



CLIMB TO NEW HEIGHTS ~ METRICS FOR COMMUNITY HEALTH SOLUTIONS

October 23-24, 2008

Leonesa Ballroom II

Grand Hyatt Hotel, Seattle

THURSDAY, OCTOBER 23

FOCUS: Increase the skills of community health leaders to design, implement, and evaluate programs addressing one or more of the eight critical activities:

1. *Outreach & enroll into eligible health & social service programs*
2. *Provide culturally & linguistically competent medical homes*
3. *Provide affordable prescription drugs*
4. *Assure access to specialty & hospital care*
5. *Manage chronic diseases*
6. *Connect to prevention & wellness services*
7. *Coordinate care continuum*
8. *Develop strategies to provide access/cover low-wage workers*

7:00am CONTINENTAL BREAKFAST ~ *Discovery Room 1st Floor*

8:30 am WELCOME & A CALL TO ACTION ~ *Vondie Woodbury, CJA Chair*

FACILITATOR ~ *Candi Chitty, RN, MBA*

Overview of Purpose/Goals/Objectives for Conference and Process

8:45 am KEYNOTE ~ *Deborah Prothrow-Stith, MD, Harvard School of Public Health*

“The Increased Need for Healthcare for the Uninsured and the Necessity of Community Partnerships and Solutions to Increase Access and Eliminate Disparities”

9:45 am BREAK

10:00 am MORNING WORK SESSION ~ Focusing on 4 of the 8 Critical Activities

These extended intensive sessions include brief integrated presentations and utilize facilitated open space technology to assure interaction among learners and teachers. Each presentation includes information about collecting, analyzing and communicating data.

- ✓ *Outreach & enroll into eligible health & social service programs*
- ✓ *Provide culturally & linguistically competent medical homes*
- ✓ *Provide affordable prescription drugs*
- ✓ *Assure access to specialty & hospital care*

12:30 pm LUNCH ~ Leonesa Ballroom I

COMMITTED TO EXCELLENCE ~ Rev. Joseph Washington, Board Member, CJA

LIVING HISTORY PROGRAM ~ Shandra L. Terry

“Rosa Parks ~ Celebrating Over 50 Years of the Montgomery Bus Boycott”

2:00 AFTERNOON WORK SESSION ~ Focusing on 4 of the 8 Critical Activities

These extended intensive sessions include four brief integrated presentations and utilize facilitated open space technology to assure interaction among learners and teachers. Each presentation includes information about collecting, analyzing and communicating data.

- ✓ *Manage chronic diseases*
- ✓ *Connect to prevention & wellness services*
- ✓ *Coordinate care continuum*
- ✓ *Develop strategies to provide access/cover low-wage workers*

4:30 pm RECONVENE FOR BRIEF SUMMARY OF THE DAY

Candi Chitty will bring the day to a close with summary and instructions for the next day.

6:00 pm EVENING NETWORK RECEPTION & POSTER PRESENTATIONS

Sherman & Stevens Reception Rooms ~ 7th Floor

FRIDAY, OCTOBER 24

FOCUS: **Increasing community health leaders' capacity to measure and leverage interventions and investments.**

Day two is devoted to underscoring the necessity of measuring the efficiency of work flow processes, operational and clinical effectiveness, improved health, increased quality of care and service, and satisfaction of community health collaborative efforts. Criteria will be developed to select key performance indicators that are powerful in credibility and relevance. Participants will reach consensus on indicators for each of the eight critical activities, engage in exercises to develop data collection, data analysis and communication methods and identify resources needed. At the end of the day a set of metrics will emerge that attendees can collectively perform, share and use results individually or jointly, that empower community health collaboratives in leveraging ongoing public and private support.

7:30 am **CONTINENTAL BREAKFAST & POSTER PRESENTATIONS ~ *Discovery Room***

8:15 am **WELCOME ~ Patrick Hughes & Cathy Maxwell**
CJA Board Members and 2008 Conference Co-Chairs
Overview of the Day

8:30 am **KEYNOTE ~ Richard Bogue, *Center for Health Futures and CHiC Strategic Community Health Benefit Initiatives***

“Real Accountability & Measured Performance: Improving Community Health”

9:15 am **Robin Storey, Chris Palombo & Josh Brinkley ~ *Ascension Health***

“The Rest of the Story. . . . “
Ascension Health's National Access Outcome Measures Initiative (NAOMI) collects important community health outcome measures data to help gauge the success of partnerships and to leverage ongoing public and private support for collaborative work.

9:45 am **BREAK**

10:00 am **Karen Minyard, Executive Director, *Georgia Health Policy Center***

“Using the Power of Entrepreneurial Leadership in Community Health Solutions”

10:30 am **Criteria to Select Metrics with Power**

Candi Chitty leads an exercise with all attendees to establish criteria to select key performance indicators that can be used to measure outcomes of community health collaborative efforts.

- 11:00 am** **Measuring Process & Outcomes**
- Work groups are formed and correspond with each of the eight critical activities. Attendees review the key performance indicators used to measure processes and outcomes that were featured during earlier presentations. These indicators are evaluated against the established criteria. Each work group prioritizes one to two indicators that can be used as outcome metrics for their critical activity.*
- 12:00 pm** **LUNCH ~ Ruth's Chris Wine Cellar**
- Networking membership meeting*
- 1:00 pm** **Sharing, Evaluating, and Adopting Indicators**
- Candi Chitty leads attendees in a large group exercise to adopt common and meaningful key performance indicators for each of the 8 critical activities.*
- 2:00 pm** **Using Data to Secure Resources**
- A panel of community health experts who have experience in process and outcome performance measurement pertaining to the 8 critical activities share challenges and successes in leveraging investments for community health.*
- 3:00 pm** **WORKING BREAK**
- 3:00 pm** **Standardizing Metrics**
- Each work group reconvenes and applies the information and lessons learned from the panel to revise their recommendations. Furthermore, each work group identifies tips on how to collect, analyze, and communicate the data. Each work group also identifies the types of technical assistance that would support their work.*
- 4:00 pm** **Adopting Common Metrics**
- Each work group reports out to the large group its recommendations regarding 1-2 performance indicators that are relevant to their critical activity, as well as how to collect the necessary data.*
- 4:45 pm** **CONFERENCE CLOSURE AND WRAP UP**
- Agreements are made and next steps determined regarding next face-to-face conference and technical assistance needs in order to further develop community health leaders' ability to measure interventions, health outcomes, and financial returns derived from their work.*
- 5:30 pm** **CONFERENCE ENDS**