



## 2019 Safety-Net Symposium Breakout and Plenary Session Summaries

### Keynote Session: This Bipolar Life

**Gabe Howard**

Host

Psych Central Show

In 2003, Gabe Howard was formally diagnosed with bipolar and anxiety disorders after being committed to a psychiatric hospital. In this presentation, you will hear about Gabe's life before, during, and after the diagnosis of bipolar disorder. You will learn how bipolar disorder has impacted him and his family, and what he wished the rest of society understood about living with mental illness.

### Plenary Session: 10 Rules to Fundraise By

**Susan Black, CFRE**

Consultant

Allene Fundraising

Gleaned from the Fundamentals of Fundraising Course taught by the Central Ohio Chapter of the Association of Fundraising Professionals, this fun keynote address will help nonprofit fundraising professionals of any level strip away the complexity of their roles as fundraisers and remind them of the few simple rules they really need to know to be successful at fundraising, while highlighting emerging trends affecting the field.

# Breakout Session #1

## Then and Now: Childhood Trauma and its Effect on Physical Health

### **Kristy Blazer deVries, LISW-S, MSW**

Assistant Executive Director

Specialized Alternatives for Families and Youth (SAFY) of Ohio

Though medical and behavioral health professionals have recognized the link between difficult childhoods and mental health issues for decades, it was not until the Adverse Childhood Experiences (ACEs) study that we understood the effect of difficult childhoods on physical health later in life. This session will focus on how adverse childhood experiences affect brain development resulting in mental and physical health challenges and how your organization can make simple changes to impact the lives of your patients.

## Volunteer Provider Recruitment for Free and Charitable Care

### **Mark Cruise**

President

Governance4Good

Volunteerism is one of the defining characteristics of the free/charitable care sector. We know how to recruit and retain volunteer providers! Through the years we've mastered this ability, and it is one of the reasons why our sector has flourished. Some organizations do recruitment and retention better than others. Led by Mark Cruise, a 24-year veteran of the free/charitable care sector, this session will examine best practices and tried-and-true techniques for recruiting new volunteer providers and keeping them engaged once they have begun. We will primarily focus on recruitment and retention of medical and dental providers in this session. Whether your clinic is brand new or 30 years old, there will be plenty of useful takeaways for you.

## Implementing QI Strategies in a Student-Run Free Clinic Utilizing Lean Six Sigma

### **Maria LaMontagne, Haley Coleman, and Lacey Madison, MEd**

SOAR Student Run Free Clinic

NEOMED

Implementing Quality Improvement (QI) programming in a Student-Run Free Clinic Utilizing Lean Six Sigma provides free clinic volunteers and administrators a step by step guide to implement quality improvement programming in their clinic. We discuss the lean six sigma model and how this can benefit a healthcare environment. Attendees can learn from the implementation of a QI program at SOAR Student Run Free Clinic, an example of one of our QI projects, and from our successes and limitations. There will be time for attendees to brainstorm with each other to identify how this can be recreated at their own clinics and areas where they can apply this approach.

## Critical Thinking Strategies for Working with Underserved Populations

**Dr. Ingrid Adams, PhD, RD, LD, LDE**

Associate Professor

The Ohio State University

In this session, participants will discover the different faces of underserved populations. Working with underserved populations could be both empowering and energizing but it could also be exhausting. You will learn how to deal with the challenges of working with underserved clients, the value of forming strategic partnerships and engaging community members, and obtaining the self-care needed to function in this fast-paced environment. You will leave with a repertoire of strategies, skills, and best practice guidelines to inform your practice.

## Breakout Session #2

### They Didn't Tell Me This! Compassion Fatigue and the Healthcare Provider

**Kristy Blazer deVries, LISW-S, MSW**

Assistant Executive Director

Specialized Alternatives for Families and Youth (SAFY) of Ohio

Though providing care to those in need might be our passion in life, it can still wear us down. But do we really know when we're getting close to burnout or what to do about it? This session will help caregivers define compassion fatigue, secondary trauma, and burnout and develop an action plan to better cope if and when they occur.

### Children's Eyes: The Importance of Vision in Young Children

**Stephanie Koscher, BS, MA**

Director of Marketing and Community Services

Prevent Blindness - Ohio Affiliate

**Allyson Van Horn, MPH, M.Ed**

Administrator, BCMH

Ohio Department of Health

Vision problems in young children ages three to five can impact their school readiness, ability to play sports, their self-esteem, and can lead to lifelong vision loss. Establishing a system to address children's vision health at an early, treatable stage can positively impact a children's entire life. In this session, you will learn about best practices in screening, referring and follow-up for children's vision that supports the child and the family.

### Clients as Contributors to Your Mission

**Martin Hiller, MS, PCMH-CCE**

Principal

Hiller Consulting Group

Serving patients is our mission, but often are overlooked as partners in advancing our mission. This session will provide methods and examples of how patients can be engaged to help develop funds

and community awareness of the services the organization provides. Specific strategies will be introduced to advance both these objectives so you can walk away ready to partner with your patients to better serve them and the community.

## **Dear Development Professional, You're Driving Me Crazy! Sincerely, Your Grant Writer**

**Susan Black, CFRE**

Consultant

Allene Fundraising

Grant professionals have one thing in common when it comes to working with development staff and nonprofit leaders: they drive us crazy! From making us miss deadlines, to keeping us in the dark, to a complete lack of power, grant professionals are at the mercy of organizational structure and culture. With her trademark wit and candor, Susan provides practical solutions that help maximize the value of grant writers within the larger context of nonprofit fundraising and management. Attendees will leave empowered and re-energized to take on their toughest challenges in the workplace.

## **Breakout Session #3**

### **Health & Place: Using a Racial Justice Framework to Examine Historical Policies and Modern-Day Health Outcomes (Breakout Sessions #3 & #4)**

**Tif Huber, MA, CHW**

Asthma Program Manager

Ohio Department of Health

This breakout presentation will provide data on chronic disease disparities, discuss social determinants and the history of place, explain how implicit bias and structural racialization contribute to racial disparities in health, as well as provide strategies, tools, and resources to promote health equity in healthcare organizations. This is a two-part session. The first part will provide information and historical context for health inequity and the second part will provide facilitated discussion and dialogue regarding health equity and its effect on patients.

### **Burn, Baby, Burn: Put Out the Fire and Get on with the Mission**

**Paul Baumgartner**

Executive Director

Lorain County Free Clinic

**Dr. Diana Pi, MD**

Volunteer Physician

Lorain County Free Clinic

Having thoughts that your work doesn't have meaning or make a difference? Increasingly negative and critical attitude at work? Irritated easily by staff, board members or patients? Now throw in all the change that we have been through in healthcare in recent years, and you may have a recipe for burnout. Learn how providers and administrators alike can manage stress and work more effectively to prevent burnout and stay focused on the mission.

## What's The Buzz About Community Health Workers?

### **Dr. Cara Whalen-Smith, PT, DPT, MPH, CHES**

Principal Investigator

Ohio Colleges of Medicine Government Resource Center

There's a lot of buzz around the health care system regarding the growing use of Community Health Workers, and for good reason! Community Health Workers (CHWs) work in every county in Ohio in a wide array of settings including charitable care. In this session, learn about Community Health Workers, their value to health care teams, and what the 2018 Ohio CHW Assessment can tell us about the field moving forward.

## Ensuring Compliance While Managing Charitable Campaigns & Donations

### **Dean Pulliam, MS, CAE**

Director of Nonprofit & Charity Accreditation

Better Business Bureau of Central Ohio

Nonprofits of all sizes frequently struggle with making sure they remain compliant with State and Federal Nonprofit Regulations, while conducting routine and special fundraising campaigns. This presentation will share fresh ideas about effectively managing nonprofit compliance requirements amid the need to enhance charitable revenues and increase the number of donors. It will provide insights about improving visibility and increasing trust across various donor groups. It will share information about best practices for nonprofit governing Boards with respect to ongoing corporate compliance and each Trustee's statutory accountability to fundraise.

## Breakout Session #4

### **Child Abuse: How to Recognize, Manage, and Report**

#### **Dr. Homa Amini, DDS, MPH, MS**

Professor of Clinical Dentistry

The Ohio State University College of Dentistry

According to the 2015 Children's Bureau report, over 7 million U.S. children come to the attention of Child Protective Services each year nationally. The impact of child maltreatment is profound with psychological, somatic, social and economic consequences. Head and neck injuries occur in more than half of the cases of child abuse. A thorough intraoral and perioral examination is necessary when child abuse and neglect is suspected. This presentation will review parental risk factors associated with child abuse, oral findings observed in child abuse and neglect cases, and the role of dentists in evaluating such conditions.

### **Prescription for Collaboration: Engaging Pharmacists in Your Clinic**

#### **Dr. Rusty Curington, RPh, PharmD, BC-ADM**

Assistant Director of Pharmacy

St. Vincent de Paul Charitable Pharmacy

Many clinics and organizations utilize or are moving towards a multi-disciplinary approach to patient care, but are pharmacists actively engaged on *your* team? Ambulatory care pharmacists provide clinical services beyond filling your patients' prescription. Pharmacists, pharmacy residents, and pharmacy interns are seeking opportunities to practice at the top of their license, and the development of new clinical pharmacy services in your clinic could attract a new lifeline of volunteers. In this session, learn how to write a "Prescription for Collaboration" to be filled by your community pharmacists.

## **Access Does Not Mean Accessible: Improving Care for People with Disabilities**

**Dr. Cara Whalen-Smith, PT, DPT, MPH, CHES**

Principal Investigator

Ohio Colleges of Medicine Government Resource Center

In comparison to the general population, people with disabilities (PWDs) experience worse health outcomes and overall decreased access to healthcare. PWDs are more likely to report being in 'fair' or 'poor health' than the general population. It is observed that PWDs have higher rates of chronic diseases such as diabetes, heart disease, arthritis, high blood pressure, and obesity in addition to health complications and functional limitations related to their specific disability. Additionally, it has been found that PWDs are likely to have four to five chronic health conditions, which is higher than the general population. Although PWDs have a greater need for healthcare than the general population, it is demonstrated in the literature that great disparities exist in access to healthcare services. More training for healthcare professionals is needed as a first step to address this issue. This session will discuss physical, attitudinal, and other access barriers for PWDs with a focus on how free and charitable clinics can improve health equity for PWDs.