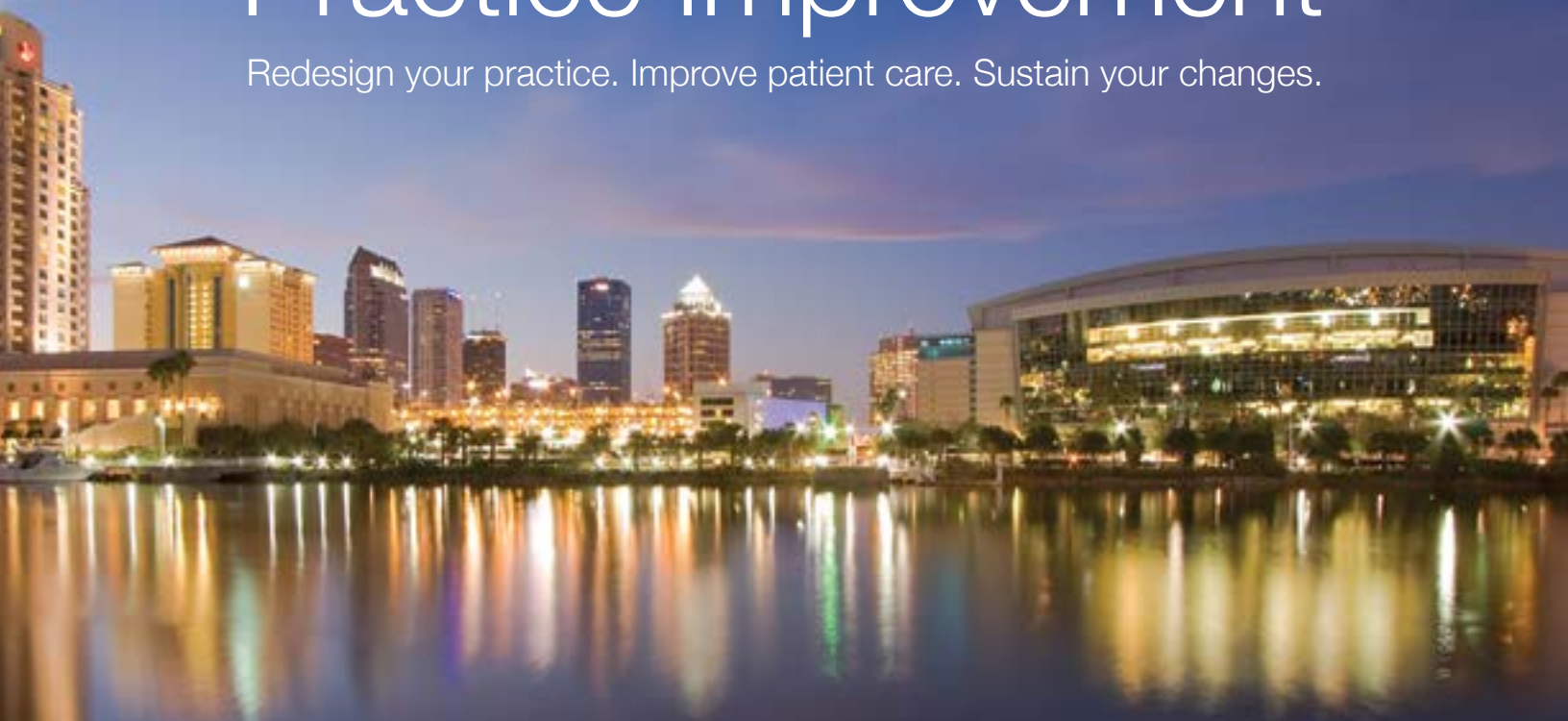


Conference on

Practice Improvement

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



December 4-7, 2014 | Marriott Tampa Waterside | Tampa, FL



FINAL PROGRAM



in collaboration with **TransformMED**



Our host city...

Experience Tampa, Florida

Tampa boasts an exciting nightlife, a diverse selection of restaurants, and some of the state's best attractions, including the Florida Aquarium, Busch Gardens Tampa Bay, the Straz Center for the Performing Arts, and Lowry Park Zoo. Of particular note is the new Tampa Bay History Center and the recently opened Tampa Museum of Art. Both are state-of-the-art facilities, honoring the community's history, heritage, and commitment to the arts. Learn more about Tampa, at: www.visittampabay.com.

Overall Conference Schedule: 4-6

Acknowledgements: 29

Award and Scholarship Citations: 7-8

Session Formats: 9

Posters: 22-26

Daily Schedules

Friday, December 5: 11-15

Saturday, December 6: 16-20

Sunday, December 7: 21

Breakfast Roundtable Presentations: 27

General Conference Information: 28

Conference Partners and Supporters: 29

Hotel Meeting Space Map: back cover

Go Mobile

Getting around this year's conference is easier than ever! Download the Conference on Practice Improvement app from the Google Play or iOS App store by searching for: **Conference on Practice Improvement**, 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
- View maps of the conference floor
- Receive alerts and notifications
- Evaluate sessions and the conference
- Network with other attendees



Join the conversation on Twitter: #CPI14

CONFERENCE SCHEDULE AT A GLANCE

Thursday, December 4

- 11 am–6:30 pm **Conference Registration**
Room: Florida Foyer
- Noon–6:30 pm **Computer Café**
Room: Florida Foyer
- 1–5 pm Preconference Workshops
PR1: CPT Coding, Cash, and Compliance
Room: Meeting Room 4
PR2: Practice-Based Care Manager Training
Room: Meeting Room 5
- 5–5:30 pm **Conference Attendee Orientation**
Room: Florida VI
- 5:30–6:30 pm **Welcoming Reception With Conference Partners**
Room: Florida Foyer

NEW FOR 2014

This year's conference will offer two poster sessions, providing double the opportunity to view ideas, innovations, and research presented by family medicine students, residents, faculty and PCMH teams from across the country! (See pages 22-26)

Friday, December 5

- 7 am–5:30 pm **Conference Registration**
Room: Florida Foyer
- 7–8 am **Continental Breakfast**
Room: Florida Ballroom
- 7:30 am–5:30 pm **Computer Café**
Room: Florida Foyer
- 8:05–9:15 am **Greetings & Announcements From the 2014 Conference Chair**
Daniel Mullin, PsyD, MPH, University of Massachusetts
- Opening General Session**
Family Medicine for America's Health
Glen Stream, MD, FAAFP, La Quinta, CA
Introduction & Moderator: Stacy Brungardt, CAE, Society of Teachers of Family Medicine, Leawood, KS
Room: Florida Ballroom
- 9:15–10 am **Refreshment Break With Poster Session I Presentations (dedicated time)**
(pgs. 22-24)
Room: Grand Ballroom A-D
- 10–11 am **Lectures** (pg. 12)
- 11:10 am–12:10 pm **Lectures** (pgs. 12-13)

CONFERENCE SCHEDULE AT A GLANCE

- 12:15–1:30 pm** **Networking Luncheon With Award and Scholarship Presentations** (pg. 13)
Emcee: Bruce Bagley, MD, TransforMED, Leawood, KS
- Family Practice Management Award for Practice Improvement**
Presented by Ken Adler, MD, MMM, Family Practice Management
- H. Winter Griffith Resident Scholarship for Excellence in Practice Improvement & Patient Care**
Presented by Scott Fields, MD, MHA, Oregon Health & Science University
Room: Florida Ballroom
- 1:45–2:15 pm** **Papers** (pg. 13)
- 2:25–3:25 pm** **Lectures & Special Sessions** (pg. 14)
- 3:30–4 pm** **Refreshment Break With Conference Partners & Poster Session I Presentations**
Room: Florida Foyer and Grand Ballroom A-D
- 4–5:30 pm** **Papers, Seminars, & Special Sessions (concurrent sessions)** (pg. 15)
- 6:30 pm** **Dine Out Groups** (sign-up forms available on the message board at the conference registration desk; Groups will meet in hotel lobby.)

Saturday, December 6

- 7 am–5:30 pm** **Conference Registration**
Room: Florida Foyer
- 7–8 am** **Continental Breakfast With Special Interest Roundtables**
Room: Florida Ballroom
- 7:30 am–5:30 pm** **Computer Café**
Room: Florida Foyer
- 8:15–9:15 am** **Greetings From STFM President**
Sam Cullison, MD, Methodist Health Systems Family Medicine Residency, Dallas, TX
- General Session**
- Josie’s Story: Family-Centered Approaches to Patient Safety**
Sorrel King, Baltimore, MD
NOTE: Ms King will be available to sign her book immediately following her presentation.
Introduction & Moderator: Melly Goodell, MD, MedStar Franklin Health Medical Center, Baltimore, MD
Room: Florida Ballroom
- 9:15–10 am** **Refreshment Break With Poster Session II Presentations (dedicated time)**
(pgs. 24-26)
Room: Grand Ballroom A-D
- 10–11 am** **Lectures** (pg. 17)
- 11:10–11:40 am** **Papers** (pgs. 17-18)
- 11:40 am–1 pm** **Lunch On Your Own**

CONFERENCE SCHEDULE AT A GLANCE

Saturday, December 6 cont.

- 1–2 pm **Lectures & Special Sessions** (pgs. 18-19)
- 2–2:15 pm **Transition Break**
- 2:15–3:15 pm **Lectures & Special Sessions** (pg. 19)
- 3:15–3:45 pm **Refreshment Break With Conference Partners & Poster Session II Presenters**
(pgs. 24-26)
Room: Grand Ballroom A-D
- 3:45–5:15 pm **Papers, Seminars, & Special Sessions (concurrent sessions)** (pg. 20)

Sunday, December 7

- 7:30–9 am **Conference Registration**
Room: Florida Foyer
- 7:30–8 am **Coffee Service**
Room: Florida Foyer
- 8–9 am **Closing General Session**
Game of Thrones: Stories of Turf, Turmoil, and Tenderness from the Land of Integrated Behavioral Health
Mary Talen, PhD, Northwestern University Family Medicine Residency, Chicago, IL
Introduction & Moderator: Daniel Mullin, PsyD, MPH, University of Massachusetts
Room: Florida Ballroom
- 9 am **Conference Adjourns**

2015 Conference on Practice Improvement

December 3-6, 2015 | InterContinental Dallas Hotel

Call for papers will be available at
www.stfm.org/cpi in late-January.



2014 Family Practice Management Award for Practice Improvement Cosponsored by *Family Practice Management*: AWARD CITATION

CMC-Elizabeth Family Medicine–Department of Medical Education-Primary Care Carolinas Healthcare System

M. Quentin Fité, MD, ScM, Associate Clinical Professor/Medical Director
michael.fite@carolinashealthcare.org



As an urban residency with a reputation for academic excellence, we felt stagnant and were unsatisfied with our approach to patient-centered service and outcomes. Carolinas Healthcare System (CHS) was also anxious to employ ‘radical’ techniques to propel a system-wide health care delivery transformation. In the early fall of 2012, we became the first pilot site for the ambulatory LEAN transformation project at CHS. Elizabeth Family Medicine became the initial site and earliest adopter of the Chief Clinical Executive’s aggressive new vision. We embarked on a LEAN deep dive’ emersion that was supported from the highest levels of CHS leadership. In order to sustain fundamental gains and transformative energies, we have learned that this process requires commitment to change, buy-in from all stakeholders, and a desire to improve the education of residents and the outcomes of our patients.

Our LEAN transformation introduced and implemented a full complement of practice-wide changes to improve divergent and inter-related operational and educational concerns to include:

- Standardization of practice processes that:
 - Decreased expenses
 - Increased Press Ganey Patient Satisfaction scores
 - Increased patient visit volume and contact
- Use of regimented tools to acquire and evaluate data that:
 - Improved practice-wide performance in all system targeted metrics involving population health and chronic disease outcomes
 - Facilitated focus on patient safety areas of concentration
 - Featured quality improvement models suited for evidence-based care and clinical decision support
- Establishment of a culture of change, inclusive of all staff, faculty and residents by:
 - Fostering an environment of mutual trust and respect that optimizes all team members’ expression and incorporation of ideas
 - Standardizing the way we work, thereby reducing conflict and increasing alignment with goals and objectives
 - Fostering a team environment and a sense of common purpose focusing on value proposition for patients

The award winner will be recognized at the Friday luncheon, and with a poster presentation in the Poster Hall.

2014 H. Winter Griffith Resident Scholarship Excellence in Practice Improvement and Patient-Centered Care: **SCHOLARSHIP CITATION**



Juan Robles, PGY-4, Co-Chief Resident

Residency Program in Social Medicine (RPSM)-Family Medicine
Montefiore Medical Center
jrobles@montefiore.org

I am honored to be the recipient of the H. Winter Griffith Scholarship for Excellence in Practice Improvement in Patient-Centered Care. I appreciate this opportunity to tell you about a weight loss and healthy lifestyles project that I spearheaded at an Federally Qualified Health Center (FQHC).

The Family Health Center (FHC), one of two residency teaching sites of the Einstein/Montefiore residency in family medicine, is centrally located in an underserved community of the Bronx that has a high prevalence of chronic diseases and obesity. As a Latino immigrant raised in the Bronx, this issue has personal as well as public health relevance for me and prior to residency training I was involved with community-based nutrition education. When it came time for me to design and implement a residency project, I drew on my past experiences as well as on the evidence for group support to promote weight loss.

After consultation with faculty, health center staff, and patients a team of clinic staff that included health educators, faculty, community volunteers, and residents developed and implemented a weight loss peer support group. We hypothesized that this had the potential to be an effective and sustainable initiative in a low resource office setting for people who could not afford an alternative like Weight Watchers. The weight loss support group was intended to be peer driven, free of charge, and easily accessible to our patients and their families. During the period of February-November 2013, 33 group sessions were conducted that led to a total of 108 pounds lost. There was a positive “dose-response” relationship between the number of sessions attended and the number of pounds. This is a resident-driven practice improvement initiative, which can easily be modeled and implemented in a variety of settings. Our success has motivated other clinic staff to engage in this team effort. Many have volunteered to lead group sessions focusing on increased physical activity and healthy eating. It has also triggered my fellow residents and faculty to consider developing other group-based interventions focusing on prevention and treatment of chronic diseases and mental health.

The scholarship winner will be recognized at the Friday luncheon, and with a poster presentation in the Poster Hall.

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.

Special Session

These “Hot Topic” sessions are identified by the conference steering committee, to provide innovative ideas, projects, and practices to enhance practice improvement. These sessions include a combination of presentation and active involvement of audience participants. 60-90 minutes.

Lecture

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

Paper

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

Poster

Provides an opportunity for one-on-one discussion of a presenter’s innovative project or research in practice improvement (both in-progress and completed projects) through health information or patient education.

Special Interest Roundtable Discussion

Provides a learning venue to share information, experiences, and ideas at Saturday’s breakfast roundtables. Leaders briefly present the topics and then facilitate discussion. 60 minutes.



DISCLOSURES

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:

1. Disclosure of Financial Relationships
2. 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.

Chester Fox, MD

L13: Mobile Pharmacy: An Innovative Community Pharmacy Primary Care Collaboration for Complex Co-Morbid and Chronic Pain Patients

Luann Kimker

L48: Patient-Centered Health Home Transformation as the Foundation for a Comprehensive Change Management Program

Scott Monte, PharmD

L42: The 5% Solution: Complex Evidence-Based Care Management for At-Risk Patients After Discharge

Wilson Pace, MD

SS6: Exploring Actionable Quality Improvement Reports

Jeff Reiter, PhD

L25: Financial and Clinical Keys to Making Behavioral Health a Service You Can't Do Without

Lynn Schwenzer, MHSA

L42: The 5% Solution: Complex Evidence-Based Care Management for At-Risk Patients After Discharge

Edward Shahady, MD

L7: Group Visits for Diabetes: How Your Team Can Plan, Conduct, and Be Reimbursed

PA7: Population Health—An Ideal Seldom Achieved in Primary Care: Barriers and Solutions

L35: Diabetes University: Educating and Empowering Medical Assistants: the Forgotten Member of the Primary Care Team

Sue Stone, RN

PA20: QUASYMOTOH METRIC Quality Improvement Project

Johanna Warren, MD

S5: Building the Expanded PCMH: Scope, Staffing, Accountability, Integration, and Data

Allen Wenner, MD

L28: EMR Pain Relief Clinic: Solving Your EMR Problems So You Can Be Done by 5



7–8 am

Continental Breakfast*Room: Florida Ballroom*

8:05–9:15 am

Opening General Session: Family Medicine for America's Health*Room: Florida Ballroom**Glen Stream, MD, FAAFP, La Quinta, CA*

It has been 10 years since the publication of the original Future of Family Medicine (FFM) report. Health care reform has highlighted the need for a strong primary care foundation, but also brought greater understanding of the challenges facing primary care. This creates an opportunity to build upon the efforts begun by FFM. The organizations representing family medicine have collaborated to create Family Medicine for America's Health (FMAH). FMAH will implement a communication strategy to further the understanding of family medicine by key stakeholders and a strategic plan to advance the specialty of family medicine while assisting the American healthcare system in achieving the Triple Aim.

Upon completion of this session, participants will:

- Understand the history of the Future of Family Medicine
- Be familiar with challenges facing primary care
- Know what to expect from Family Medicine for America's Health



Glen Stream, MD, FAAFP, MBI, a family physician in Rancho Mirage, CA, is past president of the American Academy of Family Physicians and now serves as board chair of Family Medicine for America's Health. A Washington State native, Dr Stream attended the University of Washington, Seattle, where he graduated with a bachelor's degree in microbiology. He earned his medical degree from the University of Washington and completed his family medicine residency at the Swedish Hospital Family Medicine Residency program in Seattle, WA. He also completed a Master of Biomedical Informatics degree at the Oregon Health & Science University in June 2007. Stream worked 6 years in a three-physician rural

family medicine practice in Cashmere, WA before joining the Rockwood Clinic, a large multi-specialty practice in Spokane, WA in 1991. At Rockwood he served as board member, chief privacy officer, medical director of clinical information services, and most recently as chief medical information officer in addition to patient care. Dr Stream's wife, Anne Montgomery, is also a family physician. The couple recently relocated to Rancho Mirage where Dr Montgomery is associate director of the new family medicine residency at Eisenhower Medical Center. Dr Stream is ambulatory chief medical information officer at Eisenhower in addition to seeing patients.

**9:15–10 am
Refreshment Break
With Poster Session I
Presentations**

**dedicated time pgs 22-24
Room: Grand Ballroom A-D**

10–11 am

Lectures

**L2: Designing Curriculum to
Create Resident Leaders of
the Patient-Centered Medical
Home**

*Greg Maeder, MD; Rebecca Peterson;
Kimberly Walter, PhD, St Anthony Hospital
FMR, Westminster, CO*

Room: Meeting Room 4

**L3: The Culture of Quality: A
View From the Office**

*Amy Mullins, MD, American Academy of
Family Physicians, Leawood, KS*

Room: Meeting Room 5

**L4: Managing Conflict When
TEAM Becomes Together
Everyone Argues More**

*Margot Savoy, CPE, MD, MPH, Christiana
Care Health Services FMR, Wilmington,
DE; Pete Yunyongying, MD, University of
Texas Southwestern FMR, Dallas, TX*

Room: Meeting Room 6

**L5: Panel Management in a
Family Medicine Center**

*Jeffrey Wolfrey, MD; Jason Leubner, MD,
Banner Good Samaritan Medical Center
FMR, Phoenix, AZ*

Room: Meeting Room 8

**L6: Improving Primary Care:
Measurement of Primary Care
Behavioral Health Integration:
Rationale, Measurement,
Validation, Applications, and
Initial Data**

*Rodger Kessler, PhD, ABPP, University
of Vermont; Andrea Auxier, PhD,
ValueOptions, Denver; C.R. Macchi, PhD,
Arizona State University; Daniel Mullin,
PsyD, University of Massachusetts FMR,
Barre, MA*

Room: Meeting Room 9

**L7: Group Visits for Diabetes:
How Your Team Can Plan,
Conduct, and Be Reimbursed**

Edward Shahady, MD, Fernandina Beach, FL

Room: Meeting Room 10

**L8: Maintenance of
Certification Group Quality
Improvement Project Structure
and Outcomes**

*David Serlin, MD; Jill Fenske, MD; Grant
Greenberg, MD, MA, MHSA, University of
Michigan FMR, Ann Arbor, MI*

Room: Meeting Room 11

**L9: Creating a Culture of
Quality and Patient Safety With
Outcomes**

*Julie Dahl-Smith, DO, Medical College of
Georgia; Jacqueline DuBose, MD; Kellee
Taylor, DO, Georgia Regents University*

Room: Meeting Room 12

11:10 am–12:10 pm

Lectures

**L10: Making PCMH Evolution
a No-Brainer**

*Douglas Rossier, MBA, TransforMED,
Leawood, KS*

Room: Meeting Room 1

**L11: Incorporating Shared
Decision Making Tools During
Office Visits**

*Ann Tseng, MD; Eric Wiser, MD; Marcel
Tam, MD, MBA; Emily Barclay, Oregon
Health & Science University*

Room: Meeting Room 4

**L12: Get Lean and Patient
Centered Using the Patient
Portal**

*Stephen McNeill, MD, Trillium Family
Medicine, PLLC, Asheville, NC*

Room: Meeting Room 5

**L13: Mobile Pharmacy:
An Innovative Community
Pharmacy Primary Care
Collaboration for Complex
Co-Morbid and Chronic Pain
Patients**

*Chester Fox, MD, SUNY at Buffalo FMR,
Amherst, NY; Scott Monte, PharmD,
University at Buffalo*

Room: Meeting Room 6

**L14: The Evolving Role of
Medical Assistants: A Core
Part of the Care Team**

*Cheryl Licklider, MA; Donald Clark, MD,
Wright State University FMR, Dayton, OH*

Room: Meeting Room 8

**L15: Patient Centeredness:
What Is the Patient's Role on
the Care Team?**

*Jennifer Edwards-Abbotts, RN, Health
TeamWorks, Denver, CO; Emilie Buscaj,
MPH, Health TeamWorks, Lakewood, CO;
Kimberly Walter, PhD, St Anthony Hospital
FMR, Westminster, CO; Kerry Salter, MS,
CN, LPN, HealthOne, Littleton, CO*

Room: Meeting Room 9

L16: Preparing for ICD-10

*Thomas Weida, MD, Penn State Milton S.
Hershey Medical Center FMR, Hershey, PA*

Room: Meeting Room 10

L17: The Case for the Inclusion of Direct Primary Care in Family Medicine Residency Curricula

James Breen, MD, Moses H. Cone Memorial Hospital FMR, Greensboro, NC

Room: Meeting Room 11

L18: Implementing Self-Management: A Three-Pronged Approach—Teams, Training, and Technology

Yvonne Ebbelaar, RN, MHA, Yakima Valley Farm Workers Clinic, Toppenish, WA; Erin Wrorowski, MPH, Arcadia Solutions, Burlington, MA

Room: Meeting Room 12

12:15–1:30 pm

Networking Luncheon With Award and Scholarship Presentations

Room: Florida Ballroom

Join your fellow conference attendees for this special recognition lunch, as well celebrate excellence in family medicine patient care and practice.

Emcee: Bruce Bagley, MD, TransforMED

Family Practice Management Award for Practice Improvement

Presented by Ken Adler, MD, MMM, Medical Editor, Family Practice Management

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

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

**1:45–2:15 pm
Papers**

PA1: Factors Influencing Medical Student Quality Improvement Education During a Family Medicine Clerkship

Vanessa Diaz, MD, MS; Lisa Mims, MD; Alexei Decastro, MD; Alexander Chessman, MD; Jennifer Gavin, Medical University of South Carolina

Room: Meeting Room 1

PA2: How to Add a Health Education Specialist/Health Coach to a Family Medicine Practice

Marshall Lee Chambliss, MD, MSPH; Suzanne Lineberry, Moses H. Cone Memorial Hospital FMR, Greensboro, NC

Room: Meeting Room 4

PA3: Using Graduate Students and Educational Partnerships to Drive Practice Improvement

Brad Cole, MBA, CMPE; Damian Bridges; Blain Alfonso, University of South Carolina

Room: Meeting Room 5

PA4: Improving Medication Adherence by Utilizing Case Managers in an Outpatient Family Medicine Program

Stacey Bartell, MD, Providence Hospital FMR, Plymouth, MI; Nina Desai; Darren Jones, PhD, Providence Hospital FMR, Southfield, MI; Thien (Hoa) Trang, MD, Southfeild, MI

Room: Meeting Room 6

PA5: HRCOMP: A Team Approach to the Primary Care Visit

William Bayer, MD, Jefferson Family Medicine, Rochester, NY

Room: Meeting Room 8

PA6: Getting Ahead of Technology to Which Providers Are Struggling to Catch Up

Bryan Goddard, MD, CapitalCare Family Practice, Ravena, NY

Room: Meeting Room 9

PA7: Population Health—An Ideal Seldom Achieved in Primary Care: Barriers and Solutions

Edward Shahady, MD, Fernandina Beach, FL

Room: Meeting Room 10

PA8: Mind Meets Body: Creating a Primary Care Psychology Internship in a Family Medicine Residency Program

Raymond Hornyak, PhD; Jeanne Spencer, MD, Conemaugh Valley Memorial Hospital FMR, Johnstown, PA

Room: Meeting Room 11

PA9: Effective Strategies for the Patient-Centered Medical Home in Providing the Uninsured Information About the Affordable Care Act and Assistance in Navigating the Health Insurance Marketplace

Sherry Hay, MPA, University of North Carolina

Room: Meeting Room 12

2:25–3:25 pm

Lectures

L19: Primary Care Innovations in the Treatment of Hepatitis C: Implementation of HCV Screening and Project ECHO (Extension for Community Health Outcomes) in a Rural Primary Care Practice

Lauren Linken, MD, University of Massachusetts FMR, Worcester, MA; Konstantinos Deligiannidis, MD, MPH, University of Massachusetts FMR, West Brookfield, MA; Stephen Martin, MD, MEd; Daniel Mullin, PsyD, MPH, University of Massachusetts FMR, Barre, MA

Room: Meeting Room 1

L20: Introducing Medical Scribes to an Academic Family Medicine Health Center to Facilitate Efficiency and Quality

Heather Holmstrom, MD; Grant Greenberg, MD, MA, MHSA, University of Michigan FMR, Ann Arbor, MI

Room: Meeting Room 4

L21: Enhancing Team-Based Care and PCMH Transformation Through Behavioral Health Integration

Emilie Buscaj, MPH, Health Teamworks, Lakewood, CO; Kyle Knierim, MD, University of Colorado FMR, Denver, CO; Perry Dickinson, MD; Bonnie Jortberg, PhD, RD, CDE, University of Colorado

Room: Meeting Room 5

L22: Promoting Optimum Patient Care and Financial Outcomes: Designing an Innovative Curriculum for FM Residents

Fulvantiben Mistry, MD, PhD, University Medical Center/LSU Shreveport/Monroe FM, Monroe, LA

Room: Meeting Room 6

L23: Making the Most of a Good Catch: A Multidisciplinary Approach to Patient Safety and Quality Improvement

Laurie Hommema, MD; Miriam Chan, PharmD; Margaret Lee, MD, Riverside Methodist Hospitals FMR, Columbus, OH

Room: Meeting Room 8

L24: Recognize, Transform, and Innovate: Why Choose Only One?

Joan Johnston, RN, CIH, CPE; Jeanne Cohen, RN, MS; Jaime Vallejos, MD, University of Massachusetts, Shrewsbury, MA

Room: Meeting Room 9

L25: Financial and Clinical Keys to Making Behavioral Health a Service You Can't Do Without

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

Room: Meeting Room 10

Special Sessions

SS1: Leveraging Social Media to Enhance Patient-Centered Care

Jay Lee, MD, MPH, Long Beach Memorial FMR, Long Beach, CA

Room: Meeting Room 11

SS2: Waiting Rooms Without Walls: Using the Talking Survey/Health Talk E-Survey System to Enhance Patient Experience and Improve Efficiency of Survey Collection For Low-Literacy Patients in Los Angeles

Lyndee Knox, PhD, University of Southern California and Southern California Center of Academic Excellence for Youth Violence Prevention, Los Angeles, CA

Room: Meeting Room 12

3:30–4 pm

Refreshment Break With Conference Partners & Poster Session I Presentations (pgs. 22-24)
Room: Florida Foyer and Grand Ballroom A-D

4–4:30 pm

Papers

PA10: Prescription Safety in the Technological World

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

Room: Meeting Room 1

PA11: Role of Clinical Quality Data in the Patient-Centered Medical Home

Sai Cherala, MD, MPH; Jaime Vallejos, MD, MPH, University of Massachusetts

Room: Meeting Room 4

PA12: Implementation of Behavioral Health Interventions in Real World Scenarios: The Problem of Social Inertia

Deborah Cohen, PhD; Melinda Davis, PhD, Oregon Health & Science University FMR, Portland, OR; Larry Green, MD, University of Colorado, Aurora, CO; Rose Gunn, MA, Oregon Health & Science University FMR, Portland, OR; Benjamin Miller, PsyD, University of Colorado, Aurora, CO

Room: Meeting Room 5

PA13: Quality Improvement Projects: Utilizing the Power of Students in the Primary Care Setting

Donald Clark, MD, Wright State University FMR, Dayton, OH

Room: Meeting Room 6

4–5:30 pm

Seminars

S1: Improving Patient Safety in the Ambulatory Setting

Melly Goodell, MD, MedStar Franklin Square FMR, Baltimore, MD; Nancy Barr, MD, MedStar Franklin Square FMR, Rosedale, MD

Room: Meeting Room 8

S2: The Complementary Toolbox for Practice Renovation

Jean D'Aversa, RN; Molly Thompson; Krista Hirschmann, PhD, Lehigh Valley Health Network, Allentown, PA

Room: Meeting Room 9

S3: Controlled Substance Prescribing Policy: Moving From Conflict to Consensus

Julie Adkison, PharmD; Laura Armstrong, MD; Lindsay Botsford, MD, MBA; Gordon Bush, PhD; Michael Crouch, MD, MSPH; Randolph Taylor, MD, Memorial Hermann Hospital System FMR, Sugar Land, TX

Room: Meeting Room 7

S4: Shared Medical Appointments: Innovative Team Care in the PCMH

Anne Van Dyke, PhD, ABPP; Jennifer Tucciarone, MD, Amy Hogan, RN, Annette Cox, William Beaumont Hospital FMR, Sterling Heights, MI

Room: Meeting Room 10

Special Sessions

SS3: Family Medicine for America's Health: Focus on Practice Improvement

Glen Stream, MD, La Quinta, CA; Sam Cullison, MD, Methodist Health Systems FMR, Dallas, TX; Stacy Brungardt, CAE, Society of Teachers of Family Medicine, Leawood, KS

Room: Meeting Room 11

SS4: Taking Stock – Quality Measurement in Primary Care

Amy Mullins, MD, American Academy of Family Physicians, Leawood, KS; Jonathan Sugarman, MD, MPH, Qualis Health, Seattle, WA; Bruce Bagley, MD, TransforMED, Leawood, KS

Room: Meeting Room 12

4:40–5:10 pm

Papers

PA14: Utilizing Nurse Practitioners as Leaders Toward Becoming a Patient-Centered Medical Home

Rebekah Compton, MSN, RN; Reagan Thompson, FNP, MSN, RN, University of Virginia

Room: Meeting Room 1

PA15: Predicting Health Care Utilization With the Patient Activation Measure and a Single Item General-Self Rated Health Measure

Jonas Lee, MD, University of Wisconsin Madison FMR, Brodhead, WI; Daniel Ziebell, University of Wisconsin

Room: Meeting Room 4

6:30 pm

Dine Out Groups (Meet in Hotel Lobby)



7–8 am

**Continental Breakfast
With Special Interest
Roundtables**

Room: Florida Ballroom

**B1: Intensive Diabetes
Clinic: Development of a
Multidisciplinary Clinic for a
Multisystem Disease**

*Frederick Alcantara, MD; Karen Fitzpatrick,
MD, West Virginia University School of
Medicine, Morgantown, WV*

**B2: Resolving Resistance:
The Power of Persistent
Positive Regard**

Orvis Wenger, Big Cabin, OK

**B3: The Sabbatical: Leadership
Renewal and Transitions**

*Nick Gideonse, MD; Christina Milano, MD,
Oregon Health & Science University FMR,
Portland, OR*

**B4: Use of DiSC Profile
to Facilitate Teamwork,
Communication, and
Professionalism in a Family
Medicine Residency Program**

*Elizabeth Tovar, PhD, APRN; Jillian
Atherton, PhD, ABD; Maria Gomez, PhD;
Michael King, MD, MPH; Oscar Perez, DO;
Jonathan Ballard, MD, MPH, University of
Kentucky*

**B5: Improving Nurse Triage
and EHR Communication
Between Staff and Medical
Providers Using PCMH
Principles at a Family Medicine
Residency Practice**

*Jonathan Ballard, MD, MPH; Oscar Perez,
DO, University of Kentucky*

**B6: Nurse Practitioner Versus
Physician: Moving Forward in
Collaborative Practice**

*Scott Newman, NP, Wright State
Physicians, Dayton, OH; Donald Clark, MD,
Wright State University FMR, Dayton, OH*

**B7: A Family Medicine
Residency Leading the Way:
Behavioral Health Integration
Within a PCMH Clinic**

*RoseAnne Illes, PhD; Julia Fashner, MD,
Florida State University*

**B8: Managing Chronic illness
“RedFlags”: A Pilot Tool for
Seniors, Community Nurses,
and Primary Care**

*Melissa DeNomie, MS, Medical College of
Wisconsin*

**B9: Trial Locations Needed
to Document Successes
In Increasing Diabetic
Compliance**

*Douglass Rossier, MBA, TransformMED,
Leawood, KS*

**Do you have an interest you would like to share
or discuss with other attendees?**

Please see STFM staff at the Conference Registration desk. Requests for a Special Interest Roundtable must be submitted by 5 pm on Friday, December 5.



8:15–9:15 am

General Session: Josie's Story: Family-Centered Approaches to Patient Safety

Room: Florida Ballroom

Sorrel King, Baltimore, MD

Ms. King will be available to sign her book immediately following her presentation.

Sorrel King will present *Josie's Story: Family-Centered Approaches to Patient Safety*, discussing the medical errors that led to her daughter Josie's death, explaining how basic patient safety skills (like good teamwork and clear communication) can be used to improve patient safety, and describing some of the patient safety programs that have been created by the Josie King Foundation. Ms King has traveled the country extensively visiting health care organizations, medical schools and nursing schools. She will discuss some of the patient safety work she has seen along her journey through the healthcare industry. Her story of turning a tragedy into something good has inspired health care audiences everywhere, not only in the work that they do but also in how they choose to lead their lives.

Upon completion of this session, participants will:

1. Recognize characteristics of an effective patient-family-health care provider relationship
2. Describe methods that can be used to facilitate effective communication between patients and providers
3. Discuss an adverse event that could be prevented by effective communication between patients, families and providers



In 2001 Sorrel King's daughter Josie died as a result of medical errors. Consumed by grief, Ms King was determined to honor Josie's memory. She and her husband created the Josie King Foundation. Setting out to prevent patients from being harmed or killed by medical errors, she entered a world unknown to her: the health care industry. She has become a nationally renowned patient safety advocate. As a public speaker Ms King travels the country spreading her message to hospitals, doctors, nurses, CEOs, board members, medical/nursing students, and more in hope that Josie's story will inspire

change, thus creating a better, safer health care industry for all. She has spoken to hundreds of organizations and has reached thousands of health care professionals. Her book *Josie's Story*, was published in September 2009 by Grove/Atlantic, Inc. *Josie's Story* was named one of the best health books in 2009 by the *Wall Street Journal*, and won the "First Book" award at the 2010 "Books for a Better Life" Awards. *Josie's Story* is being used in medical and nursing schools around the country. Sorrel was chosen as one of "50 Women Changing the World" by *Woman's Day* magazine in February 2010.



9:15–10 am

**Refreshment Break
With Poster Session II
Presentations**

**dedicated time pgs. 24-26
Room: Florida Foyer and
Grand Ballroom A-D**

10–11 am

Lectures

**L26: Assessing the Cost
of Sustaining a PCMH:
Experiences From Two States**

Michael Magill, MD, University of Utah; David Ehrenberger, MD, Integrated Physician Network, Denver, CO; Tatiana Allen, CCRP; Andreau Reall, University of Utah; Rhonda Sides, CPA, Crosslin & Associates, Nashville, TN; Lisa Gren, PhD, MSPH; Jaewhan Kim, PhD; Julie Day, MD; Debra Scammon, PhD, University of Utah

Room: Meeting Room 1

**L27: Through the Looking
Glass: Navigating a Course of
Psychopharmacology in Family
Medicine**

Julie Adkison, PharmD; Gordon Bush, PhD, Memorial Hermann Hospital System FMR, Sugar Land, TX

Room: Meeting Room 4

**L28: EMR Pain Relief Clinic:
Solving Your EMR Problems
So You Can Be Done by 5**

John Bachman, MD, Mayo Clinic Rochester FMR, Rochester, MN; Allen Wenner, MD, Twelve Mile Creek Family Medicine, West Columbia, SC

Room Meeting Room 5

**L29: Transitional Care
Management: One Practice's
Efforts**

Peter Bockhorst, DO, East Tennessee State University FMR, Kingsport, TN; McKenzie Calhoun, PharmD, East Tennessee State University FMR, Johnson City, TN; Jesse Gilreath, LCSW; Douglas Rose, MD, East Tennessee State University FMR, Kingsport, TN; Brian Cross, PharmD, East Tennessee State University FMR, Johnson City, TN

Room: Meeting Room 6

**L30: Better Together:
Pediatricians, Internists, and
Family Physicians Improving
Patient Centeredness by
Listening Together**

Greg Kirschner, MD, MPH, Advocate Lutheran General Hospital FMR, Park Ridge, IL; Frank Belmonte, DO, MPH, Advocate Childrens Hospital, Park Ridge, IL; Jill Patton, DO, Advocate Lutheran General Hospital, Park Ridge, IL; Kay Levin, PhD, Advocate Lutheran General Hospital FMR, Park Ridge, IL; Melody Roth, MD, Advocate Lutheran General Hospital, Park Ridge, IL

Room: Meeting Room 8

**L31: Implementing Nurse-
Driven Protocols That Lead to
Improved Team-Based Care
in a PCMH Practice: Using
Anticoagulation Management
as an Example**

Mathew Devine, DO, Rochester/Highland Hospital FMR, Rochester, NY; Michael Mendoza, MD, MPH; Loren Oster, MD; Nicole Vavrina, DO, Highland Family Medicine, Rochester, NY

Room: Meeting Room 9

**L32: From Co-Located to
More Integrated: Using the
PCMH Application and Team-
Based Care as a Springboard
to Better Integrate Behavioral
Health Into a PCC**

Claudia Allen, PhD; Theodore Siedlecki, PhD, University of Virginia FMR, Charlottesville, VA; Rebekah Compton, MSN, RN, University of Virginia; Andrew Lockman, MD, University of Virginia FMR, North Garden, VA

Room: Meeting Room 10

**L33: Community Partnerships
as Key to Population Health
Improvement**

Sweety Jain, MD; Jayne Febbraro, Lehigh Valley Health Network, Allentown, PA

Room: Meeting Room 11

**L34: Providing Wisely: How
Clinical Care Management
Can Improve Your Practice's
Performance**

Jeanne Cohen, RN, MS; Joan Johnston, RN; Jaime Vallejos, MD, MPH, University of Massachusetts

Room: Meeting Room 12

11:10–11:40 am

Papers

**PA17: Training Residents
for Population Health
Management**

Gabriel Andeen, MD, MPH; Anne Hutchinson, MD; Gregory Gochmour, MD, McKay-Dee Hospital Center FMR, Ogden, UT

Room: Meeting Room 1

PA18: Integrating Basic Supportive/Palliative Elements of Care in Primary Care Practice

David Nowels, MPH, MD, University of Colorado; Jennifer Ballentine, MA, Life Quality Institute, Denver, CO; Allyson Gottsman, Health Teamworks, Lakewood, CO; Douglas Fernald, MA; Perry Dickinson, MD, University of Colorado

Room: Meeting Room 4

PA19: HealthPALs: People Helping People Make Better Health Care Decisions

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

Room: Meeting Room 5

PA20: Quasymotoh Metric Quality Improvement Project

Christine Ley, RN, MS, NEA-BC; Amy Dawson, MD; Sue Stone, RN, Fort Wayne Medical Education Program FMR, Fort Wayne, IN

Room: Meeting Room 6

PA21: Using LEAN to Improve Patient Satisfaction and Achieve First Call Resolution

Michael Fite, MD, ScM, Carolinas Medical Center FMR, Huntersville, NC; Doris Chevalier, MHA, Carolinas Health Care, Charlotte, NC

Room: Meeting Room 8

PA22: Using the DISC Profile to Enhance Team Performance in the Patient-Centered Medical Home

Michael Holliday, MD, University of Cincinnati

Room: Meeting Room 9

PA23: Utilizing Patient Cost Data to Focus Quality Improvement Efforts in a Residency Clinic

Amanda Weinmann, MD; Christopher Fallert, MD, St Joseph's Hospital FMR, Saint Paul, MN

Room: Meeting Room 10

PA24: Utilization of Care Coordinators in Patient-Centered Medical Homes at an Academic Health Center and Impact on Hospital Readmissions

Elizabeth Beck, The Ohio State University; Randell Wexler, MPH, MD, Mount Carmel Health System, Columbus, OH; Mary Jo Welker, MD, The Ohio State University

Room: Meeting Room 11

PA25: Organizing Your Practice to Deliver Patient Self-Management Support: What It Takes to Get Started

Douglas Fernald, MA; Bonnie Jortberg, PhD, RD, CDE; Robyn Wearner, RD, University of Colorado; Mary Wade, University of California, San Francisco; Stephanie Kirchner, University of Colorado; Lawrence Fisher, PhD, University of California, San Francisco; Perry Dickinson, MD, University of Colorado

Room: Meeting Room 12

11:40 am–1 pm

Lunch On Your Own

1–2 pm

Lectures

L35: Diabetes University: Educating and Empowering Medical Assistants: The Forgotten Member of the Primary Care Team

Edward Shahady, MD, Fernandina Beach, FL; Betty Springer, CMA-C, Florida Society of Medical Assistants

Room: Meeting Room 1

L36: Wait for Me! Changing the Culture to Decrease Patient Wait Times for All Levels of Service: Can It Be Done?

Elizabeth Mendeloff, DNP, FNP-BC; Shawn Novak, University of Illinois

Room: Meeting Room 4

L37: Leaving Volume-Based Pay Behind, Year 2: Managing the (Not Quite) Fully Capitated Practice

Nick Gideonse, MD; Megan McGhean, MS; Christina Milano, MD; Erwin Teuber, PhD, Oregon Health & Science University FMR, Portland, OR

Room: Meeting Room 5

L38: A Win-Win-Win Situation: Meeting PCMH and DSRIP Requirements While Integrating Behavioral Health

Kathryn Wortz, PhD; Jonathan MacClements, MD; Robert Tompkins, MD, University of Texas HSC at Tyler

Room: Meeting Room 6

L39: Creating a Culture Change to Improve Billing and Coding Accuracy in a Family Medicine Residency Program

Kimberly Legere-Sharples, MD, Middlesex Hospital FMR, Meriden, CT

Room: Meeting Room 8





1–2 pm

Lectures cont.

L40: A Multidisciplinary Approach to Providing Medicare Annual Wellness Visits in a Residency Practice

Mark Lisby, MD; Megan Dorrell, PharmD; Scott Morrow, BS, Community Health Network FMR, Indianapolis, IN

Room: Meeting Room 9

L41: Increasing Adolescent Immunization Rates Through Office Champions

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

Room: Meeting Room 10

L42: The 5% Solution: Complex Evidence-Based Care Management for At-Risk Patients After Discharge

Lynn Schwenger, MHSA, Rutgers-RWJMS/Capital Health System FMR, Colonia, NJ; Joshua Raymond, MD, MPH, Rutgers-Robert Wood Johnson FMR at CentraState, Somerset, NJ; David Swee, MD, Rutgers Robert Wood Johnson Medical School, Piscataway, NJ; Curtis Mock, MD, MBA, OPTUM - United Healthcare, Rehoboth, RI

Room: Meeting Room 11

Special Session

SS5: Family Practice is a Team Sport: Learn From the Top League Teams

Edward Wagner, MD, MPH, GroupHealth Research Institute, Seattle, WA; Bertha Safford, MD, Family Care Network, Ferndale, WA

Room: Meeting Room 12

2:15–3:15 pm

Lectures

L43: Taking Care of the Forest AND the Trees: Integrating a Population Health Approach into Teaching Family Medicine Clinics

Jennifer Lochner, MD; Brian Arndt, MD; Jennifer Edgoose, MD, MPH; Kirsten Rindfleisch, MD, University of Wisconsin Madison FMR, Madison, WI

Room: Meeting Room 1

L44: Practice Facilitation as a Strategy to Spread the Adoption of PCMH

Jean D'Aversa, RN; Nancy Gratz, MPA; Denise Woodworth, MBA, Lehigh Valley Health Network, Allentown, PA

Room: Meeting Room 4

L46: Implementation of 6S in Primary Care Practice to Aid in Efficiency

Rick Davis; Molly Thompson; Jean D'Aversa, RN; Krista Hirschmann, PhD, Lehigh Valley Health Network, Allentown, PA

Room: Meeting Room 5

L47: Patient-Centered Medical Home Family Medicine Residency Practice Transformation: PCMH Leadership Curriculum

Maria Gibson, MD, PhD, CPE, Emory University

Room: Meeting Room 6

L48: Patient-Centered Health Home Transformation as the Foundation for a Comprehensive Change Management Program

LuAnn Kimker, Arcadia Solutions, Burlington, MA; Yvonne Ebbelaar, RN, MHA, Yakima Valley Farm Workers Clinic, Toppenish, WA

Room: Meeting Room 8

L49: Vermont's Blueprint for Health: A State-Wide Approach to Transforming Primary Care

John King, MD, MPH, University of Vermont FMR, Milton, VT

Room: Meeting Room 9

Special Sessions

SS6: Exploring Actionable Quality Improvement Reports

Wilson Pace, MD, AAFP National Research Network, Leawood, KS

Room: Meeting Room 10

SS7: The Block Buster Drugs of the 21st Century—Patient Engagement and Population Health Management

Bruce Bagley, MD, TransformMED, Leawood, KS

Room: Meeting Room 11

SS10: North American Primary Care Research Group (NAPCRG) “PEARLS” for Clinicians

David Hahn, MD, MS, University of Wisconsin

Room: Meeting Room 12

3:15–3:45 pm

Refreshment Break With Conference Partners & Poster Session II Presentations (pgs. 24-26)

*Room: Florida Foyer and
Grand Ballroom A-D*

3:45–4:15 pm

Papers

PA26: The Impact of Organizational Structure on Integrated Care

*Deborah Cohen, PhD; Melinda Davis, PhD,
Oregon Health & Science University; Emma
Gilchrist, MPH; Benjamin Miller, PsyD,
University of Colorado*

Room: Meeting Room 1

PA27: Leading by Doing: Promoting Staff Wellness in a Family Medicine Residency Clinic

*Jennifer Tieman, MD, Research Medical
Center FMR, Kansas City, MO; Cindy
McHenry, BSN, HCA Midwest Health
System, Blue Springs, MO*

Room: Meeting Room 4

PA28: The Virtual Doc

*Jennifer Bain, MD, Christ Hospital/
University of Cincinnati FMR, Wilmington, OH*

Room: Meeting Room 5

PA29: High-Risk Patient Care Management: A Patient's Perspective

*Elisabeth Righter, MD, Wright State
University; Gwen Brown, LSW, Five Rivers
Health Centers, Dayton, OH; Rachel Liou,
Wright State University*

Room: Meeting Room 6

3:45–5:15 pm

Seminars

S5: Building the Expanded PCMH: Scope, Staffing, Accountability, Integration, and Data

*Scott Fields, MD, MHA; John Ruge,
MD, MPH; Daisuke Yamashita, MD; Ann
Tseng, MD; Joe Skariah, DO, MPH; Nick
Gideonse, MD, Oregon Health & Science
University FMR, Portland, OR; Robert
Jackman, MD, Oregon Health & Science
University (Cascades East), Klamath Falls,
OR; Jessica Flynn, MD; Johanna Warren,
MD; John Saultz, MD, Oregon Health &
Science University FMR, Portland, OR*

Room: Meeting Room 8

S6: Catch Phrases, Stories, Humor, and Silliness: Creating Memorable Wellness Experiences That Last

*Nicole Eull, PsyD, Aurora Health Care FMR,
Elm Grove, WI*

Room: Meeting Room 9

S7: Quality Improvement for Your Practice That Solves Your Problems

*John Bachman, MD, Mayo Clinic
Rochester FMR, Rochester, MN*

Room: Meeting Room 10

Special Sessions

SS8: AHRQ: An Update from the Evidence Agency

*David Meyers, MD, FFAFP, Agency for
Healthcare Research and Quality*

Room: Meeting Room 11

SS9: The Lost Arm of the Triple Aim—Meaningfully Measuring Patient Experience

*Russell Kohl, MD, TransforMED,
Leawood, KS*

Room: Meeting Room 12

4:25–4:55 pm

Papers

PA31: Excellence in Adolescent Immunizations at Western Michigan University School of Medicine

*Dorothy Bennett, RN, MBA; Glenn
Dregansky, DO; Heather Karmon, RN,
Western Michigan University*

Room: Meeting Room 1

PA32: Code Blue and OB Simulations to Assess TEAMSTEPS Communication Tool

*David Ward, MD, Loma Linda University;
Hobart Lee, MD, Loma Linda-Inland
Empire Consortium for Healthcare, Loma
Linda, CA; Jeffrey Kim, MD; Kelly Morton,
PhD, Loma Linda University*

Room: Meeting Room 4

7–8 am

Continental Breakfast

Room: Florida Ballroom

8–9 am

Closing General Session: Game of Thrones: Stories of Turf, Turmoil, and Tenderness From the Land of Integrated Behavioral Health

Room: Florida Ballroom

Mary Talen, PhD, Northwestern University FMR, Chicago, IL

Over the past 25 years, integrating behavioral health into primary care has often mirrored mythological adventures. The variety of initiatives, the competing players, and the disjointed stories make it difficult to get a grasp on our past lessons learned and inform our future directions. In this session, the different perspectives of behavioral health in primary care, ranging from the macro, meso, and micro levels will be explored. The narratives from research and evidence-based practices, to team-based care and clinical opportunities will be shared and honed to bring the story into focus. This overview of the layers of integration of this territory can help target the turf issues, contain the turmoil, and celebrate the tenderness of person-centered care.

Upon completion of this session, participants will be able to:

1. Differentiate the micro, meso, and macro levels for integrating behavioral health in primary care
2. Identify key components and themes in the narratives of integrative behavioral health
3. Prepare for future developments behavioral health in primary care at the macro, meso, and micro levels of health care



Mary Talen, PhD is a licensed psychologist and the director of Primary Care Behavioral Health Education at Northwestern University's Family Medicine Residency Program, Chicago, IL. She graduated with her masters and doctoral degrees from Columbia University and certification in Family Therapy. Her experience includes training medical residents, nurse practitioners, psychology interns in behavioral health and multi-professional

healthcare. She has published and presented at national and international conferences in primary care psychology and collaborative behavioral health. Her current research projects are in physician wellness, patient engagement; complexity care and family medical visits. She has most recently co-edited a book on Integrated Behavioral Health in Primary Care.

9 am

Conference Adjourns

2015 Conference on Practice Improvement

December 3-6, 2015 | InterContinental Dallas Hotel

Call for papers will be available at www.stfm.org/cpi in late-January.



POSTER PRESENTATIONS: *New for 2014 – Two Poster Sessions!*

Due to the record number of poster submissions and the outstanding work by presenters, this year's conference includes two poster sessions – one on Friday and a second on Saturday. The poster hall will also feature different types of posters – both “in progress” and “completed project”.

Room: Grand Ballroom A-D

Poster Session I: Friday, December 5

9:15 am–4 pm
dedicated time: 9:15–10 am

Poster Session II: Saturday, December 6

9:15 am–3:45 pm
dedicated time: 9:15–10 am

Friday, December 5 Poster Session I

Works In Progress

P1: A Patient-Centered Interdisciplinary Team-Based Approach to Improve the Quality of Life and Self Efficacy in Adults With Asthma

Leelasri Vanguru, MD, University of Toledo

P2: Controlled Substance Prescribing: Taking the Bull by the Horns

James Anthony Cloy, MD; Shannon Pittman Moore, MD; Katie Royals, MD, University of Mississippi Medical Center FMR, Jackson, MS

P3: Care Management/ Transitions of Care

Pam Acker, MHA; Anne Donnelly, MD, Eastern Virginia Medical School, Norfolk, VA

P4: Let's Get a Stat Lab: A Paradigm Shift in Outpatient Diabetic Care

Malvika Juneja, MD, Baylor College of Medicine FMR, Sugar Land, TX; Vanessa Moreno, MD, University of Texas Health Science Center, Houston, TX; Lorraine Rama, RN, Harris Health, Missouri City, TX

P5: Preparing Residents for Leadership in the Patient-Centered Medical Home

Conair Guilliamas, MD, Montefiore Medical Center, Bronx, NY; Molly Fitzgerald, MPH, Albert Einstein College of Medicine FMR, Bronx, NY; Zoon Naqvi, MBBS, Albert Einstein College of Medicine, Somerset, NY; Victoria Gorski, MD; Ellen Tattelman, MD, Montefiore Medical Center, Bronx, NY

Completed Projects

P6: Self-Management Goal Setting: Physician and Community Health Team Perspectives

Whitney Calkins, MD, University of Vermont FMR, South Burlington, VT

P7: Continuity of Care

Tiffani Sealock, MD, Methodist Hospital Houston FMR, Houston, TX

P8: To Registry or Not to Registry?

Nipa Shah, MD; Fern Webb, PhD, University of Florida

P9: Implementation of a Standardized Warfarin Dosing Protocol Improves and Contributes to Therapeutic INR in Patients in an Outpatient Setting

Amra Chaudhri, MD, West Coast Primary Care, Saint Petersburg, FL; Ann Knowles, MD, New Horizons, Greenville, SC; Hloy Green, MD; Terrell Stone, MD, Greenville Health System, Greenville, SC

P10: Reflections on 5 Years of Team-Based Care in a Family Medicine Residency Clinic

Ann Tseng, MD; Karen Aiello, CMPE, Oregon Health & Science University

P11: Impact of Electronic Health Record Enhancements on Glycemic Goal Attainment

Maria Summa, PharmD, University of St Joseph School of Pharmacy, Hartford, CT; Edmund Kim, MD; Thomas Agresta, MD, MBI; Hugh Blumenfeld, MD, PhD; Ed VanBaak, MBI, University of Connecticut FMR, Hartford, CT

P12: Screening and Managing Depression Among Patients With Uncontrolled Diabetes to Improve Diabetes Control

Kamal Wagle, MPH, MD; James Bray, PhD; Ygnacio Lopez III, MS; Susan Nash, PhD; Brian Reed, MD, Baylor College of Medicine

P13: Office Redesign: A Microsystems Analysis to Enhance Team Function and Patient Flow

Edmund Kim, MD, University of Connecticut FMR, West Hartford, CT; Tara Osorio, LPN; Evelyn Pianko, MA, Family Medicine Center at Asylum Hill, Hartford, CT

Friday, December 5 Poster Session I

Completed Projects cont.

P14: Implementing a Community-Based Model for Delivering Preventive Services in Rural Counties

Zsolt Nagykalai, PhD; James Mold, MD, MPH; Yan Zhao, PhD, University of Oklahoma Health Sciences Center, Oklahoma City, OK; Tracy Greever-Rice, PhD, University of Missouri, Columbia

P15: Electronic Visits in the Management of Chronic Type II Diabetes at Mayo Clinic Florida

Katie Burden-Greer, MD; Melissa Duarte, MD, Mayo Clinic Jacksonville FMR, Jacksonville, FL; Jerry Sayre, MD, Mayo Clinic Jacksonville FMR, Ponte Vedra Beach, FL

P16: Strategies Focused on Reducing Barriers to Pneumonia Immunization in Seniors

Rianot Amzat, MD; Bipin J.S. Bagga, MD; Adebowale Akintayo, MD; Maria Gibson, MD, PhD, CPE, Emory University

P17: Safe Narcotic Prescribing in a Small, Urban Family Practice

Katharine Barnard, MD; Mary Flynn, MD, University of Massachusetts FMR, Worcester, MA; Mary Opatka, RN; Julie Wholey, RN, Plumley Village Health Services, Worcester, MA

P18: Impact of Group Medical Visits With Peer to Peer Support on Glycemic Control and Self Efficacy in Latinos With Diabetes

Maureen Mavrinnac, MD; Jesus Garcia; Xavier Bermudez, MD, UCLA Medical Center FMR, Santa Monica, CA; Gerardo Moreno, MD, MSHS, University of California, Los Angeles

P19: Evaluation of Medication Documentation With an Electronic Medical Record

Lisa Buzard; Dana Ballard, RN, Research Medical Center FMR, Kansas City, MO

P20: Enhanced Learning Opportunities for Residents Unavailable at Conference Time

Tom Frank, PharmD; Dosha Cummins, PharmD, BCPS; Scott Dickson, MD, University of Arkansas for Medical Sciences AHEC, Jonesboro, AR; Amanda Deel, DO; Joe Stallings, MD; Jerry L. Carter; Sarah Holcomb, MD; Scott Laffoon, MD; Leah Fryar, MD; Ron Cole, MBA; Mike Mackey, MD, UAMS Northeast, Jonesboro, AR

P21: Maximizing Patient Care With Efficient Exam Room Design

Kurt Forsthoefel, MidMark, Dayton, OH

P22: Integrated Outpatient Diabetes Care Program: Impact on Diabetes Care and Management in a Family Medicine Residency Training Clinic

Domingo Caparas, MD, Texas Tech University Permian Basin FMR, Odessa, TX; Karla Frazzini, MD, Texas Tech University, Odessa, TX

P23: Outpatient Medical Reconciliation Quality Improvement Project in the Geriatric Population

Domingo Caparas, MD; Jorge Alamo, MD; Lilitiana Andrade, MD; Anna Marie Francisco, MD; Debbie Smith, DO, Texas Tech University, Odessa, TX

P24: Keeping Your Eye on the Ball (The Evolution of the Team Huddle in a Family Medicine Residency)

Tonya Milam, BS, CMA; Leigh Johnson, MD, East Tennessee State University FMR, Johnson City, TN

P26: Use of a Logic Model to Map PCMH Practice and Curriculum Change

Victoria Gorski, MD, Montefiore Medical Center, Bronx, NY; Mary Duggan, MD, Montefiore Medical Center, Scarsdale, NY; Lisa Lapman, MD, Albert Einstein College of Medicine, New York, NY; Molly Fitzgerald, MPH, Albert Einstein College of Medicine FMR, Bronx, NY

P27: Creating a Staff Recognition Program to Boost Morale in a FQHC

Elizabeth Nguyen, MD, University of Chicago

P28: The Effect of Case Management on CPAP Compliance

Kathryn Harmes, MD, University of Michigan FMR, Dexter, MI

P29: Development of a Patient Advisory Board

Michael Fite, MD, ScM, Carolinas Medical Center FMR, Huntersville, NC; Lauren Mowrer; Jewell Carr, MD; Ambra Martin; Maria Serbert, BSN, CCM, RN; Sandra Thompson, Carolinas Healthcare System, Charlotte, NC; Jane Dawson, Carolinas Healthcare System, Charlotte, NC; Michael Dulin, MD, Carolinas Medical Center FMR, Charlotte, NC; Dael Waxman, MD, Carolinas Medical Center FMR, Charlotte, NC; Tonya Robinson, Hazel Tapp, PhD, Carolinas Healthcare System, Charlotte, NC



P30: Management of Patients on Opioid Medication for Chronic Non-Cancer Pain

Mark Goodman, MD; Thomas Guck, PhD; Robyn Teply, PharmD, Creighton University

P31: Breathing Better: Integrating and Improving Asthma and COPD Outcomes Through Clinical Care Pathways

Alicia Jacobs, MD, University of Vermont

P32: Previsit Planning Implementation With Existing Staff

Mary Spalding, MD, Texas Tech University Health Sciences Center FMR, El Paso, TX

P33: Preventative Care Follow-Up: Benefits of Robocalls

Mary Spalding, MD, Texas Tech University Health Sciences Center FMR, El Paso, TX

P34: Preparing Residents for Future Practice by Implementing a Quality Curriculum in the Second Year of Residency Using a Longitudinal Rotation

Mathew Devine, DO, Philadelphia College of Osteopathic Medicine; Nicole Vavrina, DO, Highland Family Medicine, Rochester, NY

P35: Implementing the Use of Scribes to Improve the Patient Care Experience in the Outpatient Clinical Setting

Rebekah Compton, MSN, RN; Amanda Nixon, University of Virginia

P36: Honoring a Patient's Choice: A Practice Improvement Project on Advance Directives

Gregory Wallace, DO, Womack Army Medical Center, Fort Bragg, NC; Blake Busey, DO, Womack Army Medical Center, Fayetteville, NC; Tyler Raymond, DO; Nick Bennett, DO, Womack Army Medical Center, Fort Bragg, NC; Juliana Ee, PhD, Womack Army Medical Center, Raeford, NC; Ashley Roselle, DO; Scott Hahn, DO; Rebecca Caro, DO; Taiwona Elliott, DO, Womack Army Medical Center, Fort Bragg, NC; Mark Stackle, MD, MBA, Womack Army Medical Center, Evans, GA; Dana Nguyen, MD, Womack Army Medical Center, Fayetteville, NC

Saturday, December 6: Poster Session II

Works In Progress

P25: Novel Approach to Reduce Readmissions by Bridging Gaps in Transitional Care

Deepa Burman, MD; Joy Boone, MD, University of Pittsburgh Medical Center, Pittsburgh, PA; Antoinette Wilson, PA, University of Pittsburgh Medical Center, McKeesport, PA

P37: The Incidence of Abnormal ABI in Diabetic Patients Asymptomatic for ASVD

Jeffery Swartz, MD; Robert Hanlin, MD, Greenville Hospital System/University of South Carolina

P38: Transitions of Care Initiative in a Residency-Based PCMH

Mark Lisby, MD; Megan Dorrell, PharmD; Laura DuBach, MD; Scott Morrow, BS, Community Health Network FMR, Indianapolis, IN



P39: Interdisciplinary Care Management: A Model for Patient-Centered Care

Nabila Ahmed-Sarwar, PharmD, University of Rochester/Highland Hospital of Roche, Rochester, NY; Katie Lashway, RN; Karen Mahler, RN; Django Scahill, RN, University of Rochester School of Medicine and Dentistry, Rochester, NY; Michael Mendoza, MD, MPH, MS, Rochester/Highland Hospital FMR, Rochester, NY

P49: Utilization Patterns Among the Medically Vulnerable in a Residency-Based PCMH

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

P40: How to Achieve PCMH Certification With Minimal Disruption to Physician Flow and Improve Patient Care

Marshall Lee Chambliss, MD, MSPH; Suzanne Lineberry, Moses H. Cone Memorial Hospital FMR, Greensboro, NC

P41: Helping Our Patients to Feel at Home in Their Medical Home

Beverlee Ciccone, PhD; Victoria Cox, MD, Hunterdon Medical Center FMR, Lambertville, NJ

P42: Programmatic Impact of Clinical Leadership Development

Michael Nduati, MD, MBA, MPH; Kendrick Davis, PhD; Thomas Sy, PhD, University of California, Riverside, Riverside, CA

Saturday, December 6: Poster Session II

Completed Projects

P43: Creation of an Obesity Care Package in the Medical Home

Joshua Tessier, DO, Iowa Lutheran Hospital FMR, Des Moines, IA; Callie Waller, UnityPoint Health, Des Moines, IA

P44: Family Medicine Practice Improvement Projects: Involvement and Impact on Medical Students

June Kampangkaew; Hilary Hershberger, Baylor College of Medicine

P45: Quality Improvement in Resident-Delivered Prenatal Care: A Case Study

Alia Lilienstein, MD, MPH; Abigail Love, MD, MPH, Cambridge Health Alliance, Cambridge, MA

P46: Use of Value-Based Faculty Incentives for Office Team Improvements in Quality and Care Coordination

Thomas Peterson, MD, University of Vermont

P47: Interdisciplinary Collaborations Improve Access to Specialist, Using Real-Time Referrals at Family Medicine Clinics

Ku-Lang Chang, MD; Alyson Listhaus; Kimberly Mink; Troy Starling; Sherri Swilley, University of Florida

P48: Patient Intake Triage Versus Linear Intake at UF Equal Access Clinics

Amanda Sacino, MD; Ku-Lang Chang, MD, University of Florida FMR, Gainesville, FL

P50: Improving Depression Screening in a Family Medicine Practice: Application of the Lean 8-Step Problem-Solving Method

Robin Polly, DO; Joseph Mitchell, MD; Saranne Perman, MD; Spencer Jones, DO; Ryan Sprouse, MD; Jonathan Ballard, MD, MPH; Elizabeth Tovar, PhD, APRN; Oscar Perez, DO; Maria Gomez, PhD; Michael King, MD, MPH, University of Kentucky

P51: Tobacco Cessation Counseling in a Family Medicine Residency Practice

Larissa Kern, MD; Gretchen Sprouse, MD; Hazim Rishmawi, MD; Abigail Debusk, DO; Brian Clear, MD; Michael King, MD, MPH; Mary Barron, RN, CCRC; Jonathan Ballard, MD, MPH; Maria Gomez, PhD, University of Kentucky

P52: ACLS Boot Camp

Kendrick Davis, PhD; Paul Lyons, MD; Christopher Miller, University of California, Riverside

P53: Because We Have Always Done It That Way!

Beth Rosemergy, DO; Shelly Phinney, MBA, University of Missouri-Kansas City

P54: Utilization of Care Coordinators in Patient-Centered Medical Homes at an Academic Health Center and Impact on Hospital Readmissions

Elizabeth Beck; Mary Jo Welker, MD, The Ohio State University, Columbus, OH; Randell Wexler, MPH, MD, Mount Carmel Health System, Columbus, OH

P55: Transitioning EHRs. The Use of Dot Phrases in a Residency Program: A Quality Improvement Project

Adriana Linares, MD, MPH, DrPH, PeaceHealth Southwest Medical Center, Vancouver, WA; Luis Enriquez, MD, Family Medicine Southwest, Vancouver, WA

P56: Health Numeracy and Literacy

Samantha Prabakaran; Sabrina Prabakaran, University of South Florida; Julia Fashner, MD, Florida State University

P58: Comparison of Health Literacy and Readability of Patient Handouts

Samantha Prabakaran; Sabrina Prabakaran, University of South Florida; Julia Fashner, MD, Florida State University

P57: Mini Medical School: A Pipeline for Preparing the Next Generation

Kendrick Davis, PhD; Linda Scott Hendrick; Emma Simmons, MD, University of California, Riverside

P59: Syncope: Overutilization of Resources

Ani Bodoutchian, MD; Hovik Shilgevorkyan, MD; Pratap Das, MD; Maureen Grissom, PhD; Southside Hospital FMR, West Babylon, NY; Adam Ovadia, NSLIJ Southside Hospital, Bay Shore, NY

P60: Improving Care of Asthmatic Patients: A Collaborative Approach

Dawn Karns, DO, Lydia Travnik, DO, St Vincent Hospital, Waterford, PA; Sandy Clemente, MD; Phyllis Acquah, MD; Klara Roman, MD; Srinivasu Sunkara, MD; Caitlin Clark, DO, St Vincent Hospital, Erie, PA

P61: Practice Improvement Project: Implementation of a Reminder Sign Re: Uncontrolled HTN

Elisabeth Righter, MD; Sonia Bennett, MPH, Wright State University

P62: Practice Improvement Project: Implementation of a Quit Smoking Log

Elisabeth Righter, MD; Katie Flower, Wright State University



P63: Frequent Visitors to the Emergency Room: A Primary Care Strategy to Improve Their Medical Care

Diana Ferguson, LPN, PeaceHealth Southwest Medical Center FMR, Vancouver, WA; Natasha Involgstad-O'Neal, MD, Family Medicine Southwest, Vancouver, WA; Adriana Linares, MD, MPH, DrPH; Marilyn Darr, MD, PharmD, PeaceHealth Southwest Medical Center, Vancouver, WA

P64: Implementation of a New EHR: Implications for Residency Programs

Antonio Carrasco, MD, PhD, Family Medicine Southwest, Vancouver, WA; Adriana Linares, MD, MPH, DrPH, PeaceHealth Southwest Medical Center, Vancouver, WA

P65: Results of an Immunization Improvement Project in an Underserved Residency Practice

Roger Zoorob, MD, MPH, Baylor College of Medicine, Mohamad Sidani, MD; Jaden Harris, MA; Ashley Fields, MD, Meharry Medical College

P66: Provider and Staff Burnout and the Patient-Centered Medical Home

Mary Spalding, MD; Navkiran Shokar, MA, MD, MPH, Texas Tech University Health Sciences Center

P67: The Relationship Between Patient Experience With the Patient-Centered Medical Home and Patient Satisfaction With Care

Mary Spalding, MD; Navkiran Shokar, MA, MD, MPH, Texas Tech University Health Sciences Center

P68: Multiple Interventions to Accelerate Transformation Within a Family Medicine Practice

Nyann Biery, MS, Lehigh Valley Health Network, Allentown, PA; Robin Schroeder, MD, Rutgers New Jersey Medical School, Newark, NJ

P70: A Descriptive Evaluation of the Diabetes Management Practices of Family Medicine Residents After Implementation of the AAFP METRIC Diabetes Module

Domingo Caparas, MD; Karla Frazzini, MD; Jamal Islam, MD; Wang Li, MD, PhD, Texas Tech University

P71: Transitional Care Management at a Residency Site

Amanda Vitko, MD; Serena Hon, MD; Bency Loudor-Paulynice, MD; Bronwyn Sing, DO; Jeanna Spanning, PhD; Ronald Adler, MD, University of Massachusetts FMR, Worcester, MA



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The Conference on Practice Improvement will:

1. Offer practical skills, information, and resources to improve clinical and academic practices and help them transform into patient-centered medical homes.
2. Offer strategies for interdisciplinary, team-based care that result in improved efficiency and better patient care.
3. Foster a network of providers and educators committed to continuous practice improvement and innovation.
4. Encourage innovation in practice improvement and the PCMH through presentation of and training in new and re-worked practice design elements.

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You may also visit the AAFP NRN resource table at the conference anytime to speak with staff or members to learn more about our activities. The NRN recognizes the following presentations at this year's conference for discussing research or quality improvement concepts for family medicine practices:

- **L6:** Improving Primary Care: Measurement of Primary Care Behavioral Health Integration: Rationale, Measurement, Validation, Applications, and Initial Data
- **SS6:** Exploring Actionable Quality Improvement Reports

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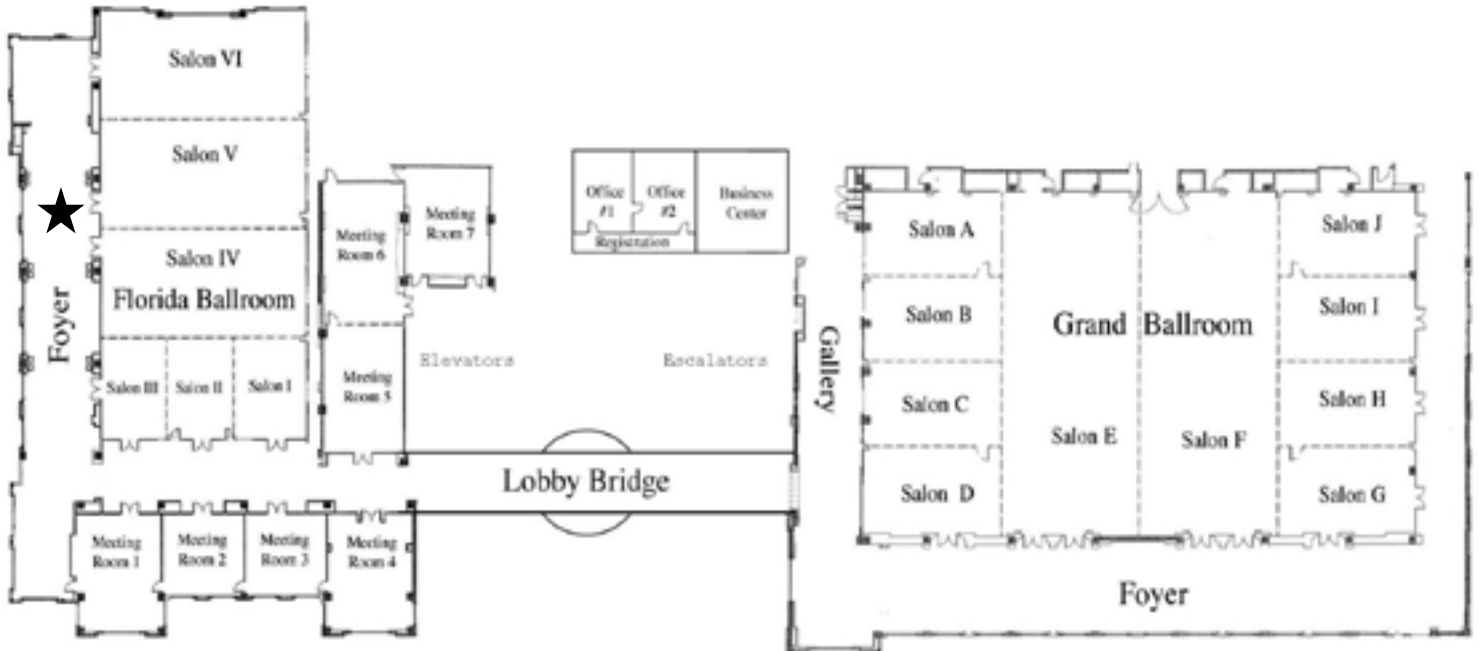


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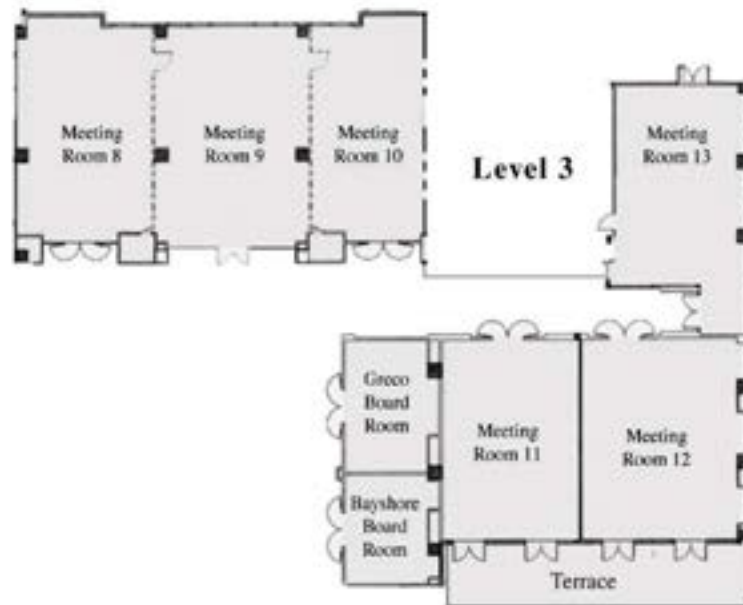


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