Conference on Practice Improvement

Learn to improve efficiency and provide better patient care • www.stfm.org/cpi

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

Don’t miss the 50th Anniversary Welcoming Reception and Open House on Thursday, November 30

Produced by the Society of Teachers of Family Medicine with support from the American Academy of Family Physicians.
Register Now for the Conference on Practice Improvement

Are you looking for information on emerging payment models? Strategies for engaging your team in improvement? Better ways to help patients manage their health? Attend the 2017 Conference on Practice Improvement!

- Come home with practical skills, information, and resources to transform your practice to achieve the quadruple aim.
- Learn to create interprofessional, high-functioning teams that improve efficiency and provide better patient care.
- Network with others who are committed to continuous practice improvement and innovation.
- Get new ideas for meeting ACGME requirements for quality improvement.

Sessions will cover:
- Practice Innovations
- Care Management/Risk Stratification
- Access and Continuity
- Practice-Based Team Care
- Health Information Technology
- Behavioral Health Integration
- Planned Care for Population Health
- Outcome Measurement
- Billing and Coding
- Practice Management
- Change Management
- Alternative Payment Models Including MACRA

Who Should Attend?
The Conference on Practice Improvement is for anyone who wants to re-imagine health care:

- Physicians and Residents
- Residency and Medical School Faculty
- Medical Students
- Medical Assistants
- Physician Assistants
- Nurses
- Behavioral Medicine Professionals
- Dieticians
- Health Educators
- Pharmacists
- Practice Managers
- Quality Improvement Managers
- Administrators

Bring your practice or residency team and save! Details on page 19.

Register by October 31 and save $75
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 pm
Be sure to book your flight so you arrive in time for the STFM Open House and Welcoming Reception. Enjoy hors d’oeuvres as you connect with old friends (and make new ones!); get tips on navigating the conference and using the mobile app; learn about STFM products and services; and visit with conference partners.

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 12.

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 & 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 & 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.
### Thursday, November 30

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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</thead>
<tbody>
<tr>
<td>11 am–6:30 pm</td>
<td>Conference Registration</td>
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<tr>
<td>Noon–6:30 pm</td>
<td>Computer Café</td>
</tr>
</tbody>
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| 1–5 pm        | Preconference Workshops:  
|               | Cooking Up the Alphabet Soup:  
|               | TCM, CCCM, ADP, PsyCCM, E&M, MACRA, APM, and MIPS  
|               | Thomas Weida, MD, Tuscaloosa College of Community Health Science  
|               | Overcoming the System: Strategies to Improve Your Effectiveness in  
|               | Dealing With Your Organization’s Bureaucracy  
|               | John Bachman, MD, Mayo Medical School                                |
| 5:15–6:30 pm  | Welcoming Reception With STFM Open House                             |

### Friday, December 1

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

### Saturday, December 2

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>7 am–4:30 pm</td>
<td>Conference Registration</td>
</tr>
<tr>
<td>7:15–8:15 am</td>
<td>Innovation Conversations With Continental Breakfast</td>
</tr>
<tr>
<td>8:20–9:30 am</td>
<td>General Session</td>
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</table>
|               | Technician to Teacher: Bridging the Gap Between Health and Care –  
|               | A Patient’s Perspective                                               |
|               | Melissa Thomason, Pinetops, NC                                        |
| 9:30–10 am    | Refreshment Break With Conference Partners                            |
| 10–11:40 am   | Concurrent Sessions                                                   |
| 11:40 am–1 pm  | Lunch On Your Own                                                     |
| 1–2:40 pm     | Concurrent Sessions                                                   |
| 2:40–3 pm     | Refreshment Break With Conference Partners                            |
| 3–4:30 pm     | Concurrent Sessions                                                   |
| 3–4:30 pm     | Bright Spot Session: Behavioral Health Integration Discussion Panel   |
| 4:45–6 pm     | Optional Session                                                       |
|               | OPT1: Putting Health IT to Use to Solve Practical Problems Facing  
|               | Family Medicine Practices                                              |
|               | Steve Waldren, MD, MS, American Academy of Family Physicians          |
| 7 pm          | Optional Evening Event (Tentative)                                    |

### Sunday, December 3

<table>
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<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>7:30–9 am</td>
<td>Conference Registration</td>
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<tr>
<td>7:30–8 am</td>
<td>Coffee Service</td>
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<tr>
<td>8–9:15 am</td>
<td>Closing General Session</td>
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<td>Practices and Payers: The Value of Deeper Partnerships on the Journey Toward Population Health</td>
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<td>Patrick Gordon, MPA, Rocky Mountain Health Plans</td>
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<tr>
<td>9:15 am</td>
<td>Conference Adjourns</td>
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PR01: Cooking Up the Alphabet Soup: TCM, CCCM, ADP, PsyCCM, E&M, MACRA, APM, and MIPS
Thomas Weida, MD, Tuscaloosa College of Community Health Science

The payment environment is transitioning from payment for visit to payment for value. Understanding how to use codes for transitional care management, complex chronic care management, advanced directive planning, psychiatric collaborative care management, and evaluation and management coding is critical to a practice’s financial viability as well as to improved patient care. Medicare has added additional complex chronic care management codes and created a new psychiatric collaborative care management code. Practices will also need to prepare for the operational challenges and financial opportunities of the MACRA legislation.

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

• Implement proper use and documentation of transitional care management codes, complex care coordination codes, advance directive planning codes, and evaluation and management codes
• Establish working criteria for the new psychiatric collaborative care management services code
• Prepare the practice for the challenges and financial opportunities of the MACRA legislation

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

PR02: Overcoming the System: Strategies to Improve Your Effectiveness in Dealing With Your Organization’s Bureaucracy
John Bachman, MD, Mayo Medical School

We were called to care for our patients and students. However, clinicians and staff deal with organizations that are characterized by confusion, cost, chaos, and conflict. Typical top-down hierarchies discourage innovation and focus on control. Providers are being burned out at a high rate. Accountability is stressed, but accountability to whom or what? This preconference workshop will focus on methods to overcome the slings and arrows of working in a system by using the four aspects of Deming’s “Profound Knowledge” and the University of Michigan’s approach of “Deep Change” and Competing Values.” It will transform your thinking and provide resources to enhance your work and life. You will leave with tools to help you make the hero’s journey.

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

• Understand the current system they work in. They will become competent in dealing with the tools that provide ongoing improvement in such an environment.
• Learn how common sense is notoriously poor when working in a system by understanding Daniel Kahneman’s Noble Prize work dealing with the mind and variation. This will be replaced by using ongoing monitoring to show improvement through Deming’s work on plotting variation.
• Use techniques to bring fun back to the workplace using the processes found in The Fifth Discipline and Deep Change.

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

Complete session schedules and abstracts are available in the mobile app or at www.stfm.org/cpi under the session information tab.
7–8 am
Continental Breakfast
Open networking time

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.

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 Duchicela, MD, Conference Chair

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. 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.
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

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 Lave, Gabriela Lieva-no, 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-Iafrato, 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, Saundra 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 Teply, 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; Adela Magallanes, 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; Christian 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; Steph Fulk; 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; Heather Denton, DO; 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, Doug Reich, MD, Jose Tibur-cio, MD, Bronx-Lebanon Hospital Center FMR

P23: POLST Quality Improvement Project at a Residency Program: Lessons Learned
Adriana Linares, MD, MPH, DrPH, Jaleh Olson, MD; 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, Jacqueline Baker, Steven Baker, Marilyn Darr, MD, PharmD, PeaceHealth Southwest Medical Center FMR
9:30–10:30 am  
Posters—Completed Project cont.

P25: Using A3 Problem Solving to Improve HPV Vaccination Rates at IU Methodist Family Medicine Center  
Stephanie Reynolds, MD; Jackie Nonweller, 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 Schaefer, 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 Medical Residency Program at Midland

P30: Facilitating Patient Pharmacy Adherence in Patients With Limited Health Literacy  
Laura Nietfeld, 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

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

P33: Chronic Disease Callback Initiative to Reduce No-Show Rates in a Safety-Net Clinic Setting  
Sherri Onyiego, MD, Baylor College of Medicine

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  
Anna Wiącór 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 Gyniah, MD, Reham Attia, MD, Negin Field; Gloria Graham, MD, Joy Jones-Harris, 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 Pipps, 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, Anna Nabet, Bishop Wassell, Eisenhowe 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 Felter, TriHealth Hatton Research Institute; Rita Kleinmann, Bethesda Family Medicine Residency Program; Matthew McCreary, 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 Children’s Hospital; Harriet Knowles, Wright State University FMR; Elisabeth Rigther, 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

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 Mohamad, 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, Devin 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 Care in the South Bronx
Mike Sledzinski, Laura Quigley, Arafat Omridran, Jacelyne Bonila, Jose Tiburcio, MD, Doug Reich, MD, Sharon Bilsky, 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, Natasha Ingvoldstad O’Neal, MD, 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
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
Suvama 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-Chlewa; 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

L02: Behavioral Health in Family Medicine: Mental Health and Beyond
Jamie Rapacciuolo, DO, Christiana Care Health Services FMR; Evan Bilheimer; Frank Malinksy, Christiana Care Health System

L03: Decisions, Decisions, Decisions
John Bachman, MD, Mayo Medical School

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

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

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

Friday, December 1
friday, december 1

10:45–11:45 am

**Lectures**

**L07: Behavioral Health Integration in Primary Care**
Anne McGuire, MS, LMHC, St Peter Hospital FMR

**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; MacKynzie Gilrath, LCSW, East Tennessee State University (Kingsport) FMR; Erin Harris, MD, East Tennessee State University FMR; Amy Lawrence, DO, East Tennessee State University (Kingsport) FMR

**L09: Teaching Residents How to Bill and Code**
Christie Theriot, MD; Karen Hughes, MD; Sarah Barowka, MD, North Mississippi Medical Center Tupelo FMR

**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

11:50 am–1:15 pm

50th Anniversary Luncheon With Award and Scholarship Presentations

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

**L12: PNuking Pneumococcal Disease: Improving Rates of Adult Pneumococcal Vaccination**
Melissa Martinez, MD, Megahn Brett, University of New Mexico; Cara Davenport, UNM Hospital

2:10–2:40 pm

**Lectures**

**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

**L14: Mind-Body Medicine Collaborative Visits in an Academic Family Medicine Faculty Practice**
Eva Weinlander, MD, Jimmy Yao, Stanford University

**L15: Roadmap to implementation of Quality Improvement in a Residency**
Payaal Gaba, MD, Patrick Johansing, Zubair Rahman, Kadlec FMR

**L16: A New Paradigm: Vaccinating Three Times as Many Patients Using Student-Staffed, Drive-Through Flu Shot Clinics**
Andrew Bivin, Seneca Atwood, Shannell Hannamann, Melissa Martinez, MD, University of New Mexico

**L17: Building Pre-Visit Planning to Increase Adherence to Colon Cancer Screening in the Family Medicine Clinic**
Scott Lakin, MSN, RN, Community Health Network

**L18: Optimizing Patient Outcomes Through Integration of Rehabilitation Medicine and Family Medicine**
Jonathan Whiteson, MD, Steven Flanagan, Rusk Rehabilitation, NYU Langone Medical Center

2:40–3 pm

**Refreshment Break With Conference Partners and Last Chance to Visit Posters**

3–4 pm

**Lectures**

**L21: Promoting a Positive Patient Experience in the Implementation of Chronic Pain Programs**
Kathryn Brown, MD, St John’s Hospital FMR; Katherine Montag Schafer, PharmD, University of Minnesota

**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

**L23: Establishing a Home Visit/House Call Program: Successes and Challenges**
Rajesh Rajesh, MD, Case Western Reserve University; Kristen Palcisco, Metrohealth

**L24: Improving Health Education: the Primary Care Health Educator in an FQHC Clinic**
Eric Peterson, Joanna Espinoza, University of Colorado FMR

**L25: Community Pharmacy Collaboration to Improve Hypertension Control and Monitoring**
David Serlin, MD, University of Michigan

**L26: Challenges and Successes in Developing a Chronic Pain Management Program**
Rachel Boeve, Mercy Health Partners FMR; Roxie Miller, Grand Rapids FMR

**L27: Shifting Cultural Paradigms: Trauma Informed Care Implementation**
Joan Fleishman, PsyD, Oregon Health & Science University

**L28: CPC+: First Year Experience in a University-Based Family Medicine Residency Program Health Center**
Robert Gottfried, DO, University of Toledo
L29: The Case for Comprehensive Primary Care Payment  
Neha Sachdev, MD, Virtua FMR; Thomas Weida, MD, Tuscaloosa College of Community Health Science; Stan Borg, DO; Aaron George, DO, Duke University Medical Center FMR

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

L31: Educating Residents on an Interdisciplinary Approach to Complex Populations  
Ehab Molokhia, MD, Allen Perkins, MD, MPH, Mary Smith-West, Kimberly Bush, Barry Porter, PhD, University of South Alabama FMR

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 Ostek, RN, Lauren Wiempe, MPH, Nisha Haiku, DO, Advocate Lutheran General Hospital FMR

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

L34: How Claims Data Can Inform Strategic Decision Making in a Changing Healthcare Landscape  
Robin Gelburd, FAIR Health

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

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, Reethea Felder, Kim Lynch, Elvira Mercado, MD, University of Florida

L37: Implementation of Food Insecurity Screening and Resource Utilization in an Urban Underserved Community Clinic  
Jonathan Burdick, MD, University of Colorado; Cherie Callaghan, MBA, St Joseph Hospital FMR

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

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

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 FMR

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

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

L43: Congratulations, You’ve Been “Voluntold” to Transform Your Practice!  
Kathy Cebuhar, MA, LPC, Aimee English, MD, Corey Lyon, DO, University of Colorado FMR

L44: Tools of the Trade—The Basics  
John Bachman, MD, Mayo Medical School

4:10–5:40 pm Seminars

S01: Performance Coaching in the Workplace  
Carmen Liang, DO, MPH, University of California San Francisco FMR

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

6:30 pm Dine Out Groups
7 am–4:30 pm

Conference Registration

7:15–8:15 am

Innovation Conversations With Continental Breakfast

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

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
9:30–10 am  
**Refreshment Break With Conference Partners**

10–11 am  
**Lectures**

L46: How to Take the Lead in Your Medical Neighborhood  
Berdi Safford, MD, University of Washington

L47: Shifting Culture: One Step Closer to Clinical Integration  
Jin Han, MD, Baylor College of Medicine; Cleveland Black, Harris Health System; Vanessa Danquah, Malvika Juneja, MD, Asim Shah, MD, Baylor College of Medicine

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, BA, University of Cincinnati

L49: Champion Teams: An Implementation Strategy to Drive Practice Improvement  
Jodi Polaha, PhD, East Tennessee State University FMR; Leigh Johnson, MD, East Tennessee State University Bristol FMR; Julie Montgomery, Sarah Peace, East Tennessee State University; Millie Wykoff, East Tennessee State University FMR

L50: Engaging the Health Care Team to Improve Pediatric Immunization Rates  
Jill Fenske, MD, Marla Stocum-Casper, Tracy Reed, University of Michigan

L51: Strategic Protection Plan  
Richard Capps, MD, Marissa Garcia, Robin Hahn, Novant Health

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

L53: Huddle Up! Maximize Your Practice’s Quality Care and Teamwork Through Ambulatory Care Team Huddles  
Michelle Taylor, MD, Riverside Methodist Hospitals FMR; Stephen Knox, OhioHealth; David Banas, MD, Melissa Jeffersis, MD, Miriam Chan, PharmD, Riverside Methodist Hospitals FMR

L54: Stop Answering the Phone and Other Radical Ideas That Work: Modern Workflows in the Portal-Based Solo Office  
S. Mark McNeil, MD, East Carolina University

L55: Optimizing Visit Encounters: Assessing Patient Priorities, Perspectives, and Satisfaction  
Shruti Varadarajan, MD, Malvika Juneja, MD, Noreen Pirzada, MD, Bharat Joshi, MD, Sanjana Bhattarai, MD, Saira Nawaz; Roger Zoorob, MD, MPH, Baylor College of Medicine

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

L57: Patients Frequently Readmitted 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 Quellen, MD, University of Florida

L58: Coordinating Optimal Referral Experiences (CORE): Lessons Learned from the AAMC Learning Collaborative  
David Serlin, MD, Laura Heinrich, MD, University of Michigan

L59: Scribes and Improving Documentation in Family Medicine  
William Lovett, MD, Reading Hospital FMR; Syed Jafry, MD, Reading Health System

L60: Harmony from Discord: Managing Patient Transitions of Care  
Susan Vandervoort, University of Rochester; Robyn Phipps, Rochester/Highland Hospital FMR; Katie Lashway, RN, Jamie Bishop, MBA, University of Rochester

Kyle Knieirn, MD, Bonnie Jortberg, PhD, RD, Allyson Gottsman, Robyn Weaver, MA, RD, Douglas Fernald, MA, Perry Dickinson, MD, University of Colorado

L62: Practice Teams Learning Together: A Method for Clinician and Non-Clinician Staff to Engage Practice Transformation  
Robyn Weaver, MA, RD, Bonnie Jortberg, PhD, RD, Douglas Fernald, MA, Kyle Knieirn, MD, Perry Dickinson, University of Colorado

L63: Making an IMPACT: Teams Leading Change in an FQHC  
Lauren Simon, MD, MPH, Kelly Morton, PhD, Kevin Shannon, MD, MPH, Hobart Lee, MD, Daniel Reichert, MD, Armando Lennus-Hernandez, Loma Linda University

L64: Practice-Wide Involvement in Ongoing Clinical Data Improvement  
Alicia Markley, MPAS, Sara Malone, MD, Southern Illinois University Carbondale FMR

L65: Addressing Opioid Use Disorder in a Community Health Center: An Interprofessional Long-Acting Naltrexone Program  
Erika Russ, Maria Gabriela Castro, MD, University of Kentucky

L66: You CAN Do This: A Grassroots Start to Residency Practice Transformation  
David Wyncott, MD, Rachel Fait, Martin Wiesehaus, MD, Saint Joseph Regional Medical Center FMR

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; Sandra Regan, PhD, Montiel Rosenthal, MD, University of Cincinnati
saturday, december 2

1–1:30 pm
Lectures cont.

L68: From Home to…? Assisting Families With Their Aging Relatives
Lynn Schwenzer, MHSA, Gerontology Alday, MD; Zeehan Khan, MD, Rutgers-Robert Wood Johnson FMR; Joshua Raymond, MD, MPh, Rutgers-Robert Wood Johnson Medical School; David Swee, MD, Rutgers-Robert Wood Johnson Medical School

Sara Khan, MD, Westchester County Medical Center; Hannah Abrams, Malvika Juneja, MD, Baylor College of Medicine; Richard Lyn-Cook, MD, Baylor College of Medicine FMR; Elizabeth Bosque, MD; Jennifer Lahue, MBA, RN, Michael Gardner, Harris Health System

L70: A Lean Management Approach to Improving the Medication Reconciliation Process
Ucheoma Nwizu, PharmD; Michael Fite, MD, ScM, Zachary Rosko, PharmD. Neighborhood Health Center

L71: Implementing Naltrexone for Opioid Use Disorders in Primary Care
Niladri Das, MD, Amanda Casagrande, MD, UPMC St Margaret Hospital

L72: Engaging Residents in Quality Improvement: Implementing an Asthma Action Plan for Pediatric Patients
Minam Chan, PharmD, Riverside Methodist Hospitals FMR

L73: A Safety-Net System’s Strategic Strides to Develop Solutions for Provider Well-Being
Malvika Juneja, MD, Baylor College of Medicine; Sheila Zare; Michelle Klawans, MPH, The University of Texas Health Science Center-McGovern Medical School; Shivanki Juneja, Harris Health System; Mohammad Zare, MD, MS, University of Texas, Houston; Michael Gardner, Harris Health System; Roger Zoorob, MD, MPH, Baylor College of Medicine

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

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; Kaneshka Owens, Duke/Southern Regional AHEC FMR

L75: Bright Spots in Practice Care Coordination: Shaping the Bodenheimer Building Blocks to Meet Your Patients’ Needs
Jay Lee, MD, MPH, Venice Family Clinic

L76: Innovative Model for Treating Chronic Pain and Depression
Katherine Gergen Barnett, MD, Boston University; Paula Gardiner, MD, Boston University Medical Center FMR

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

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

L79: Introducing Telemedicine to the Patient Centered Medical Home
Anna Laurie, MD, Kathryn Hammes, MD, University of Michigan

L80: Innovating to Improve the Team Member and Patient Experience
Andrea Areskog, MHA, Richard Capps, MD, Novant Health, NC

L81: Use of a Panel Manager to Improve Quality Metrics
Pamela Rockwell, DC, Joanna Rew, Heather Holmstrom, MD, University of Michigan

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

L83: Ambulatory Intensive Care Unit as a Service of Primary Care
Jennifer Abraczniksas, MD, University of Pennsylvania FMR; Alexandra Lane, MD, Cooper University Health Care

2:40–3 pm
Refreshment Break with Conference Partners

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

L85: Team-Based Strategies for Addressing Chronic Health Conditions
Ramin Poursani, MD, James Tysinger, PhD, University of Texas HSC at San Antonio

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

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

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; Christine Pace, MD, MSc, Boston Medical Center

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

S04: Expanding the Role of Family Medicine Practices in Achieving Health Equity: Learning From the Community
Viviana Martinez-Bianchi, MD, Duka University
S05: Building on Successful Models for Practice Transformation in Michigan: From MiPCT to CPC+/SIM
Kathryn Harms, MD, Anna Laurie, MD, University of Michigan; Jean Malouin, MD, MPH, University of Michigan FMR

S06: Moving to Value-Based Payment in a Medicaid ACO
Chester Fox, MD, Raul Vazquez, MD, Greater Buffalo United Accountable Care Organization

3–4:30 pm
“Bright Spot” Session: Panel Discussion

SS1: Behavioral Health Integration
Wendy Ellis, DHEd, MC, LPC, Scottsdale Healthcare-Osborn FMR; Jin Han, MD, Baylor College of Medicine; 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

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
sunday, december 3

7:30–9 am
Conference Registration

7:30–8 am
Coffee Service

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

9:15 am
Conference Adjourns

Complete session schedules and abstracts are available in the mobile app or at www.stfm.org/cpi under the session information tab.
Conference Location
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Hotel Phone: 502.627.5045 (For general questions and to contact guests; NOT for reservations.)

Be sure to make your reservations before November 1 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 may be 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 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.

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

CME and 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 November. Preconference workshops on Thursday, November 30 are included in the conference CME and CNE.

AAFP Prescribed credit is accepted by the American Medical Association as equivalent to AMA PRA Category 1 Credit™ toward the AMA Physician’s Recognition Award. When applying for the AAMA PRA, Prescribed credit earned must be reported as Prescribed credit, not as Category 1.

CME activities approved for AAFP credit are recognized by the AOA as equivalent to AOA Category 2 credit.

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

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

Registration
Register by October 31 and save $75. Your registration fee includes all educational sessions (except preconference workshops), receptions, breakfasts, refreshment breaks, and lunch, according to the conference schedule. To register online, visit: www.stfm.org/cpi

Registration Refund Policy
If a registrant cannot attend a conference for personal or work reasons, requests for refunds must be received in writing by STFM by November 1 to receive a 50% registration fee refund. No refunds will be issued after November 1 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. In the unlikely and extreme event that STFM is forced to cancel a conference, STFM is not responsible for fees or penalties that conference registrants may incur for nonrefundable 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.

Questions?
Call 800.274.7928, Ext. 5415 or email stfmoffice@stfm.org.
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Conference on Practice Improvement
November 30-December 3, 2017

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Professional Role (Check all that apply.)

☐ Behavioral/Social Science Specialist  ☐ Coordinator/Admin  ☐ Dean/Associate or Assistant Dean  ☐ Department Chair
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☐ Medical Student Education Faculty  ☐ Nurse Practitioner  ☐ Nurse/Medical Assistant  ☐ Pharmacist  ☐ Physician Assistant
☐ Practicing Physician  ☐ Researcher  ☐ Residency Director  ☐ Residency Faculty  ☐ Resident
☐ Retired  ☐ Other: (requires response)__________________________________

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☐ 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

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<th>By Oct. 31</th>
<th>After Oct. 31 &amp; Onsite</th>
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<tr>
<td>Practicing or faculty physician</td>
<td>$470</td>
<td>$545</td>
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<tr>
<td>Other resident/educator/clinician/administrator/staff</td>
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<td>Team member (each; 3 or more from same practice or residency; does not include practice or faculty physicians) $320</td>
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<td>$325</td>
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TOTAL REGISTRATION FEE: $______________

Registration + Preconference/Optional Workshops)

Preconference Workshops:

Thursday, November 30, 1–5 pm

☐ PR1: Cooking Up the Alphabet Soup: TCM, CCCM, ADP, PsyCCM, E&M, MACRA, APM, and MIPS

Fee: $100; includes training materials and refreshments. See page 5.

☐ PR2: Overcoming the System: Strategies to Improve Your Effectiveness in Dealing With Your Organization's Bureaucracy

Fee: $100; includes training materials and refreshments. See page 5.

Please check ALL appropriate responses.

Mail this form with payment to:
Conference on Practice Improvement
c/o STFM
11400 Tomahawk Creek Parkway
Suite 240
Leawood, KS 66211-2672

Or fax this form with credit card information to 913.906.6096.

If you have any questions about your registration, contact the STFM office at 800.274.7928, ext. 5415 or stfmoffice@stfm.org.