C-Suite Invitational Arizona: Transformational Healthcare
Phoenix, Arizona
Phoenix Convention Center
Wednesday, February 15, 2017

Focus on ACO's, Bundles & Readmissions
DIRECTIONS TO EVENT

PHOENIX READMISSIONS SUMMIT
Wednesday, February 15, 2017

PHOENIX CONVENTION CENTER
100 N. 3rd Street
Phoenix Arizona 85004

FROM PHOENIX SKY HARBOR INTERNATIONAL AIRPORT
Take E. Washington St to 2nd St
Head east on E Sky Harbor Blvd
Slight left on E Sky Harbor Blvd
Turn left on E Sky Harbor Blvd
Keep left at the fork
Follow signs for Downtown/I10W/AZ-51/Phoenix
Merge onto I-10W
Take exit 148 for Jefferson St toward Washington St
Merge onto Interstate 10, Frontage Rd
Use the 2 left lanes to turn left onto E Washington St
Turn right onto 2nd St
Destination will be on the right
NRPC General Session: South Building | Rooms 150-154
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<tr>
<td>8:30 AM</td>
<td>Opening Remarks</td>
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<td>8:35 AM</td>
<td>Dr. Eric Coleman</td>
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<td>9:15 AM</td>
<td>Solution Provider Showcase</td>
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<td>9:30 AM</td>
<td>Dr. Tracy Smith, Abbott Nutrition</td>
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<tr>
<td>10:00 AM</td>
<td>Networking &amp; Vendor Showcase</td>
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<td>10:20 AM</td>
<td>Robyn McGann, Stryker BPCI Best Practice Intro</td>
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<td>10:25 AM</td>
<td>Dr. Josh Luke</td>
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<tr>
<td>11:05 AM</td>
<td>Sandy Smith, 2016 NRPC Innovation Contest Winner Sternal Vest</td>
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<tr>
<td>11:10 AM</td>
<td>C-Suite Panel&lt;br&gt;Moderator: Josh Luke&lt;br&gt;Panelists:&lt;br&gt;Dr. David Hanekom, Arizona Care Network&lt;br&gt;Dr. James Whitfill, Innovation Care Partners&lt;br&gt;Stan Holm, Abrazo West&lt;br&gt;April Bolles, Palliative Care Alliance</td>
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<tr>
<td>Noon</td>
<td>Vendor Showcase and Lunch</td>
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<tr>
<td>1:00 PM</td>
<td>Jack Rein, ResCareNation.com Intro</td>
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<tr>
<td>1:05 PM</td>
<td>Care Management Panel&lt;br&gt;Moderator: Chad Fotheringham, AMADA Senior Care&lt;br&gt;Panelists:&lt;br&gt;Roxanne Dudish, Dignity Health&lt;br&gt;Brenda Carle, Tucson Medical Center&lt;br&gt;Jami Berger, Arizona Care Network&lt;br&gt;Robyn McGann, Stryker&lt;br&gt;Peggy Tyndall, ICP,&lt;br&gt;Rhonda Combs, HealthNet</td>
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<tr>
<td>1:45 PM</td>
<td>Karen Elliott, StrykerJointCOACH Intro</td>
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<td>1:50 PM</td>
<td>Networking &amp; Vendor Showcase</td>
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<tr>
<td>2:00 PM</td>
<td>Erin Smith, PACCR &amp; naviHealth</td>
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<tr>
<td>2:30 PM</td>
<td>Val Gale, Chandler Fire Department</td>
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<td>3:00 PM</td>
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Meeting Patients Where They Are: The Care Transitions Intervention
8:35 am

Dr. Eric Coleman
Founder, Coleman Transitions Intervention
Professor of Medicine and Head of the Division of Health Care Policy and Research
University of Colorado Anschutz Medical Campus

Eric A. Coleman, MD, MPH, is Professor of Medicine and Head of the Division of Health Care Policy and Research at the University of Colorado Anschutz Medical Campus. Dr. Coleman is the Director of the Care Transitions Program, aimed at improving quality and safety during times of care “handoffs”. Dr. Coleman serves as the Executive Director of the Practice Change Leaders--a national program to develop, support and expand the influence of organizational leaders who are committed to achieving transformative improvements in care for older adults. Dr. Coleman was recognized with a 2012 MacArthur Fellowship for his work in bridging innovation and practice through enhancing the role of patients and family caregivers in improving the quality of their care transitions. Please visit www.changeleaders.org.

Solution Provider Showcase
9:15 am

Quality Outcomes and Financial Benefits of Nutrition Intervention
9:30 am

Tracy R Smith, PhD, RD, LD
Abbott Nutrition
Senior Clinical Manager

Tracy R. Smith, PhD, RD, LD, is Manager of Science Programs at the Abbott Nutrition Health Institute in Columbus, Ohio. Dr. Smith obtained two degrees from Ohio University: a Bachelor of Science in dietetics and a Master of Science in nutrition, and went on to obtain a PhD in human nutrition from The Ohio State University. Prior to joining Abbott Nutrition, Dr. Smith was Director and Assistant Professor of dietetics at Zane State College, a lecturer in the nutrition department at The Ohio State University, and adjunct faculty in the school of nursing at Capital University. In addition, her clinical background includes work in intensive and cardiac care as well as diabetes and oncology. She also developed and conducted community wellness and nutrition programs, including adult and child weight management and hospital-based fitness programs. Dr. Smith is a frequent speaker and lecturer for Abbott Nutrition.

Vendor Showcase & Networking
10:00 AM
**Stryker’s Claims Data Drives Best Practice Bundles**

10:20am

**Robyn McGann**  
**Stryker Performance Solutions**  
**BPCI Compliance Officer**

Robyn McGann, BSN, MBA has over 20 years as a nurse executive with recent time spent as the COO of a large orthopedic surgical group. She brings a wealth of knowledge and experience from a variety of healthcare settings including hospital inpatient/outpatient specialty areas, ambulatory surgical centers, large physician multispecialty practices, home health care, and private practice billing and contracting. Robyn also has a background in geriatric population based risk mitigation and maintains this as a career focus. Because of her operational background, she is able to identify specific organizational opportunities for change that drive clients towards success in today’s reform environment. Currently, her primary focus is in bundled payment via the CMS voluntary Bundled Payment for Care Improvement (BPCI) program and the mandatory Comprehensive Joint Replacement (CJR) and Episode Payment Models (EPM).

**Discharge with Dignity: For my Mom & Yours, & Your Bottom-Line**

10:25am

**Dr. Josh Luke, FACHE**  
**The Voice of American Healthcare, International Healthcare Futurist**  
*Adjunct Faculty, University of Southern California Sol Price School of Public Policy*  
*Founder, National Readmission Prevention Collaborative & National Bundled Payment Collaborative*  
*Author: Ex-Acute: A former hospital CEO tells all about what’s wrong with American healthcare*  
*Author: Readmission Prevention: Solutions Across the Provider Continuum*  
*Chief Strategy Officer, Compliagent/Nelson Hardiman Healthcare Law*  
*LinkedIn Healthcare Pulse Writer*

Dr. Josh Luke is a best-selling author, hospital CEO, healthcare futurist, thought-leader and international motivational speaker. He is an experienced hospital CEO, health system Vice President and nursing home administrator. He is regarded as a “futurist” on the Affordable Care Act and how it will shape the continuum of care and has been described as an as an innovator, forward-thinking and a strategist on teaching ACO’s, BPCI’s, acute hospitals and post-acute leaders how to position themselves for revenue growth in a post-ACA model.


He served as the CEO of multiple acute hospitals in California, as CEO of HealthSouth Las Vegas (acute rehab hospital), Administrator in the Skilled Nursing Division of Kindred, and as Vice President of Post Acute Services for Torrance Memorial Health System with direct oversight of home health and hospice services. Dr. Luke founded the National Readmission Prevention Collaborative in October 2013 (nationalreadmissionprevention.com) to showcase Best Practice integration models and the National Bundled Payment Collaborative in 2015.
Sandy Smith
Sternal Vest
Chief Executive Officer

Sandy Smith is co-owner of SmithInc, who markets the Sternal Vest. Sternal Vest was names the 2016 NRPC Innovation Contest winner for “Highest Hospital Readmission Product”. Sternal Vest is one of the best kept secrets in health care and won’t be for much longer, as this compression vest used primarily for post-open heart surgery included a patented fabric that is reducing post-surgical infections. The vest as a whole is not only reducing recovery time in the hospital and improving outcomes, but its allowing patients to return home sooner and to return to their desired lifestyle in a quicker and safer manner. You can request more information on Sternal Vest at www.NationalReadmissionPrevention.com

David Hanekom, MD, FACP, CMPE
Arizona Care Network
Chief Executive Officer

Since April 2016, Dr. David Hanekom has served as the Chief Executive Officer for Arizona Care Network (ACN), a physician-led, physician governed clinically integrated network comprised of like-minded, high-performing physicians who share a passion for improving quality of care and creating a better patient experience. Dr. David Hanekom is the Chief Medical Officer and Vice President of Medical Management of Blue Cross Blue Shield of North Dakota, where he supervised a spectrum of medical management activities, including utilization review, case management, mental health services, chiropractic services, medical policy, pharmacy, wellness, quality assurance, referral management and health informatics. Hanekom then joined BCBSND in 2007 as medical director of the medical management team where he designed and implemented the nationally acclaimed MediQHome Quality Program in North Dakota. He then served as the Chief Medical Officer at Symphony Performance Health Analytics in Georgia where he was responsible for ensuring that the product and service portfolio met the needs of the provider and payer market in support of mandated reporting and value-based payment transformation activities.
Dr. James Whitfill
Innovation Care Partners
*formerly Scottsdale Health Partners*
Chief Medical Officer

Dr. James Whitfill is currently the Chief Medical Officer for Innovation Care Partners, a Clinically Integrated Network in Phoenix Arizona. Dr. Whitfill received his AB from Princeton University, and his MD from the University of Pennsylvania. He then trained in Internal Medicine at the Hospital of the University of Pennsylvania where he also completed a fellowship in Medical Informatics. At Innovation Care Partners, he has been a key part of the team which has delivered cost savings in value based care across multiple payer sources including commercial, Medicare ACO, direct to employer and Medicare Advantage plans. He currently serves as a Clinical Associate Professor in the Departments of Internal Medicine and Biomedical Informatics at the University of Arizona College of Medicine-Phoenix. He is also a frequent lecturer at the Biomedical Informatics Graduate and Undergraduate programs at Arizona State University. He previously held or currently holds advisory board responsibilities at GE Healthcare, Philips Healthcare, IDX, and KLAS. He sits on the Board of the Society of Imaging Informatics in Medicine, and is a faculty member for the Radiology Society of North America and the American College of Radiology. He is a founding member of the HIMSS-SIIM workgroup on Enterprise Imaging. He enjoys running, skiing and camping with his wife and three children.

Stan Holm
Abrazo West
Chief Executive Officer

Stan Holm joined the Abrazo West Campus leadership team in February 2013, serving as Chief Executive Officer. He holds over 23 years of progressive experience within acute healthcare facilities, serving as a strong leader who builds strategic partnerships. Stan’s major strengths include building trust; leading through difficult change; empowering leadership with a deliberate focus on patient, family, physician and associate satisfaction; developing cooperative physician relations; physician practice acquisitions; and development of revenue generating service lines. Under Stan’s leadership, Abrazo West Campus completed a $26 million expansion and added 5 service lines and over 50 surgeons to the medical staff. In addition, they became a designated level 1 trauma center in July 2014. Recently, Abrazo West Campus Emergency Services ranked 1st among Tenet Hospitals nationwide in patient satisfaction and received the Women’s Choice Award and the Southwest Valley Chamber Large Business of the Year Award.

April Bolles
Palliative Care Alliance
Chief Executive Officer

April Bolles is the founder and CEO of Palliative Care Alliance. Her passion to create and manage a community based palliative care program stems from her healthcare experience. She studied social work at NAU and proceeded to work as a hospital case manager. She left the hospital setting to take a role as a hospice leader. Her background and compassion drives her need to help people. For many years, she had a desire to offer a program that cares for people before they need hospice.
**Vendor Showcase & Lunch Break**
Noon

**ResCareNation.com Demo**
1:00 pm

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**Jack Rein, CEO**  
ResCareNation.com  
Chief Executive Officer

Jack Rein is Founder of ResCareNation.com, a website dedicated to providing service and group purchasing benefits to owners of residential homes caring for seniors. Often referred to as 6 bed, 10 bed or 12 bed facilities, ResCareNation serves as the business arm of the National Association of Residential Care Facilities (NARCF). NARCF (online at www.NARCF.org) was founded by Josh Luke and Jack Rein in 2016 to advocate for owners of residential care facilities nationwide.

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**CARE MANAGEMENT PANELISTS**

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**Care Management Panel Moderator**

Chad Fotheringham  
AMADA Senior Care  
& Co-Host Discharge with Dignity Podcast

Chad Fotheringham has ten years as president of amada senior care which is one of the fastest growing company's in the senior care space. Amada now has 87 offices in 30 states. Prior to amada Chad served as national account manager with Pfizer pharmaceuticals and specialized in the Medicare advantage sector where he worked as lead coordinator of Pfizer's contracting and disease management programs with managed Medicare advantage companies.

Chad founded the Discharge with Dignity Podcast with co-host Josh Luke in February 2016. The program will launch in March 2016 and serve as a Podcast dedicated specifically to providing resources and options for case managers, discharge planners and social workers seeking solutions for enhanced senior care after a hospitalization or skilled nursing stay. Chad is also father of seven children and married to Nicole Nelson Fotheringham for 24 years.

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**Roxanne Dudish**  
Dignity Health  
Director of Care Coordination

Roxanne Dudish is Director of Care Coordination for Dignity Health in Arizona. Prior roles include Director of Utilization Management Operations at Banner health and Regional Manager of Medical Services at Univera Healthcare in Buffalo New York.
Brenda Carle, RN, BSN, PCCN
Tucson Medical Center's Hospital to Home Program
Transitional Care Coordinator

Brenda Carle, RN, BSN, PCCN currently serves as Transitional Care Coordinator for Tucson Medical Center's Hospital to Home Program. She graduated from Cedar Crest College in Allentown, Pennsylvania and is Progressive Critical Care Nursing Certified by the American Association of Critical Care Nurses.

She also holds the following distinctions:
- AHA Adjunct Faculty ACLS/BLS Clinical Instructor, 2003-2012
- Certified JIREH Instructor, 2008
- Essentials of Leadership Excellence Facilitator/Principles of Adult Education-General Electric, 2007-present

Jami J. Berger, BSN, RN, MBA
ACN - Arizona Care Network
Executive Director of Embedded Care

Jami Berger has served as the Executive Director of Embedded Care for Arizona Care Network, a physician-led, physician governed clinically integrated network. Jami earned her Bachelors of Science Degree in Nursing from North Dakota State University and went on to pursue her MBA in Administration/Health Care Emphasis from the University of Mary. As Director of Quality Management for Noridian Mutual Insurance Company she was responsible for directing the quality management program within the Medical Management Division of Blue Cross and Blue Shield of North Dakota. Then as Director of Medical Quality she was responsible for the oversight of the quality management program, health informatics department, and medical review and DRG team. Jami presented findings on Local Quality Improvements Programs to the National Surgery Quality Improvement Program and presented Utilizing MCG to Support Determinations by a Medicare Administrative Contractor to the MCG User Conference.

Robyn McGann
Stryker Performance Solutions
BPCI Compliance Officer

Robyn McGann, BSN, MBA has over 20 years as a nurse executive with recent time spent as the COO of a large orthopedic surgical group. She brings a wealth of knowledge and experience from a variety of healthcare settings including hospital inpatient/outpatient specialty areas, ambulatory surgical centers, large physician multispecialty practices, home health care, and private practice billing and contracting. Robyn also has a background in geriatric population based risk mitigation and maintains this as a career focus. Because of her operational background, she is able to identify specific organizational opportunities for change that drive clients towards success in today’s reform environment.
Rhonda Combs
Health Net / Centene
Director of Care Management

Rhonda Combs, is responsible for the Medicare Special Needs Program for AZ, OR and CA. She manages the day to day operations of Commercial/Medicare; Health plan members enrolled in Case Management Implementation of Medicaid Managed Care Program for AZ Medical Management; Medical Management Coordinator for HN Access Medicaid plan for AZ, which includes, Concurrent Review, Prior Authorization, Maternal Child, EPSDT, and Case Management. Total staff over 100 professionals and nonprofessionals expanding across 3 states. Past responsibility for Medical Claims Review Unit (MCRU) comprised of certified coders and licensed nurses. NCQA accreditation for the case management department, CMS audits and AHCCCS organizational review experience with best practice recognition.

Peggy Tyndall
Innovative Care Partners
(formerly Scottsdale Health)
Director, Care Management Program

RN, MBA, with 40 plus years in the healthcare industry and over 25 years experience in various managed care settings. Extensive experience and skills related to assessment and analysis of medical management and case management programs, and development of new or redesigned programs, with successful program implementation using the same or fewer resources. Fourteen years of Consulting experience in a variety of fields including Medical Management, Clinical Resource Management, Utilization Management, Revenue Cycle, Patient Throughput and Documentation Improvement in a variety of settings including Hospitals, Health Plans and Insurance Companies. Experienced Case Management Director, knowledgeable in the use of systems and metrics to drive change and sustain outcomes resulting in improved utilization, added program value, decreased costs and improved efficiency, improved outcomes.

Stryker's JointCOACH Personalized Patient Navigation
1:45 pm

Karen Elliott, BS
Stryker Performance Solutions
Client Executive Associate

Karen Elliott, a Performance Manager Advisor with Stryker Performance Solutions, partners with the client to use both hospital and patient reported outcomes to create and deliver ongoing service line reports. Karen analyzes and reviews metric trends for joint replacement, fracture care and spine surgery to provide the foundation upon which specific service line goals and initiatives are established. Karen holds a BS in both Kinesiology and Biology from the University of Illinois at Urbana-Champaign.
Erin Smith
Post Acute Care Center for Research
Executive Director

Erin Smith, J.D., is the Vice President of Policy and Government Affairs for naviHealth. She is the lead policy expert for Medicare payment policy and the direct point of contact with CMS. Erin previously served as the Director of the Division of Technical Model Support at CMS in the Center for Medicare and Medicaid Innovation, where she led the team that implements the Bundled Payments for Care Improvement initiative. She worked as an analyst focused on payment under Medicare’s Physician Fee Schedule. Prior to CMS, Erin was a regulatory and policy analyst specializing in tobacco control at the World Health Organization in Geneva, Switzerland. More recently, Erin served as a Senior Manager at Avalere Health, where she provided strategic insights into Medicare fee-for-service payments and innovative payment policies, with particular insight into the development and operationalization of alternative payment models, such as Accountable Care Organizations and bundled payments.

Val Gale
Assistant Chief
City of Chandler, Fire, Health & Medical Department

Val Gale is the Health & Public Relations Assistant Chief for the Chandler Fire, Health & Medical Department and has responsibility over the Department’s EMS responses, Public Relations, and the Community Paramedic and Crisis Response programs. He has served as a Fire Fighter, Engineer, Captain, Battalion Chief, and now Assistant Chief. He was Fire Fighter of the Year in 2008, Paramedic of the Year in 2002, and Medal of Valor awardee in 1999. Val holds a bachelor’s degree from Arizona State University and is currently working on a master’s degree at Northern Arizona University. He is also a member of the National Emergency Medical Services Advisory Council.

In this session, Val will discuss some of the collaborative efforts Fire-based EMS has been working on in the Phoenix Region to provide better and more collaborative care to 9-1-1 patients. In particular, the state-wide Medicaid Treat and Refer program, Community Paramedicine, and Chandler Fire's telehealth program with Veteran's Affairs.
Upcoming Events

C-Suite Invitational Utah: Transformational Healthcare
Focus on ACO’s, Bundles & Readmissions
Wednesday, April 5, 2017 8:30 AM to 3:00 PM
Salt Lake Community College @ The Miller Campus
9750 South 300 West, Sandy, UT 84070

USC C-Suite Invitational (L.A): Transformational Healthcare
Focus on ACO’s, Bundles & Readmissions
Thursday, May 4, 2017, 8:30 am - 4:30 pm
The California Endowment, Downtown
1000 N Alameda Street, Los Angeles, CA 90012

Affiliated Websites

National Readmission Prevention Collaborative:
http://www.nationalreadmissionprevention.com/default.aspx
National Bundled Payment Collaborative: http://www.nationalbundledpaymentcollaborative.com/
National Association of Residential Care Facilities: http://www.narcf.org/
ResCare Nation: http://rescarenation.com/
Follow Josh Luke on LinkedIn, Facebook and on Twitter at @JoshLuke4Health

Books by Josh Luke

All attendees receive a complimentary copy of Ex-Acute:
Compliments of Nelson Hardiman

Readmission Prevention: ACHE's Best-Selling Book of 2015