



TOGETHER, WE CAN CHANGE HEALTHCARE FOR THE BETTER.

YOUR NAME HERE

THINGS TO KNOW DURING THE SUMMIT

WI-FI INFO

Network: NCC1

Password: NorrisCenters90

HAVE A QUESTION DURING THE EVENT? REACH OUT!

Chris Valdez

713.459.8634

cvaldez@nexushealthsystems.com

SHARE YOUR SUMMIT EXPERIENCE!



Use #changingcaretogether in all your social media posts.

WE WANT TO HEAR FROM YOU.



Take our post-event survey to share your thoughts about the summit!

COMPREHENSIVE, INTEGRATED CARE SHOULD BE THE NORM, NOT THE EXCEPTION.

ERIN CASSIDY, MSN, MBA

SUMMIT -AGENDA

8:00 - 8:25	Check-in and networking breakfast
8:25 - 8:30	Welcome & opening remarks
8:30 - 8:50	Speaker session: Sandy Lancaster, CVS II Notes from the field
8:55 - 9:55	Keynote speech: Lee Woodruff An inspiring case for change, transparency, and collaboration in healthcare
10:00 - 10:45	Speaker session: Michelle P. Durham, MD, MPH, DFAPA, DFAACAP The need for integrated care models in pediatric settings: a Boston case study
10:45 - 11:00	Networking break
11:00 - 11:45	A conversation on implementing collaborative care models at the hospital level, led by Amy Boutwell, MD, MPP
12:00 - 1:00	Lunch
1:00 - 2:00	Speaker session: Amy Boutwell, MD, MPP ASPIRE to design & deliver whole-person care
2:00 - 3:00	Advocacy session: Lyssette Galvan, Public Policy Director at NAMI Texas
7.00 7.70	Call to notion



MEET THE SUMMIT CONTRIBUTORS



SPEAKER SESSION
SANDY LANCASTER, CVS II

Conservatorship Specialist II for the Texas Department of Family and Protective Services (DFPS)

As a Conservatorship Specialist II, Sandy Lancaster is passionate about supporting children in the care of CPS, as well as helping parents become their best selves. She is dedicated to improving access to mental and behavioral health services for young people.

N	IOTES —	
	IVILJ '	
		_
AC1	TION LIST	
0		
0		
0		
0		
0		

0

SPEAKER SESSION
NOTES FROM
THE FIELD

10% OF THE 440,000 CHILDREN IN U.S. FOSTER CARE ARE CONSIDERED MEDICALLY FRAGILE, ACCORDING TO A 2020 REPORT BY THE NATIONAL ACADEMY FOR STATE HEALTH POLICY.



Best-selling co-author and freelance writer

As co-author of the New York Times best-selling "In an Instant," Lee Woodruff garnered critical acclaim for the compelling and humorous chronicle of her family's journey to recovery following her husband Bob's roadside bomb injury in Iraq. Appearing publicly and on national television since the February 2007 publication of their book, the couple has helped put a face on the serious issue of traumatic brain injury. They seek to highlight the experiences of returning Iraq and Afghanistan war veterans, as well as the millions of Americans who live with this often invisible, but life-changing affliction. Lee and her husband have inspired change through the Bob Woodruff Foundation. which helps post-9/11 injured service members. veterans, and their families heal from the physical and silent wounds of war.

NOTES ACTION LIST

0

AN INSPIRING
CASE FOR CHANGE,
TRANSPARENCY, AND
COLLABORATION IN
HEALTHCARE

LEE'S FOUNDATION
HAS INVESTED

\$20

MILLION
IN PROGRAMS THAT
HELP VETERANS RE-INTEGRATE
INTO THEIR COMMUNITIES.



SPEAKER SESSION

MICHELLE P. DURHAM, MD, MPH, DFAPA, DFAACAP

Child, Adolescent and Adult Psychiatrist and Professor of Clinical Sciences and Psychiatry

Michelle P. Durham, MD, MPH, DFAPA, DFAACAP, is a triple-boarded physician with national certification in Child & Adolescent Psychiatry, Adult Psychiatry and Addiction Medicine. She is a Senior Fellow for Child, Adolescent, and Family Mental Health at the Meadow Mental Health Policy Institute, Associate Consultant with Lorio Forensics, and a Psychiatrist for Instride Health. Previously, Dr. Durham was the Vice Chair of Education at the Boston Medical Center (BMC) Department of Psychiatry and Clinical Associate Professor of Psychiatry & Pediatrics at Boston University Chobanian and Avedisian School of Medicine. She is also a voluntary Clinical Associate Professor of Clinical Sciences at the University of Houston Tilman J. Fertitta Family College of Medicine.

NOTES ← ACTION LIST 0 0

SPEAKER SESSION
THE NEED FOR
INTEGRATED
CARE MODELS IN
PEDIATRIC SETTINGS

INTEGRATED CARE MODELS CAN

REDUCE
HOSPITAL
ADMISSIONS
BY UP TO
30%
FOR PATIENTS WITH CHRONIC
CONDITIONS, ACCORDING TO A

2020 META-ANALYSIS

IN PEDIATRICS.

PANEL PARTICIPANTS

A conversation on implementing collaborative care models at the hospital level, led by Amy Boutwell, MD, MPP



SUZANNE JARVIS, MPH

Suzanne Jarvis, MPH, serves as Chief Analytics and Communication Officer of Houston Recovery Center, with a primary role in operationalizing, tracking, and evaluating the performance of HRC's recovery management service model implemented through the Medicaid section 1115 waiver. She is the Vice President of the National Sobering Collaborative Board and participates on steering committees focusing on community-based solutions for chronic homelessness, health equity, Pathways community hub, and advocacy related to substance use legislation. Suzanne has a BA in Psychology from Franklin and Marshall College, an MPH from the University of Texas Health Science Center School of Public Health, and has published in the American Journal of Public Health.



LAUREL WILLIAMS, DO

Laurel Williams, DO, is a Professor in the Menninger Department of Psychiatry and Behavioral Science at Baylor College of Medicine. Dr. Williams is the Medical Director of a state-wide child psychiatry access network and tele-mental health provider for schools. She is also the Training Director for Child and Adolescent Psychiatry. She completed both her fellowship and residency training at Baylor College of Medicine in 2004 upon graduation from the University of North Texas School of Osteopathic Medicine in 1999. In 2020, Dr. Williams received a Women of Excellence Award and a Norton Rose Educational Leadership Faculty Excellence Award at Baylor College of Medicine. In 2021, the NAMI Greater Houston chapter presented Dr. Williams with a Heroes and Hope Across Greater Houston Award.



MELISSA PEREZ-HALLEY, LMSW

Melissa Perez-Halley, LMSW, is a first-generation Mexican-American who oversees the Community Health Workers for the Multi-Visit Patient (MVP) initiative at Harris Health System. Previously, she served as a social worker at CityBlock Health, where she worked throughout Brooklyn, New York, building relationships in order to remove difficult medical and social barriers. Melissa is passionate about providing patients with navigation support while always being patient centered. She has a Master of Social Work from CUNY Silberman School of Social Work at Hunter College and a Master of Arts in Art History from SUNY Stonybrook.

NOTES ACTION LIST



Founder and President of Collaborative Healthcare Strategies

Amy Boutwell, MD, MPP, is a nationally recognized expert in designing and implementing effective strategies to reduce recurrent hospital utilization. She is a graduate of Stanford University, Brown University School of Medicine, and the Harvard Kennedy School of Medicine, where she received the Harvard Kennedy School of Government's Robert F. Kennedy award for excellence in public service. Dr. Boutwell served as a humanitarian volunteer at Mother Teresa's Home for the Destitute and Dying, and in homeless shelters, marginalized communities, HIV clinics, and prisons. Dr. Boutwell trained in healthcare delivery system engineering at Intermountain Healthcare and completed her clinical training in internal medicine at Massachusetts General Hospital.

NOTES ACTION LIST

0

ASPIRE TO
DESIGN & DELIVER
WHOLE-PERSON
CARE

"BY DEVELOPING INTERACTIVE, CROSS-CONTINUUM PARTNERSHIPS, [HARRIS HEALTH] TRANSFORMED THEIR APPROACH, **DELIVERED MORE RELEVANT** CARE WITH CONSISTENT MESSAGING TO [MULTI-VISIT PATIENTS (MVPS)], AND REDUCED OVERALL UTILIZATION AND PER-VISIT LENGTH OF STAY. INSTEAD OF **EXPECTING MVPS TO USE** THE HEALTH CARE SYSTEM IN ITS CURRENT FORM, HARRIS HEALTH CHOSE TO TRANSFORM CARE DELIVERY TO BETTER MEET THESE PATIENTS' NEEDS."

- AMY BOUTWELL, MD, MPP



Public Policy Director for NAMI Texas

Lyssette Galvan is passionate about improving the quality of life for those living with mental illness and strengthening the state's mental health system. She holds a Bachelor of Arts in English Literature from the University of Michigan and a Master of Social Work from the University of Houston. With nearly a decade of experience as an educator, she transitioned to advocacy and policymaking after witnessing the disparities in mental health service access that her students faced. In addition to her role at NAMI Texas. Lyssette serves as Vice-Chair of the Texas Coalition to Prevent Gun Violence, Co-Chair of the Texas Coalition for Healthy Minds' Institutional Rights and Civil Liberties Workgroup, a member of the Texas Suicide Prevention Collaborative's Public Policy Committee, and a Commissioner for the City of Austin's Hispanic/Latino Quality of Life Resource Advisory Commission.

NOTES -	
ITUILS '	
ACTION LICT	
ACTION LIST	
O	
oo	
0	
0	

"SENATE BILL 26 DELIVERS **CLEAR DIRECTION FOR** SEVERAL PROGRAMS FUNDED IN THE BUDGET TO MAKE SURE THESE FUNDS ARE SPENT ON PATIENTS' TREATMENT AND BEDS, NOT JUST BUREAUCRACY. THE BILL **CREATES TRANSPARENCY** AND ACCOUNTABILITY FOR OUR MANY COMMUNITY **HEALTH SYSTEMS TO ENSURE** THAT SERVICES ARE TRULY **GETTING TO THOSE THAT** NEED IT."

- SENATOR LOIS KOLKHORST



[AT THE MVP COACHING WORKSHOP], INTERDISCIPLINARY, CROSS-CONTINUUM ROLE TYPES WORK[ED] TOGETHER — FOR THE FIRST TIME — TO BECOME A TEAM, **BREAK DOWN SILOS, AND CREATE A SYSTEM** OF CARE FOCUSED ON STABILIZING THE **INADEQUATELY ADDRESSED ISSUES THAT** ARE DRIVING RECURRENT AND NON-VALUE ADDED HOSPITAL USE.

AMY BOUTWELL, MD, MPP



MY CHANGING CARE TOGETHER ACTION SUMMARY

TOP THREE ACTIONS I WILL TAKE	
TOP THREE CONTACTS I WILL REACH OUT TO	
TOP THREE CONTACTS I WILL REACH OUT TO	

FOR FURTHER READING



GENERAL RESOURCES

Casey PH, Lyle RE, Bird TM, et al. Effect of Hospital-Based Comprehensive Care Clinic on Health Costs for Medicaid-Insured Medically Complex Children. Archives of Pediatrics & Adolescent Medicine. 2011;165(5). doi:https://doi.org/10.1001/archpediatrics.2011.5

Cohen E, Lacombe-Duncan A, Spalding K, et al. Integrated complex care coordination for children with medical complexity: A mixed-methods evaluation of tertiary care-community collaboration. BMC Health Services Research. 2012;12(1). doi:https://doi.org/10.1186/1472-6963-12-366

Canavera K, Johnson LM. Integrating Mental Health Care for Medically Complex Children. Pediatrics. 2020;146(2):e20190898. doi:https://doi.org/10.1542/peds.2019-0898

Foster CC, Agrawal RK, Davis MM. Home Health Care For Children With Medical Complexity: Workforce Gaps, Policy, And Future Directions. Health Affairs. 2019;38(6):987-993. doi:https://doi.org/10.1377/hlthaff.2018.05531

Hofacer RD, Panatopoulos A, Vineyard J, et al. Clinical Care Coordination in Medically Complex Pediatric Cases: Results From the National Survey of Children With Special Health Care Needs. Global Pediatric Health. 2019;6:2333794X1984791. doi:https://doi.org/10.1177/2333794x19847911

SPEAKER/CONTRIBUTOR PUBLICATIONS

Amy Boutwell, MD, MPP

Ben Z, Khatri RK, Buehler G, Boutwell AE, Tseng KC. Transforming Care Delivery and Outcomes for Multivisit Patients. NEJM catalyst innovations in care delivery. 2023;4(7). doi:https://doi.org/10.1056/cat.23.0073

Boutwell A, Mohta NS, Williams MV. Why Health Systems and Providers Care About the Readmissions Journey. NEJM Catalyst. 2020;1(2). doi:https://doi.org/10.1056/cat.20.0044

Designing and Delivering Whole-Person Transitional Care. www.ahrq.gov. https://www.ahrq.gov/patient-safety/settings/hospital/resource/guide/index.html

Lee Woodruff

Woodruff L, Woodruff B. In an Instant. Random House; 2007.

Woodruff L. Perfectly Imperfect. Random House Trade Paperbacks; 2010.

Woodruff L. Those We Love Most. Hachette Books; 2012.

THANK YOU TO JR SPONSORS



PLATINUM SPONSOR



PARTNERING SPONSORS









CONTRIBUTING SPONSORS





PARTICIPATING SPONSORS















ABOUT NEXUS HEALTH SYSTEMS

Nexus Health Systems is a safe and efficient discharge option for children, adolescents, and adults who need a bridge between hospital and home. Offering a unique combination of physical, behavioral, and mental health services and support, we care for patients across our network of facilities. With locations throughout Texas, Nexus offers a continuum of care that enables patients to transition from higher acuity to lower acuity environments as progress is made. Taking a comprehensive approach, our specialized programs guide individuals through behavioral or mental health challenges with co-occurring medical needs, brain and spinal cord injury, medically complex diagnoses and conditions, and neurodevelopmental disorders. Nexus is committed to serving the needs of our community and helping individuals return to lives of productivity and meaning. Learn more at nexushealthsystems.com.



MENDING MINDS.

KEEP THE CONVERSATION GOING

Interested in learning about
Nexus Health Systems? Get in touch!

Erin Cassidy

713.589.4136 ecassidy@nexushealthsystems.com



HOSTED BY

NEXUS

HEALTH SYSTEMS

MENDING MINDS.