



mhca's e-Newsletter

Published January 2023

Maximize your mhca membership!

Whether you missed a conference, or a session; or you want to share a great session with your team - we've got you covered! We record **every session** at our **mhca** quarterly conferences and make them easily accessible to you and your team on mhca.com.

Check out some of our highest-rated sessions from 2022 (*log into your **mhca** member account to watch these sessions and many others!*):

Creating a Culture of Replenishment

Presented at the **mhca** 2022 Winter Conference in Clearwater Beach, FL. 03/03/2022.

Presenter: Businessman, author and healthcare consultant Quint Studer

Learn what characteristics can get in the way of your own replenishment and walk away with tools and techniques that will replenish you, your team and your organization. These tools will help improve clinical outcomes by reducing employee turnover, increasing employee engagement, and decreasing patient and family anxiety.

Metricovery™: An Award-Winning Innovation for CMHCs to Reduce Wait, Improve Outcomes, and Enhance Workforce Satisfaction

Presented at the **mhca** 2022 Winter Conference in Clearwater Beach, FL. 03/02/2022.

Presenters: Mind Springs Health Executive VP Michelle Hoy, and Director of Operations Kathy Capps

Mind Springs Health (MSH), the CMHC serving ten counties in Western Colorado, struggled to meet demand and treat clients in a timely and therapeutic manner. This became a significant challenge, leading to contracting with a Lean Six Sigma consultant and resulting in an innovation called “Metricovery™.” Their clinical outcomes exceeded all expectations. In fact, they received two prestigious national awards: the National Council for Mental Wellbeing, Innovation at Work Award (2021) and The Sherman Award for Excellence in Patient Engagement by the Institute for Healthcare Innovation’s (IHI) (2020). This session describes the conceptualization, implementation, and evolution of this innovation.

The Sustainability Challenge - Emerging Market Opportunities For Behavioral Health

Presented at the **mhca** 2022 Winter Conference in Clearwater Beach, FL. 03/02/2022.

Presenter: Founder & CEO of OpenMinds Monica Oss

There are many forces ‘redrawing’ the lines in the behavioral health market landscape. To succeed, executive teams need to focus on developing new business models that will be sustainable in the post-pandemic landscape. Join us for an up-to-the-minute look at the critical changes in the landscape for serving consumers with behavioral health disorders - and what they mean for organizational sustainability post-pandemic.

USING THE FUTURE-READY FRAMEWORK - Applying Foresight Tools and Practices to Thrive During Change

Presented at the **mhca** 2022 Spring Conference in Louisville, KY. 05/12/2022.

Presented by: International Applied Foresight Speaker and Consultant and award-winning author Simon Anderson

What made us successful in the past may not help us continue that success into the future, and this is especially true as new technologies and trends emerge and advance, and as we face global challenges like the pandemic. As a futurist, Simon Anderson helps business leaders thrive during constant change, and in this breakout session mental health care leaders apply lessons from the keynote to real-world situations and potential scenarios they might experience in their work. Participants will also learn specific foresight tools and practices to identify important trends, anticipate how those trends might impact mental health care, and take action to serve their mission regardless of the new technologies or trends that may emerge.

Humbitious - The Power of Low-Ego, High-Drive Leadership

Presented at the **mhca** 2022 Spring Conference in Louisville, KY. 05/11/2022.

Presented by: Amer Kaissi PhD

Despite strong evidence of arrogance and narcissism in society, humility is making a surprising comeback in business and leadership. Based on research from different fields, this talk suggests that leaders who combine humility with ambition can lead themselves, their teams and their organizations into high performance. Supported by real-life case studies and interviews, this talk focuses on tangible take-home behaviors that leaders can implement right away.

National Perspective

Presented at the **mhca** 2022 Spring Conference in Louisville, KY. 05/12/2022.

Presented by: National Council for Mental Wellbeing CEO Chuck Ingoglia

A review of national policy and legislative efforts and a discussion of how your state will be impacted.

Leading in Times of Crisis: Lessons from 9/11, Bioterrorism, the NFL Concussion and COVID Crises, and the Ukrainian War

Presented at the **mhca** 2022 Summer Conference in Raleigh, NC. 08/03/2022.

Presenter: Thom Mayer MD, Medical Director of NFL Players Association and Executive VP - Leadership of LogixHealth

Far from a theoretical discussion of leading, Dr. Mayer weaves stories, quotes, history, and biography into practical lessons learned from his over 20 years of leading through times of crisis. Leadership is a noun, a subject for academics or a set of slides or CDs; but, “leading” is not only a verb, but a verb always in the active voice. Come learn the skills and abilities to lead teams in ambiguous times of cataclysmic change during this engaging, entertaining discussion.

Leadership Ethics and Collegial Boundaries

Presented at the **mhca** 2022 Summer Conference in Raleigh, NC. 08/03/2022.

Presenter: Michael A. Gillette PhD, President & CEO, of Bioethical Services of Virginia, Inc.

This highly interactive case-based discussion will review important concepts in leadership and supervisory ethics and then move on to a more in-depth consideration of boundaries and dual relationships as those concepts apply to collegial relationships.

Leadership Incubator: Connect - The Power of Storytelling

Presented at the **mhca** 2022 Summer Conference in Raleigh, NC. 08/02/2022.

Presenter: Don Yaeger - Speaker, Leadership Expert and Executive Coach, Author & Editor

Those who can tell meaningful and impactful stories become success stories themselves. One of our generation’s best storytellers will be sharing the most effective elements of a well-told story and how to apply those elements to tell your own stories. Come fine-tune your ability to share great stories and unlock

the ability to convert your thoughts, experiences, goals, and presentations for greater impact and deeper connection.

Innovation Incubator: Disruption - Your Journey from Now to Next

Presented at the **mhca** 2022 Fall Conference in Scottsdale, AZ. 11/08/2022.

Presenter: Senior Leadership Advisor, International Speaker & Best-selling Author David Nour

Most mental health leaders would agree that to remain relevant, they must evolve. After all, the unique needs and opportunities in the industry are evolving. With ever increasing demands in data analytics, social, mobile, cloud, NPS, Sentiment Analysis, and soon to join the party, AI/Machine Learning, Blockchain, and Cryptocurrencies, doing more of the same will no longer suffice. Although disruption is interesting to talk about, it's a complex topic. We believe it to be a journey, from Now to Next involving a stair step to Iterate - Innovate - and Disrupt. In this innovation mini-workshop, we'll discuss the fundamental flaws in many business models in a dynamic and highly agile market, opportunities to scale and create new profitable revenue and growth avenues, the critical need to pivot ahead of market demands, and the ever increasing impact of technology combined with customer-centricity.

Coordinating Strategic Responses to Save Lives & Communities

Presented at the **mhca** 2022 Fall Conference in Scottsdale, AZ. 11/09/2022.

Presenters: CODAC Health, Recovery & Wellness Director of SACASA and Addiction Outreach Services Katlyn Monje, Vice President of Clinical Services Daniel Barden, and Sr VP of Marketing & Business Development Kristine Welter Hall

In this workshop, CODAC Health, Recovery & Wellness, Inc. will tell the story of the progression of an insulated Medication Assisted Treatment program into a community-centered collaborative hub of providers that meets the needs of individuals 24/7/365. The presentation highlights how co-located collaborations with police, hospitals, and other social service agencies were developed and expanded beyond the original intent to address criminal justice, health care, housing options, employment and other social determinants of health, including the on-going efforts needed to develop a common culture between groups with differing approaches. The presentation will also show how a strategic substance use treatment marketing campaign was created and has been effective in increasing outreach, engagement and enrollment in services.

Leveraging Medicaid to Address Health Disparities

Presented at the **mhca** 2022 Fall Conference in Scottsdale, AZ. 11/10/2022.

Presenter: Arizona Health Care Cost Containment System Director Jami Snyder

This session will focus on the various levers available to state Medicaid programs in addressing inequities that exist within healthcare delivery systems. Specifically, it will touch on how Arizona's Medicaid program, AHCCCS, has used vehicles such as federal waiver authorities, policy change, provider incentives, stakeholder partnerships, and population-specific interventions to address disparities in the state.

Additionally, the session will focus on the unique challenges on the horizon for Medicaid agencies, as they seek to eliminate long-standing inequities that have existed within the program.

And here are a few of the most popular videos in our online library:

Compassionomics

Presented at the **mhca** 2021 Winter Conference in Clearwater Beach, FL. 02/25/2021.

Presented by: Stephen Trzeciak, MD MPH

Stephen Trzeciak is a physician scientist, Chief of Medicine at Cooper University Health Care, and Professor and Chair of Medicine at Cooper Medical School of Rowan University in Camden, New Jersey. Dr. Trzeciak is a practicing intensivist (specialist in intensive care medicine), and a National Institutes of Health-funded clinical researcher on a mission is to make health care more compassionate through science. Currently, Dr. Trzeciak's research is focused on a new field called "compassionomics"- studying the scientific effects of compassion on patients, patient care, and those who care for patients. He is an author of the best-selling book: *Compassionomics: The Revolutionary Scientific Evidence that Caring Makes a Difference*, which has been featured in numerous media outlets such as CNN, NPR, and The Washington Post. For this work, he was awarded the 2019 Influencers of Healthcare Award by The Philadelphia Inquirer. Come learn about the new field of compassionomics from this passionate thought leader.

What Makes the Great Ones Great?

Presented at the **mhca** 2021 Fall Conference in Memphis, TN. 10/20/2021.

Presenter: Business leadership expert and executive coach, 11-time New York Times best-selling author, and longtime Associate Editor for Sports Illustrated Don Yaeger

LEARN THE CHARACTERISTICS OF HIGH PERFORMING INDIVIDUALS

Through inspirational stories learned from first-hand experiences with the greatest winners in sports, Don will explore what it takes to pursue greatness in all you do.

Business As Unusual

Presented at the **mhca** 2020 Memphis Home Edition Conference via Zoom, 10/14/2020.

Sponsored by: Genoa Healthcare

Presented by: Duncan Wardle

Formerly Disney's Head of Innovation and Creativity, Duncan works with brands like Coca-Cola, Ford, and Johnson & Johnson on developing a culture of creativity across everything they touch. The man who pioneered the Disney Innovation Process will delve into creative problem solving to help us identify new marketplace opportunities and drive strategic growth. He will offer strategies on how to improve customer experience, embrace calculated risk and help teams work collaboratively. In his quest to unleash the magic

within each individual and organization, Duncan helps people overcome their expertise and get out of their own way, enabling them to think differently and creatively about solutions to challenges big and small.

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