

Register by November 2
and save \$75!

Conference on Practice Improvement

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



December 3-6, 2015 • InterContinental Dallas Hotel • Dallas, TX

Tour the Primary
Care Office of the
Future



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

Attend the 2015 Conference on Practice Improvement



Are you looking for successful payment models? Strategies for engaging your team in improvement? Better ways to help patients manage their health? The Conference on Practice Improvement provides a forum for sharing examples of redesign from private practice, academic practice, and public clinics.

What You'll Learn

At the Conference on Practice Improvement, you'll learn to organize your practice around your patients, streamline processes, engage staff, increase revenue, and provide consistent, evidence-based care. Sessions will cover:

- Practice leadership and management
- Practice transformation and new models of care
- Team-based care
- Population health
- Patient engagement
- Innovative technology
- Behavioral health integration
- Access
- Care coordination
- Care management
- Patient safety
- Quality improvement
- Billing and coding
- Models of payment

Who should attend:

The Conference on Practice Improvement is for anyone who wants to provide or learn about patient-centered care.

- Administrators
- Behavioral medicine professionals
- Dietitians
- Health educators
- Medical school and residency faculty
- Medical students
- Nurse practitioners
- Nurses
- Practice managers
- Non-clinical practice staff
- Medical assistants
- Pharmacists
- Physicians
- Physician assistants
- Quality improvement managers
- Residents

Bring your practice or residency team and save! Details on page 20.

The Conference on Practice Improvement

1. Offers practical skills, information, and resources to improve clinical and academic practices and help them transform into patient-centered medical homes.
2. Offers strategies for interdisciplinary, team-based primary care that results in improved efficiencies and better patient care.
3. Fosters a network of family medicine providers and educators committed to continuous practice improvement and innovation.
4. Encourages innovation in practice improvement and promotes practice redesign through formal presentation of and training in new and re-worked practice design elements.
5. Demonstrates the impact of new payment models for primary care.

“The Conference on Practice Improvement engages participants in discussions about the changing health care landscape and provides a forum for sharing examples of redesign from private practice, academic practice, and public clinics. It provides a venue for learning from those on the front line of improving primary care practice – to share and learn best practices with private and academic practice colleagues from across the country. I look forward to having you and your team join me at the conference in Dallas!”

-Scott Fields, MD, MHA, 2015 Conference Chair

Experience the Primary Care Office of the Future

Hands-on simulation of new practice designs and technology for primary care transformation: Friday-Saturday, December 4-5, 2015

The Connecticut Institute for Primary Care Innovation (CIPCI) is partnering with STFM and innovative companies to demonstrate technology and workflow enhancements for the Primary Care Office of the Future. Originally created by CIPCI, (www.CIPCI.org/future) the exhibit helps learners, clinical teams, and policy makers envision the future of primary care, and serves as a launching point for transformation projects.



At the conference, you and your clinical team can take a guided tour to experience innovative technologies and redesigned environments that facilitate enhanced team communication, patient engagement, and proactive care. Get inspired! More information about Primary Care Office of the Future tours will be available on the conference website later this fall (www.stfm.org/cpi).

Thanks to CIPCI team leaders for their time and commitment in planning and organizing this unique experience:

- Thomas Agresta, MD, MBI, CIPCI Informatics Leader; University of Connecticut
- Jeri Hepworth, PhD, CIPCI Co-Director; Saint Francis Hospital and Medical Center, Hartford, CT
- Rachael Ingersol, MA, CIPCI Project Supervisor; Saint Francis Hospital and Medical Center, Hartford, CT



Invited Presentations on Family Medicine for America's Health Topics

The 2015 Conference on Practice Improvement will offer a track of sessions specific to the six core teams of Family Medicine for America's Health, and how they envision the future of practices. The FMAHealth track includes the following topics, many of which will be presented by core team members.

- Practice: FMAHealth Practice Core Team Update: Considering the Past, Assessing the Present, Preparing for Tomorrow (L8-page 10)
- Payment: Getting to Comprehensive Payment for Family Medicine Services (L17-page 10)
- Research: The FMAHealth Research Core Team: Advancing Family Medicine Research to Accomplish the Triple Aim (L26-page 12)
- Technology: Primary Care Technology in a Value-Based World: FMAHealth Needs your Help to Look Ahead (L36-page 14)
- Workforce: Partnering to Develop the Family Medicine Workforce We Need (L44-page 15)
- Engagement: Engaging Patients Outside the Exam Room: Clinical, Education, Advocacy, Research, Policy (L52-page 16)

Welcome to Our Host Cities – Dallas and Addison, Texas

This is a new Dallas, full of energy and development. From prize-winning architecture and lush green spaces to innovative dining and memorable entertainment, BIG things happen in Dallas. Dallas is host to some of the most lauded attractions in the nation, including the Dallas Zoo, Perot Museum of Nature and Science, Rory Meyers Children's Adventure Garden at the Dallas Arboretum, Dallas World Aquarium, and Six Flags Over Texas. The arts district is made up of 20 square miles of artistic and cultural destinations, and the city has 14 entertainment districts. Visit: www.visitdallas.com

Addison, Texas offers the energy, vibrancy, restaurants, and businesses of a city, in a compact 4.4-square mile package that is clean, friendly, and accessible. This unique urban enclave boasts 170+ restaurants and unique retail shops. From WaterTower Theatre to the Addison Improv Comedy Club, Addison offers easy access to live music, comedy, plays, galleries, movies, happy hours, and much more. Visit www.addisontexas.net.

schedule at-a-glance

thursday, Dec. 3

11 am–6:30 pm	Conference Registration
Noon–6:30 pm	Computer Café
8 am–5 pm	PR1: Joint Exam and Injections With an Introduction to Ultrasound Guidance Additional fees apply; see page 5.
1–5 pm	PR2: Coding Conundrums: TCM, CCM, ICD-10, and Other Gems Additional fees apply; see page 5.
5–5:30 pm	Conference Orientation
5:30–6:30 pm	Welcoming Reception With Conference Partners

friday, Dec. 4

7:30 am–5:30 pm	Conference Registration
7:30–8:30 am	Continental Breakfast
8–8:30 am	Payment Reform Update: Value Over Volume <i>Amy Mullins, MD, CPE, medical director for quality improvement, American Academy of Family Physicians, Leawood, KS</i>
8:30–9:30 am	Opening General Session: Successful Practice Transformation for the Value-Based World <i>Melissa Gerdes, MD, chief medical officer of outpatient services and accountable care organization strategy, Methodist Health System, Dallas, TX</i>
9:30–10 am	Refreshment Break With Poster Presentations (dedicated time)
10 am–5:30 pm	Concurrent Educational Sessions
12:15–1:30 pm	Networking Luncheon With Award and Scholarship Presentations
2–5:30 pm	Optional Workshop: Practice Management Boot Camp—Preparing for Your Current and Future Practice \$75 additional fee; see page 20 to register.
3:30–4 pm	Refreshment Break With Conference Partners and Poster Presenters
6:30 pm	Dine Out Groups

saturday, Dec. 5

7 am–4:30 pm	Conference Registration
7:15–8:15 am	Networking Continental Breakfast
8:30–9:30 am	Greetings from STFM President <i>Mary Hall, MD</i> General Session: Can Primary Care Teams Simultaneously Improve Patient Access and Reduce Physician Burnout? <i>Thomas Bodenheimer, MD, MPH, director of the Center for Excellence in Primary Care at the University of California, San Francisco</i>
9:30–10 am	Refreshment Break With Poster Presentations (dedicated time)
10 am–5:15 pm	Concurrent Educational Sessions
11:40 am–1 pm	Lunch on Your Own
3:15–3:45pm	Refreshment Break With Conference Partners

sunday, Dec. 6

7:30–9 am	Conference Registration
7:30–8 am	Coffee Service
8–9 am	Closing General Session: Stop Whining, Start Leading: Reclaiming the Future of American Health are <i>Halee Fischer-Wright, MD, MMM, CMPE, president and chief executive officer, Medical Group Management Association, Englewood, CO</i>
9 am	Conference Adjourns

preconference workshops: thursday, december 3

8 am-5 pm

PR1: Joint Exam and Injections With an Introduction to Ultrasound Guidance

Francis O'Connor, MD, MPH, COL, MC, professor and chair, Military and Emergency Medicine medical director, Consortium for Health and Military Performance, Uniformed Services University of the Health Sciences. Fort Belvoir, VA

This workshop presents an intensive, evidence-based review of examination and injection techniques for musculoskeletal problems encountered in daily practice. Numerous studies demonstrate that more than 20 percent of all visits to primary care providers deal with these complaints. During this workshop, the pertinent history and physical examination techniques will be reviewed. The functional anatomy of the joint, as well as common mechanisms of injuries will be stressed. After an initial review of the basics of clinical examination, demonstration and practice of examination techniques will be completed. The benefits of joint aspiration and injection will be discussed, demonstrated and practiced.

More than 75 percent of the course involves interactive sessions. Each session has extensive practice times with joint models to review and practice common aspiration and injection techniques. CPT codes for the different aspiration and injection techniques will be reviewed, as well as other issues for coding and reimbursement.

Injections: subacromial; intra-articular shoulder; acromioclavicular; intra-articular Knee; illiotibial Band; pes anserine bursa

Physical Exam Special Tests: shoulder and knee

Participants will:

1. Review the anatomy and function of various joints (shoulder/knee).
2. Learn specific clinical tests to evaluate each joint using evidence-based medicine guidelines.
3. Practice exam techniques in a supervised setting.
4. Practice joint aspirations and injections using joint models with an introduction to Ultrasound Guidance.

Fee: \$775; includes training materials and refreshments. This workshop provides 7.5 CME hours.

This workshop is provided by the National Procedures Institute and requires a separate registration at www.npinstitute.com.

Cancellation of Course: A minimum number of registrants is required. If the minimum is not met and it should become necessary for NPI to cancel this course, a full refund will be issued. NPI is NOT responsible for any travel expenses you may have incurred prior to, or after, cancellation of the course.

1-5 pm

PR2: Coding Conundrums: TCM, CCM, ICD-10, and Other Gems

Thomas Weida, MD, University of Alabama

The payment environment is transitioning from payment for visit to payment for value. Understanding how to use codes for complex chronic care management, transitional care management, ICD-10 documentation, advanced directive planning, procedure coding, and evaluation and management coding is critical to a practice's financial viability as well as to improved patient care. The workshop will be interactive and also utilize an interactive audience response system to engage learners.

Learning Objectives: At the conclusion of this workshop, participants should be able to:

1. Implement proper use and documentation of transitional care management codes in the office
2. Demonstrate appropriate documentation and implementation for the complex care coordination code
3. Analyze ICD-10 implementation
4. Prepare for advanced directive planning code utilization
5. Utilize proper documentation for CPT procedure and E&M

Fee: \$100; includes training materials and refreshments. This workshop is included in the application for Physician's CME hours and Nurse's CEU units. To register, mark the box on the Conference Registration Form on page 20.

This preliminary brochure is for planning purposes, and does not include all session content. Abstracts and learning objectives for all concurrent educational sessions are available www.stfm.org/cpi.

Educational Session Formats:

Seminar – Provides practical information and methods to enhance practice improvement through health information and patient education efforts. Seminars include a combination of presentation and active involvement of participants. 90 minutes.

Lecture – Provides a forum for focused didactic presentation and discussion of a topic. These topics may include clinical, research, administrative, or education issues. 60 minutes.

Paper – Provides research or programs for educating health professionals or patients. 30 minutes.

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

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

7:30–8:30 am

Continental Breakfast (Note: Payment reform update presentation begins at 8 am)

8–8:30 am

Payment Reform Update: Value over Volume

Amy Mullins, MD, CPE, FAAFP, American Academy of Family Physicians, Leawood, KS

In April 2015, a landmark bill was passed that shifts the future of physician compensation away from payment for volume to payment for value. The roll out of this new model begins in 2019, but the implications start now. Learn the basics of advanced payment models, merit-based incentive payment systems, and how quality of care will impact your work and your compensation.

general session



Melissa Gerdes, MD, Methodist Health System, Dallas, TX

8:35–9:30 am

PL1: Opening General Session: Successful Practice Transformation for the Value-Based World

Payment mechanisms for today's delivery of health care services are rapidly moving towards value-based payment. Value-based payment mechanisms are designed to measure outcomes at the patient level of health care delivery and utilization and reward high performers financially. Understanding the goals and makeup of value-based payment scenarios, as well as evaluating programs for participation, is imperative for physicians. The Methodist Patient-Centered Accountable Care Organization (ACO) was one of the first Medicare ACOs to generate savings and score in the top quartile in quality by coordinating 15,000 Medicare beneficiaries' care with an emphasis on quality, patient experience, and cost. Core competencies required for early success will be shared. Today, the Methodist Patient-Centered ACO is part of Forward Health Partners, a five system Dallas/Fort Worth ACO, and contracts with major commercial payers to manage populations.

Learning Objectives: Following this presentation, participants will:

- Understand the goals and makeup of value-based payment scenarios
- Discuss five core competencies required for early success in the Medicare Shared Savings Program
- Understand ways to evaluate whether an ACO model is right for a practice

Dr Melissa Gerdes is vice president and chief medical officer of outpatient services and ACO strategy at Methodist Health System in Dallas, Texas where she chairs the Methodist Patient Centered Accountable Care Organization Board. Dr Gerdes earned a BS in Communications at Northwestern University, her MD at Loyola University Stritch School of Medicine, and completed her residency at the University of Texas at Tyler. She has also served as the president of the Texas Academy of Family Physicians and chaired the Commission on Quality and Practice for the American Academy of Family Physicians.

Introduction & Moderator: *Amy Mullins, MD, American Academy of Family Physicians, Leawood, KS*

9:30–10 am

Refreshment Break With Poster Presentations (dedicated time)

9:30 am–4 pm

Posters: Completed Project

P1: Assessing the Quality of the After-Visit Summary (AVS) at an Academic Family Medicine Clinic in Dallas, TX

Amimi Osayande, MD, Tasaduq Mir, MD, Kimberly Kone, University of Texas Southwestern

P2: Improving Health Care Through Better Customer Service

Ani Bodoutchian, MD, Glen Cove Hospital FMR, Glen Cove, NY; Samar Raza, North Shore-LIJ at SouthSide Hospital, Bay Shore, NY

P3: Pre-Procedure Intervention Effectiveness in Patients With Contrast-Induced Acute Kidney Injury

Ani Bodoutchian, MD, Glen Cove Hospital, Glen Cove, NY; Maureen Grissom, PhD, Revity Nair; Tania Velez; Hovik Shilgevorkyan; Ekambaram Ilamathi, MD, Hofstra North Shore LIJ, Bay Shore, NY

P4: Implementing Care Management for Adult, Pediatric, and Obstetrical Patients in a Family Medicine Practice

Ann Tseng, MD, Karen Aiello, CMPE, Emily Barclay, Maleia Briggs, Eric Wiser, MD, Oregon Health & Science University

P5: Assessing Quality of and Implementing Improvements in HPV Vaccination Delivery at a Family Medicine Residency Clinic

Anton Grasz, MD, University of Illinois Peoria FMR

P6: AAFP Adolescent Immunization Project

Damoun Rezai, Eisenhower Medical Center, Rancho Mirage, CA

P7: Increasing the Incidence of Waist Circumference Measurement

Dino Nguyen, MD, Michelle Klawans, Thomas Northrup, PhD, University of Texas at Houston; Deepa Vasudevan, MD, University of Texas HSC at San Antonio

P8: Improving Diabetic Testing in a Family Medicine Residency Program

Ingrid Patsch, MD, Presbyterian Intercommunity Hospital, Whittier, CA

P9: The Incidence of Abnormal ABI in Diabetic Patients Asymptomatic for ASVD

Jeffery Swartz, MD, Spartanburg Regional Healthcare System, Spartanburg, SC; Robert Hanlin, MD, Greenville Hospital System/University of South Carolina

P10: Physician Familiarity With Evidence-Based Complementary and Alternative Medicine

Jessica Williams, Michelle Klawans, Thomas Northrup, PhD, University of Texas at Houston; Deepa Vasudevan, MD, University of Texas at San Antonio; Yu Wah, MD, San Joaquin General Hospital, French Camp, CA

P11: Improvement of Diabetic Foot Exam Rates Through Lean in Daily Work

Jill Fenske, MD, Marla Slocum-Casper, Kevin DeHority, Brendon Weil, University of Michigan

P12: Family Medicine Southwest: The Journey for Transformation

Marilyn Darr, MD, PharmD; Pam Eckerson, Adriana Linares, MD, MPH, DrPH

P13: Microorganism Consequences Implicated in iPad Usage in an Inpatient Setting

Megha Manek, MD, Guthrie/Robert Packer Hospital, Sayre, PA

P14: Identifying and Modifying Roadblocks to Efficient Referral Completion

Nancy Blevins, MD, Siddharta Nandi, University of Alabama Huntsville FMR

P15: Identification and Intervention of Potentially Inappropriate Medication That Meets the Beers Criteria at the Parkland Family Medicine Geriatric's Clinic

Nitin Budhwar, MD, University of Ottawa; Nora Gimpel, MD, University of Texas Southwestern Medical Center; Jason Johnson, Parkland Health and Hospital System, Dallas, TX

P16: What Is the Effect of Administering the PHQ-9 Depression Questionnaire to All Adult Patients in Two Residency Clinics?

Patti Olusola, MD, Robert Tompkins, MD, Kathryn Wortz, PhD, University of Texas HSC at Tyler

P17: Collaboration With Community Partners to Provide Breast and Cervical Cancer Screening and Services to the Underserved

Patti Olusola, MD, Sarah Low, MD, University of Texas HSC at Tyler; Stephanie Taylor, Northeast Texas Public Health District, Tyler, TX

P18: Is There a Rationale for Baseline Mammography at 40

Timothy Herrick, MD, Oregon Health & Science University

Posters: Work in Progress

P19: For Residents, by Residents: A Longitudinal Third-Year Quality Improvement Project to Increase Provider Continuity

Aimee English, MD, Drew Ashby, Amanda Gawin, Corey Lyon, DO, University of Colorado

P20: The New Consultants in Town: Use of a Patient Advisory Board to Give Residents Insight on Tough Cases

Aimee English, MD, Katherine Buck, PhD, LMFT, University of Colorado

P21: Improving Chlamydia Screening Rates in Family Medicine

Allison Ursu, MD, Grant Greenberg, MD, MA, MHSA, University of Michigan

P22: Improving Diabetes-Related National Quality Forum Clinical Quality Measures Through Standardized Care Management Developed by a Diabetes Quality Improvement Team

Amy Gearlds, DO, Ginny Gottschalk, MD, Jillian Atherton, PhD, ABD, Michael King, MD, MPH, Mary Barron, RN, CCRC, Kevin Pearce, MD, MPH, Oscar Perez, Jr, DO, Elizabeth Tovar, PhD, APRN, Jonathan Ballard, MD, MPH, University of Kentucky

P23: Identifying Barriers and Improving Access to IUDs at a Suburban Residency Practice

Amy Harrison, MD, Nereida Esparza, MD, MacNeal Hospital, Berwyn, IL

P24: Patient Perspectives of an Individualized Diabetes Care Management Plan in an Academic Patient-Centered Medical Home

Ashley Saucier, Benjamin Ansa, MD; Brittney Fontenot-Janis Coffin, DO, Carla Duffie, RN, DNP, MHSA, Medical College of Georgia; Andre Miller, Miriam Akhtar, Holly Mahoney, Selina Smith, Georgia Regents University

9:30 am–4 pm

Posters: Work in Progress cont.

P25: Implementing a Pharmacist-Led Warfarin Clinic in a Family Medicine Residency: A Team-Based Approach to Improve Patient Care

Brian Selius, DO, Amy Skiff, PharmD; Andrea Adams, MBA, CMPE; Gerald Kirk, RN, BSN, Florida State University

P26: Teaching Family Medicine Residents Quality Improvement in the Patient-Centered Medical Home Using ABFM's METRIC®MC-FP Part IV Modules

Caitlyn Rerucha, MD, Darnall Army Medical Center, Fort Hood, TX; Tammy Donoway, Womack Army Medical Center, Fayetteville, NC

P27: Increasing Use of Long-Acting Reversible Contraceptives in the Family Medicine Residency Clinic

Cassandra Cashman, MD

P28: Personalized Diabetic Program: A Form of Self-Management Support

Christopher Betts, Amanda Palich, Greenville Health System, Greenville, SC

P29: Improving Physician Documentation for Coding and Billing

Cristela Hernandez, MD, Matiana Gonzalez-Wright, EdD; Maria Colon-Gonzalez, MD, University of Texas HSC at San Antonio

P30: Implementing "Welcome to Medicare" Visits in a Family Medicine Residency Program

Daniel Musser, Greenville Hospital System/University of South Carolina; Alyson Ghizzoni; James Reed, Meredith Vejnar, Center for Family Medicine, Greenville, SC

P31: The Impact of Co-Located Integrated Care on Patient Health in Primary Care

Dixie Meyer, William Manard, MD, Douglas Pettinelli, PhD, Jeffrey Scherrer, PhD, David Schneider, MD, MSPH, Craig Smith, PhD; Carissa van den Berk-Clark; Max Zubatsky, PhD, LMFT, Saint Louis University

P32: Improving Heart Failure Performance Metrics Within a Family Medicine Residency PCMH

Dosha Cummins, PharmD, BCPS, Amanda Deel, Scott Dickson, MD, Tom Frank, PharmD, Sarah Holcomb, MD, Leah Fryar, MD, Joe Stallings, MD, Scott Laffoon, Mike Mackey, MD, Jacquelyn Brickey, University of Arkansas for Medical Sciences



P33: Assessing and Addressing Diabetic-Specific Distress

Edore Onigu-Otite, MD, Baylor College of Medicine; Shivanki Juneja, Harris Health System, Sugar Land, TX

P35: Maintenance of Certification Quality Improvement Project Regarding Surveillance of Controlled Substance Prescribing

Heather Holmstrom, MD, Grant Greenberg, MD, MA, MHSA, University of Michigan

P36: Increasing Cervical Cancer Screening Rates: Quality Improvement Project

Janis Coffin, DO, Aliyi Aliyi, Carla Duffie, RN, DNP, MHSA, Medical College of Georgia; Patrick Hatch, Georgia Regents University, Augusta, GA; David Kriegel, MD, Sumant Ponnala, Melanie Vettimattam, Medical College of Georgia

P37: Reducing the Risk of Hospital Readmission: Does Seeing One's Primary Care Provider Within 48 Hours Post-Hospital Discharge Help Solve the Problem?

Jennifer Dzivis, University of Rochester; Michael Mendoza, MD, MPH, MS, Rochester/Highland Hospital FMR, Rochester, NY

P38: Teaching Family Medicine Residents About Quality Improvement Concepts and Practices Utilizing a Chronic Kidney Disease Co-Management Project Involving Family Physicians and Nephrologists

Jerry Sayre, MD, North Florida Regional Medical Center, Gainesville, FL

P39: Increasing Screening and Care Management of Depression Among Low-Income, Uninsured Patients in a Collaborative Partnership Primary Care Clinic

Joanna Nichols, Rosa Aleman, Patti Pagels, MPAS, PA, Nora Gimpel, MD, University of Texas Southwestern

P40: Making the Most of the Medicare Wellness Visit: Improving Quality and Efficiency Through the Use of a Previsit Planning Tool

Julianne Lucco, MD, Sapan Bindal, Deidre Brazil, MD, Andrew Chiromeras, MD, Jigger Patel, MD, Selina Patel, MD, Steven San Filippo, MD, Hunterdon Medical Center, Flemington, NJ

P41: Implementing TEAMCare in a Residency Clinic

Julie Adkison, PharmD, Liliana Hernandez, MPH, MPA, CHES, Troy Fiesinger, MD, Memorial Hermann Hospital System, Sugar Land, TX



P42: Development and Implementation of a Chronic Opioid Management Policy in a Large Multi-Specialty Provider Network

Kenneth Braman, Jr, MD, Todd Feemster, Akron General, Akron, OH; Ronda Lawyer, Partners Physician Group, Uniontown, OH

P43: Assessing Barriers and Completion of Preventive Health Services in Female Patients at a Family Medicine Residency Clinic

Kennex Munez, MD, University of Texas Southwestern; Olivia Yun, MD, Parkland Health and Hospital System, Dallas, TX

P44: A Patient-Centered Interdisciplinary Team-Based Collaborative Approach to Improve Remission Rates and Quality of Life in Adults With Depression

Kevin Phelps, DO, University of Toledo

P45: Diabetes Report Card: Did You Make the Grade? Improving Providers' Diabetes Management

Madison Humerick, MD, West Virginia University; Amreen Aziz, MD, Harper's Ferry, WV; Jonathan Kline, PharmD, West Virginia University

P46: Process Improvement Project—Improved Recognition and Diagnoses of Pediatric Hypertension in a Family Medicine Clinic

Matthew Kelly, MD, Carl R. Darnall Army Medical Center, Fort Hood, TX

P47: Integrated Family Medicine and Medical Family Therapy in an Educational Setting: Challenges and Opportunities in Patient Care and Training

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

P48: Who Said There Are too Many Cooks in the Kitchen? Interdisciplinary Team Discharge Clinic Prevents Hospital Readmissions

Nabila Ahmed-Sarwar, PharmD, Lauren DeCaporale-Ryan, PhD, Shaula Woz, MD, MPH, Katie Lashway, RN, Karen Mahler, RN, Tracy Lewis, CMA, Robbyn Upham, MD, MSED, University of Rochester

P49: Improve Quality of Care in Half the Time: Interdisciplinary Telemedicine Improves Glycemic Control

Nabila Ahmed-Sarwar, PharmD, University of Rochester; Patrick McCabe, PharmD, St. John Fisher College, Rochester, NY; Katie Lashway, RN, Christopher Taggart, MD, University of Rochester; Mathew Devine, DO, Philadelphia College of Osteopathic Medicine

P50: Impact of Rescheduling of Hydrocodone Combination Products and Educational Interventions on the Narcotic Prescription Patterns in a Family Medicine Residency Practice

Neelima Kale, PhD, MD, MBA, University of Texas Southwestern; Nitin Budhwar, MD, University of Ottawa; Zubair Syed, MD, Institute for Family Health, Kingston, NY; Omar Durani, MD, University of Texas Southwestern

P51: Health Care for the Homeless: Informing Patients About Lab Results

Rachel Hope, MD, Nancy Elder, MD, MSPH, Daniel Hargraves, MSW, University of Cincinnati

P52: Improving Patient Outcomes Through an Integrated Management Approach to Uncontrolled Diabetes

Rashmi Rode, MD, CCD, Roger Zoorob, MD, MPH, Thomas Porter, MD, Susan Nash, PhD, Baylor College of Medicine

P53: Post-Hospitalization Discharge Clinic: Who, What, When, and Why

Robbyn Upham, MD, MSED, Lauren DeCaporale-Ryan, PhD, Nabila Ahmed-Sarwar, PharmD, Karen Mahler, RN, Katie Lashway, RN, Tracy Lewis, CMA, University of Rochester/Highland Hospital, Rochester, NY

P54: Pediatric Obesity

Robert Luebbbers, MD, Kimberly Hageman, MD, University of Vermont

P55: Finding a Scheduling System That Works for You and Your PCMH

Ronda Lawyer, Kenneth Braman, Jr, Todd Feemster, Akron General Partners Physician Group, Akron, OH

P56: Stomp It Out: Quality Improvement Team Increases Participation in Smoking Cessation Class

Theresa Lengerich, PsyD, Holly Ait Taoquit, Kay-Cee Bailey, Chandra Dean, Rebekah Pershing, PsyD, Sailee Teredesai, Constance Zimmer, Steve Zitelli, TriHealth Bethesda North Hospital, Cincinnati, OH

P57: Implementation of Shared Decision Making for Breast Cancer Screening in 40 Year Olds

Timothy Herrick, MD, Oregon Health & Science University

P58: Development of a Risk Stratification Tool for Home Bound Frail Elderly

Brian Lombardo, MD, RAMCCC/Alice Peck Day Hospital, Lebanon, NH; Natsu Fukui Jaclyn Shameklis, Andree Koop, Juliana Castedo, Massimo Tarulli, Erin McNeely

10–11 am

Lectures

L2: Leveraging Undergraduate Student Volunteers

Jonas Lee, MD, University of Wisconsin; Claudia Goodsett, BSC, University of Texas Southwestern Med Center at Dallas

L3: Acquiring an Independent Practice: A Step by Step Guide to Grow the Business of Family Medicine

Nipa Shah, MD, University of Florida

L4: A Web-Based, University-Sponsored, Practice Facilitator Certificate Program: Training a Workforce to Improve Population Health

Chester Fox, MD, SUNY at Buffalo FMR; Deborah Kane, University at Buffalo; Lyndee Knox, PhD, LANet Community Health Resource Network, Long Beach, CA; June Levine, RN

L5: Strengthening the Pediatric Medical Home in Your Family Medicine Practice

Ann Tseng, MD, Karen Aiello, CMPE, Emily Barclay, Amanda Miller, PA-C, Eric Wisner, MD, Oregon Health & Science University

L6: Multidisciplinary Multi-Department Medicare Annual Visit Performance Improvement Project

Eric Wisner, MD, Colleen Casey, PhD, ANP-BC, CNS, Ann Tseng, MD, Emily Barclay, Karen Aiello, CMPE, Joe Skariah, DO, MPH, Oregon Health & Science University

L7: Improving Quality of Care From Measured Level of Primary Care Behavioral Health Integration

Rodger Kessler, PhD, ABPP, University of Vermont; Gene Kallenberg, MD, University of California, San Diego; Stacy Ogbeide, PsyD, Healthcare for the Homeless of Houston

10–11 am

Lectures cont.

L8: FMAHealth Practice Core Team Update: Considering the Past, Assessing the Present, Preparing for Tomorrow [FMAH]

Jason Marker, MD, MPA, Wyatt, IN

L9: Closing the Gaps: Addressing Social Determinants of Health in the 21st Century Primary Care Medical Home

Christina Milano, MD, Oregon Health & Science University

11:10 am–12:10 pm

Lectures

L10: Improving Quality of Care Using Innovative Medical Technologies

Lovedhi Aggarwal, MD, Sarah Canyon, University of Hawaii

L11: Transforming Primary Care Delivery

Alicia Jacobs, MD, University of Vermont

L12: Tackling the Challenges of Behavioral Health Integration

Jeffrey Bullard, MD, Vault/MaxHealth, Colleyville, TX; Christie Lawrence, KPN Health Analytics, Dallas, TX

L13: Mapping Value Stream in a Residency Clinic

Gabriel Andeen, MD, MPH, Oregon Health & Science University; Gregory Gochnour, MD, Anne Hutchinson, MD, Vanna Irving, MD, McKay-Dee Hospital Center, Ogden, UT

L14: Medicare Complex Care Management: Building an Interprofessional Medical Home Team to Improve Care Coordination for High-Risk Seniors

Shaylee Peckens, Gregory Castelli, PharmD, Karen Fitzpatrick, MD, Rachelle Peklinsky, West Virginia University

L15: Impact of New Law, Clinic Policies, and Education on Opioid Prescribing Patterns in a Family Medicine Residency

Kenae Jumper, Megan Dorrell, PharmD, Community Health Network, Indianapolis, IN

L16: Acute to Chronic Pain: Time for a New Paradigm

John Boll, Jr, DO, Williamsport Hospital FMR, Williamsport, PA

L17: Getting to Comprehensive Payment for Family Medicine Services [FMAH]

Thomas Weida, MD, University of Alabama

L18: “Donde le duele?” How to Use Medical Spanish in Your Office

Jorge Duchicela, MD, Youens & Duchicela, Weimar, TX

12:15–1:30 pm

Networking Luncheon With Award and Scholarship Presentations

Family Practice Management Award for Practice Improvement

Presented by Ken Adler, MD, MMM, medical editor, Family Practice Management

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

Presented by Scott Fields, MD, MHA, conference chair, Oregon Health & Science University

1:45–2:15 pm

Papers

PA1: Assessing the Impact of Clinical Pharmacists on Patients' Hemoglobin A1c Using a Retrospective, Quasi-experimental Research Design

Kathryn Harnes, MD, University of Michigan FMR, Ann Arbor, MI; Heidi Diez, PharmD, Cameron Shultz, PhD, MSW, University of Michigan; Elizabeth Shih, MD, University of Michigan FMR, Ann Arbor, MI

PA2: Addressing Gaps in Mental Health Care in the Primary Setting With the Implementation of an EMR Mental Health Protocol Using Templates and Dashboards

Rachel Liu, University of British Columbia; Daniel Ngui, Fraser Medical Clinic, Vancouver, BC

PA3: Community and Clinical Partnerships—Lessons From the Field

Sai Cherala, MD, MPH, University of Massachusetts

PA4: Alternatives to Public Flogging: Data-Driven Methods to Improve Trainee Performance

Troy Fiesinger, MD, Lindsay Botsford, MD, MBA, Memorial Hermann Hospital System, Sugar Land, TX

PA5: A Transformative Collaboration: Duffy Health Center and Commonwealth Medicine Partner to Build Improved Systems of Care

Joan Johnston, RN, University of Massachusetts; Wesley Klein, Patricia Cawley, Duffy Health Center, Hyannis, MA; Pamela Senesac, Ruth Aboagye, Sai Cherala, MD, MPH, Anita Morris, Judith Steinberg, MD, MPH, University of Massachusetts

PA6: Reducing Potentially Avoidable Emergency Department Visits by Improving Patient Connections With Their Primary Care Team in a Family Medicine Residency

Jonathan Ballard, MD, MPH, Roberto Cardarelli, DO, MPH, University of Kentucky; Benjamin Smith, MD, American University of the Caribbean; Bryce Meredith, DO, Elizabeth Tovar, PhD, APRN, Jillian Atherton, PhD, ABD, Michael King, MD, MPH, Oscar Perez, Jr, DO, University of Kentucky College of Medicine FMR, Lexington, KY

PA7: Behavioral Health Self-Assessment Tool

Judith Steinberg, MD, MPH, Karen Clements, MPH, ScD, Joan Johnston, RN, Sai Cherala, MD, MPH, Anita Morris, University of Massachusetts

PA8: Improvements in NCQA PCMH Documentation

Elisabeth Righter, MD, Claire Dolan, Marie-Noelle Atkinson, Wright State University

PA9: Raising the Bar: Improving 99214 Coding in a Family Medicine Residency Program Through Serial Rapid PDSA Cycles

Kimberly Legere-Sharples, MD, Melissa Houser, MD, Middlesex Hospital FMR, Middletown, CT

PA10: Handling the Challenges of Completing Patient Forms in a Patient-Centered Medical Home Residency

Scott Morrow, BS, Community Health Network FMR, Indianapolis, IN

2–5:30 pm

OPT1: Optional Workshop: Practice Management Boot Camp—Preparing For Your Current And Future Practice

\$75 additional fee; see page 20 to register.

Scott Fields, MD, MHA, Bruin Ruggie, MD, MPA, Benjamin Cox, MBA, Oregon Health & Science University; John Ruggie, MD, Hudson Headwaters Health Network

As a new physician in the community or a new employee or partner in a practice, what are the knowledge, skills, and attitudes that will enable you to be successful in an evolving health care system? Needed attributes go beyond the “medicine” of medicine to the “business” of medicine—together these make for the “practice” of family medicine. As family physicians are being asked to take on a greater leadership role in population health, and as compensation systems are evolving into capitation and pay for performance, how should a new physician gain comfort with managing his or her role in this environment?

This workshop is for experienced residents, new practicing physicians, and new faculty. The presenters will engage the participants in an active conversation and small-group activities to address issues such as: 1) how to be a good partner in a busy practice; 2) basics: the role of primary care in Accountable Care Organizations, understanding the importance of visit coding, relative value units, and how we get paid; 3) what to know prior to signing your first contract; 4) basic financial planning, including employer benefits, loan repayments programs, and planning for your family’s future; and 5) use of data to improve your practice and your patients’ health.

Learning Objectives:

By the end of this workshop, you will be able to:

1. Describe important attributes to ask about when evaluating a new practice that you are considering joining
2. Describe important components to understand in your contract, including the compensation model that is being used to pay you
3. Describe how your practice obtains revenue and how it assesses expenses, and how revenue and expenses are reflected in an operating budget for the practice
4. Describe how to use data to understand how your practice is operating and how care is being delivered to your patients

Workshop for residents, new faculty, & new physicians!



2:25–3:25 pm

Lectures

L19: Naloxone Counseling for Harm Reduction and Patient Engagement

Lucas Hill, PharmD, Niladri Das, MD, Ashley Higbea, PharmD, Marianne Koenig, PharmD, UPMC St Margaret Hospital, Pittsburgh, PA; Jonathan Han, MD, New Kensington Family Health Center, New Kensington, PA

L20: From Battleships and Elephants to the Porchtime Sipper

Robert Thomen, MD, Ashley Clinic, Chanute, KS

L21: Safe Passage: Improving Transitions to Labor and Delivery

Joseph Teel, MD, Kate O'Rourke, April Romanos, University of Pennsylvania

L22: Transitional Care Management: PDSA Approach to Implementing Federal Regulations

Kristi Van Riper, MPH, Peter Harper, MD, MPH, University of Minnesota

L23: The Special Care Team: Improving Outcomes for Patients With Complex Care Needs

John DiSabato, MD, Summa Health System FMR, Akron, OH

L24: Family Medicine and Medical Family Therapy: A Model of Integrated Care and Training

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

L25: The LEARNS Collaborative (Leading Education and Reducing No Shows): a Pathway to the Triple Aim

Peter Lazzopina, Valley Baptist Medical Center, Harlingen, TX; Catherine Scarbrough, MD, Tuscaloosa College of Community Health Science, Tuscaloosa, AL; Jewell Carr, MD, Carolinas Medical Center, Charlotte, NC; Krystal Tamura, MD, St Anthony Hospital Program, Westminster, CO

L26: The FMAHealth Research Core Team: Advancing Family Medicine Research to Accomplish the Triple Aim [FMAH]

Perry Dickinson, MD, University of Colorado

3:30–4 pm

Refreshment Break With Conference Partners and Poster Presenters

(See pages 7-9 for posters)

4–4:30 pm

Papers

PA11: Following the Yellow Brick Road to the Emerald City of Patient Care Coordination on a Budget

Cortney McDuff, RN, Linda Sanders, Goppert Trinity Family Care, Kansas City, MO; Cindy McHenry, BSN, Research Medical Center FMR, Blue Springs, MO

PA12: Tools for Implementing Resident and Medical Student Quality Improvement Projects

Deepa Vasudevan, MD, University of Texas HSC at San Antonio; Michelle Klawans, Thomas Northrup, PhD, Angela Stotts, PhD, University of Texas at Houston

4–5 pm

Lectures

L27: American Academy of Family Physicians Summary of Recommendation for Clinical Preventive Services

Jennifer Frost, MD, Pamela Carter-Smith, MPA, Bellinda Schoof, MHA, CPHQ, American Academy of Family Physicians, Leawood, KS

L28: Improving Diabetic Care Through Implementing Point of Care HbA1c and Utilizing the Care Coordinator in the PCMH

Josh Strehle, Jen Kirstein, UnityPoint Health, Des Moines, IA

4–5:30 pm

Seminars

S1: Improving Practice Performance Through Adaptive Leadership

Laurie Belknap, DO, Ohio State University; John Franko, MD, East Tennessee State University; Mark Greenawald, MD, Virginia Tech; Randall Longenecker, MD, Ohio University

S2: Adolescent Obesity Treatment: Tools to Engage Patients in Behavior Change

Javier Rosado, PhD, Giuliana Farias, Elena Reyes, PhD, Angel Brana-Lopez, MD, MPH, Florida State University

S3: Doctor or Data? Comparing Two Approaches to Complex Patient Identification in a Residency Setting

Lauren Oshman, MD, MPH, Anastasia Lopukhin, MPH, University of Chicago

S4: Redefining a Paradigm of Care: Transforming Payment Models to Better Match With Physician Time and Effort

Grant Greenberg, MD, MA, MHSA, Joel Heidelberg, MD, David Serlin, MD, University of Michigan

S5: Implementation of Analytic Solutions: Journeys of a Primary Care Practice and a MSSP ACO

Ed Bujold, MD, Family Medicine Care Center, Granite Falls, NC; Christie Lawrence, KPN Health Analytics, Dallas, TX

6:30 pm

Dine Out Groups

7:15–8:15 am

Continental Breakfast

8:30–9:30 am

Greetings From STFM President Mary Hall, MD

general session



*Thomas Bodenheimer, MD, MPH,
University of California, San Francisco*

PL2: Can Primary Care Teams Simultaneously Improve Patient Access and Reduce Physician Burnout?

The gap between the population’s demand for primary care services and primary care’s capacity to meet that demand is widening, leading to reduced access for patients and increased burnout for physicians. Nurse practitioners and physician assistants can help address the primary care demand/capacity gap, but their numbers are insufficient. A reasonable solution is to empower other health professionals, in particular registered nurses and pharmacists, to see certain patients. Considerable evidence shows that RNs and pharmacists can independently provide high-quality care for patients with uncomplicated acute illnesses and non-complex chronic conditions. In addition, unlicensed personnel, such as medical assistants, can ensure that patients receive evidence-based preventive services, and can also be trained as scribes who can save physician time and increase physician satisfaction. In summary, the building of well-trained teams has the potential to improve patient access while reducing clinician burnout.

Learning Objectives: By the end of this session participants will be able to:

1. Understand the concept of a primary care demand-capacity gap
2. Identify evidence supporting registered nurses and pharmacists providing care independent of physicians
3. Incorporate examples of high performing teams with the potential to improve patient access while reducing physician burnout

Dr Bodenheimer is a general internist who received his medical degree at Harvard and completed his residency at University of California, San Francisco. He spent 32 years in primary care practice in San Francisco’s Mission District— 10 years in community health centers and 22 years in private practice. He is currently professor emeritus of Family and Community Medicine at University of California, San Francisco and codirector of the Center for Excellence in Primary Care. He has written numerous health policy articles in the *New England Journal of Medicine*, *JAMA*, *Annals of Family Medicine*, and *Health Affairs*.

Introduction and Moderator: *Scott Fields, MD, MHA, conference chair*

9:30–10 am

Refreshment Break With Poster Presentations (Dedicated time; Last chance to visit posters!)

(See pages 7-9 for posters)



10–11 am
Lectures

L29: The Primary Care Office of the Future: Create Your Own Demonstration

Rachael Ingersol, MA, Connecticut Institute for Primary Care Innovation; Jeri Hepworth, PhD, Thomas Agresta, MD, MBI, University of Connecticut

L30: Stop Losing Money! How to Improve Billing and Coding in a Family Medicine Residency Practice

Bonzo Reddick, MPH, MD; Robert Pallay, MD, Donna Prill, MD, Mercer University; Cherrie Rahn-Kramer, Memorial Health, Savannah, GA

L31: Primary Care Behavioral Health Fidelity Through Quality Improvement and Assurance

Lesley Manson, PsyD, Arizona State University; Jeff Reiter, HealthPoint CHC, Seattle, WA

L32: Transforming a Family Medicine Residency Clinic to an Advanced Primary Care Center

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

L33: Salaries, Incentives, Fairness: Rethinking the Structure of Primary Care Physician Compensation

Jennifer Lochner, MD, Beth Potter, MD, Brian Arndt, MD, University of Wisconsin, Madison

L34: Medical Scribes in an Academic Family Medicine Department, From Pilot to Implementation and Beyond

Heather Holmstrom, MD, Grant Greenberg, MD, MA, MHSA, University of Michigan; Linda Roth, PhD, Wayne State University; David Serlin, MD, University of Michigan

L35: Expanding the Interprofessional Team in PCMH: What Community Health Workers Add?

Katherine Cauley, Donald Clark, MD, Kim Conner, Katie McMenamain, Michelle Nelson, Therese Zink, MD, MPH, Wright State University

L36: Primary Care Technology in a Value-Based World: FMAHealth Needs your Help to Look Ahead [FMAH]

Steven Waldren, MD, American Academy of Family Physicians, Leawood, KS

11:10–11:40 am

Papers

PA14: The Problem of Multiple Hats: Providing Efficient and Safe Team-Based Care With Providers Who Are Not Always in the Clinic

Franklyn Babb, MD, David Trotter, PhD, Texas Tech University

PA15: Development of an Interprofessional Complex Care Team

Jonell Hudson, PharmD, BCPS, Ronald Brimberry, MD, AHEC (Northwest), Fayetteville, AR

PA16: How to Create and Implement a Medical Scribe Program in a Family Medicine Department

Melanie Tucker, PhD, Richard Friend, MD, Tuscaloosa College of Community Health Science

PA17: Beyond PBLI—Building a Framework for Clinic-Based Quality Improvement Practice Teams

Elizabeth Tovar, PhD, APRN, Jillian Atherton, PhD, ABD, Jonathan Ballard, MD, MPH, Mary Barron, RN, CCRC, Michael King, MD, MPH, Oscar Perez, Jr, DO, University of Kentucky

PA18: Streamlining Documentation and Coding of the Well Woman Exam

Catherine Scarbrough, MD, John Adams, MD, Mary Margaret Clapp, MD, Katie Gates, MD, Ambreen Mardhani, MD, Maury Minton, MD; Melanie Tucker, PhD, Tuscaloosa College of Community Health Science FMR

PA19: H.O.V.E.C.: An Enhanced Home Visit Model Utilizing a Visual Electronic Connection Via Wearable Glass Technology

Niladri Das, MD; Jonathan Han, MD, New Kensington Family Health Center, New Kensington, PA; Lucas Hill, PharmD, Marianne Koenig, PharmD; James Mercuri, UPMC St. Margaret Hospital

PA20: HealthPALs: People Helping People Make Better Health Care Decisions

Jeffery Swartz, MD, Spartanburg Regional Healthcare System, Spartanburg, SC; Robert Hanlin, MD, Greenville Hospital System/University of South Carolina

PA21: Transitional Care Management: A Family Medicine Quality Improvement Initiative

Megan Hunt, Luke Peterson, Banner Health, Phoenix, AZ



PA22: Lean Family Medicine

Alexandria Howard, MD, University Hospitals Case Medical Center, Cleveland, OH

PA23: Improving Care of Older Adults Within a Novel Practice: Patient Perceptions and Self-Efficacy Analysis of Pharmacist-Led Interventions on Transitions of Seniors by Patient Surveys

Ashley Higbea, PharmD, Heather Sakely, PharmD, BCPS, Patricia Klatt, PharmD, Carolyn Thorpe, PhD, MPH, Kim Coley, PharmD, Jason Corbo, BCPS, PharmD, Lora Cox-Vance, MD, Loren Schleiden, Melissa Somma McGivney, PharmD, Matthew Joseph, PharmD, UPMC St. Margaret Hospital

11:40 am–1 pm

Lunch on Your Own

1–2 pm

Lectures

L37: Applying Problem-Solving Tools for Quality Improvement to Facilitate Successful Change

Grant Greenberg, MD, MA, MHSA, University of Michigan; Michael Mendoza, MD, MPH, MS, University of Rochester; Jennifer Johnson, MSHS, University of California, San Diego

L38: A PCMH Transition in a Community Health Center: Opportunities for Improving the Resident Education and Evaluation Process.

Raul Trejo, MD, Marianne McKennett, MD, Scripps Mercy Hospital, Chula Vista, CA

L39: DESEO: Depression Screening and Education: Options to Reduce Barriers to Treatment for Hispanic Populations

Katherine Sanchez, Brittany Eghaneyan, University of Texas at Arlington

L40: Increasing Adolescent Immunization Rates Through Office Champions

Bellinda Schoof, MHA, CPHQ, Pamela Carter-Smith, MPA, American Academy of Family Physicians, Leawood, KS

L41: The Colorado Residency PCMH Project: Further on Down the Road

Douglas Fernald, MA, Bonnie Jortberg, PhD, RD, CDE, L. Miriam Dickinson, PhD, Perry Dickinson, MD, University of Colorado

L42: Diamond Physicians Direct Medicine Platform: The Solution to Our Healthcare Crisis

James Pinckney II, MD, Diamond Physicians, Dallas, TX

L43: Meaningful Use Stage 3: How Does It Impact Family Medicine?

Ryan Mullins, MD, CPE, CPHQ, CPHIT, The Advisory Board Company, Leawood, KS

L44: Partnering to Develop the Family Medicine Workforce We Need [FMAH]

Christina Kelly, MD, Carl R. Darnall Army Medical Center, Fort Hood, TX

1:30–2 pm

Papers

PA24: Pill Burden: Targeting Polypharmacy Using a Home Visit Model

Niladri Das, MD, UPMC St Margaret Hospital; Jonathan Han, MD, New Kensington Family Health Center, New Kensington, PA; Lucas Hill, PharmD, Marianne Koenig, PharmD; James Mercuri, UPMC St. Margaret Hospital

PA25: Advanced Access and Its Evolvement in Our Residency Program: A 10-Year History

Adriana Linares, MD, MPH, DrPH; Diana Ferguson, LPN, Teresita Saguilla, LPN, PeaceHealth Southwest Medical Center FMR, Vancouver, WA

2:15–3:15 pm

Lectures

L45: Office Visit Transformation: Lessons From Our Journey Toward the Enhanced Role of Medical Assistants

Angela Smithson, MD, MPH, St John's Hospital, Saint Paul, MN

L46: HOOTEA: Healthier Obstetrical Outcomes Through Enrichment Activities

Beth Damitz, MD, Sandra Olsen, BA, MS, Medical College of Wisconsin

L47: Patient-Provider Communication: Utilizing a Fundamental Value of Family Medicine as Measure of Quality

Kathy Mariani, MD, Stephanie Kehoe, University of Vermont

L48: Improving Practice Through the Implementation of a Resident Research Program

Jonathan Kline, PharmD, West Virginia University Rural FMR, Harpers Ferry, WV; Madison Humerick, MD, West Virginia University Rural FMR, Martinsburg, WV; William Lewis, MD, West Virginia University Rural FMR, Harpers Ferry, WV





2:15–3:15 pm

Lectures cont.

L49: Starting a Primary Care Walk-In Clinic at an Academic Health Center to Decrease Emergency Department Utilization and Improve Patient Satisfaction, Quality, and Continuity of Care

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

L50: Transformation Journey of Practices in Massachusetts Patient-Centered Medical Home Initiative—Untold Stories

Sai Cherala, MD, MPH; Joan Johnston, RN, Pamela Senesac, MD; Ruth Aboagyie; Anita Morris; Judith Steinberg, MD, MPH, Jaime F. Vallejos, MD, MPH, University of Massachusetts

L51: Medication Safety Conference Committee: Improving Quality of Care and Resident Preparedness for Opioid Prescribing

Mary Braaten, MD, University of Minnesota-Duluth

L52: Engaging Patients Outside the Exam Room: Clinical, Education, Advocacy, Research, Policy [FMAH]

John Westfall, MD, MPH, University of Colorado, Denver; Lauren Hughes, MD, MPH, University of Michigan; Ted Epperly, MD, Family Medicine Residency of Idaho Rural Program, Boise, ID; Kevin Grumbach, MD, University of California, San Francisco; Winefred Quinn, AARP; Susan Hogeland, CAE, California Academy of Family Physicians, San Francisco, CA; Malachi O'Connor, PhD, CFAR, Cambridge, MA; Glen Stream, MD, MBI, Indian Wells, CA

3:15–3:45 pm

Refreshment Break With Conference Partners

3:45–4:15 pm

Papers

PA26: Establish Medical Assistant Protocols for Comprehensive Age Appropriate Well-Child Screenings

Richel Avery, MD, Ronda Lantz, University of Texas HSC at San Antonio

PA27: iPharm: Demolishing Silos in the PCMH

Lucas Hill, PharmD, Ashley Higbea, PharmD, Marianne Koenig, PharmD, Niladri Das, MD, UPMC St Margaret Hospital; Jonathan Han, MD, New Kensington Family Health Center, New Kensington, PA

PA28: A Retrospective Study of the Impact of Group Visits With Peer-to-Peer Support for Patients With Diabetes

Cynthia Mendez-Kohlieber, MD, MPH, UCLA Medical Center, Van Nuys, CA; Isa Barth-Rogers, Yelba Castellon Lopez, University of California, Los Angeles; Maureen Mavrinac, MD, UCLA Medical Center, Santa Monica, CA; Gerardo Moreno, MD, MSHS, University of California

3:45–5:15 pm

Seminars

S6: Enhanced Medical Assistant Role: Implementing an Expanded Role in an Emerging Model of Care

Peter Harper, MD, MPH, Kristi Van Riper, MPH, University of Minnesota

S7: Improving Quality and Staff Engagement Through Lean in Daily Work

Jill Fenske, MD, Kathryn Harmes, MD, Marla Slocum-Casper, Kevin DeHority, Brendon Weil, University of Michigan

S8: The LENS Clinic: A Novel Approach to Training Residents and Improving the Chronic Care Management Experience

Robert Jackman, MD, Michol Polson, PhD, Oregon Health & Science University (Cascades East)

S9: Changing Process to Improve Clinical Quality: Hardwiring Plan/Do/Check/Act

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

S10: Are You and Your Patients Choosing Wisely?

Janet Leiker, RN, MPH, American Academy of Family Physicians, Leawood, KS; Kenneth Lin, MD, MPH, Georgetown University

S11: Helping Mid-Senior Leaders Lead: The Neuroscience of Human Survival Behavior in the Midst of Complex Change Using Reward/Threat Balance to Achieve Team Formation, Improved Communications, and Conflict Resolution

Leanne Chrisman-Khawam, MD, MEd, Case Western Reserve University

7:30–8 am

Coffee Service

general session



Hilee Fischer-Wright, MD, MMM, CMPE
Medical Group Management Association,
Englewood, CO

8–9 am

PL3: Closing General Session: Stop Whining, Start Leading: Reclaiming the Future of American Health Care

No matter where you look, everyone is calling for the transformation of American health care, however, our presumptive leaders, the physicians are nowhere to be found. This talk addresses how physicians and the practice executives who work with them can reclaim the future of health care—for themselves and their patients.

Learning Objectives: By the end of this session, participants will be able to:

1. Understand why physicians, struggle to collaborate
2. Discuss why pay-for-performance measures don't change physician behavior, and what physicians really want
3. Identify ways to move from competition into collaboration
4. Create the future vision for your physicians and the future vision of American health care

Dr Fischer-Wright is president and chief executive officer of the Medical Group Management Association. Dr Fischer-Wright, a nationally respected health care executive and physician leader, is the former chief medical officer for St. Anthony North Health Campus, part of the Centura Health System. Her work focuses on medical management innovation and creating cultures of excellence. She's led transformation of physician culture as well as performance improvement for clinics, hospitals, and systems. Her efforts focused on ensuring value-based performance—achieving the highest possible patient experience, medical quality, and patient safety, while managing the costs of health care delivery across the health care continuum. Dr Fischer-Wright coauthored the *New York Times* bestselling book, *Tribal Leadership*. Dr Fischer-Wright has a BA from the University of Colorado and an MD degree from the University of Colorado. Her Masters of Medical Management is from the University of Southern California and she has a certificate in Executive Leadership Coaching from Georgetown University.

Introduction and Moderator: *David Ehrenberger, MD, Avista Adventist Hospital and Integrated Physician Network, Louisville, CO*

9 am

Conference Adjourns

Hotel and Conference Location

Hotel InterContinental Dallas
15201 Dallas Parkway
Addison, TX 75001

Conference Rate: \$169 single/double (plus taxes)

Reservation Deadline: November 3, 2015

Reservations (Online): www.stfm.org/cpi15hotel

Phone/Reservations: 800.235.4670 (Request the STFM Conference on Practice Improvement group rate.)

Be sure to make your reservations before November 13 to receive this discounted group rate. Rooms at this rate may sell out quickly, so book early. Rates do not include state and local sales tax. Reservations for late arrival must be guaranteed with a credit card. Cancellations must be made at least 72 hours prior to arrival date. Check-in time is 3 pm; check-out time is noon. The conference rate is available 3 days prior to and 3 days following the conference, based on space availability at the time the reservation is made. If conference attendance exceeds expectations, rooms in the conference block may sell out prior to the cut-off date. Make your reservations as soon as possible to ensure your preferred accommodations. Request a confirmation number when making your hotel reservation. In the unlikely event that you have to cancel your reservation, ask for a cancellation confirmation. A portion of the room rate is rebated to STFM to offset general meeting and information technology expenses.

Hotel Fitness Facilities

The free InterContinental Health Club, located on the basement level, is open 24 hours. It is a full service workout facility with aerobic equipment (treadmills, life cycles and elliptical machines).

Hotel Parking

The lot surrounding the hotel is complimentary, with the exception of valet parking services, located directly in front of the hotel. Day use/valet charge: \$12/per day; overnight/valet charge: \$18/per day; garage/self-parking (adjacent to hotel): \$10/per day.

Ground Transportation

The InterContinental Hotel does not provide airport shuttle service. Shuttle services are available with these companies, and both are offering discounts for the STFM conference:

Super Shuttle: <http://groups.supershuttle.com/stfm.html> (Group code: TUVEM)

Yellow Checker Shuttle: www.yellowcheckshuttle.com/stfm

Taxi Service ranges from \$30-40 from Love Field Airport and \$40-\$50 from Dallas International Airport.

Air Travel

For assistance in making your airline reservations for the conference, please call Reward House, Inc., at 877.353.6690 or 816.295.3131. You can also email your questions or travel preferences to jhilburn@rewardhouseince.com for online assistance. Office hours are 9 am–5 pm (central time) Monday through Friday.

CME & CNE Credits

Application for CME credit has been filed with the American Academy of Family Physicians. Determination of credit is pending and will be available at www.stfm.org/cpi in October.

Application for CNE credit has been filed with the Kansas State Board of Nursing. This course offering approval for contact hours applicable for RN, LPN, or LMHT re-licensure is pending and will be available at www.stfm.org/cpi in October.

Registration

Register by November 2 and save \$75.

Your registration fee includes all educational sessions (except preconference and optional workshops), receptions, breakfasts, refreshment breaks, and lunch, according to the conference schedule. To register online, visit: www.stfm.org/cpi

Disclaimer

In the unlikely event that this meeting is canceled, 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, you give STFM permission to use images taken at the conference in any electronic or printed communications by STFM for any advertising and promotional purposes. You 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.

Registration Refund Policy

If a registrant determines he or she cannot attend a conference for personal or work reasons, requests for refunds must be received in writing by STFM before November 2 to receive a 50% registration fee refund. No refunds will be issued after November 2 except for those emergencies addressed below.

Refund requests due to medical or weather emergencies at time of conference may be eligible for a 50% refund. If registrant is unable to attend because of a weather emergency, 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.

Questions? Contact Dianna Azbill at (800) 274.7928, Ext. 5415 or dazbill@stfm.org.

2015 Conference Steering Committee

Scott Fields, MD, MHA, *conference chair, Oregon Health & Science University*
Stacy Brungardt, CAE, *Society of Teachers of Family Medicine, Leawood, KS*
Tina Burch, BSN, *Community East Family Medicine Residency, Indianapolis, IN*
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Chester Fox, MD, *University at Buffalo*
Amy Mullins, MD, *American Academy of Family Physicians, Leawood, KS*
Bertha Safford, MD, *Family Care Network, Ferndale, WA*

2015 Conference Partners

Thank you to our 2015 conference partners for their support of this year's conference. Be sure to visit with partners at the conference and thank them for their participation.

AAFP, Division of Practice Advancement, Leawood, KS (www.aafp.org/practice-management.html)

KPN Health, Dallas, TX (www.kphealth.com)

SHOTS by the STFM Group on Immunization Education, Leawood, KS (www.immunized.org)

If you or someone you know would like to be a 2015 Conference Partner, please visit this site for more information:
www.stfm.org/Conferences/ConferenceonPracticeImprovement/PartnershipOpportunities

Registration Form

Conference on Practice Improvement

December 3-6, 2015

Register online at www.stfm.org/cpi

Copy this form for team registrations.
Please print or type all information.

Name (for badge): _____ Degree(s): _____

Institution: _____

Address: _____

City, State, Zip: _____

Phone: _____ Fax: _____

Email: _____

Our official conference partners will receive a set of mailing labels of all conference attendees for a one-time use mailing; content to be preapproved by STFM.

Professional Role (Check all that apply.)

- Behavioral/Social Science Specialist
 Coordinator/Admin
 Dean/Associate or Assistant Dean
 Department Chair
 Fellow
 Health Educator/Dietician
 Medical Student
 Medical Student Education Director/Clerkship Director
 Medical Student Education Faculty
 Nurse Practitioner
 Nurse/Medical Assistant
 Pharmacist
 Physician Assistant
 Practicing Physician
 Researcher
 Residency Director
 Residency Faculty
 Resident
 Retired
 Other: (requires response) _____

Primary Work Setting (Please check only one.)

- Medical School Department
 Residency Program
 Private Practice
 Association or Government Agency
 Other: _____ (requires response)

Please check ALL appropriate responses.

- First-time Attendee
 Special Dietary Requirement: Vegetarian Gluten-free
 Disability that requires special assistance (you will be contacted by conference staff).

Registration Fee	By Nov. 2	After Nov. 2 & On-site
Practicing or faculty physician	\$470	\$545
Other resident/educator/clinician/administrator/staff	\$420	\$495
Team member <i>(each; 3 or more from same practice or residency; does not include Practice or Faculty Physicians)</i>	\$320	\$395
One-day registration	\$250	\$325

TOTAL REGISTRATION FEE: \$ _____

Registration + Preconference/Optional Workshops

Method of Payment:

- Check enclosed, payable to Conference on Practice Improvement
 Mastercard Visa AMEX

Card number: _____

Expiration date: _____

Name on card: _____

Preconference and Optional Workshops:

Thursday, December 3, 8 am–5 pm

PR1: Joint Exam & Injections With an Introduction to Ultrasound Guidance

This workshop is presented by the National Procedures Institute; separate registration required.

Fee: \$775; includes training materials and refreshments. This workshop provides 7.5 CME hours. **Register at: www.npinstitute.com**

PR2: Coding Conundrums: TCM, CCM, ICD-10, and Other Gems

Fee: \$100; includes training materials and refreshments. This workshop is included in the application for Physician's CME hours and Nurse's CEU units.

Friday, December 4, 2–5:30 pm

OPT1: Practice Management Boot Camp—Preparing For Your Current and Future Practice

Fee: \$75; includes training materials and refreshments. This workshop is included in the application for Physician's CME hours and Nurse's CEU units.

Mail this form with payment to:
 Conference on Practice Improvement
 c/o STFM
 11400 Tomahawk Creek Parkway
 Leawood, KS 66211-2672

Or fax this form with credit card information to 913-906-6096.

If you have any questions concerning your registration, contact Dianna Azbill at 800-274-7928, ext. 5415 or dazbill@stfm.org.

Residency Accreditation Toolkit

www.stfm.org/resources/residencyaccreditationtoolkit

Get tips, techniques, and tools to help your program meet ACGME requirements. Streamline processes, train your faculty, empower your residency coordinator, use technology for accreditation support, and create a culture of assessment and performance improvement.



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- Establish and Measure Outcomes
- Launch Change
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- Celebrate and Capitalize on Success
- Coaching Strategies to Reinforce Change
- Leadership Wellness and Improvement in the Face of Change
- Improvement Tools and Methodologies
- A Case Study

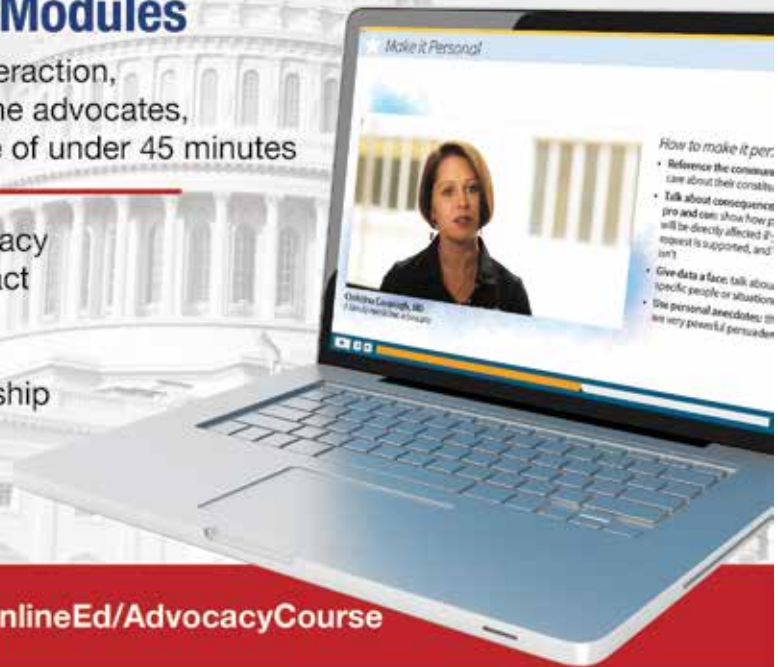
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FREE Online Advocacy Modules

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- Module 2: Prepare and Make Contact
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www.stfm.org/OnlineEd/AdvocacyCourse

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1. Petterson, et al., Annals of Family Medicine, 2015

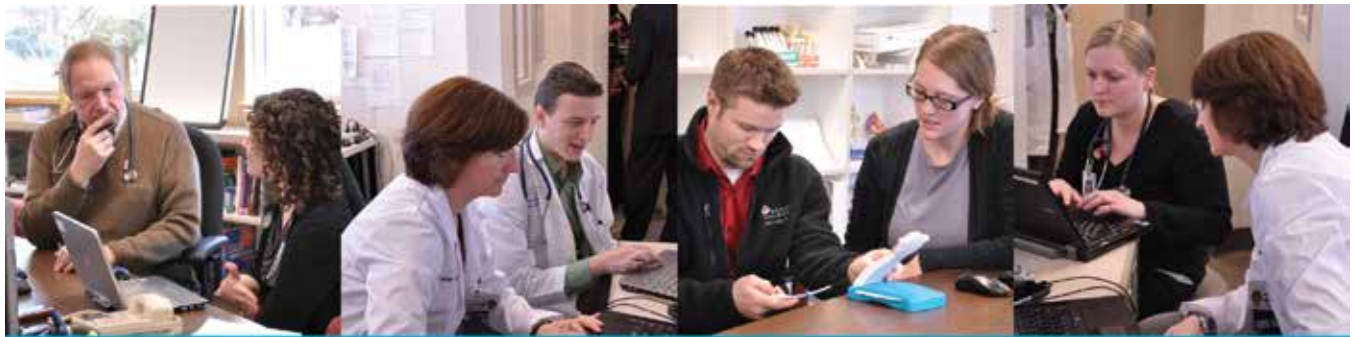


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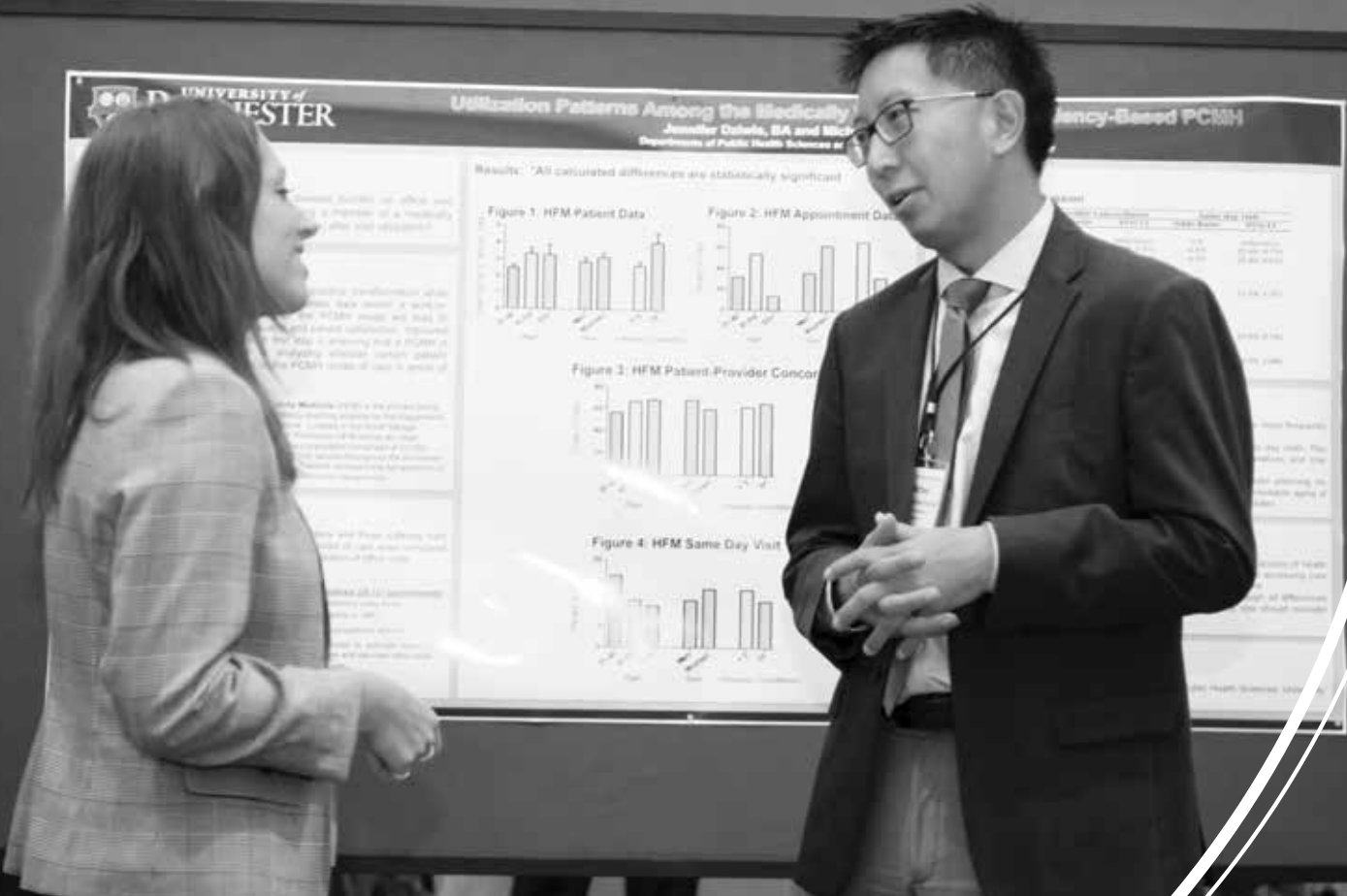
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