



Welcome to NAACOS Clinical Operations Boot Camp 2025



**Henish Bhansali, CMO and ACO Executive,
Medical Home Network**

What is NAACOS Boot Camp?



- **What is NAACOS Boot Camp?**
 - A program that helps you become better at doing something in a short time.
- **What will you learn?**
 - The NAACOS 2025 February Boot Camp will take a deep dive into the clinical operations of succeeding as an ACO. We will share insights and best practices on disease management across payors, patient engagement, AI's role in clinical workflows, specialist engagement, integrating SDoH and BH into VBC, TOC, and much more.
- **Who will you learn from?**
 - Over the next 2 days you will learn from some of the nations leaders in healthcare about their programs, processes, and lessons learned

Our Sponsors!



Boot Camp Faculty



- Eloy Sena, AVP, Value-Based Contracts and Operations, Ardent Health
- Brandi Apodaca, Chief Operating Officer, Community Health Provider Alliance
- Joann Sciandra, Vice President of Care Coordination and Integration, Geisinger
- Anna Taylor, Director of Operations, MultiCare Connected Care
- Shardul Mehta, Clinical Solutions Architect, Persivia
- Carol Ann Hudson, AVP, Clinical & Quality Operations Population Health, Lifepoint
- Henish Bhansali, Chief Medical Officer, Medical Home Network
- Jessica Martensen, Vice President, Population Care Management Programs, Essentia Health
- Aisha Pittman, Senior VP of Government Affairs, NAACOS

Please stand up, introduce yourself, and say hi to our audience 😊!

Clinical Operations Boot Camp Day 1



Time	Title	Boot Camp Faculty
9:30 am – 10:45 am	Aligning Best Practices Across Payors: Disease Management Protocols – How to Execute and Deploy	Eloy Sena , AVP, Value-Based Contracts and Operations, Ardent Health Brandi Apodaca , Chief Operating Officer, Community Health Provider Alliance Joann Sciandra , Vice President of Care Coordination and Integration, Geisinger
11:00 am - 12:00 pm	Patient Engagement – Proven Success	Jessica Martensen , Vice President, Population Care Management Programs, Essentia Health Joann Sciandra , Vice President of Care Coordination and Integration, Geisinger
12:00 pm - 1:00 pm	Networking Lunch	
1:00 pm - 2:00 pm	Using AI for Clinical Workflows	Anna Taylor , Director of Operations, MultiCare Connected Care Shardul Mehta , Clinical Solutions Architect, Persivia CarolAnn Hudson , AVP, Clinical & Quality Operations Population Health, Lifepoint
2:00 pm - 3:00 pm	Provider Engagement – Specialty Care	Henish Bhansali , Chief Medical Officer, Medical Home Network Jessica Martensen , Vice President, Population Care Management Programs, Essentia Health Joann Sciandra , Vice President of Care Coordination and Integration, Geisinger
3:15 pm - 4:00 pm	Assessing Clinical Programs for Your ACO	Emily Brower , CEO, NAACOS
4:00 pm - 5:00 pm	The Missing Link: Integrating SDOH and Behavioral Health for Value-Based Success	Brandi Apodaca , Chief Operating Officer, Community Health Provider Alliance Eloy Sena , AVP, Value-Based Contracts and Operations, Ardent Health
5:00 pm - 6:00 pm	Reception	

Clinical Operations Boot Camp Day 2



Time	Title	Boot Camp Faculty
7:30 am	Breakfast	
8:00 am – 8:45 am	Shared Savings Distribution Models	Jessica Martensen , Vice President, Population Care Management Programs, Essentia Health Brandi Apodaca , Chief Operating Officer, Community Health Provider Alliance
8:45 am – 9:45 am	Transitions of Care: Identifying and Taking Action on Pre and Post-Acute Pathways for Best Outcomes	Carol Ann Hudson , AVP, Clinical & Quality Operations Population Health, Lifepoint Joann Sciandra , Vice President of Care Coordination and Integration, Geisinger
10:00 am – 11:00 am	Policy Implications:	Aisha Pittman , Senior VP of Government Affairs, NAACOS
11:00 am – 12:00 pm	CAHPS and Patient Satisfaction – Assessing and Implementing Improvement Opportunities	Eloy Sena , AVP, Value-Based Contracts and Operations, Ardent Health
12:00 pm - 12:15 pm	Wrap-up and adjourn	Jessica Martensen , Vice President, Population Care Management Programs, Essentia Health
12:15 pm - 1:15 pm	Networking Lunch	

Housekeeping

- WiFi Password: naacos2025
- There will be 5-10-minute breaks between all sessions
- Microphones are provided for questions so all can hear
- Lunch will be served poolside, weather permitting
- From 5:00-6:00, we will host a combined reception with drinks and Hors d'Oeuvres located in Captiva
- Friday's lunch is in Captiva (Room it to the left when exiting this room)

Brief Introductions



- Now we would like to get to know you and your goals
- Please spend 5 mins getting to know each other at your table and sharing 1-2 key things you would like to get out of the bootcamp



Let's Get Started!

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Session 1

Aligning Best Practices Across Payors

Disease Management Protocols – How to Execute and Deploy

- Eloy Sena, AVP, VCB Contracts and Operations, Ardent Health
- Brandi Apodaca, COO, Community Health Provider Alliance
- Joann Sciandra, VP of Care Coordination and Integration, Geisinger