



**Michigan Quality
Improvement Network**
Data Driven Quality

2023 HIT Conference: Driving Transformation Through HIT and Data		Thursday, June 1, 2023	8:00 a.m. to 4:30 p.m.
Time	Topic	Overview	Speaker
8:00am- 8:45am	Breakfast / Registration		
8:45am- 9:00am	Welcome	Welcome and Opening Remarks	MPCA Staff
9:00am- 10:00am	Opening Session / Keynote Beyond Resiliency: Focus Areas for Cybersecurity and Incident Response	A broad overview of the current threat landscape, best practices for Health Centers to implement to prevent, detect, and respond to cyber incidents, and Risk Analysis and Risk Management Strategies	Roopak Manchanda, CEO, BlueNovo
10:00am- 10:15am	Break / Visit Exhibitors	Break / Visit Exhibitors	Break / Visit Exhibitors
10:15am- 11:15am	On-Demand Language Interpretation in Patient Care	This session will provide a demonstration of how VOYCE - Virtual Language and Interpretation services tool can help with patient satisfaction and engagement in a health center setting.	Andrew Royce, CEO, VOYCE Cherry Health - on using VOYCE <ul style="list-style-type: none"> • Glenda Williams, Chief Information Officer • Andre Beaumont, Project Director
11:15am- 12:15pm	Azara CareConnect: Supporting SUD Populations	A presentation by Azara on how the population health management tool can be utilized to manage at-risk populations.	Kara Gee, RDH, BS, Senior Clinical Improvement Specialist, Azara Healthcare
12:15pm- 1:00pm	Lunch / Visit Exhibitors		
1:00pm- 2:00pm	Patient Engagement Through a Culture of Patient Experience	This session will provide a review of the 5-part Improving Patient Satisfaction through Strategic Change Management series that took place in early 2023. In addition to a review, the session will focus on the use of technology to drive patient	Shannon Nielson, MHA, PCMH-CCE, Principal Consultant, CURIS



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		engagement and overall patient experience.	
2:00pm-2:15pm	Break / Visit Exhibitors		
2:15pm-3:15pm	Using Data to Stratify Patient Populations, Drive Care Model Development, and Optimize Care Teams	The focus of this session will be on Population Health Management / Empanelment, Risk Stratification & Care Models coming out of the NACHC Elevate Program	Cassie Lindholm, MPA, PCMH CCE, Deputy Director, Quality Center, NACHC
3:15pm-4:15pm	Optimizing Telehealth for Strategic Growth	This session will: 1. Describe the mindset, approach, and tools for effective telehealth optimization. 2. Define the 7 aspects of telehealth optimization. 3. Explain why Telehealth is strategically more important than ever.	Christian Milaster, MS, Founder & CEO Ingenium Digital Health Advisors
4:15 p.m.	Closing Remarks		MPCA Staff