
Advancing Patient Centered Health Care (APCHC) Symposium

August 21st, 2025 | Live Virtual Program

Thursday, August 21st

All Times are EASTERN Standard Time

Welcome & Opening Remarks

11:00 am– 11:15 am

Jim Macrae, MA, MPP
Associate Administrator
Bureau of Primary Health Care
Health Resources and Services Administration

Moderator:

Peter Vance, LPCC, CPHQ
Joint Commission

Strengthening Colorectal Cancer Screening Underpinnings

11:20 – 11:50 pm

Natalie Marker, M.Arch, CPHQ
Quality Director
The Community University Health Care Center

Lan Luu, MD, MPH
Medical Director
The Community University Health Care Center

Digital Innovation to Grow Quality Care Through an Interprofessional Care Team Among Medically Underserved Patients with Hypertension

11:55 – 12:25 pm

Joyce Lee, PharmD, APh, FCCP, BCPS, BCACP, CDCES
Clinical Professor
University of California Irvine

12:25 - 1:00 pm

LUNCH BREAK

Smarter Workflows, Safer Outcomes: Diagnosing Bottlenecks in Cancer Screening Using Lean + Cognitive Systems Thinking

1:00 – 1:30 pm

Tonya M. Davis, MBA, CPHQ
Founder
5D Consulting Group

Amit K. Shah, PhD
Founder
GNS-AI

Effective Health Behavior Change Strategies for Diabetes and Hypertension

1:35 – 2:05 pm

Amber Murray, RN, BSN, MA, PMP
Sr Technical Expert Lead and Project Director
JBS International

2:05 – 2:15 pm

BREAK

Depression Screening Improvement and Daily Management System

2:15 – 2:45 pm

Victor D. Orozco, NPT, LSSBB
Performance Improvement Change Leader
CommUnity Care Health Centers

Heather Hart Gause, LCSW-S
Associate Director of Behavioral Health
CommUnity Care Health Centers

Melanie Quiroga
Nurse Manager of Operations
CommUnity Care Health Centers

Lifestyle in a Box, Health Management Kits for Whole Person Wellness

2:50 – 3:20 pm

Shannon Osborne

Wellness Project Manager

The Wright Center for Community Health

Melissa Germano

Director of Lifestyle Modification and Preventive

The Wright Center for Community Health

Closing Remarks

3:20 – 3:30 pm

Dr. Asad Bandealy

Chief Medical Officer and Director, Office of Quality Improvement

Bureau of Primary Health Care

Health Resources and Services Administration

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PROGRAM OBJECTIVES

At the conclusion of this program, participants will be able to:

- 1) Increase understanding of ways to improve health outcomes through PCMH model and Quality Improvement (QI) activities.
- 2) Disseminate evidence-based practices and innovations being implemented nationally by health centers and other health care entities to improve health outcomes and access to care among underserved populations.
- 3) Provide skills and information needed to implement quality improvement activities focused in health centers.
- 4) Facilitate PCMH peer learning opportunities.

