



teach&
transform



2019 STFM Conference on

PRACTICE & QUALITY IMPROVEMENT

REGISTER BY NOVEMBER 5 AND SAVE \$75

December 5-8, 2019
Sheraton Grand Phoenix
Phoenix, AZ
www.stfm.org/cpqi

Produced by the Society of Teachers of Family Medicine
With Support From the American Academy of Family Physicians

Register by November 5 and Save \$75.



Health care delivery is changing. Residency programs are transitioning to competency, based education, and business models are evolving as an increasing number of physicians and other providers become employed by large health systems. Payers and the public are demanding better outcomes at a lower cost, and physicians and other providers are trying to deliver on expectations, often to the detriment of their personal well-being.

Attend the 2019 Conference on Practice and Quality Improvement and 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, and network with others who are committed to continuous practice improvement and innovation.


Session topics:

- Practice Management and Quality Improvement
- Health Equity and Social Determinants of Health
- Bending the Cost Curve
- MACRA/Payment Models
- CPC+ Implementation
- Risk Assessment and Care Management
- Leading Change
- Outcome Measurement
- Patient Centeredness
- Practice-Based Team Care
- Health Information Technology
- Behavioral Health Integration
- Population Health
- Joy in Practice

Who should attend?

The Conference on Practice and Quality Improvement is for all members of care teams interested in reimagining health care. The conference brings together physicians, residents, physician assistants, nurses, behavioral medicine professionals, dietitians, health educators, pharmacists, practice managers, residency faculty, quality improvement managers, medical assistants, administrators, and students.

Bring your practice or residency group and save!
Details on page 27.



Presentation abstracts are available online at www.stfm.org/cpqi or in the **mobile app** during the conference.

Welcome to Our Host City – Phoenix, AZ

Serene desert gardens, one-of-a-kind museums, award-winning dining, and more! Make sure these can't miss spots are on your Phoenix to-do list. Some of the favorites include: Camelback Mountain, Papago Park, Frank Lloyd Wright's Taliesin West, the Phoenix Zoo, Roosevelt Park, and the Heard Museum.

More information can be found at visitphoenix.com

Schedule at a Glance



Thursday, December 5

11 am–7 pm Conference Registration

Preconference Workshops

1–5 pm **PR01: Extreme Makeover: Ambulatory Practice Edition 2.0—Achieving the Quadruple Aim Through Transformational Practice Redesign**
Additional fee: \$150; includes training materials and refreshments

1–5 pm **PR02: Dermoscopy: Expanding “Scope” of Practice and Preventing Skin Cancer Deaths**
Additional fee: \$150; includes training materials and refreshments

5:15–5:45 pm **Conference Orientation—Everyone Welcome!**
Learn how to navigate the 2019 conference, network, make new friends, and meet your conference leaders.

5:45–7 pm **Welcoming Reception With Conference Partners**
Network with colleagues while learning about innovative family medicine products and services.

Friday, December 6

7 am–5:15 pm Conference Registration

7–8 am Networking and Common Interest Breakfasts

8:10–8:30 am **Greetings and Award/Scholarship Presentations**
Kyle Knierim, MD, Conference Chair
Frederick Chen, MD, MPH, STFM President

FPM Award Presentation
H. Winter Griffith Scholarship Presentation

8:30–9:30 am **Opening General Session**
Saving Lives: Insights From the Science of Teamwork
Eduardo Salas, PhD, Professor
Allyn R. and Gladys M. Cline, Chair and Department Chair
Rice University, Houston, TX

9:40–10:40 am **Refreshment Break With Poster Session I**
Dedicated time; see page 8

10:40–10:45 am Transition Break

10:45–11:15 am Lectures

Friday, December 6 *continued*

11:25 am–12:05 pm	Lectures
12:15–1:30 pm	Networking Luncheon With MACRA and Payment Model Update Amy Mullins, MD, Conference Steering Committee; American Academy of Family Physicians
1:40–2:10 pm	Lectures
2:20–3:20 pm	Lectures
3:20–3:40 pm	Refreshment Break With Conference Partners Last time to view Poster Session I
3:40–4:10 pm	Lectures
3:40–5:10 pm	Seminars
4:20–4:50 pm	Lectures
6:30 pm	Dine Out Groups

**Saturday, December 7**

7 am–5 pm	Conference Registration
7–8 am	Scholarly Topic Roundtable Discussions With Breakfast
8:10–9:15 am	General Session
9:25–10:25 am	Refreshment Break With Poster Session II Dedicated time; see page 16
10:25–10:30 am	Transition Break
10:30–11:30 am	Lectures
11:30 am–12:30 pm	Lunch (on own)
12:30–1 pm	Lectures
1:10–1:40 pm	Lectures
1:50–2:20 pm	Lectures
2:30–3:30 pm	Lectures
3:30–4 pm	Refreshment Break With Conference Partners Last time to view Poster Session II
4–4:30 pm	Lectures
4–5 pm	Lectures
4:40–5:10 pm	Lectures

Sunday, December 8

7:30–9 am	Conference Registration
7:30–8 am	Coffee Service
8–9 am	Closing General Session Community-Practice Partnerships for Health J. Lloyd Michener, MD, Professor of Community and Family Medicine, Director of the Duke Center for Community Research, and Clinical Professor, Duke School of Nursing Duke University, Chapel Hill, NC
9 am	Conference Adjourns

Thursday, December 5

Preconference Workshops

1–5 pm

PR01: Extreme Makeover: Ambulatory Practice Edition 2.0— Achieving the Quadruple Aim Through Transformational Practice Redesign

Drew Ashby, MD, University of Colorado, AF Williams Family Medicine Center; Kathy Cebuhar, MA, University of Colorado; Aimee English, MD, Corey Lyon, DO, University of Colorado, AF Williams Family Medicine Center; Peter C. Smith, MD, University of Colorado

In 2014, the University of Colorado (CU) developed APEX—an advanced team-based care model based on the University of Utah's CareByDesign. Our goal was to simultaneously improve clinical quality, access to care, patient, staff, and provider experience, and care team burnout through enhanced clinical teams. Our mixed-methods evaluation has demonstrated improvements in all of these domains without negative financial implications.

Since winning the 2016 STFM Practice Improvement Award for APEX, we have hosted academic delegations to learn from our success as they begin their own transformations. Five key questions have emerged from these visits: What is your model and how did you choose it? How did you get permission from your sponsoring institution to proceed? How did you pay for it? What were the operational challenges to implementation and how did you overcome them? How did you sustain change and spread the innovation?

In this interactive preconference, participants will work in small groups to address these questions in their own institutional context, guided by the CU experience. Participants can expect to end the day energized to build their own transformed medical home with a strategic blueprint in hand.

This year's preconference has been updated for 2019, including (1) more direct interaction between participants and presenters to help both new and prior attendees in their current state of progress (2) implications of new CMS regulations on E&M coding and Medical Student documentation in a team-based context and (3) new lessons learned in regarding maintaining change in a complex environment.

Learning Objectives

After the session, participants should be able to:

1. Describe the three major change management tactics used in the University of Colorado's (CU) successful APEX team-based care transformation
2. Translate CU's transformation experience to their own institutional context through small group discussions and interactive exercises
3. Develop a strategic plan for transformational practice redesign using the key strategies, tactics, tools, and experiences that we explore during the session

Additional fee: \$150; includes training materials and refreshments

Thursday, December 5

Preconference Workshops *continued*

1–5 pm

PR02: Dermoscopy: Expanding “Scope” of Practice and Preventing Skin Cancer Deaths

Richard Usatine, MD, University of Texas Health Sciences Center at San Antonio; James Holt, MD, East Tennessee State University FMR; Miranda Lu, MD, Swedish Medical Center, Seattle, WA; Alexandra Verdieck, MD, Oregon Health & Science University

In this hands-on preconference workshop, we will introduce dermoscopy, a proven adjunctive tool that increases sensitivity and specificity of melanoma detection and improves diagnostic accuracy for basal and squamous cell carcinomas. Participants will learn how to use a dermatoscope in clinical practice and learn the two-step algorithm to diagnose unknown skin lesions and determine the need for biopsy. Biopsy techniques will be taught with a hands-on evidence-based approach that can be applied at one's home institution. Participants will leave with fundamental competence in the use of dermoscopy for early skin cancer detection, improved understanding of biopsy techniques, tools to train others, free apps, Dermoscopedia, online resources, and online and in-person courses.

Learning Objectives

After the session, participants should be able to:

1. Demonstrate the use of a dermatoscope and explain its basic function
2. Apply the two-step algorithm to diagnose unknown skin lesions and determine the need for biopsy
3. Identify and take the next steps to implement a training program in dermoscopy at their home institution

Additional fee: \$150; includes training materials and refreshments

Presentation abstracts are available online at www.stfm.org/cpqj or in the mobile app during the conference.

Educational Session Formats:

Seminar

Provides practical information and methods to enhance practice improvement. Seminars include a combination of presentation and active involvement of participants. Session Length: 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. Session Length: 30 and 60 minutes

Scholarly Topic Roundtable Discussion

A roundtable presentation where 10 participants share ideas, experiences, or projects pertinent to family medicine education, clinical care, research, or management. This presentation occurs in small group format, scheduled concurrently with other presentations during the continental breakfast in the general session ballroom. Session Length: 50 minutes (including breakfast)

Poster

Display and discussion of:

- **Completed Project** in education, process of care, patient-oriented outcomes, and quality of care studies
- **Work In Progress Project** related to teaching, education, curricular or clinical intervention, management innovation, or quality improvement
- **Student and Resident Project** related to teaching, education, curricular or clinical intervention, management innovation, or quality improvement

Friday, December 6

7 am–5:15 pm

Conference Registration

7–8 am

Networking and Common Interest Breakfasts

8:10–8:30 am

Greetings and Award/Scholarship Presentations

Kyle Knierim, MD, Conference Chair

Frederick Chen, MD, MPH, STFM President

FPM Award Presentation

H. Winter Griffith Scholarship Presentation

8:30–9:30 am

Opening General Session



Saving Lives: Insights From the Science of Teamwork

Eduardo Salas, PhD

Professor Allyn R. and Gladys M. Cline Chair, Department Chair
Rice University, Houston, TX

Teamwork is needed in our flight decks, our emergency responders and our hospitals. Teamwork matters when the stakes are high and lives depend on it. In recent years, a science has emerged that is providing evidence-based principles for managing and fostering teamwork in complex settings. This presentation will showcase the findings from the science and provide practical guidance to ensure effective teamwork.

Learning Objectives

After the session, participants should be able to:

1. Understand what effective teams do, feel, and think
2. Recognize the team-based competencies that make a difference in teamwork
3. Highlight evidence-based practical interventions to use in fostering teamwork

**9:40–10:40 pm Refreshment Break
With Poster Session I**

Dedicated Time

Friday, December 6

Works in Progress Posters

9:40 am–3:40 pm (Dedicated Time: 9:40–10:40 am)

P01: A Quality Improvement and Clinical Leadership Curriculum for Residents

Donald Lassus, MD

P02: A Study of Knowledge About Over-the-Counter Medications Among Family Medicine Residents

Angelic Alvarez, MD; Alfredo Nevarez, MD; Kristina Diaz, MD

P03: Are No-Show Rates Impacted When Automated Reminder Calls Feature a Clinician's Voice?

Mary Stock Keister, MD

P04: Barrier Analysis for Integrating Buprenorphine Maintenance Therapy in Two Family Medicine Residency Clinic Sites

Rebecca Curran, MD, PhD; Gregory Jones

P05: Becoming Primary Care Champions Training Enhancement and Fellowship in Community Medicine Leadership for ACTION

Chinwe Nwadiogbu, MA

P06: Check Yourself Before You Wreck Yourself

Nada Alsaiegh, MD, MPH; Arthur Ayvazian; Kelvin Ng, MD; Lauren Novitskie; Kristina Diaz, MD

P07: Colon Cancer Screening: Process Improvement and Lessons Learned at a Military Treatment Facility

Carl Bryce, MD

P08: Developing a Diabetic Visit Passport to Improve Comprehensive Diabetic Care

Alicia Markley, PA-C; Sara Malone, MD

P09: Development of Population Registries for Panel Management in Advanced Primary Care

Casey Browder, MHA

P10: Effect of an Electronic Order Set on Newborn Hepatitis B Immunization Rates

Daniel Pedersen

P11: Effect of Planned Care on Hypertension Management

Jessica Weng, MD, MS; Lorraine Dogan, MD

P12: Effect of Positive Quotes on Overall Patient Experience

Nancy Maulick, MHS; Keri Schittler, LPN

P13: Factors That Affect Sepsis Outcome in a Community Hospital Setting

Ronke Alo, MD

P14: From Chaos to Coordination: Strategies for Implementing a Residency Team-Based Complexity Care Model

Wesley Gibbert, MD, MPH

P15: Having Goals of Care Conversations When They Are Useful: Engaging the Entire Primary Care Team

Ryna Villar, MD; Marie-Louise Fabienne Daguihl, MD

P16: Helping Patients Quit: Interdisciplinary Design and Implementation of Smoking Cessation Groups

Krithika Kavanoor, MD; Courtney Bancroft, PsyD; Wendy Alfaro

P17: How to Improve Clinic Flow While Standardizing Clinical Procedures

Natalia Galarza Carrasco, MD; Joseph Hogue, MD, MBA; Nada Alsaiegh, MD, MPH

P18: Identifying and Addressing Childhood Obesity at the Prevea Health Family Medicine Clinic in Eau Claire, Wisconsin

Shavith Samson, MD

P19: Identifying High Utilizers to Reduce Readmission

Amber Porter, DNP, FNP, DNP, FNP

P20: Impact of High No-Show Rates on Revenue in an Academic Family Medicine Clinic

Shivlal Pandey, MD

P21: Implementation of a Protocol for TCM Across a Diverse Outpatient Network Improves Hospital Readmission Rate

Judella Haddad-Lacle, MD; Charles Haddad, MD; Christopher Scuderi, DO

Friday, December 6

Works in Progress Posters *continued*

9:40 am–3:40 pm (Dedicated Time: 9:40–10:40 am)

P22: Implementation of a Resident-Led Quality and Safety Committee in an Academic Family Medicine Practice

Ashley Panichelli; Needhi Pattani; Benjamin Golden, MD

P23: Implementing a Formal Billing Curriculum in a Family Medicine Residency: Pilot Project

Christle Guevarra, DO, MS; Isha Suthar, DO

P24: Improving Compliance by Meaningful Use of AVS

Rashmi Rode, MD; Nihita Shah, MD; Thomas Porter, MD

P25: Improving EMR Preceptor Workflow for Resident Supervision and Patient Safety

Daniel Swartz, MD; Velyn Wu, MD

P26: Improving Fall Screen and Intervention in Michigan Medicine Family Medicine for Patients Aged 65 Years and Older

Ghazwan Toma; Kathryn Harmes, MD, MHSA

P27: Improving Hand Hygiene Compliance in an Outpatient Family Medicine Clinic

Alexander Dydyk, DO, MA; M. Monjur Alam, MD; Zerahlynn Ballanca, MD

P28: Improving Osteoporosis Screening Rates at Town Hall Health Center Family Medicine Clinic

Brianna Wynne

P29: Increasing Pneumococcal Vaccination Rates Among 19-64 Year-Old Patients at the Prevea Health Family Medicine Clinic

William Monge, MD

P30: Increasing Resident Comfort in Assessing Fall Risk With an EMR-Based Tool

Melissa Lectura, MD; Carol Howe; Julie Armin, PhD

P31: Interprofessional Initiative to Improve Diabetes Care in the Medical Home: TEAM LASERCATS

Moiray Ray, MD, MPH

P32: Is Telehealth the Future of Primary Care? A Pilot Project at PCMH–Providence St Peter Family Medicine Residency Clinic

Pooja Patel, MD, MHA; Trevor Kwan, DO; Yo Kondo, MD

P33: Knowledge and Attitudes of Support Staff Toward Group Medical Visits at an Academic Family Medicine Health Center

Juan Robles, MD; Heather Archer-Dyer, MPH, CHES

P34: Labor After Cesarean Documentation on L&D: A Quality Improvement Study

Elena Hill, MD, MPH

P35: Working Together to Improve Outcomes: Physician-Pharmacist Collaborative Agreement for Uncontrolled Type 2 Diabetes

Frank Sperrazza, DO; Laura Mauro, BS, PharmD, BCPS

P36: Twitter Teaching: The Tweetorial, Tweet Pearls, Twitter Consults—A Novel Platform for Next Generation Learners

Daniel Fisher, MD

P37: Silver Lining of Nursing Home Medicine

Joseph Hogue, MD, MBA



Friday, December 6

Completed Project Posters

9:40 am–3:40 pm (Dedicated Time: 9:40–10:40 am)

P38: A Care Team Approach to Reducing Disparities in Colorectal Cancer Screening Among Hispanics
Jeffrey Arroyo, MD; John Billimek, PhD; Jose Mayorga, MD

P39: Are We Falling Behind? Rethinking Fall Risk Screening for Patients Aged 65+
Mathew Devine, DO; Sonya Narla, DO

P40: Beating the Boards, One Chuckle at a Time
Monica Kalra, DO

P41: Challenges of Implementing Open Access Scheduling in an Academic Family Medicine Clinic
Shannon Voogt, MD

P42: Comprehensive Payment for Primary Care: Results of Family Medicine for America's Health Payment Core Team Project
Thomas Weida, MD; Jane Weida, MD

P43: Creating and Sustaining an Outpatient Antibiotic Stewardship Initiative in a Large Inner City Network
Luigi Tullo, MD; Alan Roth, DO

P44: Efficiency and Quality of Residency Precepting, an STFM-ABFM Educational Improvement Project
Joshua Steinberg, MD

P45: FluFIT Campaign 2018: A Targeted Quality Improvement Project Conducted at Teaching Health Center Resident Clinics
Rachel Gougian

P46: How to Reduce Hospital Readmissions: A Resident-Led Improvement Project Using the INTERACT Pathway
Joshua Raymond, MD, MPH; Geronima Alday, MD; Kevin Ly, MD; Zeeshan Khan, MD; Alisa Reznikov, MD; Maria Ciminelli, MD

P47: Implementation of a Standard Panel Management Process in Primary Care: Improving Quality in a Fee-for-Service Environment
Michael Bryan, MD

P48: Interprofessional Collaborative Practice—Using an Educational Case-Based Exercise as an Intervention and Assessment Tool
Katharine Anderson, MD

10:40–10:45 am

Transition Break

Lectures

10:45–11:15 am

L001: EMR Happy Hour: A Fun Approach to Continuous Peer-to-Peer EMR Learning
Margaret Day, MD, MSPH; Jeffery Belden, MD

L002: A Leadership Development Curriculum for Residents: Not Just for Chief Residents Any More
Jason Marker, MD, MPA,

L003: Medicare Wellness Visits—Maximizing the Benefit for You and Your Patients
Stacey Bartell, MD; Renee Stechow, NP, FNP-BC, WHNP-BC

L004: Changing Practice: Transitioning Into Interprofessional Integrated Behavioral Health
Sarah Coles, MD; Viktoria Krajnc, MD, MS; Deborah Kastiel, BSN; Alena Petty, DO

L005: Accelerating Integrated Care Through ECHO: A Collaborative Learning Network in Arizona
Matthew Martin, PhD

L006: Developing a Sustainable Integration of Clinical Pharmacists in a Family Medicine Residency
Jason Leubner, MD; Nick Ladziak, PharmD, BCACP, CDE

L007: Teaching Residents About Population Health and QI Through Panel Management, While Aligning Different Program Requirements
John Malaty, MD; Maribeth Porter, MD, MS

Friday, December 6

Lectures *continued*

10:45–11:15 am

L008: Patient Preferences on Receiving Health Information From Their Primary Care Physician's Office

David Serlin, MD; Christina Funk; Heather Moore

L009: So You Are in an ACO, How Do I Manage These High Utilizers?

Karen Halpert, MD; Amy Prentice, MSW, LCSW

L010: A Longitudinal Quality Improvement Curriculum in a Family Medicine Residency Collaborating With Undergraduate Students

Hanna Xu, MD; Tianna DuCloux-Potter; Jennifer La

11:25–12:05 am

L011: Adapting to Constant Change: Overhauling a Family Medicine Residency Pain Management Protocol in the Face of New State Laws

Natalia Luera, MD; Payal Gaba, MD,

L012: Advancing Care Through FOCUS PDSA Training for Residents and Faculty

Jessica Sass, APRN, APRN; Archana Kudrimoti, MD

L013: An Integrated Behavioral Health Program in PC: A Targeted Cotraining Pilot for Patients With High Risk Asthma and COPD

Courtney Bancroft, PsyD

L014: Avoiding QI Bedlam: An Organizational Framework to Promote Efficiency and Improved Metrics

Carol Hustedde, PhD; Jessica Sass, APRN

L015: Billing Curriculum and In-Field Support Tool Effect on CPT Frequency and Revenue Loss Prevention

Tina Mantanona, MD

L016: Building and Launching a Medication Assisted Treatment (MAT) Clinic in a Family Medicine Outpatient Practice

Julienne Kirk, PharmD, CDE, BCPS; Aubry Koehler, PhD; Lisa Cassidy-Vu, MD; Tamela Yount, MSHAI, PCMH-CCE

L017: Burnout in Residency

Christopher Durkin, DO

L018: Changing the Lens: Uncontrolled Type 2 DM in Under Served Populations

Malvika Juneja, MD; Mohammad Zare, MD, MS; Shruti Varadarajan, MD; Rashmi Rode, MD; Yvonne Mendoza-becerra, PharmD

L019: Creating a Culture of Patient Safety: How to Develop a CLER Curriculum

Anna Worth, MD; Adam Johnston

L020: Clinic Safety: It Takes a Team to Keep Staff and Patients Safe

Charles Haddad, MD; Judella Haddad-Lacle, MD

12:15–1:30 pm Networking Luncheon With MACRA and Payment Model Update

Amy Mullins, MD, Conference Steering Committee, American Academy of Family Physicians

1:40–2:10 pm

L021: Leading Change: Implementing Team-Based Care in the Setting of Hospital Budget Cuts

Margaret Day, MD, MSPH; Jeanette Linebaugh, MSN, RN, OCN; Christine Heath, MBA

L022: Benzodiazepines—The Next Crisis? Implementation of a New Protocol in a Family Medicine Residency

Kyle Thomas; Stanley Sachak, MD

L023: Creating a Tableau Dashboard to Enhance Clinical Quality Metric Visibility

Kyle Shaak, MPH; Grant Greenberg, MD, MA, MHSA; John Stoeckle, MD, CHQS

L024: Developing a Family Medicine Residency Expertise in QI Through Doing: Collaboration in Reproductive Health Care

Nathaniel Miller, MD; Kurt Angstman, MD

Friday, December 6

Lectures *continued*

1:40–2:10 pm

- L025: Development and Implementation of an Ambulatory Heart Failure Pathway**
Beth Careyva, MD; Grant Greenberg, MD, MA, MHSA
- L026: Don't Delay: Prevent Decay! Applying Fluoride Varnish in Family Medicine Offices**
Abby Huck, DO
- L027: Effect of Health Literacy on Patient Outcomes**
Mary Rose Puthiyamadam
- L028: Embracing Continuity: An Interdisciplinary Approach to Improving Rates of Hospital Follow-Up in a Resident Continuity Clinic**
Gordon Powers, MD; Anne Morris, MD
- L029: Engaging Family Medicine Physicians in Interconception Care During Well-Child Visits**
Diana Summanwar, MD; Deanna Willis, MD, MBA;
Mena Metias, MD, BSc; Richard Jung, DO, MPH;
Navleen Gill, MD, BSc
- L030: Health Care Disparities in a US-Mexico Border City**
Eduardo Sandoval

2:20–3:20 pm

- L031: Addressing Social Determinants of Health in Clinical Delivery Sites**
Anna Alonzo; Phoenix, AZ
- L032: Medical Assistant Perspectives on Clinical Efficiency and Satisfaction**
Kathryn Harmes, MD, MHSA; Katherine Gold, MD, MSW, MS; Manasi Ramakrishnan, MBBS
- L033: A New Approach to Modeling Population Need for Primary Care Services**
Clark Ruttinger, MBA, MPA; Michael Magill, MD
- L034: A Playbook to Address Social Determinants and Promote Health Equity**
Miriam Chan, PharmD

- L035: Caring for the Underserved: Addressing A Community's Social Needs Without a Social Worker**
Kavitha Arabindoo, MD, MPH; Emily Hansen, DO;
Tatum Mead, PharmD

- L036: Complex Case Conference: A Learning Experience in Expanding the System for Better Patient Care and Provider Satisfaction**
Victoria Gorski, MD; Casey Browder, MHA;
Courtney Bancroft, PsyD

- L037: Conducting a CoNCERT: A Patient-Learner-Centered Approach to Integrating Interprofessional Education Into Clinical Practice**
Mary Smith-West, LCSW; Sean Smithgall, PharmD, BCACP;
Sharon Pelekanos, MHS, PA-C

- L038: Dealing With Difficult Patients**
Richard Allen, MD, MPH

- L039: Development and Implementation of a Collaborative Care Model to Improve Behavioral Health Management in Primary Care**
Mark Drexler, MD

- L051: Family Matters: Bringing Patients and Providers Together for Meaningful Quality Improvement**
Keesha Goodnow, BAE; Jeffrey Schlaudecker, MD;
Elizabeth Peters



**3:20–3:40 pm Refreshment Break
With Conference Partners**

Last Time To View Poster Session I

Friday, December 6

Lectures *continued*

3:40–4:10 pm

L041: Health Care Transformation and Societal Responsiveness in an Era of Entrustable Professional Activities: UME-GME and Beyond

Jennifer Hartmark-Hill, MD; Jeffery Hanna, MPH;
Justin Zeien, MPH; Ashley Assadi, MPH;
Shahrazad Saririan, MD; Monica Gomez Lopez, MD

L042: Reimagining the Practice Management Curriculum

Neil Pandya, MD, MBA

L043: Helping Adolescent and Young Adult Patients Get the Preventive Care Services They Need

Bellinda Schoof, CAE, MHA, CPHQ

L044: Impact of a Pharmacist-Led Polypharmacy Clinic in a Family Medicine Residency: A Team-Based Approach to CMM

Alvin Oung, PharmD, BCACP; Jonathan Burdick, MD

L045: Implementation of Eat, Sleep, Console at a Community-based Hospital: Lessons Learned

Adriana Linares, MD, MPH, DrPH; Genoveva O'Neill, MD;
Erinn Rieser, DO

Seminars

3:40–5:10 pm

S01: Family Medicine Resident Engagement in Team Care Clinics: Emerging Best Practices and Lessons Learned

Andrea Pfeifle, EdD, PT FNAP; Freyda Velazquez Perez, MD, BS; Kelsey Binion, MA; Thomas Guck, PhD;
Deanna Willis, MD, MBA; Amy McGaha, MD

S02: How Does Your Garden Grow? Complex Adaptive Systems and the Cultivation of High Performing Ambulatory Teams

Peter Smith, MD; Kathy Cebuhar, MA, LPC; Corey Lyon, DO;
Aimee English, MD, BA, BS

S03: Innovations in Resident Scheduling: Building a Foundation of Practice Improvement

Jessie Pettit, MD, IBCLC; Marsha Lewis; Ravi Grivois-Shah;
Katherine Hartl, MD

S04: Quantitative Quality Improvement Metodology 101

Joseph Teel, MD; Jenny Wang, MD; Stephen Iannacone

S05: Social Determinants of Health Use for Improvement of Medical Care in a Community-Based Program

Adriana Linares, MD, MPH, DrPH

Lectures

4:20–4:50 pm

L046: Implementing a Precepting Chart Audit: Improving Quality of Care and Supervision

Deborah Edberg, MD; Dorothy Dschida, MD

L047: Improving Durable Medical Equipment (DME) Workflow

Jenny Wang, MD; Joseph Teel, MD

L048: Increasing Joy in Practice: Improving Resiliency and Office Efficiency

Lenard Salzberg, MD

L049: Integrating Behavioral Health (BH) and Primary Care (PC) in a Family Medicine Residency (FMR) Clinic

Kyle Thomas; Stanley Sachak, MD; Natalia Luera, MD

L050: Introducing Collaborative Drug Therapy Management in a Family Medicine Residency Program

Smriti Ohri, MD; Maria Summa, PharmD

Dine Out Groups

6:30 pm



Saturday, December 7

7 am–5 pm Conference Registration

Scholarly Topic Roundtable Discussions With Breakfast

7–8 am

B01: Changes in Workflow and Management of No-Shows to Improve Medical Care at a PCMH Residency-Based Medical Clinic
Adriana Linares, MD, MPH, DrPH

B02: Creative Approach as a Team to Improved Quality Metrics
Nancy Maulick, MHS; Keri Schittler, LPN

B03: Dialing Back: Opioid Transitions in a Family Medicine Residency Clinic
Rachel Franklin, MD; Kathryn Reilly, MD, MPH

B04: Evaluation of the Use of a Video Tutorial to Increase Rates of Advanced Care Planning
Rajesh Rajesh, MD

B05: In-Office Emergencies: A Team-Based Approach to a Successful Outcome
Charles Haddad, MD; Judella Haddad-Lacle, MD

B06: Making the Case for Advocacy Education
Natalia Galarza Carrasco, MD; Kristina Diaz, MD

B07: Patient Perceptions of Arrival Time and Arrival Behaviors at a Family Medicine Residency Clinic
Jennifer Taylor, MPH, DHED, MCHES; James Ballard, EdD, MS; Deanna Willis, MD, MBA; Scott Given, BS; Freyda Velazquez Perez, MD, BS

B08: Reducing Wait Times in a Family Medicine Residency Ambulatory Clinic Using Lean Six Sigma: Lessons Learned, Tools Applied
Gabriel Suarez

B09: Sparking Joy Instead of Burning Out: Reigniting the Flame in Family Medicine
Monica Kalra, DO; Laura Armstrong, MD; Samuel Wang, MD

B10: Utilization of the Myers-Briggs Personality Inventory to Build Emotional Intelligence and Improve Resident Self-Awareness
David DeWitt, MDiv, DMin, MDiv

8:30–9:30 am

General Session

2019: A Banner Year for National and State Efforts to Advance Primary Care—A Review and Discussion of Implications

Ann Greiner, President and Chief Executive Officer,
Patient-Centered Primary Care Collaborative, Washington, DC

This morning's presentation will address the initiatives on both the federal and state levels to strengthen primary care and the PCPCC's engagement with such efforts. These initiatives underscore the growing recognition that advanced primary care is foundational to population health approaches to improve value. Of particular focus will be CMMI's new primary care models which complement CPC+ and the growing number of states—10 and counting—that have introduced legislation to increase investment in primary care.

Learning Objectives

After the session, participants should be able to:

1. Learn about federal and state legislative/regulatory efforts to strengthen primary care enacted in 2019
2. Understand why having a standardized measure of primary care spend is so important, including raising visibility about the U.S. underinvestment in primary care and catalyzing additional investment in primary care
3. Learn about the latest research analyzing primary care investment at the state level by payer type, the relationship of primary care investment by states to key patient outcomes, and the limitations of this research



Saturday, December 7

**9:25–10:25 pm Refreshment Break
With Poster Session I**
Dedicated Time

Student and Resident Posters

9:25 am–3:30 pm (Dedicated Time: 9:25–10:20 am)

P49: An Evaluation of Communication Methods for Community Outreach in Patients With Diabetes
Elysia Tjong

P50: Care Transitions Made Safe and Simple: Listrunner Implementation
Anna Worth, MD; Adam Johnston

P51: Clinical Depression Pathway Implementation: Outcomes From Pilot Practices
Michael Wright; Janelle Sharma, DNP; Deborah Bren, DO

P52: Creating Tools for Success in Screening for and Treating Hepatitis C in the Primary Care Setting
Jillian Gansert, MD; Katherine Mahon, MD

P53: Development and Implementation of a Collaborative Obstetrical Continuity System in a New Family Medicine Residency
Michael Avila, MD; Mayline Nambela-Barlow, MD

P54: Effect of Patient Outreach, Education, and Follow-Up on Rates of Colorectal Cancer Screening in Underserved Populations
Baharak Tabarsi, MD

P55: Geriatrics eConsult Community Resource Portal and Navigation Service in the Los Angeles County (LAC) Health Care Safety Net
Olivia Ishibashi; Heather Schickedanz, MD

P56: Improving Functionality of Residents' Attitudes Toward Epic EMR Problem Lists
Elizabeth Hillebrand, MD; Nathaniel Miller, MD

P57: Improving the Education and Completion Rate of Advance Directives in a Family Medicine Residency Program
Sana Omair, MD; Angela Stallworth, MD; Tasha Garrett, MD, MS

P58: Medication Reconciliation: "Doing the Right Thing by Doing It Right"
Archana Kudrimoti, MD; Mary Saylor, MD; Nathaniel Stewart, MD

P59: Quality Improvement Projects as Training Tools for Family Medicine Residents and Faculty
Jester Galiza, MEd; Lydia Rolita, MD

P60: Rothman Index as a Predictor of 30-Day Hospital Readmission
Karissa Thal

P61: Shortening Hospitalization With Proper Disposition Planning: Clinical Documentation Review in a Family Medicine Residency Program
Richard Kozinski, MD; Joseph Hogue, MD, MBA; Edsel Sandoval, MD

P62: Treating Sepsis: Pushing the Boundaries in the Postacute Arena
Kevin Ly, MD

P63: Would an Educational Intervention Improve HPV Vaccination Rates in a Family Medicine Clinic?
Michael Dakkak, DO

Works in Progress Posters

9:25 am–3:30 pm (Dedicated Time: 9:25–10:20 am)

P64: Part of a Whole: What We Are Missing With "No Show Rates"
Rachel Carpenter, MD

P65: Practice-Based Team Intervention to Decrease Sulfonylurea Use in the Elderly
Monica Newton, DO; Amy Bailey, MD; Sara Reece, CDE, PharmD

Saturday, December 7

Works in Progress Posters *continued*

9:25 am–3:30 pm (Dedicated Time: 9:25–10:20 am)

P66: Protein Calorie Malnutrition: The Importance of Proper Documentation

Edsel Sandoval, MD; Richard Kozinski, MD;
Joseph Hogue, MD, MBA

P67: Raising Adult Immunization Rates

Madalyn Schaefer, MD

P68: Rediscovering Meaning in Your Work and Increasing Wellness Within a Family Medicine Residency Program

Alethea Turner, DO; Dmitry Bisk, MD

P69: Resident and Staff Education to Improve Culturally Competent and Inclusive Health Care for LGBT patients

Alicia Markley, PA-C; Jennifer Hammonds, LCSW

P70: Results of a Family Medicine Practice Redesign to Enhance Team-Based Care

Gregory Stevens, PhD, MHS; Yaracel Montalvo;
Jehni Robinson, MD

P71: Screening for Risky Alcohol Use at Two Prevea Health Family Medicine Clinics in Wisconsin

Joan Hamblin, MD

P72: Standardizing Well Child Checks at the Prevea Health Family Medicine Residency in Eau Claire, Wisconsin

Aleksandra Babiarz, MD

P73: Starting the Discussion: Advance Care Planning in a Family Medicine Residency

Kristina Schlecht, MD

P74: Taking Fewer Steps to More Efficient Patient Flow

Haley Tolbert; Anum Ahmed, MD

P75: The Referral Conundrum: Finding the Middle Ground

Nada Alsaiegh, MD, MPH; Natalia Galarza Carrasco, MD;
Navaneeth Kumar, MD; Kristina Diaz, MD

P76: The Role of the Population Health Intern in Improving Hypertensive Patient Outcomes in Primary Care

Emily Manlove, MD

P77: The Voice: Councils in a Residency Program

Ann Thomas, MD; Pallavi Suvarna; Crystal Jones, RN, BSN;
Heather Tyree, DO

P78: Use of 30-Minute Office Blood Pressure Monitoring to Improve Quality Metrics

Ann Philbrick, PharmD, BCPS, BCACP; Christopher Fallert, MD

P79: Using an Electronic Health Record for Research and Education in Family Medicine Practice: Opportunities and Challenges

Stephen Davis, MA; Richard Lord, MD, MA; Brittany Swain;
Edward Ip, PhD; Julianne Kirk, PharmD, CDE, BCPS; Gail
Marion, PhD, PA-C; Michelle Lynch

P80: Using the FMEA as an Innovative Tool to Educate and Enhance Resident Involvement in Patient Safety

Abiona Redwood, MD

P81: Utilizing Practice-Based Research Network to Teach and Implement Quality Improvement in Academic Family Medicine

Clarissa Hoff, MD, MPH

P82: Yuma on Call

Joseph Hogue, MD, MBA; Eduardo Sandoval;
Arun Varughese, MD

P83: Matched In-Patient and Out-Patient Didactics in a Community-Based Residency Program

Adriana Linares, MD, MPH, DrPH

P84: Maternal Infant Dyad-Implementation: Collaborative Care Model for Perinatal Depression in Primary Care

Nelson Chiu, MD

P85: Outpatient Clinic Quality Improvement: Breast Cancer Screening Initiative

Shane Speirs; Henna Parmar, MS

Saturday, December 7

Completed Project Posters

9:25 am–3:30 pm (Dedicated Time: 9:25–10:20 am)

- P86: Dementia: A First-Hand Experience.**
Natalia Galarza Carrazco, MD; Daniel Placik, MD;
Kristina Diaz, MD
- P87: Get Faster! Teach Efficiency in the Clinic
With a 1-Week Elective**
Daniel Fisher, MD
- P88: Is Population Health Management Even a Thing?
A National Survey of Primary Care Clinics**
Matthew Martin, PhD
- P89: Methods to Achieve HTN Metric**
Nancy Maulick, MHS; Keri Schittler, LPN, Clinical Coordinator
- P90: Not Just a Shot in the Dark: A Structured
Approach to HPV Vaccination**
Amanda Alzayed, DO
- P91: Outpatient Blood Pressure Recheck
Quality Improvement Project**
Renato Vieira, MD; Merima Bucaj, DO
- P92: Pediatric Developmental Screening:
Barriers and Opportunities**
Celeste Song, MD, MEd; Kayla Berigan, MD;
Yuan Yao, MD, MBA
- P93: Retrospective Analysis of Fibromyalgia
Innovation Project**
Bushra Atta Ur Rehman
- P94: Utility of Subsequent Annual Medical
Wellness Visits**
Evelyn Sbar, MD
- P95: Where's Your Record? Using PDSA Cycles
to Improve Medical Record Acquisition
in Our Practice**
Pamela Obi, MD
- P96: Why Butts Matter: A Primary Care Approach
to Lung Cancer Screening**
Frank Sperrazza, DO; Melanie Johnson, MPA

10:20–10:30 am

Transition Break

Lectures

10:30–11:30 am

- L040: Diabetes Health Partnership:
Engaging Vulnerable Patients and
Addressing Social Determinants**
Elise Butkiewicz, MD
- L052: How Do Registries, Population Health, and
Quality Metrics Effect Resident Education and
Patient Care?**
David Voran, MD
- L053: Risk Adjustment and HCCs: "Mythical" Beasts
and Where to Find Them**
Ryan Mullins, MD
- L054: Growing Certified Medical Assistant Talent**
Margaret Day, MD, MSPH;
Jeanette Linebaugh, MSN, RN, OCN
- L055: Team-Based Care: Expanding Your Team**
Stacey Bartell, MD; Lauren Carney, DO;
Renee Stechow, NP, FNP-BC, WHNP-BC; Jamila Taylor, MD
- L056: Transitions of Care Clinic: Thinking Outside the
Clinic Walls to Improve Hospital Transitions**
Karen Halpert, MD; Rayhaan Adams, LCSW, MSW;
Amir Barzin, DO, MSc
- L057: Integrating a CHW Into a Residency Clinic:
Two Clinics' Learnings**
Patricia Adam, MD, MSPH, MSPH
- L058: Making the Shift From "I" to "We": Addressing
Population Health Through Team-Based Care**
Christina Brown, MA, NLC, EMT, CPHQ;
Lauren Yaroch, BSN, RN, CPHQ
- L059: My MA Is My Scribe! Tools to Evaluate and
Improve Team-Based Documentation Support**
Heather Holmstrom, MD; Kathy Cebuhar, MA, LPC;
Peter Smith, MD; Mary McDaniel, MSN, RN
- L071: Improving Joy in Clinic: Taming WAC (Work After
Clinic) and the EHR Burden: A Checklist-Based
Residency Curriculum**
Walter Mills, MD, MMM

Saturday, December 7

11:30 am–12:30 pm Lunch

On Your Own

Lectures

12:30–1 pm

L061: Introducing Culinary Medicine to Family Medicine Residents: A Hands-On Approach

Alyssa Vela, PhD; Jennifer Carty, PhD

L062: It's Not Me, It's You: A 3-Year Analysis of MA Turnover in an Advanced Primary Care Practice

Aimee English, MD, BA, BS; Corey Lyon, DO; Peter Smith, MD; Kathy Cebuhar, MA, LPC; Drew Ashby, MD

L063: Launching a Trauma Screening and Treatment Program: Using PDSA Cycles to Promote Enterprise-Wide Implementation and Viability

Kurt Lindeman, MD; William Sieber, PhD

L064: Launching Improvements in Opioid Management: Development and Use of a Six Building Blocks Guide for Primary Care Practices

Laura-Mae Baldwin, MD, MPH; Michael Parchman, MD, MPH; Brooke Ike, MPH

L065: Lessons Learned in Development of Multidisciplinary Transitional Care Team

Amber Porter, DNP, FNP; Amber Porter, DNP, FNP

L066: Leveraging Technology in Clinical Practice: Promoting Transparency in Performance

Andrew Albano, DO

L067: MedCat Companions: Connect Beyond Medicine

Alaina Martinez, BS

L068: Overview and Assessment of Integration of Pharmacy Technician Services in Primary Care

Nicholas Cox, PharmD, BCACP; Sarah Barker

L069: Partnering With the Fire Department: Reducing ED Visits and Helping With Transitions of Care

Douglas Rose, MD, MBA; Mililani Trask-Batti, MD, MPH; Kallan Ross, MD, MBChB

L070: Developing and Implementing Interdisciplinary Care Teams in a Family Medicine Program

Jason Leubner, MD; Jeffrey Wolfrey, MD; Mark Davenport

1:10–1:40 pm

L060: Behavioral Health Collaborative Care: The Michigan Medicine Model for Integration

Kathryn Harmes, MD, MHSA; Manasi Ramakrishnan, MBBS

L072: Launching Concurrent MAT and IPC Programs in a Residency to Response to a Community Opioid Crisis

Jason Marker, MD, MPA

L073: Medical Assistant Office Champions for Addressing Social Determinants of Health

Sarah Coles, MD; Claudia Arana

L074: Medical Assistants as Health Coaches? An Effectiveness Outcome Study

Matthew Martin, PhD; Siddhartha Angadi, PhD, Mindy McEntee, PhD; Rodger Kessler, PhD, ABPP

L075: Physician and Staff Motivators to Improve Quality Metrics

David Serlin, MD; Heather Moore; Christina Funk

L076: Why Patients Go to the Emergency Department for Nonemergent Concerns and How to Impact Some of These Factors

John Malaty, MD; Cindy Lasley, MS, BSN; Elvira Mercado, MD; Reathe Felder, APRN, MHA; Peter Carek, MD, MS

L077: Point-of-Care Office Pulmonary Function Testing to Improve Resident Education, Clinical Decision Making and HEDIS Scores

Dale Agner, MD

L078: Promoting Collaborative “Solutions” for Preventing Burnout in Community Based Faculty

Kenneth Barning, MD; Sanjit Juneja; Shruti Varadarajan, MD; Mohammad Zare, MD, MS; Avinash Thangirala; Jennifer Lahue, MBA, RN, BSN

L079: Quality of Life, THE Marker for Weight Loss Success

Shawn Holcomb, DO

Saturday, December 7

Lectures *continued*

L080: Redirecting Traffic: Primary Care Interventions to Reduce ED Utilization
Adam Roise, MD, MPH; Emily O'Brien, PharmD, BCACP

1:50–2:20 pm

L081: Safety Matters: When Doctors, Nurses and Staff Collaborate to Care for Unstable Patients and Reduce Risk
Kristina Gracey, MD, MPH; Jillian Joseph, MPAS, PA-C; Natalia Bessette, CMA, EMT; Timothy Clark, BA

L082: Shared Decision-Making in Cancer Screening: Strategies to Implement in a Busy Clinic
Sarina Schrager, MD, MS

L083: Staff Training in Advanced Primary Care in an FQHC Setting
Casey Browder, MHA

L084: Standardization of Medication Inventory in Outpatient Family Medicine
Frances Tepolt, MD

L085: Tackling the January Effect: Consent Forms, Insurance Changes, and Resident Volume Increases
Deanna Willis, MD, MBA; Freyda Velazquez Perez, MD, BS

L086: Taking Pride in Our Patients: Opening LGBT-Friendly Dialogue
Jeffrey Zeleznik, DO

L087: Taking the Pain Out of Opiate Reduction
Cynthia Jeremiah, MD; Mary Lindholm, MD

L088: The Role of the Primary Care Clinic in Pediatric Obesity
Jennifer Budd, DO; Cherilyn Wicks, MD

L089: The Transformative Effect of Medical Narrative: How to Fight Stress and Burnout Through Patient-Centered Essays
Fabrizia Faustinella, MD, PhD, FACP; Roger Zoorob, MD, MPH; Fareed Khan, MD

L090: Think Out of the Box: How to Increase Pediatric Patient Numbers at Primary Care Clinic
Suhail Shaikh, MD, MBA

2:30–3:30 pm

L091: Uncovering the Unseen: Introducing Importance of Ethnography in Integrated Behavioral Health Impact Evaluations
Deepu George, PhD

L092: AI and Machine Learning: What Does It Mean for Primary Care?
Steven Waldren

L093: CPC+: Lessons Learned With Implementation at Michigan Medicine
Kathryn Harmes, MD, MHSA; John Tranfaglia; Anna Laurie, MD

L094: Prior Authorizations Are Ruining Practice: How Should We Respond?
David Swee, MD

L095: Promoting Engagement for the Safe Tapering of Opioids/Benzodiazepines
Paul Hershberger, PhD; Angela Castle, MA, LPCC-S

L096: Sprint! An Optimization Program to Improve Efficiency, Satisfaction, and Teamwork by Rapidly Reducing EHR Burden
Heather Holmstrom, MD; Christine Gonzalez, CSM

L097: Sustaining Success: Developing an Ambulatory Practice Toolkit to Maintain Quality Improvement Gains
John Stoeckle, MD, CHQS; Deborah Bren, DO; Janelle Sharma, DNP

L098: Tales of Transformation: Transitional Care Management
Elise Butkiewicz, MD; Antonia Carbone, PharmD

L099: Team-Based Approaches to Addressing Cost of Medications
Angie Lanigan, RDN; Christina Hester, PhD, MPH

L100: The ABCs of CG CAHPS: An Interactive Session on Improving Patient Experience
Shannon Voogt, MD

Saturday, December 7

3:30–4 pm Refreshment Break With Conference Partners

Last Time to View Poster Session II

Lectures

4–4:30 pm

L101: Transitional Care Management Clinic to Improve Patient Care and Reduce Readmissions

Elvira Mercado, MD; Kim Lynch, MSHI;
Reathea Felder, APRN, MHA

L102: Using “Virtual” Scribes for Note Completion—An Unobtrusive Strategy to Combat Burnout by Improving Note Completion Time

Mark Scott, MD

L103: Using Pay-for-Performance to Reduce Health Disparities: What Have We Learned?

Alex Conway, MPH; Roli Dwivedi, MD

L104: Using Quality Improvement Processes to Increase Behavioral Health Screening at University-Based Primary Care Practices

Katrin Seifert; William Sieber, PhD

4–5 pm

L105: Team-Based Approaches to Transition-of-Care Management

Jennifer Ryal, MD; Margaret Baumgarten, MD; Hemal Patel

L106: The Primary Care Medical Scribe: The Development and Implementation of an Innovative Program and Curriculum

Jacob Anderson, DO; Jeffrey Wolfrey, MD;
Beth Anne Martin; Emily Mallin, MD, FACP

L107: The Third Conversation: A Promising Pathway for Improving Wellbeing for Clinicians and Patients

Deborah Bren, DO; Lauren Sogor, MPH

L108: Two for One: Engaging Physicians and Teams in Quality Improvement Through Performance Improvement Achievement

Robyn Wearner, MA, RD; Elizabeth Bishop, PhD, MS;
Bonnie Jortberg, PhD, RD, CDE

L109: Using the Psychiatric Collaborative Care Management Model to Address Behavioral Health Issues

Thomas Weida, MD; Jane Weida, MD

L110: Your Next Patient is Virtual: Training in Social Determinants

Paul Hershberger, PhD; Yong Pei, PhD; Sabrina Neeley, PhD, MPH; Matthew Davis; Angela Castle, MA, LPCC-S

4:40–5:10 pm

L111: Using the PDSA Cycle for Provider and Team Wellness in a Family Medicine Office

Maritza De la Rosa, MD; Emmanuelle Ruocco;
Chantal Brazeau, MD; Ping-Hsin Chen, PhD

L112: Virtual Visits: Implementing Video Technology to Manage Chronic Conditions in a Family Medicine Residency Clinic

Lauren Snyder, MD

L113: Wellness Curriculum to Cultivate Culture Change: A Residency Program’s Challenging Journey to Wellness

Alicia Markley, PA-C; Jennifer Hammonds, LCSW



Sunday, December 8

7:30–9 am

Conference Registration

7:30–8 am

Coffee Service

8–9 am

Closing General Session



Community-Practice Partnerships for Health

J. Lloyd Michener, MD

Professor of Community and Family Medicine, Director of the Duke Center for Community Research, and Clinical Professor in the Duke School of Nursing
Duke University, Chapel Hill, NC

Improving outcomes within the practice is critically important, but many illnesses have their roots in the community. Community-led programs can powerfully affect these root causes, are already underway in communities across the country, and offer the opportunity for partnerships that have effects far beyond what any practice can achieve. This presentation will discuss and describe lessons learned across several hundred diverse partnerships for establishing, working within, and sustaining practice-community partnerships for health.

Learning Objectives

After the session, participants should be able to:

1. Discuss the dynamics driving multisector partnerships for health
2. Describe examples of successful practice-community partnerships
3. Outline practical steps to take (and avoid) in establishing, working within, and sustaining partnerships with community agencies

9 am

Conference Adjourns



Presentations Tracked by Topic Interest

The conference steering committee has identified sessions within the following audience-topic areas. Use the session code to search online <https://www.stfm.org/conferences/generalinformation/cpqarchives/> or in the mobile app for complete presentation information.

Team-Based Care

Scholarly Topic Roundtable Discussion

B01: Changes in Workflow and Management of No-Shows to Improve Medical Care at a PCMH Residency-Based Medical Clinic

B05: In-Office Emergencies: A Team-Based Approach to a Successful Outcome

B08: Reducing Wait Times in a Family Medicine Residency Ambulatory Clinic Using Lean Six Sigma: Lessons Learned, Tools Applied

Lecture 30-minutes

L060: Behavioral Health Collaborative Care: The Michigan Medicine Model for Integration

L073: Medical Assistant Office Champions for Addressing Social Determinants of Health

Lecture 60-minutes

L036: Complex Case Conference: A Learning Experience in Expanding the System for Better Patient Care and Provider Satisfaction

L054: Growing Certified Medical Assistant Talent

L055: Team-Based Care: Expanding Your Team

L057: Integrating a CHW Into a Residency Clinic: Two Clinics' Learnings

L059: My MA Is My Scribe! Tools to Evaluate and Improve Team-Based Documentation Support

L096: Sprint! An Optimization Program to Improve Efficiency, Satisfaction, and Teamwork by Rapidly Reducing EHR Burden

L105: Team-Based Approaches to Transition-of-Care Management

L109: Using the Psychiatric Collaborative Care Management Model to Address Behavioral Health Issues

Poster Completed Project

P38: A Care Team Approach to Reducing Disparities in Colorectal Cancer Screening Among Hispanics

P41: Challenges of Implementing Open Access Scheduling in an Academic Family Medicine Clinic

P48: Interprofessional Collaborative Practice—Using an Educational Case-Based Exercise as an Intervention and Assessment Tool

Works In Progress Posters

P03: Are No-Show Rates Impacted When Automated Reminder Calls Feature a Clinician's Voice?

P14: From Chaos to Coordination: Strategies for Implementing a Residency Team-Based Complexity Care Model

P15: Having Goals of Care Conversations When They Are Useful: Engaging the Entire Primary Care Team

P21: Implementation of a Protocol for TCM Across a Diverse Outpatient Network Improves Hospital Readmission Rate

P33: Knowledge and Attitudes of Support Staff Toward Group Medical Visits (GMV) at an Academic Family Medicine Health Center

P69: Resident and Staff Education to Improve Culturally Competent and Inclusive Health Care for LGBT Patients

P70: Results of a Family Medicine Practice Redesign to Enhance Team-Based Care

P72: Standardizing Well Child Checks at the Prevea Health Family Medicine Residency in Eau Claire, Wisconsin

Seminar

S01: Family Medicine Resident Engagement in Team Care Clinics: Emerging Best Practices and Lessons Learned

S02: How Does Your Garden Grow? Complex Adaptive Systems and the Cultivation of High Performing Ambulatory Teams

Student and Resident Poster

P53: Development and Implementation of a Collaborative Obstetrical Continuity System in a New Family Medicine Residency

P54: Effect of Patient Outreach, Education, and Follow-Up on Rates of Colorectal Cancer Screening in Underserved Populations

Health Equity

Lecture 30-minutes

L009: So You Are in an ACO, How Do I Manage These High Utilizers?

L018: Changing the Lens: Uncontrolled Type 2 DM in Underserved Populations

L030: Health Care Disparities in a US-Mexico Border City

L086: Taking Pride in Our Patients: Opening LGBT-Friendly Dialogue

L103: Using Pay-for-Performance to Reduce Health Disparities: What Have We Learned?

Health Equity *continued*

Lecture 60-minutes

- L033: A New Approach to Modeling Population Need for Primary Care Services
- L034: A Playbook to Address Social Determinants and Promote Health Equity
- L035: Caring for the Underserved: Addressing A Community's Social Needs Without a Social Worker
- L040: Diabetes Health Partnership: Engaging Vulnerable Patients and Addressing Social Determinants
- L057: Integrating a CHW Into a Residency Clinic: Two Clinics' Learnings
- L110: Your Next Patient is Virtual: Training in Social Determinants

Poster Completed Project

- P38: A Care Team Approach to Reducing Disparities in Colorectal Cancer Screening Among Hispanics

Poster Work In Progress

- P69: Resident and Staff Education to Improve Culturally Competent and Inclusive Health Care for LGBT patients

Seminar

- S05: Social Determinants of Health Use for Improvement of Medical Care in a Community-Based Program

Student and Resident Poster

- P54: Effect of Patient Outreach, Education, Follow-up on Rates of Colorectal Cancer Screening in Underserved Populations
- P55: Geriatrics eConsult Community Resource Portal and Navigation Service in the Los Angeles County Health Care Safety Net

General Conference Information

Conference Location

Sheraton Grand Phoenix Hotel
340 North 3rd Street, Phoenix, AZ 85004

Conference Rate: \$199 single/double (plus taxes)
Reservation Deadline: November 4, 2019. The hotel cannot guarantee the STFM rate after this date.
Reservations (online): <https://book.passkey.com/e/49939822>
Reservations (phone): 866.837.4213. Request the STFM group rate.
General Hotel Questions: 602.262.2500 (not for room reservations)

Make reservations before November 4 to receive the discounted group rate. 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 4 pm. Check-out time is noon. The conference rate may be available 3 days prior 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 reservations as soon as possible to ensure preferred accommodations. Request a confirmation number when making hotel reservation. Ask for a cancellation confirmation when canceling a reservation. A portion of the room rate is rebated to STFM to offset general meeting and information technology expenses.

Hotel Fitness Facilities

The Sheraton Grand Phoenix Hotel fitness facilities are free to all guests of the hotel and are open 24-hours/day.

Ground Transportation

The Sheraton Grand Phoenix Hotel does not provide shuttle service to and from the Phoenix Sky Harbor Airport. Other transportation options include:

Super Shuttle (www.supershuttle.com) fares vary based on type of service. Average round-trip fare from airport to downtown is \$20.

Uber/Lyft are available at Phoenix Sky Harbor Airport, and fares may vary. Average one-way fare from airport to downtown is \$15. Confirm rate before booking.

Taxi services are also available from Phoenix Sky Harbor Airport, and fares may vary. Average one-way fare from airport to downtown is \$20. Confirm rate before hiring.

Air Travel

For assistance in making airline reservations for the conference, call Reward House, Inc., at 877.353.6690 or 816.295.3131. Email questions or travel preferences to jhilburn@rewardhouseinc.com for online assistance. Office hours are 9 am–5 pm CST, Monday through Friday.

CME Credit

Application for CME credit has been filed with the American Academy of Family Physicians. Determination of credit is pending. Preconference workshops on Thursday, December 6 are included in the conference CME. 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 AMA 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
- American Academy 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 November 5, and save \$75. The 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/cpqj

**Conference Refund Policies****Registration Refund Policy (on or before November 5, 2019)**

If a registrant determines they cannot attend a conference for personal or work reasons, requests for refunds must be received in writing by STFM to receive a 50% registration fee refund.

Registration Refund Policy (after November 5, 2019)

If a registrant is unable to attend the conference due to weather, medical, or life emergencies occurring at the time of the conference, they may be eligible for a 50% refund, as defined below:

Weather: If registrant is unable to attend because of a weather emergency due to cancellations by airline or airport, 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.

Medical, death or life-threatening illness pertaining to attendee, spouse, parent, child, grandparent, brother, sister: No refunds will be issued later than 1-week after the conference.

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 non-refundable airline tickets or hotel deposits.

Photo/Video Permission

We will be taking photos and video throughout this conference. By attending, attendees give STFM permission to use images taken at the conference in any electronic or printed communications by STFM for any advertising and promotional purposes. Attendees 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 or email stfmoffice@stfm.org

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If you or someone you know would like to be a 2019 Conference Supporter, please visit this site for more information: www.stfm.org/conferences/cpqi/partnershipssupport/



2019 Conference Steering Committee

STFM extends its gratitude to the conference steering committee for their time and expertise in planning this year's conference.

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Department of Family & Community Medicine, San Antonio



Registration Form Conference on Practice & Quality Improvement

December 5-8, 2019 | Phoenix, AZ

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

Institution: _____

Address: _____

City, State, Zip: _____

Phone: _____ Fax: _____

Email: _____

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

Demographics:

Date of Birth: ____/____/____ Gender: ☐ Female ☐ Male ☐ Other ☐ Prefer not to disclose

Race: (Check all that apply.): ☐ American Indian/Alaskan Native ☐ Asian ☐ Black/African American ☐ Native Hawaiian/Other Pacific Islander ☐ White ☐ Prefer not to disclose

Ethnicity: ☐ Hispanic or Latino ☐ Not Hispanic or Latino

My parents or guardian(s) graduated from college ☐ Yes ☐ No ☐ Prefer not to disclose

Professional Role (Check all that apply.)

☐ Administrator/Manager ☐ Behavioral/Social Science Specialist ☐ CEO/Executive Director ☐ Chief Medical Officer ☐ Coordinator

☐ Dean/Associate or Assistant Dean ☐ Department Chair/Vice Chair ☐ DIO ☐ Fellow ☐ Fellowship Director ☐ Health Educator/Dietician

☐ Medical Assistant ☐ Medical Director ☐ Medical Student Education Director/Clerkship Director ☐ Medical Student Education Faculty

☐ Nurse ☐ Nurse Practitioner ☐ Pharmacist ☐ Physician Assistant ☐ Practicing Physician ☐ QI Specialist ☐ Researcher

☐ Residency Director/Associate Director ☐ Residency Faculty ☐ Resident ☐ Retired ☐ Student ☐ Other: (requires response) _____

So That We May Better Serve You at the Conference (check all that apply):

☐ First-time Attendee

☐ Special Dietary Requirement: ☐ Vegetarian ☐ Gluten-free

☐ Please check here if you **have a disability and may require special accommodation(s)** to fully participate. You will be contacted by conference staff for arrangements.

Emergency Contact: _____ Phone Number: _____

Registration Fee (All fees are in US dollars.):

	By Nov. 5	After Nov. 5 and on-site
<input type="checkbox"/> Practicing or faculty physician	\$470	\$545
<input type="checkbox"/> Other educator/clinician/administrator/staff	\$420	\$495
<input type="checkbox"/> Team Member (each)*	\$320	\$395
<input type="checkbox"/> Resident	\$320	\$395
<input type="checkbox"/> Student	\$320	\$395
<input type="checkbox"/> One Day Registration	\$250	\$325

**3 or more from same practice/residency; does not include physicians/residents*

Preconference Workshops (Additional fees apply.):

Thursday, December 5; 1–5 pm

☐ PR01: Extreme Makeover: Ambulatory Practice Edition 2.0—
Achieving the Quadruple Aim through Transformational
Practice Redesign

Fee: \$150; includes training materials and refreshments. See page 4.

☐ PR02: Dermoscopy: Expanding “Scope” of Practice and
Preventing Skin Cancer Deaths

Fee: \$150; includes training materials and refreshments. See page 4.

What's Included in the Conference Fee

The conference registration fee includes participation in the general sessions, concurrent educational sessions, CME and professional credit hours and meal functions included in the conference schedule.

Fee Calculation

Conference Registration Fee: \$ _____

Preconference Workshop Fee: \$ _____

Total Amount Due to STFM: \$ _____

Method of Payment

☐ Check enclosed, payable to STFM ☐ Mastercard ☐ Visa ☐ AMEX

Card number: _____

CVV: _____ Expiration Date: _____

Name on Card: _____

Billing Address: _____

How to Register

Mail this form with payment to: STFM

11400 Tomahawk Creek Pkwy., Suite 240
Leawood, KS 66211-2672

Or, fax this form with credit card information to 913.906.6096.



11400 Tomahawk Creek Parkway, Suite 240
Leawood, Kansas 66211-2672



Mark your calendar!

**2020 Conference on Practice & Quality Improvement
September 13-16, 2020 • St. Louis, MO**

To better accommodate schedules for our residency faculty and resident attendees and to avoid busy holiday times, the Conference on Practice & Quality Improvement is moving to September.

The 2020 Conference on Practice & Quality Improvement Call for Presentations will be available in December with a deadline in early March, 2020.

Register online at www.stfm.org/cpqi by November 5 and save \$75