

## Lessons from Other States:

Innovative Strategies for Finding and Engaging  
the Hardest to Reach MassHealth Members

A MassHealth DSRIP TA Program “SWI Pop Up”

Friday, September 13, 2019

10:00am – 12:30pm

Please join us for a networking session 12:30pm – 1:30pm

Roxbury Innovation Center, Roxbury, MA

## BACKGROUND ON PANELISTS



### Susan Dargon-Hart

Introduction, Massachusetts League of Community Health Centers

Susan Dargon-Hart LICSW is the VP, Clinical Health Affairs at the Massachusetts League of Community Health Centers. Ms. Dargon-Hart oversees the agency’s clinical health affairs department, managing innovative clinical collaborations that target health equality and improve patient health; offers resources and continuous support and training for quality improvement. For over 25 years she has been deeply committed to addressing substance use, mental health, trauma, and healthcare related issues in communities around Massachusetts. She brings a breadth of experience in behavioral health including leadership, collaborations, program development and oversight, clinical supervision, and direct counseling experience. Ms. Dargon-Hart has been the recipient of many local, state and federal grants, focusing on the expansion, enhancement, and integration of behavioral health and primary care for individuals and families at risk. Ms. Dargon-Hart has conducted training on substance use/co-occurring disorders, Motivational Interviewing, and engaging families and individuals struggling with substance use both locally and nationally.



### Sarah Qin

Moderator, MassHealth

Sarah Qin is the Senior Manager of Delivery System Investment (DSI), Policy and Evaluation at MassHealth. In this role, she is focused on policy and evaluation related to the Massachusetts Delivery System Reform Incentive Payment (DSRIP) Program. Ms. Qin received her undergraduate degree from Harvard University in Social and Cognitive Neuroscience with a minor in Health Policy, and completed her MBA at the Questrom School of Business at Boston University. Prior to joining MassHealth, she managed the work of the Autism Friendly Initiative at Boston Medical Center (BMC) to improve care for patients with autism. She was involved in multiple studies and publications that deepened BMC’s engagement in this field and launched several innovative interventions to support patients. Ms. Qin’s background includes a diverse set of experiences in health economics and outcomes research, higher education financial aid, and education.



## **Joe Conte**

### **Panelist, Staten Island Performing Provider System (NY)**

Joseph Conte, Ph.D., is the Executive Director of the Staten Island Performing Provider System (SI PPS). Joe is fully engaged in the drive towards integrative care and the fight against substance use disorder. Under his leadership innovative programs operating 24/7 such as peer recovery coaches in emergency rooms, the partnership with law enforcement known as the HOPE program, resource and recovery centers and behavioral health diversion program have been implemented. Prior to his position as Executive Director of SI PPS, Dr. Conte served as the Senior Vice President for Administration at Richmond University Medical Center. Other former positions held by Dr. Conte include Executive Vice President of the Catholic Health Services of Long Island, and Senior VP for Quality at Northwell Health. He completed his doctoral dissertation at the Seton Hall University School of Health and Medical Sciences, analyzing the effects of Meaningful Use of EHR on cost, quality, and safety outcomes. Joe has experience in international projects and was recently invited to speak at the World Health Congress in the U.K. to discuss healthcare innovation. He has published several peer review articles and authored a chapter in the bestselling Health Informatics an Executive Primer. He lives on Staten Island with his wife Tracy and has four grown children, all healthcare professionals.



## **Bill Myrhe**

### **Panelist, Staten Island Performing Provider System (NY)**

Bill is currently the Senior Director for Workforce Transformation and HR for the Staten Island Performing Provider System. In his role Bill and his colleagues have incorporated new skills training for more than 10,000 health care staff on Staten Island, comprising more than 30,000 hours of training over the past 24 months serving more than 70 local partners. In addition, the Staten Island PPS has worked with the College of Staten Island (CSI) to develop certificate training programs for emerging job titles such as Community Health Worker, Care Managers and Peer Recovery Advocates - with more than 75 graduates. Prior to his current role, Bill has more than 25 years of HR leadership in both for profit and non-profit healthcare facilities. Bill received his Masters in Public Administration from The American University.



## **Steve McNutt**

### **Panelist, Contra Costa Health Services (CA)**

Stephen McNutt, M.P.A., is a Substance Abuse Program Manager and Director of Case Management Services for Contra Costa County Health Services in the greater San Francisco Bay Area. In this role, Mr. McNutt oversees daily operations of case management services for over 12,500 patients enrolled in the county's Medicaid 1115 Waiver pilot program, Whole Person Care. The primary program objective is to reduce utilization among Medicaid high utilizers by addressing the social determinants of health. For over 12 years, Mr. McNutt has held various management roles in Contra Costa County across the departments of Public Health, Alcohol and Other Drugs, and Health, Housing and Homeless Services. In each of these roles he has developed pathways to collaboration across siloed divisions, supported individual patient journeys to recovery, and remains an advocate for underserved populations to access social services.



## Heidi Favet

Panelist, Essentia Health – Ely Clinic (NY)

Heidi Haney Favet, CHW, B.S., facilitates and manages the Community Care Team (CCT), is the Project Director for Ely Behavioral Health Network, and is the Hub Director of Pathways to Wellness for Minnesota's NE Iron Range Communities. Ms. Favet has spearheaded the CCT since its inception in 2011. The Community Care Team is a cross sector, interagency collaboration of 19 area organizations committed to continuity of comprehensive care for shared clients. The CCT has been recognized by St. Louis County and Minnesota Department of Health for contributions to public health and leadership. The Ely Behavioral Health Network is a subgroup of the CCT dedicated to reducing stigma and increasing access to behavioral health services since 2014. Pathways to Wellness, the direct service arm of the Community Care Team and Behavioral Health Network, was developed to fill gaps in care through a community health worker model. It has grown to employ 6 care facilitators in 4 community settings. Pathways to Wellness facilitators partner with individuals to assess and meet their behavioral health and social determinants of health goals. Ms. Favet is employed by Essentia Health-Ely Clinic and assists in developing and delivering practices that fit within the culture of the clinic setting. Her past work has centered around providing and supporting services that maximize the limited resources available in the remote rural area of NE Minnesota.



## Pat Conway

Panelist, Essentia Health – Ely Clinic (NY)

Pat Conway, Ph.D., M.S.W., is the Senior Research Scientist at the Essentia Institute of Rural Health where she conducts research and program evaluation with health and behavioral health programs, including: the Ely Community Care Team and Behavioral Health Network; the Upper Midwest Rural Opioid Response Project; energy-based therapy programs; the Cankdeska Cikana Community College ICE-TI project; the University of Minnesota Native Americans into Medicine Project; and the Increasing Capacity and Enhancing Tribal Innovation Project. Dr. Conway has published articles and books and presented in the areas of health, including behavioral health; disabilities; violence prevention; rural health; interdisciplinary teaming; social work education; and orphan train riders. She has worked as a social worker in the fields of child welfare, family violence, mental health, AIDS, health, gerontology, loss and grief, and disabilities. She was a social work educator between 1983 and 2006. Dr. Conway has a B.A. in Social Work and a Master of Social Work from the University of Oklahoma and a Ph.D. in Social Work from the University of Texas at Austin.