



September 23 + 24, 2021
 Doubletree by Hilton
 Manchester, New Hampshire

2021 Conference Agenda

Day 1: September 23rd

9:00AM-Noon PRE CONFERENCE WORKSHOP #1

TeleBehavioral Health 201: Exploring the Landscape of Telehealth Based Mental and Behavioral Health via Regional Use Cases

Presenters:

- Terry Rabinowitz, MD, DDS - Medical Director, UVMHC Telemental Health
- CAPT Chris Bersani, USPHS - Deputy Regional Administrator HRSA Intergovernmental and External Affairs
- Christina Quinlan, NETRC Strategist
- Danielle Louder, NETRC Program Director
- Kristin David, Psy. D, Independent Physician

9:00AM-Noon PRE CONFERENCE WORKSHOP #2

Implementing Systemic Multi-Modal Telehealth Services

Presenters:

- Michelle Beane - Program Manager, MaineHealth
- Stephanie Gagne, MPH - Program Manager, MaineHealth
- Adam Ouellette - Program Manager, MaineHealth
- Tracy Jalbuena, MA, MD - Clinical Lead for Quality at PenBay Medical Center + Clinical Lead for Telehealth, MaineHealth
- Jasmine Bishop, MBA - Telehealth Director, MaineHealth
- Lee Staples - Information Technology Professional, MaineHealth

9:00AM-1:00PM INDUSTRY PARTNER TECHNOLOGY SHOWCASE

Sponsors Participating include: AMD Global Telemedicine, Bluestream Health, Blue Cirrus Consulting, Amwell, Iris Telehealth, Allm Healthcare, Tryten, Eagle Telemedicine, Caregility, CDW Healthcare, VeeMed, and Zoom.

Join our Industry Partners for a Showcase of telehealth possibilities! All Sponsors participating will be sharing 20-25 minute talks or demos to highlight the work they do and the avenues in which health systems and sites could interact with their companies.

12:00PM-1:00PM FULL CONFERENCE REGISTRATION AND NETWORKING

1:00PM-1:30PM WELCOME AND OPENING REMARKS

Presenters:

- Terry Rabinowitz, MD, DDS - University of Vermont Medical Center & NETRC Principal Investigator
- Danielle Louder - Director, NETRC & Co-Director Medical Care Development Public Health Division

1:30PM-2:30PM KEYNOTE

Innovation and Integration of Telehealth into Population Health

Presenter: Michael J. Hasselberg, Ph.D., RN, PMHNP-BC, University of Rochester

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2:45PM-3:45PM BREAKOUT SESSIONS

A. When the gods of weather, traffic, and parking are against you... [Claire Murphy MSN, NP-C - VAMC Boston Healthcare & Nan M. Solomons, PhD. - University of New England Center for Excellence in Digital Health]

B. Creative Collaboration & Partnership During a Public Health Crisis: Using Technology to Treat in Place and Improve Patient Outcomes [Mel Lovering - Manager Virtual Health - Androscoggin Home & health; Deborah Burchfield, DNP-FNP-C, APRN - Franklin Memorial Hospital; Stephen Smith, NRP, ME I/C, AS - Operations Manager, NorthStar EMS; Mike Senecal, EMT-P - Director NorthStar Ambulance Services & Franklin Community Health Network's Emergency Preparedness Program; Ben Smith - Director of Operational Consulting Woodlands Senior Living]

C. Foundations for Successful Telehealth Visits: Preparing Patients to Help Providers Meet Coding and Billing Requirements [Delitha Watts, LSSBB Practice Transformation Facilitator at the Institute for Health Policy and Practice at the University of New Hampshire & Sally Minkow, BSN - Practice Transformation Facilitator at the Institute for Health Policy and Practice at the University of New Hampshire]

D. Expanding telehealth access by providing technology: comparing two approaches [Catherine E. Fulton, CPHQ - Executive Director Vermont Program For Quality Health Care, Inc. & Matthew Mackwood, MD, MPH - Physician, Department of Connected Care, Dartmouth Hitchcock Medical Center]

E. Developing, Implementing and Sustaining a School-Based Tele Behavioral Health Program [Maureen Donovan, M.Ed - Program Manager, TeleBehavioral Health Counseling Program, Heywood Hospital & Christina Cutting - Assistant Program Manager, Youth TeleBehavioral Health Program Heywood Hospital]

4:00PM-5:00PM BREAKOUT SESSIONS

A. Data-driven approaches to telehealth operations planning in Primary Health Care Facilities [Héctor García, MPH - Director, Puerto Rico Primary Care Association Network & María Fernanda Levis, MPH, MPA, PCMH CCE, CFRE- CEO & Founder, Impactivo Inc]

B. Lessons Learned: Launching and Advancing a State-Wide Quality Improvement Telehealth Program [Susanne Campbell, RN, MS, PCMH CCE, - Senior Program Director Care Transformation Collaborative of Rhode Island; Sue Dettling, BS, PCMH CCE - Practice Facilitator & Telehealth Project Manager Care Transformation Collaborative of Rhode Island; Jenny Azzarra, MM- Senior Director, Performance Improvement & Organization Development, at Community Care Cooperative & Kati Moran, MPH - Telehealth Program Manager at Community Care Cooperative]

C. Leveraging User Design to Address System Needs [Sarah Kessler, Senior Telehealth Program Strategist, University of Vermont Health Network & Henry Knoop, MHA - Chief Advanced Practice Officer & Associate Chief Medical Office, Bassett Healthcare Network]

D. Using Patient Satisfaction Data to Optimize Outpatient Telehealth Roll-Out: A Primary Care Experience [Matthew Weismann, MD - Site Chair of the Department of Medicine Mount Sinai Beth Israel Hospital & Associate Professor in Internal Medicine and Pediatrics at the Icahn School of Medicine at Mount Sinai; Alfred Burger, MD - Senior Associate Program Director Mount Sinai at Beth Israel & Christina Cruz, MD - Associate Program Director for Ambulatory Care & Assistant Professor of Medicine at Icahn School of Medicine at Mount Sinai at Beth Israel]

E. National and Regional Telehealth Policy Perspectives: Key Trends and Considerations [Mei Kwong, JD - Executive Director, Center for Connected Health Policy]

5:00PM-6:30PM NETWORKING RECEPTION & EXHIBIT HALL GRAND OPENING

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Day 2: September 24th

7:30AM-8:15AM BREAKFAST & NETWORKING

8:15AM-9:00AM WELCOME, OPENING REMARKS & REGIONAL AND NATIONAL UPDATES FROM FEDERAL PARTNERS

Presenters:

- Danielle Louder - Director, NETRC & Co-Director Medical Care Development Public Health Division
- CAPT Chris Bersani, Psy.D., ABPP - Deputy Regional Administrator & Senior Public Health Analyst, HRSA Intergovernmental and External Affairs

9:00AM-10:00AM MORNING KEYNOTE

Best Practices in Building a Sustainable Telehealth Care Delivery Environment

Presenter: Veena Channamsetty, MD, FAAP - Family Physician & CMO Community Health Center, Inc.

10:00AM-11:00AM PLENARY PERSPECTIVES - 2 SESSIONS

1) Telehealth 2021 Update: How COVID-19 Has Changed Telemedicine

Presenter: TJ Ferrante, JD - Partner, Foley & Lardner

2) Lessons Learned from 2020 Provide a Springboard for Increased Telehealth Adoption

Presenter: Joseph C. Kvedar, MD - Chair of the Board ATA; Professor, Harvard Medical School; Senior Advisor, Virtual Care, Mass General Brigham; Editor, npj Digital Medicine

11:00AM-11:30AM EXHIBIT HALL & NETWORKING BREAK

11:30AM-12:30PM BREAKOUT SESSIONS

A. Telehealth Technology Showcase & Technology Trends [Doris T. Barta, MHA - Director & Jordan Berg - Technology Assessment Specialist, National Telehealth Technology Assessment Center & Andrew Solomon, MPH - NETRC Senior Program Manager]

B. Two Sessions: 1) Saving Lives in Rural Maine [Laura Mrazik, MPH, CHES - Telehealth Coordinator, MaineGeneral & Michelle Hager - Managing Partner, Blue Cirrus Consulting] **& 2) Smart Messaging for Patient Self-Care** [Sue Woods, MD - CEO and Founder, Gester Health LLC]

C. New England Regional Disaster Preparedness & Response System [Tehnaz Boyle, MD, PhD - Assistant Professor of Pediatrics at the Boston University School of Medicine & Gerard Dubois, MHA - Northern Light Health Telehealth Program Manager & NETRC Strategist]

D. Telehealth Home Visit Program [Lauria Levasseur, MSN, MHA - Independent Consultant & Sirene Garcia, MSA - Chief Innovation Officer, Finger Lakes Community Health]

E. Bridging Academic-Practice Gaps in Telehealth: Successful Strategies [Keri Miloro MS, CAGS, CCC-SLP, BCS-S - Clinical Assistant Professor UNH; Deborah Fearheller PhD, FACS, USAW-L1 -Clinical Associate Professor of Exercise Science in the Department of Kinesiology UNH; Nicole Rouhana, PhD, FACNM, FNP-BC - Co-Project Director for the Decker College of Nursing, SUNY Binghamton & Ann E. Fronczek, PhD, RN - Telehealth Nurse Educator Consultant and Co-Project Director, Decker College of Nursing, SUNY Binghamton]

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12:30PM-1:50PM LUNCH, EXHIBIT HALL & NETWORKING BREAK

1:50PM-2:50PM BREAKOUT SESSIONS

A. Building a Legally Compliant Telehealth Program [Jeremy Sherer, JD - Digital Health Practice Co-Chair, Hooper, Luncy & Bookman LLP]

B. Telehealth Technology Showcase [Doris T. Barta, MHA - Director & Jordan Berg - Technology Assessment Specialist, National Telehealth Technology Assessment Center & Andrew Solomon, MPH - NETRC Senior Program Manager]

C. Strategies to Maximize the Hybrid Model of Care with Value Based Propositions [James Powell, MD - Chief Advanced Practice Officer, Long Island Select Healthcare]

D. "TeleNeonatology; Not just for Nurseries" "TeleED-ICU; Bridge the Acute Care Gap" "Tele-Critical Care; More than Intensivists" [Craig Hertz, DO, MS, FCCP, FAEM, FACEP, HEC-C- Medical Director, Tele-ICU- Northwell Health; Sara Fernandez, BSN- Critical Care, Northwell Health; Michelle Tyler, MD- Neonatologist, Children's Hospital at Dartmouth; Katelyn Darling - Sr. Practice Manager in the Department of Connected Care at Dartmouth Hitchcock Medical Center & Kylee Halloran, MD - Cardiac Intensivist at Dartmouth Hitchcock Medical Center]

E. Telemental health surge during COVID-19: Sustaining telemental health post-pandemic [Bernadette C. Marson, PhD, ACSW, LCSW-R - Adjunct Professor, Adelphi University]

3:00PM-4:00PM AFTERNOON/CLOSING KEYNOTE

Never waste a crisis: Reinventing healthcare to improve equity and outcomes after Covid-19

Presenter: Shantanu Nundy, MD - CMO, Accolade & Author: *Care after COVID*

4:00PM-4:15PM CLOSING REMARKS & ADJOURN



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