned the AHIMA designation of Certified Healthcare Technology Specialist in Implementation Support and Implementation Management (CHTS-IS, CHTS-IM). Nadine earned her B.S. degree in Kinesiology from UCLA.

Health IT: Security

IT Security and Your Practice

Mert Gambito, Compliance and Privacy Officer, Hawai'i Health Information Exchange

This breakout session will address key aspects of information security and privacy laws that are often overlooked by health care providers.

We will start by covering required HIPAA Security safeguards. However, instead of providing a typical broad overview of HIPAA Security, this session will focus on specific aspects of HIPAA Security that, according to federal investigation data, providers often fail to properly implement — if they implement them at all. Understanding which HIPAA Security violations repeatedly are discovered by enforcement officials can help providers avoid regulatory penalties by adopting safeguards that are sound business practices in the electronic age.

We will also cover the 2012 Hawai'i Health Care Privacy Harmonization Act. This law, as its name implies, harmonized most of Hawai'i's health privacy laws with HIPAA — eliminating several conflicts between these laws. The Harmonization Act received praise in media within and beyond Hawai'i after it became law. A featured story in Radar, an online publication by O'Reilly Media focusing on

technology, declared, "In an era characterized by political polarization and legislative stalemate, the tiny state of Hawai'i has just demonstrated extraordinary leadership. The rest of the country should now recognize, applaud, and most of all, learn from Hawai'i's accomplishment... Hawai'i's approach of reducing the additional burden of the complex state law layer just makes sense." Yet many, if not most, providers whom the law was intended to benefit know little, if anything, about the Act.

Mert Gambito is the Compliance and Privacy Officer for the Hawai'i Health Information Exchange (HHIE). He is responsible for the development, implementation and oversight of HHIE's corporate compliance program, safeguarding individuals' identifiable information as required by HIPAA, and other federal and state laws related to information privacy and security. Prior to joining HHIE, Mert was the Kaiser Permanente, Hawai'i Region's Privacy and Security Officer, developing solutions related to HIPAA safeguards used by Kaiser compliance departments nationwide.

Workforce Panel: Exit Planning

Exit Planning For All Ages (Non-CME)

Dr. Scott Himeda, Moderator

How do healthcare providers plan for retirement? — *Marko Mijuskovic*

What is your practice worth? — *Ethan Lee*

Tax implications of divesting your practice — *Charles Au*

Do you want to gracefully exit medical practice? Then this session is for you. Find out the steps to take to plan your exit, how to assess your practice, and the tax implications of divesting your practice. And, if you are looking for a new partner, stop at the volunteer table and let us know.

Scott Himeda, MD, is a primary care provider in internal medicine for the past 35 years.

Marko Mijuskovic, MBA, MSIS, is Vice President at Wealth Strategy Partners, LLC, which provides optimal financial security services to clients with specialized teams and professional partnerships and is Hawaii's first and only Preeminent Certified Business Exit Planner.

Ethan Lee, CPA, is a Certified Public Accountant (CPA) licensed in California, and holds the Accredited in Business Valuation (ABV) and Certified in Financial Forensics (CFF) credentials through the American Institute of CPAs (AICPA), is a member of the American Institute of CPA's Forensic & Valuation Services section, Hawaii Society of CPAs, and the Hawaii Estate Planning Council.

Charles Au, CPA, Managing Member of Erwin Cabrinha & Au, LLP a Certified Public Accounting Firm that has been providing professional services to the business community since 1982 and offers a full spectrum of services.

Speakers claim NO relevant financial relationships with any commercial interests.

Future of HIE and Community-Based Initiatives

Dr. Roy Magnusson, Moderator

Dr. Dale Glenn, Medical Director, Hawai'i Health Partners, sponsored by Hawai'i Pacific Health

Dr. Anna Loengard, Chief Medical Officer, Queens Clinically Integrated Physician Network

Dr. Aleza Matayoshi, Continuing Care, Hawai'i Permanente Medical Group

Katy Akimoto, VP Partner Relations, Hawai'i Medical Service Association (HMSA)

A health information exchange (HIE) is a secure computer network that connects the electronic health information systems of different health care providers together, enabling those providers to share clinical and demographic data of patients they have in common. Because different health information systems have their own standards of technology, they may not be able to communicate with each other directly.

A HIE like Health eNet, the one operated by the Hawai'i Health Information Exchange (Hawai'i HIE), makes it easier for those different systems to send and receive information.

The objective of the breakout session is to gain a better understanding of the role that health information exchange currently plays and should play in accountable care initiatives, such as the Hawai'i Health Partners at Hawai'i Pacific Health, Kaiser Permanente Medical Group at Kaiser Permanente Hawai'i and The Queen's Clinically Integrated Physician Network through The Queen's Medical Center.

Recognizing that patient hand-offs, patient emergency visits, and patient referrals are not bound by what EMR the patient's physician has, how do leading integrated care delivery systems in Hawai'i utilize HIE to achieve their goals?

Roy Magnusson, MD, MS, is currently the Associate Dean for Clinical Affairs at the John A Burns School of Medicine, University of Hawai'i at Mānoa. In addition, he is the Chief Executive Office of the JABSOM faculty practice recently renamed University Health Partners. He has been a member of the Hawai'i HIE Board of Directors for the past 4 years, serving as the Board President for the past 2 years.

Dale Glenn, MD, graduated from the University of Hawai'i in Asian Studies. He completed his MD at John A. Burns School of Medicine and residency in Family Medicine at the Medical College of Pennsylvania in Philadelphia. He joined the Straub Clinic in 2000 as a family physician. Dale is also heavily involved in health care transformation, helping establish a computer network for Straub physicians and the Epic system at Hawai'i Pacific Health (HPH), where he led the development of Population Health Services that improved health outcomes for a test population of 50,000 people. He currently serves as medical director of the Hawai'i Health Partners ACO, and on the HPH board of directors. He enjoys projects that help to achieve the triple aim and work-life balance for clinicians.

Anna Loengard, MD, is Chief Medical Officer of The Queen's Clinically Integrated Physician Network (QCIPN), leading its clinical and quality programs. She is board certified in palliative medicine and geriatrics, and is an Assistant Clinical Professor of Geriatrics at the University of Hawai'i John A. Burns School of Medicine. Previously, she was president of Claris Health Hawai'i, which designs innovative programs for the elderly and those with complex care needs, and Chief Medical Officer for the St. Francis Healthcare System. In New York City, she was a Mount Sinai School of Medicine faculty member and founded "Successful Caring, Inc.," which educates caregivers on navigating the health care system and providing the best medical care for aging loved ones. Her teachings focused on the complexities of caring for the elderly and those with serious illness. Anna has received teaching awards, is named a Best Doctor in Hawai'i for geriatrics and internal medicine each year since 2010, and received the Healthcare Association of Hawai'i Physician of the Year Award in 2013.

Aleza Matayoshi, MD, specializes in Continuing Care. She is board certified in internal medicine, hospice and palliative care. Her focus is on elder care and the special needs all people have as they age. In training, she was drawn into the Kaiser Hawai'i Permanente Medical Group's (HPMG) care based on current research and cutting-edge technology. HPMG also appealed to Aleza, because it allows her to focus on placing patients at the center of care. Developing that physician-patient relationship is at the core of delivering comprehensive care.

Katy Akimoto is currently Vice President of Partner Relations at HMSA where she oversees HMSA's relationships with its key strategic partners and has responsibility for the Pharmacy Management department. From 2010 to 2014, Katy oversaw various functions within the Provider Relations area including contracting, field operations, economics, research and correspondence, credentialing, and provider communications. She was also part of the team that developed HMSA's Patient Centered Medical Home and the beginnings of HMSA's relationships with the Queen's Clinically Integrated Physician Network and Hawai'i Pacific Health's Hawai'i Health Partners. She began her career with HMSA in 1997 within the Legal Services organization, rising to the position of Director of Legal Services and Special Projects where she focused on contracting and HIPAA implementation. She worked on the team that introduced Online Care to Hawai'i and other innovative projects.

Speakers claim NO relevant financial relationships with any commercial interests.

Reaching Rural Communities Through Project ECHO

Annual Meeting – *Hawai'i State Rural Health Association*

Project ECHO Hawai'i – *Dr. Deborah Birkmire-Peters, Anne Chipchase and Dr. Dan Saltman*

Project ECHO is a telementoring and tele-education program delivered over the internet as an ongoing (weekly) educational program to rural areas. Learn how Hawai'i State Rural Health Association is introducing the program in Hawai'i and be a part of the program development.

ECHO Hawai'i

Hawai'i State Rural Health Association is working to create a Project ECHO® replication in Hawai'i. Project ECHO® is a successful and innovative medical education and mentoring program that builds primary care provider skills and improves access to and capacity for specialty care. It began in New Mexico and is now in 54 sites in 10 different countries. For more information, visit echo.unm.edu.

In July, seven Hawai'i individuals traveled to New Mexico to receive ECHO training and are now working with many local partners to develop the program here. Start-up funding has been obtained from: State of Hawai'i Office of Primary Care and Rural Health, the Hawai'i/Pacific Basin Area Health Education Centers and the 'Ohana Health Plan.

What ECHO Hawai'i DOES:

- Leverage technology by using video conferencing.
- Use case-based learning.
- Promote best practices.
- Measure outcomes.
- Decentralize specialty knowledge.
- Provide no-cost CME to participants.

What ECHO Hawai'i DOES NOT DO:

- Provide direct patient care.
- Practice "telemedicine" (which is direct patient care).
- Promote any commercial product.
- Bill for services.

ECHO Hawai'i is working to create an interdisciplinary group of experts committed to mentoring primary care providers in specialty skills. Tele-ECHO clinics are held for 1.5 or 2-hours, once a week. Participation is from wherever you are, via *Zoom*, a HIPAA-compliant web conferencing service. Each weekly clinic offers a brief topic presentation by the experts followed by case presentations, review and discussion.

To participate, providers only have to be willing and able to present cases to the mentor team and participate in group discussion. All participants receive continuing education credits for the sessions attended.

The initial topics planned for introduction in Hawai'i are: Behavioral Health and Endocrinology. The first clinic is planned to start 1/1/2016.

The individuals currently shepherding the program are:

- Deborah Birkmire-Peters, PhD – Program Director, Pacific Basin Telehealth Resource Center, Telehealth Research Institute, John A. Burns School of Medicine, University of Hawai'i
- Anne M. Chipchase, MA, CVM – Community Advocate 'Ohana Health Plan
- Gregg Kishaba – Rural Health Coordinator, Office of Primary Care & Rural Health, Hawai'i State Department of Health
- Robin Pilus – Census Bureau Field Representative, National Health Survey; Community Healthcare Worker
- Daniel Saltman, MD, FACP – Associate Clinical Professor, John A. Burns School of Medicine, University of Hawai'i; Internist, Waikiki Health Center
- Napua Spock, MA, MBA Public Health Administration - Hawai'i State Rural Health Association Coordinator
- Kelley Withy, MD, PhD – Professor, Complementary & Alternative Medicine; Director, Hawai'i/Pacific Basin AHEC, John A. Burns School of Medicine, University of Hawai'i

To participate in ECHO Hawai'i clinics, contact Anne Chipchase at annchipchase@yahoo.com or anne.chipchase@wellcare.com

Deborah Birkmire-Peters, PhD, Co-Program Director of the Pacific Basin Telehealth Resource Center that is funded by the Office for the Advancement of Telehealth to promote the implementation of Telehealth in Hawai'i and the US Affiliated Pacific Islands.

Anne Chipchase, MS, is a communicator. After 30 years in the advertising agency business, Anne turned her talents to the community engagement arena. At 'Ohana Health Plan she is a Community Advocate. She is also on a number of boards including Project Vision Hawai'i, Communities in Schools, The Caregiver Foundation and Hawai'i State Rural Health Association. Anne holds a Masters Degree in Asian Studies with a concentration on China.

Daniel Saltman, MD, FACP, is an Associate Clinical Professor at JABSOM; primary care internist with Waikiki Health and has worked in community health centers for over 20 years. He has been a recipient of Project ECHO training in hepatitis C and has been course director for the Viral Hepatitis Hawai'i - Update conferences for the past 3 years.



ICD-10 Starts with Physicians

Steven Arter, CPC, Managing Member, Healthcare Coding Consultants of Hawai'i, LLC

As physicians are aware, dramatic changes are occurring in health care reimbursement. ICD-10 is here to stay. The use of ICD-10, right or wrong, will define future reimbursement and drive patient care decisions.

Physicians who have not prepared for ICD-10 will be heavily impacted on October 1st. It is not too late to start preparing. For those who don't, corrective actions will be of the highest priority after October 1st, 2015. The steps are simple. There are just lots of them.

This session is designed to empower providers to champion the use of ICD-10 to improve health care delivery and clinical outcomes

The Objectives are that providers understand:

- Changing health care delivery and reimbursement environment
- What ICD-10 is and the role it plays in the new environment

ronment

- How ICD-10 benefits providers of care and patients
- Exactly what is required of providers to ensure a successful transition to ICD-10
- 3 steps to take now to transition your practice to ICD-10

Steve Arter is a successful entrepreneur and developer of Healthcare Education, Consulting and IT enterprises. He is a nationally known speaker, consultant, and educator to physician practices and hospitals since 1989. Steve is currently serving as a Managing Member of Healthcare Coding Consultants of Hawai'i and one of the Managing Members of Complete Medical Solutions, LLC based in Baton Rouge, LA. He has been a certified Professional coder since 1999 and has been actively working with Hawai'i physicians since 1989.

Community Health Record

Community Health Record and QCPIN Referrals Management On-Boarding

Tammy Tripp, Health IT Analyst, Hawai'i Health Information Exchange

Having access to accurate, complete patient information enables providers to make informed decisions that result in improved patient care. Through the Health eNet Community Health Record health care professionals can access a patient's clinical information through a secure, web-based portal. The Health eNet application is available whenever and wherever you need it through the internet.

Health eNet gives providers and their staff access to up-to-date, accurate clinical information from multiple health care organizations through a single online source.

Through the Health eNet web portal, providers can access:

- Admission, Discharge and Transfer Information
- Medication Fill History
- Laboratory Results
- Pathology Reports
- Radiology Reports
- Consult Notes
- Discharge Summaries
- Allergies

Health eNet enables providers to improve the quality of care provided to patients, minimizes disruptions to care during transitions, and ultimately, improves patient

outcomes by reducing time spent tracking down records and duplicating unnecessary tests.

The Hawai'i Health Information Exchange protects clinical information in Health eNet and access is limited to treatment purposes only. The Hawai'i Health Information Exchange, which governs the operations of Health eNet, regularly audits the system to monitor utilization and ensure appropriate access to patient information.

Tammy, a Health Information Technology Analyst, joined Hawai'i Health Information Exchange in April 2015. She helps health care providers implement Hawai'i HIE's products and services. She is one of the main contacts for physician practices as they integrate the Hawai'i HIE Health eNet suite of services as a mechanism to access critical patient information, when and where they need it, in order to improve quality and efficiency of care, while reducing health care expenditures. Prior to joining HHIE, Tammy worked in the hospital setting both on the mainland and O'ahu, providing direct care to the patients. She is originally from Ohio, where she earned her Communication Management Degree from the University of Dayton. In her spare time, she enjoys gardening, reading and trying the local cuisine.

Entry Planning For All Ages; Ideas and Challenges Panel (non-CME)

Vladimir Sasic, Moderator

Starting a practice – *Dr. Samuel Hawk*

Joining a group – *Dr. Scott Himeda*

Low interest business loans and tax benefits of practice – *Keith Masuda*

How to protect and grow your practice – *Michael Hatchell*

Learn from docs who have both started practices and joined groups: what questions to ask and how to start up from scratch. Also, find out about a local bank's programs to provide low-interest loans and advice on the tax benefits for your practice.

Cheat Sheet for Starting a Practice: Steps to Take

Personal Financial Planning

- o How to get organized, structure savings, place protection
- o How to manage debt (i.e. student loans)

Medical Practice Planning

- o Drafting a business plan
- o Legal considerations
 - Legal Documents
 - Partnership agreements (if not a solo practice)
- o Tax considerations
 - Understand personal and business taxes
 - Tax planning through career transitions
 - Efficiency of different business structures
- o Business and professional liability protection
 - Malpractice and general liability insurance
 - Temporary disability insurance, workers compensation
- o Attracting and retaining quality employees
 - Strengthen practices from within
 - Group benefit considerations

Commercial Real Estate Opportunities

- o Medical practice amenity considerations
- o Location for a medical practice
- o Cash flow (pertinent to specialty)

Low-Interest-Rate Business Loans

- o How to determine a suitable loan for your practice
- o Types of business loans
- o Pre-qualification planning

Gearing up for opening day

- o Billing & coding
- o EMR
- o Administrative
- o And more...

Physician Financing Options from Central Pacific Bank

- o Business Express Professional LINE OF CREDIT intended to help physicians:
 - Purchase inventory
 - Fund accounts receivables
 - Overdraft protection when linked to a CPB business checking account
 - Provides flexibility for cash flow needs.
- o Business Express Professional LOAN to purchase equipment or make office improvements
 - Consolidate or refinance debt
 - Competitive fixed rates with terms up to 10 years
 - Up to 100% financing!
- o Practice financing solutions subject to credit approval. The Specialized Markets team of Central Pacific Bank offers a different kind of banking experience: a relationship built on understanding your industry's unique challenges. Practice financing solutions include a simplified loan application, competitive interest rates, and quick loan approval and funding.
- o For specialized service tailored to your needs from a team that's ready to work for you, call 808-544-3602 or email specializedmarkets@central-pacificbank.com



Vladimir Sasic, CFP, ChFC, is a Certified Financial Planner, a Chartered Financial Consultant, and the managing partner of Wealth Strategy Partners, the fastest-growing financial firm in Hawai'i. He is dedicated to leading his clients through the process of business planning.

Samuel Hawk, DO, is founder and owner of Hawk Health LLC (primary care clinic) and CEO/Founder of The Lavender Clinic (non-profit LGBT medical center).

Scott Himeda, MD is a primary care provider in internal medicine in Hawai'i for the past 35 years.

Keith Masuda is a Vice President and Strategic Account Executive of Central Pacific Bank's Specialized Markets Division; focused on helping physicians and dentists with banking and financing needs.

Michael Hatchell is the Assistant Financial Planning Manager for Central Pacific Bank. Michael creates customized financial plans for clients to help them achieve their goals and objectives.

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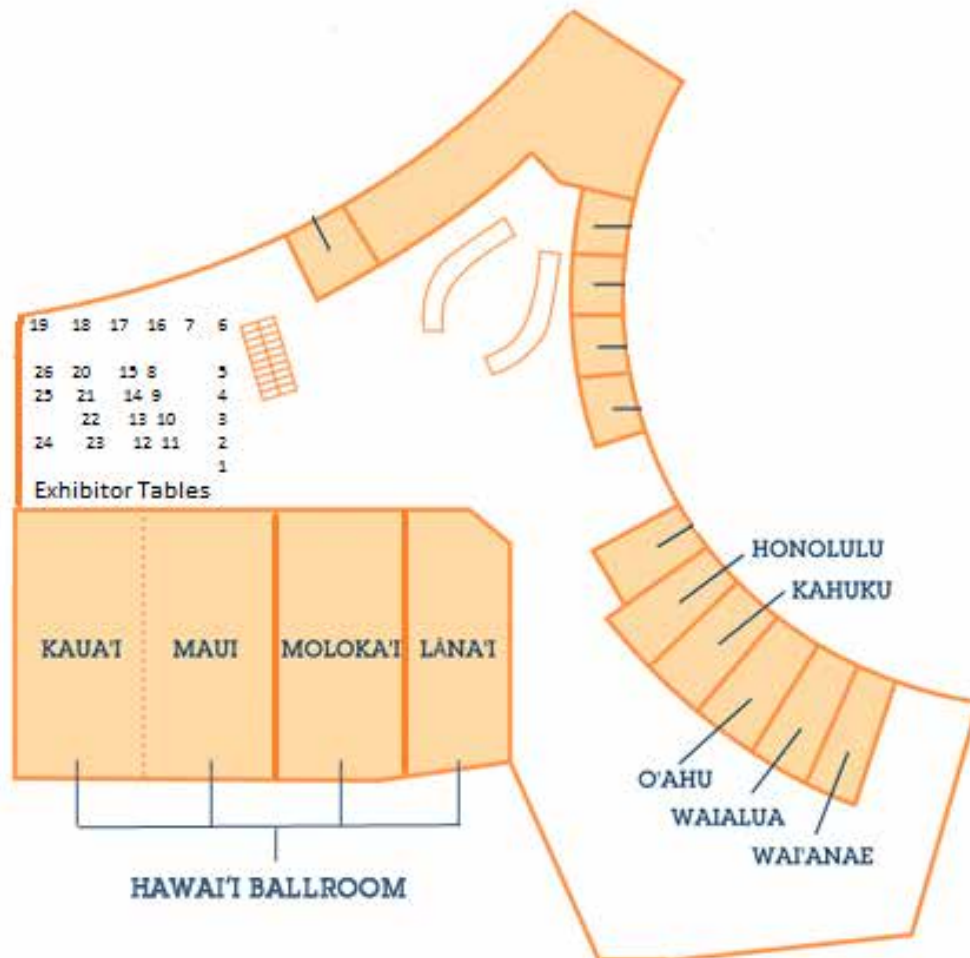
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“I look forward to the day when every individual in the state has access to the kind of coordinated care that I have through my health system. We could get there with the Hawai'i Health Information Exchange, which will allow us to connect all providers in the state with each other and their patients.”

Virginia Pressler, M.D.
 Director of Health
 Hawai'i State Department of Health

Sheraton Hotel Layout



Exhibitors

Table

- 1 The Queen's Medical Center
- 2 Kaiser Permanente
- 3 Hawai'i Pacific Health
- 4 3RNet
- 5 University Health Partners (*prev. UCERA*)
- 6 Pacific University
- 7 Shidler College of Business: UH Manoa
- 8 University of Hawai'i Community Colleges
- 9 Aerotech/Teksystems
- 10 Pacific Basin Telehealth Resource Center
- 11 Pharm2Pharm
- 12 Hawai'i Health Information Exchange
- 13 Medicity

Table

- 14 Practice Wisely
- 15 ZR Systems
- 16 UHA Health Insurance
- 17 Aloha Care
- 18 Humana
- 19 Healthcare Coding Consultants
- 20 Care Quarters
- 21 Wealth Strategy Partners
- 22 Central Pacific Bank
- 23 Clinical Labs of Hawai'i
- 24 Hawai'i Advanced Imaging Inst.
- 25 Novo Nordisk
- 26 Sunovion Pharmaceuticals

AGENDA

2015 Hawai'i Health Workforce and Health IT Summit

The Future is Now

Saturday, September 19, 2015, 8:30 am - 5:00 pm

Sheraton Waikiki Hotel & Resort

| | | | | | |
|---------------------|---|--|--|--|--|
| 8:30 - 8:45 am | BREAKFAST Welcome and Update on Hawai'i's Healthcare Legislation Hawai'i Senator Josh Green, MD | | | | |
| 8:45 - 10:25 am | The Promise and Peril of HIT: May You Live in Interesting Times Jon Griffin, MD, MHA | | | | |
| 10:30 am - 12:00 pm | Reducing Costs and Transforming Care Maui | Hawai'i Health Workforce Statistics and Innovations Molokai | The Successful Job Search (non-CME) Lanai | One-on-one Financial Consultations (non-CME) Oahu | |
| 12:00 pm | BUFFET LUNCH | | | | |
| 12:15 - 1:45 pm | 11 Rules To Transform Health Care in Hawai'i and the U.S. Carl Taylor, JD | | | | |
| 1:50 - 3:25 pm | Integrating Behavioral Health and Primary Care; Rural Hawaii Case Studies <i>Panel</i> Maui | Making Technology Work For You, Not Against You Molokai | Meaningful Use Update Lanai | IT Security and Your Practice Honolulu | Exit Planning For All Ages <i>Panel</i> (non-CME) Oahu |
| AND | | | | | |
| 3:30 - 5:00 pm | Hawai'i HIE IT Future of HIE and Community Based Initiatives <i>Panel</i> Maui | Reaching Rural Communities Through Project ECHO Molokai | ICD-10 It's Here to Stay Lanai | Community Health Record and QCPIN Referrals Management On-Boarding Honolulu | Entry Planning For All Ages; Ideas and Challenges <i>Panel</i> (non-CME) Oahu |

PowerPoint and video presentations of sessions and keynote speakers will be available at www.ahec.hawaii.edu and www.hawaiihie.org