



teach &
transform



2019 STFM Conference on

PRACTICE & QUALITY IMPROVEMENT

FINAL PROGRAM

December 5-8, 2019

Sheraton Grand Phoenix

Phoenix, AZ

stfm.org/cpqi

Produced by the Society of Teachers of Family Medicine
With Support From the American Academy of Family Physicians

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Wireless Internet Access

Network: Sheraton Meeting Rooms
Password: STFM19

Go Mobile

Download the Conference on Practice & Quality Improvement app from the Google Play or iOS App store by searching for: STFM Conferences.

- 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: #CPQI19

NEW SCHEDULE FOR 2020 • WE'RE MOVING TO SEPTEMBER!

CONFERENCE ON PRACTICE & QUALITY IMPROVEMENT

SEPTEMBER 13–16, 2020

HILTON ST. LOUIS AT THE BALL PARK • ST. LOUIS, MISSOURI

Submit your proposal at stfm.org/cpqi • Submission Deadline: February 25, 2020

To better accommodate schedules for our residency faculty and resident attendees and to avoid busy holiday times, the Conference on Practice & Quality Improvement is moving to September.

Goals of the Conference on Practice & Quality Improvement:

- Offer practical skills, information, and resources to help clinical and academic practices transform to achieve the quadruple aim
- Offer strategies to create interprofessional, high-functioning teams that improve efficiency and provide better patient care
- Foster a network of family medicine educators and health care professionals committed to continuous practice improvement and innovation
- Provide programming that helps residents and residency programs meet ACGME requirements for quality improvement

Educational Interest Tracks

The Conference Steering Committee has developed educational tracks for target audiences attending the conference. These tracks are identified by a track code at the end of the presentation title. You can use this code to search for presentations, and build a personal conference schedule based on your interests.

- Team-Based Care (TBC)
- Health Equity (HE)

Presentation abstracts are available online at www.stfm.org/cpqi or in the **mobile app** during the conference.



Welcome to Our Host City—Phoenix, AZ

Serene desert gardens, one-of-a-kind museums, award-winning dining, and more! Make sure these can't miss spots are on your Phoenix to-do list. Some favorites include: Camelback Mountain, Papago Park, Frank Lloyd Wright's Taliesin West, the Phoenix Zoo, Roosevelt Park, and the Heard Museum.

More information can be found at visitphoenix.com

Schedule at a Glance



Thursday, December 5

11 am–7 pm **Conference Registration**
Room: Valley of the Sun Ballroom Foyer

Preconference Workshops

1–5 pm **PR01: Extreme Makeover: Ambulatory Practice Edition 2.0–Achieving the Quadruple Aim Through Transformational Practice Redesign**
Room: Laveen A

1–5 pm **PR02: Dermoscopy: Expanding “Scope” of Practice and Preventing Skin Cancer Deaths**
Room: Laveen B

5:15–5:45 pm **Conference Orientation—Everyone Welcome!**
 Learn how to navigate the 2019 conference, network, make new friends, and meet your conference leaders.
Room: Ahwatukee

5:45–7 pm **Welcoming Reception With Conference Partners**
 Network with colleagues while learning about innovative family medicine products and services.
Room: Encanto A

Friday, December 6

7 am–5:15 pm **Conference Registration**
Room: Valley of the Sun Ballroom Foyer

7–8 am **Networking and Common Interest Breakfasts**
Room: Valley of the Sun Ballroom

8:10–8:30 am **Greetings and Award/Scholarship Presentations (See pg 8)**
 Kyle Knierim, MD, Conference Chair
 Frederick Chen, MD, MPH, STFM President
Room: Valley of the Sun Ballroom

FPM Award Presentation (See pg 24)
H. Winter Griffith Scholarship Presentation (See pg 23)
Room: Valley of the Sun Ballroom

8:30–9:30 am **Opening General Session**
 Saving Lives: Insights From the Science of Teamwork (See pg 8)
 Eduardo Salas, PhD, Professor
 Allyn R. and Gladys M. Cline, Chair and Department Chair
 Rice University
Room: Valley of the Sun Ballroom

9:40–10:40 am **Refreshment Break With Poster Session I**
 Dedicated time (See pg 9-11)
Room: Valley of the Sun Ballroom Foyer

10:40–10:45 am **Transition Break**

10:45–11:15 am **Lectures (See pgs 11–12)**

Friday, December 6 *continued*

- 11:25 am–12:05 pm **Lectures** (See pg 12)
- 12:15–1:30 pm **Networking Luncheon With MACRA and Payment Model Update**
Amy Mullins, MD, Conference Steering Committee; American Academy of Family Physicians
Room: Valley of the Sun Ballroom
- 1:40–2:10 pm **Lectures** (See pg 12–13)
- 2:20–3:20 pm **Lectures** (See pg 13)
- 3:20–3:40 pm **Refreshment Break With Conference Partners**
Last time to view Poster Session I
Room: Valley of the Sun Ballroom Foyer
- 3:40–4:10 pm **Lectures** (See pg 14)
- 3:40–5:10 pm **Seminars** (See pg 14)
- 4:20–4:50 pm **Lectures** (See pg 14)
- 6:30 pm **Dine-Out Groups**
(Each guest pays individually. Groups will meet at the STFM registration desk at 6:30 pm; Reservations are at 7 pm)

Saturday, December 7

- 7 am–5 pm **Conference Registration**
Room: Valley of the Sun Ballroom Foyer
- 7–8 am **Scholarly Topic Roundtable Discussions With Breakfast**
Room: Valley of the Sun Ballroom



8:10–9:15 am

General Session
2019: A Banner Year for National and State Efforts to Advance Primary Care: A Review and Discussion of Implications
Ann Greiner, President and Chief Executive Officer, Patient-Centered Primary Care Collaborative, Washington, DC
Room: Valley of the Sun Ballroom

9:25–10:25 am

Refreshment Break With Poster Session II
Dedicated time (See pgs 16–18)
Room: Valley of the Sun Ballroom Foyer

10:25–10:30 am

Transition Break

10:30–11:30 am

Lectures (See pg 18)

11:30 am–12:30 pm

Lunch on Own

12:30–1 pm

Lectures (See pgs 18–19)

1:10–1:40 pm

Lectures (See pg 19)

1:50–2:20 pm

Lectures (See pg 20)

2:30–3:30 pm

Lectures (See pgs 20–21)

3:30–4 pm

Refreshment Break With Conference Partners
Room: Valley of the Sun Ballroom Foyer
Last Time to View Poster Session II

4–4:30 pm

Lectures (See pg 21)

4–5 pm

Lectures (See pg 21)

4:40–5:10 pm

Lectures (See pg 21)

Sunday, December 8

7:30–9 am

Conference Registration
Room: Valley of the Sun Ballroom Foyer

7:30–8 am

Coffee Service
Room: Valley of the Sun Ballroom Foyer

8–9 am

Closing General Session
Community-Practice Partnerships for Health
J. Lloyd Michener, MD, Professor of Family Medicine and Community Health, Director of the Duke Center for Community Research, and Clinical Professor, Duke School of Nursing
Duke University
Room: Valley of the Sun Ballroom

9 am

Conference Adjourns

Thursday, December 5

Preconference Workshops

1–5 pm

**PR01: Extreme Makeover: Ambulatory Practice Edition 2.0—
Achieving the Quadruple Aim Through Transformational Practice Redesign**

Room: Laveen A

Drew Ashby, MD, University of Colorado, AF Williams Family Medicine Center; Kathy Cebuhar, MA, University of Colorado; Aimee English, MD, Corey Lyon, DO, University of Colorado, AF Williams Family Medicine Center; Peter C. Smith, MD, University of Colorado

In 2014, the University of Colorado (CU) developed APEX—an advanced team-based care model based on the University of Utah's CareByDesign. Our goal was to simultaneously improve clinical quality, access to care, patient, staff, and provider experience, and care team burnout through enhanced clinical teams. Our mixed-methods evaluation has demonstrated improvements in all of these domains without negative financial implications.

Since winning the 2016 STFM Practice Improvement Award for APEX, we have hosted academic delegations to learn from our success as they begin their own transformations. Five key questions have emerged from these visits: What is your model and how did you choose it? How did you get permission from your sponsoring institution to proceed? How did you pay for it? What were the operational challenges to implementation and how did you overcome them? How did you sustain change and spread the innovation?

In this interactive preconference, participants will work in small groups to address these questions in their own institutional context, guided by the CU experience. Participants can expect to end the day energized to build their own transformed medical home with a strategic blueprint in hand.

This year's preconference has been updated for 2019, including (1) more direct interaction between participants and presenters to help both new and prior attendees in their current state of progress (2) implications of new CMS regulations on E&M coding and Medical Student documentation in a team-based context and (3) new lessons learned in regarding maintaining change in a complex environment.

Learning Objectives

After the session, participants should be able to:

1. Describe the three major change management tactics used in the University of Colorado's (CU) successful APEX team-based care transformation
2. Translate CU's transformation experience to their own institutional context through small-group discussions and interactive exercises
3. Develop a strategic plan for transformational practice redesign using the key strategies, tactics, tools, and experiences that we explore during the session

Thursday, December 5

Preconference Workshops *continued*

1–5 pm

PR02: Dermoscopy: Expanding “Scope” of Practice and Preventing Skin Cancer Deaths

Room: Laveen B

Richard Usatine, MD, University of Texas Health Sciences Center at San Antonio; James Holt, MD, East Tennessee State University FMR; Miranda Lu, MD, Swedish Medical Center, Seattle, WA; Alexandra Verdick, MD, Oregon Health & Science University

In this hands-on preconference workshop, we will introduce dermoscopy, a proven adjunctive tool that increases sensitivity and specificity of melanoma detection and improves diagnostic accuracy for basal and squamous cell carcinomas. Participants will learn how to use a dermatoscope in clinical practice and learn the two-step algorithm to diagnose unknown skin lesions and determine the need for biopsy. Biopsy techniques will be taught with a hands-on evidence-based approach that can be applied at one’s home institution. Participants will leave with fundamental competence in the use of dermoscopy for early skin cancer detection, improved understanding of biopsy techniques, tools to train others, free apps, Dermoscopedia, online resources, and online and in-person courses.

Learning Objectives

After the session, participants should be able to:

1. Demonstrate the use of a dermatoscope and explain its basic function
2. Apply the two-step algorithm to diagnose unknown skin lesions and determine the need for biopsy
3. Identify and take the next steps to implement a training program in dermoscopy at their home institution

Presentation abstracts are available online at stfm.org/cpqj or in the mobile app during the conference.

Educational Session Formats:

Seminar

Provides practical information and methods to enhance practice improvement. Seminars include a combination of presentation and active involvement of participants. Session length: 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. Session length: 30 and 60 minutes

Scholarly Topic Roundtable Discussion

A roundtable presentation where 10 participants share ideas, experiences, or projects pertinent to family medicine education, clinical care, research, or management. This presentation occurs in small group format, scheduled concurrently with other presentations during the continental breakfast in the general session ballroom. Session length: 50 minutes (including breakfast)

Poster

Display and discussion of:

- **Completed Project** in education, process of care, patient-oriented outcomes, and quality of care studies
- **Work In Progress Project** related to teaching, education, curricular or clinical intervention, management innovation, or quality improvement
- **Student and Resident Project** related to teaching, education, curricular or clinical intervention, management innovation, or quality improvement

Friday, December 6

7 am–5:15 pm

Conference Registration

Room: Valley of the Sun Ballroom Foyer

7–8 am

Networking and Common Interest Breakfasts

Tables are identified by professional roles; Please join your colleagues to network, review conference presentations, and plan your conference activities.

Room: Valley of the Sun Ballroom

8:10–8:30 am

Greetings and Award/Scholarship Presentations

Kyle Knierim, MD, Conference Chair
Frederick Chen, MD, MPH, STFM President

Room: Valley of the Sun Ballroom

FPM Award Presentation

H. Winter Griffith Scholarship Presentation

8:30–9:30 am

Opening General Session

Room: Valley of the Sun Ballroom Foyer



Saving Lives: Insights From the Science of Teamwork

Eduardo Salas, PhD

Professor, Allyn R. and Gladys M. Cline Chair, Department Chair
Rice University

Teamwork matters when the stakes are high and lives depend on it. In recent years, a science has emerged that is providing evidence-based principles for managing and fostering teamwork in complex settings. This presentation will showcase the findings and provide practical guidance to ensure effective teamwork.

Learning Objectives

After the session, participants should be able to:

1. Understand what effective teams do, feel, and think
2. Recognize the team-based competencies that make a difference in teamwork
3. Highlight evidence-based practical interventions to use in fostering teamwork

9:40–10:40 pm Refreshment Break

With Poster Session I

Dedicated Time **Room:** Valley of the Sun Ballroom Foyer

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.

- Deanna Willis, MD, MBA (S01; L029; L085)
- David Serlin, MD, FAAFP (L008; L075)
- Casey Browder, MHA (L083; L036)
- Alex Conway, MPH (L103)

Friday, December 6

Works in Progress Posters

Room: Valley of the Sun Ballroom Foyer

9:40 am–3:40 pm (Dedicated Time: 9:40–10:40 am)

P01: A Quality Improvement and Clinical Leadership Curriculum for Residents

Donald Lassus, MD

P02: A Study of Knowledge About Over-the-Counter Medications Among Family Medicine Residents

Angelic Alvarez, MD; Alfredo Nevarez, MD; Kristina Diaz, MD

P04: Barrier Analysis for Integrating Buprenorphine Maintenance Therapy in Two Family Medicine Residency Clinic Sites

Rebecca Curran, MD, PhD; Gregory Jones

P05: Becoming Primary Care Champions Training Enhancement and Fellowship in Community Medicine Leadership for ACTION

Chinwe Nwadiogbu, MA

P06: Check Yourself Before You Wreck Yourself

Nada Alsaiegh, MD, MPH; Arthur Ayvazian; Kelvin Ng, MD; Lauren Novitskie; Kristina Diaz, MD

P07: Colon Cancer Screening: Process Improvement and Lessons Learned at a Military Treatment Facility

Carl Bryce, MD

P08: Developing a Diabetic Visit Passport to Improve Comprehensive Diabetic Care

Alicia Markley, PA-C; Sara Malone, MD

P09: Development of Population Registries for Panel Management in Advanced Primary Care

Casey Browder, MHA

P10: Effect of an Electronic Order Set on Newborn Hepatitis B Immunization Rates

Daniel Pedersen

P11: Effect of Planned Care on Hypertension Management

Jessica Weng, MD, MS; Lorraine Dogan, MD

P12: Effect of Positive Quotes on Overall Patient Experience

Nancy Maulick, MHS; Keri Schittler, LPN

P13: Factors That Affect Sepsis Outcome in a Community Hospital Setting

Ronke Alo, MD

P14: From Chaos to Coordination: Strategies for Implementing a Residency Team-Based Complexity Care Model (TBC)

Wesley Gibbert, MD, MPH

P15: Having Goals of Care Conversations When They Are Useful: Engaging the Entire Primary Care Team (TBC)

Ryna Villar, MD; Marie-Louise Fabienne Daguilh, MD

P16: Helping Patients Quit: Interdisciplinary Design and Implementation of Smoking Cessation Groups

Krithika Kavanoor, MD; Courtney Bancroft, PsyD; Wendy Alfaro

P17: How to Improve Clinic Flow While Standardizing Clinical Procedures

Natalia Galarza Carrasco, MD; Joseph Hogue, MD, MBA; Nada Alsaiegh, MD, MPH

P18: Identifying and Addressing Childhood Obesity at the Prevea Health Family Medicine Clinic in Eau Claire, Wisconsin

Shavith Samson, MD

P19: Identifying High Utilizers to Reduce Readmission

Amber Porter, DNP, FNP, DNP, FNP

P20: Impact of High No-Show Rates on Revenue in an Academic Family Medicine Clinic

Shivlal Pandey, MD

P21: Implementation of a Protocol for TCM Across a Diverse Outpatient Network Improves Hospital Readmission Rate (TBC)

Judella Haddad-Lacle, MD; Charles Haddad, MD; Christopher Scuderi, DO

P22: Implementation of a Resident-Led Quality and Safety Committee in an Academic Family Medicine Practice

Ashley Panichelli; Needhi Pattani; Benjamin Golden, MD

P23: Implementing a Formal Billing Curriculum in a Family Medicine Residency: Pilot Project

Christle Guevarra, DO, MS; Isha Suthar, DO

P24: Improving Compliance by Meaningful Use of AVS

Rashmi Rode, MD; Nihita Shah, MD; Thomas Porter, MD

P25: Improving EMR Preceptor Workflow for Resident Supervision and Patient Safety

Daniel Swartz, MD; Velyn Wu, MD

Friday, December 6

Works in Progress Posters *continued*

Room: Valley of the Sun Ballroom Foyer

9:40 am–3:40 pm (Dedicated Time: 9:40–10:40 am)

P26: Improving Fall Screen and Intervention in Michigan Medicine Family Medicine for Patients Aged 65 Years and Older

Ghazwan Toma; Kathryn Harmes, MD, MHSA

P27: Improving Hand Hygiene Compliance in an Outpatient Family Medicine Clinic

Alexander Dydyk, DO, MA; M. Monjur Alam, MD; Zerahlynn Ballanca, MD

P28: Improving Osteoporosis Screening Rates at Town Hall Health Center Family Medicine Clinic

Brianna Wynne

P29: Increasing Pneumococcal Vaccination Rates Among 19-64 Year-Old Patients at the Prevea Health Family Medicine Clinic

William Monge, MD

P30: Increasing Resident Comfort in Assessing Fall Risk With an EMR-Based Tool

Melissa Lectura, MD; Carol Howe; Julie Armin, PhD

P31: Interprofessional Initiative to Improve Diabetes Care in the Medical Home: TEAM LASERCATS

Moira Ray, MD, MPH

P32: Is Telehealth the Future of Primary Care? A Pilot Project at PCMH–Providence St Peter Family Medicine Residency Clinic

Pooja Patel, MD, MHA; Trevor Kwan, DO; Yo Kondo, MD

P33: Knowledge and Attitudes of Support Staff Toward Group Medical Visits at an Academic Family Medicine Health Center (TBC)

Juan Robles, MD; Heather Archer-Dyer, MPH, CHES

P34: Labor After Cesarean Documentation on L&D: A Quality Improvement Study

Elena Hill, MD, MPH

P35: Working Together to Improve Outcomes: Physician-Pharmacist Collaborative Agreement for Uncontrolled Type 2 Diabetes

Frank Sperrazza, DO; Laura Mauro, BS, PharmD, BCPS

P36: Twitter Teaching: The Tweetorial, Tweet Pearls, Twitter Consults—A Novel Platform for Next Generation Learners

Daniel Fisher, MD

P37: Silver Lining of Nursing Home Medicine

Joseph Hogue, MD, MBA



Friday, December 6

Completed Project Posters

Room: Valley of the Sun Ballroom Foyer

9:40 am–3:40 pm (Dedicated Time: 9:40–10:40 am)

P38: A Care Team Approach to Reducing Disparities in Colorectal Cancer Screening Among Hispanics (TBC)

Jeffrey Arroyo, MD; John Billimek, PhD; Jose Mayorga, MD

P39: Are We Falling Behind? Rethinking Fall Risk Screening for Patients Aged 65+

Mathew Devine, DO; Sonya Narla, DO

P40: Beating the Boards, One Chuckle at a Time

Monica Kalra, DO

P41: Challenges of Implementing Open Access Scheduling in an Academic Family Medicine Clinic (TBC)

Shannon Voogt, MD

P42: Comprehensive Payment for Primary Care: Results of Family Medicine for America's Health Payment Core Team Project

Thomas Weida, MD; Jane Weida, MD

P43: Creating and Sustaining an Outpatient Antibiotic Stewardship Initiative in a Large Inner City Network

Luigi Tullo, MD; Alan Roth, DO

P44: Efficiency and Quality of Residency Precepting, an STFM-ABFM Educational Improvement Project

Joshua Steinberg, MD

P45: FluFIT Campaign 2018: A Targeted Quality Improvement Project Conducted at Teaching Health Center Resident Clinics

Rachel Gougian

P46: How to Reduce Hospital Readmissions: A Resident-Led Improvement Project Using the INTERACT Pathway

Joshua Raymond, MD, MPH; Geronima Alday, MD; Kevin Ly, MD; Zeeshan Khan, MD; Alisa Reznikov, MD; Maria Ciminelli, MD

P47: Implementation of a Standard Panel Management Process in Primary Care: Improving Quality in a Fee-for-Service Environment

Michael Bryan, MD

P48: Interprofessional Collaborative Practice—Using an Educational Case-Based Exercise as an Intervention and Assessment Tool (TBC)

Katharine Anderson, MD

Transition Break

10:40–10:45 am

Lectures

10:45–11:15 am

L001: EMR Happy Hour: A Fun Approach to Continuous Peer-to-Peer EMR Learning

Margaret Day, MD, MSPH; Jeffery Belden, MD

Room: Valley of the Sun A

L002: A Leadership Development Curriculum for Residents: Not Just for Chief Residents Any More

Jason Marker, MD, MPA

Room: Valley of the Sun B

L003: Medicare Wellness Visits—Maximizing the Benefit for You and Your Patients

Stacey Bartell, MD; Renee Stechow, NP, FNP-BC, WHNP-BC

Room: Ahwatukee A

L004: Changing Practice: Transitioning Into Interprofessional Integrated Behavioral Health

Sarah Coles, MD; Viktorija Krajnc, MD, MS;

Deborah Kastiel, BSN; Alena Petty, DO

Room: Ahwatukee B

L006: Developing a Sustainable Integration of Clinical Pharmacists in a Family Medicine Residency

Jason Leubner, MD; Nick Ladziak, PharmD, BCACP, CDE

Room: Estrella

L007: Teaching Residents About Population Health and QI Through Panel Management While Aligning Different Program Requirements

John Malaty, MD; Maribeth Porter, MD, MS

Room: Laveen A

L008: Patient Preferences on Receiving Health Information From Their Primary Care Physician's Office

David Serlin, MD; Christina Funk; Heather Moore

Room: Laveen B

Friday, December 6

Lectures *continued*

10:45–11:15 am

L009: So, You Are in an ACO: How Do I Manage These High Utilizers? (HE)

Karen Halpert, MD; Amy Prentice, MSW, LCSW

Room: Maryvale A

L010: A Longitudinal Quality Improvement Curriculum in a Family Medicine Residency Collaborating With Undergraduate Students

Hanna Xu, MD; Tianna DuCloux-Potter; Jennifer La

Room: Maryvale B

Lectures

11:25 am–12:05 pm

L011: Adapting to Constant Change: Overhauling a Family Medicine Residency Pain Management Protocol in the Face of New State Laws

Natalia Luera, MD; Payal Gaba, MD

Room: Valley of the Sun A

L047: Improving Durable Medical Equipment (DME) Workflow

Jenny Wang, MD; Joseph Teel, MD

Room: Valley of the Sun B

L013: An Integrated Behavioral Health Program in PC: A Targeted Cotraining Pilot for Patients With High Risk Asthma and COPD

Courtney Bancroft, PsyD

Room: Ahwatukee A

L014: Avoiding QI Bedlam: An Organizational Framework to Promote Efficiency and Improved Metrics

Carol Hustedde, PhD; Jessica Sass, APRN

Room: Ahwatukee B

L015: Billing Curriculum and In-Field Support Tool Effect on CPT Frequency and Revenue Loss Prevention

Tina Mantanona, MD

Room: Desert Sky

L016: Building and Launching a Medication Assisted Treatment (MAT) Clinic in a Family Medicine Outpatient Practice

Julienne Kirk, PharmD, CDE, BCPS; Aubry Koehler, PhD;

Lisa Cassidy-Vu, MD; Tamela Yount, MSHAI, PCMH-CCE

Room: Estrella

L017: Burnout in Residency

Christopher Durkin, DO

Room: Laveen A

L018: Changing the Lens: Uncontrolled Type 2 DM in Underserved Populations (HE)

Malvika Juneja, MD; Mohammad Zare, MD, MS;

Shruti Varadarajan, MD; Rashmi Rode, MD;

Yvonne Mendoza-becerra, PharmD

Room: Laveen B

L019: Creating a Culture of Patient Safety: How to Develop a CLER Curriculum

Anna Worth, MD; Adam Johnston

Room: Maryvale A

L020: Clinic Safety: It Takes a Team to Keep Staff and Patients Safe

Charles Haddad, MD; Judella Haddad-Lacle, MD

Room: Maryvale B

12:15–1:30 pm Networking Luncheon With MACRA and Payment Model Update

Amy Mullins, MD, Conference Steering Committee,

American Academy of Family Physicians

Room: Valley of the Sun Ballroom

Lectures

1:40–2:10 pm

L021: Leading Change: Implementing Team-Based Care in the Setting of Hospital Budget Cuts

Margaret Day, MD, MSPH; Jeanette Linebaugh, MSN, RN,

OCN; Christine Heath, MBA

Room: Valley of the Sun A

L022: Benzodiazepines—The Next Crisis? Implementation of a New Protocol in a Family Medicine Residency

Kyle Thomas; Stanley Sachak, MD

Room: Valley of the Sun B

L023: Creating a Tableau Dashboard to Enhance Clinical Quality Metric Visibility

Kyle Shaak, MPH; Grant Greenberg, MD, MA, MHSA; John

Stoeckle, MD, CHQS

Room: Ahwatukee A

L024: Developing a Family Medicine Residency Expertise in QI Through Doing: Collaboration in Reproductive Health Care

Nathaniel Miller, MD; Kurt Angstman, MD

Room: Ahwatukee B

Friday, December 6

Lectures *continued*

1:40–2:10 pm

L025: Development and Implementation of an Ambulatory Heart Failure Pathway
Beth Careyva, MD; Grant Greenberg, MD, MA, MHS
Room: Desert Sky

L026: Don't Delay: Prevent Decay! Applying Fluoride Varnish in Family Medicine Offices
Abby Huck, DO
Room: Estrella

L027: Effect of Health Literacy on Patient Outcomes
Mary Rose Puthiyamadam
Room: Laveen A

L028: Embracing Continuity: An Interdisciplinary Approach to Improving Rates of Hospital Follow-Up in a Resident Continuity Clinic
Gordon Powers, MD; Anne Morris, MD
Room: Laveen B

L029: Engaging Family Medicine Physicians in Interconception Care During Well-Child Visits
Diana Summanwar, MD; Deanna Willis, MD, MBA;
Mena Metias, MD, BSc; Richard Jung, DO, MPH;
Navleen Gill, MD, BSc
Room: Maryvale A

L030: Health Care Disparities in a US-Mexico Border City (HE)
Eduardo Sandoval
Room: Maryvale B

Lectures

2:20–3:20 pm

L031: Addressing Social Determinants of Health in Clinical Delivery Sites
Anna Alonzo; Phoenix, AZ
Room: Valley of the Sun A

L032: Medical Assistant Perspectives on Clinical Efficiency and Satisfaction
Kathryn Harmes, MD, MHSA; Katherine Gold, MD, MSW, MS;
Manasi Ramakrishnan, MBBS
Room: Valley of the Sun B

L033: A New Approach to Modeling Population Need for Primary Care Services (HE)
Clark Ruttinger, MBA, MPA; Michael Magill, MD
Room: Ahwatukee A

L034: A Playbook to Address Social Determinants and Promote Health Equity (HE)
Miriam Chan, PharmD
Room: Ahwatukee B

3:20–3:40 pm Refreshment Break With Conference Partners

Last Time to View Poster Session I
Room: Valley of the Sun Ballroom Foyer

L035: Caring for the Underserved: Addressing a Community's Social Needs Without a Social Worker (HE)
Kavitha Arabindoo, MD, MPH; Emily Hansen, DO;
Tatum Mead, PharmD
Room: Desert Sky

L036: Complex Case Conference: A Learning Experience in Expanding the System for Better Patient Care and Provider Satisfaction (TBC)
Victoria Gorski, MD; Casey Browder, MHA;
Courtney Bancroft, PsyD
Room: Estrella

L037: Conducting a CoNCERT: A Patient-Learner-Centered Approach to Integrating Interprofessional Education into Clinical Practice
Mary Smith-West, LCSW; Sean Smithgall, PharmD, BCACP;
Sharon Pelekanos, MHS, PA-C
Room: Laveen A

L038: Dealing With Difficult Patients
Richard Allen, MD, MPH
Room: Laveen B

L039: Development and Implementation of a Collaborative Care Model to Improve Behavioral Health Management in Primary Care
Mark Drexler, MD
Room: Maryvale A

L051: Family Matters: Bringing Patients and Providers Together for Meaningful Quality Improvement
Reid Hartmann, MD; Keesha Goodnow, BAE; Jeffrey Schlaudecker, MD; Elizabeth Peters
Room: Maryvale B

Friday, December 6

Lectures

3:40–4:10 pm

L041: Health Care Transformation and Societal Responsiveness in an Era of Entrustable Professional Activities: UME-GME and Beyond

Jennifer Hartmark-Hill, MD; Jeffery Hanna, MPH;
Justin Zeien, MPH; Ashley Assadi, MPH;
Shahrazad Saririan, MD; Monica Gomez Lopez, MD
Room: Valley of the Sun A

L042: Reimagining the Practice Management Curriculum

Neil Pandya, MD, MBA
Room: Valley of the Sun B

L043: Helping Adolescent and Young Adult Patients Get the Preventive Care Services They Need

Bellinda Schoof, CAE, MHA, CPHQ
Room: Ahwatukee A

L044: Impact of a Pharmacist-Led Polypharmacy Clinic in a Family Medicine Residency: A Team-Based Approach to CMM

Alvin Oung, PharmD, BCACP; Jonathan Burdick, MD
Room: Ahwatukee B

L045: Implementation of Eat, Sleep, Console at a Community-based Hospital: Lessons Learned

Adriana Linares, MD, MPH, DrPH; Genevieve O'Neill, MD;
Erinn Rieser, DO
Room: Desert Sky

Seminars

3:40–5:10 pm

S01: Family Medicine Resident Engagement in Team Care Clinics: Emerging Best Practices and Lessons Learned (TBC)

Andrea Pfeifle, EdD, PT FNAP; Freyda Velazquez Perez, MD, BS; Kelsey Binion, MA; Thomas Guck, PhD;
Deanna Willis, MD, MBA; Amy McGaha, MD
Room: Estrella

S02: How Does Your Garden Grow? Complex Adaptive Systems and the Cultivation of High Performing Ambulatory Teams (TBC)

Peter Smith, MD; Kathy Cebuhar, MA, LPC; Corey Lyon, DO;
Aimee English, MD, BA, BS
Room: Laveen A

S03: Innovations in Resident Scheduling: Building a Foundation of Practice Improvement

Jessie Pettit, MD, IBCLC; Marsha Lewis; Ravi Grivois-Shah;
Katherine Hartl, MD
Room: Laveen B

S04: Quantitative Quality Improvement Methodology 101

Joseph Teel, MD; Jenny Wang, MD; Stephen Iannacone
Room: Maryvale A

S05: Social Determinants of Health Use for Improvement of Medical Care in a Community-Based Program (HE)

Adriana Linares, MD, MPH, DrPH
Room: Maryvale B

Lectures

4:20–4:50 pm

L046: Implementing a Precepting Chart Audit: Improving Quality of Care and Supervision

Deborah Edberg, MD; Dorothy Dschida, MD
Room: Valley of the Sun A

L012: Advancing Care Through FOCUS PDSA Training for Residents and Faculty

Jessica Sass, APRN, APRN; Archana Kudrimoti, MD
Room: Valley of the Sun B

L048: Increasing Joy in Practice: Improving Resiliency and Office Efficiency

Lenard Salzberg, MD
Room: Ahwatukee A

L049: Integrating Behavioral Health and Primary Care in a Family Medicine Residency Clinic

Kyle Thomas; Stanley Sachak, MD; Natalia Luera, MD
Room: Ahwatukee B

L050: Introducing Collaborative Drug Therapy Management in a Family Medicine Residency Program

Smriti Ohri, MD; Maria Summa, PharmD
Room: Desert Sky

Dine-Out Groups

6:30 pm

Meet at STFM registration desk.

Saturday, December 7

7 am–5 pm Conference Registration

Room: Valley of the Sun Ballroom Foyer

Scholarly Topic Roundtable Discussions With Breakfast

Room: Valley of the Sun Ballroom

7–8 am

B01: Changes in Workflow and Management of No-Shows to Improve Medical Care at a PCMH Residency-Based Medical Clinic (TBC)

Adriana Linares, MD, MPH, DrPH

B02: Creative Approach as a Team to Improved Quality Metrics

Nancy Maulick, MHS; Keri Schittler, LPN

B03: Dialing Back: Opioid Transitions in a Family Medicine Residency Clinic

Rachel Franklin, MD; Kathryn Reilly, MD, MPH

B04: Evaluation of the Use of a Video Tutorial to Increase Rates of Advanced Care Planning

Rajesh Rajesh, MD

B05: In-Office Emergencies: A Team-Based Approach to a Successful Outcome (TBC)

Charles Haddad, MD; Judella Haddad-Lacle, MD

B06: Making the Case for Advocacy Education

Natalia Galarza Carrasco, MD; Kristina Diaz, MD

B07: Patient Perceptions of Arrival Time and Arrival Behaviors at a Family Medicine Residency Clinic

Jennifer Taylor, MPH, DHED, MCHES; James Ballard, EdD, MS;
Deanna Willis, MD, MBA; Scott Given, BS; Freyda Velazquez
Perez, MD, BS

B08: Reducing Wait Times in a Family Medicine Residency Ambulatory Clinic Using Lean Six Sigma: Lessons Learned, Tools Applied (TBC)

Gabriel Suarez

B09: Sparking Joy Instead of Burning Out: Reigniting the Flame in Family Medicine

Monica Kalra, DO; Laura Armstrong, MD; Samuel Wang, MD

B10: Utilization of the Myers-Briggs Personality Inventory to Build Emotional Intelligence and Improve Resident Self-Awareness

David DeWitt, MDiv, DMin, MDiv

8:30–9:30 am

General Session

Room: Valley of the Sun Ballroom

2019: A Banner Year for National and State Efforts to Advance Primary Care: A Review and Discussion of Implications

Ann Greiner, president and chief executive officer,
Patient-Centered Primary Care Collaborative, Washington, DC

This morning's presentation will address the initiatives on both the federal and state levels to strengthen primary care and the PCPCC's engagement with such efforts. These initiatives underscore the growing recognition that advanced primary care is foundational to population health approaches to improve value. Of particular focus will be CMMI's new primary care models which complement CPC+ and the growing number of states—10 and counting—that have introduced legislation to increase investment in primary care.

Learning Objectives

After the session, participants should be able to:

1. Learn about federal and state legislative/regulatory efforts to strengthen primary care enacted in 2019
2. Understand why having a standardized measure of primary care spend is so important, including raising visibility about the U.S. underinvestment in primary care and catalyzing additional investment in primary care
3. Learn about the latest research analyzing primary care investment at the state level by payer type, the relationship of primary care investment by states to key patient outcomes, and the limitations of this research



Saturday, December 7

9:25–10:25 pm Refreshment Break With Poster Session II

Dedicated Time **Room:** Valley of the Sun Ballroom Foyer

Student and Resident Posters

Room: Valley of the Sun Ballroom Foyer

9:25 am–3:30 pm (Dedicated Time: 9:25–10:20 am)

- P50: Care Transitions Made Safe and Simple: Listrunner Implementation**
Anna Worth, MD; Adam Johnston
- P51: Clinical Depression Pathway Implementation: Outcomes From Pilot Practices**
Michael Wright; Janelle Sharma, DNP; Deborah Bren, DO
- P52: Creating Tools for Success in Screening for and Treating Hepatitis C in the Primary Care Setting**
Jillian Gansert, MD; Katherine Mahon, MD
- P53: Development and Implementation of a Collaborative Obstetrical Continuity System in a New Family Medicine Residency (TBC)**
Michael Avila, MD; Mayline Nambela-Barlow, MD
- P54: Effect of Patient Outreach, Education, and Follow-Up on Rates of Colorectal Cancer Screening in Underserved Populations (TBC) (HE)**
Baharak Tabarsi, MD
- P55: Geriatrics eConsult Community Resource Portal and Navigation Service in the Los Angeles County Health Care Safety Net (HE)**
Olivia Ishibashi; Heather Schickedanz, MD
- P56: Improving Functionality of Residents' Attitudes Toward Epic EMR Problem Lists**
Elizabeth Hillebrand, MD; Nathaniel Miller, MD
- P57: Improving the Education and Completion Rate of Advance Directives in a Family Medicine Residency Program**
Sana Omair, MD; Angela Stallworth, MD; Tasha Garrett, MD, MS
- P58: Medication Reconciliation: "Doing the Right Thing by Doing It Right"**
Archana Kudrimoti, MD; Mary Saylor, MD; Nathaniel Stewart, MD

P59: Quality Improvement Projects as Training Tools for Family Medicine Residents and Faculty
Jester Galiza, MEd; Lydia Rolita, MD

P60: Rothman Index as a Predictor of 30-Day Hospital Readmission
Karissa Thal

P61: Shortening Hospitalization With Proper Disposition Planning: Clinical Documentation Review in a Family Medicine Residency Program
Richard Kozinski, MD; Joseph Hogue, MD, MBA; Edsel Sandoval, MD

P62: Treating Sepsis: Pushing the Boundaries in the Postacute Arena
Kevin Ly, MD

P63: Would an Educational Intervention Improve HPV Vaccination Rates in a Family Medicine Clinic?
Michael Dakkak, DO

Works in Progress Posters

Room: Valley of the Sun Ballroom Foyer

9:25 am–3:30 pm (Dedicated Time: 9:25–10:20 am)

- P03: Are No-Show Rates Impacted When Automated Reminder Calls Feature a Clinician's Voice? (TBC)**
Mary Stock Keister, MD
- P64: Part of a Whole: What We Are Missing With "No Show Rates"**
Rachel Carpenter, MD
- P65: Practice-Based Team Intervention to Decrease Sulfonylurea Use in the Elderly**
Monica Newton, DO; Amy Bailey, MD; Sara Reece, CDE, PharmD
- P66: Protein Calorie Malnutrition: The Importance of Proper Documentation**
Edsel Sandoval, MD; Richard Kozinski, MD; Joseph Hogue, MD, MBA
- P67: Raising Adult Immunization Rates**
Madalyn Schaeffgen, MD
- P68: Rediscovering Meaning in Your Work and Increasing Wellness Within a Family Medicine Residency Program**
Alethea Turner, DO; Dmitry Bisk, MD

Saturday, December 7

Works in Progress Posters *continued*

9:25 am–3:30 pm (Dedicated Time: 9:25–10:20 am)

P69: Resident and Staff Education to Improve Culturally Competent and Inclusive Health Care for LGBT patients (TBC)

Alicia Markley, PA-C; Jennifer Hammonds, LCSW

P70: Results of a Family Medicine Practice Redesign to Enhance Team-Based Care (TBC)

Gregory Stevens, PhD, MHS; Yaracel Montalvo; Jehni Robinson, MD

P71: Screening for Risky Alcohol Use at Two Prevea Health Family Medicine Clinics in Wisconsin

Joan Hamblin, MD

P72: Standardizing Well Child Checks at the Prevea Health Family Medicine Residency in Eau Claire, Wisconsin (TBC)

Aleksandra Babiarz, MD

P73: Starting the Discussion: Advance Care Planning in a Family Medicine Residency

Kristina Schlecht, MD

P75: The Referral Conundrum: Finding the Middle Ground

Nada Alsaiegh, MD, MPH; Natalia Galarza Carrazco, MD; Navaneeth Kumar, MD; Kristina Diaz, MD

P76: The Role of the Population Health Intern in Improving Hypertensive Patient Outcomes in Primary Care

Emily Manlove, MD

P77: The Voice: Councils in a Residency Program

Ann Thomas, MD; Pallavi Suvarna; Crystal Jones, RN, BSN; Heather Tyree, DO

P78: Use of 30-Minute Office Blood Pressure Monitoring to Improve Quality Metrics

Ann Philbrick, PharmD, BCPS, BCACP; Christopher Fallert, MD

P79: Using an Electronic Health Record for Research and Education in Family Medicine Practice: Opportunities and Challenges

Stephen Davis, MA; Richard Lord, MD, MA; Brittany Swain; Edward Ip, PhD; Julianne Kirk, PharmD, CDE, BCPS; Gail Marion, PhD, PA-C; Michelle Lynch

P80: Using the FMEA as an Innovative Tool to Educate and Enhance Resident Involvement in Patient Safety

Abiona Redwood, MD

P81: Utilizing Practice-Based Research Network to Teach and Implement Quality Improvement in Academic Family Medicine

Clarissa Hoff, MD, MPH

P82: Yuma on Call

Joseph Hogue, MD, MBA; Eduardo Sandoval; Arun Varughese, MD

P83: Matched In-Patient and Out-Patient Didactics in a Community-Based Residency Program

Adriana Linares, MD, MPH, DrPH

P84: Maternal Infant Dyad-Implementation: Collaborative Care Model for Perinatal Depression in Primary Care

Nelson Chiu, MD

P85: Outpatient Clinic Quality Improvement: Breast Cancer Screening Initiative

Shane Speirs; Henna Parmar, MS

Completed Project Posters

Room: Valley of the Sun Ballroom Foyer

9:25 am–3:30 pm (Dedicated Time: 9:25–10:20 am)

P86: Dementia: A First-Hand Experience.

Natalia Galarza Carrazco, MD; Daniel Placik, MD; Kristina Diaz, MD

P87: Get Faster! Teach Efficiency in the Clinic With a 1-Week Elective

Daniel Fisher, MD

P88: Is Population Health Management Even a Thing? A National Survey of Primary Care Clinics

Matthew Martin, PhD

P89: Methods to Achieve HTN Metric

Nancy Maulick, MHS; Keri Schittler, LPN, Clinical Coordinator

P90: Not Just a Shot in the Dark: A Structured Approach to HPV Vaccination

Amanda Alzayed, DO

Saturday, December 7

Completed Project Posters *continued*

Room: Valley of the Sun Ballroom Foyer

P91: Outpatient Blood Pressure Recheck Quality Improvement Project

Renato Vieira, MD; Merima Bucaj, DO

P92: Pediatric Developmental Screening: Barriers and Opportunities

Celeste Song, MD, MEd; Kayla Berigan, MD; Yuan Yao, MD, MBA

P93: Retrospective Analysis of Fibromyalgia Innovation Project

Bushra Atta Ur Rehman

P94: Utility of Subsequent Annual Medical Wellness Visits

Evelyn Sbar, MD

P95: Where's Your Record? Using PDSA Cycles to Improve Medical Record Acquisition in Our Practice

Pamela Obi, MD

P96: Why Butts Matter: A Primary Care Approach to Lung Cancer Screening

Frank Sperrazza, DO; Melanie Johnson, MPA

Transition Break

10:20–10:30 am

Lectures

10:30–11:30 am

L040: Diabetes Health Partnership: Engaging Vulnerable Patients and Addressing Social Determinants (HE)

Elise Butkiewicz, MD

Room: Valley of the Sun A

L052: How Do Registries, Population Health, and Quality Metrics Effect Resident Education and Patient Care?

David Voran, MD

Room: Valley of the Sun B

L053: Risk Adjustment and HCCs: "Mythical" Beasts and Where to Find Them

Ryan Mullins, MD

Room: Valley of the Sun D

L054: Growing Certified Medical Assistant Talent (TBC)

Margaret Day, MD, MSPH;

Jeanette Linebaugh, MSN, RN, OCN

Room: Valley of the Sun E

L055: Team-Based Care: Expanding Your Team (TBC)

Stacey Bartell, MD; Lauren Carney, DO;

Renee Stechow, NP, FNP-BC, WHNP-BC; Jamila Taylor, MD

Room: Encanto A

L056: Transitions of Care Clinic: Thinking Outside the Clinic Walls to Improve Hospital Transitions

Karen Halpert, MD; Rayhaan Adams, LCSW, MSW;

Amir Barzin, DO, MSc

Room: Estrella

L057: Integrating a CHW Into a Residency Clinic: Two Clinics' Learnings (TBC)

Patricia Adam, MD, MSPH, MSPH

Room: Laveen A

L058: Making the Shift From "I" to "We": Addressing Population Health Through Team-Based Care

Christina Brown, MA, NLC, EMT, CPHQ;

Lauren Yaroch, BSN, RN, CPHQ

Room: Laveen B

L059: My MA Is My Scribe! Tools to Evaluate and Improve Team-Based Documentation Support (TBC)

Heather Holmstrom, MD; Kathy Cebuhar, MA, LPC;

Peter Smith, MD; Mary McDaniel, MSN, RN

Room: Maryvale A

11:30 am–12:30 pm Lunch

On Your Own

Lectures

12:30–1 pm

L061: Introducing Culinary Medicine to Family Medicine Residents: A Hands-On Approach

Alyssa Vela, PhD; Jennifer Carty, PhD

Room: Valley of the Sun A

L062: It's Not Me, It's You: A 3-Year Analysis of MA Turnover in an Advanced Primary Care Practice

Aimee English, MD, BA, BS; Corey Lyon, DO; Peter Smith,

MD; Kathy Cebuhar, MA, LPC; Drew Ashby, MD

Room: Valley of the Sun B

Saturday, December 7

Lectures *continued*

12:30–1 pm

L063: Launching a Trauma Screening and Treatment Program: Using PDSA Cycles to Promote Enterprise-Wide Implementation and Viability

Kurt Lindeman, MD; William Sieber, PhD

Room: Valley of the Sun D

L064: Launching Improvements in Opioid Management: Development and Use of a Six Building Blocks Guide for Primary Care Practices

Laura-Mae Baldwin, MD, MPH; Michael Parchman, MD, MPH; Brooke Ike, MPH

Room: Valley of the Sun E

L065: Lessons Learned in Development of Multidisciplinary Transitional Care Team

Amber Porter, DNP, FNP; Amber Porter, DNP, FNP

Room: Estrella

L066: Leveraging Technology in Clinical Practice: Promoting Transparency in Performance

Andrew Albano, DO

Room: Laveen A

L067: MedCat Companions: Connect Beyond Medicine

Alaina Martinez, BS

Room: Laveen B

L068: Overview and Assessment of Integration of Pharmacy Technician Services in Primary Care

Nicholas Cox, PharmD, BCACP; Sarah Barker

Room: Maryvale A

L069: Partnering With the Fire Department: Reducing ED Visits and Helping With Transitions of Care

Douglas Rose, MD, MBA; Mililani Trask-Batti, MD, MPH;

Kallan Ross, MD, MBChB

Room: Maryvale B

L070: Developing and Implementing Interdisciplinary Care Teams in a Family Medicine Program

Jason Leubner, MD; Jeffrey Wolfrey, MD; Mark Davenport

Room: Encanto A

L072: Launching Concurrent MAT and IPC Programs in a Residency to Response to a Community Opioid Crisis

Jason Marker, MD, MPA

Room: Valley of the Sun B

L073: Medical Assistant Office Champions for Addressing Social Determinants of Health (TBC)

Sarah Coles, MD; Claudia Arana

Room: Valley of the Sun D

L074: Medical Assistants as Health Coaches? An Effectiveness Outcome Study

Matthew Martin, PhD; Siddhartha Angadi, PhD,

Mindy McEntee, PhD; Rodger Kessler, PhD, ABPP

Room: Valley of the Sun E

L075: Physician and Staff Motivators to Improve Quality Metrics

David Serlin, MD; Heather Moore; Christina Funk

Room: Encanto A

L076: Why Patients Go to the Emergency Department for Nonemergent Concerns and How to Impact Some of These Factors

John Malaty, MD; Cindy Lasley, MS, BSN; Elvira Mercado, MD;

Reathe Felder, APRN, MHA; Peter Carek, MD, MS

Room: Estrella

L077: Point-of-Care Office Pulmonary Function Testing to Improve Resident Education, Clinical Decision Making and HEDIS Scores

Dale Agner, MD

Room: Laveen A

L078: Promoting Collaborative “Solutions” for Preventing Burnout in Community Based Faculty

Kenneth Barning, MD; Sanjit Juneja; Shruti Varadarajan, MD;

Mohammad Zare, MD, MS; Avinash Thangirala;

Jennifer Lahue, MBA, RN, BSN

Room: Laveen B

L088: The Role of the Primary Care Clinic in Pediatric Obesity

Jennifer Budd, DO; Cherylyn Wicks, MD

Room: Laveen B

L080: Redirecting Traffic: Primary Care Interventions to Reduce ED Utilization

Adam Roise, MD, MPH; Emily O'Brien, PharmD, BCACP

Room: Maryvale B

Lectures

1:10–1:40 pm

L060: Behavioral Health Collaborative Care: The Michigan Medicine Model for Integration (TBC)

Kathryn Harnes, MD, MHSA; Manasi Ramakrishnan, MBBS

Room: Valley of the Sun A

Saturday, December 7

Lectures

1:50–2:20 pm

L005: Accelerating Integrated Care Through ECHO: A Collaborative Learning Network in Arizona

Matthew Martin, PhD

Room: Valley of the Sun D

L081: Safety Matters: When Doctors, Nurses and Staff Collaborate to Care for Unstable Patients and Reduce Risk

Kristina Gracey, MD, MPH; Jillian Joseph, MPAS, PA-C; Natalia Besette, CMA, EMT; Timothy Clark, BA

Room: Valley of the Sun A

L082: Shared Decision-Making in Cancer Screening: Strategies to Implement in a Busy Clinic

Sarina Schrager, MD, MS

Room: Valley of the Sun B

L084: Standardization of Medication Inventory in Outpatient Family Medicine

Frances Tepolt, MD

Room: Valley of the Sun E

L085: Tackling the January Effect: Consent Forms, Insurance Changes, and Resident Volume Increases

Deanna Willis, MD, MBA; Freyda Velazquez Perez, MD, BS

Room: Encanto A

L086: Taking Pride in Our Patients: Opening LGBT-Friendly Dialogue (HE)

Jeffrey Zeleznik, DO

Room: Estrella

L087: Taking the Pain Out of Opiate Reduction

Cynthia Jeremiah, MD; Mary Lindholm, MD

Room: Laveen A

L079: Quality of Life, THE Marker for Weight Loss Success

Shawn Holcomb, DO

Room: Maryvale A

L089: The Transformative Effect of Medical Narrative: How to Fight Stress and Burnout Through Patient-Centered Essays

Fabrizia Faustinella, MD, PhD, FACP; Roger Zoorob, MD, MPH; Fareed Khan, MD

Room: Maryvale A

L090: Think Out of the Box: How to Increase Pediatric Patient Numbers at Primary Care Clinic

Suhail Shaikh, MD, MBA

Room: Maryvale B

Lectures

2:30–3:30 pm

L091: Uncovering the Unseen: Introducing Importance of Ethnography in Integrated Behavioral Health Impact Evaluations

Deepu George, PhD

Room: Valley of the Sun A

L092: AI and Machine Learning: What Does It Mean for Primary Care?

Steven Waldren

Room: Valley of the Sun B

L093: CPC+: Lessons Learned With Implementation at Michigan Medicine

Kathryn Harmes, MD, MHSA; John Tranfaglia;

Anna Laurie, MD

Room: Valley of the Sun D

L094: Prior Authorizations Are Ruining Practice: How Should We Respond?

David Swee, MD

Room: Valley of the Sun E

L095: Promoting Engagement for the Safe Tapering of Opioids/Benzodiazepines

Paul Hershberger, PhD; Angela Castle, MA, LPCC-S

Room: Encanto A

L096: Sprint! An Optimization Program to Improve Efficiency, Satisfaction, and Teamwork by Rapidly Reducing EHR Burden (TBC)

Heather Holmstrom, MD; Christine Gonzalez, CSM

Room: Estrella

L097: Sustaining Success: Developing an Ambulatory Practice Toolkit to Maintain Quality Improvement Gains

John Stoeckle, MD, CHQS; Deborah Bren, DO;

Janelle Sharma, DNP

Room: Laveen A

L098: Tales of Transformation: Transitional Care Management

Elise Butkiewicz, MD; Antonia Carbone, PharmD

Room: Laveen B

L099: Team-Based Approaches to Addressing Cost of Medications

Angie Lanigan, RDN; Christina Hester, PhD, MPH

Room: Maryvale A

Saturday, December 7

Lectures *continued*

2:30–3:30 pm

L100: The ABCs of CG CAHPS: An Interactive Session on Improving Patient Experience

Shannon Voogt, MD

Room: Maryvale B

3:30–4 pm Refreshment Break With Conference Partners

Last Time to View Poster Session II
Room: Valley of the Sun Ballroom Foyer

Lectures

4–4:30 pm

L101: Transitional Care Management Clinic to Improve Patient Care and Reduce Readmissions

Elvira Mercado, MD; Kim Lynch, MSHI;

Reathea Felder, APRN, MHA

Room: Valley of the Sun A

L102: Using Virtual Scribes for Note Completion— An Unobtrusive Strategy to Combat Burnout by Improving Note Completion Time

Mark Scott, MD

Room: Valley of the Sun B

L103: Using Pay-for-Performance to Reduce Health Disparities: What Have We Learned? (HE)

Alex Conway, MPH; Roli Dwivedi, MD

Room: Valley of the Sun D

L104: Using Quality Improvement Processes to Increase Behavioral Health Screening at University-Based Primary Care Practices

Katrin Seifert; William Sieber, PhD

Room: Valley of the Sun E

Lectures

4–5 pm

L105: Team-Based Approaches to Transition-of-Care Management (TBC)

Jennifer Ryal, MD; Margaret Baumgarten, MD; Hemal Patel

Room: Encanto A

L106: The Primary Care Medical Scribe: The Development and Implementation of an Innovative Program and Curriculum

Jacob Anderson, DO; Jeffrey Wolfrey, MD;

Beth Anne Martin; Emily Mallin, MD, FACP

Room: Estrella

L107: The Third Conversation: A Promising Pathway for Improving Wellbeing for Clinicians and Patients

Deborah Bren, DO; Lauren Sogor, MPH

Room: Laveen A

L108: Two for One: Engaging Physicians and Teams in Quality Improvement Through Performance Improvement Achievement

Robyn Wearer, MA, RD; Elizabeth Bishop, PhD, MS;

Bonnie Jortberg, PhD, RD, CDE

Room: Laveen B

L109: Using the Psychiatric Collaborative Care Management Model to Address Behavioral Health Issues (TBC)

Thomas Weida, MD; Jane Weida, MD

Room: Maryvale A

L110: Your Next Patient is Virtual: Training in Social Determinants (HE)

Paul Hershberger, PhD; Yong Pei, PhD; Sabrina Neeley,

PhD, MPH; Matthew Davis; Angela Castle, MA, LPCC-S

Room: Maryvale B

Lectures

4:40–5:10 pm

L111: Using the PDSA Cycle for Provider and Team Wellness in a Family Medicine Office

Maritza De la Rosa, MD; Emmanuelle Ruocco;

Chantal Brazeau, MD; Ping-Hsin Chen, PhD

Room: Valley of the Sun A

L112: Virtual Visits: Implementing Video Technology to Manage Chronic Conditions in a Family Medicine Residency Clinic

Lauren Snyder, MD

Room: Valley of the Sun B

L113: Wellness Curriculum to Cultivate Culture Change: A Residency Program's Challenging Journey to Wellness

Alicia Markley, PA-C; Jennifer Hammonds, LCSW

Room: Valley of the Sun D

Sunday, December 8

7:30–9 am

Conference Registration

Room: Valley of the Sun Ballroom Foyer

7:30–8 am

Coffee Service

Room: Valley of the Sun Ballroom Foyer

8–9 am

Closing General Session

Room: Valley of the Sun Ballroom



Community-Practice Partnerships for Health

J. Lloyd Michener, MD

professor of family medicine and community health, director of the Duke Center for Community Research, and clinical professor in the Duke School of Nursing Duke University, Chapel Hill, NC

Improving outcomes within the practice is critically important, but many illnesses have their roots in the community. Community-led programs can powerfully affect these root causes, are already underway in communities across the country, and offer the opportunity for partnerships that have effects far beyond what any practice can achieve. This presentation will discuss and describe lessons learned across several hundred diverse partnerships for establishing, working within, and sustaining practice-community partnerships for health.

Learning Objectives

After the session, participants should be able to:

1. Discuss the dynamics driving multisector partnerships for health
2. Describe examples of successful practice-community partnerships
3. Outline practical steps to take (and avoid) in establishing, working within, and sustaining partnerships with community agencies

**Discount
Price \$20**



Dr Michener's book *The Practical Playbook II* (the definitive guide to the secret sauce of improving public and population health) is available for purchase at the STFM Registration Desk.

Nontraditional collaborations have produced some of the most sweeping, health-improving results in recent memory. But whether it's public or private, cross-discipline, or interagency, the formula for identifying these partnerships, not to mention making them work, remains very much in progress.

The Practical Playbook II is the first resource to elucidate what works (and what doesn't) when it comes to collaborating for change in and around health. It brings together voices of experience and authority to answer this topic's most challenging questions and provide guideposts for applying what they've learned to today's thorniest problems.

9 am

Conference Adjourns

Scholarship Citation

The Conference on Practice & Quality Improvement *H. Winter Griffith* Resident Scholarship for Excellence in Practice Improvement and Patient-centered Care

2019 Resident Scholarship

Andrew Telzak, MD

Montefiore Medical Center
3544 Jerome Ave
Bronx, NY 10467
Email: atelzak@montefiore.org
Program Director: Mary Duggan, MD

I am honored to be the recipient of the H. Winter Griffith Scholarship for Excellence in Practice Improvement in Patient-Centered Care. Below is a summary of some of the work we have done to improve care for patients with Limited English Proficiency at Montefiore.

In the Bronx, roughly one quarter of the population have Limited English Proficiency (LEP). Countless studies, locally and nationally, have identified this as a vulnerable population with worse health outcomes than English proficient individuals. Despite a robust legal framework requiring trained interpreter usage, as well as expanded access to interpreters, disparities in outcomes have persisted, and interpreter usage has remained inconsistent.

We convened an interdisciplinary team with the Heart Failure Readmission Reduction Program, the interpreter services department, and nursing staff on each inpatient floor to design a pilot program to provide in-person interpreter services for Spanish speaking patients admitted with acute heart failure exacerbations. Our primary outcome was 30-day readmission rates, with attendance at discharge follow-up appointments (primary care and cardiology) measured as secondary outcomes. During the 6 months of our study, we showed a decrease in 30-day readmission rates, as well as an increase in attendance at post-discharge appointments (both primary care and cardiology), for Spanish speaking patients with heart failure. Despite the many challenges of designing interdisciplinary improvement projects in large medical systems, our pilot program provides evidence for aligning stakeholder interests to reduce disparities in care. We plan to continue building on this project to improve care for our patients with LEP.

Scholarship Presenter: Kyle Knierim MD, Conference Chair

NOTE: For more information about this year's scholars, please visit the residents at their posters in the conference poster hall (*Valley of the Sun Ballroom Foyer*).

For more information about the H. Winter Griffith Resident Scholarship, visit: stfm.org/awardsscholarships/scholarships/hwintergriffithresidentscholarship/overview/ or contact:

Ray Rosetta, CMP
Director of Conferences
Society of Teachers of Family Medicine
Phone: 800.274.7928, ext. 5412, or email: rrosetta@stfm.org

2019 Resident Team Scholarship

Yu (Jen) Lun, MD, Ashley Meyr, MD, Deanna Chavez, MD, Elizabeth Keegan Garrett, MD (faculty mentor)

Montefiore Medical Center
Saint Louis University–Family Medicine Residency at St. Louis
6420 Clayton Road, Room 2234
St. Louis, MO 63117
jen.lun@health.slu.edu

Thank you to the Society of Teachers of Family Medicine for choosing our team as the recipient of the H. Winter Griffith Scholarship for Excellence in Practice Improvement in Patient-Centered Care. We are honored to present our work and share our process for patient-focused group-centered care at the Family Care Health Center.

Our family medicine residents train at Family Care Health Center-Holly Hills, a FQHC in an urban underserved neighborhood in St. Louis. As with all FQHCs, most of our patients have poor access to healthcare. Our goal is to mitigate the difficulty our patients have to access comprehensive diabetes related healthcare services by providing them with a one-stop shop where all their needs can be met. Luckily, our clinic is designed in such a way that many healthcare services are housed under one roof, including adult medicine, pediatrics, obstetric/gynecology, psychology, psychiatry, pharmacy, dental, optometry and nutrition. By harnessing the services already available at our clinic, we decreased our patients' barrier to care by providing all services during one visit.

Diabetes clinic begins with data mining through our EHR system for patients with elevated A1c. Select patients were invited to the half-day diabetes clinic by our community health worker. Pre-clinic planning was done by physicians and included recent A1cs, eye exams, foot exams, and vaccination records. Pre-and post-clinic surveys were conducted and showed patients' increased comfort in self-management of diabetes and improvement in knowledge of diabetes. Surveys also showed that the patients' perception of the importance of controlling diabetes increased as well. We hope to continue and expand our diabetes clinic to our sister clinic and to carry out Spanish-speaking diabetes clinics to reach our Spanish-speaking patient population.

Scholarship Presenter: Kyle Knierim MD, Conference Chair

NOTE: For more information about this year's scholars, please visit the residents at their posters in the conference poster hall (*Valley of the Sun Ballroom Foyer*).

For more information about the H. Winter Griffith Resident Scholarship, visit: stfm.org/awardsscholarships/scholarships/hwintergriffithresidentscholarship/overview/ or contact:

Ray Rosetta, CMP
Director of Conferences
Society of Teachers of Family Medicine
Phone: 800.274.7928, ext. 5412, or email: rrosetta@stfm.org

Award Citation

FPM Award for Excellence in Practice & Quality Improvement Co-sponsored by *Family Practice Management*

2019 FPM Quality Award Winner

Uchenna Emeche, MD

Associate Medical Director
Medstar Franklin Square Family Health Center
9101 Franklin Square Drive, Suite 300
Baltimore, MD 21237
Uchenna.Emeche@medstar.net

The high costs associated with US health care spending have not led to better health outcomes when compared to other developed nations. It has been shown that health care contributes only 20% to overall population health. On the other hand, socioeconomic factors account for 50%, physical environment 10%, and health behaviors 30%. Based on population studies, 5% of the population accounts for 50% of health care costs. Research suggests that the United States may be addressing social needs through the health care system in a manner that yields poorer health outcomes at higher cost.

New models of care are emerging to address this plurality of health determinants and the crisis of low value health care. We employed segmentation, which involves population stratification and targeted resource allocation, ensuring that each segment receives the resources necessary to meet their needs; in this way, each group gets exactly what they need, eliminating waste, redundancy, and unintentional scarcity.

We found that our frequently hospitalized patients tended to be both medically and socially complex, struggling with various social determinants of health, such as unstable housing and unreliable transportation. In order to effectively address both aspects, we formed a core team, consisting of a community health advocate and social worker who address chronic disease management and social determinants, respectively. The team also includes a physician program manager and the patient's primary care provider. We perform monthly home visits and weekly phone calls to establish rapport, an action plan, and address social determinants, as well as other urgent issues. We work with patients to identify exacerbation symptoms and to plug them back into activities they enjoyed before becoming ill.

Since 2015, we've served 114 patients. We currently have 23 patients enrolled. We've seen reductions in both hospital admissions and hospital charge data. Hospital charges for these patient's decreased from \$1,398,665 to \$317,999.

Award Presenter: Sarina Schrager, MD, MS, Medical Editor, Family Practice Management (FPM)

NOTE: For more information about this year's scholars, please visit the residents at their posters in the conference poster hall (*Valley of the Sun Ballroom Foyer*).

For more information about the FPM Award, visit: stfm.org/awardsscholarships/scholarships/hwintergriffithresidentscholarship/overview/ or contact:

Leigh Ann Backer
Executive Editor

Family Practice Management, American Academy of Family Physicians
Phone: 913.906.6000, ext. 5138, or email LBacker@aafp.org



Presentations Tracked by Topic Interest

The conference steering committee has identified sessions within the following audience-topic areas. Use the session code to search online stfm.org/conferences/generalinformation/cpqjarchives/ or in the mobile app for complete presentation information.

Team-Based Care

Scholarly Topic Roundtable Discussions

B01: Changes in Workflow and Management of No-Shows to Improve Medical Care at a PCMH Residency-Based Medical Clinic

B05: In-Office Emergencies: A Team-Based Approach to a Successful Outcome

B08: Reducing Wait Times in a Family Medicine Residency Ambulatory Clinic Using Lean Six Sigma: Lessons Learned, Tools Applied

Lectures: 30-minutes

L060: Behavioral Health Collaborative Care: The Michigan Medicine Model for Integration

L073: Medical Assistant Office Champions for Addressing Social Determinants of Health

Lectures: 60-minutes

L036: Complex Case Conference: A Learning Experience in Expanding the System for Better Patient Care and Provider Satisfaction

L054: Growing Certified Medical Assistant Talent

L055: Team-Based Care: Expanding Your Team

L057: Integrating a CHW Into a Residency Clinic: Two Clinics' Learnings

L059: My MA Is My Scribe! Tools to Evaluate and Improve Team-Based Documentation Support

L096: Sprint! An Optimization Program to Improve Efficiency, Satisfaction, and Teamwork by Rapidly Reducing EHR Burden

L105: Team-Based Approaches to Transition-of-Care Management

L109: Using the Psychiatric Collaborative Care Management Model to Address Behavioral Health Issues

Poster Completed Projects

P38: A Care Team Approach to Reducing Disparities in Colorectal Cancer Screening Among Hispanics

P41: Challenges of Implementing Open Access Scheduling in an Academic Family Medicine Clinic

P48: Interprofessional Collaborative Practice—Using an Educational Case-Based Exercise as an Intervention and Assessment Tool

Works-In-Progress Posters

P03: Are No-Show Rates Impacted When Automated Reminder Calls Feature a Clinician's Voice?

P14: From Chaos to Coordination: Strategies for Implementing a Residency Team-Based Complexity Care Model

P15: Having Goals of Care Conversations When They Are Useful: Engaging the Entire Primary Care Team

P21: Implementation of a Protocol for TCM Across a Diverse Outpatient Network Improves Hospital Readmission Rate

P33: Knowledge and Attitudes of Support Staff Toward Group Medical Visits at an Academic Family Medicine Health Center

P69: Resident and Staff Education to Improve Culturally Competent and Inclusive Health Care for LGBT Patients

P70: Results of a Family Medicine Practice Redesign to Enhance Team-Based Care

P72: Standardizing Well-Child Checks at the Prevea Health Family Medicine Residency in Eau Claire, Wisconsin

Seminars

S01: Family Medicine Resident Engagement in Team Care Clinics: Emerging Best Practices and Lessons Learned

S02: How Does Your Garden Grow? Complex Adaptive Systems and the Cultivation of High Performing Ambulatory Teams

Student and Resident Posters

P53: Development and Implementation of a Collaborative Obstetrical Continuity System in a New Family Medicine Residency

P54: Effect of Patient Outreach, Education, and Follow-Up on Rates of Colorectal Cancer Screening in Underserved Populations

Health Equity

Lectures: 30-minutes

L009: So You Are in an ACO, How Do I Manage These High Utilizers?

L018: Changing the Lens: Uncontrolled Type 2 DM in Underserved Populations

L030: Health Care Disparities in a US-Mexico Border City

L086: Taking Pride in Our Patients: Opening LGBT-Friendly Dialogue

L103: Using Pay-for-Performance to Reduce Health Disparities: What Have We Learned?

Health Equity *continued*

Lectures: 60-minutes

- L033: A New Approach to Modeling Population Need for Primary Care Services
- L034: A Playbook to Address Social Determinants and Promote Health Equity
- L035: Caring for the Underserved: Addressing A Community's Social Needs Without a Social Worker
- L040: Diabetes Health Partnership: Engaging Vulnerable Patients and Addressing Social Determinants
- L057: Integrating a CHW Into a Residency Clinic: Two Clinics' Learnings
- L110: Your Next Patient is Virtual: Training in Social Determinants

Completed-Project Posters

- P38: A Care Team Approach to Reducing Disparities in Colorectal Cancer Screening Among Hispanics

Work-In-Progress Posters

- P69: Resident and Staff Education to Improve Culturally Competent and Inclusive Health Care for LGBT patients

Seminar

- S05: Social Determinants of Health Use for Improvement of Medical Care in a Community-Based Program

Student and Resident Posters

- P54: Effect of Patient Outreach, Education, Follow-up on Rates of Colorectal Cancer Screening in Underserved Populations
- P55: Geriatrics eConsult Community Resource Portal and Navigation Service in the Los Angeles County Health Care Safety Net

General Conference Information

Conference Location

Sheraton Grand Phoenix Hotel
340 North 3rd Street, Phoenix, AZ 85004
Phone: 602.262.2500

Hotel Fitness Facilities

The Sheraton Grand Phoenix Hotel fitness facilities are free to all guests of the hotel and are open 24-hours/day.

Ground Transportation

The Sheraton Grand Phoenix Hotel does not provide shuttle service to and from the Phoenix Sky Harbor Airport. Other transportation options include:

Super Shuttle (*supershuttle.com*) fares vary based on type of service. Average round-trip fare from airport to downtown is \$20.

Uber/Lyft are available at Phoenix Sky Harbor Airport, and fares may vary. Average one-way fare from airport to downtown is \$15. Confirm rate before booking.

Taxi services are also available from Phoenix Sky Harbor Airport, and fares may vary. Average one-way fare from airport to downtown is \$20. Confirm rate before hiring.

CME/CNE Credit

This Live activity, 2019 Conference on Practice & Quality Improvement, with a beginning date of 12/05/2019, has been reviewed and is acceptable for up to 15.25 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. Preconference workshops on Thursday, December 5 will be included in the conference CME and CNE. AAFP Prescribed credit is accepted by the American Medical Association as equivalent to AMA PRA Category 1 Credit™ toward the AMA Physician's Recognition Award. When applying for the AMA PRA, Prescribed credit earned must be reported as Prescribed credit, not as Category 1. CME activities approved for AAFP credit are recognized by the AOA as equivalent to AOA Category 2 credit.

AAFP Prescribed credit is accepted by the following organizations. Please contact them directly about how participants should report the credit they earned.

- American Academy of Physician Assistants
- National Commission on Certification of Physician Assistants
- American Nurses Credentialing Center
- American Association of Nurse Practitioners
- American Academy of Nurse Practitioners Certification Program
- American Association of Medical Assistants
- American Board of Family Medicine
- American Board of Emergency Medicine
- American Board of Preventative Medicine
- American Board of Urology

Conference Refund Policies

Registration Refund Policy (on or before November 5, 2019)

If a registrant determines they cannot attend a conference for personal or work reasons, requests for refunds must be received in writing by STFM to receive a 50% registration fee refund.

Registration Refund Policy (after November 5, 2019)

If a registrant is unable to attend the conference due to weather, medical, or life emergencies occurring at the time of the conference, they may be eligible for a 50% refund, as defined below:

Weather: If registrant is unable to attend because of a weather emergency due to cancellations by airline or airport, registrant must show that they attempted to re-schedule their travel arrangements but could not get to the conference during the official conference dates. In the event of such cancellation request by a conference registrant, the registrant must provide STFM with official documentation to support their request.

Medical, death or life-threatening illness pertaining to attendee, spouse, parent, child, grandparent, brother, sister:

No refunds will be issued later than 1-week after the conference.

In the unlikely and extreme event that STFM is forced to cancel a conference, STFM is not responsible for fees or penalties that conference registrants may incur for non-refundable airline tickets or hotel deposits.

Photo/Video Permission

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



2019 Conference Partners

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American Academy of Family Physicians
• Practice Advancement
• Health of the Public and Science

2019 Conference Steering Committee

STFM extends its gratitude to the conference steering committee for their time and expertise in planning this year's conference.

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University of Colorado, Denver

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Providence Family Medicine Residency, Plymouth, MI

Stacy Brungardt, MA, CAE
Society of Teachers of Family Medicine, Leawood, KS

Charles Eaton, MD, MS, Conference Cochair
Memorial Hospital of Rhode Island/Brown University,
Department of Family Medicine, Pawtucket, RI

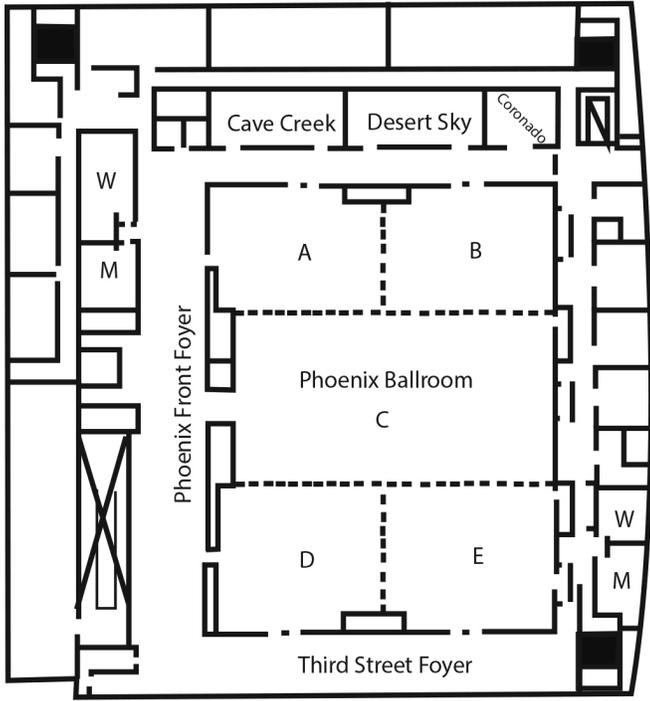
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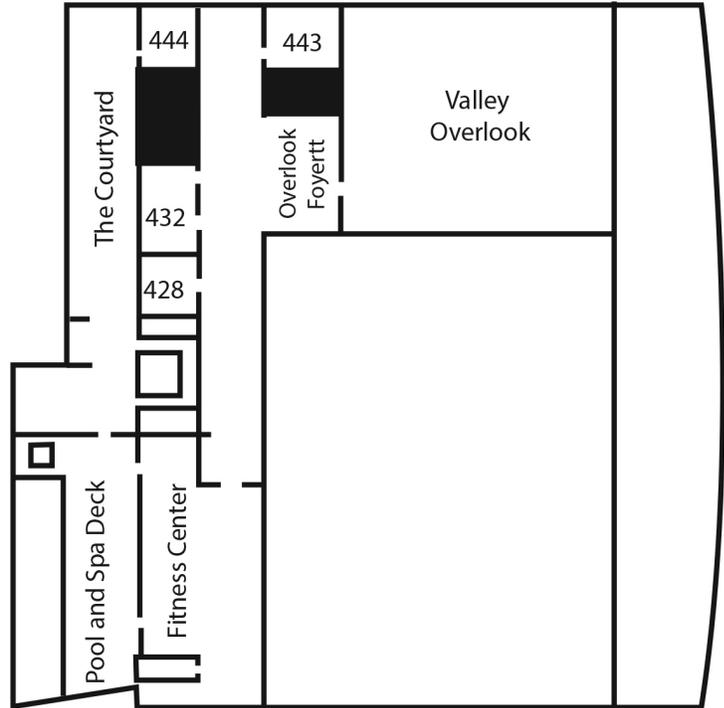
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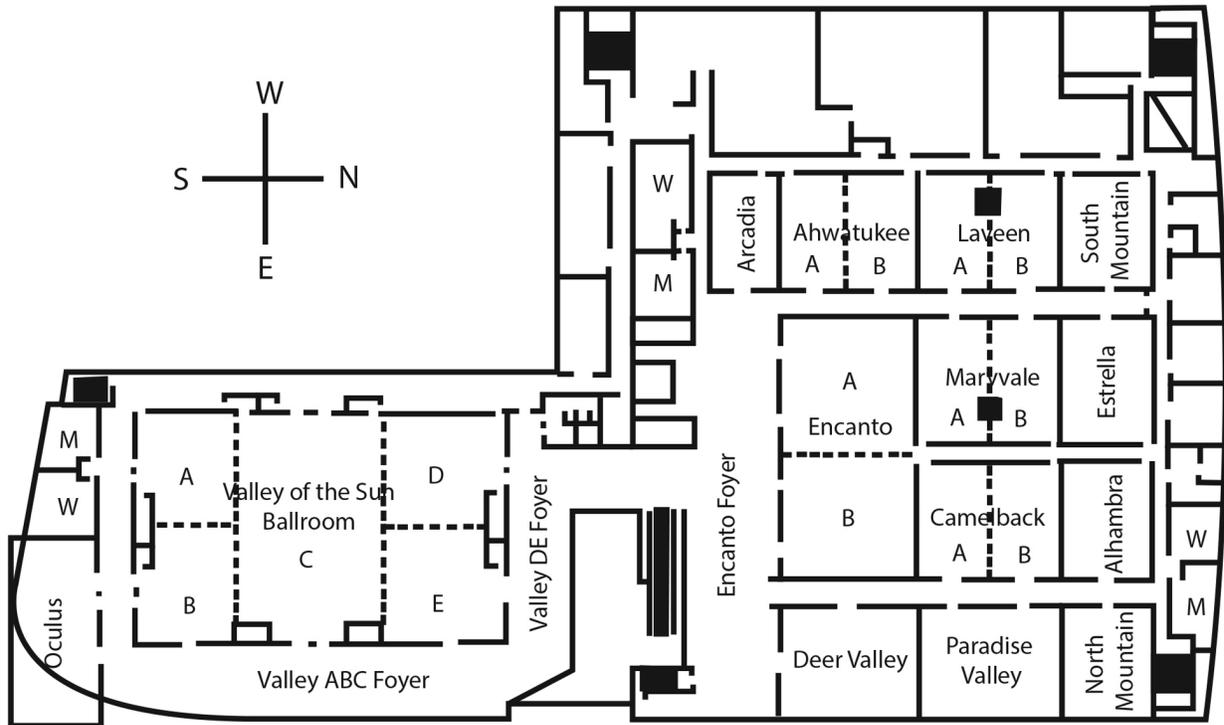
Hotel Map of Meeting Rooms



Third Level



Fourth Level



Second Level

