



IAFCC 11th Annual Conference Schedule

Envisioning Our Future

Session A | 10:15-11:00 am

Session A1: Health Benefits for Immigrant Adults: What Does It Mean for Free and Charitable Clinics?

Presenters: Steph Willding, MPA, Chief Executive Officer, Community Health Mike Romagnoli, M.A., Executive Director, Community Health Care Clinic Kara Murphy, M.S., President, DuPage Health Coalition

Description:

Over the past three years, the state of Illinois has been progressively expanding access to a health insurance plan that mirrors Medicaid to undocumented immigrants. In July 2022, Health Benefits for Immigrant Adults (HBIA) was expanded to serve Illinois residents as young as 42 years old. This expansion of coverage is an enormous step in the right direction toward recognizing immigrant rights in Illinois, and it is having a significant impact on the patient population traditionally served by free and charitable clinics.

In this panel discussion, you will hear from 3 free and charitable clinics about the ways in which their policies, procedures – and maybe even philosophies – are evolving in response to this expansion. They will also share the patient experiences they have witnessed in program implementation and the remaining community needs that their FCCs are still working to address

Session A2: Building Capacity among Free and Charitable Clinics to Address Behavioral Health Needs: Findings and Lessons from a National Program

Presenters: Karen Lee, M.S., Executive Director, ECHO Chicago

Description:

An estimated 20% of adults in Illinois are affected by a mental health condition, with prevalence upwards of 50% for those living with a chronic illness. Nearly half of all adults with a mental health condition go without treatment. Access to behavioral health care is a significant issue for individuals with no insurance. As a result, people living in poverty

experience mental illnesses that are more severe, last longer, and tend to have worse outcomes. Free and charitable clinics (FCCs) often serve as a gateway to behavioral health care for those who are uninsured or underinsured. FCCs need additional support and resources to more systematically coordinate the primary and behavioral health care needs of their patients.

Session A3: Update on medication resources for patients of Free and Charitable Clinics - IDROP

Presenters: Levi Moore, Foxglove Alliance Coordinator, Hektoen Institute
Garth Reynolds, BSPHarm, RPh, MBA, Executive Director, Illinois Pharmacy Association
George Wang, Founder, SIRUM
Suzanne Hoban, MPH, Executive Director, Family Health Partnership Clinic
Elizabeth Linquist, Oncology Pharmacist at UWHealth Northern Illinois Regional Cancer Center

Description:

The Illinois Drug Reuse Opportunity Program (I-DROP) Coalition will present and conduct a presentation/discussion on the current state of the program's roll-out and how it can assist individual IAFCC member clinics in serving their patients by providing access to a variety of unused, unopened prescription medications. The I-DROP Coalition, which included the IAFCC, was the driving force in getting the I-DROP Act passed which became effective on January 1, 2022 and is also leading the efforts in making the program operable. The panel presentation and discussion will feature coalition members who are actively engaged in the roll-out effort who will provide up-to-date answers to your questions and concerns culled from a combination of pre-solicited input and lessons-learned from a current pilot program with IAFCC members. It will also highlight new and expected major developments in the roll-out. Ideally, there will be time for live questions and answers with the entire presentation being recorded for on-demand viewing by IAFCC members.

Session B | 11:15am-12:00 pm

Session B1: Compassion in Action: Strategies for Managing Burnout and Compassion Fatigue

Presenters: Laura Bollan, Director of Healthy Communities, Sarah Bush Lincoln

Description:

The goal of this session is to provide strategies for managing burnout and compassion fatigue for you and the employees you are responsible for at your workplace. We will identify burnout, learn how to help employees, as well as prevention, and self care. We will look at creating a mental health friendly workplace, explore employee resources, and discover how to lower stress for you and your patients. We will take a look at greatness in action with some current best practices in other hospitals and clinics.

Session B2: Sleep Is a Human Right: Lessons in Health Equity Gleaned While Establishing a Free Sleep Clinic

Presenters: Justin Fiala, MD, Assistant Professor of Pulmonary Critical Care, and Sleep Medicine, Northwestern Medicine

Description:

Historically disadvantaged populations, including Black, Indigenous, and Peoples of Color (BIPOC) and those of low socioeconomic status (SES) suffer disproportionately higher rates of poor sleep compared to white and higher SES individuals. Additionally, multiple studies have found evidence of numerous barriers to treatment of obstructive sleep apnea (OSA) among BIPOC patient populations, with higher rates of CPAP non-adherence and therapy discontinuation in these populations. From diagnostic testing to procurement of a CPAP device and supplies, without insurance coverage and reimbursement through a third-party durable medical equipment company, low-SES patients are all too often left without treatment options for their sleep ailments. Providers end up in a similarly frustrating situation, desperately wanting to treat their patients' sleep disorders but are hamstrung and thwarted by the numerous complexities and barriers intrinsic to the current system.

With this set of frustrated stakeholders in mind, we developed the CHI-PAP (CommunityHealth Initiative for Patient-centered Apnea Protocol) project hoping to help providers/organizations identify and map out the processes necessary for providing long-term sleep disordered breathing (SDB) care to uninsured patients. Each phase of care (i.e., referral/triage, diagnostic testing, PAP initiation, and longitudinal follow-up) is divided into its component processes, each of which links to associated process, balancing, and outcome measures for iterative program assessment and improvement. Utilizing second-hand home sleep testing devices, donated (previously-used) CPAP devices, and donated, unused CPAP supplies, we have created a care process model that extends access to sleep care to this at-risk patient population. Pertinently, we have also incorporated 3D printing as a means of extending the life of technology used in our clinic, and we intend to expand this to include printing low-cost CPAP supplies in the future, with pre-clinical testing ongoing at this time.

Session B3: The Power of Data: Improving Your Clinic's Data Collection

Presenters: Melissa Bak, Lead Consultant, Second Opinions

Raj Dalal, Lead Consultant, Second Opinions

Alan Soetikno, Consultant, Second Opinions

Alex Richards, Consultant, Second Opinions

Natalia Wojnowski, Consultant, Second Opinions

Description:

Description: Free and Charitable clinics provide invaluable health care to a significant portion of the US population. However, our ability to demonstrate their impact remains poor. Since 2020, Second Opinions has partnered with IAFCC and WAFCC to create formulas to best capture the tremendous value that free clinics generate for their patients and communities. This session aims to establish and share best practices for data collection to serve as a tool for clinics to use and improve upon for next year's clinic dashboards. The session will begin with a survey for clinics to fill out, measuring their confidence in data collection, current methods used for data collection, and an assessment of their knowledge regarding data collection practices. We will then facilitate a collaborative discussion on best practices for data collection where clinics can share their experiences with this past year's dashboards and then learn about ways to improve upon their own data collection from evidence-based guidelines. The session will end with a post-survey to evaluate the efficacy of the presentation. A second post-survey will be sent a year after the workshop after the data for the next year has been collected for continued evaluation.

Session C | 1:30-2:15pm

Session C1: The Future of Optimizing Oral Health, and Increasing Access to Dental Care, for Low-Income Illinois residents

Presenters: Julie Frantsve-Hawley, PhD, CAE, Executive Director, TAG Oral Care Center for Excellence

Description:

Oral health is essential to overall health. Poor oral health has direct impact on nutrition, emotional-wellbeing, and oral-health related quality of life. Poor oral health is also associated with systemic conditions, such as diabetes, cardiovascular disease, lung health, and adverse pregnancy outcomes. Yet despite this, many Illinois residents lack access to oral health care.

The Aspen Group (TAG) has a long, proud history of breaking down barriers to accessing quality, affordable dental care – in local communities and around the world. In July 2022, the TAG Oral Care Center for Excellence (TAG OCC) opened its doors to provide a full range of comprehensive, state-of-the-art, dental care—including restorative dentistry, such as crowns, bridges, partial and complete dentures, and dental implants—for underserved Illinois residents at no cost to qualifying individuals. Come to this session to learn about the TAG OCC, the impact that the Center will have on providing access to oral health care, and how qualifying patients can be referred for free dental care.

Session C2: Hand On but Fingers Off: Positioning the Board as a Partner for Growth and Governance

Presenters: Paul W. Hamann, President & Chief Executive Officer, The Night Ministry

Description:

While we work daily to keep our clinics open and serving the uninsured, we must also look forward and strengthen them to be able to take advantage of strategic growth

opportunities. The CEO cannot do this alone. The board/CEO partnership is critical to mission fulfillment – both today and tomorrow. This presentation will call upon the presenter’s more than 30 years of working with boards of directors to examine the role of boards in charitable organizations, how to develop them, how to grow them, how to foster engagement, and the best practices associated with highly effective boards.

Session C3: Don't let Perfect be the Enemy of Good: An update on the Roadmap to Health Equity

Presenters: Julie Darnell, PhD, MHSA, MA, Associate Professor, Loyola University

Description:

Describe the history and future directions of a national quality improvement initiative, Roadmap to Health Equity, tailored for free and charitable clinics; Discuss the quality of care on a range of clinical outcomes in free and charitable clinics based on early results, which are stratified by race, ethnicity and language; Discuss lessons learned during pilot testing of a national quality improvement initiative that inform questions of feasibility and sustainability of collecting and reporting on clinical quality outcomes in a low-resourced primary care safety net setting

Session D | 2:30-3:15pm

Session D1: Disrupting the Burden Cycle of the Healthcare Worker

Presenters: Emily Ronning, Director of Partnerships, Sosento
Amberly Solorzano, Project Coordinator, Sosento

Description:

The goal of this session is to introduce the work of Sostento, a nonprofit organization that designs and deploys tools and services that allow frontline healthcare workers to save more lives. We will demonstrate how we disrupt the burden cycle of healthcare workers who care for patients in underserved communities with the greatest health care needs. We will take a look at our “listen first” approach and design process we use to create tools and services for communities’ most pressing public health needs. In our presentation, we will show the process that Sostento follows to collaborate with clinics to disrupt the burden cycle of their providers with uplifting solutions. We will also be leading an activity with the audience to provide them with strategies from Sostento’s collaboration process that they can use to

solve problems in their own communities. To close the presentation, we will share Sostento's continued innovation and plans for the future.

Session D2: SDOH, but make it practical: Resources for Creating Safe & Inclusive Clinic Spaces

Presenters: AC Noël Rakotoniaina, CPH, Trans Health Coordinator, Chicago Women's Health Center

Scout Bratt, MEd, Outreach & Education Director, Chicago Women's Health Center

Description:

Knowing that IAFCC member clinics serve a variety of populations, including those who are marginalized due to one or more aspects of their identity or perceived gender, race, and/or sexuality, this workshop will focus on how to create affirming and inclusive clinic environments in order to support all clients' needs. As shown by the minority stress and social safety models, experiencing harm and being deprived of safety because of one's marginalized identity can have serious negative health impacts. Creating environments where clients/patients feel invited and safe is crucial for building trust-focused clinic spaces and clinical relationships. Participants in this workshop will review relevant data and work through case examples to problem-solve ways of employing inclusive practices which can then be implemented in their day-to-day clinic operations, physical clinic environment, communication between clients and providers, and clinic administration.

Session D3: Engaging Legislators in Our Sector in 2023

Speakers: Kristin Rubbelke, Vice President of Government Relations, Capitol Edge Consulting LLC

Debbie Broadfield, Senior Vice President, Capitol Edge Consulting LLC

Description:

The 2022 legislative year marked great success for overcoming learning curves and collaboration with Illinois Association for Free and Charitable Clinics. This session will give the listener an understanding of the importance of teamwork in grassroots lobbying using

IAFCC's successful legislative year as an example. It will also outline the importance of maintaining the collaborative effort to continue building on prior successes.