

# Conference on Practice Improvement

STFM 50 1967-2017  
ANNIVERSARY

Learn to improve efficiency and provide better patient care • [www.stfm.org/cpi](http://www.stfm.org/cpi)



November 30-December 3, 2017 • Louisville Marriott Downtown • Louisville, KY



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



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Hotel Meeting Space Map: back cover

### **Wireless Internet Access Information**

Network name: Marriott Conference

Password: stfm17

### **Go Mobile**

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

- Search the conference schedule and presenters
- Create your personalized agenda
- Read the session abstracts
- View maps of the meeting rooms
- Receive alerts and notifications
- Evaluate sessions and the conference
- Network with other attendees



Join the conversation on Twitter: #CPI17

# Celebrate STFM's 50th Anniversary and Don't Miss These Special Events

## **STFM History Exhibit**

Take a walk down memory lane. Stop by the STFM History Exhibit for a glimpse of key events from decades past, present, and future.

## **Welcoming Reception and Open House**

Thursday, November 30, 5:15–6:30 pm

Visit with STFM staff and leaders to learn more about what STFM can offer you!

- Conference Help (Navigating the Conference/Mobile app)
- Fellowships and Certificate Programs
- Advocacy
- News and Journals
- Awards, Scholarships, and Grants
- Online Courses
- Resources

Step into to the “Winners Circle” to snap a photo-finish picture with friends!

## **STFM 50th Anniversary Luncheon With Award and Scholarship Presentations**

Friday, December 1, 11:50 am–1:15 pm

Join us as we recognize award and scholarship winners and raise a glass to STFM's first 50 years. Be a part of history as we place a piece of the present into the 50th Anniversary time capsule, to be opened by family medicine educators in 2042!

## **Innovation Conversations With Continental Breakfast**

Saturday, December 2, 7:15–8:15 am

Share breakfast and informal conversation with others with similar roles and/or interests. See page 13.

# Unique Louisville Experiences—Exploring Outside of the Conference

## **Mary M. Miller Steamboat Dinner Cruise—Saturday, December 2; 7 pm**

Meet the Mary M. Miller. She was named after Louisvillian Mary Millicent Miller, who also happened to be the first woman to ever attain her steamboat captain's license way back in 1884. Join other conference attendees for a special evening of sightseeing, dining, and music on the Mary M. Miller. Package includes roundtrip cruise up river to 6-mile island, southern buffet dinner, and musical entertainment.

Location: 2 blocks from the Marriott Hotel (riverfront dock)

Website/Reservations: <http://belleoflouisville.org/mary-m-miller/> or call 502-574-2992.

Note, please let the reservationist know you are with the STFM conference and they will sit our group together for the dinner/cruise.

## **Jim Beam Bourbon Experience (Jim Beam Urban Stillhouse—Louisville)**

All bourbon fans aged 21 and over may visit the new Jim Beam® Bourbon Experience. The Jim Beam Urban Stillhouse visitor center delivers the Jim Beam® distillery experience in the heart of Louisville. The Louisville bourbon tour includes a small working distillery, a bottling line, a tasting experience, a unique bottle-your-own bourbon experience with bourbon selected for the Urban Stillhouse, and merchandise for sale.

Hours: Monday–Saturday, 1-9 pm (Closed on Sundays)

Website: <http://www.jimbeam.com/en-us/visit-us/book-a-tour>

No reservations necessary.

## **Louisville Slugger Museum and Factory Tour**

Connect with a genuine global icon on its hometown turf. Louisville Slugger Museum and Factory celebrates the extraordinary role Louisville Slugger baseball bats have played in the sport's past, present, and future. From the forest to the field, you'll follow the timber that's turned into hard hitting history. Along with the fascinating bat factory tour, there are galleries filled with remarkable memorabilia and entertaining interactive exhibits. The last factory tour of the day leaves 30 minutes before closing. Factory tours last approximately 30 minutes. Guests will see bats being made. Allow 2 hours to enjoy the entire museum and factory experience.

Hours: Monday–Saturday, 9 am–5 pm; Sunday, 11 am–5 pm

Website: [www.sluggermuseum.com/plan-your-visit](http://www.sluggermuseum.com/plan-your-visit)

The museum is located on the corner of 8th and Main in downtown Louisville. Just look for The Big Bat! A parking garage operated by the city is directly behind our building and some street parking is available.

# schedule at-a-glance

## Thursday, November 30

11 am–6:30 pm	Conference Registration <b>Marriott Ballroom Foyer</b>
Noon–6:30 pm	Computer Café <b>Marriott Ballroom Foyer</b>
1–5 pm	<b>Preconference Workshops:</b> <b>PR1: Cooking Up the Alphabet Soup: TCM, CCCM, ADP, PsyCCM, E&amp;M, MACRA, APM, and MIPS</b> <i>Thomas Weida, MD, Tuscaloosa College of Community Health Science</i> <b>Marriott Ballroom Salon 7</b>  <b>PR2: Overcoming the System: Strategies to Improve Your Effectiveness in Dealing With Your Organization's Bureaucracy</b> <i>John Bachman, MD, Mayo Medical School</i> <b>Marriott Ballroom Salon 8</b>
5:15–6:30 pm	Welcoming Reception With STFM Open House <b>Marriott Ballroom Foyer</b>

## Friday, December 1

7:30 am–5:30 pm	Conference Registration <b>Marriott Ballroom Foyer</b>
7–8 am	Networking Continental Breakfast – Get To Know Your Conference Colleagues! (Presentation will begin at 7:30 am) <b>Marriott Ballroom Salons 1-5</b>
7:30–8:15 am	<b>Payment Reform Update: Value Over Volume</b> <i>Amy Mullins, MD, CPE, FAAFP, Medical Director for Quality Improvement at the American Academy of Family Physicians</i> <b>Marriott Ballroom Salons 1-5</b>
8:20–9:30 am	<b>Opening General Session: Kentucky Led the Way With the ACA</b> <i>Steven Beshear, Former Governor of Kentucky</i> <b>Marriott Ballroom Salons 1-5</b>
9:30–10:30 am	Poster Presentations With Refreshment Break (dedicated time; see pages 8-10) <b>Marriott Ballroom Salon 6</b>
10:45–11:45 am	Concurrent Sessions (pgs.10-11)
11:50 am–1:15 pm	STFM 50th Anniversary Luncheon With Award and Scholarship Presentations <b>Marriott Ballroom Salons 1-5</b>
1:30–2:40 pm	Concurrent Sessions (pg. 11)
2:40–3 pm	Refreshment Break With Conference Partners & Posters <b>Marriott Ballroom Salon 6 and Foyer</b>
3–5:40 pm	Concurrent Sessions (pg. 12)
6:30 pm	Dine-Out Groups (Sign up on the message board at the STFM Registration Desk.) Dinner reservations at 7 pm. Groups will meet at the Message Board at 6:30 pm

## Saturday, December 2

7 am–4:30 pm	Conference Registration <b>Marriott Ballroom Foyer</b>
7:15–8:15 am	Innovation Conversations With Continental Breakfast <b>Marriott Ballroom Salons 1-5</b>
8:20–9:30 am	<b>General Session: Technician to Teacher: Bridging the Gap Between Health and Care—A Patient's Perspective</b> <i>Melissa Thomason, Pinetops, NC</i> <b>Marriott Ballroom Salons 1-5</b>
9:30–10 am	Refreshment Break With Conference Partners <b>Marriott Ballroom Foyer</b>
10–11:40 am	Concurrent Sessions (pg. 14)
11:40 am–1 pm	Lunch On Your Own
1–2:40 pm	Concurrent Sessions (pg. 14-15)
2:40–3 pm	Refreshment Break With Conference Partners <b>Marriott Ballroom Foyer</b>
3–4:30 pm	Concurrent Sessions (pg. 15-16)
3–4:30 pm	<b>Bright Spot Session: Behavioral Health Integration Discussion Panel</b> <b>Marriott Ballroom Salon 7</b>
4:45–6 pm	<b>Optional Session: OPT1: Putting Health IT to Use to Solve Practical Problems Facing Family Medicine Practices</b> <i>Steve Waldren, MD, MS, American Academy of Family Physicians</i> <b>Marriott Ballroom Salon 10</b>
7 pm	Optional Evening Event: Mary M. Miller Steamboat Dinner Cruise (pg. 4)

## Sunday, December 3

7:30–9 am	Conference Registration <b>Kentucky Ballroom Foyer</b>
7:30–8 am	Coffee Service <b>Kentucky Ballroom Foyer</b>
8–9:15 am	<b>Closing General Session: Practices and Payers: The Value of Deeper Partnerships on the Journey Toward Population Health</b> <i>Patrick Gordon, MPA, Rocky Mountain Health Plans</i> <b>Kentucky Ballroom A-E</b>
9:15 am	Conference Adjourns

# The Conference on Practice Improvement

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

## Presenter Update for Faculty Disclosure/Conflict of Interest

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

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

Amy Buchanan	Anna Ratzliff
Casey Browder	David Serlin
Colleen Cagno	Robyn Teply
Leigh Johnson	Raul Vazquez
Melissa Martinez	Ali Ward
Sandeep Mukherjee	Eva Weinlander
Susan Nash	Deanna Willis
Lauren Oshman	Jimmy Yao
Adam Perzynski	



## Welcome to Our Host City—Louisville, KY

Urban distilleries, awesome foodie getaways, burgeoning neighborhoods, and iconic attractions have made Louisville a top destination.

Here is just a short list of “must see” Louisville attractions:

- Churchill Downs and Kentucky Derby Museum
- Louisville Slugger Museum and Factory
- The Belle of Louisville, the oldest operating steamboat still in existence
- Muhammad Ali’s boyhood home, the Muhammad Ali Center, and Ali’s final resting place in Cave Hill Cemetery
- The Urban Bourbon Trail
- Arts and More Arts! Louisville is one of only a handful of US cities with a professional full-time orchestra, opera, ballet, children’s theatre, dinner theatre, and Broadway Series

All of this, plus a zoo, amusement park, breweries, historic homes, confectionaries, parks, and music festivals comprise the fabric of Louisville’s cultural scene. For more information, visit [www.gotolouisville.com](http://www.gotolouisville.com).

**7–8 am**

**Continental Breakfast  
Marriott Ballroom Salons 1-5**

**7:30–8:15 am** (presentation during breakfast)

**Payment Reform Update: Value Over Volume**

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

MACRA's Quality Payment Program is changing the way physicians are being paid. This lecture will outline MACRA, including the Merit Based Incentive Payment System (MIPS) and Advanced Alternative Payment Models (AAPMs). It will also highlight how the program is scored in 2017 and how it will be scored in 2018.

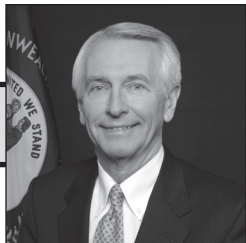
**Marriott Ballroom Salons 1-5**

**8:20–9:30 am**

Greetings & STFM 50th Anniversary Highlights  
From STFM President Stephen Wilson, MD, MPH

**Opening General Session**

**Kentucky Led the Way With the ACA**



*Steven Beshear,  
Former Governor of Kentucky*

Back in mid-2013, the Affordable Care Act was being buried under an avalanche of skepticism and scorn. Then the governor of a small, rural, and red-leaning state stood up, loudly embraced the ACA, and—against all odds—aggressively used it as a tool to expand access to health care to over half a million of his people.

Steve Beshear – who was governor of Kentucky from 2007 until 2015—will explain the discussion and analysis that led to his decision to expand Medicaid and create a state-operated Health Benefit Exchange he called “kynect.” He will recount how he navigated treacherous political waters to work with providers and others to attack Kentucky’s poor health and implement what he called “reform with a capital R.” He will detail how—by the time he left office in December 2015—expanded access to health coverage had begun to pay off in measurable ways for Kentucky.

Building off the themes in his book, “People over Politics,” former Governor Beshear will give a timely analysis of how the current push in both Washington and Frankfort to strip health care access from tens of millions of people represents a backtrack on this nation’s commitment to its families.

He also served as Attorney General from 1979-1983, Lieutenant Governor from 1983-1987, and was a member of the Kentucky House of Representatives from 1973-1979. As Governor, he expanded the Medicaid program under the Affordable Care Act and launched the Kentucky Health Benefit Exchange, benefiting over 500,000 Kentuckians. Together, these actions reduced the state’s uninsured rate from over 20% to 8% and ensured that for the first time in history, every Kentuckian would have access to affordable health insurance.

Moderator: Jorge Duchiecela, MD, Conference Chair

**Marriott Ballroom Salons 1-5**

Abstracts and learning objectives for all concurrent educational sessions are available [www.stfm.org/cpi](http://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. 30 and 60 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. 60-minute dedicated presentation.

- **Work In Progress:** Display and discussion of an in-progress project related to teaching, education, curricular or clinical intervention, management innovation, or quality improvement. 60-minute dedicated presentation.

- **STFM Leading Change Fellowship:** The yearlong Leading Change fellowship offers leadership teams of two an experiential curriculum providing skills and resources to enable transformation of a family medicine teaching practice. These poster presentations are part of the required curriculum for the fellowship. 60-minute dedicated presentation.

**Family Medicine for America’s Health (FMAHealth):**

Educational sessions from FMAHealth tactic teams are included in this year’s conference, and are noted by **(FMAH)** in the session title.

The Poster Hall will be open for poster viewing on Friday, December 1 from 9:30 am–4 pm, with dedicated time to speak with poster presenters during the morning refreshment break. Posters will be available for viewing during the afternoon refreshment break, however presenters are only required to be present during the morning break.

## 9:30–10:30 am

### Refreshment Break With Poster Presentations

dedicated time

### Marriott Ballroom Salons 6

## Posters—Completed Project

### P01: Improving Mental Health Assessment Show Rates With Integrated Care and Warm Hand-Offs in an Urban Clinic

Stacy Caldwell, PhD, Christina Antenucci, MD, Eric Berko, PhD, Adam Perzynski, Case Western Reserve University MetroHealth FMR

### P02: An Implementation Science Approach to Depression Screening in a Large Group Practice

Lauren Oshman, MD, MPH, University of Chicago

### P03: Why Patients With Primary Care Physicians Use Immediate Care Centers

Amy Buchanan, MD, Karin Lavie, Gabriela Lievano, Loyola University Chicago

### P04: Implementation of Structured Documentation to Improve Adherence to Clinical Guidelines

Emily Manlove, MD; Tara Neil, MD; Rachel Griffith; Mary Masterman, University of Kansas, Wichita

### P05: Measurement of Accuracy in Medical Coding by Providers in a Residency Primary Care Clinic

Mahdi Awwad, MD, Case Western Reserve University MetroHealth FMR; Priya Sahai; Zaiba Jetpuri, DO, University of Texas, Southwestern

### P06: Shifting the Balance: How Capturing More 99214s Can Benefit Your Residency Practice

Melody Jordahl-Iaftrato, MD; Colleen Cagno, MD; Jessie Pettit, MD, University of Arizona

### P08: Community Outreach Strategies for Patient Engagement With an Underserved Population

Anisa Shomo; Daniel Hargraves, MSW, Sandra Regan, PhD, University of Cincinnati

### P09: Interdisciplinary Outpatient Procedure Simulations: Better and Faster Through Teamwork

Daniel Fisher, MD, Community Health Network FMR

### P10: Leveraging Informatics to Change Provider Billing Behavior

Monaco Briggs, East Tennessee State University FMR; Reid Blackwelder, MD, Quillen College of Medicine, ETSU; Diana Heiman, MD, East Tennessee State University FMR, Leigh Johnson, MD, East Tennessee State University Bristol FMR; Jodi Polaha, PhD, East Tennessee State University FMR

### P11: Primary Care Resident Knowledge of Hepatitis C Virus Screening and Management

Robyn Tepy, PharmD, Krista Goins, MD, Thomas Guck, PhD, Amy McGaha, MD, Mark Goodman, MD, Sandeep Mukherjee, Creighton University

### P12: Resident-Led QI Initiative for Diabetic Blood Pressure Control: What Happens When the Project Ends

Tara Kennedy, MD, University of Illinois at Chicago; Shahla Ahmad, MD, David Cole, MD, Penn State Milton S Hershey Medical Center FMR; Michael Malone, MD, Pennsylvania State University; Gary Tsai, MD, San Juan Bautista School of Medicine

### P13: Resident-Led QI Initiative for A1c Monitoring and Improving Glycemic Control

Tara Kennedy, MD, University of Illinois at Chicago; Shahla Ahmad, MD, David Cole, MD, Penn State Milton S Hershey Medical Center FMR, PA; Michael Malone, MD, Cassiopeia Roychowdhury, Pennsylvania State University; Gary Tsai, MD, San Juan Bautista School of Medicine

### P14: Wait Times and Patient Satisfaction at Five Rivers Family Health Center

Elisabeth Righter, MD; Charles Grant; Christen Johnson, Wright State University

### P15: Evaluation of First Patient Wait-Times

Elisabeth Righter, MD; Jennifer Rehbein; Michael Zhou, Wright State University

### P16: Hospitalization Rate Index: A Measure of Quality of Care

Roy Morcos, MD

### P17: A Population-Based Approach to Practice Improvement in Colorectal Cancer Screening

Evan Barnathan, Maine Medical Center FMR; Mark Bouchard, MD, Tufts University; Amy Haskins, PhD, Christina Holt, MD, MSc, Maine Medical Center FMR

### P18: Low Staffing Levels: A Detriment to Quality Improvement Projects

Michael Malone, MD, Pennsylvania State University

### P19: Improving Coumadin Management Through a Multidisciplinary Quality Improvement Project

Michael Malone, MD; Ali Ward, Pennsylvania State University

### P20: Improving Mental Health Management of Patients With Increased Utilization of PHQ-9 Screening Tool in a FQHC

Naganna Channaveeraiah, MBA, MD, CPE; Peter Rives, MD, Orange Park Medical Center

### P21: A Procedure for Clinic Procedures

Elizabeth Keegan Garrett, MD, MPH, St Louis University FMR

### P22: Utilizing EMR Technology to Enhance HIV and Hepatitis C Screening Rates and Workflows

Laura Quigley, Bronx Lebanon Hospital Center; Courtney Dower, Jose Tiburcio, MD, Bronx-Lebanon Hospital Center FMR

### P23: POLST Quality Improvement Project at a Residency Program: Lessons Learned

Adriana Linares, MD, MPH, DrPH, Sara Thorson, MD, PeaceHealth Southwest Medical Center FMR

### P24: Immunization Workflow at a Busy Family Medicine Center in Washington State: A QI Project

Adriana Linares, MD, MPH, DrPH, Marilyn Darr, MD, PharmD, PeaceHealth Southwest Medical Center FMR

### P25: Using A3 Problem Solving to Improve HPV Vaccination Rates at IU Methodist Family Medicine Center

Stephanie Reynolds, MD; Jackie Nonweiler, Indiana University School of Medicine FMR; Deanna Willis, MD, MBA, Indiana University



**P26: Streamlining the Injection: Improving Efficiency, Education, Documentation, and Billing of Office Procedures**

*Niladri Das, MD; Adam Stubert, MD, UPMC St Margaret Hospital FMR*

**P27: Effect of Team-Based Communication Post an ER Visit**

*Madalyn Schaeffgen, MD, Barbara Sikora, LPN, Colleen Poehler, Lehigh Valley Hospital and Health Network*

**9:30–10:30 am**

**Posters—Work in Progress**

**P28: Vaccine Status as a Vital Sign**

*John Merrill-Steskal, MD, University of Washington*

**P29: Effects of Implementing Transition of Care Protocol on Readmission Rates in a Rural Family Medicine Residency Program**

*Arturas Klugas, MD, Matthew Stack, MidMichigan Midland FMR*

**P30: Facilitating Patient Pharmacy Adherence in Patients With Limited Health Literacy**

*Laura Niefert, MD, Kenya Steele, MD, Baylor College of Medicine*

**P31: Faculty and Residents as a Team in Managing Population Health**

*Ruben Hernandez Mondragon, MD, Indiana University; Bryce Mohr, MD, Indiana University School of Medicine; Amy Polsinello, MBBS, Indiana University School of Medicine FMR*

**P32: Pilot Study of Open-Access Scheduling: Improving Continuity and Access in a Patient-Centered Medical Home**

*Shannon Voogt, MD, Evan Davidson, Jessica Setser, University of Kentucky*

**P34: How to Implement Opt-Out HIV Testing in a Resource-Limited Residency Practice**

*Beth Robitaille, MD, Kim Whitaker, MD, University of Wyoming Family Medicine Residency Program at Casper*

**P35: Effect of Motivational Interviewing in Obese Patients**

*Amna Waqar, MD, Susan Nash, PhD, James Bray, PhD, Baylor College of Medicine*

**P36: Pre-Visit Checklist: An Automated Tool to Improve Care Team Communication and Close Care Gaps**

*Lindsay Botsford, MD, MBA, Memorial Hermann Hospital System FMR*

**P37: First, Do No Harm: Adequately Providing Our Patients With Birth Control Options When Taking Teratogenic Medications**

*Lauren McKay, DO; Casandra Cashman, MD, Community Health Network FMR; Nora Sharaya, Community Hospital East Family Medicine Residency*

**P38: Diabetes Group Visits**

*Joseph Larson, DO, Morgan Herring, PharmD, Joshua Rehmann, DO, Iowa Lutheran Hospital FMR*

**P39: Improving Transgender Health Equity in Patient-Centered Medical Homes**

*Ruth Christiansen, Ann Tseng, MD, Oregon Health & Science University FMR*

**P40: Making the Most of the Waiting Room: Connecting Patients to Community Resources Through a Help Desk Staffed by Pre-Health Student Volunteers**

*Juan Robles, MD, Albert Einstein College of Medicine*

**P41: Educating the Diabetic Patient Outside the Clinic**

*Silas Gyimah, MD, Negin Field; Gloria Graham, MD, Yani Lu, MD, PhD, Eisenhower Medical Center FMR*

**P42: A Test of Interventions to Address Immunization Rates in a Family Medicine Clinic**

*Richard Veerman, MD, ETSU Family Medicine Department; Leigh Johnson, MD, Jodi Polaha, PhD, Gina Flack, Med, Michelle Goodman, RN, Leona McAllister, CMA, Sandra Williams, MA, CSAC, East Tennessee State University FMR*

**P43: Implementation of a Physician-Pharmacist, Team-Based Visit to Improve Chronic Care Management**

*Jason Konopack, MD, MPH, University of Florida; Kevin Cowart, MPH, PharmD, University of Florida FMR; Greg Westwood, MD, PhD, UF Health Family Medicine at Old Town; Karen Sando, PharmD, Jonathan Harrell, University of Florida FMR*

**P44: Interdisciplinary Teams and Informatics: A Winning Combination to Optimize Medication Utilization**

*Nabila Ahmed-Sarwar, PharmD, Rochester/Highland Hospital FMR; Katie Lashway, RN, University of Rochester, Molly Oliver, Robyn Phipps, Mathew Devine, DO, Rochester/Highland Hospital FMR*

**P45: Milestones Precepting 1/2/5**

*Mayur Rali, MD*

**P46: Embedding Occupational Therapy in Primary Care**

*Maggie Sutherland; David Serlin, MD, University of Michigan*

**P47: The Use of Check-Out Forms for Uncontrolled Diabetics to Ensure Adequate Follow Up and Improved Glycemic Control**

*Shruti Patel, Navid Javan, Matthew Lew, Benjamin Mahdi, MD, MPH, Ruyham Mahmood, Bishoy Wassef, Eisenhower Medical Center FMR*

**P48: Practice Improvement on Abnormal Pap Smears**

*Alicia Markley, MPAS, Sara Malone, MD, Southern Illinois University Carbondale FMR*

**P49: Meeting the Controlled Substance Requirements for Prescribing Benzodiazepines and Opioids: A QI Project**

*Jonathan Sorscher, MD, MSED, TriHealth Bethesda North Hospital FMR; Angela Fellner, TriHealth Hatton Research Institute; Rita Kleinmann, Bethesda Family Medicine Residency Program; Robert Oliver, TriHealth; Francisca Webster, MA, Constance Zimmer, TriHealth Bethesda North Hospital FMR*

**P50: Lessons Learned From Creating an Interprofessional Educational Curriculum Module**

*Michelle Spurlock; Craig Boreman, Dayton Childrens Hospital; Elisabeth Righter, MD, Wright State University; Brenda Young, Wright State University FMR*

**P51: Resident-Led Initiative to Improve Preventive Care Quality Outcomes Using a Clinical Dashboard**

*Jonathan Ballard, MD, MPH, University of Kentucky FMR; Wesley Moore, DO, James Keck, MD, MPH, Archana Kudrimoti, MD, University of Kentucky; Mary Barron, RN, CCRC, Jillian Atherton, EdD, William Elder, PhD, Wade Rankin, MD, University of Kentucky FMR*

**9:30–10:30 am**

**Posters—Work in Progress cont.**

**P52: The Role of the Medical Assistant: Improving Patient Care and Meeting Quality Standards**

*Julia Dong, MD*

**P53: Improving the Referral Process at an FQHC Patient-Centered Medical Home**

*Sadat Mohammad, MD, Peter Rives, MD, Orange Park Medical Center*

**P54: Advance Directives: Providing Quality Health Care to an Aging Population**

*Heather Holmstrom, MD, David Serlin, MD, Abrielle Fretz, Devon Kinney, MSQM, University of Michigan*

**P55: Resident Certification in Advanced Primary Care: Using a Focus on Chronic Respiratory Conditions to Enhance Skills in Population Health, QI, and Integrated Care**

*Victoria Gorski, MD, Albert Einstein College of Medicine*

**P56: Utilization of Collaborative Care Approaches to Mental Health Treatment in the South Bronx**

*Mike Sledzinski, Laura Quigley, Arafat Omidiran, Jacelyne Bonila, Jose Tiburcio, MD, Bronx-Lebanon Hospital Center FMR*

**P57: Colorectal Cancer (CRC) Screening: A Project to Reach 80% by 2018**

*Adriana Linares, MD, MPH, DrPH, Marilyn Darr, MD, PharmD, PeaceHealth Southwest Medical Center FMR*

**P58: Patient Perception and Understanding of Provider-Prescribed Exercise**

*Jennifer Woosley, DO, St Louis University Belleville FMR, MO; Alan Bordon, MD*

**P59: Improving Outcomes and Patient Satisfaction Through Interdisciplinary Bedside Rounding (FMAH)**

*Natalie Britt, MD, Candace Murbach, DO, Memorial Health Medical Center FMR; Robert Pallay, MD, Mercer University*

**P60: Transforming Patient Access and Increased Patient Engagement**

*Julie Young; Tanya Stringer; Heena Patel, Harris Health*

**P61: Assessing Health Impact of Enhanced Team Care on Health Care Utilization by Priority Patients**

*Kriti Choudhary; Timothy Ramer, MD, University of Minnesota*

**P62: Creation of Maternity-Focused Office Sessions in Resident Education**

*Neeraja Peri, MD; Genevieve Minick, MD, Crozer-Chester Medical Center FMR*

**P63: Promoting Medication Adherence Using Tailored Prescription Drug Labels In Patients With Diabetes**

*Suvarna Mahadasyam, MD, Baylor College of Medicine*

**9:30–10:30 am**

**Posters—STFM Leading Change Fellowship**

**P65: EHR Fragmentation as a Barrier to a community HIE: Why We Can't Have Nice Things**

*Evelyn Sbar, MD; Beverly Axe-Lewis, DO, Texas Tech University Health Science Center, Amarillo*

**P66: Enhancing Faculty Engagement in Performance Improvement & Population Health Management**

*Juliet Bradley, MD; Mark Loafman, MD, MPH, Loyola University/Cook County Hospital FMR*

**P67: Enhancing Team Skills and Function in Advanced Primary Care**

*Laura Korin, MD, MPH; Claudia Lechuga, MS, Montefiore Medical Center/Albert Einstein College of Medicine, Bronx*

**P68: Implementation of Interprofessional Education in a PCMH Clinic**

*Michael Allen Greene, MD; Laura Kristine Klug, PharmD, Creighton University, Omaha, NE*

**P69: Leading Change Through Office Transformation and Integration of Team-Based Care**

*Melody Dockery-Chleva; Jennifer Rosas, MD, Scottsdale Healthcare-Osborn FMR*

**P70: Transforming a Medical Curriculum: Leading the Way to a Rural-Based, Interprofessional Educational Format**

*Cheri Kelly, PA-C, MS; James Daniels, MD, Southern Illinois University, Carbondale*

**10:45–11:45 am**

**Lectures**

**L01: A Fully Integrated Team-Based Behavioral Health Curriculum**

*Wendy Ellis, DHEd, MC, Andrea Darby-Stewart, MD, Scottsdale Healthcare-Osborn FMR*

**Rose**

**L02: Behavioral Health in Family Medicine: Mental Health and Beyond**

*Jamie Rapacchiuolo, DO, Christiana Care Health Services FMR; Evan Bilheimer; Frank Malinksy, Christiana Care Health System*

**Salon 7**

**L03: Decisions, Decisions, Decisions**

*John Bachman, MD, Mayo Medical School*

**Salon 8**

**L04: Initiating the Psychiatric Collaborative Care Management Model**

*Thomas Weida, MD, Tuscaloosa College of Community Health Science; Jane Weida, MD, University of Alabama-Tuscaloosa FMR; Robert McKinney, LCSW, Tuscaloosa College of Community Health Science; Anna Ratzliff, University of Washington FMR*

**Thoroughbred**

**L12: PNuking Pneumococcal Disease: Improving Rates of Adult Pneumococcal Vaccination**

*Melissa Martinez, MD, Megahn Brett, University of New Mexico; Cara Davenport, UNM Hospital*

**Filly**

**L06: Preparing Physicians to Practice Integrated Behavioral Health: A Competency-Based Curriculum**

*Matthew Martin, PhD, Arizona State University; Max Zubatsky, PhD, LMFT, Saint Louis University*

**Salon 9**

**L07: Behavioral Health Integration in Primary Care**

*Anne McGuire, MS, LMHC, St Peter Hospital FMR*

**Salon 10**

**L08: How We Close the Gaps: Our Interprofessional Team Approach to Meeting Quality Measures**

*Peter Bockhorst, DO, William Buselmeier, MD, East Tennessee State University FMR; McKenzie Calhoun, PharmD, East Tennessee State University (Kingsport) FMR; Jacalyn Gilbert-Green, DO, East Tennessee State University FMR; Jesse Gilreath, LCSW, East Tennessee State University (Kingsport) FMR; Erin Harris, MD, East Tennessee State University FMR; Amy Lawrence, DO, East Tennessee State University (Kingsport) FMR*

**Bluegrass 1**

**L09: Teaching Residents How to Bill and Code**

*Christie Theriot, MD; Karen Hughes, MD; Sarah Barowka, MD, North Mississippi Medical Center Tupelo FMR*

**Bluegrass 2**

**L10: Why You Should Ask: Screening for Social Determinants of Health**

*Jill Christensen, MD, MPH, Oregon Health & Science University FMR; Charlotte Navarre, RN, Providence Milwaukie Hospital FMR*

**Skybox**

**11:50 am–1:15 pm**

**50th Anniversary Luncheon With Award and Scholarship Presentations**

(see pgs 18-19 for winner citations )

Join us for lunch as we celebrate the 2017 Family Practice Management award winner and the 2017 H. Winter Griffith Resident Scholar Team. We'll also celebrate the end of STFM's 50th Anniversary year with final highlights and the closing of the STFM Time Capsule.

**Remarks:** *Kyle Knierim, MD, Conference Steering Committee*  
**Marriott Ballroom Salons 1-5**

**1:30–2 pm**

**Lectures**

**L11: Utilization of Screening Tools in Outpatient Depression Management**

*Kurt Angstman, MD, Mayo Medical School; Gregory Garrison, MD, Mayo Clinic Rochester FMR*

**Bluegrass 1**

**L05: Finding the Small Breakthroughs: Improving Integrated Behavioral Health Skills Across All Levels of Medical Training**

*Max Zubatsky, PhD, LMFT, Craig Smith, PhD, Randy Gallamore, MFT, Saint Louis University*

**Rose**

**L13: Using a Peer Review Process to Improve Systematic Management of Residency Program Patients With Chronic Pain**

*Amy Odom, DO, Sparrow FMR; Julie Phillips, MD, MPH, Michigan State University*

**Salon 7**

**L14: Mind-Body Medicine Collaborative Visits in an Academic Family Medicine Faculty Practice**

*Eva Weinlander, MD, Jimmy Yao, Stanford University*

**Salon 8**

**L15: Roadmap to implementation of Quality Improvement in a Residency**

*Payal Gaba, MD, Patrick Johansing, Zubair Rehman, Kadlec FMR*

**Salon 9**

**L16: A New Paradigm: Vaccinating Three Times as Many Patients Using Student-Staffed, Drive-Through Flu Shot Clinics**

*Andrew Bivin, Seneca Atwood, Shannell Hanamann, Melissa Martinez, MD, University of New Mexico*

**Bluegrass 2**

**L17: Building Pre-Visit Planning to Increase Adherence to Colon Cancer Screening in the Family Medicine Clinic**

*Scott Lakin, MSN, RN, Community Health Network*

**Thoroughbred**

**L18: Optimizing Patient Outcomes Through Integration of Rehabilitation Medicine and Family Medicine**

*Jonathan Whiteson, MD, Steven Flanagan, Rusk Rehabilitation, NYU Langone Medical Center*

**Skybox**

**2:10–2:40 pm**

**Lectures**

**L19: Addressing Low HPV Vaccine Rates in a Family Medicine Residency Clinic: A Model for Improvement**

*Kavitha Arabindoo, MD, Research Medical Center FMR*

**Skybox**

**L20: Integration of Physical Therapy in the PCMH**

*Emily Novoa, DPT, OCS, Yo Kondo, MD, St Peter Hospital FMR; Ian Hallows, DO, Alana Ryan, DO, Providence St. Peter Family Medicine*

**Rose**

**L21: Promoting a Positive Patient Experience in the Implementation of Chronic Pain Programs**

*Kathryn Brown, MD, St John's Hospital FMR*

**Salon 7**

**L22: Team Management of Patients on Controlled Substances**

*Rebekah Compton, RN, DNP, FNP-C, University of Virginia FMR; Claudia Allen, PhD, University of Virginia; Amanda Sebring, Jeffrey Tingen, PharmD, MBA, CDE, University of Virginia FMR*

**Salon 8**

**L23: Establishing a Home Visit/ House Call Program: Successes and Challenges**

*Rajesh Rajesh, MD, Case Western Reserve University*

**Bluegrass 1**

**L24: Improving Health Education: the Primary Care Health Educator in an FQHC Clinic**

*Eric Peterson, Joanna Espinoza, University of Colorado FMR*

**Salon 9**

**L25: Community Pharmacy Collaboration to Improve Hypertension Control and Monitoring**

*David Serlin, MD, University of Michigan*

**Bluegrass 2**

**L26: Challenges and Successes in Developing a Chronic Pain Management Program**

*Rachel Boeve, Mercy Health Partners FMR; Roxie Miller, Grand Rapids FMR*

**Salon 10**

**L56: Empowering Quality Improvement Through the GEMBA Process Across SIU Family and Community Medicine Departments**

*Sara Malone, MD, Leigh Ann Keyser, Southern Illinois University Carbondale FMR; Timothy Ott, DO, Southern Illinois University; Theresa Oakley, SIU Quincy Family Medicine Residency Program*

**Filly**

**L63: Making an IMPACT: Teams Leading Change in an FQHC**

*Lauren Simon, MD, MPH, Kelly Morton, PhD, Kevin Shannon, MD, MPH, Daniel Reichert, MD, Armando Lemus-Hernandez, Loma Linda University*

**Thoroughbred**

**2:40–3 pm**

**Refreshment Break With Conference Partners and Last Chance to Visit Posters**  
**Marriott Ballroom Salon 6 and Foyer**

**3–4 pm**

**Lectures**

**L27: Shifting Cultural Paradigms: Trauma Informed Care Implementation**

Joan Fleishman, PsyD, Oregon Health & Science University

**Rose**

**L28: CPC+: First Year Experience in a University-Based Family Medicine Residency Program Health Center**

Robert Gotfried, DO, University of Toledo

**Bluegrass 2**

**L29: The Case for Comprehensive Primary Care Payment**

Neha Sachdev, MD, Virtua FMR; Thomas Weida, MD, Tuscaloosa College of Community Health Science; Aaron George, DO, Duke University Medical Center FMR

**Salon 7**

**L30: A Team-Based Approach to Comprehensive and Equitable Chronic Pain Management in Primary Care**

Cherilyn Wicks, MD, University of Minnesota,; Peter Harper, MD, MPH, University of Minnesota Medical Center Fairview FMR

**Salon 8**

**L31: Educating Residents on an Interdisciplinary Approach to Complex Populations**

Ehab Molokhia, MD, Allen Perkins, MD, MPH, Mary Smith-West, Kimberllyn Bush, Barry Porter, PhD, University of South Alabama FMR

**Skybox**

**L32: Improving the Care of Complex Outpatients: Collaboration Between Interprofessional Teams in Family Medicine, Internal Medicine, and Pediatrics**

Jason Howell, MD, Greg Kirschner, MD, MPH, Rob Zimmanck, MD, Ellen Osetek, RN, Lauren Wemple, MPH, Nisha Hakhu, DO, Advocate Lutheran General Hospital FMR

**Salon 9**

**L33: Herding Cats Into the QI Kennel: The Resident-Led QI Curriculum That Meets QI Requirements and MOC Part IV**

Corey Lyon, DO, Aimee English, MD, University of Colorado FMR

**Salon 10**

**L34: How Claims Data Can Inform Strategic Decision Making in a Changing Health Care Landscape**

Ray Agostinelli, FAIR Health

**Thoroughbred**

**L35: How Family Medicine Can Prepare Practitioners for the Post-Acute Medical Arena: A New Business Model**

Joshua Raymond, MD, MPH, Rutgers-Robert Wood Johnson at CentraState; David Swee, MD, Rutgers Robert Wood Johnson Medical School; Lynn Schwenger, MHSA, Geronima Al-day, MD, Zeeshan Khan, Rutgers-Robert Wood Johnson FMR at CentraState

**Bluegrass 1**

**4:10–4:40 pm**

**Lectures**

**L36: RN-Health Coach Intervention to Decrease ED Use in a Cohort of Frequent ED Users**

Lisa Chacko, MD, MPH, Lauren Bielick, RN, University of Florida FMR; Peter Carek, MD, MS, Rethea Felder, Kim Lynch, Elvira Mercado, MD, University of Florida

**Paddock**

**L37: Implementation of Food Insecurity Screening and Resource Utilization in an Urban Underserved Community Clinic**

Jonathan Burdick, MD, University of Colorado; Cherise Callighan, MBA, St Joseph Hospital FMR

**Thoroughbred**

**L38: Increasing Patient Access to Behavioral Health Treatment through Mindfulness Groups: Implementation and Financial Considerations**

Abigail Zeveloff, Bernadette Kiraly, MD, Katherine Fortenberry, PhD, University of Utah FMR

**Filly**

**L39: Better Understanding Burnout and Experiences in the Primary Care Team**

Kyle Knierim, MD, Cleveland Piggott, MD, MPH, Aimee Walsh, MA, L. Miriam Dickinson, PhD, Perry Dickinson, MD, University of Colorado

**Salon 7**

**4:10–5:10 pm**

**Lectures**

**L40: Implementation of CPC+ in Multiple Residency Practices: Lessons Learned From the Field**

Stacey Bartell, MD, Providence Hospital FMR; Lisa Simmons-Fields, Ascension St John Providence

**Bluegrass 2**

**L41: Moving Primary Care Forward to Meet the Complex Care Needs of Older Adults**

Lynn Wilson, DO, Nyann Biery, MS, Laura Benner, Julie Dostal, MD, Brenda Frutos, MPH, Lehigh Valley Health Network

**Salon 8**

**L42: Relationships as Health: The Universal Education Approach to Addressing Intimate Partner Violence in Primary Care**

Joan Fleishman, PsyD, Tara O'Connor, Oregon Health & Science University

**Skybox**

**L43: Congratulations, You've Been "Voluntold" to Transform Your Practice!**

Kathy Cebuhar, MA, LPC, Aimee English, MD, Corey Lyon, DO, University of Colorado FMR

**Bluegrass 1**

**L45: Tools of the Trade—The Basics**

John Bachman, MD, Mayo Medical School

**Salon 10**

**4:10–5:40 pm**

**Seminars**

**S01: Performance Coaching in the Workplace**

Carmen Liang, DO, MPH, University of California San Francisco FMR

**Rose**

**S02: Pathways to Comprehensive Primary Care Payment: A Panel Discussion with Early Adopters**

Rebecca Malouin, MPH, MSc, PhD, Michigan State University; Aaron George, DO, Duke University Medical Center FMR; Kathryn Harmes, MD, University of Michigan

**Salon 9**

**6:30 pm**

**Dine Out Groups**

Groups will meet at the Message Board near STFM Registration Desk; Reservations are at 7 pm.

7 am–4:30 pm

**Conference Registration**

**Marriott Ballroom Foyer**

7:15–8:15 am

**Innovation Conversations With Continental Breakfast**

**Marriott Ballroom Salons 1-5**

**B01: Collaboration of Mental Health and Pharmacy in Family Medicine Geriatrics and Palliative Care Curriculum Visit**

*Janel Kam-Magruder, MD, Alaska FMR*

**B02: Reducing Infant Mortality Through Persistent Preoccupation With Success: Cradle Cincinnati**

*Hillary Mount, MD, University of Cincinnati, OH; Darshana Bhattacharyya; Barbara Hoffrogge, RN, Christ Hospital/University of Cincinnati FMR, OH; Sandra Regan, PhD, Montiel Rosenthal, MD, University of Cincinnati, OH*

**Special Interest Conversation Tables**

Share breakfast and informal conversation with others with similar roles and/or interests. These conversations will not include a presentation.

- Public Health
- Teaching and Residency Improvement
- Behavioral Health Integration
- Workplace Performance
- ACO and CPC+ Practices
- Health Information Technology
- MACRA, AMP, and MIPS
- Practice improvement
- Chronic Pain and Controlled Substances
- Immunizations
- Payment Reform
- Behavioral Health Integration
- Nurses
- Medical Assistants
- Office Managers
- Residents

8:20–9:30 am

**General Session**

**Technician to Teacher: Bridging the Gap Between Health and Care—A Patient’s Perspective**



*Melissa Thomason,  
Pinetops, NC*

When I was 28 years old everything I thought I knew about myself ripped apart in a moment. I was standing in a shower on the OB floor of my local hospital and, with no warning, I felt like fire was poured over my head. Pain surged through my teeth. My jaw tightened and then, suddenly, everything inside of me CRUNCHED. I was 35 weeks pregnant that day and the birth I’d planned for, the life I’d planned for, changed forever.

In this presentation, learn what it was like for a “Type A” public school teacher to survive a Type A aortic dissection and to become a champion for patient-centered health care teams around the country. Listen to a patient’s passionate perspectives on culture, care coordination, cost, and how to build meaningful and lasting engagement in your practice or institution. “Are you the technician or the teacher?” Come find out.

Melissa Thomason is a patient and family advisor who serves on the Board of Directors for the American Board of Family Medicine, on Patient and Family Advisory Councils in North Carolina, and on working groups around the country. She is a passionate advocate who has shared her story with thousands of health care workers around the world and who has made the vital work of patient-centered care her life’s mission.

A former public school teacher, she spends her time now championing the cause of collaboration with patients and families, caring for her father, and being a mother to her nine-year-old son, Nate.

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

**Marriott Ballroom Salons 1-5**

saturday, december 2

**9:30–10 am**

**Refreshment Break With  
Conference Partners  
Marriott Ballroom Foyer**

**10–11 am**

**Lectures**

**L46: How to Take the Lead in Your  
Medical Neighborhood**

*Berdi Safford, MD, University of Washington*

**Rose**

**L47: Shifting Culture: One Step  
Closer to Clinical Integration**

*Cleveland Black, Harris Health System; Vanessa Danquah, Malvika Juneja, MD, Asim Shah, MD, Baylor College of Medicine*

**Salon 7**

**L48: The Patient & Family Advisory  
Council (PFAC): A Guide to the  
Creation of a PFAC in a Family  
Medicine Center**

*Jeffrey Schlaudecker, MD, Reid Hartmann, MD, Keesha Goodnow, BAE, University of Cincinnati*

**Bluegrass 2**

**L49: Champion Teams: An Imple-  
mentation Strategy to Drive Practice  
Improvement**

*Jodi Polaha, PhD, East Tennessee State University FMR; Leigh Johnson, MD, East Tennessee State University Bristol FMR; Sarah Peace, Millie Wykoff, East Tennessee State University FMR*

**Salon 8**

**L50: Engaging the Health Care Team  
to Improve Pediatric Immunization  
Rates**

*Jill Fenske, MD, Marla Slocum-Casper, Tracy Reed, University of Michigan*

**Bluegrass 1**

**L51: Strategic Protection Plan**

*Richard Capps, MD, Marissa Garcia, Robin Hahn, Novant Health*

**Filly**

**L52: Developing a High-Functioning  
Primary Care Practice for the Future**

*John Lowery, DO, PhD, UNECOM/University of New England College of Osteopathic Medicine; Kathy Morin, Sally Weiss, MSc, Central Maine Medical Center FMR*

**Salon 9**

**L53: Huddle Up! Maximize Your  
Practice's Quality Care and Team-  
work Through Ambulatory Care  
Team Huddles**

*Michelle Taylor, MD, Riverside Methodist Hospitals FMR; Stephen Knox, OhioHealth; David Banas, MD, Melissa Jefferis, MD, Miriam Chan, PharmD, Riverside Methodist Hospitals FMR*

**Salon 10**

**L54: Stop Answering the Phone  
and Other Radical Ideas That  
Work: Modern Workflows in the  
Portal-Based Solo Office**

*S. Mark McNeill, MD, Trillium Family Medicine, Asheville, NC*

**Thoroughbred**

**11:10–11:40 am**

**Lectures**

**L55: Optimizing Visit Encounters:  
Assessing Patient Priorities, Per-  
spectives, and Satisfaction**

*Shruti Varadarajan, MD, Malvika Juneja, MD, Noreen Pirzada, MD, Bharat Joshi, MD, Roger Zoorob, MD, MPH, Baylor College of Medicine*

**Rose**

**L57: Patients Frequently Readmit-  
ted to the Hospital: How Do They  
Compare to Other Hospitalized  
Patients and Do They Change Over  
Time?**

*Peter Carek, MD, MS, University of Florida; Lauren Bielick, RN, Lisa Chacko, MD, MPH, University of Florida FMR; Kim Lynch, Maribeth Porter, MD, MS, David Quillen, MD, University of Florida*

**Bluegrass 1**

**L58: Coordinating Optimal Refer-  
ral Experiences (CORE): Lessons  
Learned from the AAMC Learning  
Collaborative**

*David Serlin, MD, Laura Heinrich, MD, University of Michigan*

**Bluegrass 2**

**L59: Scribes and Improving Docu-  
mentation in Family Medicine**

*William Lovett, MD, Reading Hospital FMR; Syed Jafry, MD, Reading Health System*

**Salon 7**

**L60: Harmony from Discord: Manag-  
ing Patient Transitions of Care**

*Susan Vandervoort, University of Rochester; Robyn Phipps, Rochester/Highland Hospital FMR; Katie Lashway, RN, University of Rochester*

**Salon 8**

**L61: Alphabet Soup of Practice  
Transformation Programs: Tools to  
Help Practices Make Sense of Their  
Choices**

*Kyle Knierim, MD, Bonnie Jortberg, PhD, RD, Allyson Gottsman, Robyn Wearer, MA, RD, Douglas Fernald, MA, Perry Dickinson, MD, University of Colorado*

**Salon 9**

**L62: Practice Teams Learning  
Together: A Method for Clinician  
and Non-Clinician Staff to Engage  
Practice Transformation**

*Robyn Wearer, MA, RD, Bonnie Jortberg, PhD, RD, Douglas Fernald, MA, Kyle Knierim, MD, Perry Dickinson, MD, University of Colorado*

**Salon 10**

**L64: Practice-Wide Involvement in  
Ongoing Clinical Data Improvement**

*Alicia Markley, MPAS, Sara Malone, MD, Southern Illinois University Carbondale FMR*

**Thoroughbred**

**11:40 am–1 pm**

**Lunch On Your Own**

**1–1:30 pm**

**Lectures**

**L65: Addressing Opioid Use Disor-  
der in a Community Health Center:  
An Interprofessional Long-Acting  
Naltrexone Program**

*Erika Russ, Maria Gabriela Castro, MD, University of Kentucky*

**Rose**

**L66: You CAN Do This: A Grassroots  
Start to Residency Practice Trans-  
formation**

*David Wyncott, MD, Rachel Feit, Martin Wieschhaus, MD, Saint Joseph Regional Medical Center FMR*

**Salon 7**

**L67: Jazzing Up Group Prenatal  
Care**

*Hillary Mount, MD, University of Cincinnati; Elizabeth Beckman, MD, Barbara Hoffrogge, RN, Christ Hospital/University of Cincinnati FMR, OH; Saundra Regan, PhD, Montiel Rosenthal, MD, University of Cincinnati*

**Filly**

**1–1:30 pm**

**Lectures cont.**

**L68: From Home to...? Assisting Families With Their Aging Relatives**

*Lynn Schwenzer, MHSA, Geronima Alday, MD, Zeeshan Khan, Rutgers-Robert Wood Johnson FMR at CentraState; Robert Kruse, MD, MPH, Rutgers Robert Wood Johnson Medical School; Joshua Raymond, MD, MPH, Rutgers-Robert Wood Johnson at CentraState; David Swee, MD, Rutgers-Robert Wood Johnson Medical School*

**Paddock**

**L69: Pediatric Redesign: A Cost and Time Efficient Work Flow Model**

*Saira Khan, MD, Westchester County Medical Center; Malvika Juneja, MD, Baylor College of Medicine; Elizabeth Bosquez, MD; Jennifer Lahue, MBA, RN, Michael Gardner, Harris Health System*

**Bluegrass 2**

**L70: A Lean Management Approach to Improving the Medication Reconciliation Process**

*Ucheoma Nwizu, PharmD; Michael Fite, MD, ScM, Zachary Rosko, PharmD, Neighborhood Health Center*

**Bluegrass 1**

**L71: Implementing Naltrexone for Opioid Use Disorders in Primary Care**

*Niladri Das, MD, UPMC St Margaret Hospital*

**Salon 8**

**L72: Engaging Residents in Quality Improvement: Implementing an Asthma Action Plan for Pediatric Patients**

*Miriam Chan, PharmD, Riverside Methodist Hospitals FMR*

**Thoroughbred**

**L73: A Safety-Net System's Strategic Strides to Develop Solutions for Provider Well-Being**

*Malvika Juneja, MD, Baylor College of Medicine, TX; Sheila Zare; Michelle Klawans, MPH, The University of Texas Health Science Center-McGovern Medical School, TX; Shivanki Juneja, Harris Health System, TX; Mohammad Zare, MD, MS, University of Texas, Houston, TX; Michael Gardner, Harris Health System; Robin Jacobs, MPH, MSW, PhD, MS; Roger Zoorob, MD, MPH, Baylor College of Medicine, TX*

**Salon 9**

**L74: An Educational Process for Enhancing Team-Based Care in a Family Medicine Residency**

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

**Rose**

**1:40–2:40 pm**

**Lectures**

**L44: Screening, Brief Intervention, and Referral to Treatment (SBIRT): Implementing SBIRT Into a Primary Care Setting**

*Matthew Martin, PhD, Arizona State University; Kaneesha Owens, Duke/Southern Regional AHEC FMR*

**Rose**

**L75: Bright Spots in Practice Transformation: Shaping the Bodenheimer Building Blocks to Meet Your Patients' Needs**

*Jay Lee, MD, MPH, Venice Family Clinic*

**Salon 7**

**L76: Innovative Model for Treating Chronic Pain and Depression**

*Katherine Gergen Barnett, MD, Boston University; Boston University Medical Center FMR*

**Paddock**

**L77: The Medicaid Health Home, Care Coordination, and Patient Health Navigation in New York State**

*Chester Fox, MD, Raul Vazquez, MD, Greater Buffalo United Accountable Care Organization*

**Salon 8**

**L78: Burnout: Where the Rubber Meets the Road**

*Deborah Bren, DO, Lehigh Valley Health Network; Frank Sperrazza, DO, Morsani College of Medicine; Grant Greenberg, MD, MA, MHSA, Lehigh Valley Health Network*

**Salon 9**

**L79: Introducing Telemedicine to the Patient Centered Medical Home**

*Anna Laurie, MD, Kathryn Harnes, MD, University of Michigan*

**Bluegrass 1**

**L80: Innovating to Improve the Team Member and Patient Experience**

*Andrea Areskog, MHA, Richard Capps, MD, Novant Health, NC*

**Bluegrass 2**

**L81: Use of a Panel Manager to Improve Quality Metrics**

*Pamela Rockwell, DO, Joanna Rew, Heather Holmstrom, MD, University of Michigan*

**Thoroughbred**

**L82: Attitude, Service, and Excellence Model of Medical Care to Improve Value and Volume at a Clinic**

*Naganna Channaveeraiah, MBA, MD, CPE, Orange Park Medical Center*

**Salon 10**

**L83: Ambulatory Intensive Care Unit as a Service of Primary Care**

*Jennifer Abraczinskas, MD, University of Pennsylvania FMR; Alexandra Lane, MD, Cooper University Health Care*

**Filly**

**2:40–3 pm**

**Refreshment Break with Conference Partners  
Marriott Ballroom Foyer**

**3–4 pm**

**Lectures**

**L84: Developing a Pathway for Assessment and Intervention for the Suicidal Patient in Primary Care**

*Joan Fleishman, PsyD, Tara O'Connor, Oregon Health & Science University*

**Jockey Club**

**L85: Team-Based Strategies for Addressing Chronic Health Conditions**

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

**Thoroughbred**

**L86: Decreasing Physician Stress While Increasing Patient Satisfaction: How Did You Do That?**

*Cindi Stone, DBH, LMHC, Latham Medical Group; Lesley Manson, PsyD, Arizona State University*

**Salon 8**

**L87: A Practice Transformation Update From FMAHealth: The Right Care in the Right Way for the Right Pay**

*Jason Marker, MD, MPA, Memorial Hospital Family Medicine Residency Program*

**Rose**

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**3–4 pm**

**Lectures cont.**

**L88: Is Anyone Here? The Impact of Behavioral Health Warm Hands and Show Rate in an Urban Underserved Hospital**

*Katherine Gergen Barnett, MD, Boston University*

**Paddock**

**3–4:30 pm**

**Seminars**

**S03: Educating the Educators: Teaching Residents to Teach Patients**

*Ann Davis, MD, Maheshwardeep Singh, St James Hospital & Health Centers FMR*

**Bluegrass 1**

**S04: Expanding the Role of Family Medicine Practices in Achieving Health Equity: Learning From the Community**

*Viviana Martinez-Bianchi, MD, Duke University*

**Salon 9**

**S05: Building on Successful Models for Practice Transformation in Michigan: From MiPCT to CPC+/SIM**

*Kathryn Harnes, MD, Anna Laurie, MD, University of Michigan; Jean Malouin, MD, MPH, University of Michigan FMR*

**Filly**

**S06: Moving to Value-Based Payment in a Medicaid ACO**

*Chester Fox, MD, Raul Vazquez, MD, Greater Buffalo United Accountable Care Organization*

**Bluegrass 2**

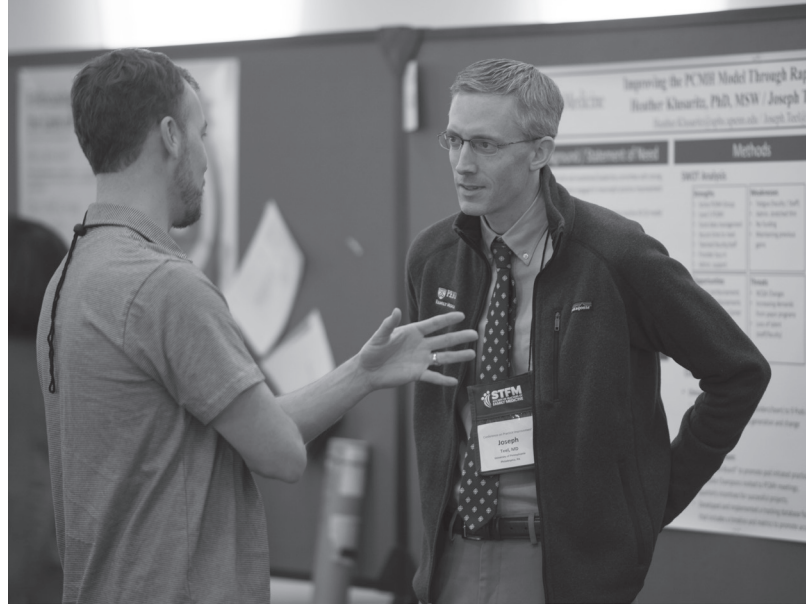
**3–4:30 pm**

**“Bright Spot” Session: Panel Discussion**

**SS1: Behavioral Health Integration**

*Wendy Ellis, DHEd, MC, LPC, Scottsdale Healthcare-Osborn FMR; Matthew Martin, PhD, Duke/Southern Regional AHEC FMR; Anne McGuire, St Peter Hospital FMR; Jamie Rapacciuolo, DO, Christiana Care Health Services FMR; Thomas Weida, MD, The University of Alabama; Max Zubatsky, PhD, LMFT, Saint Louis University*  
Panel Moderator: *Victoria Gorski, MD, Montefiore Medical Center/Albert Einstein College of Medicine, Bronx*

**Salon 7**



**4:45–6 pm**

**Optional Event**

**OPT1: Putting Health IT to Use to Solve Practical Problems Facing Family Medicine Practices**

*Steve Waldren, MD, MS, American Academy of Family Physicians*

**Salon 10**



**7:30–9 am**

**Conference Registration**  
**Kentucky Ballroom Foyer**

**7:30–8 am**

**Coffee Service**  
**Kentucky Ballroom Foyer**

**8–9:15 am**

**Closing General Session**

**Practices and Payers: The Value of Deeper Partnerships on the Journey Toward Population Health**



Patrick Gordon, MPA,  
Rocky Mountain Health Plans

There are always at least two sides to every story; different understandings based on different perspectives. During this session, Patrick Gordon will review key issues in primary care practice transformation and highlight both opportunities and common points of abrasion between providers and payers. He'll explain how "attribution," "gaps," "stratification," "quality," and "data" hold different meanings to payers than they do to providers, and how these differences are instructive for both. Mr Gordon will discuss how payment models that operate at the organizational and population level are so very different from those based at the level of the encounter and clinician "productivity," and why better risk and resource intensity adjustment methods are so very essential. Attendees will be encouraged to reflect on how much payers and primary care providers have in common—culturally and strategically—and how simple data sharing and communication pathways can create a fundamental shift toward an aligned paradigm.

Moderator: Kyle Knierim, MD, University of Colorado, Denver

**Kentucky Ballroom E**

**9:15 am**

**Conference Adjourns**

Complete session schedules and abstracts are available in the mobile app or at [www.stfm.org/cpi](http://www.stfm.org/cpi) under the session information tab.

# awards and scholarships

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

**2017 Resident Scholarship Team: Julie Antonova, Megan Chock, Nichole Hansen-Cruz, Peifen Sophia Hu, Joshua Wilner, Lisa Zampello**

Kaiser San Diego Family Medicine Residency, San Diego, CA  
Program Director: Dereck DeLeon, MD

Our third-year residency class is honored to receive the H. Winter Griffith Scholarship for Excellence in Practice Improvement in Patient-centered Care. Our project was a multi-year effort that grew with us from interns to senior residents, and we are grateful to have had the support of nurses, medical assistants, receptionists and faculty.

We focused on hospital follow-up based on our experience in inpatient and outpatient settings. We wanted to improve hospital follow-up in our residency program by increasing patient understanding.

Our six residents split into three smaller teams to allow everyone to lead their own quality improvement process. Sophia and Julie developed a provider survey to assess the goals of the follow-up visit. Lisa and Nichole created and revised an electronic note template to use during hospital follow-up visits based on provider feedback. Josh and Megan worked with nurse discharge callers to create a measure of patient understanding before and after the hospital follow-up visit.

Using a two-question pre-visit written survey combined with post-visit telephone calls, we found that the hospital follow-up clinic visit improved patient understanding of the reason for hospitalization, but did not improve patient recognition of symptoms that would bring them back to the hospital. We compared 3-month readmission rates between the intervention group and a control group and found no significant difference, indicating that just having a hospital follow-up visit and not necessarily requiring a standardized one had similar outcomes.

The process that we developed can be translated to other residency programs or clinics. The survey questions are simple and we were able to implement it with our residency schedules. We have shared our efforts with our healthcare organization and are very appreciative to present at STFM.

Scholarship Presenter: *David Ehrenberger, MD, Conference Steering Committee*

For more information about the H. Winter Griffith Resident Scholarship, visit:

<http://www.stfm.org/CareerDevelopment/ScholarshipsandGrants/HWinterGriffithResidentScholarship>  
or contact:

Ray Rosetta, CMP

Director of Conferences

Society of Teachers of Family Medicine

Phone: 800.274.7928, ext. 5412 Email: [rrosetta@stfm.org](mailto:rrosetta@stfm.org)

2017 award and scholarship winners will be recognized at the luncheon on Friday, December 1 in the Marriott Ballroom Salons 1-5. For more information about this year's scholar(s) and winner(s), please visit with them at their poster in the Conference Poster Hall (Marriott Ballroom 6).

## **Family Practice Management Award for Practice Improvement**

Co-sponsored by *Family Practice Management*

### **Family Medicine Ambulatory Clinics**

Keck School of Medicine of USC  
Alhambra, CA

Patients are waiting too long during their visit to Family Medicine at Keck School of Medicine of USC. In October 2016, the average length of visit from check-in to check-out, was measured at 71 minutes. Much of this time was not spent speaking with a provider, rather spent waiting on a provider or inefficiencies in team communication.

So, to improve our extensive cycle time, we began by consistently sharing cycle time data to our providers and staff members, which allowed us to identify the problems, prioritize them by highest impact on cycle time and focus on solutions. Solutions such as: adjusting M.A. start and lunch times to ensure adequate staffing throughout the day, communicating with patients 3 days before their appointment to identify detailed reason(s) for their visit, enhancing provider/staff communication before each session to anticipate patient care needs and clinic delays and lastly, implementing an early start clinic on our busiest clinic day, to reduce the number of patients scheduled during morning and afternoon peak times.

With these minor changes, by June of 2017 we decreased cycle time to 63 minutes—that's an 11.3% decrease! Our patients surely noticed, as in the same time period our CG-CARPS scores for "See provider within 15 minutes this visit" increased from 82.3% to 92.7%, placing us at the 97th percentile and "Recommend this provider office" increased from 95.3% to 98.2%, placing us at the 99th percentile compared to other academic health centers.

We strongly believe our work has broad applicability to other family practice clinics. Improving cycle time improves patient satisfaction and access, while decreases the cost of overtime expenses. Work on cycle time has also helped to build teamwork across staff and providers, while enhancing their engagement in quality improvement work, and overall gaining a greater joy in practice for all.

Award Presenter: *John Bachman, MD, FPM Editorial Board*

For more information about the FPM Award, visit: <http://www.stfm.org/CareerDevelopment/Awards/FamilyPracticeManagementAwardforPracticeImprovement>

or contact:

Lindsey Hoover

Assistant Managing Editor

Family Practice Management

American Academy of Family Physicians

Phone: .913.906.6000, ext. 5119 Email: [lhoover@aafp.org](mailto:lhoover@aafp.org)

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# general conference information

## Conference Location

Louisville Marriott Downtown  
280 West Jefferson  
Louisville, KY 40202  
Hotel Phone: 502.627.5045

## Hotel Fitness Facilities

The Louisville Marriott provides 24-hour fitness facilities for guests, including exercise room, indoor pool, whirlpool, and sauna. Cardio options include free weights and weight machines, treadmill, elliptical, and bike.

## Ground Transportation

The Louisville Marriott does not have shuttle service to/from the airport. For a complete listing of ground transportation options, visit: <http://www.flylouisville.com/current-parking-rates-and-transportation/>. This site also includes information on parking rates, as well as rental cars, buses, limos, cabs and other ridesharing services.

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- American Association of Nurse Practitioners (AANP)
- American Academy of Nurse Practitioners Certification Program (AANPCP)
- American Association of Medical Assistants (AAMA)
- American Board of Family Medicine (ABFM)
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- American Board of Preventative Medicine (ABPM)
- American Board of Urology (ABU)

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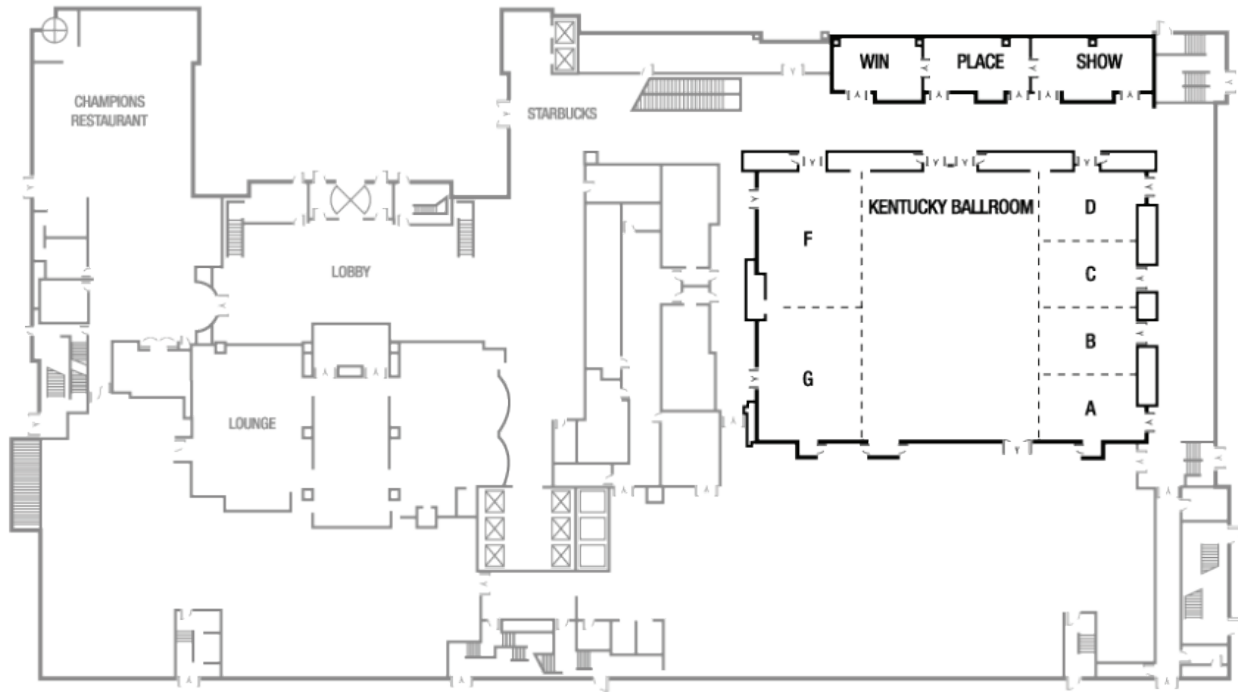
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