



Breakout and Plenary Session Summaries

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.

Learning Objectives:

Following the workshop, participants will be able to:

1. Be introduced to the ACES study.
2. Learn how the brain and body are changed due to experiencing trauma.
3. Identify simple changes which can be made in the clinic to support both physical and mental health recovery.

Volunteer Provider Recruitment for Free and Charitable Care

Mark Cruise

President

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.

Learning Objectives:

Following the workshop, participants will be able to:

1. Summarize key principles in volunteer provider recruitment and retention in the free/charitable care sector.
2. Identify strengths and weaknesses in their organization's volunteer program.
3. Employ new strategies and techniques in volunteer provider recruitment and retention.

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.

Learning Objectives:

Following the workshop, participants will be able to:

1. Understand principles of lean six sigma and how to apply them to a free clinic setting.
2. To develop a team based approach to quality improvement at your free clinic.
3. To identify opportunities for practice improvement.

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.

Learning Objectives:

Following the workshop, participants will be able to:

1. Identify the different faces and the needs of the underserved audiences.
2. Identify the challenges and propose plausible solutions for working with underserved audiences.
3. Develop skills, strategies, and best practice guidelines for working with underserved audiences.

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.

Learning Objectives:

Following the workshop, participants will be able to:

1. Identify the definition of compassion Fatigue, Secondary Trauma, and Burnout.
2. Identify signs which occur when they are experiencing Compassion Fatigue.

3. Develop an action plan to better cope when Compassion Fatigue occurs.

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, Bureau of Maternal and Child
Health
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.

Learning Objectives:

Following the workshop, participants will be able to:

1. Implement a vision health program for children in their clinic
2. Understand the importance of vision in young children
3. Establish a successful system of referral and follow-up

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.

Learning Objectives:

Following the workshop, participants will be able to:

1. Prepared to create a plan for patient involvement in contributing to the advancement of the clinic.
2. Learn the philosophy behind patients as donors in both free and charitable clinics.

3. Take away specific strategies to develop patient donations as a significant source of revenue as well as ways to utilize patients in heightening community awareness for support as well as increasing patient volume.

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.

Learning Objectives:

Following the workshop, participants will be able to:

1. Learn how to keep program staff on schedule.
2. Uncover the secret language of fundraising and learn how to use it to your advantage.
3. Engage in a dialogue with your leadership about your value.
4. Discover how your organization's culture may be affecting your work.
5. Gain specific tools to use when working with program and development staff.

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.

LAST LINE (BREAKOUT #3): This is the first part of a two-part session and will provide information and historical context for health inequity.

LAST LINE (BREAKOUT #4): This is the second part of a two-part session and will provide facilitated discussion and dialogue regarding health equity and its effect on patients.

Learning Objectives:

Following the workshop, participants will be able to:

1. Define health equity
2. Define and identify the social determinants of health
3. Understand how historical contributions and policies affect people of color today

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.

Learning Objectives:

Following the workshop, participants will be able to:

1. Identify unique characteristics of free clinics that protect volunteer health care providers from burnout.
2. Discuss ways that can further improve the free clinic experience from a health worker's point of view.
3. Work with a purpose, delegate effectively, identify control features, and manage stress in often-time uncertain, changing healthcare environment.

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.

Learning Objectives:

Following the workshop, participants will be able to:

1. Explain how Community Health Workers are currently utilized in Ohio in a variety of settings.
2. Learn the value of CHWs in Ohio's healthcare system.
3. Understand the current challenges for Community Health Worker employment and what free clinics can do.

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.

Learning Objectives:

Following the workshop, participants will be able to:

1. Locate and recognize the corporate compliance requirements imposed upon Ohio's non-profit corporations by state office of Attorney General and Secretary of State, and the Federal office of the Internal Revenue Service (IRS).
2. Reveal additional compliance requirements affecting non-profit organizations operating within certain local municipalities in Ohio, and;
3. Identify and apply BBB's "Standards for Charity Accountability" to enhance non-profit organization plans to improve governance practices, financial transparency and donor trust.

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.

Learning Objectives:

Following the workshop, participants will be able to:

1. Recognize parental risk factors for child abuse.
2. Identify dental aspects of abuse and neglect.
3. Understand the role of healthcare providers as mandated reporters.

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.

Learning Objectives:

Following the workshop, participants will be able to:

1. Describe components of clinical pharmacy in the free clinic setting.
2. Identify strategies for the recruitment of volunteer pharmacists, pharmacy residents, and interns.
3. Discuss the implications of collaborative practice using a provided implementation toolkit.

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.

Learning Objectives:

Following the workshop, participants will be able to:

1. Define disability and the different models of disability.
2. Learn about resources to seek additional information on this topic.
3. Recognize barriers that may exist in your own clinic for people with disabilities to access care.

Keynote Session

Gabe Howard

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.

Learning Objectives:

As a result of attending this session, learners will gain knowledge about ten foundational concepts and ten emerging trends in fundraising. Among these are:

1. The importance of illustrating impact through storytelling
2. Donor engagement not just donor solicitation
3. Advocacy and the viewpoint of younger donors
4. Using social media to add insight
5. Using leading indicators to measure performance