



Conference on **Practice Improvement**

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

November 21-24, 2013 • Manchester Grand Hyatt • San Diego, CA



Register at
www.stfm.org/cpi



Register by October 21 and Save \$75

Attend the 2013

Conference on

Practice Improvement

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



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.

Gain practical skills to increase patient satisfaction and assure high-quality care. Develop team strategies for your practice or residency program.

Conference “hot topics” include:

- Patient Access to Care and Information
- Leadership
- Patient-Centered Care
- Change Management
- Team Care
- Integration of Behavioral Health
- Health Information Technology
- Quality and Safety
- Patient Self Management
- Practice Management
- Patient Engagement
- Care Coordination with External Clinical and Community Services

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 24.

Conference Goals and 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.



Experience San Diego

Conveniently located just 15 minutes from the San Diego International Airport, the conference hotel is in the heart of downtown San Diego on the beautiful San Diego harbor, facing Coronado Island.

The heart of every city lives in its downtown, and San Diego is no exception. Located only minutes from the airport, San Diego's thriving downtown districts, including the historic Gaslamp Quarter, offer accommodations, activities, dining, shopping, and cultural attractions, all within walkable city blocks. Take a stroll along the Embarcadero and grab lunch at Seaport Village before you climb aboard the USS Midway Aircraft Carrier Museum. If a moving sea vessel is more your flavor, hop on a harbor cruise or sailing excursion. Catch the trolley for a quick ride to Balboa Park and the world-famous San Diego Zoo or Old Town San Diego. And when the sun goes down, the city's Gaslamp Quarter comes alive as it takes center stage in San Diego's nightlife scene.

The Gaslamp Quarter is just four short blocks from the conference hotel in the city's central core. With a colorful array of restaurants, nightclubs, art galleries and boutiques, you will find plenty of things to do. During the day, the Gaslamp Quarter is a great place for families. As night falls, the quarter transforms. From award-winning restaurants to dance clubs, jazz, and rooftop bars, you'll find it in the Gaslamp Quarter.

As your time in San Diego permits, be sure to check out all the "must see/do attractions" in this unique city: The Beaches, Sea World, San Diego Zoo, USS Midway, Wild Animal Park, Hotel Del Coronado, Balboa Park and Museums, and Seaport Village (located just behind the hotel). For complete information and to plan your time in San Diego, visit: www.sandiego.org.

Thursday, November 21

11 am–6:30 pm..... Conference Registration

Noon–6:30 pm..... Computer Café

1–5 pm..... Preconference Workshops (see page 6)

PR1: Motivational Interviewing for Busy Clinicians Workshop

Kathleen Reims, MD, University of Colorado; Samantha Monson, PsyD, Denver Health, Denver, CO

PR2: Quality Improvement That Works in the Real World

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

5–5:30 pm..... First-Time Attendee Orientation

5:30–6:30 pm..... Welcoming Reception With Poster Presenters and Conference Partners

Friday, November 22

7 am–5:30 pm..... Conference Registration

7–8 am..... Continental Breakfast

7:30 am–5:30 pm..... Computer Café

8:10–9:20 am..... **Conference Announcements and STFM Greetings**

Elisabeth Righter, MD, Conference Chair

John Saultz, MD, STFM President

Opening General Session

In Search of Joy in Practice: Innovations in Patient-Centered Care

*Christine Sinsky, MD, FACP and Thomas Sinsky, MD, FACP,
Medical Associates Clinic & Health Plans, Dubuque, IA*

9:20–10 am..... Refreshment Break With Poster Presenters and Conference Partners

10–11 am..... Lectures

11–11:10 am..... Transition Break

11:10 am–12:10 pm..... Lectures

12:15–1:30 pm..... **Networking Luncheon With Award and Scholarship Presentation**

1:30–2:15 pm..... Poster Presentations–Last Chance to View Posters! (dedicated time)

2:15–3:15 pm..... Lectures

3:15–4 pm..... Refreshment Break With Conference Partners

4–5 pm..... Special Sessions

4–5:30 pm..... Seminars/Extended Special Session

5:45–6:45 pm..... National Research Network Reception (conference attendees invited!)

6:30 pm..... Dine-Out Groups

Saturday, November 23

- 7 am–4:30 pm..... Conference Registration
- 7–8 am..... Continental Breakfast With Special Interest Roundtables
- 7:30 am–4:30 pm..... Computer Café
- 8:15–9:15 am..... **General Session**
Shared Decision Making: The Pinnacle of Patient-Centered Care
Michael J. Barry, MD, Harvard Medical School
- 9:15–10 am..... Refreshment Break With Conference Partners
- 10–11 am..... Lectures
- 11–11:10 am..... Transition Break
- 11:10–11:40 am..... Papers
- 11:40 am–1 pm..... Lunch on Your Own
- 1–1:30 pm..... Papers
- 1:30–1:40 pm..... Transition Break
- 1:40–2:40 pm..... Lectures
- 2:40–3:15 pm..... Refreshment Break With Conference Partners
- 3:15–3:45 pm..... Papers
- 3:45–4 pm..... Transition Break
- 4–5 pm..... Special Sessions
- 4–5:30 pm..... Seminars

Sunday, November 24

- 7:30–9:30 am..... Conference Registration
- 7:30–9 am..... Computer Café
- 8–8:30 am..... Coffee Service
- 8:30–9:30 am..... **Closing General Session**
**Pluripotential Communities of Solution:
 From Folsom to Family Practice and Beyond**
Kim Griswold, RN, MPH, MD, State University of New York, Buffalo
- 9:30 am..... Conference Adjourns

Thursday, November 21: 1–5 pm

PR1: Motivational Interviewing for Busy Clinicians Workshop

Kathleen Reims, MD, University of Colorado; Samantha Monson, PsyD, Denver Health, Denver, CO

This interactive workshop features an introduction to the principles and skills of motivational interviewing (MI) that can be applied within a busy practice to support behavioral changes of patients. Through discussion and practice, participants will experience a variety of evidence-based techniques that support patients to be successful in changing health behaviors. Specifically, we will introduce the Spirit of Motivational Interviewing (Compassion, Acceptance, Partnership, and Evocation), the four processes of MI, core skills of patient engagement, as well as pragmatic strategies to recognize and expand “change talk,” which correlates with a patient’s readiness to make a behavior change. We will also demonstrate a stepped approach to Brief Action Planning that facilitates self-management goal setting. Participants will practice key skills throughout the workshop.

Workshop Objectives:

On completion of this session, participants should be able to:

1. Apply the Spirit of Motivational Interviewing in conversations about behavior change.
2. Recognize and promote “change talk” that correlates with a person’s readiness to make a behavioral change.
3. Facilitate a specific personal action plan regarding a behavioral change.

Additional Fee: \$100. Includes training materials and refreshments. This workshop is included in the application for physician’s CME hours and nurse’s CEU units. (Mark the appropriate box on the Conference Registration Form on page 24.)

PR2: Quality Improvement That Works in the Real World

John Bachman, MD, Mayo Medical School

Most improvement projects have limited success in clinics. The general plan of a small group getting together, doing a pilot project, and then rolling it out to the rest of the clinic fails in over two thirds of implementations after 4 years have passed. This workshop provides fundamentals of quality improvement that really work based on solid principles and knowledge of cultures that resist change. The session will present strategies that participants can use to simplify their approaches and ensure that continuous improvement to solve the real problems can happen. Participants in this workshop will have fun while learning new ideas and concepts.

Workshop Objectives:

On completion of this session, participants should be able to understand:

1. The basics of a system so as to understand how to manage a complex organization.
2. Variation and how most organizations just improve scraping burnt toast. The knowledge of learning how to set up workflow and run charts will be discussed.
3. Culture and how to deal with the individuals who will want to resist all changes even if change is good. The workshop will offer participants techniques to deal with colleagues who wish to do things their own way.

Additional Fee: \$100. Includes training materials and refreshments. This workshop is included in the application for physician’s CME hours and nurse’s CEU units. (Mark the appropriate box on the Conference Registration Form on page 24.)

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.

Concurrent 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 – Invited “hot topic” session, selected 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 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 – Provides an opportunity for one-on-one discussion of a presenter’s innovative project or research in practice improvement through health information or patient education. Presentation time includes reception and refreshment breaks.

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.

National Research Network (NRN) Session – Highly interactive session that discusses research or quality improvement concepts and encourages participants to provide feedback on the design and feasibility to successful implementation into family physicians’ practices. These sessions are tracked in the brochure schedule.

National Research Network (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 NRN online at www.aafp.org/nrn. During the conference, the AAFP NRN will facilitate two interactive sessions on potential research concepts. All conference attendees are invited to attend and participate. These sessions, as well as posters P18, P19, and P20, presented by NRN members, are highlighted in this brochure with [NRN] following the presentation title.

The AAFP NRN will host a reception on Friday evening from 5:30-6:30 pm. You may also visit the AAFP NRN resource table any time to speak with staff or members to learn more about NRN activities.



8:10–9:20 am

Opening General Session



In Search of Joy in Practice: Innovations in Patient-Centered Care

Christine Sinsky, MD, and Thomas Sinsky, MD, Medical Associates Clinic & Health Plans, Dubuque, IA

A healthy primary care system is essential to our nation's health system, but primary care is at a crossroads. Burnout is rampant, fewer physicians are choosing the specialty, and many existing primary care doctors are leaving it. Drs Christine Sinsky and Thomas Sinsky and their colleagues visited more

than 20 primary care practices that have adopted innovations to enhance the job satisfaction of physicians, other clinicians, and staff while also improving the quality of care and the patient experience. In research sponsored by the American Board of Internal Medicine Foundation and published in the *Annals of Family Medicine*, investigators sought to identify challenges facing primary care practices and innovations that could facilitate and restore joy in practice. Chief among the innovations is a movement from a physician-centric model of work distribution to a shared-care model with higher levels of clinical support of physicians and frequent forums for communication that can result in high-functioning teams, improved professional satisfaction, and greater joy in practice. Practical solutions to common challenges in primary care will be discussed, including:

- Proactive planned care, with pre-visit planning and pre-visit laboratory tests
- Sharing clinical care among a team, with expanded rooming protocols, standing orders, and panel management
- Sharing clinical tasks with collaborative documentation (scribing), non-physician order entry, and streamlined prescription management
- Improving communication by verbal messaging and in-box management
- Improving team functioning through co-location, team meetings, and work flow mapping

Learning Objectives:

On completion of this session, participants should be able to:

1. Identify three innovations to improve quality and satisfaction of practice
2. Become inspired about the possibilities of reclaiming the joy in practice

Drs Christine and Thomas Sinsky are general internists at Medical Associates Clinic and Health Plans in Dubuque, IA. They are frequent invited lecturers on practice innovation, redesign, and the patient-centered medical home (PCMH) and have given workshops for the American College of Physicians, the Institute for Healthcare Improvement, the New York City Department of Public Health, as well as private and academic medical centers. Dr Christine Sinsky served on an expert advisory panel for the CMS Innovation Center's Comprehensive Primary Care Initiative and is a co-author of the Institute of Medicine's 2011 report, "Health IT and Patient Safety." She is a director on the American Board of Internal Medicine, serving on its executive committee. She has also provided testimony to the Office of the National Coordinator for HIT on EHRs with respect to both care coordination and usability. Both Drs Sinsky were co-authors for an American Board of Internal Medicine Foundation study of high-functioning primary care practices, "In Search of Joy in Practice."

Both Drs Sinsky received their BS and MD degrees from the University of Wisconsin, Madison, WI, and completed their postgraduate residency at Gundersen Medical Foundation/La Crosse Lutheran Hospital, in LaCrosse, WI.

10–11 am
Lectures

L1: Enhanced Team-Based Care in a Residency Clinic

Marc Matthews, MD; Summer Allen, MD, Mayo Family Medicine, Rochester, MN

L2: Welcoming the Persistent Pain Patient Into the Medical Home

Charlotte Navarre, RN-BC; Cynthia Talbot, MD, Providence Milwaukie Hospital FMRP, Milwaukie, OR

L3: Taking the Care Team to the Exam Room: The Mini-Care Plan

Corey Lyon, DO; Kristin Martina, BS; Aimee Falardeau, MD, University of Colorado FMR

L4: Maintaining 99% Patient Satisfaction While Caring for 31,000 Patients

Joseph Scherger, MD, MPH, Eisenhower Medical Center, San Diego, CA

L5: Using LEAN to Improve Workflow in an FMRP

Penelope Tippy, MD; Marci Moore-Connelley, MD, Southern Illinois University FMR

L6: Lessons Learned From Developing a Transitional Care Management Program in a FMR

Oscar Perez, DO; Michael King, MD, MPH, FAAP; Elizabeth Tovar, PhD, APRN; Wade Rankin, DO; Mary Barron, RN, CCRC, University of Kentucky FMR

L7: Soothe: A Team-Based Chronic Pain Management Program in a FMR Practice

Melissa Jefferis, MD; Miriam Chan, PharmD, Riverside Methodist FMR, Columbus, OH

L8: Expanding the Care Team: Patient Outreach Using a Community Health Worker

Michele Stanek, MHS; Sharm Steadman, PharmD; Patricia Witherspoon, MD, University of South Carolina; Karen Springfield, RN, BSN, Palmetto Health Family Medicine, Columbia, SC; Elizabeth Todd-Heckel, MSW, University of South Carolina

L9: Leaving Volume-Based Pay Behind: Flow-Charting the Future of the PCMH With LEAN Tools

Nick Gideonse, MD; Megan McGhean, MS; Erwin Teuber, PhD, Oregon Health & Science University

11:10 am–12:10 pm
Lectures

L10: Care Team Meetings: More Than the Huddle

Shelley Manning, MD, Baylor College of Medicine; Lady Barrs, RN; Carolyn Bell, BSN, Harris Health, Houston, TX

L11: Transforming a Residency Clinic From the Inside Out: Harnessing Performance Improvement in a Team-Based Setting

Geoffrey Leung, MD; Parastou Farhadian, MD, Riverside County Regional Medical Center FMR, Moreno Valley, CA

L12: Integration of Complex Care Navigator Within an Academic Family Medicine Practice

Heather Holmstrom, MD; Kathryn Harnes, MD, University of Michigan, Dexter

L13: Electronic Portals: Making the Portal the Dialtone of Your Practice

John Bachman, MD, Mayo Family Medicine, Rochester, MN

L14: The End of the Free Lunch: Can a Nominal Fee Increase Diabetic Eye Screening Rates?

Mary Beth Wright, APRN, FNP; Natawadee Young, MD; Anne Cook, MD, AnMed Health FMR, Anderson, SC



11:10 am–12:10 pm
Lectures (cont.)

L15: Engaging Rotating PharmD Students in Quality Improvement in the Patient-Centered Medical Home

Nicholas Cohen, MD; Darrell Hulisz, PharmD; Clint Snyder, PhD; Eric Luan; James Werner, PhD, MSSA; Cindy Zanin, MSSA, LISW-S, Case Western Reserve University; John Loomis, VCU Fairfax Family Practice Center, Fairfax, VA

L16: A New Approach to the Care of Uncontrolled Diabetes: Interactive Voice Response System

Emily Papineau, PharmD, BCPS; Katie Husted, RN; Barb Kirk, RN, Community Health Network FMR, Indianapolis, IN

L17: ABLE2: A Better Life Through Exercise and Eating: Addressing Obesity in the Primary Care Office

Elisabeth Hyde, MD; Ashley McMakin, MD; Maria Balestrino, DO; Elizabeth Mohan, MD, University of Pittsburgh Medical Center St Margaret FMR

L18: A Comprehensive Training Strategy to Implement Self Management Support in a Patient-Centered Medical Home

Kyle Knierim, MD; Corey Lyon, DO; Deborah Seymour, PsyD; Bonnie Jortberg, PhD, RD, CDE; Kimberly Breidenbach, MD, MPH, University of Colorado FMR

2:15–3:15 pm
Lectures

L19: Multidisciplinary Physician-Led Teams for Quality Improvement, Communication, and Continuity in an Academic Patient-Centered Medical Home

Karen Fitzpatrick, MD, DFM; Jeannie Sperry, PhD, West Virginia University

L20: An Interdisciplinary Approach to Complex Patient Identification and Management in a Patient-Centered Medical Home

Kyle Knierim, MD; Joseph Vande Griend, PharmD, BCPS, CGP; Michael Bross, MD; David Nowels, MD; Kristin Martina, MSW; Aimee Falardeau, MD, University of Colorado FMR

L21: Using Performance Improvement Projects to Engage Residents in PCMH Transformation

Jeffrey Mathieu, MD; Susan Mathieu, MD; Kathleen Straubinger, RN, BSN, Lehigh Valley Health Network, Allentown, PA

L22: Hospital to Home: Improving Patient Follow-Up After Hospital Discharge

Cindy McHenry, BSN, Goppert Trinity Family Care, Blue Springs, MO

L23: Translating National Health Care Reform to Improving Patient Quality and Safety in a Residency Practice

Adelola Ashaye, MD; Tammy Pham, DO, MacNeal FMR, Chicago, IL

L24: Creating a Culture of Caring and Safety

John Bachman, MD; Michelle Enos, RN, MSN; Carie Roseboom, BA; Maribeth Braaten, BA, Mayo Family Medicine, Rochester, MN

L25: Health Assessments in Primary Care: Lessons on Selection and Implementation From the Field

Douglas Fernald, MA; Elizabeth Staton, MSTC; Adam Tsai, MD; David West, PhD; Betsy Vance, MPH; Kathy James, PhD; Juliana Barnard, MA, University of Colorado

L26: A Template for Success: PCMH Quality Improvement Via EMR Support

Christian Hermansen, MD, Lancaster, PA

L27: Hear How One Residency Program Created a Successful Patient Advisory Council

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

4–5 pm
Special Sessions

SS1: Daily Challenges, Lessons Learned, and Successes Achieved in Primary Care Practices [NRN]

Wilson Pace, MD, FAAFP; Kim Kimminau, PhD; Deborah Graham, MSPH, American Academy of Family Physicians, Leawood, KS

SS2: Could Someone Please Pass the EHR Duct Tape?

Jason Mitchell, MD, American Academy of Family Physicians, Leawood, KS

SS3: Introducing a New, Free Curriculum for Leading Change

Gretchen Dickson, MD, MBA, University of Kansas School of Medicine, Wichita

SS9: PCMH: Transformation of a Small, Independent Practice

Marjorie Young, Pine Medical Group PC, Freemont, MI

**4–5:30 pm
Seminars and
Extended Special
Session**

S1: The Power of the Patient-Centered Care Plan to Transform Primary Care Practice

Alexander Blount, EdD, University of Massachusetts-Worcester FMR; Aimee Valeras, MSW, PhD, New Hampshire, Dartmouth FMR

S2: Advance Care Planning: A Team-Based Approach Using the Power of Storytelling

Jeffrey Yee, MD; Joanne Hatchett, FNP, Woodland Memorial Hospital, Woodland, CA

S3: Developing a Public Narrative to Create and Transform Teams in Primary Care

Andrew Morris-Singer, MD, Primary Care Progress, Cambridge, MA; Heather Bennett Schickedanz, MD, University of California-San Francisco

S4: Using Business Decision Support Tools to Bring About Convincing Change

Lynn Schwenger, MHSA; Maria Pellerano, MA, MBA, MPH; David Swee, MD; Martha Lansing, MD, UMDNJ-Robert Wood Johnson Medical School

S5: Bringing Accountability Home: Working With an Accountable Care Organization

John Rugge, MD, MPH; Scott Fields, MD, MHA, Oregon Health & Science University

S6: Day to Day Process and Quality Improvement: Hardwiring Plan/Do/Study/Act

Grant Greenberg, MD, MHSA, MA; Kathryn Harmes, MD, University of Michigan

Invited Session

SS4: Contingency Management for Substance Use Disorders: Implementation Strategies for Motivational Incentives in Family Practice

Maxine Stitzer, PhD, Johns Hopkins University; Marc Fishman, MD, Maryland Treatment Centers, Baltimore, MD



Search educational sessions and view abstracts at www.stfm.org/cpi or www.stfm.org/mobile or by scanning the QR code

Join the conversation on Twitter #CPI13

8:15–9:15 am

General Session

Shared Decision Making: The Pinnacle of Patient-Centered Care

Michael J. Barry, MD, Harvard Medical School

Informed consent as usually practiced does not lead to patients being as informed and involved in their health care decisions as they could be. Patients and clinicians making decisions without full information can lead to unwanted practice variation. Many health care decisions are “preference sensitive” in that there is more than one reasonable approach to diagnosis or treatment, and patients’ preferences play an important role in decision making. Through a process of shared decision making, patients and clinicians can work together to make good health care choices. The evidence on the outcomes of shared decision-making supported by patient decision aids will be reviewed and examples of implementation provided.

Learning objectives:

On completion of this session, participants should be able to

1. Understand what’s “broken” with the current approach to informed consent
2. Explain the meaning of “preference-sensitive” health care
3. Outline the evidence that a shared decision-making process supported by patient decision aids can improve medical decisions



Dr Barry became president of the Informed Medical Decisions Foundation in 2009. He has been involved with the Foundation since its beginning and previously served as chief medical editor. He is a past president of the Society for Medical Decision Making (SMDM) and the Society of General Internal Medicine in the United States. Dr Barry has led many prominent research studies including the Patient Outcome Research Team for Prostatic Diseases. His research interests have included defining the outcomes of different strategies for the evaluation and treatment of prostate diseases, decision analysis, health status measurement, clinical quality improvement, and the use of decision aids to facilitate patients’ participation in decision making. He continues to practice primary care and serves as medical director of the John D. Stoeckle Center for Primary Care Innovation at Massachusetts General Hospital. He is also a clinical professor of medicine at Harvard Medical School.



10–11 am Lectures

L28: Transformation: One Clinic's Journey to Becoming a Patient-Centered Medical Home

Charlotte Navarre, RN-BC; Thomas Schwartz, MD, Providence Milwaukie Hospital FMR, Milwaukie, OR

L29: Addressing Avoidable ED Utilization and Rehospitalizations as Symptoms of Complexity Through a Quality Improvement Methodology

Aimee Valeras, MSW, PhD; Andrew Valeras, DO; Jacqueline Morse, MD, MPH; Dominic Geffken, MD, MPH; Phenton Harker, MD, MPH, New Hampshire-Dartmouth FMR; Alison Holmes, MD, MPH, Geisel School of Medicine at Dartmouth; Daniel Eubank, MD; Amanda DeCook, MA, New Hampshire-Dartmouth FMR

L30: The Fit Family Challenge: A Primary Care-Based Pediatric Obesity Program

Bonnie Jortberg, PhD, RD, CDE; Sarah Roth, MS, University of Colorado; Raquel Rosen, MA, CAE; Luke Casias, MD, Colorado Academy of Family Physicians, Aurora, CO; Perry Dickinson, MD, University of Colorado

L31: Key Challenges in Practice Transformation

Cari Miller, MSM, New Jersey Academy of Family Physicians, Trenton, NJ

L32: Virtual Validation of Novel System for Valuing a Family Physician's Work

Richard Young, MD, John Peter Smith FMR, Fort Worth, TX

L33: Teaching the Patient-Centered Medical Home (PCMH): Translating a Medical Model Into a New Curriculum

Niladri Das, MD; Linda Hogan, PhD; Stephen Wilson, MD, MPH, University of Pittsburgh Medical Center St Margaret FMR

L34: Recipe for Interdisciplinary Emergency Training in the Ambulatory Setting

Beth Fox, MD, MPH; Douglas Rose, MD; Brian Cross, PharmD; Martin Eason, MD, JD, East Tennessee State University

L35: Patient-Centered Medical Home and Care Coordination: Outcomes and Lessons Learned From a 3-Year Journey

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

L36: "Who Moved My Cheese?" The Trials and Tribulations of Transitioning to a New Compensation Model

Beth Potter, MD; Jennifer Lochner, MD, University of Wisconsin, Madison; Kirsten Rindfleisch, MD, Madison FMR, Madison, WI

11:10–11:40 am Papers

PA1: Hypertension Screening in Healthy Average Risk Adults: Contrasting Current Practice With Annual Screening

Gregory Garrison, MD; Sara Oberhelman, MD, Mayo Family Medicine, Rochester, MN

PA2: Huddle Simulation Efficacy in Residency Team-Based Communication Training

Kelly Morton, PhD; Randy Stinnett, PsyD; Hobart Lee, MD; Kevin Shannon, MD, Loma Linda University

PA3: Diabetic Group Visits: A Multidisciplinary Approach

Malvika Juneja, MD, Baylor College of Medicine; Yvonne Mendoza-Becerra, PharmD, Harris Health, Houston, TX

PA4: Patient Medical Forms: Turn Frustration Into Gratification. Quality Improvement, Education, and Satisfaction All in One

Angela Smithson, MD, MPH, University of Minnesota FMR

PA5: Capacity Building or Smoke and Mirrors: One Program's Response to Decreasing Continuity Obstetric Patients

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

PA6: Processes and Structures Implemented Through Participation in Two Regional Health Plan Medical Home Pilots

Rebecca Malouin, PhD, MPH, Michigan State University

PA7: Inspiring Practice Transformation

Jeffrey Panzer, MD, Northwestern University; Justine Bandstra, RN, MPH, Erie Family Health Center, Chicago, IL

PA8: Red, Yellow, Green! Tools and Tips to Create Electronic Resident Performance Dashboards

Ann Thomas, MD; April Ellis, CMOM, Lynchburg FMR, Lynchburg, VA

1–1:30 pm Papers

PA9: Reducing Readmissions: A Review of the Relevance, Causes, and Evidence Regarding Rehospitalizations

Niladri Das, MD; Mary Pat Friedlander, MD; Gretchen Shelesky, MD, MS, University of Pittsburgh Medical Center St Margaret FMR

PA10: Screening for Depression in a Patient-Centered Medical Home: PDSA Cycles and Beyond

Zephon Lister, PhD; William Sieber, PhD; Kurt Lindeman, MD; Tyson Ikeda, MD; Cassandra Morn, MD; Barbara Fennessey, RN; Jennifer Johnson, MA; Gene Kallenberg, MD, University of California-San Diego

PA11: Overcoming Barriers to Patients' Utilization of a Practice-Based Web Portal

Clyde Satterly, MD, MBA; Carrie Roseamelia, MA, SUNY Upstate Medical University, Syracuse, NY

PA12: Shared Dietetic Appointments: A New Treatment Model

Evelina Sands, MS; Diane Dube, MEd, RD, LDN, CDE, North Shore Physicians Group, Salem, MA

PA13: Our Patient-Centered Journey in Cultural Transformation (2010-2013)

Susan Smith; Mary Burden, BS, VCU Fairfax Family Practice Center, Fairfax, VA

PA14: Patient-Centered Storytelling: What We've Learned in Our PCMH

Greg Kirschner, MD, MPH, Advocate Lutheran General Hospital FMR, Park Ridge, IL

PA15: Hear How a Residency Department Developed a Successful High-Volume Maternity Care and L&D Service

Shelly Phinney, MBA; Steve Vierthaler, MD, University of Missouri-Kansas City

PA16: Team RN-Based Patient-Centered Chronic Care Management

Kirsten Meisinger, MD; Patrick Sabia, MD; Amberly Killmer, RN, Cambridge Health Alliance, Somerville, MA

1:40–2:40 pm Lectures

L37: Reaching Consensus for Best Practices for Discharges and Care Transitions

Lynn Schwenger, MHSA; David Swee, MD; Maria Pellerano, MA, MBA, MPH; Martha Lansing, MD; Joshua Raymond, MD, UMDNJ-Robert Wood Johnson Medical School

L38: Leading Transformation Through Increased Patient Engagement

Bonnie Jortberg, PhD, RD, CDE, University of Colorado; Emilie Buscaj, MPH; Nicole Deaner, MSW, Health TeamWorks, Lakewood, CO; Kyle Knierim, MD; Perry Dickinson, MD, University of Colorado

L39: Improving Safety of Transitions for Hospitalized Patients on Warfarin

Margaret Day, MD; Alyson Burkeybile, PA-C; Frank Caligiuri, PharmD; Kristen Deane, MD, University of Missouri-Columbia

L40: Redesigning the Medication Refill Process: A Multidisciplinary Kaizen Approach to Improving Patient and Provider Satisfaction

Puja Samudra, MD; Timothy Ramer, MD; Jibril Elabe, MD, University of Minnesota

L41: Growing Practice-Based Services: Inviting Our Neighbors Into the Patient-Centered Medical Home

Scott Morrow, BS; Tricia Hern, MD; Katie Husted, RN; Barb Kirk, RN; Emily Papineau, PharmD, BCPS, Community Health Network FMR, Indianapolis, IN

L42: Back Pain: Raising the Bar

Lauren Simon, MD, MPH; Kelly Morton, PhD; Nathan Brinckhaus, MD, Loma Linda University FMR, Loma Linda, CA

L43: Group Visits for Superutilizers: Focusing on Well-Being Rather Than Disease

Leanne Chrisman-Khawam, MD, MEd; Devida Crawford, MSW; Jenny Kuo, DO; Toni Crespo, MTA; Nathan Beachy, MD, MetroHealth FMR, Cleveland, OH

L44: Pain Management: Not Just for Doctors Anymore. A Multidisciplinary Pain Clinic Based on Patient Engagement

David Marchant, MD; Tasha Marchant, PhD, RN; Donna Goldstrom, LPC; Kathy Randall, LPN; Michelle Hilaire, PharmD; Sue Little, Fort Collins FMR, Fort Collins, CO

3:15–3:45 pm
Papers

PA17: HIE-I: Health Information Exchange With Intelligence: A Success Story From Oklahoma

Zsolt Nagykaladi, PhD, University of Oklahoma; Brian Yeaman, MD, CMIO, Norman Regional Health System, Norman, OK; Mark Jones, CDO, SMRTNet, Tahlequah, OK; James Mold, MD, MPH; Dewey Scheid, MD, University of Oklahoma

PA18: Implementing Care Coordination in a Large Independent Family Practice

Susan Smith, BSN, RN, NE-BC; Tonya Kirchmyer, VCU Fairfax Family Practice Center, Fairfax, VA

PA19: Care Coordination for Patients in Primary Care: Goal Setting Is Associated With Improved A1c Outcomes

Hazel Tapp, PhD; Maria Serbert, RN; Michael Fite, MD, MHCM; Mark Steuerwald, MS; Ambra Martin, RN; Doris Chevalier, MHA, Elizabeth Family Medicine, Charlotte, NC; Yhenneko Taylor, MStat, Dickson Advanced Analytics Group, Charlotte, NC; Michael Dulin, MD, PhD, Elizabeth Family Medicine, Charlotte, NC

PA20: Incorporating Patients Into Workflow Development at a Residency and an Office Practice

Kirsten Meisinger, MD; Lara Hall, MD, Union Square Family Health Center, Somerville, MA; Janice John, PA; Amberly Killmer, RN, Cambridge Health Alliance, Somerville, MA



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PA21: Preparing Learners for Change: Teaching Patient- and Family-Centered Care in the PCMH Model

David Kriegel, MD; Georgia Regents University, Augusta, GA

PA22: Trim Lifestyle: An Office-Based Healthy Lifestyle Educational Tool for Overweight Children

Stacey Hinderliter, MD; Jennifer Cunningham, MSN, ACNP, MD, Lynchburg FMR, Lynchburg, VA

PA23: Express Clinic: Improving Patient Access to Resident Care in a Community-Based Residency

Cindy McHenry, BSN, Goppert Trinity Family Care, Blue Springs, MO

PA24: Moving Into the New Frontier: Coordination of Payer- and Practice-Based Care Management Services

Christine Johnson, PhD, Commonwealth Medicine, Shrewsbury, MA; Margaret Houy, JD, MBA, MPP, Bailit Health Purchasing, LLC, Needham, MA



4–5 pm
Invited Sessions

SS5: Daily Challenges, Lessons Learned, and Successes Achieved in Primary Care Practices [NRN] (repeat session)

Wilson Pace, MD, FAAFP; Kim Kimminau, PhD; Deborah Graham, MSPH, American Academy of Family Physicians, Leawood, KS

SS6: Motivational Interviewing: What Primary Care Providers and Organizations Need to Know for Successful Implementation

Daniel Mullin, PsyD, University of Massachusetts-Worcester FMR, Barre, MA

SS7: Integrating Behavioral Health Into a PCMH: Practical Implementation Issues

William Sieber, PhD; Gene Kallenberg, MD; Zephon Lister, PhD, University of California-San Diego

SS8: Registries, Population Health, and Risk-Stratified Care Management

Bruce Bagley, MD, TransforMED, Leawood, KS

4–5:30 pm
Seminars

S7: A Healthy Practice and Healthy Community: It's Happening With AIM-HI!

Yvette Rooks, MD, CAQ, FAAFP, MedStar Franklin Square, Baltimore, MD; Janet Ann McAndrews, MPH, CHES, American Academy of Family Physicians, Leawood, KS

S8: Measuring the Reach of Your Care Innovations: Why It Matters and How to Do It

Douglas Fernald, MA, University of Colorado; Bijal Balasubramanian, MBBS, PhD, University of Texas, Southwestern Medical Center, Dallas; Deborah Cohen, PhD, Oregon Health & Science University; Miriam Dickinson, PhD; Larry Green, MD, University of Colorado

S9: Improving Chronic Pain Management With Data: Comprehensive Approach in the Patient-Centered Medical Home

Daisuke Yamashita, MD; Tim Joslin, MD; Eriko Onishi, MD; Scott Fields, MD, MHA, Oregon Health & Science University

S10: Field Notes From the Comprehensive Primary Care Initiative

Cathryn Heath, MD; Maria Pellerano, MA, MBA, MPH; Terri Nordin, MD, UMDNJ-Robert Wood Johnson Medical School

S11: Implementing Integrated, Interdisciplinary Clinical Care Management in Patient-Centered Medical Homes

Jeanne Cohen, RN, MS; Christine Johnson, PhD; Judith Steinberg, MD, MPH; Sai Cherala, MD, MPH, University of Massachusetts Medical School

S12: A Novel Approach to Team-Based Care Utilizing Medical Assistants in Expanded Patient Care Roles

Julia Shaver, MD; Ashley Christiani, MD; Kirk Wamsley, RN; Matthew Symkowick, MD; Ted O'Connell, MD, Kaiser Permanente Medical Center, Vallejo, CA

S13: Functional Teams for Functional Care: Creating a Patient-Centered Care Model Through Team-Centered Care

Leanne Chrisman-Khawam, MD, ME; Nathan Beachy, MD; Eric Berko, PhD, MetroHealth FMR, Cleveland, OH

8:30–9:30 am

Closing General Session



**Pluripotential Communities of Solution:
From Folsom to Family Practice and Beyond**

Kim Griswold, RN, MPH, MD, State University of New York, Buffalo

In celebration of the 40th anniversary of family medicine, the ABFM convened an Advisory Group of family doctors to re-visit the 1966 Folsom Report “Health is a Community Affair.” Folsom presented “a significant appraisal of the personal and environmental health services...needed in the years ahead...with recommendations for action to achieve better health for all.” Through several meetings and a Washington, DC Forum, the advisory group put forward 13 Grand Challenges informed by Folsom’s original position. An important next step was to canvass the nation for projects

demonstrating important concepts of COS: crossing boundaries, patient centered, outcomes oriented, and connectivity with public health. Examples of these innovative COSs will be discussed, as well as opportunities for more robust and sustainable models. COSs may develop full potential most successfully if they can address the unacceptable disparities within our health systems, by mitigating difficulties in access, reimbursement, and integration of care.

Dr. Griswold divides her time between teaching and research and providing clinical care to an underserved population in downtown Buffalo. Her main scholarly interests are examining methods to improve primary care access for adults with serious mental illness and training health professional students to deliver culturally competent care. She was the recipient of a K07 from NHLBI in 2006 to develop and test new experiential instructional models for teaching cultural competence to faculty, medical students, and family medicine residents. Much of her work and that of her colleagues includes care provision to refugee and victims of trafficking.

Dr Griswold is co-chair of the Council for Diversity and Inclusion at the School of Medicine and Biomedical Sciences, University at Buffalo, SUNY. She finds the work on Communities of Solution of particular interest because of its potential to mitigate disparities. She is currently working with a behavioral health agency in Buffalo to develop a model of integrated care, where primary care will be located within a psychiatric setting serving patients with serious mental illness.

Learning Objectives:

On completion of this session, participants should be able to

1. Understand how the 1966 Folsom Report helped define the COS concept
2. Recognize links between the re-defined Grand Challenges and recent health care legislation
3. Imagine how a family practice might develop or coalesce with a COS in their community



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Thursday, November 21:

5:30–6:30 pm

Welcoming Reception With
Poster Presenters and Conference
Partners

Friday, November 22:

9:20–10 am

Refreshment Break

1:30–2:15 pm

Dedicated Time

P1: Responses of Nurses and Clinical Providers to a Standardized Workflow

*John Bachman, MD; Lauren
Bartholomew, Mayo Family
Medicine, Rochester, MN*

P2: Effect of Inner City Relocation of a Free Medical Clinic on Served Patient Population Demographics

*Jorawer Singh, MS; Chester Fox,
MD; Adam Korus, BS, State
University of New York at Buffalo*

P3: Providers' Perceptions of Monitoring Process for Pregnancy Category D or X Medications

*Jody Lounsbury, PharmD,
Barbara Leone, MD, University of
Minnesota*

P4: Pre-Clinic Review in the Ambulatory Care Setting

*Thomas Porter, MD, Baylor College
of Medicine; Kathy Goodman, RN,
BBA; Claudia Luciana-Thomas,
RN, BSN, MHA; Deborah Jackson,
RN; Sanedia Bashlor, LVN; Adriana
Vazquez, PCT, Strawberry Clinic,
Pasadena, TX*

P5: Care Coordination Project of Homeless Patients in Harris County

*Yasmeen Quadri, MD, Baylor
College of Medicine; Esperanza
Galvan, MS, RN, Harris Health
System, Houston, TX*

P6: "Bring All Your Medications:" Utilizing the After Visit Summary of an Electronic Medical Record to Improve Medication Safety

*Diana Blicharski, MD, Baylor
College of Medicine*

P7: Interactive Patient Education Using iPad and Qualtrics

*Shannon Pittman Moore, MD;
Anthony Cloy, MD; Ajay Vongala,
MD; William Wood,
University of Mississippi*

P8: Integrating Chronic Narcotic Monitoring Into the PCMH

*Dosha Cummins, PharmD, BCPS;
Tom Frank, PharmD; Scott
Dickson, MD; Amanda Deel, DO;
Leslye McGrath, MD; Joe Stallings,
MD; Scott Laffoon, MD; Michael
Mackey, MD; Ron Cole, MBA,
FACMPE, AHEC Northeast FMR,
Jonesboro, AR*

P9: Team-Based, Patient- Centered Care to Improve Cardiovascular Disease Outcomes at a Safety Net PCMH

*Jonathan Ballard, MD, MPH;
Aimee Valeras, MSW, PhD;
Dominic Geffken, MD, MPH;
Amanda DeCook, MS, New
Hampshire-Dartmouth FMR*

P10: The Effects of the EHR on the Outpatient Office Visit and Student Education

*Marie Sandoval, MD; MaryVal
Palumbo, DNP, University of
Vermont*

P11: Improving Communication With Limited English Proficient Patients

*Jessica Kim, MD, University of
Vermont*

P12: Impact: Group Visits With Peer-to-Peer Support on Glycemic Control in Latinos With Diabetes

*Maureen Mavrinac, MD; Jesus
Lehi Garcia, MD; Gerardo Guerra
Bonilla, MD; Juan Cabrales, MD;
Gerardo Moreno, MD, MSHS,
University of California-Los Angeles*

P13: "Spread the Wealth:" Team-Based Care Utilizing RNs to Perform Medicare Annual Wellness Visits

*Brian Lombardo, MD; Renee
Martin, RN; Stacy Brown, RN;
Ellen Phillips; Lauren Senn, BA; Fal
Mehta, MS, MBA, Alice Peck Day
Hospital, Lebanon, NH*

P14: Three Ways to Utilize Practice Improvement to Improve Clinic Processes, Resident Training, and Community Outreach

*Carolyn Shue, PhD; Justin Whitt,
MD; Melanie Schreiner, MD; Linda
Daniel, PhD; Jennifer Bunch, MD;
Christian Shue, DO, Ball State
University FMR*

P15: Continuous Practice Improvement Cycles: Integrating Evidence-Based Care, Team-Based Care, and Resident Physician Education

*Cassandra Morn, MD; Barbara
Fennessey, RN; Tyson Ikeda, MD;
Jennifer Johnson, BA, University of
California-San Diego*

P16: Is Structured Education Beneficial in the Implementation of Speech Recognition Software?

*Fred Edwards, MD; Michael Grover,
DO; Kenneth Mishark, MD Mayo
Clinic Family Medicine –
Thunderbird, Scottsdale, AZ*

P17: Introduction of Practice Management to Medical Students

Nancy Blevins, MD, University of Alabama-Huntsville; Adam Harrison, MD, University of Alabama at Birmingham

P18: Cities for Life: Gaps in Perception Between Primary Care Providers and Patients Regarding Diabetes Management [NRN]

Natalia Loskutova, MD, PhD, American Academy of Family Physicians, Leawood, KS; Adam Tsai, MD; Wilson Pace, MD, University of Colorado; Sharon Hunt, MA, American Academy of Family Physicians, Leawood, KS; Tamela Turner, PhD, University of Alabama at Birmingham

P19: Cities for Life: Patient Navigators Help People Living With or at Risk for Diabetes [NRN]

Natalia Loskutova, MD, PhD, American Academy of Family Physicians, Leawood, KS; Adam Tsai, MD, University of Colorado; Sharon Hunt, MA, American Academy of Family Physicians, Leawood, KS; Tamela Turner, PhD; Michael Harrington, MD, University of Alabama at Birmingham; Debby LaCruz, MTS, YMCA, Birmingham, AL; Janet Turman, BA, University of Alabama at Birmingham; Wilson Pace, MD, University of Colorado

P20: Adult ADHD: Tablet Self-Administered Screening to Improve Evaluation and Diagnosis in Primary Care [NRN]

Emily Bullard, MPH, CHES; Kim Kimminau, PhD; Natalia Loskutova, MD, PhD; Robin Liston, MPH, CHES, American Academy of



Family Physicians, Leawood, KS; Jen Brull, MD, Prairie Star Family Practice, Plainville, KS; Wilson Pace, MD, University of Colorado

P21: The Effects of Appointment Reminders on Refill Requests

John Loomis, BS; Thomas Ehrlich, MD; Matt Clark, BA, VCU Fairfax Family Practice Center, Fairfax, VA

P22: Increasing Adolescent Immunization Rates Through an Office Champion Model

Bellinda Schoof, MHA, CPHQ; Pamela Carter-Smith, MPA; Sandy Sheehy, BSN, MBA, American Academy of Family Physicians, Leawood, KS

P23: Healthy Lifestyle Family Group Visits in Spanish: A Family Medicine Experience

Adriana Linares, MD, MPH, DrPH; Corinne Basch, MD, PeaceHealth Southwest Medical Center, Vancouver, WA

P24: NCQA Medical Home Application Cultivates a Framework for Continuous Medical Home Adaptions and Communication

Natasha Ingvoldstad O'Neal, MD; Marilyn Darr, MD, PharmD; Marilyn Novak, RN; Angela Fuhrer, AAS, PeaceHealth Southwest Medical Center, Vancouver, WA

P25: A Communication Instrument to Enhance Task Orientation and Role Definition in a Residency Program

Adriana Linares, MD, MPH, DrPH; Jessica McAbee, MD, PeaceHealth Southwest Medical Center, Vancouver, WA

P26: A Population Management Model for Improving Vaccination Rates in Children

Jennifer Davis, MD; Melissa Jefferis, MD; Miriam Chan, PharmD, Riverside Methodist FMR, Columbus, OH

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P27: Prenatal Group Visits: Latina Edition

Cindy Barter, MD; Beverlee Ciccone, PhD, Hunterdon FMR, Flemington, NJ

P28: The Patient-Centered Care Committee (or PC3)

Douglas Rose, MD; Brian Cross, PharmD; Ivy Click, PhD, East Tennessee State University

P29: Effects of Asthma Education on Asthma Control: A Retrospective Study

Andrea Belen Garcia Zurbriggen, MD, Advocate Lutheran General Hospital FMR, Des Plaines, IL

P30: The Impact of Post-Discharge Follow-Up Care on Hospital Readmission for Adults

Robert Maslo, MD, Advocate Lutheran General Hospital FMR, Des Plaines, IL; Judith Gravdal, MD, RFU/The Chicago Medical School, Park Ridge, IL; Patrick Piper, MD, Advocate Lutheran General Hospital FMR, Park Ridge, IL

P31: Cultural Competency and Sensitivity Education

Kathleen Hilbert, MSN; Victor Diaz, MD; Nancy Brisbon, MD; Janis Bonat, NP; Mona Sarfaty, MD; Brooke Salzman, MD; George Valko, MD, Thomas Jefferson University

P32: A Care Model for Older Adults With Multimorbidity

Brooke Salzman, MD; Rachel Scherzer, RN, Thomas Jefferson University

P33: An Interprofessional Clinical Educational Experience Involving Older Adults With Multiple Chronic Conditions

Brooke Salzman, MD; Rachel Scherzer, RN, Thomas Jefferson University

P34: An Interprofessional Falls Assessment Clinic to Train Health Profession Students

Brooke Salzman, MD; Christine Hsieh, MD; Emily Hajjar, PharmD; Leigh Ann Hewston, PT; Tracey Vause Earland, MS, OT; Cecelia Borden, EdD, MSN, RN; Tarae Waddell-Terry, MS, Thomas Jefferson University

P35: Flipping: It's Not Just for Houses Anymore: Utilizing the Flipped

Classroom for Teaching QI
Michele Stanek, MHS; Sharm Steadman, PharmD, University of South Carolina; Charles Carter, MD, FAAFP, Palmetto Health Alliance, University of South Carolina; Ernest Fagan, MD, Mountain AHEC Asheville FMR, Asheville, NC

P36: Self-Care Goal Setting With Multidisciplinary Input and Follow-Up

John King, MD, MPH, University of Vermont

P37: The Advanced Primary Care (APC) Project: Linking Practice and Community Strategies to Improve Health

James Tysinger, PhD; Ramin Poursani, MD, University of Texas HSC at San Antonio

P38: Remedies for Drawbacks of the American Style Exam Room System

Yosuke Fujioka, MD; Tomoko Iida, MD, Shizuoka FMR Program, Kakegawa, Shizuoka, Japan

P39: Panel Capacity Calculation and Management in Patient-Centered Academic FMR Clinics

Tyson Ikeda, MD; Gene Kallenberg, MD, University of California-San Diego

P40: From Paper to Cyber: Transitioning a Resident-Led QI Intervention With Paper Documentation to an EMR

Saranne Perman, MD; Karen Frye, DO; Joseph Mitchell, MD; Oscar Perez, DO; Michael King, MD, MPH, University of Kentucky

P41: Transitioning a FMR QI Program From Paper Chart Documentation to an EMR System

Gretchen Sprouse, MD; Hazim Rishmawi, MD; Michael King, MD, MPH, University of Kentucky

Saturday, November 23: 7–8 am

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

B1: Proving the Benefit of Outpatient Care Management for Superutilizers

Lisa Gills, RN; Greg Kirschner, MD, MPH, Advocate Lutheran General Hospital FMR, Park Ridge, IL

B2: Practice Support: Integrating PAs Into Family Medicine Practices

Kirsten Meisinger, MD; Janice John, PA, Cambridge Health Alliance, Somerville, MA

B3: Who's Calling the Shots? The Vaccine Team and Standing Orders

Elizabeth Mendeloff, DNP, FNP-BC, University of Illinois at Rockford

B4: Will Patients Wash Their Hands?

Gregory Doyle, MD; Holli Neiman-Hart, MD; Michael Maroon, DO, West Virginia University

B5: Closed Loop Referral System

Michael Malmin, AA; Donald Morrison, RN, Rural FMR of Idaho, Fruitland, ID

B6: Telephone Outreach as an Effective Tool for Population Management

Kathleen Hilbert, MSN; Mona Sarfaty, MD; Victor Diaz, MD; Nancy Brisbon, MD; Janis Bonat, NP; Brooke Salzman, MD; George Valko, MD, Thomas Jefferson University

B7: How to Keep the Wheels on Your PCMH Bus

Melly Goodell, MD; Nancy Barr, MD, MedStar Franklin Square, Baltimore, MD

B8: Primary Care Management: Challenges and Rewards

Kathleen Hilbert, MSN; Victor Diaz, MD; Nancy Brisbon, MD; Janis Bonat, NP; Brooke Salzman, MD; Mona Sarfaty, MD; George Valko, MD, Thomas Jefferson University

B9: Making PCMH Transformation a No-Brainer

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

B10: The Elephant in the Room: How EMR Has Affected the Doctor-Patient Relationship

Beverlee Ciccone, PhD; Margaret Eichman, MD, Hunterdon FMR, Lambertville, NJ

B11: Development and Evaluation of a Quality Health Care Curriculum: Successes, Pitfalls and Future Directions

Tovar Elizabeth, PhD, APRN; Michael King, MD, MPH; Oscar Perez, DO; Jillian Atherton, PhD, ABD; Mary Barron, RN, CCRC; Andrea Pfeifle, EdD, University of Kentucky

B12: Reflective Multidisciplinary Training: Prototype for Improved Learner Retention, Patient Outcomes, and Overall Satisfaction

Leanne Chrisman-Khawam, MD, MEd, Case Western Reserve University; Bettina Aprile, MD; Eric Berko, PhD; Michael Raddock, MD, MetroHealth FMR, Shaker Heights, OH



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

If so, please email your request for a “Common Interest Roundtable Discussion” to Dianna Azbill at dazbill@stfm.org. Please include your name, degree(s), institution or company, city/state, and a brief abstract (100 words or less) describing your topic. Your interest for discussion will be included in the conference final program.

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Be sure to make your reservations **before October 30** 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 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.

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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 am–5pm (Central time) Monday through Friday.

CME Credit

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.

CNE Credit

Application for CNE credit has been filed with the Kansas State Board of Nursing. Contact hours applicable for RN, LPN, or LMHT relicensure are approval pending. Complete information will be available at www.stfm.org/cpi in September.

Registration

Register by October 21 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 8 will receive a 50% refund. No refunds will be issued for cancellations received after November 8.

Disclaimer

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

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Questions? Contact Dianna Azbill at 800.274.7928, ext. 5415 or dazbill@stfm.org.

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One-day registration	\$250	\$325

Preconference Workshops: Thursday, November 21, 1-5 pm (additional fee: \$100 each)

- PR1: Motivational Interviewing for Busy Clinicians Workshop**
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The banner features a background of cowboy boots and a hat. In the center, a boot icon is next to the text '47th STFM' and 'Annual Spring Conference' in a cursive font. On the right, there are two inset photos: one of a man pointing at a whiteboard with a list, and another of two women talking. At the bottom, a dark brown bar contains the event details and the STFM logo.

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