

Conference on Practice Improvement

Redesign your practice. Improve patient care. Sustain your changes.



December 4-7, 2014 | Marriott Tampa Waterside | Tampa, FL



Register by November 4 and save \$75 www.stfm.org/cpi



in collaboration with Transform**MED**

Redesign your practice. Improve patient care. Sustain your changes.

Attend the 2014 Conference on Practice Improvement



The landscape of health care is transforming at an unprecedented rate. Primary care, as the foundation of the health care system, is at the forefront of this transformation. At the Conference on Practice Improvement, you'll learn to organize your practice around your patients, streamline processes, engage staff, increase revenue, and provide consistent, evidence-based care. You'll learn from those who know best – primary care providers, researchers, educators, and practice staff who have redesigned their practices into patient-centered medical homes.

The Conference on Practice Improvement provides a venue for learning from those on the front line of improving primary care practice. Educational sessions at this conference will include:

- Quality and Safety
- Patient Centeredness
- Leadership
- Practice-Based Team Care
- Access to Care and Information
- Care Coordination
- Health Information Technology
- Outcome Measurement
- Billing and Coding
- Practice Management
- Behavioral Health Integration

Who should attend:

The Conference on Practice Improvement is for anyone who wants to provide or learn about patient-centered care.

- Administrators
- Behavioral medicine professionals
- Dietitians
- Health educators
- Medical school and residency faculty
- Medical students
- Nurse practitioners
- Nurses
- Practice managers
- Non-clinical practice staff
- Medical assistants
- Pharmacists
- Physicians
- Physician assistants
- Quality improvement managers
- Residents

Bring your practice or residency team and save!

Details on page 26.

Conference Goals & Objectives

The Conference on Practice Improvement will:

1. Offer practical skills, information, and resources to improve clinical and academic practices and help them transform into patient-centered medical homes.
2. Offer strategies for interdisciplinary, team-based care that result in improved efficiency and better patient care.
3. Foster a network of providers and educators committed to continuous practice improvement and innovation.
4. Encourage innovation in practice improvement and the PCMH through presentation of and training in new and re-worked practice design elements.



Our host city...

Experience Tampa, Florida

Tampa boasts an exciting nightlife, a diverse selection of restaurants, and some of the state's best attractions, including the Florida Aquarium, Busch Gardens Tampa Bay, the Straz Center for the Performing Arts, and Lowry Park Zoo. Of particular note is the new Tampa Bay History Center and the recently opened Tampa Museum of Art. Both are state-of-the-art facilities, honoring the community's history, heritage, and commitment to the arts. Learn more about Tampa, at: www.visittampabay.com.

“The Conference on Practice Improvement is a wonderful venue to share and learn best practices with academic and private practice colleagues from across the country. On behalf of the conference steering committee, I look forward to having you and your team join us at the conference in Tampa!”

Daniel Mullin, PsyD, 2014 Conference Chair

CONFERENCE SCHEDULE AT A GLANCE

Thursday, December 4

11:00 am-6:30 pm	Conference Registration
Noon-6:30 pm	Computer Café
1:00-5:00 pm	Preconference Workshops: (Additional fees apply; see page 26.) PR1: CPT Coding, Cash, and Compliance PR2: Practice-Based Care Manager Training
5:00-5:30 pm	First-Time Attendee Orientation
5:30-6:30 pm	Welcoming Reception With Conference Partners

NEW FOR 2014

This year's conference will offer two poster sessions, providing double the opportunity to view ideas, innovations, and research presented by family medicine students, residents, faculty and PCMH teams from across the country!

Friday, December 5

7:00 am-5:30 pm	Conference Registration
7:00-8:00 am	Continental Breakfast
7:30 am-5:30 pm	Computer Café
8:05-9:15 am	Greetings & Announcements From the 2014 Conference Chair <i>Daniel Mullin, PsyD, MPH, University of Massachusetts</i> Opening General Session Family Medicine for America's Health <i>Glen Stream, MD, FAAFP, La Quinta, CA</i> <i>Introduction & Moderator: Stacy Brungardt, CAE, Society of Teachers of Family Medicine, Leawood, KS</i>
9:15-10:00 am	Refreshment Break With Poster Session I Presentations (dedicated time)
10:00-11:00 am	Lectures
11:10 am-12:10 pm	Lectures
12:15-1:30 pm	Networking Luncheon With Award and Scholarship Presentations <i>Family Practice Management Award for Practice Improvement</i> <i>Presented by Ken Adler, MD, MMM, Family Practice Management</i> <i>H. Winter Griffith Resident Scholarship for Excellence in Practice Improvement & Patient Care</i> <i>Presented by Scott Fields, MD, MHA, Oregon Health & Science University</i>
1:45-2:15 pm	Papers
2:25-3:25 pm	Lectures & Special Sessions
3:30-4:00 pm	Refreshment Break With Conference Partners & Poster Session I Presentations
4:00-5:30 pm	Papers, Seminars, & Special Sessions (concurrent sessions)
6:30 pm	Dine Out Groups (sign-up forms available at the conference)

Saturday, December 6

7:00 am-5:30 pm	Conference Registration
7:00-8:00 am	Continental Breakfast With Special Interest Roundtables
7:30 am-5:30 pm	Computer Café
8:15-9:15 am	Greetings from STFM President <i>Sam Cullison, MD, Methodist Health Systems Family Medicine Residency, Dallas, TX</i> General Session Josie's Story: Family-Centered Approaches to Patient Safety <i>Sorrel King, Baltimore, MD</i> <i>NOTE: Ms King will be available to sign her book immediately following her presentation.</i> <i>Introduction & Moderator: Melly Goodell, MD, MedStar Franklin Health Medical Center, Baltimore, MD</i>
9:15-10 am	Refreshment Break With Poster Session II Presentations (dedicated time)
10:00-11:00 am	Lectures
11:10-11:40 am	Papers
11:40 am-1:00 pm	Lunch On Your Own
1:00-2:00 pm	Lectures & Special Sessions
2:00-2:15 pm	Transition Break
2:15-3:15 pm	Lectures & Special Sessions
3:15-3:45pm	Refreshment Break With Conference Partners & Poster Session II Presenters
3:45-5:15 pm	Papers, Seminars, & Special Sessions (concurrent sessions)

Sunday, December 7

7:30-9:00 am	Conference Registration
7:30-8:00 am	Coffee Service
8:00-9:00 am	Closing General Session Game of Thrones: Stories of Turf, Turmoil, and Tenderness from the Land of Integrated Behavioral Health <i>Mary Talen, PhD, Northwestern University Family Medicine Residency, Chicago, IL</i> <i>Introduction & Moderator: Daniel Mullin, PsyD, MPH, Conference Chair</i>
9:00 am	Conference Adjourns

Thursday, December 4: 1:00-5:00 pm

PR1: CPT Coding, Cash, and Compliance

Thomas Weida, MD, Penn State Milton S. Hershey Medical Center, Hershey, PA

Clinicians frequently under-code evaluation and management services for established patients and over-code evaluation and management services for new patients resulting in lost revenue or potential fines. Similar inaccuracies exist for inpatient evaluation and management services. Newer codes for tobacco cessation counseling and transitional care management exist which are underutilized. From past workshops, most clinicians under code more than eight visits a day resulting in a greater than \$50,000 loss of revenue. The workshop will utilize an interactive audience response system to engage learners in appropriate coding.

On completion of this session, the participant should be able to:

1. Appropriately utilize evaluation and management coding for outpatient visits
2. Appropriately utilize evaluation and management coding for inpatient visits
3. Incorporate tobacco cessation coding and transitional care management coding and documentation into their daily practice

Additional Fee: \$100. Includes training materials and refreshments. This workshop is included in the application for Physician's CME credit and Nurse's CEU units. [Mark the appropriate box on the Conference Registration Form on page 26.]

PR2: Practice-Based Care Manager Training

Robert Gabbay, MD, PhD, Harvard Medical School; Alan Adelman, MD, MS, Penn State Milton S. Hershey Medical Center, Hershey, PA; Jennifer Edwards-Abbotts, HealthTeamWorks, Denver, CO

Initiatives throughout the country are focusing on implementing a care management program with the goal of attaining the triple aim of better health, better outcomes and lower costs. Practice-based care management is an integral component of the patient-centered medical home. Increasing adoption of the medical home model is increasing demand for practice-based care managers who can support patients as they transition across health care settings, longitudinally assess patient health status and needs, provide ongoing self-management support, and work collaboratively with providers to stay ahead of the risk curve for identified patients. To date, most care managers continue to work in inpatient and insurer settings that provide telephonic and disease management support remotely. Embedded care managers are an evolving role that encompasses many branches from clinical care, to population management, to coordination of services. Care management coupled with other quality improvement strategies such as team changes, can increase effectiveness of an intervention around high-risk patients. The need for training programs to prepare institution-based care managers to work in primary care practices is more important than ever in the present health care environment.

On completion of this session, the participant should be able to:

1. Define the roles and responsibilities of practice-based care managers, including how to embed care management within the care team
2. Understand how to assess patient risk, identify patients for care management services, and stratify interventions based on risk, including learning how to develop and maintain shared care plans for complex patients
3. Comprehend and apply the basics of disease management, self-management support, and transitional care support

Additional Fee: \$100. Includes training materials and refreshments. This workshop is included in the application for Physician's CME credit and Nurse's CEU units. [Mark the appropriate box on the Conference Registration Form on page 26.]



This preliminary brochure is for planning purposes, and does not include all session content. Abstracts and learning objectives for all concurrent educational sessions are available at www.stfm.org/cpi.

Educational Session Formats:

Seminar

Provides practical information and methods to enhance practice improvement through health information and patient education efforts. Seminars include a combination of presentation and active involvement of participants. 90 minutes.

Special Session

These “Hot Topic” sessions are identified by the conference steering committee, to provide innovative ideas, projects, and practices to enhance practice improvement. These sessions include a combination of presentation and active involvement of audience participants. 60-90 minutes.

Lecture

Presents a forum for focused didactic presentation and discussion of a topic. These topics may include clinical, research, administrative, or education issues. 60 minutes.

Paper

Provides research or programs for educating health professionals or patients. 30 minutes.

Poster

Provides an opportunity for one-on-one discussion of a presenter’s innovative project or research in practice improvement (both in-progress and completed projects) through health information or patient education.

Special Interest Roundtable Discussion

Provides a learning venue to share information, experiences, and ideas at Saturday’s breakfast roundtables. Leaders briefly present the topics and then facilitate discussion. 60 minutes.



7:00-8:00 am Continental Breakfast

8:05-9:15 am Opening General Session

Family Medicine for America's Health

Glen Stream, MD, FAAFP, La Quinta, CA

It has been 10 years since the publication of the original Future of Family Medicine (FFM) report. Health care reform has highlighted the need for a strong primary care foundation, but also brought greater understanding of the challenges facing primary care. This creates an opportunity to build upon the efforts begun by FFM. The organizations representing family medicine have collaborated to create Family Medicine for America's Health (FMAH). FMAH will implement a communication strategy to further the understanding of family medicine by key stakeholders and a strategic plan to advance the specialty of family medicine while assisting the American healthcare system in achieving the Triple Aim.

Upon completion of this session, participants will:

- Understand the history of the Future of Family Medicine
- Be familiar with challenges facing primary care
- Know what to expect from Family Medicine for America's Health



Glen Stream, MD, FAAFP, MBI, a family physician in Rancho Mirage, CA, is past president of the American Academy of Family Physicians and now serves as board chair of Family Medicine for America's Health. A Washington State native, Dr Stream attended the University of Washington, Seattle, where he graduated with a bachelor's degree in microbiology. He earned his medical degree from the University of Washington and completed his family medicine residency at the Swedish Hospital Family Medicine Residency program in Seattle, WA. He also completed a Master of Biomedical Informatics degree at the Oregon Health & Science University in June 2007. Stream worked 6 years in a three-physician rural

family medicine practice in Cashmere, WA before joining the Rockwood Clinic, a large multi-specialty practice in Spokane, WA in 1991. At Rockwood he served as board member, chief privacy officer, medical director of clinical information services, and most recently as chief medical information officer in addition to patient care. Dr Stream's wife, Anne Montgomery, is also a family physician. The couple recently relocated to Rancho Mirage where Dr Montgomery is associate director of the new family medicine residency at Eisenhower Medical Center. Dr Stream is ambulatory chief medical information officer at Eisenhower in addition to seeing patients.



Photo: Robert La Follette

9:15-10:00 am
Refreshment Break
With Poster Session I
Presentations
(dedicated time)

10:00-11:00 am
Lectures

L1: Improving Outcomes and Revenue Through the Patient-Centered Medical Home in an Underserved Area Residency Clinic

Lovedhi Aggarwal, MD, University of Hawaii FMR, Kailua, HI

L2: Designing Curriculum to Create Resident Leaders of the Patient-Centered Medical Home

Greg Maeder, MD; Rebecca Peterson; Kimberly Walter, PhD, St Anthony Hospital FMR, Westminster, CO

L3: The Culture of Quality: A View From the Office

Amy Mullins, MD, American Academy of Family Physicians, Leawood, KS

L4: Managing Conflict When TEAM Becomes Together Everyone Argues More

Margot Savoy, CPE, MD, MPH, Christiana Care Health Services FMR, Wilmington, DE; Pete Yunyongying, MD, University of Texas Southwestern FMR, Dallas, TX

L5: Panel Management in a Family Medicine Center

Jeffrey Wolfrey, MD; Jason Leubner, MD, Banner Good Samaritan Medical Center FMR, Phoenix, AZ

L6: Improving Primary Care: Measurement of Primary Care Behavioral Health Integration: Rationale, Measurement, Validation, Applications, and Initial Data

Rodger Kessler, PhD, ABPP, University of Vermont; Andrea Auxier, PhD, University of Colorado, Denver; C.R. Macchi, PhD, Arizona State University; Daniel Mullin, PsyD, University of Massachusetts FMR, Barre, MA

L7: Group Visits for Diabetes: How Your Team Can Plan, Conduct, and Be Reimbursed

Edward Shahady, MD, Fernandina Beach, FL

L8: Maintenance of Certification Group Quality Improvement Project Structure and Outcomes

David Serlin, MD; Jill Fenske, MD; Grant Greenberg, MD, MA, MHSA, University of Michigan FMR, Ann Arbor, MI

L9: Creating a Culture of Quality and Patient Safety With Outcomes

Julie Dahl-Smith, DO, Medical College of Georgia; Jacqueline DuBose, MD; Kellee Taylor, DO, Georgia Regents University

11:10 am-12:10 pm
Lectures

L10: Making PCMH Evolution a No-Brainer

Douglas Rossier, MBA, American Academy of Family Physicians, Leawood, KS

L11: Incorporating Shared Decision Making Tools During Office Visits

Ann Tseng, MD; Eric Wiser, MD; Marcel Tam, MD, MBA; Emily Barclay, Oregon Health & Science University



L12: Get Lean and Patient Centered Using the Patient Portal

Stephen McNeill, MD, Trillium Family Medicine, PLLC, Asheville, NC

L13: Mobile Pharmacy: An Innovative Community Pharmacy Primary Care Collaboration for Complex Co-Morbid and Chronic Pain Patients

Chester Fox, MD, SUNY at Buffalo FMR, Amherst, NY; Scott Monte, PharmD, University at Buffalo

L14: The Evolving Role of Medical Assistants: A Core Part of the Care Team

Cheryl Licklider, MA; Donald Clark, MD, Wright State University FMR, Dayton, OH

L15: Patient Centeredness: What Is the Patient's Role on the Care Team?

Jennifer Edwards-Abbotts, RN, Health TeamWorks, Denver, CO; Emilie Buscay, MPH, Health TeamWorks, Lakewood, CO; Kimberly Walter, PhD, St Anthony Hospital FMR, Westminster, CO; Kerry Salter, MS, CN, LPN, HealthOne, Littleton, CO

11:10 am-12:10 pm
Lectures (continued)

L16: Preparing for ICD-10

Thomas Weida, MD, Penn State Milton S. Hershey Medical Center FMR, Hershey, PA

L17: The Case for the Inclusion of Direct Primary Care in Family Medicine Residency Curricula

James Breen, MD, Moses H. Cone Memorial Hospital FMR, Greensboro, NC

L18: Implementing Self-Management: A Three-Pronged Approach—Teams, Training, and Technology

LuAnn Kimker, Arcadia Solutions, Burlington, MA; Angela Gonzalez, Yakima Valley Farm Workers Clinic, Toppenish, WA

12:15-1:30 pm
Networking Luncheon With Award and Scholarship Presentations

Family Practice Management Award for Practice Improvement

Presented by Ken Adler, MD, MMM, Medical Editor, Family Practice Management

H. Winter Griffith Resident Scholarship for Excellence in Practice Improvement & Patient Care

Presented by Scott Fields, MD, MHA, Oregon Health & Science University

1:45-2:15 pm
Papers

PA1: Factors Influencing Medical Student Quality Improvement Education During a Family Medicine Clerkship

Vanessa Diaz, MD, MS; Lisa Mims, MD; Alexei Decastro, MD; Alexander Chessman, MD; Jennifer Gavin, Medical University of South Carolina

PA2: How to Add a Health Education Specialist/Health Coach to a Family Medicine Practice

Marshall Lee Chambliss, MD, MSPH; Suzanne Lineberry, Moses H. Cone Memorial Hospital FMR, Greensboro, NC

PA3: Using Graduate Students and Educational Partnerships to Drive Practice Improvement

Brad Cole, MBA, CMPE; Damian Bridges; Blain Alfonso, University of South Carolina

PA4: Improving Medication Adherence by Utilizing Case Managers in an Outpatient Family Medicine Program

Stacey Bartell, MD, Providence Hospital FMR, Plymouth, MI; Nina Desai; Darren Jones, PhD, Providence Hospital FMR, Southfield, MI; Thien (Hoa) Trang, MD, Southfield, MI

PA5: HRCOMP: A Team Approach to the Primary Care Visit

William Bayer, MD, Jefferson Family Medicine, Rochester, NY

PA6: Getting Ahead of Technology to Which Providers Are Struggling to Catch Up

Bryan Goddard, MD, CapitalCare Family Practice, Ravena, NY

PA7: Population Health—An Ideal Seldom Achieved in Primary Care: Barriers and Solutions

Edward Shahady, MD, Fernandina Beach, FL

PA8: Mind Meets Body: Creating a Primary Care Psychology Internship in a Family Medicine Residency Program

Raymond Hornyak, PhD; Jeanne Spencer, MD, Conemaugh Valley Memorial Hospital FMR, Johnstown, PA

PA9: Effective Strategies for the Patient-Centered Medical Home in Providing the Uninsured Information About the Affordable Care Act and Assistance in Navigating the Health Insurance Marketplace

Sherry Hay, MPA, University of North Carolina



2:25-3:25 pm Lectures & Special Sessions

LECTURES:

L19: Primary Care Innovations in the Treatment of Hepatitis C: Implementation of HCV Screening and Project ECHO (Extension for Community Health Outcomes) in a Rural Primary Care Practice

Lauren Linken, MD, University of Massachusetts FMR, Worcester, MA; Konstantinos Deligiannidis, MD, MPH, University of Massachusetts FMR, West Brookfield, MA; Stephen Earls, MD; Daniel Mullin, PsyD, University of Massachusetts FMR, Barre, MA

L20: Introducing Medical Scribes to an Academic Family Medicine Health Center to Facilitate Efficiency and Quality

Heather Holmstrom, MD; Grant Greenberg, MD, MA, MHSA, University of Michigan FMR, Ann Arbor, MI

L21: Enhancing Team-Based Care and PCMH Transformation Through Behavioral Health Integration

Emilie Buscay, MPH, Health Teamworks, Lakewood, CO; Kyle Knierim, MD, University of Colorado FMR, Denver, CO; Perry Dickinson, MD; Bonnie Jortberg, PhD, RD, CDE, University of Colorado

L22: Promoting Optimum Patient Care and Financial Outcomes: Designing an Innovative Curriculum for FM Residents

Fulvanten Mistry, MD, PhD, University Medical Center/LSU Shreveport/Monroe FM, Monroe, LA

L23: Making the Most of a Good Catch: A Multidisciplinary Approach to Patient Safety and Quality Improvement

Laurie Hommema, MD; Miriam Chan, PharmD; Margaret Lee, MD, Riverside Methodist Hospitals FMR, Columbus, OH

L24: Recognize, Transform, and Innovate: Why Choose Only One?

Joan Johnston, RN, CIH, CPE; Jeanne Cohen, RN, MS; Jaime Vallejos, MD, University of Massachusetts, Shrewsbury, MA

L25: Financial and Clinical Keys to Making Behavioral Health a Service You Can't Do Without

Jeff Reiter, PhD, HealthPoint CHC, Seattle, WA; Lesley Manson, PsyD, Arizona State University

SPECIAL SESSIONS:

SS1: Leveraging Social Media to Enhance Patient-Centered Care

Jay Lee, MD, MPH, Memorial Care Medical Group, Assistant Program Director, Long Beach Memorial FMR, Long Beach, CA

SS2: Waiting Rooms Without Walls: Using the Talking Survey/Health Talk E-Survey System to Enhance Patient Experience and Improve Efficiency of Survey Collection For Low-Literacy Patients in Los Angeles

Lyndee Knox, PhD, University of Southern California and Southern California Center of Academic Excellence for Youth Violence Prevention, Los Angeles, CA

3:30-4:00 pm Refreshment Break With Conference Partners & Poster Session I Presentations

4:00-4:30 pm Papers

PA10: Prescription Safety in the Technological World

Angela Smithson, MD, MPH, St John's Hospital FMR, Saint Paul, MN

PA11: Role of Clinical Quality Data in the Patient-Centered Medical Home

Sai Cherala, MD, MPH; Jaime Vallejos, MD, MPH, University of Massachusetts

PA12: Implementation of Behavioral Health Interventions in Real World Scenarios: The Problem of Social Inertia

Deborah Cohen, PhD; Melinda Davis, PhD, Oregon Health & Science University FMR, Portland, OR; Larry Green, MD, University of Colorado, Aurora, CO; Rose Gunn, MA, Oregon Health & Science University FMR, Portland, OR; Benjamin Miller, PsyD, University of Colorado, Aurora, CO

PA13: Quality Improvement Projects: Utilizing the Power of Students in the Primary Care Setting

Donald Clark, MD, Wright State University FMR, Dayton, OH



4:00-5:30 pm
**Seminars &
Special Sessions**

SEMINARS:

**S1: Improving Patient Safety in
the Ambulatory Setting**

*Melly Goodell, MD, MedStar Franklin
Square FMR, Baltimore, MD; Nancy
Barr, MD, MedStar Franklin Square FMR,
Rosedale, MD*

**S2: The Complementary
Toolbox for Practice
Renovation**

*Jean D'Aversa, RN; Molly Thompson;
Krista Hirschmann, PhD, Lehigh Valley
Health Network, Allentown, PA*

**S3: Controlled Substance
Prescribing Policy: Moving
From Conflict to Consensus**

*Julie Adkison, PharmD; Laura Armstrong,
MD; Lindsay Botsford, MD, MBA; Gordon
Bush, PhD; Michael Crouch, MD, MSPH;
Randolph Taylor, MD, Memorial Hermann
Hospital System FMR, Sugar Land, TX*

**S4: Shared Medical
Appointments: Innovative
Team Care in the PCMH**

*Anne Van Dyke, PhD, ABPP; Jennifer
Tucciarone, MD, Amy Hogan, RN, Annette
Cox, William Beaumont Hospital FMR,
Sterling Heights, MI*

SPECIAL SESSIONS:

**SS3: Family Medicine for
America's Health: Focus on
Practice Improvement**

*Glen Stream, MD, FAAFP, La Quinta,
CA; Sam Cullison, MD, Methodist
Health Systems FMR, Dallas, TX; Stacy
Brungardt, CAE, Society of Teachers of
Family Medicine, Leawood, KS*



**SS4: Taking Stock – Quality
Measurement in Primary Care**

*Amy Mullins, MD, American Academy
of Family Physicians, Leawood, KS;
Jonathan Sugarman, MD, MPH, Qualis
Health, Seattle, WA; Bruce Bagley, MD,
TransformMED, Leawood, KS*

6:30 pm
Dine Out Groups

4:40-5:10 pm
Papers

**PA14: Utilizing Nurse
Practitioners as Leaders
Toward Becoming a Patient-
Centered Medical Home**

*Rebekah Compton, MSN, RN; Reagan
Thompson, FNP, MSN, RN, University of
Virginia*

**PA15: Predicting Health Care
Utilization With the Patient
Activation Measure and a
Single Item General-Self Rated
Health Measure**

*Jonas Lee, MD, University of Wisconsin
Madison FMR, Brodhead, WI; Daniel
Ziebell, University of Wisconsin*

**PA16: Teaching Students
Early to Think About Practice
Improvement**

*LuAnne Stockton, BA, BS; Susan Labuda-
Schrop, PhD; Lisa Weiss, MEd, MD,
Northeast Ohio Medical University*



7:00-8:00 am**Continental Breakfast With Special Interest Roundtables****8:15-9:15 am****General Session****Josie's Story: Family-Centered Approaches to Patient Safety***Sorrel King, Baltimore, MD**Ms. King will be available to sign her book immediately following her presentation.*

Sorrel King will present *Josie's Story: Family-Centered Approaches to Patient Safety*, discussing the medical errors that led to her daughter Josie's death, explaining how basic patient safety skills (like good teamwork and clear communication) can be used to improve patient safety, and describing some of the patient safety programs that have been created by the Josie King Foundation. Ms King has traveled the country extensively visiting health care organizations, medical schools and nursing schools. She will discuss some of the patient safety work she has seen along her journey through the healthcare industry. Her story of turning a tragedy into something good has inspired health care audiences everywhere, not only in the work that they do but also in how they choose to lead their lives.

Upon completion of this session, participants will:

1. Recognize characteristics of an effective patient-family-health care provider relationship
2. Describe methods that can be used to facilitate effective communication between patients and providers
3. Discuss an adverse event that could be prevented by effective communication between patients, families and providers



In 2001 Sorrel King's daughter Josie died as a result of medical errors. Consumed by grief, Ms King was determined to honor Josie's memory. She and her husband created the Josie King Foundation. Setting out to prevent patients from being harmed or killed by medical errors, she entered a world unknown to her: the health care industry. She has become a nationally renowned patient safety advocate. As a public speaker Ms King travels the country spreading her message to hospitals, doctors, nurses, CEOs, board members, medical/nursing students, and more in hope that Josie's story will inspire

change, thus creating a better, safer health care industry for all. She has spoken to hundreds of organizations and has reached thousands of health care professionals. Her book *Josie's Story*, was published in September 2009 by Grove/Atlantic, Inc. *Josie's Story* was named one of the best health books in 2009 by the *Wall Street Journal*, and won the "First Book" award at the 2010 "Books for a Better Life" Awards. *Josie's Story* is being used in medical and nursing schools around the country. Sorrel was chosen as one of "50 Women Changing the World" by *Woman's Day* magazine in February 2010.





9:15-10:00 am
Refreshment Break
With Poster Session II
Presentations
(dedicated time)

10:00-11:00 am
Lectures

L26: Assessing the Cost of Sustaining a PCMH: Experiences From Two States

Michael Magill, MD, University of Utah; David Ehrenberger, MD, Integrated Physician Network, Denver, CO; Tatiana Allen, CCRP; Andreau Reall, University of Utah; Rhonda Sides, CPA, Crosslin & Associates, Nashville, TN; Lisa Gren, PhD, MSPH; Jaewhan Kim, PhD; Julie Day, MD; Debra Scammon, PhD, University of Utah

L27: Through the Looking Glass: Navigating a Course of Psychopharmacology in Family Medicine

Julie Adkison, PharmD; Gordon Bush, PhD, Memorial Hermann Hospital System FMR, Sugar Land, TX

L28: EMR Pain Relief Clinic: Solving Your EMR Problems So You Can Be Done by 5

John Bachman, MD, Mayo Clinic Rochester FMR, Rochester, MN; Allen Wenner, MD, Twelve Mile Creek Family Medicine, West Columbia, SC

L29: Transitional Care Management: One Practice's Efforts

Peter Bockhorst, DO, East Tennessee State University FMR, Kingsport, TN; McKenzie Calhoun, PharmD, East Tennessee State University FMR, Johnson City, TN; Jesse Gilreath, LCSW; Douglas Rose, MD, East Tennessee State University FMR, Kingsport, TN; Brian Cross, PharmD, East Tennessee State University FMR, Johnson City, TN

L30: Better Together: Pediatricians, Internists, and Family Physicians Improving Patient Centeredness by Listening Together

Greg Kirschner, MD, MPH, Advocate Lutheran General Hospital FMR, Park Ridge, IL; Frank Belmonte, DO, MPH, Advocate Childrens Hospital, Park Ridge, IL; Jill Patton, DO, Advocate Lutheran General Hospital, Park Ridge, IL; Kay Levin, PhD, Advocate Lutheran General Hospital FMR, Park Ridge, IL; Melody Roth, MD, Advocate Lutheran General Hospital, Park Ridge, IL

L31: Implementing Nurse-Driven Protocols That Lead to Improved Team-Based Care in a PCMH Practice: Using Anticoagulation Management as an Example

Mathew Devine, DO, Rochester/Highland Hospital FMR, Rochester, NY; Michael Mendoza, MD, MPH; Loren Oster, MD; Nicole Vavrina, DO, Highland Family Medicine, Rochester, NY

L32: From Co-Located to More Integrated: Using the PCMH Application and Team-Based Care as a Springboard to Better Integrate Behavioral Health Into a PCC

Claudia Allen, PhD; Theodore Siedlecki, PhD, University of Virginia FMR, Charlottesville, VA; Rebekah Compton, MSN, RN, University of Virginia; Andrew Lockman, MD, University of Virginia FMR, North Garden, VA

L33: Community Partnerships as Key to Population Health Improvement

Sweety Jain, MD; Jayne Febbraro, Lehigh Valley Health Network, Allentown, PA

L34: Providing Wisely: How Clinical Care Management Can Improve Your Practice's Performance

Jeanne Cohen, RN, MS; Joan Johnston, RN; Jaime Vallejos, MD, MPH, University of Massachusetts

11:10-11:40 am
Papers

PA17: Training Residents for Population Health Management

Gabriel Andeen, MD, MPH; Anne Hutchinson, MD; Gregory Gochmour, MD, McKay-Dee Hospital Center FMR, Ogden, UT

PA18: Integrating Basic Supportive/Palliative Elements of Care in Primary Care Practice

David Nowels, MPH, MD, University of Colorado; Jennifer Ballentine, MA, Life Quality Institute, Denver, CO; Allyson Gottsman, Health Teamworks, Lakewood, CO; Douglas Fernald, MA; Perry Dickinson, MD, University of Colorado

PA19: HealthPALs: People Helping People Make Better Health Care Decisions

Jeffery Swartz, MD; Robert Hanlin, MD, Greenville Hospital System/University of South Carolina, Greenville, SC

PA20: Quasymotoh Metric Quality Improvement Project

Christine Ley, RN, MS, NEA-BC; Amy Dawson, MD; Sue Stone, RN, Fort Wayne Medical Education Program FMR, Fort Wayne, IN

PA21: Using LEAN to Improve Patient Satisfaction and Achieve First Call Resolution

Michael Fite, MD, ScM, Carolinas Medical Center FMR, Huntersville, NC; Doris Chevalier, MHA, Carolinas Health Care, Charlotte, NC

PA22: Using the DISC Profile to Enhance Team Performance in the Patient-Centered Medical Home

Michael Holliday, MD, Milford, OH

PA23: Utilizing Patient Cost Data to Focus Quality Improvement Efforts in a Residency Clinic

Amanda Weinmann, MD; Christopher Fallert, MD, St Joseph's Hospital FMR, Saint Paul, MN

PA24: Utilization of Care Coordinators in Patient-Centered Medical Homes at an Academic Health Center and Impact on Hospital Readmissions

Elizabeth Beck, Ohio State University, Columbus, OH; Randell Wexler, MPH, MD, Mount Carmel Health System, Columbus, OH; Mary Jo Welker, MD, Ohio State University FMR, Columbus, OH

PA25: Organizing Your Practice to Deliver Patient Self-Management Support: What It Takes to Get Started

Douglas Fernald, MA; Bonnie Jortberg, PhD, RD, CDE; Robyn Wearner, RD, University of Colorado; Mary Wade, University of California, San Francisco; Stephanie Kirchner, University of Colorado; Lawrence Fisher, PhD, University of California, San Francisco; Perry Dickinson, MD, University of Colorado

**11:40 am-1:00 pm
Lunch On Your Own**

**1:00-2:00 pm
Lectures & Special Session**

L35: Diabetes University: Educating and Empowering Medical Assistants: The Forgotten Member of the Primary Care Team

Edward Shahady, MD, Fernandina Beach, FL

L36: Wait for Me! Changing the Culture to Decrease Patient Wait Times for All Levels of Service: Can It Be Done?

Elizabeth Mendeloff, DNP, FNP-BC; Shawn Novak, University of Illinois

L37: Leaving Volume-Based Pay Behind, Year 2: Managing the (Not Quite) Fully Capitated Practice

Nick Gideonse, MD; Megan McGhean, MS; Christina Milano, MD; Erwin Teuber, PhD, Oregon Health & Science University FMR, Portland, OR

L38: A Win-Win-Win Situation: Meeting PCMH and DSRIP Requirements While Integrating Behavioral Health

Kathryn Wortz, PhD; Jonathan MacClements, MD; Robert Tompkins, MD, University of Texas HSC at Tyler

L39: Creating a Culture Change to Improve Billing and Coding Accuracy in a Family Medicine Residency Program

Kimberly Legere-Sharples, MD, Middlesex Hospital FMR, Meriden, CT

L40: A Multidisciplinary Approach to Providing Medicare Annual Wellness Visits in a Residency Practice

Mark Lisby, MD; Megan Dorrell, PharmD; Scott Morrow, BS, Community Health Network FMR, Indianapolis, IN



1:00-2:00 pm
Lectures & Special
Session (continued)

**L41: Increasing Adolescent
Immunization Rates Through
Office Champions**

*Bellinda Schoof, CPHQ, MHA; Pamela
Carter-Smith, MPA, American Academy of
Family Physicians, Leawood, KS*

**L42: The 5% Solution:
Complex Evidence-Based
Care Management for At-Risk
Patients After Discharge**

*Lynn Schwenzer, MHSA, Rutgers-
RWJMS/Capital Health System FMR,
Colonia, NJ; Joshua Raymond, MD,
MPH, Rutgers-Robert Wood Johnson
FMR at CentraState, Somerset, NJ;
David Swee, MD, Rutgers Robert Wood
Johnson Medical School, Piscataway, NJ;
Curtis Mock, MD, MPH, OPTUM - United
Healthcare, Rehoboth, RI*

SPECIAL SESSION:

**SS5: Family Practice is a Team
Sport: Learn From the Top
League Teams**

*Margaret Flinter, PhD, APRN, Community
Health Center, Inc., Middletown, CT;
Edward Wagner, MD, MPH, GroupHealth
Research Institute, Seattle, WA; Bertha
Safford, MD, Family Care Network,
Ferndale, WA*

2:15-3:15 pm
Lectures &
Special Sessions

LECTURES:

**L43: Taking Care of the Forest
AND the Trees: Integrating a
Population Health Approach
into Teaching Family Medicine
Clinics**

*Jennifer Lochner, MD; Brian Arndt, MD;
Jennifer Edgoose, MD, MPH; Kirsten
Rindfleisch, MD, University of Wisconsin
Madison FMR, Madison, WI*

**L44: Practice Facilitation
as a Strategy to Spread the
Adoption of PCMH**

*Jean D'Aversa, RN; Nancy Gratz, MPA;
Denise Woodworth, MBA, Lehigh Valley
Health Network, Allentown, PA*

**L45: Health Coach Program
With Pre-Med Student
Volunteers**

*Nicholas Cohen, MD, Case Western
Reserve University, Cleveland, OH; Ann
Dupree; Erin Dweik, MEd; Barbara Nalette;
Clarence Williams, University Hospitals
Case Medical Center, Cleveland, OH*

**L46: Implementation of 6S in
Primary Care Practice to Aid in
Efficiency**

*Rick Davis; Molly Thompson; Jean
D'Aversa, RN; Krista Hirschmann, PhD,
Lehigh Valley Health Network, Allentown, PA*

**L47: Patient-Centered
Medical Home Family
Medicine Residency Practice
Transformation: PCMH
Leadership Curriculum**

*Maria Gibson, MD, PhD, CPE, Emory
University*

**L48: Patient-Centered
Health Home Transformation
as the Foundation for a
Comprehensive Change
Management Program**

*LuAnn Kimker, Arcadia Solutions,
Burlington, MA; Yvonne Ebbelaar, Yakima
Valley Farm Workers Clinic, Toppenish, WA*

**L49: Vermont's Blueprint for
Health: A State-Wide Approach
to Transforming Primary Care**

*John King, MD, MPH, University of
Vermont FMR, Milton, VT*

SPECIAL SESSIONS:

**SS6: Exploring Actionable
Quality Improvement Reports**

*Wilson Pace, MD, AAFP National Research
Network, Leawood, KS*

**SS7: The Block Buster Drugs
of the 21st Century—Patient
Engagement and Population
Health Management**

*Bruce Bagley, MD, TransforMED,
Leawood, KS*

3:15-3:45 pm
**Refreshment Break With
Conference Partners
& Poster Session II
Presentations**





SPECIAL SESSIONS:

SS8: AHRQ: An Update from the Evidence Agency

David Meyers, MD, FAAFP, Agency for Healthcare Research and Quality

SS9: The Lost Arm of the Triple Aim—Meaningfully Measuring Patient Experience

Russell Kohl, MD, TransforMED, Leawood, KS

3:45-4:15 pm Papers

PA26: The Impact of Organizational Structure on Integrated Care

Jennifer Hall, MPH; Deborah Cohen, PhD; Melinda Davis, PhD, Oregon Health & Science University; Emma Gilchrist, MPH; Benjamin Miller, PsyD, University of Colorado

PA27: Leading by Doing: Promoting Staff Wellness in a Family Medicine Residency Clinic

Jennifer Tieman, MD, Research Medical Center FMR, Kansas City, MO; Cindy McHenry, BSN, HCA Midwest Health System, Blue Springs, MO

PA28: The Virtual Doc

Jennifer Bain, MD, Christ Hospital/University of Cincinnati FMR, Wilmington, OH

PA29: High-Risk Patient Care Management: A Patient's Perspective

Elisabeth Righter, MD, Wright State University; Gwen Brown, LSW, Five Rivers Health Centers, Dayton, OH; Rachel Liou, Wright State University

3:45-5:15 pm Seminars & Special Sessions

SEMINARS:

S5: Building the Expanded PCMH: Scope, Staffing, Accountability, Integration, and Data

Scott Fields, MD, MHA; John Rugge, MD, MPH; Daisuke Yamashita, MD; Ann Tseng, MD; Joe Skariah, DO, MPH; Nick Gideonse, MD, Oregon Health & Science University FMR, Portland, OR; Robert Jackman, MD, Oregon Health & Science University (Cascades East), Klamath Falls, OR; Jessica Flynn, MD; Johanna Warren, MD; John Saultz, MD, Oregon Health & Science University FMR, Portland, OR

S6: Catch Phrases, Stories, Humor, and Silliness: Creating Memorable Wellness Experiences That Last

Nicole Eull, PsyD, Aurora Health Care FMR, Elm Grove, WI

S7: Quality Improvement for Your Practice That Solves Your Problems

John Bachman, MD, Mayo Clinic Rochester FMR, Rochester, MN

4:25-4:55 pm Papers

PA30: Super-Utilizer Demonstration Project

Nicholas Cohen, MD, Case Western Reserve University; Alicia Burr, MA; Stefan Gravenstein, MD, University Hospitals Case Medical Center, Cleveland, OH; Laura Kosik, MSSA, Case Western Reserve University; Jonathan Lever, MPH; Erin Murphy, MD, University Hospitals Case Medical Center, Cleveland, OH

PA31: Excellence in Adolescent Immunizations at Western Michigan University School of Medicine

Dorothy Bennett, RN, MBA; Glenn Dregansky, DO; Heather Karmon, RN, Western Michigan University

PA32: Code Blue and OB Simulations to Assess TEAMSTEPS Communication Tool

David Ward, MD, Loma Linda University; Hobart Lee, MD, Loma Linda-Inland Empire Consortium for Healthcare, Loma Linda, CA; Jeffrey Kim, MD; Kelly Morton, PhD, Loma Linda University

7:30-8:00 am
Coffee Service

8:00-9:00 am
CLOSING GENERAL SESSION

Game of Thrones: Stories of Turf, Turmoil, and Tenderness From the Land of Integrated Behavioral Health

Mary Talen, PhD, Northwestern University FMR, Chicago, IL

Over the past 25 years, integrating behavioral health into primary care has often mirrored mythological adventures. The variety of initiatives, the competing players, and the disjointed stories make it difficult to get a grasp on our past lessons learned and inform our future directions. In this session, the different perspectives of behavioral health in primary care, ranging from the macro, meso, and micro levels will be explored. The narratives from research and evidence-based practices, to team-based care and clinical opportunities will be shared and honed to bring the story into focus. This overview of the layers of integration of this territory can help target the turf issues, contain the turmoil, and celebrate the tenderness of person-centered care.

Upon completion of this session, participants will be able to:

1. Differentiate the micro, meso, and macro levels for integrating behavioral health in primary care
2. Identify key components and themes in the narratives of integrative behavioral health
3. Prepare for future developments behavioral health in primary care at the macro, meso, and micro levels of health care



Mary Talen, PhD is a licensed psychologist and the director of Primary Care Behavioral Health Education at Northwestern University's Family Medicine Residency Program, Chicago, IL. She graduated with her masters and doctoral degrees from Columbia University and certification in Family Therapy. Her experience includes training medical residents, nurse practitioners, psychology interns in behavioral health and multi-professional

healthcare. She has published and presented at national and international conferences in primary care psychology and collaborative behavioral health. Her current research projects are in physician wellness, patient engagement; complexity care and family medical visits. She has most recently co-edited a book on Integrated Behavioral Health in Primary Care.

9:00 am
Conference Adjourns



POSTER PRESENTATIONS: *New for 2014 – Two Poster Sessions!*

Due to the record number of poster submissions and the outstanding work by presenters, this year's conference includes two poster sessions – one on Friday and a second on Saturday. The poster hall will also feature different types of posters – both “in progress” and “completed project”.

Poster Session I:

Friday, December 5

9:15 am-4:00 pm

(dedicated time:

9:15-10:00 am)

Poster Session II:

Saturday, December 6

9:15 am-3:45 pm

(dedicated time:

9:15-10:00 am)

Friday, December 5
POSTER SESSION I

Works In Progress:

P1: A Patient-Centered Interdisciplinary Team-Based Approach to Improve the Quality of Life and Self Efficacy in Adults With Asthma

Kevin Phelps, DO, University of Toledo

P2: Controlled Substance Prescribing: Taking the Bull by the Horns

James Anthony Cloy, MD; Shannon Pittman Moore, MD; Katie Royals, MD, University of Mississippi Medical Center FMR, Jackson, MS

P3: Care Management/ Transitions of Care

Pam Acker, MHA; Anne Donnelly, MD, Eastern Virginia Medical School, Norfolk, VA

P4: Let's Get a Stat Lab: A Paradigm Shift in Outpatient Diabetic Care

Malvika Juneja, MD, Baylor College of Medicine FMR, Sugar Land, TX; Vanessa Moreno, University of Texas Health Science Center, Houston, TX; Lorraine Rama, RN, Harris Health, Missouri City, TX

P5: Preparing Residents for Leadership in the Patient-Centered Medical Home

Conair Guiliames, MD, Montefiore Medical Center, Bronx, NY; Molly Fitzgerald, MPH, Albert Einstein College of Medicine FMR, Bronx, NY; Zoon Naqvi, MBBS, Albert Einstein College of Medicine, Somerset, NY; Victoria Gorski, MD; Ellen Tattelman, MD, Montefiore Medical Center, Bronx, NY

Completed Projects:

P6: Self-Management Goal Setting: Physician and Community Health Team Perspectives

Whitney Calkins, MD, University of Vermont FMR, South Burlington, VT

P7: Continuity of Care

Tiffani Sealock, MD, Methodist Hospital Houston FMR, Houston, TX

P8: To Registry or Not to Registry?

Nipa Shah, MD; Fern Webb, PhD, University of Florida

P9: Implementation of a Standardized Warfarin Dosing Protocol Improves and Contributes to Therapeutic INR in Patients in an Outpatient Setting

Amra Chaudhri, MD, West Coast Primary Care, Saint Petersburg, FL; Ann Knowles, MD, New Horizons, Greenville, SC; Hloy Green, MD; Terrell Stone, MD, Greenville Health System, Greenville, SC

P10: Reflections on 5 Years of Team-Based Care in a Family Medicine Residency Clinic

Ann Tseng, MD; Karen Aiello, CMPE, Oregon Health & Science University

P11: Impact of Electronic Health Record Enhancements on Glycemic Goal Attainment

Maria Summa, University of St Joseph School of Pharmacy, Hartford, CT; Edmund Kim, MD; Thomas Agresta, MD, MBI; Hugh Blumenfeld, MD, PhD; Ed VanBaak, MBI, University of Connecticut FMR, Hartford, CT

P12: Screening and Managing Depression Among Patients With Uncontrolled Diabetes to Improve Diabetes Control

Kamal Wagle, MD; James Bray, PhD; Ygnacio Lopez III, MS; Susan Nash, PhD; Brian Reed, MD, Baylor College of Medicine

P13: Office Redesign: A Microsystems Analysis to Enhance Team Function and Patient Flow

Edmund Kim, MD, University of Connecticut FMR, West Hartford, CT; Tara Osorio, LPN; Evelyn Pianko, MA, Family Medicine Center at Asylum Hill, Hartford, CT

Friday, December 5: POSTER SESSION I

Completed Projects (continued):

P14: Implementing a Community-Based Model for Delivering Preventive Services in Rural Counties

Zsolt Nagykalai, PhD; James Mold, MD, MPH; Yan Zhao, PhD, University of Oklahoma Health Sciences Center, Oklahoma City, OK; Tracy Greever-Rice, PhD, University of Missouri, Columbia

P15: Electronic Visits in the Management of Chronic Type II Diabetes at Mayo Clinic Florida

Katie Burden-Greer, MD; Melissa Duarte, MD, Mayo Clinic Jacksonville FMR, Jacksonville, FL; Jerry Sayre, MD, Mayo Clinic Jacksonville FMR, Ponte Vedra Beach, FL

P16: Strategies Focused on Reducing Barriers to Pneumonia Immunization in Seniors

Rianot Amzat, MD; Bipin J.S. Bagga, MD; Adebawale Akintayo, MD; Maria Gibson, MD, PhD, CPE, Emory University



P17: Safe Narcotic Prescribing in a Small, Urban Family Practice

Katharine Barnard, MD; Mary Flynn, MD, University of Massachusetts FMR, Worcester, MA; Mary Opatka, RN; Julie Wholey, RN, Plumley Village Health Services, Worcester, MA

P18: Impact of Group Medical Visits With Peer to Peer Support on Glycemic Control and Self Efficacy in Latinos With Diabetes

Maureen Mavrinac, MD; Jesus Garcia; Xavier Bermudez, MD, UCLA Medical Center FMR, Santa Monica, CA; Gerardo Moreno, MD, MSHS, University of California, Los Angeles

P19: Evaluation of Medication Documentation With an Electronic Medical Record

Lisa Buzard; Dana Ballard, RN, Research Medical Center FMR, Kansas City, MO; Tatum Mead, PharmD; Stephanie Schauner, PharmD, Research Medical Center FMR, Lees Summit, MO

P20: Enhanced Learning Opportunities for Residents Unavailable at Conference Time

Tom Frank, PharmD; Dosha Cummins, PharmD, BCPS; Scott Dickson, MD, University of Arkansas for Medical Sciences AHEC, Jonesboro, AR; Amanda Deel, DO; Joe Stallings, MD; Jerry L. Carter; Sarah Holcomb, MD; Scott Laffoon, MD; Leah Fryar, MD; Ron Cole, MBA; Mike Mackey, MD, UAMS Northeast, Jonesboro, AR

P21: Maximizing Patient Care With Efficient Exam Room Design

Kurt Forsthoefel, MidMark, Dayton, OH

P22: Integrated Outpatient Diabetes Care Program: Impact on Diabetes Care and Management in a Family Medicine Residency Training Clinic

Domingo Caparas, MD, Texas Tech University Permian Basin FMR, Odessa, TX; Karla Frazzini, MD, Texas Tech University, Odessa, TX

P23: Outpatient Medical Reconciliation Quality Improvement Project in the Geriatric Population

Domingo Caparas, MD; Jorge Alamo, MD; Liliana Andrade, MD; Anna Marie Francisco, MD; Debbie Smith, DO, Texas Tech University, Odessa, TX

P24: Keeping Your Eye on the Ball (The Evolution of the Team Huddle in a Family Medicine Residency)

Tonya Milam, BS, CMA; Leigh Johnson, MD, East Tennessee State University FMR, Johnson City, TN

P25: Novel Approach to Reduce Readmissions by Bridging Gaps in Transitional Care

Deepa Burman, MD; Joy Boone, MD, University of Pittsburgh Medical Center, Pittsburgh, PA; Antoinette Wilson, PA, University of Pittsburgh Medical Center, McKeesport, PA

P26: Use of a Logic Model to Map PCMH Practice and Curriculum Change

Victoria Gorski, MD, Montefiore Medical Center, Bronx, NY; Mary Duggan, MD, Montefiore Medical Center, Scarsdale, NY; Lisa Lapman, MD, Albert Einstein College of Medicine, New York, NY; Molly Fitzgerald, MPH, Albert Einstein College of Medicine FMR, Bronx, NY

P27: Creating a Staff Recognition Program to Boost Morale in a FQHC

Elizabeth Nguyen, MD, University of Chicago

P28: The Effect of Case Management on CPAP Compliance

Kathryn Harmes, MD, University of Michigan FMR, Dexter, MI

P29: Development of a Patient Advisory Board

Hazel Tapp, PhD; Lauren Mowrer; Jewell Carr, MD; Ambra Martin; Maria Serbert, BSN, CCM, RN; Sandra Thompson, Carolinas Healthcare System, Charlotte, NC; Michael Fite, MD, ScM, Carolinas Medical Center FMR, Huntersville, NC; Jane Dawson, Carolinas Healthcare System, Charlotte, NC; Michael Dulin, MD, Carolinas Medical Center FMR, Charlotte, NC; Dael Waxman, MD, Carolinas Medical Center FMR, Charlotte, NC; Tonya Robinson, Carolinas Healthcare System, Charlotte, NC

P30: Management of Patients on Opioid Medication for Chronic Non-Cancer Pain

Mark Goodman, MD; Thomas Guck, PhD; Robyn Teply, PharmD, Creighton University

P31: Breathing Better: Integrating and Improving Asthma and COPD Outcomes Through Clinical Care Pathways

Alicia Jacobs, MD, University of Vermont

P32: Previsit Planning Implementation With Existing Staff

Mary Spalding, MD, Texas Tech University Health Sciences Center FMR, El Paso, TX

P33: Preventative Care Follow-Up: Benefits of Robocalls

Mary Spalding, MD, Texas Tech University Health Sciences Center FMR, El Paso, TX

P34: Preparing Residents for Future Practice by Implementing a Quality Curriculum in the Second Year of Residency Using a Longitudinal Rotation

Mathew Devine, DO, Rochester/Highland Hospital FMR, Rochester, NY; Nicole Vavrina, DO, Highland Family Medicine, Rochester, NY

P35: Implementing the Use of Scribes to Improve the Patient Care Experience in the Outpatient Clinical Setting

Rebekah Compton, MSN, RN; Amanda Nixon, University of Virginia

P36: Honoring a Patient's Choice: A Practice Improvement Project on Advance Directives

Gregory Wallace, DO, Womack Army Medical Center, Fort Bragg, NC; Blake Busey, DO, Womack Army Medical Center, Fayetteville, NC; Tyler Raymond, DO; Nick Bennett, DO, Womack Army Medical Center, Fort Bragg, NC; Juliana Ee, PhD, Womack Army Medical Center, Raeford, NC; Ashley Roselle, DO; Scott Hahn, DO; Rebecca Caro, DO; Taiwona Elliott, DO, Womack Army Medical Center, Fort Bragg, NC; Mark Stackle, MD, MBA, Womack Army Medical Center, Evans, GA; Dana Nguyen, MD, Womack Army Medical Center, Fayetteville, NC

Saturday, December 6: POSTER SESSION II

Works In Progress:

P37: The Incidence of Abnormal ABL in Diabetic Patients Asymptomatic for ASVD

Jeffery Swartz, MD; Robert Hanlin, MD, Greenville Hospital System/University of South Carolina



P38: Transitions of Care Initiative in a Residency-Based PCMH

Mark Lisby, MD; Megan Dorrell, PharmD; Laura DuBach, MD; Scott Morrow, BS, Community Health Network FMR, Indianapolis, IN

P39: Interdisciplinary Care Management: A Model for Patient-Centered Care

Nabila Ahmed-Sarwar, PharmD, University of Rochester/Highland Hospital of Roche, Rochester, NY; Katie Lashway, RN; Karen Mahler, RN; Django Scahill, RN, University of Rochester School of Medicine and Dentistry, Rochester, NY; Michael Mendoza, MD, MPH, MS, Rochester/Highland Hospital FMR, Rochester, NY

P40: How to Achieve PCMH Certification With Minimal Disruption to Physician Flow and Improve Patient Care

Marshall Lee Chambliss, MD, MSPH; Suzanne Lineberry, Moses H. Cone Memorial Hospital FMR, Greensboro, NC

P41: Helping Our Patients to Feel at Home in Their Medical Home

Beverlee Ciccone, PhD; Victoria Cox, MD, Hunterdon Medical Center FMR, Lambertville, NJ

P42: Programmatic Impact of Clinical Leadership Development

Michael Nduati, MD, MBA, MPH; Kendrick Davis, PhD; Thomas Sy, PhD, University of California, Riverside, Riverside, CA

Saturday, December 6: POSTER SESSION II (continued)

Completed Projects:

P43: Creation of an Obesity Care Package in the Medical Home

Joshua Tessier, DO, Iowa Lutheran Hospital FMR, Des Moines, IA; Callie Waller, UnityPoint Health, Des Moines, IA

P44: Family Medicine Practice Improvement Projects: Involvement and Impact on Medical Students

June Kampangaew; Hilary Hershberger; John Rogers, MD, MPH, MEd, Baylor College of Medicine

P45: Quality Improvement in Resident-Delivered Prenatal Care: A Case Study

Alia Lilienstein, MD, MPH; Abigail Love, MD, MPH, Cambridge Health Alliance, Cambridge, MA

P46: Use of Value-Based Faculty Incentives for Office Team Improvements in Quality and Care Coordination

Thomas Peterson, MD, University of Vermont

P47: Interdisciplinary Collaborations Improve Access to Specialist, Using Real-Time Referrals at Family Medicine Clinics

Ku-Lang Chang, MD; Alyson Listhaus; Kimberly Mink; Troy Starling; Sherri Swilley, University of Florida

P48: Patient Intake Triage Versus Linear Intake at UF Equal Access Clinics

Amanda Sacino, MD; Ku-Lang Chang, MD, University of Florida FMR, Gainesville, FL

P49: Utilization Patterns Among the Medically Vulnerable in a Residency-Based PCMH

Jennifer Dziwis, University of Rochester; Michael Mendoza, MD, MPH, Rochester/ Highland Hospital FMR, Rochester, NY

P50: Improving Depression Screening in a Family Medicine Practice: Application of the Lean 8-Step Problem-Solving Method

Robin Polly, DO; Joseph Mitchell, MD; Saranne Perman, MD; Spencer Jones, DO; Ryan Sprouse, MD; Jonathan Ballard, MD, MPH; Elizabeth Tovar, PhD, APRN; Oscar Perez, DO; Maria Gomez, PhD; Michael King, MD, MPH, University of Kentucky

P51: Tobacco Cessation Counseling in a Family Medicine Residency Practice

Larissa Kern, MD; Gretchen Sprouse, MD; Hazim Rishmawi, MD; Abigail Debusk, DO; Brian Clear, MD; Michael King, MD, MPH; Mary Barron, RN, CCRC; Jonathan Ballard, MD, MPH; Maria Gomez, PhD, University of Kentucky

P52: ACLS Boot Camp

Kendrick Davis, PhD; Paul Lyons, MD; Christopher Miller, University of California, Riverside

P53: Because We Have Always Done It That Way!

Beth Rosemergy, DO; Shelly Phinney, MBA; Michael O'Dell, MD, MSHA, University of Missouri-Kansas City

P54: Utilization of Care Coordinators in Patient-Centered Medical Homes at an Academic Health Center and Impact on Hospital Readmissions

Elizabeth Beck; Mary Jo Welker, MD, Ohio State University, Columbus, OH; Randell Wexler, MPH, MD, Mount Carmel Health System, Columbus, OH

P55: Transitioning EHRs. The Use of Dot Phrases in a Residency Program: A Quality Improvement Project

Adriana Linares, MD, MPH, DrPH, PeaceHealth Southwest Medical Center, Vancouver, WA; Luis Enriquez, MD, Family Medicine Southwest, Vancouver, WA

P56: Health Numeracy and Literacy

Samantha Prabakaran; Sabrina Prabakaran, University of South Florida; Julia Fashner, MD, Florida State University College of Medicine, Fort Myers, FL

P58: Comparison of Health Literacy and Readability of Patient Handouts

Samantha Prabakaran; Sabrina Prabakaran, University of South Florida; Julia Fashner, MD, Florida State University College of Medicine, Fort Myers, FL

P57: Mini Medical School: A Pipeline for Preparing the Next Generation

Kendrick Davis, PhD; Linda Scott Hendrick; Emma Simmons, MD, University of California, Riverside

P59: Syncope: Overutilization of Resources

Maureen Grissom, PhD, Southside Hospital FMR, Bay Shore, NY; Ani Bodoutchian, MD, Southside Hospital FMR, West Babylon, NY; Pratap Das, MD; Hovik Shilgevorkyan, MD, NSLIJ Southside Hospital, Bay Shore, NY

P60: Improving Care of Asthmatic Patients: A Collaborative Approach

Dawn Karns, DO, St Vincent Hospital, Waterford, PA; Lydia Travnik, DO; Sandy Clemente, MD; Phyllis Acquah, MD; Klara Roman, MD; Srinivasu Sunkara, MD, St Vincent Hospital, Erie, PA



P61: Practice Improvement Project: Implementation of a Reminder Sign Re: Uncontrolled HTN

Elisabeth Richter, MD; Sonia Bennett, MPH, Wright State University

P62: Practice Improvement Project: Implementation of a Quit Smoking Log

Elisabeth Richter, MD; Katie Flower, Wright State University

P63: Frequent Visitors to the Emergency Room: A Primary Care Strategy to Improve Their Medical Care

Diana Ferguson, LPN, PeaceHealth Southwest Medical Center FMR, Vancouver, WA; Natasha Involgstad-O'Neal, Family Medicine Southwest, Vancouver, WA; Adriana Linares, MD, MPH, DrPH; Marilyn Darr, MD, PharmD, PeaceHealth Southwest Medical Center, Vancouver, WA

P64: Implementation of a New EHR: Implications for Residency Programs

Antonio Carrasco, MD, PhD, Family Medicine Southwest, Vancouver, WA; Adriana Linares, MD, MPH, DrPH, PeaceHealth Southwest Medical Center, Vancouver, WA

P65: Results of an Immunization Improvement Project in an Underserved Residency Practice

Roger Zoorob, MD, MPH, Baylor College of Medicine, Houston, TX; Mohamad Sidani, MD; Jaden Harris, MA; Ashley Fields, MD, Meharry Medical College

P66: Provider and Staff Burnout and the Patient-Centered Medical Home

Mary Spalding, MD; Navkiran Shokar, MA, MD, MPH, Texas Tech University Health Sciences Center FMR

P67: The Relationship Between Patient Experience With the Patient-Centered Medical Home and Patient Satisfaction With Care

Mary Spalding, MD; Navkiran Shokar, MA, MD, MPH, Texas Tech University Health Sciences Center FMR, El Paso, TX

P68: Multiple Interventions to Accelerate Transformation Within a Family Medicine Practice

Nyann Biery, MS, Lehigh Valley Health Network, Allentown, PA; Robin Schroeder, MD, Rutgers New Jersey Medical School, Newark, NJ

P69: Prenatal and Obstetric Chart Audits: An Opportunity for Learning, Teaching, and Enhanced Prenatal Care

Julianne Falleroni, DO; Kathryn Jacobe, MD; Elizabeth Menzel, MD, University of Wisconsin Fox Valley FMR, Appleton, WI

P70: A Descriptive Evaluation of the Diabetes Management Practices of Family Medicine Residents After Implementation of the AAFP METRIC Diabetes Module

Domingo Caparas, MD; Karla Frazzini, MD; Jamal Islam, MD; Wang Li, MD, PhD, Texas Tech University

P71: Transitional Care Management at a Residency Site

Amanda Vitko, MD; Serena Hon, MD; Bency Loudor-Paulynice, MD; Bronwyn Sing, DO; Jeanna Spannring, PhD, University of Massachusetts FMR, Barre, MA



SPECIAL INTEREST DISCUSSION “ROUNDTABLE” PRESENTATIONS

Saturday, December 6: 7:00-8:00 am

The following presentations/discussions will be offered with the continental breakfast on Saturday morning.

B1: Intensive Diabetes Clinic: Development of a Multidisciplinary Clinic for a Multisystem Disease

Frederick Alcantara, MD; Karen Fitzpatrick, MD, West Virginia University School of Medicine, Morgantown, WV

B2: Resolving Resistance: The Power of Persistent Positive Regard

Orvis Wenger, Big Cabin, OK

B3: The Sabbatical: Leadership Renewal and Transitions

Nick Gideonse, MD; Christina Milano, MD, Oregon Health & Science University FMR, Portland, OR

B4: Use of DiSC Profile to Facilitate Teamwork, Communication, and Professionalism in a Family Medicine Residency Program

Elizabeth Tovar, PhD, APRN; Jillian Atherton, PhD, ABD; Maria Gomez, PhD; Michael King, MD, MPH; Oscar Perez, DO; Jonathan Ballard, MD, MPH, University of Kentucky

B5: Improving Nurse Triage and EHR Communication Between Staff and Medical Providers Using PCMH Principles at a Family Medicine Residency Practice

Jonathan Ballard, MD, MPH; Oscar Perez, DO, University of Kentucky

B6: Nurse Practitioner Versus Physician: Moving Forward in Collaborative Practice

Scott Newman, NP, Wright State Physicians, Dayton, OH; Donald Clark, MD, Wright State University FMR, Dayton, OH

B7: A Family Medicine Residency Leading the Way: Behavioral Health Integration Within a PCMH Clinic

RoseAnne Illes, PhD; Julia Fashner, MD, Florida State University

Do you have an interest you would like to share or discuss with other attendees?

Email your request for a “Common Interest Roundtable Discussion” to Dianna Azbill at dazbill@stfm.org. Include your name, degree(s), institution or company, city/state, and a brief abstract (100 words or less) describing your topic. These roundtable discussions will be included in the conference final program.



Hotel and Conference Location

Marriott Tampa Waterside Hotel & Marina
700 S Florida Ave, Tampa, FL 33602

Conference Rate: \$169 single/double (plus taxes)

Reservation Deadline: November 12, 2014

Reservations (Online): www.stfm.org/cpihotel

Phone/Reservations: (800) 228-9290

Be sure to make your reservations before November 12 to receive this discounted group rate. Rooms at this rate may sell out quickly, so book early. Rates do not include state and local sales tax. Reservations for late arrival must be guaranteed with a credit card. Cancellations must be made at least 72 hours prior to arrival date. Check-in time is 3:00 pm; check-out time is Noon. The conference rate is available 3 days prior to and 3 days following the conference, based on space availability at the time the reservation is made. If conference attendance exceeds expectations, rooms in the conference block may sell out prior to the cut-off date. Please make your reservations as soon as possible to ensure your preferred accommodations. Request a confirmation number when making your hotel reservation. In the unlikely event that you have to cancel your reservation, please ask for a cancellation confirmation. (A portion of the room rate is rebated to STFM to offset general meeting and information technology expenses.)

Fitness Facilities

The Tampa Marriott Waterside fitness facilities are free to all guests of the hotel and feature state-of-the art Life Fitness Equipment. The fitness center is open 24-hours/day.

Hotel Parking

Valet: \$13 daily/\$24 overnight. Parking can be charged to your room and includes in and out privileges.

Ground Transportation

The Tampa Marriott Waterside does not provide shuttle service to and from Tampa International Airport.

“Super Shuttle” is available between the airport and hotel with rates beginning at \$12/person one-way.

For more information, call 800-258-3826 or visit www.supershuttle.com/Locations/TPAAirportShuttleTampaBay.aspx

Airline Reservations

For assistance in making your airline reservations for the conference, please call Reward House, Inc., at 877-353-6690 or 816-295-3131. You can also e-mail your questions or travel preferences to jhillburn@rewardhouseinc.com for online assistance. Office hours are 9:00 am-5:00 pm (central time) Monday through Friday.

CME & CNE Credits

Application for CME credit has been filed with the American Academy of Family Physicians. Determination of credit is pending and will be available at www.stfm.org/cpi in October.

Application for CNE credit has been filed with the Kansas State Board of Nursing. This course offering approval for contact hours applicable for RN, LPN, or LMHT relicensure is pending and will be available at www.stfm.org/cpi in October.

Registration

Register by November 4 and save \$75.

Your registration fee includes all educational sessions (except preconference workshops), receptions, breakfasts, refreshment breaks, and lunch, according to the conference schedule. To register online, visit: www.stfm.org/cpi

Cancellation policy

All written cancellations received by November 4 will receive a 50% refund. No refunds will be issued for cancellations received after November 4.

Disclaimer

In the unlikely event that this meeting is canceled, STFM is not responsible for fees or penalties that conference registrants may incur for non-refundable airline tickets or hotel deposits.

Photo/Video Permission

We will be taking photos and video throughout this conference. By attending, you give STFM permission to use images taken at the conference in any electronic or printed communications by STFM for any advertising and promotional purposes. You agree to release STFM and their employees, agents, and designees from liability for any violation of any personal or proprietary right you may have in connection with such use.

Questions? Contact Dianna Azbill at (800) 274-7928, Ext. 5415 or dazbill@stfm.org.

Registration Form

Conference on Practice Improvement

December 4-7, 2014

Register online at www.stfm.org/cpi

Copy this form for team registrations.
Please print or type all information.

Name (for badge): _____ Degree(s): _____

Institution: _____

Address: _____

City, State, Zip: _____

Phone: _____ Fax: _____

Email: _____

Our official conference partners will receive a set of mailing labels of all conference attendees for a one-time use mailing; content to be preapproved by STFM.

Professional Role (Please check one.)

- ☐ Practicing Physician (direct patient care; non-academic setting) ☐ Residency Director ☐ Residency Faculty ☐ Department Chair
☐ Medical School Faculty ☐ Behavioral/Social Scientist ☐ Dietitian ☐ Pharmacist ☐ Nurse ☐ Nurse Practitioner ☐ Physician Assistant
☐ Medical Assistant ☐ Health Educator ☐ Researcher ☐ Quality Improvement Specialist ☐ Fellow ☐ Resident ☐ Medical Student
☐ Office Administrator/Coordinator ☐ Other: (requires response) _____

Primary Work Setting (Please check only one.)

- ☐ Medical School Department
☐ Residency Program: ☐ Community-based medical school affiliated ☐ Community-based non-affiliated
☐ Community-based medical school administrated ☐ Medical school based ☐ Military program
☐ Private Practice
☐ Association or Government Agency
☐ Other: _____ (requires response)

Please check ALL appropriate responses.

- ☐ STFM Member ☐ NRN Member/Coordinator ☐ TransforMED Practice Team Member ☐ Other: _____
☐ First-time Attendee
☐ Special Dietary Requirement: ☐ Vegetarian ☐ Gluten-free ☐ Kosher
☐ Disability that requires special assistance (you will be contacted by conference staff).

Registration Fee

By Nov. 4 After Nov. 4
 & On-site

Practicing or Faculty Physician
 Other resident/educator/clinician/
 administrator/staff
 Team Member
*(each; 3 or more from same practice
 or residency; does not include physicians)*
 One-day registration

\$470 \$545
 \$420 \$495
 \$320 \$395
 \$250 \$325

Preconference Workshops: Thursday, December 4, 1:00-5:00 pm

- ☐ PR1: CPT Coding, Cash, and Compliance
[Additional Fee: \$100]
☐ PR2: Practice-Based Care Manager Training
[Additional Fee: \$100]

TOTAL REGISTRATION FEE: \$ _____
(Registration + Preconference Workshop)

Method of Payment:

☐ Mastercard ☐ Visa ☐ AMEX

Card number: _____

Expiration Date: _____

Signature: _____

Online Registration: www.stfm.org/cpi

☐ Mail this form with payment to:
 Conference on Practice Improvement
 c/o STFM
 11400 Tomahawk Creek Parkway
 Leawood, KS 66211-2672

☐ Fax this form with credit card information to 913-906-6096.

If you have any questions concerning your registration, contact Dianna Azbill
 at 800-274-7928, ext. 5415 or dazbill@stfm.org.

SPECIAL THANKS...

2014 Conference Steering Committee

Daniel Mullin, PsyD, MPH, Conference Chair, University of Massachusetts
 Scott Fields, MD, MHA, Oregon Health & Science University
 Russell Kohl, MD, FAAFP, TransforMED, Leawood, KS
 Bertha Safford, MD, Family Care Network, Ferndale, WA
 Cindy McHenry, RN, BSN, Goppert Trinity Family Care, Kansas City, MO
 Stacy Brungardt, CAE, Society of Teachers of Family Medicine, Leawood, KS
 Bruce Bagley, MD, FAAFP, TransforMED, Leawood, KS

2014 Organizational Liaison Planning Subcommittee

Chester Fox, MD, Buffalo, NY – North American Primary Care Research Group
 Melly Goodell, MD, Baltimore, MD – Society of Teachers of Family Medicine Board of Directors
 Natalia Loskutova, MD, PhD, Leawood, KS – American Academy of Family Physicians National Research Network
 Amy Mullins, MD, FAAFP, Leawood, KS – American Academy of Family Physicians
 Leigh Ann Backer, Family Practice Management, Leawood, KS – American Academy of Family Physicians

AAFP National Research Network (AAFP NRN) and the Conference on Practice Improvement

The AAFP NRN is a voluntary practice-based research collaborative of primary care physicians who work together on research studies and quality improvement projects. Visit the AAFP NRN online at www.aafp.org/nrn.

You may also visit the AAFP NRN resource table at the conference anytime to speak with staff or members to learn more about our activities. The NRN recognizes the following presentations at this year's conference for discussing research or quality improvement concepts for family medicine practices:

- **L6:** Improving Primary Care: Measurement of Primary Care Behavioral Health Integration: Rationale, Measurement, Validation, Applications, and Initial Data
- **SS6:** Exploring Actionable Quality Improvement Reports

2014 Conference Partners

Thank you to our 2014 partners for their support of this year's conference. Be sure to visit with partners at the conference and thank them for their participation.

American Academy of Family Physicians: Practice Advancement Division

Contact: tvokins@aafp.org

American Academy of Family Physicians: Health of the Public and Science Division

Contact: ctierney@aafp.org

Challenger Corporation

Contact: jonathan.neal@chall.com

Would you or someone you know like to participate as a partner with us at this year's conference?

If so, contact:
 Ray Rosetta at rrosetta@stfm.org
 or 800-274-7928, ext. 5412.

Space is limited – don't delay!



11400 Tomahawk Creek Parkway, Ste 540
Leawood, Kansas 66211



Photo: Robert La Follette

Conference on
Practice Improvement

Redesign your practice. Improve patient care. Sustain your changes.

December 4-7, 2014 | Marriott Tampa Waterside | Tampa, FL

Register at www.stfm.org/cpi