



October 10th, 2025

9 AM – 4 PM

Red Lion Hotel Pasco Airport & Conference Center

2525 North 20th Avenue Pasco, WA 99301

COLLABORATION | INNOVATION | ENGAGEMENT



GreaterHealthNow.org



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Mobile Integrated Healthcare Symposium Agenda

Master of Ceremonies: Becky Betts, DNP, RN, CRRN

9:00 AM	Welcome	Sharon Brown, JD <i>Greater Health Now</i>	Olympic/Gold
		Nici Feldhammer <i>Molina Healthcare</i>	
	<u>Keynote</u> Unique Clients, Unique Capabilities: Mobile Integrated Health in Seattle	Jon Ehrenfeld	Olympic/Gold
10:10 AM	<u>Breakout Session 1</u> Youth Support in Washington State: Wraparound with Intensive Services (WISe)	Andrea C. Peyton, MSW, CMHS	Pine
	Results of the audit <i>Reducing Nonemergency Use of Emergency Systems</i>	Lori Reimann Garretson Michelle Fellows	Olympic/Gold
11:10 AM	<u>Breakout Session 2</u> BHCore at the University of Washington: Advancing MIH in Crisis Response	Kimberly Hendrickson	Pine
	Dementia Demystified: Front-Line, Real-World Care	A. Carroll Haymon, MD	Olympic/Gold
12:00 PM	Lunch	Joel Chavez <i>Community Health Plan of Washington</i>	Olympic/Gold
		Victoria Reinhartz, PharmD, CPh <i>National Association of Mobile Integrated Healthcare Providers</i>	
1:00 PM	MIH Program Panel	Laurel Avila, MBA, BSN, RN Facilitator	Olympic/Gold
2:30 PM	Roundtable Group Discussions		Olympic/Gold
4:00 PM	Adjourn		



PRESENTATION DESCRIPTIONS

Keynote:

Unique Clients, Unique Capabilities: Mobile Integrated Health in Seattle

Jon Ehrenfeld, Mobile Integrated Health Program Manager, Seattle Fire Department

From a single case manager working with EMS high utilizers, the Mobile Integrated Health program in Seattle has grown to include multiple teams, specialty units, and capabilities. Jon Ehrenfeld, the program manager, will discuss how MIH has evolved. This talk will highlight lessons learned and strategies that have proven effective, with a focus on commonalities among other MIH programs and a discussion of approaches for sustainable funding.

Break Out Session 1: 10:10 AM – 11:00 AM

Youth Support in Washington State: Wraparound with Intensive Services (WISe) (Pine Room)

Andrea C. Peyton, MSW, CMHS, Program Director, Lutheran Community Services Northwest

Lutheran Community Services Northwest (LCSNW) has been supporting youth and families since 1921, with programs in the Tri-Cities community since 1964. At the heart of this work is Wraparound with Intensive Services (WISe)—a statewide program for Medicaid-eligible youth under 21 who have complex mental health needs. WISe is flexible, strengths-based, team-driven, and available 24/7. In this session, we'll take a closer look at youth behavior through a needs-based lens rather than just a diagnostic label. This perspective helps us recognize patterns, understand the factors that influence behavior, and explore practical strategies for responding when a youth is in crisis at home.

Results of the audit *Reducing Nonemergency Use of Emergency Systems* (Olympic/Gold Room)

Lori Reimann Garretson, Senior Performance Auditor, Washington State Auditor's Office

Michelle Fellows, Performance Auditor, Washington State Auditor's Office

Everyone who calls 911 needs help, but many calls are not for emergencies. Some fire agencies in Washington have established CARES programs to reduce nonemergency use of emergency systems. Although the programs differ, they all aim to reduce repeat 911 calls. Given these programs' potential to both reduce costs and improve patient outcomes, we designed this audit to identify existing programs across the state and to identify barriers to establishing needed programs. To learn more about these programs, we surveyed Washington's fire agencies, conducted case studies at eight selected programs, and interviewed staff, program leaders and fire chiefs at local fire agencies. During our presentation, we will provide a high-level overview of our audit findings and recommendations. We will also share details about programs in Washington, how other states have addressed specific challenges, and some changes on the national level with the potential to make performance measurement easier for programs in Washington



Breakout Session 2: 11:10 – 12:00

BHCore at the University of Washington: Advancing MIH in Crisis Response (Pine Room)

Kimberly Hendrickson, *co-founder*, BHCore

Frontline responders—including fire, EMS, and police—are often the first point of contact for people experiencing behavioral health crises. This panel will introduce BHCore, a new center at the University of Washington dedicated to supporting those on the front lines of crisis response. The panel will highlight the growing importance of MIH as an approach to addressing behavioral health needs. Discussion will focus on how MIH reduces strain on emergency departments, enhances patient outcomes, and reduces silos in healthcare and other service systems. Strategies for sustaining these models will be explored, alongside examples of innovative practices from the field.

Dementia Demystified: Front-Line, Real-World Care (Olympic/Gold)

A. Carroll Haymon, *Physician*, AC Haymon Consulting PLLC

This session will address a common challenge in the care of older adults: Dementia. What do we mean when we say “dementia”, “cognitive impairment”, “Alzheimer’s disease”? What should patients and families who are struggling with this illness expect, and how can we help them? What kinds of interventions and treatments make a difference? Delivered by a physician and dementia expert with over 20 years of clinical experience, this session will be a practical and entertaining exploration of these questions and more.

Be sure to visit tables from the following organizations in the front lobby:



Afternoon Sessions:

MIH Practitioner Panel

Facilitator: Laurel Avila, MBA, BSN, RN, PCMH CCE, *Consultant*, Greater Health Now

Leaders from seven Mobile Integrated Healthcare (MIH) programs across Washington will share their experiences, challenges, and innovations in advancing patient-centered care. Panelists will explore strategies for building trust with stakeholders, bridging communication with hospitals and community services, measuring meaningful outcomes, and leveraging technology to improve care.

Bobby Marsh

Senior Firefighter, Community Paramedic
City of Clarkston Fire Department

Mariann Cleveland, AEMT

CARES Coordinator

Garfield County Fire District 1

Cody Maine

Community Paramedic

Walla Walla Fire Department

Danielle Bertschi, EMT-B

Fire Captain, Community Health Programs
Manager

Kittitas County Fire Protection District 6

Taryn K. Robinson, LMSW

Social Work Coordinator

Kirkland Fire Department Mobile Integrated
Health

Kristi Eilers DNP, PMHNP-BC

Psychiatric Nurse Practitioner

North Mason Fire Authority Mobile
Integrated Healthcare Program

Lilie Corroon

Program Manager

Vashon Island Fire and Rescue Mobile
Integrated Healthcare

Round Table Discussions

This interactive session invites attendees to join small-group discussions facilitated by MIH leaders and partners. Each table of 6–8 participants will explore key questions designed to spark conversation across new and established programs, diverse professional roles, and community perspectives.



PRESENTER BIOGRAPHIES

Jon Ehrenfeld, *Mobile Integrated Health Program Manager, Seattle Fire Department*

Jon Ehrenfeld manages the Mobile Integrated Health program for the Seattle Fire Department, a novel collaboration between Fire and the Seattle Human Services Department. Since 2016 he has led the program as it evolved from a small pilot to a core Fire Department service, comprising the Health One co-responder units, a dedicated overdose response unit, case management, a nurse practitioner, and the department's Vulnerable Adult reporting service. Jon has a background in program management and has led initiatives in Washington, D.C., Seattle, and overseas. He holds a master's degree in international relations and was a paramedic in Maryland.

Michelle Fellows, *Performance Auditor, Washington State Auditor's Office*

Michelle Fellows is a Performance Auditor at the Office of the Washington State Auditor, where she has worked for six years. Prior to that, she spent ten years as a researcher at University of Washington's Information School. Michelle received master's degrees in Public Administration and in Library and Information Science from the University of Washington.

Lori Reimann Garretson, *Senior Performance Auditor, Washington State Auditor's Office*

Lori Reimann Garretson is a Senior Performance Auditor with the Office of the Washington State Auditor. She has led multiple audits, including topics such as Medicaid program integrity efforts, encounter data accuracy, and concurrent enrollments in multiple states' Medicaid programs. Her prior work includes service with Seattle Public Schools and Food for the Hungry Nicaragua. She also currently serves on the board of the Highline Soccer Association and volunteers with World Relief Western Washington. Lori attended the Evans School of Public Policy and Governance at the University of Washington, graduating with honors and a Master of Public Administration degree.

A. Carroll Haymon, *Physician, AC Haymon Consulting PLLC*

A. Carroll Haymon, MD is a Family Physician and Geriatrician. Born and raised in Louisiana, she has an English degree from Yale and an MD from Tufts. She moved to Washington 25 years ago for Family Medicine Residency and Geriatric Medicine Fellowship– and never left. She has worked as a Primary Care doctor serving older adults; a teacher of young physicians as a faculty member at Swedish and the University of Washington; a leader in clinical organizations as the WA state medical director at Iora Primary Care; and as a healthcare entrepreneur and physician advisor to healthcare companies. Away from work, Carroll enjoys hiking and biking around the great Northwest; growing vegetables in the garden; and laughing with friends.

Kimberly Hendrickson, *co-founder, BHCore*

Kimberly Hendrickson is the Director of the City of Poulsbo's Housing, Health and Human Services Department where she works on projects increasing access to healthcare, housing and social services. She oversees the City's Recovery Resource Center, a friendly, low barrier hub for



health and recovery services in North Kitsap County, along with the affiliated Recovery Cafe. Kimberly helped to develop the City of Poulsbo's police navigator program, the Poulsbo Fire Department's CARES program and Central Kitsap Fire and Rescue's CARES program. She encouraged the growth of co-response programs throughout the state through the Co-Responder Outreach Alliance (CROA) from 2018-2023. She is the co-founder of the University of Washington's BHCore Center and promotes fire department-based behavioral health initiatives.

Andrea C. Peyton, MSW, CMHS, *Program Director*, Lutheran Community Services Northwest

Andrea Peyton is a behavioral health leader with over 20 years of experience in children's mental health. She directs the WISe (Wraparound with Intensive Services) program at Lutheran Community Services Northwest and led the development of a school-based mental health program expanding access for students. A frequent presenter at state and national conferences, Andrea is recognized for making complex behavioral health concepts practical and accessible. She holds a Master of Social Work from Portland State University and is a certified Child Mental Health Specialist



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