

Final Program

Conference on Practice Improvement

— Bright Spots of Primary Care Transformation —

December 1-4, 2016 • Newport Beach Marriott • Newport Beach, CA



Produced by the Society of Teachers of Family Medicine with support from the American Academy of Family Physicians.

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Go Mobile

Download the Conference on Practice Improvement app from the Google Play or iOS App store by searching for: **Conference on Practice Improvement**, or navigate to <http://www.stfm.org/Mobile> on your Blackberry, Windows Phone, or laptop to access all of this year's mobile features:

- Search the conference schedule and presenters
- Create your personalized agenda
- View maps of the conference floor
- Receive alerts and notifications
- Evaluate sessions and the conference
- Network with other attendees



Join the conversation on Twitter: #CPI16

The Conference on Practice Improvement

- Offers practical skills, information, and resources to improve clinical and academic practices and help them transform into patient-centered medical homes (PCMH).
- Offers strategies for interdisciplinary, team-based care primary care that result in improved efficiencies and better patient care.
- Fosters a network of family medicine providers and educators committed to continuous practice improvement and innovation.
- Encourages innovation in practice improvement and promote the PCMH model through formal presentation of and training in new and reworked practice design elements.
- Provides a venue for discussion and demonstration of the impact of new payment models for primary care.

Presenter Update for Faculty Disclosure/Conflict of Interest

All presenters are required to follow the ACCME standards for commercial support, and should disclose any conflict of interest at the beginning of their presentation.

The following conference presenters have noted on their Faculty Disclosure that they and/or a family member may have a conflict of interest regarding the following: Disclosure of Financial Relationships; or, Disclosure of Unlabeled/ Investigational Uses, Sales, or Promotions of Products or Services. Please be advised that STFM is required by CME guidelines to disclose the following conflicts of interest in the conference Final Program, and presenters are required to disclose any potential conflict of interest at the beginning of their educational session at the conference, on handout materials and/or PowerPoint slide presentations.

Elizabeth Beiter
Jeff Bullard
Dave Dixon
Carlos Jaen
Christie Lawrence
Wilson Pace

Stephen Persell
Amanda Risser
Evelyn Sbar
Lynn Schwenzer
Kimaya Vaidya
Floyd Willis
Kristin Zimmerman

Abstracts and learning objectives for all concurrent educational sessions are available 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.

Lecture – Provides 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: Completed Project – Display and discussion of an investigator's completed original research in education, process of care, patient-oriented outcomes, and quality of care studies. Two 30-minute dedicated presentations.

Poster: Work In Progress – Display and discussion of an in-progress project related to teaching, education, curricular or clinical intervention, management innovation, or quality improvement. Two 30-minute dedicated presentations.

Poster: STFM Leading Change Fellowship – The yearlong Leading Change fellowship offers interprofessional teams an experiential curriculum providing skills and resources to enable transformation of a family medicine teaching practice. These poster presentations are part of the required curriculum for the fellowship.

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.





Thursday, December 1

11 am–6:30 pm	Conference Registration Room: Grand Pacific Foyer
Noon–6:30 pm	Computer Café Room: Grand Pacific Foyer
1–5 pm	PR1: Surviving the Alphabet Soup: TCM, CCM, ADP, E&M, MACRA, APM, and MIPS Room: Grand Salon A
1–5 pm	PR2: Enhancing the Patient Experience: A Holistic Approach Room: Grand Salon B
5–5:30 pm	Conference Orientation Room: Grand Salon F
5:30–6:30 pm	Welcoming Reception With Conference Partners Room: Grand Pacific Foyer

Friday, December 2

7:30 am–5:30 pm	Conference Registration Room: Grand Pacific Foyer
7:30–8:30 am	Networking Continental Breakfast Room: Grand Pacific Ballroom
8–8:30 am	Payment Reform Update: Value Over Volume <i>Amy Mullins, MD, CPE, FFAFP, Medical Director for Quality Improvement, American Academy of Family Physicians, Leawood, KS</i> (presentation during breakfast)
8:35–9:30 am	Opening General Session: Moving Beyond the PCMH: Joy in the Briar Patch <i>William L. Miller, MD, MA, Lehigh Valley Health Network, Lehigh, PA</i> Room: Grand Pacific Ballroom
9:30–10 am	Refreshment Break With Poster Presentations (Dedicated time) Room: Newport Coast Ballroom
10 am–12:10 pm	Concurrent Educational Sessions (See page 9)
12:15–1:30 pm	Networking Luncheon With Award and Scholarship Presentations Room: Grand Pacific Ballroom
1:45–3:25 pm	Concurrent Educational Sessions (See page 10)
3:30–4 pm	Refreshment Break With Conference Partners & Poster Presenters Room: Grand Pacific Foyer & Newport Coast Ballroom
4–5:30 pm	Concurrent Educational Sessions (See page 11)
6:30 pm	Dine Out Groups (Sign up on the message board at the STFM Registration Desk.) Meet in hotel lobby

Saturday, December 3

7 am–5:15 pm	Conference Registration Room: Grand Pacific Foyer
7:30–8:25 am	Special Interest Discussions With Continental Breakfast Room: Grand Pacific Ballroom
8:30–9:30 am	General Session: MACRA's Push for Value: An Opportunity for Primary Care Physicians <i>Farzad Mostashari, MD, ScM, Aledade, Inc., Bethesda, MD</i> Room: Grand Pacific Ballroom
9:30–10 am	Refreshment Break With Poster Presentations (Dedicated time) Room: Newport Coast Ballroom
10–11:40 am	Concurrent Educational Sessions (See page 13)
11:40 am–1 pm	Lunch On Your Own
1–3:15 pm	Concurrent Educational Sessions (See page 14)
3:15–3:45 pm	Refreshment Break With Conference Partners Room: Grand Pacific Foyer
3:45–5:15 pm	Concurrent Educational Sessions (See page 15)
5:30–7 pm	Optional Event: Health Innovation Roundtable Room: Baycliff

Sunday, December 4

7:30–9 am	Conference Registration
7:30–8 am	Coffee Service
8–9 am	Closing General Session: Making Value-Based Care Happen: Accelerating Change Over 15 Years at a Multisite Primary Care Clinic <i>Carolyn Shepherd, MD, Leibig-Shepherd LLC, Boulder, CO</i>
9 am	Conference Adjourns

Find the Sessions Relevant to You and Your Work

Are you interested in a specific topic? Watch for the following notations after presentation titles.

- Team-Based Care (TC)
- Patient Engagement (PE)
- Practice Transformation (PT)
- Population Management (PM)
- Leadership (L)
- Family Medicine for America's Health(FMAH)

7:30–8:30 am

Continental Breakfast

Open networking time

Room: Grand Pacific Ballroom

8–8:30 am (presentation during breakfast)

Payment Reform Update: Value Over Volume

Amy Mullins, MD, CPE, FAAFP, Medical Director for Quality Improvement for the American Academy of Family Physicians, Leawood, KS

In April 2015, a landmark bill was passed that shifts physician compensation away from pay for “volume” to pay for “value.” In April 2016, further definition of the law was released in the proposed rule. The roll out of this new model is set to begin in 2019, but the implications start now. Learn about the AAFP’s advocacy efforts surrounding the Quality Payment Program, Advanced Payment Models (APMs), Merit Based Incentive Payment Systems (MIPS), and how quality of care will impact your work and your compensation.

8:35–9:30 am

Welcome and Announcements: *Bertha Safford, MD, Conference Chair*

Greetings From STFM President *Melly Goodell, MD*

Opening General Session

Moving Beyond the PCMH: Joy in the Briar Patch



*William L. Miller, MD, MA,
Professor of Family Medicine,
Lehigh Valley Health Network,
Pennsylvania campus,
University of South Florida
Morsani College of Medicine*

The patient-centered medical home approaches its tenth birthday. Let’s celebrate and then ask some wicked questions. What have we learned after ten years of PCMH demonstrations and pilots? Do we really know what it is? How well do PCMHs perform? Why is primary care transformation so hard? It turns out that some PCMH efforts are more successful than others. What are the differences? Are there primary care innovations that might be better than PCMH? Can the primary care practice be successfully reduced to a clean, lean, metric-driven, industrial, corporate, consumer-focused team? Might health and joy be more successfully found in Br’er Rabbit’s briar patch? We will explore these questions and suggest a few prioritized action steps for primary care and America’s health.

Learning Objectives: At the end of this presentation, participants will be able to:

- Describe four types of patient-centered medical homes and how well they perform
- Name at least five evidence-informed lessons about primary care transformation
- Identify three prioritized next steps towards transforming primary care beyond PCMH

As an anthropologist, family physician, teacher, mixed method researcher, department chair, organizational rascal, and grandfather, Dr Miller partners with others in co-creating a better life together with emphasis on healing relationships, complexity, and the worlds of primary care. Returning home to Pennsylvania in 1994 as founding program director of Lehigh Valley Family Medicine Residency Program, he became department chair in 1998. His research activities include 20 years of observing, implementing, and evaluating NIH-funded national primary care practice improvement efforts along with investigations of healing relationships, collaborative care, and professional socialization.

Room: Grand Pacific Ballroom

The Poster Hall is available for poster viewing Friday, 9:30 am–4 pm with dedicated time to speak with poster presenters on Friday 9:30–10 am and Saturday 9:30–10 am.

9:30–10 am
Refreshment Break With Poster Presentations
 dedicated time
Room: Grand Pacific Ballroom

Posters – Completed Project

P1: Improving Adherence to Patient Safety Measures in Chronic Opioid Therapy

Terrence Witt, Deborah Fischer, Mark Deyo-Svendsen, MD, Kyja Stygar, MD, Terri Nordin, MD, Mayo Clinic Health System, Eau Claire, WI

P2: Referral Patterns to Co-Located Mental Health Providers Versus External Providers in Integrated Care

Carissa van den Berk-Clark PhD, MSW, Dixie Meyer, Craig Smith, PhD, James Pettinelli, PhD, Jeffrey Scherrer, PhD, Max Zubatsky, PhD, LMFT, F, David Schneider, MD, MSPH, Saint Louis University

P3: Practice Improvement Project to Improve Diabetic Blood Pressure Control

Michael Malone, MD, David Cole, Tara Kennedy, Gary Tsai, Penn State Milton S Hershey Medical Center, Hershey, PA

P4: QI Project: Weight Assessment and Counseling for Children and Adolescents

Elisabeth Righter, MD, Abbie Goodman, Wright State University

P5: QI Project: Depression Screening and Follow-Up

Elisabeth Righter, MD, Lauren Gunderman, Wright State University/Dayton Community Hospitals, Dayton, OH

P6: QI Project: Procedure Room Ease of Use

Elisabeth Righter, MD, Anthony Oddo, Linda Ubadiqbo, Wright State University

P7: Setting Health Care Goals

Laina Cafego, Alexander Houser, Adam Henderson, Womack Army Medical Center, Fort Bragg, NC

P8: PEDS Developmental Screening Tool Clinic Implementation

Joseph Hogue, Yuma Regional Medical Center, Yuma, AZ

P9: Improving Patient Satisfaction Scores by Providing More Information About Delays

Kelley Carroll, MD, University of Texas at Houston; Brian Reed, MD, Baylor College of Medicine; Mohammad Zare, MD, MS, UTHealth, Houston, TX

P10: Assessing Referral Documentation Transfer Reliability and Improving Patient Outcomes

K. Douglas Thrasher, DO, Merve Karabulut, MD, Kristen Mondino, MD, Damoun Rezai, James Ritchey, Eisenhower Medical Center, La Quinta, CA

P11: Evaluating Documentation for Non-Treatment of Abnormal Vital Signs

K. Douglas Thrasher, DO, Anna Nabet, MD; Shruti Patel, MD; Bishoy Wassef, MD, Eisenhower Medical Center, La Quinta, CA

P12: Do Patients Who Receive Prescriptions for Zoster Vaccine Get Vaccinated?

Theresa Kurtz, Melissa Martinez, MD, Philip Kroth, MD, MSc, Robert Fritch, DO, University of New Mexico

Posters – Work in Progress

P13: Health Maintenance Screening at Bruner Family Medicine: An Analysis of the Barriers to Adherence to Evidence-Based Guidelines

Jilian Rushing, Michael Magill-Collins, Kristen Young, SCL Health, Broomfield, CO

P14: Are You Down With OFC? Implementing Office Flow Changes (OFC) for Improving Patient Care in PCMH

Niladri Das, MD, Stephanie Hucko, UPMC St. Margaret Family Medicine Residency Program, Pittsburgh, PA; Sanketh Proddutur, MD, Drexel University

P15: Hepatitis C Treatment in a Family Medicine Residency Clinic

Amy Curry, MD, Emily Manlove, MD, University of Kansas (Wichita)/Via Christi Hospitals

P16: Primary Care Via Telemedicine: The Future of Health Care

Navaneeth Kumar, MD, Kristina Diaz, MD

P17: Improving Senior Immunization Rates

Sirvard Khanoyan, MD

P18: Vaccination: The Path to a Healthier Community

Tonya Little, MD, Emily Doucette, MD, Saint Louis University; Deborah Haasis, RN BSN, Pat Kroepel, RMC, St Louis County Department of Public Health, Saint Louis, MO

P19: Addressing Social Factors That Influence Health: A Pilot of Undergraduate Student Volunteers to Screen for Patient Social Needs

Jonas Lee, MD, University of Wisconsin

P20: Improving Behavioral Health Integration in a Family Medicine Residency Through Implementing the SBIRT (Screening, Brief Intervention, and Referral to Treatment) Model

Jonathan Ballard, MD, MPH, Keisa Bennett, MD, MPH, William Elder, PhD, Benjamin Smith, MD, Jillian Atherton, EdD, Carol Hustedde, PhD, Oscar Perez, Jr, DO, University of Kentucky

P21: Implementation of Standardized Controlled Substance Agreements to Improve Patient Safety and Patient/Provider Satisfaction

Wade Rankin, MD, Oscar Perez, Jr, DO, John-Michael McGaugh, Bryce Meredith, DO, Jonathan Ballard, MD, MPH, Jillian Atherton, EdD, University of Kentucky

P22: Patient Satisfaction in Transitional Care

Peter Bockhorst, DO, East Tennessee State University; McKenzie Calhoun, PharmD, Erin Harris, MD, Amy Lawrence, DO, East Tennessee State University

P23: Improving Controlled Substance Agreement Protocol to Protect Patients, Staff, Providers, and Practice

Janis Coffin, DO, Jessie Lawrence, MD, Augusta University, Augusta, GA; David Nguyen, Medical College of Georgia; Augusta University

9:30–10 am

Posters – Work in Progress cont.

Room: Grand Pacific Ballroom

P24: Medical Student Delivery of Lifestyle Education in the Medical Office to Patients With Prediabetes

Frances Tao, Kendrick Davis, PhD, Kendrick Davis, PhD, University of California, Riverside

P25: The Impact of Point of Care HbA1c Testing on Diabetes Management in a Family Medicine Residency Program: A Quality Improvement Project

Jonathan Sorscher, MD, Angela Fellner, PhD CCRP; Kelly Eduardo, Katerina Harris, Constance Zimmer, TriHealth, Cincinnati, OH

P26: Patient-Centered Team Approach for Adults with Depression in a Family Medicine Residency

Kevin Phelps, DO, University of Toledo

P27: Assessing Resident Performance Through a Point-of-Care Patient Satisfaction Survey Using an Electronic Tablet

Benjamin Mahdi, MD, MPH

P28: Healthy Kids and Families

Sonia Arneja, Rose Colt, DO, Andres Duran, MD, Martha Gilman, Mirinalini Panthagan, MD, Robyn Lombard, Linda Currier, Timothy Pelkowski, MD, MS, Saint Vincent Family Medicine Residency, Erie, PA

P29: Outpatient Family Medicine Procedure Manual

Joseph Hogue, Nada Alsaiegh, MD, MPH, Yuma Regional Medical Center, Yuma, AZ

P30: Improvement of Urgent Care Access by Utilizing “No-Show” Appointment Slots

Jill Fenske, MD, Marla Slocum-Casper

P31: Tobacco Cessation Interventions at the Point of Care Using Motivational Interviewing

Steve Zitelli, MD, TriHealth (Bethesda North Hospital), Cincinnati, OH

P32: Restructuring a Patient Care Team on an Inpatient Unit

Jose Lopez, MD, MPH, University of Vermont Health Network, Plattsburgh, NY

P33: Baby Talk: Pilot Testing a Community Collaborative Prenatal Education Program

Tara Neil, MD, Tracy Williams, MD, University of Kansas (Wichita)/Via Christi Hospitals

P34: Making Connections: A Patient Portal Project in an Urban Under-served Clinic

Blaine Olsen, MD, St Joseph Hospital, Denver, CO

P35: Using ED Outcomes to Measure the Quality of Patient Triage

K. Douglas Thrasher, DO; Yani Lu, MD, Mark Minot, MD, MSc, PhD, MBA, Alex Spinoso, MD, Eisenhower Medical Center, La Quinta, CA

P36: Utilizing Pharmacy Students to Reduce Polypharmacy and Improve Medication Reconciliation in a Family Medicine Clinic

Lovedhi Aggarwal, MD, Camlyn Masuda, University of Hawaii

P37: Improvement in Quality Measures for Management of COPD Patients

Mayur Rali, MD, Revathy Nair, MD

P38: Innovative “Community Medicine” Rotation in a Family Medicine Residency Program

Mayur Rali, MD, Hofstra-NSLIJ Family Medicine Residency at Southside Hospital, Bay Shore, NY; Nancy Weitzman, PhD, University of Chicago (NorthShore)

P39: Implementation of a Chronic Opioid Management Policy in a Large Multi-Specialty Provider Network: 1 Year Later

Kenneth Braman, DO

P40: Capturing Patient Perspectives: A Study of Community-Based Population

Malvika Juneja, MD, Rekha Afzalpurkar, MD, Baylor College of Medicine; Jill Hay, Harris Health System, Houston, TX; Noreen Pirzada, MD, Shruti Varadarajan, MD, Roger Zoorob, MD, MPH, Baylor College of Medicine

P41: Implementing Depression and Fall Risk Screening in Adults Over 65 Years Old

David Serlin, MD, University of Michigan

P42: Starting a Super Utilizer Program at a FQHC: A Pilot Project

Clark van Den Berghe, Greater Lawrence Family Health Center, Lawrence, MA; Jonathan Lichkus, MPH, MD, Boston University

Leading Change Fellowship Posters

P43: Case Management and Care Coordination Expansion Utilizing an Outreach Care Coordinator at the Glenbrook FCC

Mark Drexler, MD; Rita Marie Yager, RN, University of Chicago

P44: Creating and Interprofessional Education Curriculum at North Memorial FMR

Tanner Nissly, DO; Jean Moon, PharmD, BCACP, University of Minnesota

P45: Family Medicine Physician-Advanced Practice Provider Pairing Pilot: A Care Team Approach

Holly Whitcomb, APRN-FNP; Alicia A. Jacobs, MD, University of Vermont Health Network

P46: Getting to Faculty Engagement: Can Focusing on Community and Strengths Address Burnout and Improve Engagement?

Lindsay Travelstead Fazio, PhD; Miranda M. Huffman, MD, MEd, Truman Medical Center-Lakewood, Kansas City, MO

P47: Implementation of a Strategic Plan in a Well Established PCMH Residency Practice

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

P48: Improving the PCMH Model Through Rapid Cycle Processes

Joseph Teel, MD; University of Pennsylvania

P49: Integrated Care for Integrated Training: Creating a Culture of Collaboration

Craig Wyatt Smith, PhD; F. David Schneider, MD, MSPH, Saint Louis University

P50: Meeting of the Minds: Utilizing Interprofessional Teams to Develop a Curriculum for Team-Based Care

Mathew Devine, DO; Tziporah Rosenberg, PhD, University of Rochester Medical Center

P51: Quadruple Aim: Incorporating Employee Experience in Clinic Improvement

Daisuke Yamashita, MD; Briana Balderrama, LPN, Oregon Health and Science University



P52: The Devil's in the Details, Bridging Processes for Today's Medicine

Cheyenne Rincones, RN, BSN, FNP-C; Albert Campos, BSCS, Texas Tech University Health Science Center

10–11 am

Lectures

L1: Integrating Comprehensive Behavioral Health in a Medically Underserved Practice

Mark Ryan, MD, Bruce Rybarczyk, Katherine Neuhausen, MD, MPH, Emily Harris, Virginia Commonwealth University

Room: Mariner Cove

L2: What Sticks and Why: Insights from 10 Years of Practice Transformation in a Network of Community Health Centers (PT)

Lucy Loomis, MD, MSPH, University of Colorado FMR, Denver, CO

Room: Del Mar

L3: Producing More Primary Care Physicians to care for America – How Can We All Better Understand and Help Foster Social Accountability of Our Practices and Our Training Programs? (FMAH)

Christina Kelly, MD, Darnall Army Medical Center, Harker Heights, TX; Calvin Gutkin, MD, CCFP, FCFP, The College of Physicians of Canada, Mississauga, ON

Room: Cardiff

L4: How Patient Education and Cost Transparency Can Help Build and Sustain a Practice

Donna Smith, FAIR Health, New York, NY

Room: Sunset

L5: “Hello...? It's me...? I wonder if after your hospitalization you'd like to meet...?” A Transitions of Care Program in a Family Medicine Residency

Corey Lyon, DO, Kathryn Boyd-Trull, Joanna Stratton, PhD, University of Colorado

Room: Sapphire Cove

L6: Panel Size: Determination and Effect on Clinical Practice Metrics

Jennifer Horn, Kurt Angstman, MD, Matthew Bernard, MD, Mayo Medical School, Rochester, MN; Michael Bryan, MD, Michael Grover, DO, Mayo Clinic, Scottsdale, AZ; Eric Klavetter, JD, Mayo Medical School, Rochester, MN; Molly Kresin, Mayo Clinic, Scottsdale, AZ; Julie Maxson, Mayo Medical School, Rochester, MN; Floyd Willis, MD, Mayo Clinic (Jacksonville) FMR, Jacksonville, FL; Thomas Thacher, MD, Mayo Medical School, Rochester, MN

Room: Laguna

L7: The Business Case for Team: How Medicare Annual Well Visits, Chronic Care Management, and Advance Care Planning Support Team-Based Care Delivery (TC)

Karen Fitzpatrick, MD, Rachelle Peklinsky, MSN, West Virginia University

Room: Crystal Cove

L8: Meet the Parents: Parental Depression Screening at 0–24 Month Well Child Visits

Anya Koutras, MD; John Chisholm, III, MD; Sarah Hudson, University of Vermont

Room: Emerald Cove

L9: A Multifaceted Approach to Enhancing Preventive Care: Breast Cancer Screening at the University of Michigan (PM)

Julie Prussack, MD, Grant Greenberg, MD, MA, MHSA, University of Michigan

Room: Diamond Cove

11:10 am–12:10 pm

Lectures

L10: Scaling Up: Expanding Access to Medication Assisted Treatment of Substance Use Disorders With Team-Based Care (TC)

Nick Gideonse, MD, Joan Fleishman, Amanda Risser, MD, Oregon Health & Science University

Room: Crystal Cove

L11: The Comprehensive Primary Care Payment Calculator (FMAH)

Thomas Weida, MD, University of Alabama; Stan Borg, DO, Chicago, IL

Room: Cardiff

L12: Caries Risk Assessment in the Medical Office: Identifying Common Risk Factors Toward a More Effective Screening Tool

Leola Royston, American Academy of Pediatric Dentistry, Chicago, IL

Room: Diamond Cove

L13: Making the Most of the Medicare Wellness Visit

Chris Wheelock, MD, PeaceHealth Southwest Medical Center, Vancouver, WA; Jaleh Olson, PeaceHealth, Portland, OR; Kimber Wilmoth, PeaceHealth Southwest Medical Center, Vancouver, WA

Room: Laguna

L14: Service Recovery: Working to Ensure a Positive Patient Experience

Richard Capps, MD, Andrea Areskog, Novant Health, Charlotte, NC

Room: Del Mar

L15: Tackling the Challenges of Behavioral Health Integration

Jeff Bullard, MD, Vault/Max Health, Colleyville, TX; Christie Lawrence, KPN Health Analytics, Dallas, TX

Room: Sapphire Cove

L16: Optimizing Virtual Care Payment in a Fee for Service Environment (PT)

Chandana Tripathy, MD, Neela Patel, MD, MPH, Carlos Jaen, MD, PhD, University of Texas Health Science Center at San Antonio

Room: Mariner Cove

L17: Case Management for Super-Utilizers: A Low-Cost Model (PM)

Joseph Teel, MD, Anna Doubeni, MD, MPH, David Ganetzky, University of Pennsylvania; Alicia Lo, Temple University

Room: Sunset

Find the Sessions Relevant to You and Your Work

Are you interested in a specific topic? Watch for the following notations after presentation titles.

- Team-Based Care (TC)
- Patient Engagement (PE)
- Practice Transformation (PT)
- Population Management (PM)
- Leadership (L)
- Family Medicine for America's Health (FMAH)

12:15–1:30 pm

Networking Luncheon With Award and Scholarship Presentations

Moderator Scott Fields, MD, Conference Steering Committee

Family Practice Management Award for Practice Improvement

Presented by John Bachman, MD, Family Practice Management Editorial Advisory Board

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

Presented by Scott Fields, MD, Conference Steering Committee

Room: Grand Pacific Ballroom

1:45–2:15 pm

Papers

PA1: Evolution of a Behavioral Health Integrated Clinic: The Next Steps After Colocation (PT)

Rajesh Rajesh, MD, Christina Antenucci, MD; Eric Berko, PhD; Stacy Caldwell, PhD, Arjun Dhoopar, Metrohealth, Cleveland, OH

Room: Sunset

PA2: It Takes a Village to Immunize a Child (TC)

Dana Ballard, RN, BSN, Goppert Trinity Family Care, Kansas City, MO; Cindy McHenry, RN, BSN, Research Medical Center, Kansas City, MO

Room: Avalon

PA3: First and Foremost: Improving Well Child Care of Family Medicine Residency Patients in the First Year of Life

Niladri Das, MD, Monica Schaffer, UPMC St. Margaret Family Medicine Residency, Pittsburgh, PA

Room: Del Mar

PA4: Improving Pediatric Immunization Rates in a Family Medicine Residency Program With Resident-Performed QI Audits (PM)

Jonathan Sorscher, MD, Steve Zitelli, MD, Elizabeth Akridge, RT, TriHealth (Bethesda North Hospital), Cincinnati, OH; Francisca Webster, TriHealth, Cincinnati, OH, Alexandria MacGregor, TriHealth; Angela Fellner, PhD CCRP, TriHealth Hatton Research Institute, Cincinnati, OH

Room: Laguna

PA5: Shared Decision Making in Breast Cancer Screening (PE)

Sarina Schragger, MD, MS, University of Wisconsin

Room: Crystal Cove

PA6: Preventing Pediatric Asthma: A Community and Clinical Partnership Approach (PM)

David McCarthy, Sai Cherala, MD, MPH, University of Massachusetts

Room: Diamond Cove

PA7: Paving the Way for Practice Success Under Value-Based Payments: Implementing the Southern New England Practice Transformation Network

Judith Steinberg, MD, MPH, Sai Cherala, MD, MPH, Anita Morris, MSN, FNP-BC, Valerie Konar, Pamela Senesac, Rick Perro, David Polakoff, University of Massachusetts Medical School

Room: Cardiff

PA8: The Hepatitis C Care Cascade in a Community Health Center

David Hachey, PharmD, John Holmes, PharmD, Idaho State University

Room: Sapphire Cove

PA9: Implementing Behavioral Health Integration in Primary Care Practices: Measuring Progress, Understanding Challenges

Josh Twomey, PhD, Joan Johnston, RN, Judith Steinberg, MD, MPH, Jean Carlevalle, RN, University of Massachusetts Medical Center

Room: Mariner Cove

PA10: Using a Pharmacist as Care Manager for Patients With Uncontrolled Diabetes (TC)

Adam Roise, MPH, MD, Anthony Day, MD, Emily O'Brien, Northeast Iowa Medical Education Foundation, Waterloo, IA

Room: Baycliff

2:25 –3:25 pm

Lectures

L18: Stop Losing Money! An Update on Coding and Billing in a Family Medicine Residency

Donna Prill, MD, Robert Pally, MD, Bonzo Reddick, MPH, MD, Memorial Health University Medical Center, Savannah, GA

Room: Cardiff

L19: Change, From Soup to Nuts: Introduction of Interprofessional Teams and Practice Redesign in an Academic Safety Net Practice (TC)

Mark Ryan, MD, Bruce Rybarczyk, Dave Dixon, Darlene Williams, MPH, RN, Kristin Zimmerman, Virginia Commonwealth University

Room: Avalon

L20: Get Paid for What You're Doing: Chronic Care Management Codes

Kimberly Walter, PhD, St Anthony Hospital Program, Westminster, CO

Room: Laguna

L21: An Outpatient Safety Net for Priority Imaging Abnormalities: Improved Safety, Efficiency, and Education

Nathan Carlson, MD, Kaiser Permanente Southern California (Fontana), Fontana, CA

Room: Mariner Cove

L22: Performance Summary Reports

Brian Reed, MD, Shruti Varadarajan, MD, Roger Zoorob, MD, MPH, Baylor College of Medicine

Room: Sunset

L23: Creating a Culture of Patient Safety and Quality Leadership With CandDOR, ACT, and Just Culture (PT)

Margot Savoy, MD, MPH, CPE, Erin Kavanaugh, MD, Christiana Care Health Services FMR, Wilmington, DE

Room: Del Mar

L24: Immunize Your Clinic From Burnout! Implement Clinic Case Conference

Charlotte Navarre, RN, Jennifer Hill, PhD, ABPP, Providence Medical Group Milwaukie, Milwaukie, OR

Room: Baycliff

L49: Integrating Technology and Team for Patient-Centered Care

Neela Patel, MD, MPH, Chandana Tripathy, Carlos Jaen, MD, PhD, University of Texas Health Science Center at San Antonio

Room: Sapphire Cove

3:30–4 pm

Refreshment Break With Conference Partners & Poster Presentations

See pages 7-9 for poster titles.

Room: Grand Ballroom Foyer & Newport Coast Ballroom

4–5 pm

Lectures

L26: The Comprehensive Primary Care Payment Calculator (FMAH)

Thomas Weida, MD, University of Alabama; Stan Borg, DO, Chicago, IL

Room: Del Mar

L27: What Sticks and Why: Insights from 10 Years of Practice Transformation in a Network of Community Health Centers (PT)

Lucy Loomis, MD, MSPH, University of Colorado FMR, Denver, CO

Room: Avalon

L28: Real Primary Care Improvement Is Measure Twice Then Cut Once (PT)

John Bachman, MD Mayo Medical School, Rochester, MN

Room: Laguna

4–5:30 pm

Seminars

S1: FMAHealth Practice Transformation Team Update: Creating the Vision to Create Better Patient Care and Leverage New Payment Models (FMAH) (PT)

Jason Marker, MD, MPA, FMA Health, Wyatt, IN

Room: Cardiff

S2: Practice Transformation Champions: The Training and Effectiveness of a Practice-Based QI Champion (PT)

Jaclyn King, MSW, Health Teamworks, Arvada, CO; Cindy Wilbur, RN, St Mary's Hospital and Medical Center, Grand Junction, CO

Room: Sunset

S3: Growing a Culture of Research in Your Residency Program

Sandra Burge, PhD, Mark Nadeau, MD, University of Texas Health Science Center at San Antonio; Richard Young, MD, John Peter Smith Hospital, Fort Worth, TX

Room: Sapphire Cove

S4: The Role of the Retail Clinic in the Patient-Centered Medical Home

Joseph Furst, MD, Jane Myers, Mayo Clinic, Rochester, MN

Room: Diamond Cove

S5: Using Value Stream Mapping to Improve Office Efficiency and the Patient Experience (PT)

David Swee, MD, Elizabeth Clark, MD, MPH, Lynn Schwenzer, MHSA, Rutgers Robert Wood Johnson Medical School, New Brunswick, NJ

Room: Mariner Cove

S6: Motivating the Apathetic Office Team: Tips, Tricks, and Pitfalls (TC)

Lisa Mellor, MD, Maria Ciminelli, MD, Rutgers-Robert Wood Johnson at CentraState, Freehold, NJ; Lisa Lucas, DO, Rutgers Robert Wood Johnson Medical School, New Brunswick, NJ

Room: Crystal Cove

S15: What Every Family Physician Should Know About Risk Adjustment

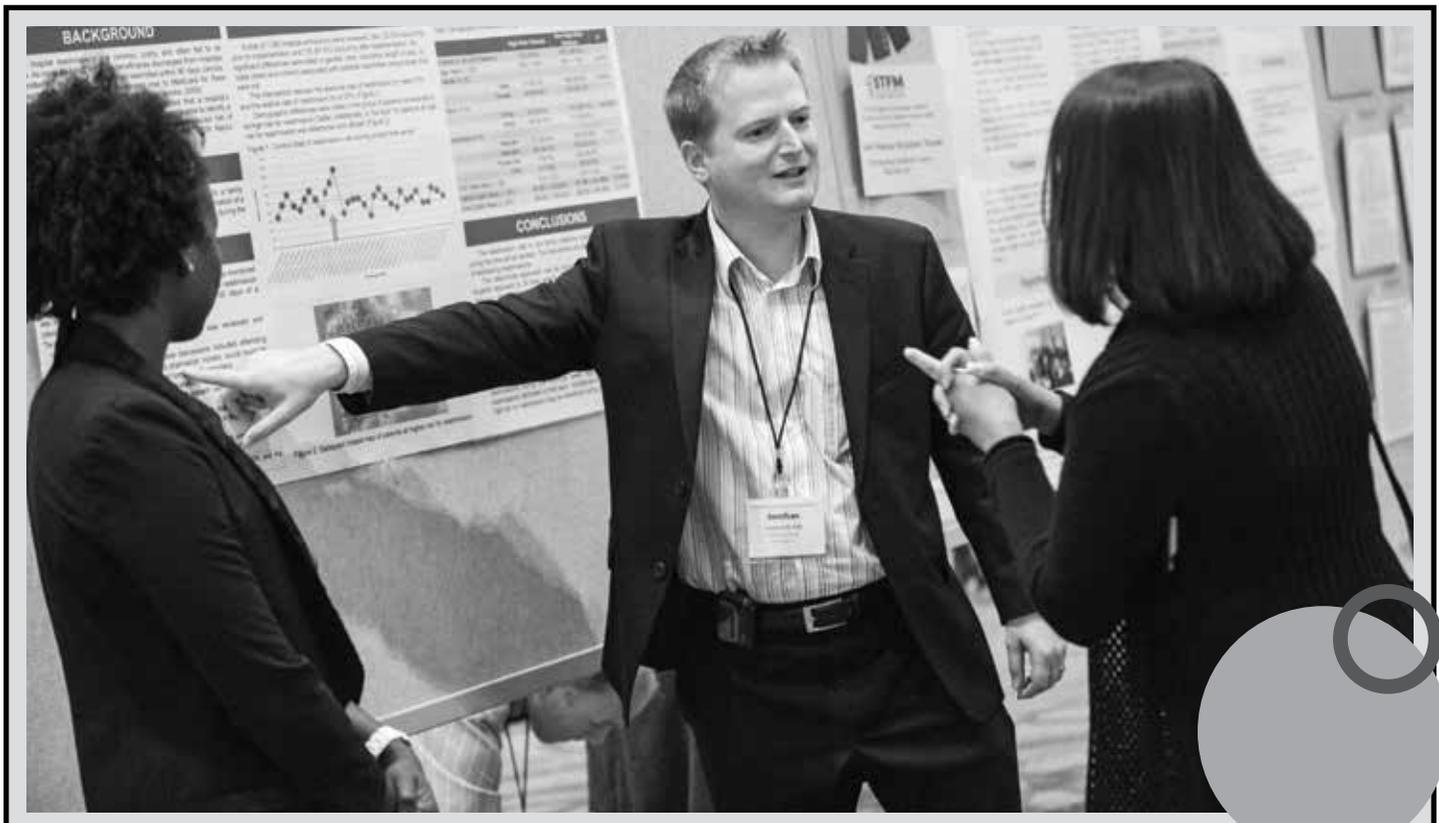
Valerie Green-Amos, MD, Molina Healthcare, Long Beach, CA

Room: Baycliff

6:30 pm

Dine Out Groups

Groups will meet in the hotel lobby at 6:30 pm; Dinner reservations are at 7 pm.



7:30–8:25 am

Special Interest Roundtable Discussions With Continental Breakfast

Room: Grand Pacific Ballroom

B1: Coding/Billing and Documentation in the Outpatient Setting: How to Teach It in a Practical Fashion

John Malaty, MD, University of Florida

B2: Maintaining Certification: Group Quality Improvement Activities on Health Assessments and Self-Management Support

Douglas Fernald, MA, University of Colorado; Sari Siegel, PhD, CPHQ, Westat, Rockville, MD

B3: Let's Get Moving to a Healthier ME

Shaniqua McGraw; Timothy Daly

B4: Tailoring Your Patient Navigator Roles to Meet Your Unique Practice's Needs

Ronda Lawyer, Partners Physician Group, Mogadore, OH; Kenneth Braman, DO, Akron General, Akron, OH

B5: Hold Everybody Accountable? Ridiculous

John Bachman, MD, Mayo Medical School, Rochester, MN

B6: How to Develop an Integrated Care Planning Document With Effective BH Goals: Guidelines and Case Examples

Josh Twomey, PhD, Judith Steinberg, MD, MPH, Joan Johnston, RN, University of Massachusetts Medical School

B7: Redefining Competencies for the PCMH Clinical Staff

Jamie Osborn, MD, San Ramon, CA

8:30–9:30 am

General Session

MACRA's Push for Value: An Opportunity for Primary Care Physicians



*Farzad Mostashari, MD, ScM,
Aledade, Inc., Bethesda, MD*

The MACRA law is critical to accelerating the transition from volume to value. The new payment structure promotes two important forces for this transformation: increased aligned incentives for physicians and robust competition among providers. Primary care physicians are well-positioned to take advantage of both of these forces, as they are responsible for a patient's overall health and health spending. MACRA's path rewarding physicians who move to advanced alternative payment models (AAPMs), and take on nominal risk, has the potential to fundamentally drive increased value in our health care system. With the right health information technology, practice transformation, and regulatory knowledge – primary care practices can thrive under MACRA, deliver high-quality care, and reduce health costs.

Learning Objectives: At the end of this presentation, participants will be able to:

- Understand how MACRA's payment structure drives the transition to value-based systems
- Understand how primary care physicians are well-positioned to adopt value-based payment
- Understand how advanced alternative payment models (AAPMs) can help primary care physicians under MACRA

Dr. Farzad Mostashari is the CEO of Aledade, a start-up he co-founded aimed at helping primary care doctors transform their practices and form accountable care organizations (ACOs). Prior to Aledade, he was a visiting fellow at the Brookings Institution in Washington DC, where he focused on payment reform and delivery system transformation. He served from 2011-2013 as the National Coordinator for Health Information Technology where he coordinated US efforts to build a health information technology infrastructure for health care reform and consumer empowerment, in addition to programs for health information exchange, health IT workforce, research, and privacy and security.

Greetings and Introduction: *Jorge Duchiecela, MD, Conference Steering Committee*

Room: Grand Pacific Ballroom



9:30–10 am

Refreshment Break With Poster Presentations

Dedicated time; see pages 7-9 for poster titles.

Room: Newport Coast Ballroom

10–11 am

Lectures

L29: If You Build It, the Patients Will Come; Outcomes of a Primary Care Model Redesign (TC)

Corey Lyon, DO; Aimee English, MD, Peter Smith, University of Colorado

Room: Avalon

L30: Panel Management: Building Team Care, Population Care, and Practice Improvement All in One (PM)

Angela Smithson, MD, MPH, Phalen Village Clinic; UM Physicians, Saint Paul, MN; Jennifer Budd, DO, St John's Family Medicine Residency, Saint Paul, MN; Adrienne Moen, MD, Kaitlyn Schoeck, MD, University of Minnesota

Room: Baycliff

L31: The Provider Value Scorecard: Defining Real-Time Metrics to Provide Agile Process Improvement

David Hornuth, MBA, MD, Marian University College of Osteopathic Medicine, Indianapolis, IN

Room: Sunset

L32: Who Makes the Hospital Follow Up Call Makes a Difference (TC)

Maleia Briggs, RN, Erin Gallivan, Oregon Health & Science University

Room: Mariner Cove

L33: Health IT and Family Medicine: A Vision for the Future (FMAH)

Steve Waldren, MD, MS, American Academy of Family Physicians, Leawood, KS

Room: Cardiff

L34: ADHD Across the Lifespan: Implementing ADHD Protocols in the Patient-Centered Medical Home (PM)

Patricia McGuire, MD, Lindsey Benjamin, University of Pittsburgh Medical Center

Room: Crystal Cove

L36: Building Stronger Medical Neighborhoods

Anne Zettek-Sumner, Judith Steinberg, MD, MPH, Sai Cherala, MD, MPH, University of Massachusetts

Room: Del Mar

L37: Medical Scribes: To Add or Not to Add (PT)

Heather Holmstrom, MD, David Serlin, MD, University of Michigan

Room: Laguna

11:10–11:40 am

Papers

PA12: Proactive Medicine: Optimizing Your EMR to Do the Work for You

Colan Kennelly, MD, University of Arizona

Room: Mariner Cove

PA13: Maintenance Matters: Improving Patient Adherence to Adult Health Guidelines Through Optimized Office Workflows

Elizabeth Beiter, Ohio State University; Patrick Massa, TriHealth, Cincinnati, OH

Room: Sapphire Cove

PA14: Diabetes Care Management: Are New Patients Making Our Numbers Worse? (PM)

Elisabeth Righter, MD, Bonnie Chow, MS3, Wright State University/Dayton Community Hospitals, Dayton, OH

Room: Laguna

PA15: An Approach to Implementing Quality Improvement in a Residency Program: Changing the Culture (PT)

Tammy Donoway, DO, Womack Army Medical Center, Fayetteville, NC

Room: Del Mar

PA16: Improving Panel Management of Our HIV Patients: Processes and Outcomes After 18 Months (PM)

Natasha Ingvaldstad O'Neal, MD, Peace Health, Portland, OR, Kacey Jean Humbert, Peace Health, Vancouver, WA; John Nusser, MD, MS, PeaceHealth Southwest Medical Center, Vancouver, WA

Room: Emerald Cove

PA17: Buprenorphine Prescribing as a Medical Home Enhancement

Tanner Nissly, DO, Robert Levy, MD, Kenya Dalton, University of Minnesota; Michele Mandrich, MSW, Priscilla O'Neil, Broadway Family Medicine/North Memorial Residency Program, Minneapolis, MN

Room: Avalon

PA18: Interdisciplinary Prenatal Intake Process Increases Obstetric Patient Volumes in a University-Based Family Medicine Residency Program

Camille Moreno, DO, Bethany Panchal, MD, Ohio State University

Room: Crystal Cove

PA19: Managing the Front Lines Against Opioid Misuse

Cindy Barter, MD, MPH, IBCLC, Beverlee Ciccone, PhD, Jigger Patel, MD, Hunterdon Medical Center, Flemington, NJ

Room: Baycliff

PA20: A Novel Approach to Collaborative Care: Utilizing Members of the Interdisciplinary Team (TC)

Jenna Reel, PharmD, BCPS, CDE, Jeffery Swartz, MD, Kim Pickett, Spartanburg Regional Healthcare System FMR, Spartanburg, SC

Room: Cardiff

PA21: The Colpo Project: A Retrospective Review to Improve Colposcopy Practice at the Thomas Hart Family Practice Center

Cathy Carpenter, MD, Sara Siddiqi, MD, Kimaya Vaidya, MD, York Hospital, York, PA

Room: Diamond Cove

PA22: Value-Based Incentive Program in a Residency Clinic

Dawn Pruett, MD, Gregory Gochnour, MD, Clark Madsen, McKay-Dee Hospital, Ogden, UT

Room: Sunset



11:40 am–1 pm

Lunch On Your Own

1–2 pm

Lectures

L38: Expanded Visits Versus Multi-disciplinary Group Visits: Comparing Models of Care for Uncontrolled Diabetes in the Community

Malvika Juneja, MD, Baylor College of Medicine; Jennifer Lahue, MBA, RN, BSN, Yvonne Mendoza-Becerra, PharmD, Harris Health System, Houston, TX; Noreen Pirzada, MD, Baylor College of Medicine; Semyon Risin, MD, University of Texas Health Science Center at Houston; Roger Zoorob, MD, MPH, Baylor College of Medicine

Room: Avalon

L39: Partnering With Occupational Therapy in Primary Care; Empowering Patients to Change Health Behaviors

Jehni Robinson, Ashley Halle, Samantha Valasek, University of Southern California

Room: Crystal Cove

L40: Real Primary Care Improvement Is Measure Twice Then Cut Once (PT)

John Bachman, MD, Mayo Medical School, Rochester, MN

Room: Laguna

L41: Office Visit Transformation Part 2: Lessons From Our Journey Toward Enhanced Visit Assistance

Angela Smithson, MD, MPH, Angela Smithson, MD, MPH, Mary Beth Collins, Mary Beth Collins; Craig Svendsen, MD, Craig Svendsen, MD

Room: Sunset

L42: Developing a Business Plan for a New Service Line (L)

Cynthia Olsen, MD, Wright State University

Room: Sapphire Cove

L43: Put Me in Coach, I'm Ready to Play: The Role of an Embedded Practice Coach in a Clinic Undergoing Transformation (PT)

Corey Lyon, DO, Kathy Cebuhar, Peter Smith, University of Colorado

Room: Cardiff

L44: Medical Student-Driven Population Health-Based Practice Improvement (PM)

Michael Nduati, MD, MBA, MPH, Kendrick Davis, PhD, Tiffany Moxham, MLIS, University of California, Riverside

Room: Mariner Cove

L45: The FMAHealth Research Core Team: Report From the Starfield Summit (FMAH)

Perry Dickinson, MD, University of Colorado; Andrew Bazemore, MD, MPH, American Academy of Family Physicians; Jennifer DeVoe, MD, DPhil, Oregon Health & Science University

Room: Baycliff

L46: Starting the Conversation: Advanced Directive Group Visits (PE)

Maleia Briggs, RN, Erin Gallivan, Ann Tseng, MD, Oregon Health & Science University

Room: Del Mar

2–2:15 pm

Transition Break

2:15–3:15 pm

Lectures

L35: Evaluation and Implementation of the Pre-Visit Process: Measuring Success of Work Outside of an Office Visit (TC)

Heather Holmstrom, MD, Pamela Rockwell, DO, Devon Kinney, BS Arch, MSQM, University of Michigan

Room: Sunset

L47: Playing Ball on Running Water: Implementing and Maintaining a Longitudinal PCMH Curriculum in a Family Medicine Residency Program (PT)

Charlotte Navarre, RN, Cynthia Talbot, MD, Providence Health & Services - Oregon/Milwaukie Hospital, Milwaukie, OR

Room: Laguna

L48: Using Electronic Clinical Quality Measures Data to Improve Primary Care Practice: Early Learning From AHRQ's EvidenceNOW Initiative (PT)

Jenna Sirkin, PhD, Abt Associates, Cambridge, MA; Kyle Knierim, MD, University of Colorado; Robert McNellis, MPH, PA, AHRQ, Rockville, MD; Bijal Balasubramanian, MBBS, PhD, University of Texas School of Public Health, Dallas, TX; Deborah Cohen, PhD, David Dorr, MD, MS, Oregon Health & Science University; Luke Rasmussen, Northwestern University; Stephen Persell, MD, MPH, Northwestern Medicine, Chicago, IL; Wilson Pace, MD, University of Colorado; Sarah Shoemaker, Abt Associates, Cambridge, MA

Room: Cardiff

L50: Partnering With a Local Payer to Improve Regional Access for Treating Opiate Dependence in a Family Medicine Residency Clinic

John Rugge, MD, MPH, Rebecca Cantone, MD, Leslie Ford, Safina Koreishi, Rebekah Schiefer, Joe Skariah, DO, MPH, Oregon Health & Science University

Room: Baycliff

L51: Physician Leaders: Essential Partners in Designing Best Practice Employer Health Strategies

Ilene Klein, Del Mar, CA

Room: Avalon

L52: Chronic Care Management, a Practical Guide to Providing Care for the Complex Patient (PM)

Clyde Satterly, MD, MBA, Jessica Keller, SUNY Upstate Medical University

Room: Mariner Cove

L53: Partnering With Patients: Creating a Patient Advisory Council (PE)

Melissa Jefferis, MD, James Schmidt, MSW, LISW, Riverside Methodist Hospitals Ohio-Health), Columbus, OH

Room: Del Mar

3:15–3:45 pm

Refreshment Break With Conference Partners

Room: Grand Pacific Ballroom Foyer

3:45–5:15 pm

Seminars

S7: “Hallway Medicine” in Residency Practice: The Liability You Don’t Need

Lisa Mellor, MD, Rutgers-Robert Wood Johnson at CentraState, Maria Ciminelli, MD, Rutgers-Robert Wood Johnson at CentraState; Lisa Lucas, DO, Rutgers Robert Wood Johnson Medical School

Room: Laguna

S8: An Academic Institution’s Journey Into MIPS (Merit-Based Incentive Payment System)

Evelyn Sbar, MD, Beverly Nixon-Lewis, DO, Texas Tech University

Room: Sunset

S9: Power and Politics: Strategies for “Leading Up” in Your Organization (L)

John Franko, MD, East Tennessee State University

Room: Del Mar

S10: You Can’t Always Get What You Want: Skills for Being a Success Advocate (L)

Kimberly Walter, PhD, St Anthony Hospital Program, Westminster, CO

Room: Mariner Cove

S11: We Did It, You Can Do It Too: Integrating Oral Health Into Your Residency Program

Wanda Gonsalves, MD; Alan Wrightson, MD; Ginny Gottschalk, MD, Elizabeth Herman, Jonathan Ballard, MD, MPH, University of Kentucky

Room: Sapphire Cove

S12: “You Are What You Eat!” A Practical Approach to Teaching Nutrition Counseling in the Family Medicine Setting (PM)

Amber Gruber, DO, Sarah Wilson, William Beaumont Hospital FMR, Sterling Heights, MI

Room: Crystal Cove

S13: Practice Transformation Champions: The Training and Effectiveness of a Practice-Based QI Champion (PT)

Jaclyn King, Health Teamworks, Arvada, CO; Cindy Wilbur, RN, St Mary’s Hospital and Medical Center, Grand Junction, CO

Room: Cardiff

S14: Using Value Stream Mapping to Improve Office Efficiency and the Patient Experience (PT)

David Swee, MD, Elizabeth Clark, MD, MPH, Lynn Schwenzer, MHSA, Rutgers Robert Wood Johnson Medical School, New Brunswick, NJ

Room: Avalon

5:30–7 pm

Optional Event: Health Innovation Roundtable

Jacob Reider, MD, Albany Medical Center FMR, Albany, NY; Steve Waldren, MD, MS, American Academy of Family Physicians, Leawood, KS

Join your peers, innovators from start-up companies, and the leaders of the Family Medicine for America’s Health Technology Team for the 1st Annual Family Medicine Health Innovation Roundtable. This interactive session will empower attendees to work together on real-world problems that are ripe for innovative solutions, find and engage with partners, learn from peers, and explore opportunities to co-develop new technology to address shared challenges.

This session will form the foundation of a community of innovators and care providers that will collaborate through 2017 to create innovative solutions to common problems in primary care. Coordinated by a team of experienced facilitators, this event will be the first time that a group of primary care providers will convene with a group of innovators to design real-world solutions for practices of tomorrow.

The group will have the opportunity to carry forward the work toward real-world implementation of the innovative tools/products/processes in their own practices over the course of the next year, and report back at the end of 2017.

Room: Baycliff



Complete session schedules and abstracts are available in the mobile app or at www.stfm.org/cpi under the session information tab.

Be sure to do your session evaluations directly in the mobile app by clicking on the  within each session description.

7:30–8 am

Coffee Service and Muffins

Room: Grand Pacific Ballroom Foyer

8–9 am

Closing General Session

Making Value-Based Care Happen: Accelerating Change over 15 Years at a Multisite Primary Care Clinic



*Carolyn Shepherd, MD,
Leibig-Shepherd LLC,
Boulder, CO*

Change has been the norm over the last 15 years at Clinica Family Health Services, an FQHC serving 47,000 low income patients in Colorado. In 1999, the organization began redesigning primary care processes by building teams, addressing access, and offering care in group visit settings. Clinica teams now provide indicated population-based care while creating space to deliver individual-focused planned care to patients and their families. Patients function as team partners in spaces designed to optimize their participation in robust team-based care with integrated behavioral health, dental health, and clinical pharmacy. By leveraging improvement science and community partners, Clinica continues today with an organizational culture driven to test and learn from innovations, both the successes and the failures. Carolyn Shepherd, MD, family physician and Vice President of Clinical Services at Clinica from 1988 to 2013, shares key lessons learned, including how to begin by beginning, and how to be ready to thrive in a value-based reimbursement system.

Learning Objectives: At the end of this presentation, participants will be able to:

- Identify four foundational components of primary care practice transformation (the lessons learned at Clinica Family Health Services)
- Describe the performance improvement process Clinica uses to ensure change moves the primary care practice towards its transformation goals
- List examples of practice changes that accomplish planned care and population management to increase value-based care

Dr Shepherd is a family physician who has worked for 37+ years providing health care in the safety net that serves at risk and underserved populations. Her interest has been in redesigning systems of delivering health care. She joined Clinica Family Health Services in 1988 and served as the organization's Senior Vice President for Clinical Services for 26 years. Dr Shepherd is on the faculty at the IHI and a member of the National Advisory Committee for the Robert Wood Johnson Foundation "Primary Care Teams-Learning from Effective Ambulatory Practices" project. She is currently working with more than 40 primary care teams across the country on practice transformation projects with organizations such as the MacColl Center for Health Care Innovation, The Colorado Healthcare Foundation, the Center for Care Innovations, the Pacific Business Group on Health, and AHRQ.

Greetings and Introduction: *David Ehrenberger, MD, Conference Steering Committee*

Room: Grand Pacific Ballroom

9 am

Conference Adjourns

Our 2016 award and scholarship winners will be recognized at the luncheon on Friday, December 2 in the Grand Pacific Ballroom. Please be sure to visit with winners at their respective posters in the Conference Poster Hall.

2016 Family Practice Management Award for Practice Improvement

Sponsored by *Family Practice Management*

A.F. Williams Family Medicine Center

University of Colorado School of Medicine, Department of Family Medicine
Corey Lyon, DO, FAAFP, Associate Program Director
3055 Roslyn Street, Suite 100, Denver, CO 80238

Delivering all the appropriate preventive, chronic, and acute care to a 2,500 patient primary care panel has been estimated to require 21.7 hours per day. Suboptimal access, poor outcomes, and escalating burnout, frustration, and early retirement are not surprising when most of this burden is shouldered by providers. Leading primary care organizations are looking to advanced team-based strategies to address this issue as part of the Quadruple Aim.

In 2015, the University of Colorado Family Medicine Residency launched the APEX project (Ambulatory Process Excellence/Awesome Patient Experience). The goal of this team-based primary care redesign project, based on University of Utah's Care-ByDesign model, was to simultaneously improve patients' health and health care experience, access for new and established patients, provider burnout, and the experience of providers and staff in providing care, all while remaining viable through the slow transition from volume-to value-based payment.

Our clinic redesign focuses on a team-based care model that increases the ratio of medical assistants (MA's) to providers (from roughly 1:1 to 1:2 – 2.5) and expands the role of the medical assistant throughout the patient visit. The expanded MA role includes in-room documentation assistance, which consists of agenda setting with patients, initial documentation of HPI using templates, and provider scribing. The expanded MA support also provides support with in-basket tasks, expanded standing order protocols, medication reconciliation, capturing gaps in care, and in-room appointment scheduling.

By sharing the care among the team, we have been able to increase access and overall clinic volume (averaging over 400 new patients per month) while simultaneously improving provider and staff experience, maintaining excellent patient satisfaction, and improving clinical quality.

2016 H. Winter Griffith Resident or Resident Team Scholarship

Excellence in Practice Improvement and Patient-Centered Care

Resident Team: Jessica Bossie, MD, Nora Lamartine, MD, Ivonne McLean, MD, Pamela Sansoucy, MD

Program Director: Stacy Potts, MD
Barre Family Health Center
151 Worcester Rd., Barre, MA 01005

We are honored to be the recipients of the H. Winter Griffith Scholarship for Excellence in Practice Improvement and Patient-Centered Care. Our group of residents has improved access to sexual health care for adolescents in our rural area by carrying out the two-pronged project, described below. We believe that one or both approaches can be applied to a wide variety of medical practices and, by sharing our work, we hope to incite similar projects around the country.

As a response to community concern, our team of family medicine residents created and implemented a sexual health curriculum at the high school in our rural area. The curriculum is comprised of educational handouts and an interactive presentation given to approximately 150 students at intervals throughout the school year. During the presentations, we collected data regarding sexual health knowledge and information about barriers that students face when seeking care for sexual health issues. Using data from the aforementioned surveys, our team developed and successfully opened a specialized teen clinic at our health center that directly addresses the student-reported barriers to obtaining care. The teen clinic provides free reproductive health care for mature minors, with an emphasis on same-day LARCs, as well as STD testing and treatment. The clinic operates using the hours and infrastructure of the existing clinic, while using a separate billing system that improves confidentiality for minor patients.

Data from the educational curriculum consistently shows an increase in sexual health knowledge and demonstrates a drastic increase in the likelihood that students will seek services for reproductive health needs at our health center.

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This Live activity, 2016 Conference on Practice Improvement, with a beginning date of 12/01/2016, has been reviewed and is acceptable for up to 19.25 Prescribed credit(s) by the American Academy of Family Physicians. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

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Newport Beach, CA

Known for its picturesque views of the Pacific Ocean and one of the largest yacht harbors in the world, Newport Beach is a chic seaside community on southern California's Orange County coastline. Newport Beach boasts year-round temperatures averaging 75 degrees.

Visit the Beach: Newport Beach was named "one of the cleanest beaches" in the United States. Try Corona Del Mar State Beach or "The Wedge," Newport's most famous bodysurfing spot. Go for a stroll or drive down iconic Pacific Coast Highway.

Shop: Enjoy breathtaking views of the Pacific while you shop at Fashion Island, an outdoor retail center with more than 200 specialty shops, department stores, and restaurants and cafes. Or opt for vintage couture and specialty items from the quaint storefronts in Corona del Mar, one of Newport's most vibrant districts.

Experience Nature: Whether in the ocean, bay, or hills, Newport's majestic and sometimes rugged landscape afford you the opportunity to hike, bike, swim, sail, or just enjoy some of the most beautiful surroundings in California.

Eat! Dining is a favorite pastime in Newport Beach! More than 300 restaurants offer a variety of food, including fresh Pacific Seafood, plus casual and upscale Italian, French, and American favorites.

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