



Massachusetts Senior Medicare Patrol (SMP) Program's Ninth Statewide Conference

Friday, May 7, 2021
9:00 a.m. to 4:30 p.m.



ENGAGEMENT & INCLUSION = HEALTH EQUITY & QUALITY

Agenda and Workshop Descriptions

Morning Mindfulness: 9 to 9:30 a.m.

Morning Mindfulness and Centering: Join Jennifer to learn simple and accessible practices to combat stress and to help build resiliency that you can easily incorporate into your day. We will discuss the benefits of and practice together: chair yoga poses and stretching, breath work and meditation skills.

Jennifer Maniates, MA CYT
Branching Out Yoga

Welcome: 9:30 a.m.

Welcome and Opening Remarks

Joan Hatem-Roy, CEO
Elder Services of the Merrimack Valley/North Shore
Lucilia Prates
MA SMP Statewide Director

General Session: 9:45 to 10:45 a.m.

A Brave Conversation: This conversation will explore stories and impacts of systemic racism and identify opportunities for everyone to bravely take part in dismantling it.

Ayodola Anise, Deputy Director, NAM Leadership Consortium, National Academy of Medicine
Patrick O. Gee, Sr., Ph.D., JLC, iAdvocate, Inc., Faith-Based Health and Wellness Organization
Denean Greene-Rivers, PFA network Advisory Board
Latoshia Rouse, CD (DONA), PFA network Advisory Board and DEI committee co-chair

BREAK: 10:45 to 11 a.m.



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Session A: 11 a.m. to 12 p.m.

Session A: Healthcare errors, fraud and abuse cost billions of dollars annually and can have rippling effects and negative health related outcomes. This workshop will highlight how Medicare beneficiaries and other vulnerable populations often receive inequitable healthcare and are adversely effected.

Peggy Gallaher, MA SMP Program Associate
Muoi Lam, Chinese/Vietnamese Outreach Coordinator, Merrimack Valley Immigrant Education Center
Ms. Dotty Guenther, Consumer
Lucilia Prates-Ramos, MA SMP Statewide Director

Session B: 11 a.m. to 12 p.m.

Session B: Telehealth: This workshop will examine the many opportunities and challenges related to telemedicine, in particular the digital divide among under-resourced and vulnerable communities.

Barbra Rabson, President and CEO, Massachusetts Health Quality Partners (MHQP)
Carlos F. Cappas, PsyD, MBA, Chief Behavioral Health Officer, Lynn Community Health Center
Chryst Peralta, OTR/L, CLVT, Occupational Therapist, Certified Low Vision Therapist, Massachusetts Association for the Blind and Visually Impaired (MABVI)
Timothy J. Pappalardo, MSW, Health Insurance Specialist, Commander, U.S. Public Health Service, Centers for Medicare & Medicaid Services
Lori Siedman, Director of Deaf Services My Ombudsman, Disability Policy Consortium

LUNCH BREAK / ENTERTAINMENT: 12 to 1 p.m.

Keynote Address and Q & A: 1 to 2 p.m.

Keynote Address and Q & A

Donald M. Berwick, MD, MPP, FRCP, KBE, President Emeritus and Senior Fellow at the Institute for Healthcare Improvement (IHI)

BREAK: 2 to 2:15 p.m.



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Session C: 2:15 to 3:15 p.m.

Session C: What is our role in advancing health equity for diverse populations? This panel will address how to promote health equity by removing barriers faced by people with disabilities, deaf and hard of hearing, blind and visually impaired, limited English proficient and other under-resourced populations as they navigate the healthcare system. Participants will be encouraged to challenge their own biases and perceptions while discussing effective techniques and strategies to form alliances to better provide support, guidance, and information.

Chrys Peralta, OTR/L, CLVT, Occupational Therapist, Certified Low Vision Therapist, Massachusetts Association for the Blind and Visually Impaired (MABVI)
Amy Ruell, LICSW, Director of Low Vision Adjustment and Peer Group Support Services, (MABVI)
Lori Siedman, Director of Deaf Services, My Ombudsman, Disability Policy Consortium
Leslie Diaz, Director, My Ombudsman, Disability Policy Consortium

Session D: 2:15 to 3:15 p.m.

Session D: The Impact of COVID-19: This session will take a hard look at the long-lasting impact of COVID-19 on our overall physical health, mental health, addictions and long-term effect/consequence on our healthcare system/infrastructure.

(awaiting confirmation)

BREAK: 3:15 to 3:30 p.m.

Afternoon General Session: 3:30 to 4:30 p.m.

Electronic Health Records: What is the status of the interoperability of EHR and what RELD (race, ethnicity, language and disability) data is being collected and how is it shared?

(awaiting confirmation)

Happy Hour in Exhibitor Hall: 4:30 p.m.

Happy Hour and Networking

Bring your own mocktail

