

Zuckerberg San Francisco General
Division of General Internal Medicine
and Center for Vulnerable Populations
University of California, San Francisco
School of Medicine

UCSF
University of California
San Francisco

Medical Care of Vulnerable and Underserved Populations

COURSE CHAIRS

Dean Schillinger, MD

Professor of Medicine
Chief, Division of General Internal Medicine,
Zuckerberg San Francisco General
UCSF Center for Vulnerable Populations

Margaret Wheeler, MD

Professor of Medicine
Division of General Internal Medicine
Zuckerberg San Francisco General

THURSDAY – SATURDAY

March 1-3, 2018

**HOLIDAY INN GOLDEN GATEWAY
SAN FRANCISCO, CA**

STEERING COMMITTEE

Community Health Systems, School of Nursing
Gerri Collins-Bride, RN, MS, FAAN

Department of Pediatrics
Susan Fisher-Owens, MD, MPH

Department of Family and Community Medicine
Shira Shavit, MD

Medical Care of Vulnerable and Underserved Populations

Holiday Inn
Golden Gateway
San Francisco, CA

March 1-3, 2018

Publicly insured and uninsured patients make up about half of all outpatient visits in the US, and millions more previously uninsured patients have gained access to health care through the Affordable Care Act. Becoming an expert in caring for the complicated medical and social needs of vulnerable and underserved patients is crucial to every healthcare provider. World-class experts and front-line practitioners from the Zuckerberg San Francisco General and the UCSF Center for Vulnerable Populations will present approaches to mitigate the challenges in caring for vulnerable populations and enhance the profound joy clinicians can experience when engaging with patients in greatest need.

Topics to be covered will include updates in a broad range of diseases that disproportionately affect vulnerable patients, such as diabetes, Hepatitis C, HIV, depression, PTSD, heart failure, and hypertension. In addition, we discuss how clinicians can address social factors that complicate the management of medical illness, such as low health literacy, intimate partner violence, food insecurity, etc. We will also tackle how best to integrate behavioral health care for patients with chronic pain, severe mental illness, substance use and complex post-traumatic stress. Each day we will feature a nationally renowned figure in the field of the care of vulnerable populations who will deliver pearls and impart wisdom with respect to how to stay engaged, connected, and inspired.

GREENER MEETING

We're saving paper! The syllabus will be available prior to the course.

TARGET AUDIENCE

This activity is appropriate for all specialties, particularly for those health care providers that work with underserved patients in teaching, safety net, or community practices. Physicians, and subspecialists, advance practice providers, psychologists, public health practitioners, and nurses would all find our material educational.

OBJECTIVES

An attendee completing this course should be able to:

- Implement an approach to effectively integrate social vulnerability and resilience into clinical care;
- Recognize the effect of food insecurity on patient outcomes;
- Review what is meant by "Trauma Informed Care";
- Improve approaches to the care of a patient with a history of chronic pain;
- Discuss the emerging threats in public health;
- Stay abreast of updates in COPD, HIV, dementia, and other chronic illnesses;
- Describe an approach to caring for a patient with PTSD;
- Review health care economics for the underserved;
- Discuss implicit bias and patient care.

ACCREDITATION

The University of California, San Francisco School of Medicine (UCSF) is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

Physicians:

UCSF designates this live activity for a maximum of **24.25 AMA PRA Category 1 Credits™**. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

This CME activity meets the requirements under California Assembly Bill 1195, continuing education and cultural and linguistic competency.

Geriatric Medicine:

The approved credits shown above include **13.75** credits toward meeting the requirement under California Assembly Bill 1820, Geriatric Medicine.

Nurses:

For the purpose of recertification, the American Nurses Credentialing Center accepts **AMA PRA Category 1 Credit™** issued by organizations accredited by the ACCME.

Physician Assistants:

AAPA accepts category 1 credit from AOACME, Prescribed credit from AAFP, and **AMA PRA Category 1 Credit™** from organizations accredited by the ACCME.

Pharmacy:

The California Board of Pharmacy accepts as continuing professional education those courses that meet the standard of relevance to pharmacy practice and have been approved for **AMA PRA Category 1 Credit™**.

Maintenance of Certification:

Successful completion of this CME activity, which includes participation in the evaluation component, enables the participant to earn up to 24.25 MOC points in the American Board of Internal Medicine's (ABIM) Maintenance of Certification (MOC) program. Participants will earn MOC points equivalent to the amount of CME credits claimed for the activity. It is the CME activity provider's responsibility to submit participant completion information to ACCME for the purpose of granting ABIM MOC credit.

Family Physicians:

Application for CME credit has been filed with the American Academy of Family Physicians. **Determination of credit is pending.**

Medical Care of Vulnerable and Underserved

THURSDAY, MARCH 1, 2018

7:00 am	<i>Registration and Continental Breakfast</i>	
7:45	INTRODUCTION	
8:00	G Overview of Care of Vulnerable Patients	Neil R. Powe, MD, MPH, MBA
8:45	G Caring for Homeless Patients	Dean Schillinger, MD
9:30	G Care of Patient with Chronic Pain	Margot Kushel, MD
10:15	<i>Break</i>	Soraya Azari, MD
10:30	Trauma Informed Care	
11:15	G Safety in the Safety Net	Leigh Kimberg, MD
12:00	<i>Lunch (On Your Own)</i>	Urmimala Sarkar, MD
1:00 pm	Introduction: Notes from a Career in the Safety Net	
1:15	G Updates in Health Policy	Meg D. Newman, MD, FACP
2:00	G Care of Underserved Patient with COPD	Andrew Bindman, MD
2:45	G Feeling Disconnected? How EHRS Affect Our Relationships and Satisfaction and What to Do About it	Neeta Thakur, MD, MPH
3:30	<i>Break</i>	Neda Ratanwongsa, MD
3:45	Healthcare Provider's Role in Caring for Foster Care and CSEC Involved Youth	
4:30	Audience Stories and Reflections	Tonya Chaffee, MD
5:00	G Workshop 1: Cases in Women's Health	
6:00 pm	<i>Adjourn</i>	

FRIDAY, MARCH 2, 2018

7:00 am	<i>Continental Breakfast</i>	
8:00	Notes from the Safety Net	Dayna Long, MD
8:15	Public Health Update and Emerging Threats	Tomás Aragón, MD, DrPH
9:00	G Advance Care Planning in Vulnerable Populations	Rebecca Sudore, MD
9:45	G Caring for Patient with Food Insecurity	Hilary Seligman, MD, MAS
10:00	<i>Break</i>	
10:15	G Aging in Prisons	Brie Williams, MD
11:00	G Implicit Bias and Medical Care	Katherine Lupton, MD
11:45	<i>Lunch (On Your Own)</i>	

COURSE CHAIRS

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Professor of Medicine
Chief, Division of General Internal Medicine, UCSF Center for Vulnerable Populations, Zuckerberg San Francisco General

Margaret Wheeler, MD
Professor of Medicine
Division of General Internal Medicine
Zuckerberg San Francisco General

STEERING COMMITTEE

Gerri Collins-Bride, RN, MS, FAAN
Clinical Professor and Vice Chair for Faculty Practice, Community Health Systems and the School of Nursing

Susan Fisher-Owens, MD, MPH
Clinical Champion, CareLinkSF
Associate Clinical Professor of Pediatrics; Associate Clinical Professor of Preventive and Restorative Dental Services

Shira Shavit, MD
Director, Transitions Clinic Network
Associate Professor, Department of Family and Community Medicine

COURSE FACULTY

(University of California, San Francisco unless otherwise indicated)

Tomás Aragón, MD, DrPH
Health Officer and Director, Office of Population Health and Prevention, San Francisco Department of Public Health; Director, Center for Infectious Diseases & Emergency Readiness, University of California, Berkeley

Soraya Azari, MD
Assistant Professor of Medicine
Associate Director, Primary Care Residency Program
Zuckerberg San Francisco General

Pilar Bernal De Pheils, RN, MS, FAAN, FNP
Professor and Family Nurse Practitioner, UCSF School of Nursing

Kirsten Bibbins-Domingo, MD, PhD, MAS
Lee Goldman, MD Endowed Chair
Professor of Medicine and of Epidemiology and Biostatistics

Andrew Bindman, MD
Professor of Medicine, Health Policy, Epidemiology and Biostatistics

Tonya Chaffee, MD
Professor of Pediatric Medicine
Zuckerberg San Francisco General

Anna Chodos, MD
Assistant Professor of Medicine
Division of Geriatrics and Internal Medicine
Zuckerberg San Francisco General

Susan P. Ehrlich, MD
CEO
Zuckerberg San Francisco General

Alicia Fernandez, MD
Professor of Medicine
Attending Physician, General Medical Clinic & the Medical Wards, Zuckerberg San Francisco General

Monica Gandhi, MD, MPH
Professor of Medicine
Associate Division Chief, HIV, Infectious Diseases, and Global Medicine
Zuckerberg San Francisco General

Liz Goldman, MD
Associate Professor of Medicine
UCSF – Mt Zion Hospital

Laura Gottlieb, MD
Associate Professor of Family and Community Medicine;
Director, Social Interventions Research and Evaluation Network;
Associate Director, RWJF Evidence for Action National Program Office

FRIDAY, MARCH 2, 2018 (CONT'D)

1:00 pm	Narratives from the Safety Net	Susan Shea, RN, MS, FNP
1:15	Updates in HIV Medicine	Monica Gandhi, MD
2:00	G Caring for the Racist Patient	Alicia Fernandez, MD
2:45	G Caring for the Patient with Obesity	Michelle Guy, MD
3:30	<i>Break</i>	
3:45	G Dental Health—the Forgotten Need	Susan Fisher-Owens, MD, MPH
4:30	Reflections from the Audience	
5:15	G Workshop 2: Fluoride Varnish for the Non-Dentist	Susan Fisher-Owens, MD, MPH
6:00 pm	<i>Adjourn</i>	

SATURDAY, MARCH 3, 2018

7:30 am	<i>Continental Breakfast</i>	
8:00	Notes from the Safety Net	Susan P. Ehrlich, MD
8:15	Population Health Approaches to Decrease Health Disparities	Kirsten Bibbins-Domingo, MD, PhD, MAS
9:00	G Care of the Patient with Depression	Lisa Ochoa-Frongia, MD
9:45	G Addressing Social Determinants in Health in Primary Care	Laura Gottlieb, MD
10:00	<i>Break</i>	
10:15	Caring for the Socially Complicated Inpatient	Lawrence Haber, MD
11:00	Care of the Patient with Developmental Disabilities	Clarissa Kripke, MD
11:45 pm	<i>Lunch (On Your Own)</i>	
1:00	Narratives from the Safety Net	Elisabeth Grisby
1:30	G Dementia in the Underserved	Anna Chodos, MD
2:15	G DM and CAD	Binh An P. Phan, MD, FACC
3:00	<i>Break</i>	
3:15	Caring for a Patient with Post-Traumatic Stress Disorder	Margaret Wheeler, MD
4:00	Reflections from the Audience	
4:30	G Workshop 3: Working with Patients Resistant to Change	Scott Steiger, MD Paula Lum, MD
5:15 pm	<i>Adjourn</i>	
	G - Geriatric Credit	

COURSE FACULTY (CONT'D)

Elizabeth Grisby
Health Activist
Golden Gate Regional Services

Michelle Guy, MD
Professor of Medicine

Lawrence Haber, MD
Associate Professor of Medicine
Zuckerberg San Francisco General

Elizabeth Harleman, MD
Professor of Medicine
Associate Chair, Faculty Experience;
Associate Program Director,
Internal Medicine
Residency Program

Leigh Kimberg, MD
Professor of Medicine
Director, UCSF PRIME-US
San Francisco Department of
Public Health

Margot Kushel, MD
Professor of Medicine
Director, Fellowship in General
Internal Medicine
Zuckerberg San Francisco General

Clarissa Kripke, MD
Professor of Family
and Community Medicine

Andrea Kuster, MSN, RN, FNP
Assistant Professor
School of Nursing

Dayna Long, MD
Director, UCSF Center for
Community Health & Engagement

Paula Lum, MD, MPH
Professor of Medicine
Zuckerberg San Francisco General

Katherine Lupton, MD
Associate Professor of Medicine
Zuckerberg San Francisco General

Lisa Ochoa-Frongia, MD
Assistant Professor of Medicine
Zuckerberg San Francisco General

Meg D. Newman, MD, FACP
UCSF Senate Emeritus—
Medicine HIV, ID and Global
Medicine Division
Zuckerberg San Francisco General

Bin An P. Phan, MD
Associate Professor of Medicine
Zuckerberg San Francisco General

Neil R. Powe, MD, MPH, MBA
Professor of Medicine
Zuckerberg San Francisco General

Neda Ratanawongsa, MD
Associate Professor of Medicine
Zuckerberg San Francisco General

Urmimala Sarkar, MD, MPH
Associate Professor of Medicine
UCSF Center for
Vulnerable Populations
Zuckerberg San Francisco General

Hilary Seligman, MD, MAS
Associate Professor of Medicine and
of Epidemiology and Biostatistics
Center for Vulnerable Populations
Zuckerberg San Francisco General

Susan Shea, RN, MS, FNP
Nurse Practitioner
Family Medicine
Sutter Pacific Medical Foundation

Scott Steiger, MD
Associate Professor of Medicine
Zuckerberg San Francisco General

Rebecca Sudore, MD
Professor of Medicine
Director, Innovation and
Implementation Center in
Aging and Palliative Care,
San Francisco VA Health
Care System

Neeta Thakur, MD, MPH
Assistant Professor of Medicine

Vanessa Thompson, MD
Assistant Professor of Medicine
Zuckerberg San Francisco General

Brie Williams, MD
Professor of Medicine
Division of Geriatrics
Director of the Criminal Justice &
Health Program and Aging Project
of Tideswell, University of California,
San Francisco

MEDICAL CARE OF VULNERABLE AND UNDERSERVED POPULATIONS

MDM18M22

March 1-3, 2018

Holiday Inn Golden Gateway • San Francisco, California

Mail to : UCSF Office of CME
P.O. Box 45368
San Francisco, CA 94145-0368
Fax: (415) 502-1795

Online registration: **cme.ucsf.edu**
Registration Information: (415) 476-5808
Course Information: (415) 476-4251

☐ Dr. ☐ Ms. ☐ Mr. ☐ Mrs.

Last Name	First	M.I.
Degree		Specialty
Address		
City	State	Zip
Daytime Phone		Fax
Email		

Address Label Code Letter (see address label: example, A, B, C, D, etc.) _____

Would you like to be on our priority email list? ☐ Yes ☐ No

Date of birth to be used as OCME registrant number: _____ / _____ / **XX**
Month Day

 Please indicate if you have any special needs:

Registration Fees*:

before 12/29/2017

- ☐ **\$700** Physicians
- ☐ **\$600** Allied Health Professionals
- ☐ **\$450** Residents/Fellows

after 12/29/2017

- ☐ **\$800** Physicians
- ☐ **\$700** Allied Health Professionals
- ☐ **\$500** Residents/Fellows

Make checks payable to *UC Regents*

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Card # _____ / _____ / _____ Expiration date

Name on Card (Please Print) _____ Authorized Signature _____

Refund Policy: Cancellations received in writing before **February 28, 2018** will be refunded, less a \$100 administrative fee. No refunds will be made on cancellations received after that date. Please check our website for up to date information on the course: **cme.ucsf.edu**

Holiday Inn Golden Gateway
1500 Van Ness
San Francisco, CA 94109
Phone: 415-441-4000
www.GoldenGatewayHotel.com



For more information or to register online visit our website at cme.ucsf.edu
You may also reach us by calling the Office of Continuing Medical Education at (415) 476-4251 or email info@ocme.ucsf.edu



0569
University of California,
San Francisco
Office of Continuing
Medical Education
3333 California Street
Suite 450
San Francisco, CA
94143-0742

GENERAL INFORMATION

Advance registration closes one (1) business day prior to start of course.

HOW TO ENROLL

Registration Fees

before **12/29/2017**:

\$700	Physicians
\$600	Allied Health Professionals
\$450	Residents/Fellows

after **12/29/2017**:

\$800	Physicians
\$700	Allied Health Professionals
\$500	Residents/Fellows

GREENER MEETING

We're saving paper! The syllabus will be transmitted electronically prior to the course.

Payment may be made by Visa, MasterCard, AmEx or check.

REGISTER VIA:

Online: cme.ucsf.edu

Mail: Complete course registration form and send with payment to:
UCSF Office of CME
P.O. Box 45368
San Francisco, CA
94145-0368

Fax: Fax completed registration form to: (415) 502-1795 (be sure to include your credit card number)

Phone: To register by phone or to inquire about registration Office at (415) 476-5808.

On-Site Registration: Generally we are able to accommodate on-site registration at our courses, however, pre-registration is preferred to ensure that we have adequate course materials.

REFUND POLICY

Cancellations received in writing before **February 28, 2018** will be refunded, less a \$100 administrative fee. No refunds will be made on cancellations received after that date.

CONFERENCE LOCATION

Featuring chic décor, a new restaurant, and a central location, while still offering affordable rates compared to other San Francisco hotels, this full-service hotel is centered between Nob Hill, Fisherman's Wharf, and the Golden Gate Bridge, which offers an oasis for San Francisco hotel guests looking for a true city experience.

A block of guestrooms has been reserved at the special UCSF conference rate of **\$179/night**. You are urged to make your reservations early. The cut-off date is **February 1, 2018** or until the group room block is filled. After this date, rooms will be provided on a space-available basis only. To make hotel reservations on-line, please visit the conference website at cme.ucsf.edu and click on the hotel link in the Travel & Lodging section of the course page. If you prefer to telephone in your reservation, call **866-272-7098** and identify yourself as a member of this UCSF conference to receive the special rate.

By staying at the host hotel, you help UCSF meet its contractual obligations and keep registration fees reasonable.

RENTAL CAR/AIR TRANSPORTATION

For further information, please visit the conference website at cme.ucsf.edu and click on the Travel & Lodging section of the course page.