Where the Front Line Meets the Bottom Line

Making the Healthcare System Work for Patients and Communities

#AFTNHP16
A Union of Professionals

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OUR MISSION
The American Federation of Teachers is a union of professionals that champions fairness; democracy; economic opportunity; and high-quality public education, healthcare and public services for our students, their families and our communities. We are committed to advancing these principles through community engagement, organizing, collective bargaining and political activism, and especially through the work our members do.

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THOMAS STINSON, Saint Paul Federation of Teachers (Minnesota), Local 28

AFT RN Program & Policy Council
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Co-Chair: STEPHEN ROONEY, AFT Vice President; President, National Federation of Nurses; President, Oregon Nurses Association, Local 5905
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LORI CHOYANAK, Executive Director, Ohio Nurses Association, Local 5903
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AFT Nurses and Health Professionals is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center’s Commission on Accreditation. This activity is jointly provided with the Ohio Nurses Association.

**Conflict of Interest:**
The planners and faculty have declared no conflict of interest.

**Outcomes:**
- Gain an increased knowledge, skills to be able to participate in opportunities to engage in crucial debates related to professional issues.
- Engage in opportunities to meet with high-level policymakers.
- Develop strategies and tools to learn how to message and organize around a variety of issues to ensure the healthcare system reflects the needs of the healthcare consumer and the healthcare workforce.

**Successful Completion:**
The learner must attend 100 percent of each chosen session. After the learner has completed all of his or her chosen sessions, an evaluation form must be completed and returned to the provider.
Where the Front Line Meets the Bottom Line

Overarching Conference Goal

The healthcare industry is at a critical juncture: Many people are forced to choose between their healthcare needs and their retirement savings, debt payments, and even basic household items. Stakeholders across the delivery system are experimenting with new healthcare delivery models to control spending, and the outcomes of these experiments will determine how the healthcare system will look over the next few decades.

Healthcare professionals’ voices are too often muted in these debates. Following a lobby day on Capitol Hill, the 2016 Professional Issues Conference and Labor Academy, “Where the Front Line Meets the Bottom Line,” will give participants opportunities and tools to engage in these crucial debates. Participants will be able to interact with high-level policymakers, and learn strategies to message and organize around a variety of pressing issues to ensure the healthcare system reflects the needs of patients and the healthcare workforce.

Thursday, April 21
Room: Regency A
6:45 a.m. – 7:45 a.m. Sunrise Yoga with Maricela (Capitol Room A)
Wear comfortable clothes and a sunny smile; movement adapted to all fitness levels.

7:30 a.m. – 8:30 a.m. Continental Breakfast

8:30 a.m. – 9:30 a.m. WELCOME AND OPENING REMARKS
Candice Owley, AFT Vice President; President, WFNHP
Randi Weingarten, AFT President

9:30 a.m. – 10:30 a.m. OPENING PLENARY
Bringing Frontline Healthcare Professionals Back into the Debate About Healthcare Reform

Sen. Sherrod Brown (D-Ohio)
Rep. Joseph Courtney (D-Conn.)
Rep. Rosa DeLauro (D-Conn.)
Rep. Jan Schakowsky (D-Ill.)

10:45 a.m. – 11:15 a.m. Mary Wakefield, Acting Deputy Director, U.S. Department of Health and Human Services

11:15 a.m. – 12:30 p.m. EXPERT PANEL
The Healthcare System of the Future
Moderator: Kelly Trautner, Director, AFT Nurses and Health Professionals
Hospitals and Providers
Dr. Fred Hyde, Consultant, Clinical Professor of Health Policy and Management, Columbia Business School
The Healthcare Workforce
Dr. Polly Pittman, Professor of Health Policy, George Washington University

Room: Regency A
12:30 p.m. – 1:30 p.m.  Luncheon with speakers
Rep. Elijah Cummings (D-Md.)
Adrienne Enghouse, Executive Vice President, OFNHP
Dana Marlowe, Founder, Support the Girls

1:45 p.m. – 3:15 p.m.  WORKSHOP SESSION I (concurrent workshops)
For more information, see page 5.

3:30 p.m. – 5:00 p.m.  WORKSHOP SESSION II (concurrent workshops)
For more information, see page 8.

7:00 p.m. – 10:00 p.m.  Reception
Featuring nurse and standup comic Kelli Dunham
Regency BCD

Friday, April 22
6:45 a.m. – 7:45 a.m.  Mall Crawl
Wear comfortable clothes and a sunny smile; movement adapted to all fitness levels.

Room: Regency A
8:00 a.m. – 9:00 a.m.  Hot Buffet Breakfast

9:00 a.m. – 10:30 a.m.  WORKSHOP SESSION III (concurrent workshops)
For more information, see page 10.

Room: Regency BCD
10:45 a.m. – 11:45 a.m.  Mobilizing to Victory—
Friedrichs and the Attacks on Worker Rights
Mark Richard, AFT Counsel to the President

11:45 a.m. – 12:45 p.m.  Bargaining for the Common Good
Stephen Lerner, Fellow, Georgetown University

Room: Regency A
1:00 p.m. – 2:15 p.m.  Luncheon with speaker
Ann O’Leary, Senior Policy Adviser to Hillary Clinton

Room: Regency BCD
2:15 p.m. – 3:30 p.m.  CLOSING
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<td>Room: Thornton Lounge</td>
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The Fight over Professional Standards
Room: Regency D
Contact Hours: 1.5
Presenters: Mary Cathryn Ricker, AFT Executive Vice President
           Kelly Trautner, Director, AFT Nurses and Health Professionals

Professionalism is a defining characteristic of the healthcare workforce. The AFT recently formed the multi-sectoral Task Force on Professionalism to define what it means to be a professional, and to strategize about what actions we must take to elevate professional standards. Meanwhile, opponents on the right threaten to unravel professionalism in the name of competition and limited government. Join in a conversation about what it means to be a professional, and what steps we can take to advance professional standards.

Getting the Community On Board
Room: Regency B
Contact Hours: 1.5
Presenters: Jamie Lucas, Organizer, WFNHP
           Melanie Myers, Assistant Director, AFT Department of Research and Strategic Initiatives

As hospitals and providers consolidate into larger health systems, healthcare professionals are increasingly outsized—but that doesn’t mean we have to be outmatched. It’s not uncommon for new owners to cut less-profitable services, staffing and resources for healthcare professionals. Fighting back against these efforts requires mobilizing the support of the community. Using a real-life case study, this workshop will provide participants with essential tools to build meaningful community partnerships for change.

Medical Debt as a Member and Community Issue
Room: Thornton Lounge
Contact Hours: 1.5
Presenters: Bridget Devane, Director, Public Policy Department, HPAE
           Trina Scordo, Executive Director, New Jersey Communities United

The Affordable Care Act expanded health insurance for 20 million more Americans. However, many Americans still remain uninsured or underinsured. One in four Americans still says healthcare costs have caused a serious financial problem. Medical and other household debt is even a major concern for many healthcare professionals. This workshop will show how healthcare professionals can partner with community
organizations to call attention to this problem in their communities and engage members in their workplaces.

**Partnerships to Improve Community Health**  
(This workshop repeats in Workshop Session II, 3:30 p.m.-5:00 p.m.)  
Room: Bryce  
Contact Hours: 1.5  
Presenter(s): Jessica Curtis, Senior Adviser, Hospital Accountability Project, Community Catalyst  
William Shiebler, Assistant Director, AFT Department of Human Rights and Community Relations

Under the Affordable Care Act, nonprofit hospitals are required to assess and address community health needs that might otherwise go unmet. These needs can range from providing access to care to tackle the causes of poor health in the community through issues like housing, community safety, air and water quality, employment, or food insecurity. This session will outline what is expected of nonprofit hospitals and explore ways labor organizations might partner more effectively with hospitals and community-based organizations.

**Professional Liability Trends**  
Room: Congressional CD  
Contact Hours: 1.5  
Presenters: Paula Anderson, Economic and General Welfare Chair, Ohio Nurses Association  
Jennifer Flynn, Manager, Healthcare Risk Management, NSO

Nurses and healthcare professionals are routinely at risk of exposure to numerous infectious diseases. While the impact of exposure has not been consistently documented, healthcare workers have become infected with diseases like tuberculosis, hepatitis, MRSA, influenza, and most recently Ebola, as they care for patients. Learn about the work of AFT Nurses and Health Professionals, which has led OSHA to consider expanding existing protections to a broader infectious disease standard.

This workshop will present an overview of infectious disease exposures in healthcare settings; the role of our union in protecting healthcare workers against those exposures; a review of the current OSHA standards and regulatory proposals to protect healthcare workers from infectious disease exposure; the steps underway to push for the new infectious disease standard; and best practices that embrace both good infection control and occupational safety and health principles.
Winning the Message War on Economic Justice  
(This workshop repeats in Workshop Session II, 3:30 p.m. – 5:00 p.m.)
Room: Yosemite  
Contact Hours: 1.5  
Presenters: Liz Cattaneo, Communications Director, Jobs with Justice  
            Katherine McFate, President and CEO, Center for Effective Government

Workers’ rights and economic justice are our areas of expertise. But we can’t be successful unless we have the same relentless message discipline that our opponents have. Thankfully, our movement has a new, winning message playbook that will allow us to intensify support from our base and attract more people to our side. This training and discussion provide an opportunity to learn how we can shape the debate, build the right political demands for our campaigns and communities, and drive a winning agenda for working people.

WORKSHOP SESSION II  
Thursday, April 21, 3:30 p.m. – 5:00 p.m.

Workplace Violence Prevention Campaigns
Room: Regency D  
Contact Hours: 1.5  
Presenters: Vicky Byrd, RN, OCN, Executive Director, MNA  
            Brenda Donaldson, RN, MNA  
            Sara Markle-Elder, Senior Associate, AFT Department of Health, Safety and Well-Being

Nearly two-thirds of all recorded workplace assaults occur in the healthcare and social services industries. Join the Montana Nurses Association and the AFT in this workshop to learn about state and federal campaigns for protections for healthcare workers. MNA will explain the “Your Nurse Wears Combat Boots” campaign and the AFT will describe our plan to use the GAO report on workplace violence to petition OSHA for a workplace violence standard. The session provides an example of the workplace violence prevention training the AFT offers to all affiliates.

Engaging Members Around Public Issues
Room: Regency B  
Contact Hours: 1.5  
Presenter: Christopher Whalen, Director, Membership Representation, HPAE

Many issues related to healthcare delivery, community wellness, health policy changes and more are “hot button” topics for our members, and issues around which they find time and energy to work together for a best outcome. Taking on the task of engaging members requires some
strategy, some assessment skills, a little math, and understanding how to turn personal passion into fuel for collective action. This educational activity provides attendees with the insight and tools they need to begin that process, and examples of how others have been successful on a range of priorities.

How to Develop Culturally Competent Outreach (Part I)
Room: Thornton Lounge
Contact Hours: 1.5
Moderator: Min. David Street, National Director of Faith and African American Engagement, Enroll America
Presenters: Kellan Baker, Manager, Out2Enroll
Jose Plaza, National Director of Latino Engagement, Enroll America

Cultural competence refers to an ability to interact effectively with people of different cultures. Cultural competence comprises three main components: (1) awareness of one's own cultural worldview; (2) attitude toward cultural differences; and (3) cross-cultural skills. This first session will provide an overview of the Affordable Care Act and the impact it has had on communities of color, women, LGBTQ, and youth. Furthermore, it will cover key concepts and definitions as well as highlight how culturally competent outreach can directly impact the success of the ACA.

How the Financialization of Prescription Drugs Hurts Patients
(This workshop repeats in Workshop Session III, 9:00 a.m. – 10:30 a.m.)
Room: Congressional CD
Contact Hours: 1.5
Presenter: Michael Kink, Executive Director, Strong Economy for All Coalition

Within the past 18 months, Gilead introduced the $1,000 pill and Martin "Pharma Bro" Shkreli raised the price of a decades-old pill by 5,000 percent overnight. Now three in four Americans say prescription drugs prices are unreasonable, and it's gearing up to be the major healthcare issue in the 2016 presidential election. Learn how the Wall Street business model increases drug prices and limits access to care, and what community groups and labor organizations are doing to hold pharmaceutical companies accountable.

Partnerships to Improve Community Health
(This workshop is repeated from Workshop Session I, 1:45 p.m. – 3:15 p.m.)
Room: Bryce
Contact Hours: 1.5
Presenters: Jessica Curtis, Senior Adviser, Hospital Accountability Project, Community Catalyst
William Shiebler, Assistant Director, AFT Department of Human Rights and Community Relations
Under the Affordable Care Act, nonprofit hospitals are required to assess and address community health needs that might otherwise go unmet. These needs can range from providing access to care to tackle the root causes of poor health in the community through issues like housing, community safety, air and water quality, employment, or food insecurity. This session will outline what is expected of nonprofit hospitals and explore ways labor organizations might partner more effectively with hospitals and community-based organizations.

**Winning the Message War on Economic Justice**
(This workshop is repeated from Workshop Session I, 1:45 p.m. – 3:15 p.m.)

Room: Yosemite  
Contact Hours: 1.5  
Presenters: Liz Cattaneo, Communications Director, Jobs with Justice  
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Workers’ rights and economic justice are our areas of expertise. But we can’t be successful unless we have the same relentless message discipline that our opponents have. Thankfully, our movement has a new, winning message playbook that will allow us to intensify support from our base and attract more people to our side. This training and discussion provide an opportunity to learn how we can shape the debate, build the right political demands for our campaigns and communities, and drive a winning agenda for working people.

**WORKSHOP SESSION III**  
Friday, April 22, 9:00 a.m. – 10:30 a.m.

**How to Develop Culturally Competent Outreach (Part II)**  
(Continuation of Part I from Thursday, Workshop Session II)

Room: Yosemite  
Contact Hours: 1.5  
Moderator: Min. David Street, National Director of Faith and African American Engagement, Enroll America  
Presenters: Kellan Baker, Manager, Out2Enroll  
Jose Plaza, National Director of Latino Engagement, Enroll America

Building off the foundational session, the cultural competency training will provide participants the opportunity to have a deep-dive discussion about what it means to do culturally competent outreach in reference to the Affordable Care Act. The training team will provide a primer of what culturally competent outreach means and will facilitate an interactive session where participants will be able to put into practice their outreach skills. This participatory session will rely on the expertise of attendees to
discuss best practices and challenges to doing truly culturally competent work.

**How the Financialization of Prescription Drugs Hurts Patients**
(This workshop is repeated from Workshop Session II, 3:30 p.m. – 5 p.m.)
Room: Congressional B
Contact Hours: 1.5
Presenter: Michael Kink, Executive Director, Strong Economy for All Coalition

In 2015, Gilead introduced the $1,000 pill, and Martin “Pharma Bro” Shkreli raised the price of a decades-old pill by 5,000 percent overnight. Now, three in four Americans say the prescription drugs prices are unreasonable, and it’s gearing up to be the major healthcare issue in the 2016 presidential election. Learn how the Wall Street business model increases drug prices and limits access to care, and what community groups and labor organizations are doing to hold pharmaceutical companies accountable.

**Joint Bargaining as a Response to Hospital Consolidation**
Room: Lexington
Contact Hours: 1.5
Presenters: Dawnette McCloud, RN, President, OFNHP
Mark Richard, AFT Counsel to the President
Djar Horn, Field Representative, HPAE

Hospitals and other healthcare facilities are consolidating at a breakneck pace and showing few signs of slowing down. The standalone community hospital is increasingly a relic as regional and national healthcare systems continue to grow. Consolidation often means disrupted relationships and the migration of decision-making out of communities. But consolidation presents an opportunity for us to improve our coordination. Panelists will share insights into when joint bargaining makes sense, what obstacles to expect, and what they have learned from their experiences.

**Medical Debt as a Member and Community Issue**
Room: Thornton Lounge
Contact Hours: 1.5
Presenters: Bridget Devane, Director of Public Policy, HPAE
Trina Scordo, Executive Director, New Jersey Communities United

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organizations to call attention to this problem in their communities and engage members in their workplaces.

**Why Quality Measurement Matters for Healthcare Professionals**

Room: Regency BCD  
Contact Hours: 1.5  
Presenter: Melissa Mariñelarena, RN, Senior Director, National Quality Forum

Quality reporting is increasingly a core part of healthcare professionals’ working conditions. Seventy-five percent of nursing documentation factors into quality measurement. These measures increasingly determine how much providers get paid as the healthcare system make the shift from volume to “value.” Employers often use this information to evaluate the workforce and work processes. Healthcare professionals need to be prepared to engage in these discussions. This training will shed light on how quality measurement works and why it matters.

**Making Sense of Healthcare Dollars**

Room: Concord  
Contact Hours: 1.5  
Presenters: John Brady, RN, C.E.N., Executive Vice President, AFT-CT  
Kyle Arnone, Senior Associate, AFT Nurses and Health Professionals

You might overhear a healthcare executive quip, “no margin, no mission.” It’s true that hospitals and other facilities need a sustainable business model to deliver patient care. However, the business is fragmented, confusing and frequently manipulated for personal gain. It’s our job to hold employers accountable, but that requires us to be familiar with how the business works. This workshop will lay out the fundamentals—where to find key information and how that information can be used to hold the margin accountable to the mission.
MY CONFERENCE SCHEDULE AT A GLANCE

Please use this form to note your selected workshops and locations.

ALL ROOMS ARE ON THE LOWER LEVEL OF THE HOTEL UNLESS OTHERWISE NOTED.

Wednesday, April 20  LOBBY DAY

9 a.m. – 10 a.m.  Briefing  Regency D

10 a.m. – 3 p.m.  Hill Appointments

3 p.m. – 7 p.m.  CONFERENCE REGISTRATION  Registration Counters

3 p.m. – 7 p.m.  Health Fair  Regency D

Thursday, April 21  CONFERENCE DAY 1

6:45 a.m. – 7:45 a.m.  Sunrise Yoga  Regency A

7:30 a.m. – 8:30 a.m.  Continental Breakfast  Regency A

8:30 a.m. – 9:30 a.m.  WELCOME  Regency A

Candice Owley, AFT Vice President
Randi Weingarten, AFT President

9:30 a.m. – 10:30 a.m.  Bringing Frontline Healthcare Professionals Back Into the Debate about Healthcare Reform  Regency A

10:45 a.m. – 11:15 a.m.  Mary Wakefield, U.S. Department of Health and Human Services  Regency A

11:15 a.m. – 12:30 p.m.  The Healthcare System of the Future  Regency A

12:30 p.m. – 1:30 p.m.  LUNCHEON  Regency A

1:45 p.m. – 3:15 p.m.  Workshop Session I: ______________________  Room: ______________________

3:30 p.m. – 5 p.m.  Workshop Session II: ______________________  Room: ______________________

7 p.m. – 10 p.m.  RECEPTION  Regency BCD

Friday, April 22  CONFERENCE DAY 2

6:45 a.m. – 7:45 a.m.  Mall Crawl

8 a.m. – 9 a.m.  BUFFET BREAKFAST  Regency A

9 a.m. – 10:30 a.m.  Workshop Session III: ______________________  Room: ______________________

10:45 a.m. – 12:45 a.m.  PLENARY SPEAKERS  Regency BCD

Mark Richard, AFT Counsel to the President
Stephan Lerner, Fellow, Georgetown University

1:00 p.m. – 2 p.m.  LUNCHEON  Regency A

2 p.m. – 3 p.m.  CLOSING SESSION  COPE Raffle and Farewell  Regency BCD