

NCCHCA 2026 ANNUAL CLINICAL CONFERENCE ON QUALITY AND CHRONIC DISEASE

Moving Health Forward

November 5-6, 2026
Charlotte Marriott City Center (Charlotte, NC)



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Conference Agenda



In partnership with Northwest Area Health Education Center (AHEC), a program of Wake Forest University School of Medicine and part of the NC AHEC System.



Wake Forest University
School of Medicine

NORTHWEST AHEC
PART OF NC AHEC

Day 1 — Thursday, November 5

7:00 – 8:00 AM	Registration / Breakfast	
8:00 – 8:15 AM	Welcome	Chris Shank NCCHCA CEO/President
8:15 – 9:00 AM	Opening Plenary: Data-Denial or Data-Driven? Disaster, Delight, and the Decisions That Shape Care	Dr. Joe Perez Senior Systems Analyst and Team Lead, NC Department of Health and Human Services (DHHS)
Albert Einstein’s famous words, “Not everything that counts can be counted, and not everything that can be counted counts,” offer a timely reminder about the value (and limits) of data in modern clinical and community health settings. Today, the amount of data generated in a single minute far exceeds what existed in entire lifetimes a century ago, raising an urgent question for healthcare leaders and providers: how do we harness this information to improve care, strengthen outcomes, and make better decisions for the communities we serve? Despite the abundance of clinical, operational, and patient-centered data available, many organizations still struggle to turn information into meaningful action. Recent research shows a wide gap between believing data-driven decision-making is important and actually using data well. For community health centers, that gap directly impacts access, quality, efficiency, and equity. This keynote examines why moving from “data denial” to truly data-driven thinking is essential for advancing care, supporting teams, and meeting the growing demands placed on health centers today. We’ll explore the Four Vs of Big Data and the cognitive biases that quietly influence clinical and organizational judgment. We’ll also break down how qualitative and quantitative data work together to reveal patient needs more clearly. And through five practical best practices (with keywords LOOK, LINK, LISTEN, LEVERAGE, and LEARN), you’ll discover how data can become a delight instead of a disaster, ultimately transforming the way your health center approaches improvement, innovation, collaboration, and real-world impact.		
9:00 – 9:15 AM	Transition Break	



9:15 – 10:15 AM	Concurrent Sessions	
	(1) Menopause and Perimenopause in Primary Care: Practical Management for Mid-life Women	Dr Rachel Urrutia, MD Associate Professor, General Obstetrics, Gynecology, and Midwifery UNC School of Medicine
A practical review of recognizing and managing perimenopause and menopause in primary care, including symptom assessment, hormone therapy, nonhormonal options, and individualized care for women in the community health setting.		
	(2) Care Beyond the Clinical Walls: How Pharmacy Extends the Reach of Community Health Centers	Dr. Portia Johnson Vice President, On Site Specialty Pharmacy Operations, General Manager, CPS
Explore the evolution of pharmacy from a traditional dispensing function into a comprehensive care delivery platform that helps FQHCs manage patient health between provider visits. Drawing on the presenter's experience as a former FQHC pharmacy director and current specialty pharmacy executive, the discussion focuses on how pharmacy supports population health, improves access and affordability, advances health equity and contributes to better clinical outcomes.		
	(3) Value-Based Care	Brianna Van Stekelenburg, MPP Assistant Research Director, Duke-Margolis Institute for Health Policy
North Carolina has emerged as a national leader in Medicaid transformation and whole-person care. As policymakers, payers, providers, and communities navigate evolving federal and state priorities, this session will examine how Medicaid transformation, affordability efforts, and Rural Health Transformation Program strategies fit together to advance better health outcomes. Participants will explore value-based care as a cross-cutting strategy for moving beyond fee-for-service payment, supporting investments in workforce and infrastructure, and sustaining innovations that enable well-being. The discussion will focus on central role of FQHCs amid health insurance coverage shifts, the importance of statewide infrastructure and partnerships, and the investments and policy alignment needed to improve health and well-being in North Carolina.		
	(4) AI Landscape in Healthcare: Separating Hype From Reality	Dr. Tyng Yeh, PhD Clinical Implementation Lead, Duke Institute for Health Innovation (DIHI) Dr. Michael Gao, PhD Data Scientist, DIHI Will Ratliff, MBA Innovation Program Manager, DIHI
An overview of the current healthcare AI landscape, including generative AI, ambient documentation, clinical decision support, predictive analytics, and emerging agentic AI capabilities. Focus on where AI is creating measurable value across the care continuum in community health centers.		
	(5) Building Stronger Behavioral Health Partnerships: Connecting Primary Care, Community Systems and Specialty Care	Michael Duncan Behavioral Health Director, Forsyth County Department of Health
Behavioral health systems often contain numerous programs and resources while patients continue to struggle to navigate between them. This interactive session examines how health centers and community partners can move from fragmented referrals toward a “no wrong door” behavioral health system. Using real-world examples, participants will explore closed-loop referrals, navigation, crisis prevention, interdisciplinary workforce strategies, community partnerships, and meaningful outcome measurements.		

10:15 – 11:00 AM	Networking Break With Sponsors	
11:00 AM – Noon	Concurrent Sessions	
	(1) Heart Disease and Cardiovascular Risk in Pregnancy: What Primary Care Should Identify Before, During, and After Pregnancy	Dr. Kardie Tobb, DO, MS, FACC Medical Director and Founder of the Cone Health Heart and Vascular Cardio-Obstetrics / Women's Heart Health Program
	(2) Beyond the Referral: Practical Strategies for Whole-Person Dental Care	Dr. Tameko Sowell, DDS Chief Dental Officer, Kintegra Jamie Burgess Flowers Director of Integrated and Applied Behavioral Sciences, High Point University, Workman School of Dental Medicine
Once we identify a patient's dental needs, what helps that patient get connected, attend, and continue care? This session will focus on identifying behavioral and social barriers to dental care, strengthening connections across dental, primary care, and behavioral health teams, and helping patients move from an immediate need to ongoing care.		
	(3) Lessons Learned From Building a High-performing ACO and/or CIN	Tresa Shaw, MSN, RN Director of Quality Operations, Advocate Health Dr. David Cosenza, MD, MBA Medical Director for Population Health, Advocate Health
This session will share practical lessons from building and advancing a high-performing accountable care organization and clinically integrated network. Presenters will highlight how aligned governance, actionable data, interdisciplinary teamwork, and reliable workflows can translate value-based care strategy into measurable improvements in quality, utilization, and patient outcomes.		
	(4) Responsible AI Adoption: Governance, Risk, and Implementation	Alifia Hasan, B Pharm, MBA Innovation Portfolio Manager, DIHI Dr. Jee Young Kim, PhD Qualitative Research Scientist, DIHI Will Knechtle, MBA, MPH Innovation Program Manager, DIHI
Review practical considerations for evaluating, selecting, implementing, and monitoring AI solutions in community health centers. Introduce governance structures, AI lifecycle management, and organizational readiness considerations.		
	(5) Collaborative Care Model: Financial Sustainability Requires Strong Operational and Clinical Foundation	Dr. Beth Glueck, PhD, LCMHCS, NCC Integrated Care Program Manager, Community Care of North Carolina C.J. Cooper, MSW, LCSW-A Licensed Clinical Social Worker Associate, Blue Ridge Health
The Collaborative Care Model (CoCM) is an evidence-based approach to integrating behavioral health services into primary care. Long-term success with CoCM begins with a thoughtfully designed foundation. This session will show how to build a stronger, more sustainable CoCM program.		

12:00 – 12:45 PM	Lunch	
12:45 – 1:00 PM	Introductions	
1:00 – 1:45 PM	Lunch Plenary: NACHC's Triple Double Campaign	Libby Thurman Vice President, Primary Care Associations and Health Center Controlled Networks, National Association of Community Health Centers Greg Griggs Executive Vice President, North Carolina Academy of Family Physicians Dr. Shannon Dowler Physician Executive / Family Physician
1:45 – 2:00 PM	Transition Break	



2:00 – 3:00 PM	<i>Concurrent Sessions</i>	
	(1) Shared Maternity Care: What's Old is New Again	Dr. Shannon Dowler, MD Physician Executive / Family Physician Dr. Adrian Mancheno, MD CMO, Piedmont Health Services Dr. MaryShell Zaffino, MD CMO, Mountain Area Health Education Center
This interactive session will explore how FQHCs can expand access to maternity care through a Shared Maternity Care model that combines local prenatal and postpartum care with collaborative support from OB/GYN and maternal-fetal medicine specialists.		
	(2) Getting Children Back Into Care: A Population Health Strategy for Closing Pediatric Care Gaps	Dr. Anna Miller-Fitzwater, MD, FAAP, MPH Physician and Associate Professor, General Pediatrics and Adolescent Medicine, Wake Forest School of Medicine Dr. Steve North, MD, MPH, FAAFP, FASAM Family Physician and Medical Director, Mountain Community Health Partnership Karey Rocha Quality Director, Mountain Community Health Partnership
	(3) Know Your Risk. Know Your Population. Know Your Value: Practical Strategies to Risk Adjustment, Population Health Analytics, and Value-Based Contracting for FQHC Leaders	Melanie Tan, MHSA, PMP Founder and Principal Consultant, Valunova Health Consulting
As healthcare shifts toward value-based payment, many FQHCs face a critical challenge in accurately measuring patient risk, leveraging actionable population health insights and demonstrating the full value they create for patients, payers, and communities. This session will explore three foundational capabilities for FQHCs' success in value-based care: risk adjustment, population health analytics, and contracting readiness. Participants will learn how to uncover hidden opportunities within their patient population, strengthen clinical documentation practices, use data or reports from Health Center Controlled Networks or payers to prioritize interventions, and better align value-based care risk arrangements with the complexity of care they deliver.		
	(4) Hands-On Case Study and Prompt Engineering Workshop	Dr. Tyng Yeh, MD, PhD Clinical Implementation Lead, DIHI Ciera Thomas, MPH Research and Product Manager, DIHI
An interactive session exploring ethical considerations for physicians in use of AI in care delivery. Includes hands-on exercises to build effective prompts for healthcare and use cases on Open Evidence. Participants will work through real-world case studies and prompting scenarios.		
	(5) Operationalizing Behavioral Health Policy, Access, and Integration: A National View From Capitol Hill	Dr. Mandar Jadhav, MD Deputy Director of Federal Affairs, National Association of Community Health Centers
This session will explain how federal agencies and congressional committees shape behavioral health integration in CHCs. It will assess how Medicaid changes and workforce shortages affect behavioral health access. It also will design workflows to protect coverage and continuity of care and develop compelling advocacy stories.		

3:00 – 3:45 PM	Networking Break With Sponsors	
4:00 – 5:00 PM	<i>Concurrent Sessions</i>	
	(1) OASIS: Obstetric Access through Simple Integrated Sonography	Dr. Katelyn Rittenhouse, MD Assistant Professor, Global Women's Health, UNC-Chapel Hill
This session introduces OASIS, an initiative to expand point-of-care obstetric ultrasound access in community health centers through simplified, protocol-driven scanning and remote image support. Attendees will learn how the program trains and onboards clinical staff, and how its implementation science framework identifies and addresses barriers to adoption-building infrastructure that can support adoption of AI-enabled ultrasound tools as they become FDA-cleared.		
	(2) Building a Closed-Loop Colorectal Cancer Screening Process from Outreach to Completed Follow Up	Molly Black National Director of Early Detection, American Cancer Society
A practical discussion on strengthening colorectal cancer screening in FQHCs. The session will explore strategies for engaging patients, improving screening completion, and ensuring appropriate follow-up across the care continuum.		
	(3) Where Health Centers Fit: Value-Based Care Opportunities Heading into 2027	Tina Pickett Managing Director, ATI Advisory
With the implementation of Medicaid policy changes and other reimbursement challenges facing health centers, value-based care offers alternatives to the current health center care delivery and financing model as well as new opportunities for Medicare patient retention that should be explored as part of any long-term strategy. This session defines what value-based care means in practice and maps where health centers have real entry points, including contracted alternative payment methodologies and managed care quality incentives, clinically integrated networks and Accountable Care Organization participation, and full-risk models such as the Program of All-Inclusive Care for the Elderly.		
	(4) Value Creating and Value Capture: Understanding the AI Business Case	Suresh Balu, MS, MBA Associate Dean for Innovation and Partnership for Duke University School of Medicine, Program Director for the DIHI Dr. Mark Sendak, MD, MPP Population Health & Data Science Lead, DIHI Sena Kpodzro, MPH Research and Product Manager, DIHI
This session focuses on identifying, measuring, and communicating the value of AI investments. Participants will learn how to prioritize opportunities, plan value capture, estimate costs and benefits, and create an adoption roadmap aligned with organizational goals.		
	(5) A Practical Primary Care Approach to Substance Use: Putting MOUD Into Practice	Dr. Marissa Abram, PhD, PMHNP-BC, CARN-AP, FIAAN Nurse Scientist, Psychiatric-Mental Health Nurse Practitioner, Duke University School of Nursing Associate Professor
This session will help primary care clinicians recognize and address substance use disorders and gets patients in treatment and integrate MOUD into everyday care. Attendees will leave with practical strategies for treatment initiation, follow up, and care coordination within FQHC settings.		
5:00 – 5:30 PM	Break	
5:30 – 7:30 PM	Awards Ceremony and Welcome Reception	

Day 2 — Friday, November 6

7:00 – 8:00 AM	Breakfast	
8:00 – 8:15 AM	Opening Remarks	
8:15 – 9:00 AM	Morning Plenary: Tomorrow's Care, Today: A Conversation With Healthcare's AI Innovators	Dr. Ashish J. Abraham, MD, MBA CEO, Foresight Health Solutions Dr. Shiri Sharvit, PhD Co-founder & CEO, Resolve Together Distinguished Professor of Research, Palo Alto University
As AI reshapes healthcare, CHCs have an opportunity to help shape how these technologies are developed, implemented, and used to improve care. This panel brings together healthcare AI innovators to discuss responsible innovation, emerging opportunities, and the evolving role of AI in advancing health equity and patient-centered care. Panelists will share perspectives on what health centers should look for in AI partners, the questions they should be asking, and how to navigate the opportunities and challenges of adopting AI in community-based settings. Attendees will leave with a clearer understanding of the AI landscape and practical insights on how community health centers can move beyond reacting to technological change to actively shape the future of healthcare AI.		
9:00 – 9:15 AM	Transition Break	



9:15 – 10:15 AM	<i>Concurrent Sessions</i>	
	(1) Oral Health in Pregnancy: Closing a Critical Gap in Maternal Care	Dr. Shannon Cogen, PHDH Public Health Dental Hygienist, Charlotte Community Health Clinic
	(2) From A1c to Outcomes: A Practical Update in Diabetes Care, Management of Diabetes and GLP-1's	Dr. Susan Spratt, MD Diabetes and Metabolism Specialist, Endocrinologist, Professor of Medicine at Duke University School of Medicine Laura Edwards Executive Director, Collaborative Health Solutions
This session will move beyond a medication update and show how to select and sequence GLP-1s, SGLT2 inhibitors and other therapies based on cardiovascular/renal risk, affordability and patient goals. It will also include practical CGM use, monitoring, medication-access steps, team-based follow-up and a workflow for patients not meeting A1c or risk-reduction goals.		
	(3) From Data to Impact: Quality Improvement Strategies and Tools for FQHC Success in Value-Based Care	Chris Weathington Director of Practice Support, North Carolina Area Health Education Centers (AHEC) Jessica Britton Quality Improvement Consultant, Eastern AHEC Practice Support Terri Roberts Senior Practice Support Consultant for Mountain AHEC Practice Support, Statewide Quality Improvement Manager for NC AHEC
This session will provide practical quality improvement strategies and tools for FQHC success in value-based care across all payors.		
	(4) Scope of Project Policy Manual, Session #1	Adam Falcone, JD Health Care Attorney
A presentation on HRSA's new Scope of Project Policy Manual.		
	(5) Integrated Behavioral Health Care for Patients Seen in Non-traditional Settings	Dr. Modjolie Moore, MD Medical Director, NC DHHS Farmworker Health Program (FHP) Tania Connaughton-Espino Specialist, NC DHHS FHP Rosa Miranda Operations and Behavioral Health Specialist, NC DHHS FHP
Exploring implementing integrated behavioral health in non-traditional clinical settings to meet agricultural workers where they are including mobile unit models. Presenters will highlight team-wide training for language-concordant, culturally responsive care, along with strategies for reducing stigma, strengthening community partnerships, supporting program innovation, and building evaluation structures for continuous quality improvement. Presenters will also discuss using risk assessment to connect patients to the right level of mental health care.		

10:15 – 11:00 AM	Networking Break With Sponsors	
11:00 AM – Noon	Concurrent Sessions	
	(1) HPV Self-Testing and Cervical Cancer Screening: How to Add It to Your Health Center Workflow	Dr. Lisa Rahangdale, MD, MPH Director, UNC's Center for Women's Health Research
A practical review of recognizing and managing perimenopause and menopause in primary care, including symptom assessment, hormone therapy, nonhormonal options, and individualized care for women in the community health setting.		
	(2) From Prescription to Patient: Medication Adherence and Access in FQHCs	Gwen Ernesty Chief Pharmacy Officer, Blue Ridge Health Kelly Stout Chief Pharmacy Officer, Piedmont Health Dr. Mandy Occhipinti, PharmD, CPP Clinical Pharmacist Practitioner and Director of Quality Assurance, Amity Medical Group Dr. Edana Holliday McDaniel, PharmD, CPHQ Chief Compliance and Pharmacy Officer, C.W. Williams Community Health Center
Hear directly from pharmacy leaders across North Carolina FQHCs as they share how their health centers are tackling medication access and adherence challenges. Through real-world examples and candid discussion of what works, what doesn't, and what it takes to sustain change, this panel will offer practical ideas participants can take back to their own organizations.		
	(3) Strategies to Deliver Strong Patient Outcomes in Value-Based Care Models	Dr. Mark Gwynne, DO, FAAFP Chief Value Officer, UNC Health
	(4) Scope of Project Policy Manual, Session #2	Adam Falcone, JD Health Care Attorney
	(5) Using AI in Behavioral Health Practice: Improving Workflow, Access, and Care With the Right Guardrails	Bryan Hatcher Chief Behavioral Health Innovations Officer, Blue Ridge Health
A focus on practical, responsible applications of AI for documentation, screening, workflow, navigation and care coordination while addressing clinical oversight, privacy, bias, safety, and appropriate guardrails.		

12:00 – 12:45 PM	Lunch	
12:45 – 1:00 PM	Closing Remarks	
1:00 – 2:00 PM	Closing Plenary	Phil Ford Former NBA player and NBA coach

Northwest AHEC Credit Hours

Day 1- November 5, 2026

- *5.75 Contact Hours from Northwest AHEC*
- *Application for CME credit has been filed with the American Academy of Family Physicians. Determination of credit is pending.*

Day 2 - November 6, 2026

- *4.0 Contact Hours from Northwest AHEC*
- *Application for CME credit has been filed with the American Academy of Family Physicians. Determination of credit is pending*

AAFP Credit Hours

This live activity, 2026 Annual Clinical Conference on Quality and Chronic Disease with a beginning date of November 5-November 6, 2026, has been reviewed and is acceptable for up to 9.75 hours Prescribed credit(s) by the American Academy of Family Physicians. Physicians should only claim the credit commensurate with the extent of their participation in the activity.



Day 2

Friday, November 6, 12:00 PM – 2:00 PM