

Blueprint for the Medical Home

Conference on

Practice Improvement

**December 4-7, 2008
Hyatt Regency Savannah
Savannah, Ga**

Sponsored by



**AMERICAN ACADEMY OF
FAMILY PHYSICIANS**
STRONG MEDICINE FOR AMERICA

Here's what this conference will offer you and your team...

The Future of Family Medicine project has changed the way we look at our practices. This applies to residency program practices, multi-specialty practices, as well as the solo practice.

2008 Conference Highlight:

- Collaborative teams and exemplary methods of patient empowerment
- Importance of technology in practice to all
- Blueprint “Basics” for the Medical Home
- Advanced Concepts
- Medical Team Focus

2008 Conference Topics:

- group visits
- advanced access
- patient education and self assessment
- EHR readiness and selection
- quality improvement
- quality recognition
- the idealized micro practice
- team care

Target Audience

- physicians
- faculty
- residents
- medical students
- physician assistants
- nurse practitioners
- nurses
- medical assistants
- pharmacists
- social workers
- patient educators
- certified health education specialists
- dieticians

Conference Goals

- (1) Offer practical skills, information, and resources that will enable attendees to create the patient centered medical home in their offices.
- (2) Enhance interdisciplinary education and team development that supports practice improvement, and produces optimal self-management support.
- (3) Encourage the creation of interest groups and networks for the exchange of good ideas and best practices in the transformation of outpatient medical care.

High-Impact Plenary Sessions

- **“From Theory to Practice: Partnerships for Making the Medical Home Work”**—*Rhonda Medows, MD, FAAFP, Commissioner, Georgia Department of Community Health*
- **“The Patient Centered Medical Home: An Educational and Practice Challenge”**—*Greg Pawlson, MD, MPH, Executive Vice President, National Committee for Quality Assurance, Washington, DC*
- **“Evidence, Technology, and the Patient-centered Home”**—*Mark Ebell, MD, MS, Director, Predoctoral Education, Medical College of Georgia*

Thought-provoking Seminars, Lectures, Papers, and Posters

Participate in a variety of CME/CEU seminars, lectures, paper presentations, and network with research and scholastic poster presenters. Gain practical skills to increase patient satisfaction and assure high quality care. Take away team strategies for your practice, residency program, or primary care setting.

Hands-on, Skill-building Preconference Workshops

- “Current Procedural Terminology (CPT) Simplicity”
- “Conference on Practice Improvement Learning Collaborative: A Partnership With TransforMED”

Educational Poster Displays and Exhibits

View colleagues' posters and learn about new programs, products, and research. Visit with industry exhibitors and family medicine residency programs to pick up helpful materials and resources for practice improvement and patient education. For complete exhibit information and application to exhibit, visit www.stfm.org/pec.

Unlimited Networking Opportunities

Share your ideas and strategies with other primary care educators and practice team members who share a common interest in the new family medicine medical home.

Conference Schedule At-a-Glance

Thursday, December 4

- 1–5 pm **PRECONFERENCE WORKSHOPS** (See page 5 for additional information.)
PR1: “Current Procedural Terminology (CPT) Simplicity” —Tom Weida, MD, Milton S. Hershey Medical Center, Hershey, Pa
PR2: “Conference on Practice Improvement Learning Collaborative: A Partnership With TransforMED”
- 5:30–6 pm First-time Attendees’ and Presenters’ Orientation
- 5:30–7:30 pm Opening Reception with Exhibits and Poster Session

Friday, December 5

- 7 am–5:30 pm Conference Registration
- 7–8 am Continental Breakfast With Exhibitors and Poster Presenters
- 7 am–3:15 pm Exhibits and Posters Open
- 8:15–9:45 am **PLENARY SESSION: “From Theory to Practice: Partnerships for Making the Medical Home Work”**—Rhonda Meadows, MD, FAAFP, Georgia Department of Community Health
- 9:45–10:15 am Refreshment Break in Exhibit Hall
- 10:15–11:45 am Concurrent Educational Sessions
- 11:45 am–12:45 pm “Build a Lunch” With Exhibitors
- 12:45–5:30 pm Concurrent Educational Sessions
- 3–3:15 pm Refreshment Break: Last Chance to Visit Exhibits
- 6:30 pm Dine-out Groups—Make New Friends Over Dinner (sign-up sheets will be posted at the conference.)
- 6:30–9:30 pm **OPTIONAL SESSION: “Improving Children’s Health by Addressing Family Tobacco Use”**
(See page 5 for additional information. No additional fee.)

Saturday, December 6

- 7 am–5 pm Conference Registration
- 7–8 am Continental Breakfast With Special Interest Roundtables
- 8:15–9:45 am **PLENARY SESSION: “The Patient-centered Medical Home: An Educational and Practice Challenge”**—Greg Pawlson, MD, MPH, National Committee for Quality Assurance, Washington, DC
- 9:45 – 10 am Refreshment Break
- 10 – 11:30 am Concurrent Educational Sessions
- 11:30 am–12:45 pm Lunch On Your Own
- 12:45–4:45 pm Concurrent Educational Sessions
- 3–3:15 pm Refreshment Break
- 5–6:30 pm National Advisory Committee Meeting (Closed Meeting)

Sunday, December 7

- 7 – 11 am Conference Registration
- 7:30 – 8 am Coffee/Muffin Service
- 8 – 9:30 am Concurrent Educational Sessions
- 9:30 – 9:45 am Refreshment Break
- 9:45 – 11 am **PLENARY SESSION: “Evidence, Technology, and the Patient Centered Home”**—Mark Ebell, MD, MS, Medical College of Georgia
- 11 am Conference Adjourns

General Conference Information

Hotel and Conference Location



Hyatt Regency Savannah
2 West Bay Street, Savannah, Ga 31401
Reservations: (912) 238-1234 or (800) 233-1234
Online reservations:
<http://savannah.hyatt.com/groupbooking/savrssotm2008>
Conference Rate: \$155 single/double (plus taxes)

Make your reservations today!

Be sure to make your reservations before November 13 to receive this special group rate. Rooms at this rate may sell out quickly, so book early. Rates do not include state and local sales tax. Reservations must be guaranteed for late arrival with a credit card. Cancellations must be made at least 72-hours prior to arrival date. Check-in time is 4 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 be sold out prior to the cut-off date. Please make your reservations as soon as possible to ensure your preferred accommodations.** As a helpful reminder, request a confirmation number when making your hotel reservations. And in the unlikely event that you have to cancel your reservations, please ask for a cancellation confirmation.

Child care

Contact the Hyatt Hotel's concierge desk at (912) 238-1234 for a complete list of bonded & licensed services in Savannah.

Air Travel

Need help booking your air travel? Call Passport Travel (STFM Travel Desk) at (800) 417-2902 from 9 am to 5 pm, Monday through Friday.

Ground Transportation

Taxi service is available between the airport and hotel for approximately \$25 one way. (Savannah does not have a public shuttle service, and private shuttle service rates begin at \$65 per person, one-way.)

Car Rental

Book your rental car with this year's conference official rental car agency, Budget Rent A Car System, Inc. Conference rates begin at \$48 per day or \$176 per week. Special weekend rates begin at \$27 per day. Make your reservations at (800) 772-3773 or www.budget.com. Use the conference discount code during

booking: U063655. Rates do not include any state or local surcharges, tax, optional coverages or gas refueling charges. Renter must meet Budget's age, driver, and credit requirements. Please mention your Budget Convention Code (BCD#) U063655 when making your reservations by phone or online at www.budget.com.

CME/CEU Credit

Application for CME credit has been filed with the American Academy of Family Physicians. Determination of credit is pending, and will be available in October.

Registration

Register by November 7 and SAVE! (After Nov. 7, registration fees increase an additional \$75.) Your registration fee includes: all educational sessions (except preconference workshops), Thursday evening reception, breakfast and lunch on Friday, breakfast on Saturday and coffee-service on Sunday morning. To register, visit www.stfm.org/pec or www.aafp.org/pec.xml.

Cancellation policy

All written cancellations received by November 10 will receive a full registration refund. Written cancellations received November 11-28 are eligible for a 50% refund. No refunds will be made for cancellations received after November 28.

Disclaimer

In the unlikely event that this meeting is canceled, AAFP and STFM are not responsible for fees registrants may have spent on penalty or non-refundable airline tickets or hotel deposits.

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The Conference on Practice Improvement will attract family physicians, residents, nurses, health care professionals, and corporate health care partners who have a keen interest in products and services for practice improvement. Interested in exhibiting? Contact Priscilla Noland, Exhibits Manager at (800) 274-2237, Ext. 5410 or pnoland@stfm.org. Don't wait — space is limited, and the exhibit hall will sell-out quickly! Call Priscilla today or visit www.stfm.org/pec and click on "View the Exhibitor Prospectus."

Conference Host City

SAVANNAH — one of the great historic cities of the South. In fact, their Web site even boasts, "Est. 1733." And, they're also proud to say they are more friendly than formal in Savannah. Whoever you are, wherever you're from, Savannah will welcome you with true Southern hospitality, just as they've been welcoming guests for 275 years! Hip and historic, robust and refined, Savannah is where you'll find amazing architecture, spooky cemeteries and rich history—along with global sophistication, funky nightlife and fabulous food. It's where history resonates into the present day, and where memories are still being made. Begin planning your memories by exploring the official Savannah Convention and Visitors' Web site at www.savcvb.com.

Preconference Workshops

Thursday, December 4
1–5 pm

PR1: “Current Procedural Terminology (CPT) Simplicity”

Tom Weida, MD, Milton S. Hershey Medical Center, Hershey, Pa

Increase practice revenue by thousands of dollars a year. CPT coding and proper documentation are critical to running a successful practice – unfortunately, many practices under-code. Others put themselves in jeopardy by not documenting properly for how they code visits. Proper coding and documentation of visits does not have to be time consuming or complex to achieve accurate results.

This workshop will focus on proper CPT coding for evaluation and management codes and proper documentation to support that coding. Additional codes that are helpful in an office setting will also be presented, such as coding for tobacco cessation counseling.

Participants in this workshop will participate via an audience response system, and will be polled on coding examples both before and after didactic material.

Learning Objectives:

1. Participants will learn an easy approach to CPT coding that will minimize under-coding and enhance revenue.
2. Participants will learn documentation techniques essential to proper CPT coding.
3. Participants will learn about new CPT codes for services that can be performed in the office.

Additional Fee: \$95; See page 15 to register.

1–5 pm

PR2: Conference on Practice Improvement Learning Collaborative: A Partnership With TransforMED

Terry McGeeney, MD, Elaine Skoch, RN, MN, CNA, EMBA, Diane Cardwell, ARNP, PA-C, TransforMED, Inc., Leawood, Kan

The Conference on Practice Improvement, in cooperation with TransforMED, Inc., has developed a program that will provide a “face-to-face” networking opportunity for practices who want to learn more about the TransforMED patient-centered medical home model. This program will also provide ongoing communication with each other and provide the opportunity to have coaching from TransforMED facilitators. As an additional benefit, you will also be exposed to the collaborative learning style which, when combined with the experience, tools, and expertise of the TransforMED facilitators, provides the foundation for maintaining the success of the TransforMED NDP. This new program offers you a “jump-start” on the TransforMED process, and provides resources for making the needed changes within your practice.

Learning Objectives:

1. Identify the elements of a patient centered personal medical home.
2. Articulate the importance of the foundational components of leadership, teamwork and communication to the development,

ongoing implementation and successful transition to the medical home practice.

3. Communicate a basic understanding of the requirements for practice recognition as a patient-centered medical home.
4. Create an understanding of the integrated care management process.
5. Formulate a plan for assessing the practice’s current stage of medical home readiness and develop a plan for further implementation of the elements of the model.

Additional Fee: \$325; See page 15 to register.

Friday, December 5
6:30-9:30 pm

Optional Session: Improving Children’s Health by Addressing Family Tobacco Use

Dana Best, MD, MPH, Smoke Free Project/Children’s National Medical Center, Washington, DC; Jonathan Klein, MD, MPH, AAP, Julius B. Richmond Center of Excellence, Rochester, NY; Saria Carter Saccocio, MD, Floyd Family Medicine Residency, Rome, Ga

Children exposed to secondhand smoke are at increased risk of serious health effects such as asthma, upper and lower respiratory infections, and sudden infant death. In this interactive session, national tobacco cessation experts will lead participants through evidence from the new 2008 PHS clinical practice guideline and the 2006 Surgeon General’s Report on secondhand smoke and its implementation in practice.

Participants will learn:

1. Effective ways to educate parents and caregivers on the effect their tobacco use has on children.
2. Counseling strategies to promote smoke-free homes and cars.
3. The role of medications in tobacco cessation.
4. Creating and implementing practice systems to identify and treat tobacco use and secondhand smoke exposure.
5. Applying plan-do-study-act quality improvement methods to implement and evaluate system changes to support tobacco control interventions.

AAFP recognizes educational content based on information from evidence-based sources as value-added CME.



Increased credit is pending for the evidence-based CME presentations in this activity and will be confirmed to learners at the event.”

No Additional Fee. See page 15 to preregister. Light food and refreshments provided.

Plenary Sessions

Friday, December 5

12/5/11

Rhonda Medows, MD, FAAFP, Commissioner, Georgia Department of Community Health

Rhonda Medows, MD, FAAFP, Commissioner, Georgia Department of Community Health

The patient-centered medical home (PCMH) cannot be created without attention to the larger environment of health care and health care programs in our communities. Do we have allies in the halls of state regulation and Centers for Medicare & Medicaid Services who understand the importance of a personal medical home and will help us to create it? Yes.



Rhonda Medows, MD, a family physician and current Commissioner of the Georgia Department of Community Health will describe the challenges and successes of creating a personal medical home in our communities; medical homes that care for all our citizens and use teams, new technology, new methods and yes, government support to improve the care we give. Dr Medows will discuss how changes in information technology can help us provide better care and decrease the disparities that characterize many health care systems. She will share a vision of better care, better outcomes and better collaboration for our practices.

Dr Medows, commissioner of the Georgia Department of Community Health, was appointed by Governor Sonny Perdue in December 2005. She leads a \$10 billion agency responsible for the purchasing, planning and regulation of health care for over 2.4 million Georgians. The Department is currently implementing several major health care initiatives for Georgia's Medicaid, PeachCare Health Insurance Program for Kids, and the State Health Benefit Plan for state employees, teachers and retirees. Prior to her appointment, Dr Medows served as the first chief medical officer for the CMS Region IV Office located in Atlanta. From 2001 through 2004, she served as secretary of Florida's Agency for Health Care Administration with an operating budget of \$14.3 billion and 1,600 employees located in 11 district offices across the state. Dr Medows practiced medicine at the Mayo Clinic in Jacksonville, Florida.

Learning Objectives:

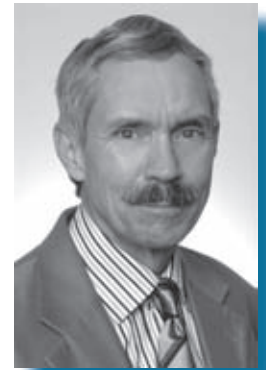
1. Describe how new technologies support better patient care in our communities
2. Discuss how the uninsured, poorly insured and underserved can benefit from the patient-centered medical home
3. Share information on programs started in the states of Florida and Georgia that create improved dialogue between providers, patients, agencies, and insurers.

Saturday, December 6

12/6/11

Greg Pawlson, MD, MPH, Executive Vice President, National Committee for Quality Assurance, Washington, DC

Greg Pawlson, MD, MPH, Executive Vice President, National Committee for Quality Assurance, Washington, DC



The basic concepts of the patient-centered medical home have been developed and endorsed by the AAFP, ACP, AAP, and AOA. However, if taken at face value, the concepts require a fundamental change for most physicians in the way primary care is delivered. This presentation will review the core concepts, and the challenge they pose to education from levels of medical student to practicing physician. How this process links to individual clinician maintenance of certification and practice qualification as medical homes will also be addressed. Audience reaction and input will be strongly encouraged.

Greg Pawlson, MD, MPH, is executive vice president of National Committee for Quality Assurance (NCQA). Beyond his role as a senior member of the leadership team at NCQA, he has oversight and responsibility for research and analysis, federal and state contracting, performance measure development and corporate/foundation relationships. While at NCQA, he has played a major role in all phases of the development and maintenance of the current set of HEDIS® measures and other NCQA measures including those used in physician recognition programs and pay for performance projects.

Dr Pawlson has also had an active research presence in policy and health services research with a focus early in his career on health professions education, health policy and health care financing of the care of older persons and more recently on quality measurement, improvement, evaluation and reporting. His research at NCQA has included projects related to the development and testing of performance measures, including a set of measures of the presence and function of systems in ambulatory care practice, issues related to the HOS and CAHPS survey, and the relationship between efficiency and effectiveness in health care.

Learning Objectives:

1. Participants will gain a clear understanding of the origins and key concepts included in the patient-centered medical home.
2. Participants will understand and be able to list five key educational areas that require mastery for effective implementation of the medical home.
3. Participants will gain a clear understanding of how MOC of individuals and qualification of practices are related to educational efforts around the patient-centered medical home.

Sunday, December 7
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Mark Ebell, MD, MS, Director,
Predoctoral Education, Medical College
of Georgia



Family physicians are drowning in information: practice guidelines, review articles, original research, and even the popular media. At the same time, we are increasingly expected to quickly apply the results of research to the care of our patients. How can the generalist do a better job of managing medical information? **Mark Ebell, MD, MS**, will help you develop a strategy to make the best use of your limited time. You'll learn how to filter the literature for the most useful information to you and your patients, learn tricks for rapidly answering questions at the point of care, and learn the 5 quick lessons that will make you an "instant EBM expert". Dr Ebell will also demonstrate tools for smartphones and PDAs that bring evidence to the bedside.

Dr Ebell is editor in chief of *Essential Evidence*, the deputy editor of *American Family Physician*, and a professor at the University of Georgia. He is author of over 180 peer-reviewed articles, with a focus on systematic reviews, meta-analysis, informatics, and clinical decision-making. Dr Ebell is also author or editor of several books, including "Evidence-Based Diagnosis" and the "Essentials of Family Medicine", and is the developer of the InfoRetriever medical reference software. He divides his time between Athens, Georgia and Onkama, Michigan.

Learning Objectives:

1. Understand how evidence-based practice can help family physicians individualize care for their patients.
2. Learn about information technologies that help family physicians apply evidence to the care of patients.
3. Develop strategies for staying current with the medical literature.

S FE FORMATS:

Seminars

Purpose: To give 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.

Lectures

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

Papers

Purpose: To present research or programs for educating health professionals or patients. 30 minutes.

Posters

Purpose: To provide an opportunity for one-on-one discussion of a presenter's innovative project or research in practice improvement through health information or patient education.

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Purpose: To share information, experiences, and ideas at Saturday's breakfast roundtables. Leaders will briefly present the topics and then facilitate discussion. 60 minutes.

CFE I E: E L: 8KFE8TRACKS:

Throughout the development of this program, the specific needs of a variety of attendees were considered. While you are the best judge of what meets your needs, please note sessions in the conference titles (denoted by the following codes that follow the session title) that may be especially valuable for you.

- A = Advanced Care
- B = Blueprint Basics

2008 CFE I E: G8I KE I

The conference acknowledges and thanks our new partner, TransforMED, for their assistance and support in planning and promoting this year's conference.



TransforMED is focused on practice redesign and affiliated with the American Academy of Family Physicians (AAFP). TransforMED is studying and implementing transformed models of high performance practices that meet the needs of both patients and practices. In June 2006, TransforMED launched a 24-month National Demonstration Project (NDP), serving as a "learning lab" to generate new knowledge about the process of practice transformation and to systematically evaluate and compare the effect of two practice transformation approaches on practice and patient outcomes. As results and insights emerge, TransforMED professional staff are using the lessons learned from the NDP to develop services, collaboration tools and learning opportunities that empower physicians and primary care practices across the country as they implement the TransforMED Medical Home. TransforMED also coordinates a residency demonstration initiative known as P4—P to the fourth power—which stands for Preparing the Personal Physician for Practice. The P4 residency demonstration initiative evaluates and supports innovations in family medicine residencies. To learn more about TransforMED and the TransforMED Medical Home, visit www.transformed.com.

Concurrent Educational Sessions

Friday, December 5

10:15–11:45 am

SEMINARS

S1: Effective Use of Group Visits—4 years of Experience With Diabetic Patients [A]

Edward Shahady, MD, St Vincent's FPR, Fernandina Beach, Fla

S2: Innovations from Mayo Clinic in Primary Care

John Bachman, MD; Steven Adamson, MD; Kurt Angstman, MD; Thomas Harman, MD, Mayo Medical School, Rochester, Minn

S3: Guided Care: A Path to the Medical Home for Patients With Multi-Morbidity

Chad Boulton, MD, MPH, MBA, Johns Hopkins University

LECTURES

L1: Cancelled

L2: The Salutogenesis-oriented Session: Incorporating a Clinical Visit That Focuses on the Creation of Health

David Rakel, MD, Madison FPR, Madison, Wis; Lucille Marchand, BSN, MD, University of Wisconsin

L3: Using the Asthma APGAR Tools to Improve Asthma Care

Barbara Yawn, MD; Susan Bertram, MSN, Olmsted Medical Center, Rochester, Minn

L4: EHR: Return on Investment

William Sonnenberg, MD, Titusville Area Hospital, Titusville, Pa

L5: A Strategy for Including Health Behavior Change Counseling In Routine Patient Visits

John Nagle, MPA; Katherine Miller, MD, University of Colorado

SPECIAL SESSION

SS1: Advanced Access: Basic Steps to Doing Today's Work Today

Randal Forsch, MD, University of Michigan; Caryl Heaton, DO, UMDNJ-New Jersey Medical School; Bruce Bagley, MD, American Academy of Family Physicians

Friday, December 5

12:45–1:15 pm

PAPERS

PA1: The Evidence House for Guiding the Medical Home

Wayne Jonas, MD, Samuelli Institute, Alexandria, Va

PA2: Using Clinical Integration Practices to Improve the Performance of the Primary Care Office

Michael Edbauer MD; Dennis Horrigan, MS, Catholic IPA WNY, Buffalo, NY

PA3: Emotional Intelligence in Family Medicine

Anita Webb, PhD; Richard Young, MD, John Peter Smith FPR, Fort Worth, Tex

PA4: The Success of a Diabetes Quality Improvement Project in a Small Rural Family Medicine Practice

Paul Nelsen, MD; Cheryl Iverson, DO, Community Health Network, Ripon, Wis

PA5: Tools to Implement and Teach the "Care Team Model" in a Family Medicine Residency Clinic

Sonja Van Hala, MD, MPH; Jennifer Leiser, MD; Richard Backman, MD, University of Utah

PA6: Outcomes of the Addition of Continuity of Care by Medical Students in a Free Clinic

William Crump, MD, Trover Foundation FPR, Madisonville, KY; Steve Fricker, MPA, University of Louisville, Trover Campus, Madisonville, KY

PA7: Confessions of a Care Pilot and Identifying Ways to Propagate the Species

Harry Taylor, MD, US Navy, Portland, Ore

PA8: Group Visits: The More, the Merrier!

Perry Mostov, DO, Western Reserve Care System, Worthington, Ohio

PA9: Patient Education in Canadian Hospitals: A Scan of Current Practices

Farrah Schwartz, MA, St. Michael's Hospital, Toronto; Audrey Friedman, MRT MSW, Princess Margaret Hospital, Toronto; Tracy Hutchings, MSc(T) RD, Hamilton Health Sciences, Hamilton, Ontario; Naa Kwarley Quartey, BSc; Sara Urowitz, MA, MSW, PhD; David Wiljer, PhD, Princess Margaret Hospital, Toronto; Rachel Smith, MSc, Greater Baden Medical Services, Upper Marlboro, MD

Friday, December 5

1:30–3 pm

SEMINARS

S4: The Medical Home and Practice-based Nurse Care Management—Improving the Care of Complex Patients

Lyle Fagnan, MD; David Dorr, MD, Oregon Health & Science University

S5: Implementation and Outcomes of Practice Reengineering in University of Utah Community Clinics: Care by Design [A]

Michael Magill, MD; Robin Lloyd, MPA, University of Utah

S6: Relationship, Communication and Efficiency: A Team Development Model [A]

Larry Mauksch, MEd, University of Washington

Concurrent Educational Sessions

LECTURES

L6: Spreading Success: Moving Registry-based Population Management From Academia to a Large Multidiscipline Health Care System [A]

Rhett Brown, MD; Kristin Wade, MSN; Janice Huff, MD, Carolinas Medical Center FPR, Charlotte, NC

L7: Diabetes Quality Improvement Strategies and Self-management Education: How to Make It Fit in Primary Care

Maria Gibson, MD, PhD; William Hueston, MD, Medical University of South Carolina

L8: Partners in Care: A Demonstration Project Supporting the Patient-centered Medical Home

John Nevins, DO, Partners In Care, East Brunswick, NJ

L9: Taking Care of Children in the Home—Answering Parents' Questions

Alysia Herzog, MD; Teresa Holt, MD, Grant Medical Center Columbus, Ohio

L10: Bringing the Results of DAWN to Life—A Patient-centered Focus to Diabetes Education

Susan Rago, MS, RD, Novo Nordisk, Princeton, NJ

L11: Successful Implementation of Centricity EMR in an Academic Family Medicine Department [B]

Frank Lawler, MD, University of Oklahoma; Don Clothier, BA, Tulsa Family Practice, Oklahoma City, OK; Jim Cacy, PhD, University of Oklahoma

**Friday, December 5
3:15–3:45 pm**

PAPERS

PA10: Patient Advisory Groups: Effective Utilization for Practice Improvements [B]

Kurt Angstman, MD, Mayo Family Medicine, Rochester, Minn.

PA11: Competency-based Training for Providers on Electronic Health Records

David Marchant, MD; Michelle Hilaire, PharmD; Erica DeMint, MS, Fort Collins FPR, Fort Collins, Colo

PA12: Diabetes Care Outcomes: A Team Approach That Works [A]

Petra Warren MD, Spartanburg FMR, Chesnee, SC

PA13: Tips for Helping Smokers Quit

Donald Pine, MD, Park Nicollet Clinic, Minnetonka, Minn

PA14: Implementing a Pre-visit Planning Program at a University Community Clinic by Utilizing the Community Pharmacy

Brandon Jennings, PharmD; Julie Day, MD, University of Utah

PA15: Beyond Theory: Building a Medical Home Through a Patient Wellness Portal

Zsolt Nagykaladi, PhD; James Mold, MD, MPH, University of Oklahoma

PA16: Translating Evidence Into Outcomes That Matter

Paul Aitken, MD, MPH; Ellen Johnson, MD; John Sheffield, MD, Penn State University

PA17: Factors Predicting Medically Underserved Patient Selection of Kiosk-based Preventive Health Information

Brian Pendleton, PhD; Susan Labuda-Schrop, MS; LuAnne Stockton, BA, BS; Christian Ritter, PhD; Gary McCord, MA, Northeastern Ohio Universities College of Medicine; Elizabeth Kinion, PhD, College of Nursing, Bozeman, MT

**Friday, December 5
4–5:30 pm**

SEMINARS

S7: A New Medical Home: An Interdisciplinary Team Approach in an Assisted Living Facility

Susan Saffel-Shrier, MS, RD; Karen Gunning, PharmD; Wilhelm Lehmann, MD; Jenny Bell, MD; Nadia Miniclier, MS, PA-C, University of Utah

S8: The Electronic Personal Health Record: An Update of the Virtual Medical Home

Arnold Goldberg, MD; Charles Eaton, MD, Brown University

S9: Application of Lean Thinking to Enhance Patient-care Management in a Team-based Environment

Grant Greenberg, MD, MA; Helen Costis, MHSA, University of Michigan

**Friday, December 5
4–5:30 pm**

LECTURES

L12: Establish and Evaluate Effectiveness of Group Visits for Hispanic Diabetic Patients in a Residency Clinic

Natalia Gutierrez-Chefchis, MD; Nora Gimpel, MD, University of Texas, Southwestern Medical School; Florence Dallo, PhD, University of Texas

L13: Development of Effective Screening for Osteoporosis and a Collaborative Care Clinic for Treatment of Osteoporosis

Lisa Ray, MD; Mollie Scott, PharmD, Mountain AHEC, Asheville, NC

L14: Diabetes Group Medical Visits: Relationships and Education and Self-management... Oh My!

Sameer Ohri, MD; Tracy Juliaio, PhD, North Oakland Medical Centers, Pontiac, Mich.

L15: Low Health Literacy: A Threat to Shared Decision Making in the Patient-centered Medical Home

Cliff Coleman, MD, MPH, Oregon Health & Science University

Concurrent Educational Sessions

Friday, December 5
4–5:30 pm

LECTURES Cont'd

L16: Lipid Loathers: A Residency Program Practice Team Project to Develop PBLI Knowledge and Skills

Victoria Gorski, MD, FAAFP; Leigh Rieper, DO, Montefiore Medical Center, Bronx, NY; Alice Fornari, EdD, RD, Albert Einstein College of Medicine

L17: The Research Foundations of the PCMH: Designing a Research Agenda for a Family Medicine Department

Nancy Elder, MD, MSPH; Sandra Regan, PhD, University of Cincinnati

Saturday, December 6
10–11:30 am

SEMINARS

S10: Building a Medical Home Without Power Tools [A,B]

Paul McGinnis, MPA, Oregon Health & Science University

S11: Building a Better Business Plan for Your Practice

Lynn Schwenzler, MHSA; David Swee, MD, UMDNJ-Robert Wood Johnson Medical School

S12: Team-based Approaches in an Ambulatory Setting—Duke Family Medicine Center's Team Building Model [B]

Gloria Trujillo, MD; Viviana Martinez-Bianchi, MD, FAAFP; Samuel Warburton, MD; Karen Kingsolver, PhD, Duke University

S13: Lean Management and EMR Workflow

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

LECTURES

L18: How a Diabetes Disease Registry and Team Care Decreases Cost and Increases Quality of Care [B]

Edward Shahady, MD; David McInnes, MD; Helena Karnani, MD, St Vincent's FPRP, Fernandina Beach, FL

L19: DM Group Visits: A Series of Unfortunate Events

Vbhuti Ansar, MD; Paula Gregory, DO, MBA, Columbus Family Practice, Columbus, Ga

L20: EHR in Action: Experience of a Solo Family Physician [B]

William Sonnenberg, MD, Titusville Area Hospital, Titusville, Pa

L21: Effectively and Efficiently Integrating a Self-management System for Diabetes Into the Office Setting

Arnold Goldberg, MD; Kim Salloway, MSW; Claudia Moten, BA; Dorothy DeLessio, MS, RD; Charles Eaton, MD, Brown University

L22: Collaborative Learning Technique for Management

Paula Gregory, DO, MBA; Albert Eaton, PhD; William McAfee, EdD, Columbus Family Practice, Columbus, Ga

Saturday, December 6
12:45–1:15 pm

PAPERS

PA18: Patient-Physician Interaction Issues: Impact of Using a PDA During a Primary Care Encounter

Lisa Weiss, MEd, MD, Western Reserve Care System, Poland, Ohio; Brian Pendleton, PhD; Susan Labuda-Schrop, MS; LuAnne Stockton, BA, BS; Gary McCord, MA; Lynn Hamrich, MD, Northeastern Ohio Universities College of Medicine

PA19: Hardwiring Continuous Improvement in the Management of an Academic Family Medicine Department

Stanley McCloy, MD, FAAFP; Elizabeth Baxley, MD; Christian Steen, MD; Tricia Witherspoon, MD, University of South Carolina

PA20: Collaborating to Improve Detection of Chronic Obstructive Pulmonary Disease

Margot Savoy, MD; Kathleen Hill, CRNP, MSN; Donald Klingen, MD; William Warning, MD, Crozer-Keystone FPR, West Chester, Penn.; Michael Cawley, PharmD, RRT, CPFT, Philadelphia College of Pharmacy

PA21: Improving Immunization Rates of 2-year-olds in a Community Health Center-based Residency Program

Sally Ward, MD; Leslie Manning, RN; Amanda Rechisky, BA; Alison Holmes, MD, MPH; Dominic Geffken, MD, MPH, NH-Dartmouth FPR, Concord, NH

PA22: The Impact of Planned Continuity Panel Reassignment on Balancing Resident Patient Experiences During Training

Elizabeth Baxley, MD; Chuck Carter, MD; Christian Steen, MD; Kevin Bennett, PhD, University of South Carolina

PA23: Creating a Medical Home for Residents.

Randall Forsch, MD, MPH; Jean Malouin, MD, MPH, University of Michigan

PA24: Connecting Patients, Providers and the Community with Quality Health Information: Info Rx and Medline Plus

Peggy Carey, MD; Marianne Burke, MLM, University of Vermont

Saturday, December 6
1:30–3 pm

SPECIAL SESSION

SS2: EHR Implementation in the Family Medicine Office: Pearls and Pitfalls

Eugene Orientale, MD, University of Connecticut

Concurrent Educational Sessions

SEMINARS

S14: Motivate Healthy Habits: Developing a Learning Organization for the Medical Home

Richard Botelho, MD, University of Rochester

S15: Using Evidence in Patient Counseling to Support Decision-Making

Valerie King, MD, MPH; John Rugge, MD, MPH; Sandra Robinson, MSPH; Erin Davis, BA, Oregon Health & Science University

S16: Learning for The Medical Home: Creating a Future of Quality and Satisfaction.

John Coumbe-Lilley, PhD; Ewa Matuszewski, BA, Practice Transformation Institute, Troy, Mich

LECTURES

L23: Can You Teach an Old Dog New Tricks? Educating Physicians Regarding Chronic Pain Management

Tracy Juliao, PhD, North Oakland Medical Centers, Pontiac, Mich.; Jill Schneiderhan, MD, Providence Family Practice, Southfield, Mich

L24: Look Whose Coming To Dinner! Group Medical Visits—"Cape Fear Soup" To "I've Gotta Be Nuts"

Konrad Nau, MD; David Baltierra, MD; Angela Oglesby, MD; Justin Glassford, MD, West Virginia University

L25: Multidisciplinary Medication Management Consultations: Team Care to Improve Medication Safety

Sandra Sauereisen, MD, MPH; Patricia Klatt, PharmD; Roberta Farrah, PharmD, UPMC St Margaret Family Practice, Pittsburgh, Pa

L26: Change Management for the Medical Home Builder [B]

Robert Gray, MD, OMNI Medical Group, Tulsa, Okla

L27: Creating a Medical Maternity Home With Four Different Addresses

Jennifer Frank, MD, University of Wisconsin

L28: Communication, Care Coordination, and Family-centered Care in the Medical Home

Jeanne McAllister, BSN, MS, MHA, Center for Medical Home Improvement, Wilmot, NH; Elizabeth Presler, PhD, Shriners Hospitals for Children, Lexington, KY; Christopher Stille, MD, University of Massachusetts; Jennifer Marks, MPH, American Academy of Pediatrics

**Saturday, December 6
3:15–4:45 pm**

SEMINARS

S17: Using an Interdisciplinary Practice Team to Improve the Medical Home [A]

Anna Looney, PhD; Elise Butkiewicz, MD; Mary Grace Lisa, RN; Abbie Jacobs, MD, UMDNJ Medical School

S18: Using Lean Techniques to Improve Office Flow and Efficiency [A]

Lucy Loomis, MD, MSPH; Morris Askenazi, MD, University of Colorado

LECTURES

L29: Demonstration of a Clinical Dashboard To Calibrate Patient-centered Practice Improvement in the Medical Home [A]

Peggy Wagner, PhD; Ralph Gillies, PhD; Bruce LeClair, MD, MPH; Stan Sulkowski, BS; Joseph Hobbs, MD, Medical College of Georgia

L30: On the Same Page: How a Quality Improvement Initiative Created and Implemented Patient-centered Care Plans

Lora Council, MD; Dominic Geffken, MD, MPH; Suzanne Anderson, RN; William Gunn, PhD, NH-Dartmouth FPR, Concord, NH

L31: The Quality as Culture Project

William Woodhouse, MD; Sandra Hoffmann, MD, Idaho State University

L32: Telephone Messages: Training to Get the Accuracy You Need [B]

Lynn Schwenzer, MHSA; Maria Ciminelli, MD; Joshua Raymond, MD, MPH; Elizabeth Donahue, RN, UMDNJ-Robert Wood Johnson Medical School

L33: The Visual Workplace: How to Expose and Eliminate Waste and Streamline Your Office Workflow [B]

Lee Erickson, MD, Western Pennsylvania FMR, Pittsburgh, Pa

L34: What Do You Do When You Picked the Wrong EHR?

Peter Forman, MD, Albany Medical College

L35: Measure Twice, Cut Once: Power Tools for Building the Medical Home [B]

Robert Gray, MD; Baptiste Shunatona, MD, OMNI Medical Group, Tulsa, Okla; Emily Glynn, BA, Physicians Support Services, Inc, Tulsa, Okla

**Sunday, December 7
8–9:30 am**

SEMINARS

S19: Improving the Quality of Care in Family Medicine Residencies: Findings From the I3 Collaborative [A]

Elizabeth Baxley, MD, University of South Carolina; Warren Newton, MD, MPH; Sam Weir, MD; Alfred Reid, MA, University of North Carolina; Michele Stanek, MHS; Stanley McCloy, MD, University of South Carolina

S20: Upgrade Your Coding and Documentation Skills to Ensure a Solid Foundation for Your Medical Home

Todd Brinker, MD; Thomas Waller, MD, Mayo FPR, Jacksonville Beach, Fla

Concurrent Educational Sessions and Posters

Sunday, December 7
8–9:30 am

SEMINARS Cont'd

S21: Go Team: Skills for Team-based Care [B]

Daniel Bluestein, MD, MS, CMD, AGSF; Rita Klahr, MSN, CFNP;
Patricia Bach, PsyD, RN, Eastern Virginia Medical School

LECTURES

L36: Building a Medical Home for Refugees in Our Family Medicine Community Health Center

Katherine Miller, MD; Richard Kornfeld, MD; Grace Alfonsi, MD,
University of Colorado

L37: The Problem List: Key Component of Patient-centered Medical Records

John Wilkinson, MD; John Bachman, MD; Steven Adamson, MD, Mayo
Medical School, Rochester; Minn

L38: Culture of Change: One Clinic's Experience With Comprehensive Quality Improvement

Jennifer Frank, MD; Kathy Seymer, BSN, University of Wisconsin

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The conference extends a special thank you to the members of the National Advisory Committee for their ongoing support and assistance in planning this year's conference.

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Poster presenters will be available to discuss their presentations during the times noted below.

Thursday, December 4: 5:30-7:30 pm

With Exhibits & Welcoming Reception

Friday, December 5: 7 am-3:15 pm

With Continental Breakfast, Lunch, and Refreshment Breaks

POSTERS

P1: Adding Medical Acupuncture to a Family Practice: Training, Practical Logistics, and Expected Results of Treatment

Robert Kelly, MD, MS; Stephen Flynn, MD, Fairview Hospital/
Cleveland Clinic, Cleveland, Ohio

P2: Building a Home Back Home: Medical Mission Trips

Joane Baumer, MD; Anita Webb, PhD; Richard Young, MD, John Peter
Smith FPR, Fort Worth, Tex

P3: Diabetes Case Management Program

Elizabeth Carter, MD, John Peter Smith FPR, Fort Worth, Tex

P4: The 21st-Century Well-woman Exam

Ruth Lesnewski, MD, MS; Linda Prine, MD, Beth Israel Residency
Program in Urban FP, New York, NY

P5: Reflections on Caring for Patients With Cancer and Other Serious Illnesses

Alan Wolkenstein, MSW; Brian Wallace, MD, St. Luke's (Aurora)
FPR, Milwaukee, Wis

P6: Awareness and Prevention of Osteoporosis Among Southeast Asian Women

Hina Rizvi, MD; Amtul Malik, MD; Hena Zaki, MD; Jay Ohagi, MPH;
Amer Shakil, MD, FFAFP; Zafreen Siddiqui, MD; Nora Gimpel, MD,
University of Texas, Southwestern Medical Center

P7: Improving Quality in Family Practice in Ontario, Canada

Angela Barbara, MSc; David Price, MD; Linda Hilts, RN; Lisa
Dolovich, PhD; Michelle Howard, PhD; Cheryl Levitt, MD, McMaster
University, Hamilton, Ontario

P8: Office Management of Miscarriage

Linda Prine, MD; Honor MacNaughton, MD, Beth Israel Residency
Program in Urban Family Practice, New York, NY

P9: Educating Women About IUDs

Ruth Lesnewski, MD, MS; Linda Prine, MD; Honor MacNaughton,
MD, Beth Israel Residency Program in Urban Family Practice, New
York, NY

P10: Reshaping Obesity Health Promotion in the Medical Home

Krista Barnes, BA, University of Osteopathic Medicine

P11: OB 2008: Implementation of a Customized, Computerized Prenatal Data Management and Decision Support Program

Timothy Heilmann, MD, Williamsport Hospital FPR, Williamsport, Pa

P12: Intensive Case Management: A Multidisciplinary Team and Resident Education Approach to “Not at Target” Diabetics

Victoria Gorski, MD, FAAFP; Sandra Barnaby, RN, MPH, CDE; Amy Osorio; Fabienne Daguilh, MD, Jennifer Klein, Montefiore Medical Center, Bronx, NY

P13: Personalized Toolkit for Self-management of Health Care Needs (Patient Education and Self Assessment Category)

Sol Teresa Esteban, MD; Marcie Levine, MD; Mark Sanders, MD; Leslyn Watson, FNP; Kirsti Weng, MD, Santa Clara Valley Health and Hospital System, Los Altos, Calif

P14: The Development and Establishment of Mini-Group Medical Visits in a Residency Program

Arnold Goldberg, MD; Kim Salloway, MSW; Jerome McMurray, BA, Brown University

P15: Seven Years of Seven Days: Our Experience With Sunday Clinic (“Home Doesn’t Close on Sundays”)

Donald Ford, MD, Cleveland Clinic, Solon, Ohio

P16: Impact of Prenatal Clinic on Neonatal Outcomes for Diabetic Mothers

Mary Hartwig, PhD, APN, AHEC; Doshia Cummins, PharmD; Michael Mackey, MD; Scott Dickson, MD; Joe Stallings, MD; Shane Speights, MD; Scott Laffoon, MD; Ron Cole, MBA, CMPE; Tom Frank, PharmD, BCPS; Elaine Gillespie, MD, AHEC Northeast FPR, Jonesboro, AR

P17: Bariatric Surgery: Nutritional Consequences for Health

Roger Shewmake, PhD, LN, University of South Dakota

P18: Medical Records Personnel Can Be Effective Chronic Disease Outreach Coordinators in Large Residency Clinics

Brian Arndt, MD, University of Wisconsin

P19: Transitioning the Practice Management Rotation to a Longitudinal Systems-based Practice Curriculum

Ginger Boyle, MD, Spartanburg FMR, Spartanburg, SC

P20: Attitudinal Barriers to Receiving the Influenza Vaccine

Shawn Riley, MD; Shobha Rao, MD; Nora Gimpel, MD; Mara Cunningham, DO; Jay Ohagi, MPH, University of Texas, Southwestern Medical School

P21: Using a Pediatric Immunization Registry to Improve Practice and Teach Residents

Sarah Marshall, MD; Thomas Balsbaugh, MD, University of California-Davis

P22: Optimal Transfer of Patient Care Upon Resident Graduation: A Systems Approach

Anne Van Dyke, PhD; Theresa Peters, BA, William Beaumont Hospital, Sterling Heights, Mich

P23: Office-based Group Patient Education Series as a Tool to Improve Eating and Exercise Behaviors

Kathleen Hill, RN, CRNP, Crozer-Keystone FPR, Springfield, Penn.; Kinder Fayssoux, MD, Crozer Chester Medical Center, Upland, Penn.

P24: The Effect of \$4 Generic Drug Formularies on Patient Medication Adherence

David Norris, MD; Anthony Cloy, MD; Shannon Pittman, MD, University of Mississippi

P25: Group Well-child Visits: An Approach to Postpartum Isolation in Brazilian Immigrant Families

Kirsten Meisinger, MD; Susheela Subbarao, MD; Meredith Macharia, MS; Silvia Hamilton, Cambridge Health Alliance, Somerville, Mass.

P26: Pedometer Study With Obese Patients

Derrick Dvorak, MD; Kurt Stone, MD; Rod Marchiando, PharmD; Alexia Gillen, DO, Rapid City Regional Hospital, Rapid City, SD

P27: Home Blood Pressure Monitoring and Secure E-mailing With Primary Care Provider for Patients With Hypertension

Kristin Douglas, PhD; Kyle Kircher, MD; Julie Hathaway, MS; Olson Bettyjane, RN, Mayo Clinic, Rochester, Minn.

P28: Patient Education DVD About Bariatric Surgery Evaluation Process Impacts Patient Expectations, Knowledge and Decision-making

Stephanie Onsgard; Kristin Vickers-Douglas, PhD; Julie Hathaway, MS; Maria Collazo-Clavell, MD, Mayo Clinic, Rochester, Minn

P29: Town Hall Meetings in an Ambulatory Care Facility—The Duke Family Medicine Center Approach

Gloira Trujillo, MD, Duke FMR, Durham, NC

P30: Effect of a Pain Assessment Session on Chronic Pain Patients’ Attitudes and Treatment Knowledge

Shannon Moss, PhD; Rajasree Nair, MD; Kathy Bennett, LSW; Leslie Tingle, MD, Baylor Family Practice at Garland, Garland, Tex.

P31: Hollywood and the DSM-IV-TR Diagnostic Criteria

Heidi Schneiderhan, ACSW, LMSW; Cameron Wilcox, MD, Marquette FPR, Marquette, Mich.

P32: Improving Care at the End of Life: Creating Patient-centered Advanced Directives

Eliza Shulman, DO; Dominic Geffken, MD, MPH; Amanda Rechisky, BS; BJ Entwisle, MD; Margaret Tucker, RN, NH-Dartmouth FPRP, Concord, NH

P33: Pain Management: A Healthy Outcome

Kathy Kastner; Leanne Worsfold, RPN, The Health Television System Inc., Toronto, Ontario

P34: Planned Care Models to Improve Management of Chronic Disease . . . What Works?

Gregory Sawin, MD, MPH, Tufts University

P35: Diabetes Days for Improving Chronic Disease Management Within the Medical Home

Anderson Anderson, MD; Paul Sarmiento, MD; Michael Underhill, DO, Mayo Clinic, Scottsdale, Ariz

Posters and Breakfast Roundtables

POSTERS Cont'd

P36: The Electronic Medical Record as a Virtual Medical Home for Geriatric Patients

Joshua Raymond, MD, MPH; Geronima Alday, MD; Lynn Schwenzer, MHA; Robert Chen, MD; Kenneth Faistl, MD, UMDNJ-Robert Wood Johnson Medical School

P37: Geriatric Medicine as a Model of Multidisciplinary Team Building for the Medical Home

Joshua Raymond, MD, MPH; Geronima Alday, MD; Robert Chen, MD; Maria Ciminelli, MD; Kenneth Faistl, MD; Lynn Schwenzer, MHA, UMDNJ-Robert Wood Johnson Medical School

P38: Care Plans With Patients With Mental Health Diagnoses at the Concord Hospital Family Health Center

Dominic Geffken, MD, MPH; David Twyon, MSW, LICSW; Jasmine Moore, BA; Danielle Taylor, RN; Amanda Rechisky, BA; Suzanne Anderson, RN; Lora Council, MD, NH-Dartmouth FPRP, Concord NH

P39: Making Referrals to an Appropriate Medical Home

Pamela Frasier, MSPH, PhD; Michael Fisher, MD; Kevin Sitko, University of North Carolina

P40: Clinical Decision Support in the Medical Home: A Model for Physician-Directed Chronic Disease Management

Cathy Bryan, MHA, University of Missouri-Columbia

P41: Engaging Patients in the Education Process and Development of Patient Education Materials

Tammy Adams, BSN; Robin Molella, MD, MPH; Amy Hahn, MMC; Rita Jones, MEd, RD; Beth Heim de Bera, MA, Mayo Medical School

P42: Systematic Implementation of Patient Education Strategies Using Key Wellness Terms

Lonnie Fynskov, RN; Rachel Carroll, MAE; Peg Harmon, RN; Robin Molella, MD, MPH; Rita Jones, MEd, RD; Becky Smith, RN, Mayo FMP, Rochester, Minn

P43: Staffing the New Personal Medical Home

Darwin Deen, MD; Diane McKee, MD; Arthur Blank, PhD; Alice Fornari, EdD, RD; Jason Fletcher, MA, MS; Stacia Maher, MPH, Albert Einstein College of Medicine

P44: The Transition to Team-based Care Delivery in an Academic Family Medicine Clinic

Jason Wilbur, MD; Sharon Stewart, BSN, University of Iowa

P45: Mapping Quality Adolescent-centered Care: Using Substance Abuse CRAFT Screening Tool With Strength-based Screening

Peggy Carey, MD; Amy Danielson, MFA, University of Vermont

Saturday, December 6

7-8 am

SPECIAL INTEREST DISCUSSION BREAKFAST ROUNDTABLE PRESENTATIONS

The following presentations/discussions will be offered with the continental breakfast on Saturday morning. Other “common interest” discussion topics may be added at the conference.

B1: Customer Excellence: Exceed Patient Expectations Through Staff Engagement

David Marchant, MD; Marcia Snook, RN, BSN; Mark Schifferns, CPA, Fort Collins FPRP, Fort Collins, Colo.

B2: Transforming Chronic Illness Care From Nurses' Perspective: Nursing Initiatives for Improving Diabetes Care

Natawadee Young, MD; Donna Jewell, RN; Lynne Giovanni, LPN; Hugh Osburn, MD; Sandra Counts, PharmD, Anderson Family Practice Anderson, SC

B3: Taking the Pain Out of Chronic Pain Management

Steven Ashmead, MD; Philip Baty, MD, Grand Rapids Family Practice, Grand Rapids, Mich

B4: Experiences From a Residency Clinic/FQHC Collaboration in Integrated Primary Care Behavioral Health

Kirsten Rindfleisch, MD; Beth Potter, MD; Kenneth Kushner, PhD, University of Wisconsin; Ken Loving, MD; Neftali Serrano, PhD, Access Community Health Centers, Madison, Wis

B5: Implementing Voice Recognition Program: Lessons From a Practice

Donald Pine, MD, Park Nicollet Clinic, Minnetonka, Minn

B6: All About Me: An Afterschool Education Program

Gretchen Shelesky, MD, UPMC St Margaret Family Practice, Pittsburgh, Pa

B7: Using Ideas From Industry to Build Medical Homes That Are Good for Patients and Providers

Timothy Ramer, MD; Charles Peek, PhD, University of Minnesota

B8: Building the Foundation: Residency Curricula to Teach New Models of Practice

Katherine Miller, MD, University of Colorado

Conference on Practice Improvement December 4-7, 2008 Savannah, Georgia

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Preconference Sessions—Thursday, Dec. 4

(Additional Fees Apply)

- PR1: “Current Procedural Terminology (CPT) Simplicity” \$95 \$ _____
- PR2: “Conference on Practice Improvement Learning Collaborative: A Partnership With TransformMED” \$325 \$ _____

Optional Session—Friday, Dec. 5: *(NO fee)*

- “Improving Children’s Health by Addressing Family Tobacco Use”

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Blueprint for the Medical Home

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