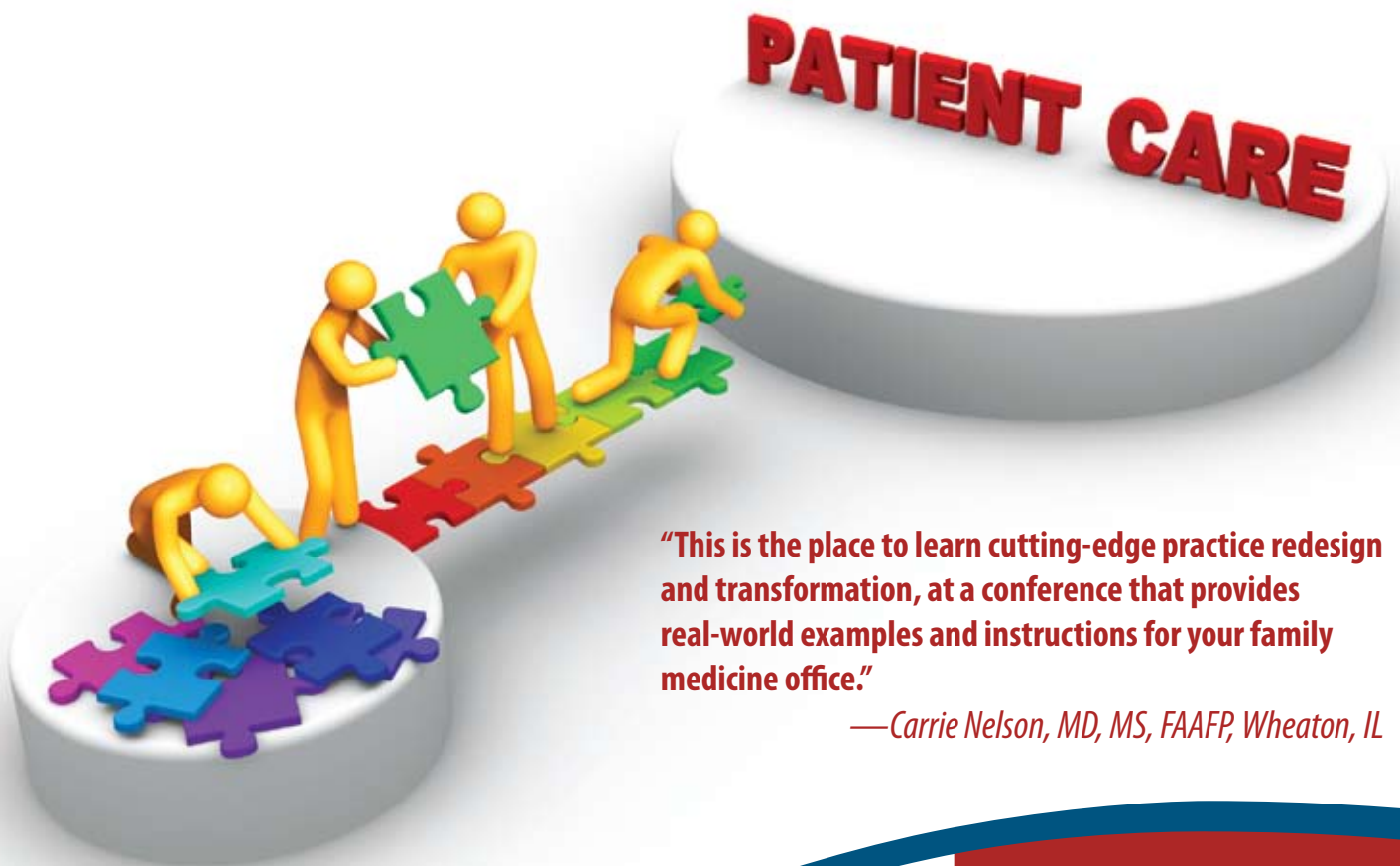


*This one-of-a-kind conference is designed for
the family medicine multidisciplinary team.*

Conference on Practice Improvement

“Assembling the Patient-centered Team”



***“This is the place to learn cutting-edge practice redesign
and transformation, at a conference that provides
real-world examples and instructions for your family
medicine office.”***

—Carrie Nelson, MD, MS, FAAFP, Wheaton, IL

December 2–5, 2010

**San Antonio Grand Hyatt
San Antonio, Texas**

Sponsored by



**AMERICAN ACADEMY OF
FAMILY PHYSICIANS**
STRONG MEDICINE FOR AMERICA

**To register, visit
www.stfm.org/pic or
www.aafp.org/pic**

What the Conference on Practice Improvement Offers You and Your Team...

In our progress in building the Medical Home, an important theme has surfaced—the need for improved patient-centered care and the value of the well-coordinated family medicine multidisciplinary team. The time constraints of modern medical care demand an evidence-based team effort that divides the workload in a manner that utilizes the strengths of various team members to provide accurate, efficient, and timely care of the patient.

The Conference on Practice Improvement showcases the latest research on practice improvement, provides a set of tools for attendees to facilitate practice improvement and practice transformation, and shares best practices and lessons learned from those who have experienced practice improvement and practice transformation. Presenters and participants share the latest success stories and innovations for enhancing primary care practice with the aim of shortening the cycle between innovation and adoption. This sharing process creates dialogue between innovators, stimulating further developments toward a new model of primary care.

Primary care providers, practice staff, researchers, and leaders looking to continuously improve or redesign their practices or test new models of care will find real-world, practice solutions for primary care improvement today. Patient-centered Medical Home and family medicine practice redesign do not compete with other topics for attendees' attention. All members of the practice team can immerse themselves in these topics.

If the past history of the Practice Improvement Conference is an indicator, you'll experience an exceptional collection of presentations during the 2010 conference. We look forward to seeing you in San Antonio!

HOT TOPIC SESSIONS

Map Your Blueprint: The NCQA PCC-PCMH Self-Assessment Rapid Improvement Activity

Aiming Higher: Because Fitness Is Always Good Medicine

Collaborative Care Management for Depression: Using the Team Approach to Improve Quality of Care.

High Impact Changes for Building the Medical Home: The Finance of Medicine

The Patient-centered Medical Home: Can Group Visits Address Pediatric Obesity In Community Health Centers?

AAFP National Research Network Presentations



The Patient-centered Medical Home (PCMH) is the right model, for the right care, at the right time. To learn more about the four building blocks of the PCMH and how you can continue building yours, visit www.aafp.org/pcmh.



CONFERENCE HOST CITY—

SAN ANTONIO, TEXAS

Few cities welcome, enchant, and inspire visitors as passionately as San Antonio. Located in the heart of Texas, the city was recognized by Southern Living magazine's 2009 Readers' Choice Award Winners as a "Best Southern City." A culture with roots in Mexico, Germany, and the Old West combine to provide an "only in San Antonio" experience. The city boasts the perfect combination of entertainment, culture, and history, making it a destination full of things to do and see. Visit the world-famous River Walk, one of the top visitor destinations in Texas, a great venue for networking and entertainment. Indulge yourself in the diverse cuisine options, including innovative Tex-Mex and incomparable barbeque. Step back in time at the historic Alamo. For the outdoors person, the city is the ideal place to start a Texas Hill Country adventure. Offering all this and more, San Antonio's authenticity, vibrancy, and diversity will charm you. For more information, visit www.visitsanantonio.com. AND, check out this special site for special savings during your visit: www.visitsanantonio.com/visitors/save/index.aspx.



The Conference on Practice Improvement is ideal for the entire Medical Home Team

- behavioral medicine professionals
- certified health education specialists
- dietitians
- faculty
- medical assistants
- medical students
- nurses
- nurse practitioners
- patient educators
- pharmacists
- physicians
- physician assistants
- residents

Conference Schedule-at-a-Glance

Thursday, December 2

Noon–5 pm	PRECONFERENCE WORKSHOPS (Additional fees apply; see page 7 for more information.) PR1: Staffing the Medical Home: Hiring, Directing, Supervising, and Evaluating <i>Lynn Schwenzer, MHSA, David Swee, MD, UMDNJ-Robert Wood Johnson Medical School</i> PR2: Understanding the Influence and Importance of Culture and Leadership on Building Effective Practice Teams <i>Ana Elena Jensen, PhD, TransforMED, Leawood, KS; Julie Wood, MD, Cindy McHenry, RN, Goppert Trinity Family Care/Research Family Medicine Residency, Kansas City, MO; Robert Freelove, MD, Alice Brown, RN, Bob Kraft, MD, Smoky Hill Family Medicine Residency, Salina, KS</i>
5–5:30 pm	First-time Attendees' Orientation
5:30–7:30 pm	Opening Reception with Exhibits and Posters

Friday, December 3

7 am–5 pm	Conference Registration
7–8 am	Continental Breakfast with Exhibitors and Poster Presenters
7 am–3 pm	Exhibits and Posters Open
8:15–9:45 am	Conference Announcements— <i>Roger Shewmake, PhD, LN, conference chair</i> Greetings— <i>Perry Dickinson, MD, president, Society of Teachers of Family Medicine</i>
9:45–10:15 am	Refreshment Break in Exhibit Hall
10:15–11:45 am	Concurrent Educational Sessions
11:45 am–12:45 pm	Boxed Lunch in Exhibit Hall
1–4:40 pm	Concurrent Educational Sessions
2:30–3 pm	Refreshment Break: Last chance to visit Exhibits and Posters
6:30 pm	Dine-out Groups (sign-up sheets will be posted at the conference.)

Saturday, December 4

7 am–5:15 pm	Conference Registration
7–8 am	Continental Breakfast with Special Interest Roundtables
8:15–9:45 am	Greetings— <i>Roland Goertz, MD, president, American Academy of Family Physicians</i>
9:45–10 am	Refreshment Break
10–11:30 am	Concurrent Educational Sessions
11:30 am–12:45 pm	Lunch "On Own"
1–5:10 pm	Concurrent Educational Sessions
2:40–3 pm	Refreshment Break

Sunday, December 5

8–11 am	Conference Registration
8–8:30 am	Coffee Service
8:30–9:30 am	Concurrent Educational Sessions
9:30–9:45 am	Refreshment Break
9:45–11 am	CLOSING GENERAL SESSION: "The WellMed Model of the Patient-centered Medical Home and Integrated Care Delivery"— <i>George Rapier III, MD, WellMed Medical Management, Inc., San Antonio, TX</i>
11 am	Conference Adjourns

General Conference Information

HOTEL AND CONFERENCE LOCATION

San Antonio Grand Hyatt

600 East Market Street
San Antonio, TX 78205
Hotel Phone: 210-224-1234

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

Phone Reservations: 888-421-1442 (*Group Code: G-STAA*)

Online Reservations: www.stfm.org/pichotel/

Be sure to make your reservations before November 4 to receive this special group rate. Rooms at this rate may sell out quickly, so book early. Rates do not include state and local sales tax. Reservations must be guaranteed for late arrival 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 is available 3 days prior to and 3 days following the conference, based on space availability at the time the reservation is made. Please note, if conference attendance exceeds expectations, rooms in the conference block may be sold out prior to the cut-off date. Please make your reservations as soon as possible to ensure your preferred accommodations. As a helpful reminder, request a confirmation number when making your hotel reservations. And in the unlikely event that you have to cancel your reservations, please ask for a cancellation confirmation. Remember, Sunday morning can be a very busy time at the hotel registration desk with everyone checking out. You may want to consider using the hotel's express checkout to save time.

CHILD CARE

Contact the Hyatt's concierge desk at 210-224-1234 for a complete list of bonded and licensed services in San Antonio.

AIR TRAVEL

For assistance in making your airline reservations for the conference, please call Reward House, Inc, at 877-353-6690 or 816-295-3131. You can also e-mail your questions or travel preferences to ihilburn@rewardhouse.com or ktimmerberg@rewardhouse.com for online assistance. Office hours are 8 am–5 pm (central time) Monday through Friday.

GROUND TRANSPORTATION

AIRPORT SHUTTLE

S.A. Trans provides 24-hour shuttle service between the San Antonio International Airport and the Grand Hyatt San Antonio for \$18/one-way or \$32/round-trip. The shuttle picks up and drops off at the front entrance of the hotel. Hours: 7 am–1:30am daily. For more information please call 210-281-9900.

TAXI SERVICE

Taxi Service is also available between the airport and hotel, and fares average \$25/one-way. Please confirm fares with the taxi driver. The hotel is approximately 8 miles from the airport.

CAR RENTAL

To better meet your travel needs, a full range of rental car options are available at Kayak, www.kayak.com.

KAYAK provides you multiple travel choices easily by searching the data from hundreds of travel sites at once, and makes it easy to find the rental car that's right for you and your schedule.

CME/CEU CREDIT

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

REGISTRATION

Register by November 5 and SAVE!

After November 5, registration fees increase an additional \$75.

Your registration fee includes: all educational sessions (except preconference workshops), Thursday evening reception, breakfast and lunch on Friday, breakfast on Saturday, and coffee service on Sunday morning. To register, visit www.stfm.org/pic or www.aafp.org/pic

CANCELLATION POLICY

All written cancellations received by November 15 will receive a full registration refund. Written cancellations received November 15-22 are eligible for a 50% refund. No refunds will be made for cancellations received after November 22.

DISCLAIMER

In the unlikely event that this meeting is canceled, AAFP and STFM are not responsible for fees or penalties that conference registrants may have spent on non-refundable airline tickets or hotel deposits.

INTERESTED IN EXHIBITING?

EXPOSURE...CONNECTION...IMPACT

The Conference on Practice Improvement attracts family physicians, residents, nurses, health care professionals, and corporate health care partners who have a keen interest in products and services for practice improvement. Interested in exhibiting? Contact Melody Goller, Exhibits Manager at 800-274-2237, ext. 3134 or mgoller@aaafp.org.

Don't wait—space is limited, and assignments are processed on a first-come, first-serve basis. Call today or visit www.stfm.org/pic and click on "View the Exhibitor Prospectus" to reserve your booth.

SPECIAL THANKS to the 2010 Conference Steering Committee

Roger Shewmake, PhD, LN, Conference Chair
Sioux Falls Family Medicine Residency, Sioux Falls, SD

Carrie Nelson, MD, MS, FAAFP, Conference Cochair
Rush-Copley Family Medicine, Aurora, Ill

Bruce Bagley, MD
American Academy of Family Physicians, Leawood, Kan

Stacy Brungardt, CAE
Society of Teachers of Family Medicine, Leawood, Kan

Lori Foley
American Academy of Family Physicians, Leawood, Kan

Linda Gonzales-Stogner, MD
Esperanza Family Health Center, Estancia, NM

Mary Hartwig, PhD, APN
AHEC Northeast Family Medicine Center, Jonesboro, Ark

Rebecca Malouin, PhD, MPH
Michigan State University

Herbert Young, MD
American Academy of Family Physicians, Leawood, Kan

2010 CONFERENCE PARTNERS

The Conference Steering Committee would like to acknowledge and thank our conference partners for their assistance and support in planning and promoting this year's conference.

The AAFP National Research Network (AAFP NRN) will once again host presentations at the Conference on Practice Improvement. AAFP NRN was pleased to have the opportunity to meet many enthusiastic and engaged clinicians last year and are confident that the second year of collaboration will bring additional opportunities for sharing ideas and learning from colleagues at this valuable and progressive conference.



The AAFP NRN presentations, identified throughout the brochure by a NRN logo, will be interactive discussions of specific research/quality improvement concepts currently under development.

Plan on attending the AAFP NRN reception on Friday evening from 7–9 pm. You can speak with members of the AAFP NRN staff as well as current NRN members. Watch for the green "NRN" ribbons. To find out more about the AAFP National Research Network, visit www.aafp.org/nrn.

Family Practice Management offers a wealth of resources to help family physicians

Family Practice Management

and other primary care physicians to build successful, satisfying practices. In print and online, FPM features advice and tools to help family physicians improve both the business and clinical aspects of their practices through efficient systems of care, accurate coding and billing, effective uses of technology, and high-quality patient care.

Family Practice Management is a proud cosponsor of

the conference's Award for Practice Improvement, offered annually to a primary care practice or practice organization that has made significant improvement in one or more of the following: clinical outcomes, clinical process improvement, patient satisfaction, staff satisfaction, physician satisfaction, or practice efficiency and productivity. Visit FPM online at www.aafp.org/fpm

TransforMED is focused on practice redesign and affiliated with the American Academy of Family Physicians. TransforMED



is studying and implementing transformed models of high-performance practices that meet the needs of both patients and practices. In June 2006, TransforMED launched a 24-month National Demonstration Project (NDP), serving as a "learning lab" to generate new knowledge about the process of practice transformation and to systematically evaluate and compare the effect of two practice transformation approaches on practice and patient outcomes. As results and insights emerge, TransforMED professional staff are using the lessons learned from the NDP to develop services, collaboration tools, and learning opportunities that empower physicians and primary care practices across the country as they implement the TransforMED Medical Home. TransforMED also coordinates a residency demonstration initiative known as P4—P to the fourth power—which stands for Preparing the Personal Physician for Practice. The P4 residency demonstration initiative evaluates and supports innovations in family medicine residencies. To learn more about TransforMED and the TransforMED Medical Home, visit www.transformed.com.

**Thursday, December 2
Noon–5pm**

PR1: Staffing the Medical Home: Hiring, Directing, Supervising, and Evaluating

Lynn Schwenzer, MHSA, David Swee, MD, UMDNJ-Robert Wood Johnson Medical School

A primary goal of the medical home is to create a comfortable environment for both patients and staff. However, family physicians are not usually taught how to manage human resources, even though they have to successfully hire the appropriate people and mold them into effective ambassadors of good will and caring. Clarifying the behaviors needed, writing appropriate job descriptions (particularly for such positions as care coordinators), supervising, providing feedback, and doing performance-based evaluations are all essential skills for creating a positive Medical Home environment.

Through discussion, practice writing, and role play, this workshop will address all of these issues so the attendees can hone their skills in creating an office staff able to meet the demands of the Medical Home.

Additional Fee: \$150. Mark the appropriate box on the registration form on page 18.

Learning Objectives:

- 1) Create a general list of behaviors for employees and providers that will be consistent with the tenets of the medical home
- 2) Integrate these general tenets into existing job descriptions regardless of titles
- 3) Add specific items unique to the job descriptions to create more specific behavior consistent with the medical home philosophy
- 4) Identify new job titles that will be more common in the medical home such as care coordinator, health coach, patient information and/or education resource
- 5) Utilize feedback to direct, supervise, and move employees into these new positions in order to be ambassadors of health care.

CONFERENCE GOALS

- 1) Offer practical skills, information, and resources that will enable attendees to create the Patient-centered Medical Home in their offices.
- 2) Enhance interdisciplinary education and team development that supports practice improvement, and produces optimal self-management support.
- 3) Encourage the creation of interest groups and networks for the exchange of good ideas and best practices in the transformation of outpatient care.

**Thursday, December 2
Noon–5pm**

PR2: Understanding the Influence and Importance of Culture and Leadership on Building Effective Practice Teams

Ana Elena Jensen, PhD, TransforMED, Leawood, KS; Julie Wood, MD, Cindy McHenry, RN, Goppert Trinity Family Care/ Research Family Medicine Residency, Kansas City, MO; Robert Freelove, MD, Alice Brown, RN, Bob Kraft, MD, Smoky Hill Family Medicine Residency, Salina, KS

The goal of this workshop is to provide information on our continued learning around the importance of understanding practice culture and how to change it. Without addressing the influence of practice culture and leadership, the likelihood of practice redesign efforts being sustained decrease significantly.

In describing practice culture, the question to be asked is “How do we do things around here?” The messages that come from an organization’s culture are closely linked to the organization’s strategy and management practices and have a great impact on the people who work there. In this workshop we will work with participants to develop a better understanding of their practice culture, its levers for change, and provide real-life examples (in panel presentations) from two residency practices describing how they used this information to develop project teams and clinical practice teams.

Prerequisite/Preparation for Workshop: Participants should bring answers to these questions to the workshop:

- 1) Do we know where we are going? (Mission)
- 2) Is the practice leveraging their resources to their best advantage?
- 3) Are the people who work in the practice aligned and engaged in their work?
- 4) Who are the practice’s customers, and what do they want or need?

Additional Fee: Single Registration: \$295; Team Registrations: \$150 each (three or more from same setting). Mark the appropriate box on the registration form on page 18.

Learning Objectives:

- 1) Describe key aspects of practice culture that support PCMH transformation.
- 2) Define the attributes of leadership that promote the development of a practice becoming a learning organization.
- 3) Illustrate through exposure to actual practice experiences how effective teams can be built.

General Sessions

Friday, December 3

8:15–9:45 am

“Is the Team Getting It? Classically Simple Ways to Create and Sustain Teams in Primary Care”

Anton Kuzel, MD, MHPE, Virginia Commonwealth University, Department of Family Medicine

Creating and sustaining teams in primary care is the most important element for achieving Patient-centered Medical Homes. The common wisdom is that teams depend on a healthy office culture, yet there is little published practical advice on how to achieve a culture that creates and sustains teams. Drawing on classic approaches to interpersonal relationships and the organization of groups, this talk will provide some behavioral prescriptions that the typical office may use to create new habits, which in turn may eventually lead to insights and a sustainable culture of teamwork.



Anton Kuzel, MD, MHPE, is the Harris-Mayo professor and chair of the Department of Family Medicine at Virginia Commonwealth University, where he has served on the faculty since 1984. His undergraduate and medical degrees are from the University of Illinois. He completed his residency in family medicine at MacNeal Memorial

Hospital in suburban Chicago and concurrently enrolled in a Masters of Health Professions Education program at the Center for Educational Development, University of Illinois at the Medical Center, Chicago. His current research interests include barriers to the delivery of cancer screening services, the nature of medical errors in primary health care, practice performance measurement and management, and facilitating and measuring the impact of practice redesign. He is vice president of the Board of Directors of the Annals of Family Medicine, Inc. He is on the Board of Directors for the physician practice plan at VCU and has served on the NAPCRG Board of Directors for 6 years as chair of the Communications Committee. He is working with the Virginia Academy of Family Physicians to promote practice redesign in Virginia, with the goals of improving access and quality and enhancing the ability of those practices to recruit students to careers in family medicine.

Learning Objectives:

- 1) State the most common dysfunctions of teams in primary care.
- 2) Describe how each dysfunction contributes to mediocre patient care.
- 3) State behavioral strategies for addressing the most common dysfunctions that can be used in most primary care offices.

Saturday, December 4

8:15–9:45 am

“House of Cards or Strong Foundation? Building the Medical Home to Last”

Elizabeth Baxley, MD, University of South Carolina, Department of Family and Preventive Medicine

Transforming traditional medical practice to the Patient-centered Medical Home model requires a fundamental rethinking of how care is delivered at all levels: pre- and post-visit communication, population health focus, office flow efficiencies, use of health information technology, re-evaluation of roles, and greater involvement of the patient and family in decision making. Much like home construction, attention to the myriad of changes that occur in practice transformation must proceed at an appropriate pace and sequencing to avoid unnecessary construction failures and delays. Using the NHS Sustainability Model, this plenary session will focus on pitfalls in practice transformation toward becoming a medical home and how they can be prevented, thus creating a strong foundation for effective and sustainable construction.



Elizabeth Baxley, MD, is chair of the Department of Family and Preventive Medicine at the University of South Carolina. Dr Baxley was previously the director of Faculty Development in USC's Office of Continuing Medical Education and Faculty Development. She has also served as the Department's residency program director and director of Education.

Her work over the last 6 years has focused heavily in the development and implementation of the Patient-centered Medical Home and its actualization within University Specialty Clinics. She is a nationally known leader in this area and is frequently invited to speak on ambulatory QI and the PCMH across the country. She has codirected two regional academic collaboratives of multiple teaching practices from SC, NC, and Virginia. She has also achieved individual NCQA recognition for diabetes care, and her department's teaching practice was recognized as a Level III PCMH by NCQA in early 2010. Most of her recent scholarly work has been on the outcomes associated with practice redesign.

Dr Baxley has been honored with a number of distinctions, including three teaching advancement awards from USC, the Halford Award for Leadership in Humane Education, and the American Academy of Family Physicians Exemplary Teaching Award. She is currently a Bishop Fellow, sponsored by the STFM Foundation.

Learning Objectives:

- 1) State the components of the medical home model that are different from traditional practice.
- 2) Describe knowable pitfalls of practice change and how to manage these proactively.
- 3) Use the theories established in the NHS Sustainability Model to plan for effective and sustainable practice change.

Sunday, December 5
9:45–11 am

“The WellMed Model of the Patient-centered Medical Home and Integrated Care Delivery”

George Rapier III, MD, chairman and CEO, WellMed Medical Management, Inc, San Antonio, TX

WellMed’s model for providing services is geared toward achieving better quality of care for the patient, controlling health care costs, and providing additional benefits and services for Medicare Advantage patients. This model helps doctors and their staffs provide quality services in a cost-efficient manner that has proved sustainable over the years. WellMed’s founder, Dr Rapier, will present the various components of their health care system, including the business model and their utilization management program and their approach to patients called Patient Touch. In addition, he will describe the Health Right program and its purpose, which is to identify patients with chronic diseases, to manage these conditions more effectively through education and care coordination, and to decrease, prevent, or reverse the progression of chronic diseases.

Learning Objectives:

- 1) Describe the WellMed model.
- 2) Describe how the WellMed model was developed and implemented.
- 3) Identify benefits of the WellMed model of care.



George Rapier III, MD, is chairman and CEO of WellMed Medical Management, Inc, a diversified healthcare company that he founded in 1990. It is South Texas’ largest physician-owned practice management company, specializing in senior health care, and the largest primary care provider for seniors in the region. Dr Rapier spearheaded implementation of a groundbreaking

electronic medical records (EMR) project at the medical group practice in October 1994. Most recently, WellMed helped develop a completely portable and personal EMR that patients carry so caregivers can have the latest critical medical facts sourced from the Physician EMR.

Modern Physician has praised Dr Rapier’s accomplishments as a business leader, medical innovator, and, particularly, his commitment to the community. He also created the non-profit WellMed Charitable Foundation, which supports seniors and their caregivers in San Antonio with special emphasis on wellness, prevention and living with chronic illness.

Since 1985, Dr Rapier has been an assistant professor of medicine at the UT Health Science Center. He serves as a Board director for the San Antonio Council on Alcohol and Drug Abuse and Boysville of Texas.

SESSION FORMATS

Seminars

Purpose: To give 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.

Lectures

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

Papers

Purpose: To present research or programs for educating health professionals or patients. 30 minutes.

Posters

Purpose: To provide an opportunity for one-on-one discussion of a presenter’s innovative project or research in practice improvement through health information or patient education. Visit with poster presenters at the Thursday evening reception, and at breakfast, lunch, and refreshment breaks on Friday.

Special Interest Roundtable Discussions

Purpose: To share information, experiences, and ideas at Saturday’s breakfast roundtables. Leaders will briefly present the topics and then facilitate discussion. 60 minutes.

Concurrent Educational Session Scheduling:

The Conference Steering Committee considered a variety of “hot topics” related to the Patient-centered Medical Home while developing this program, as well as the variety of interests of conference attendees. While you are the best judge of what meets your needs, please note that sessions related to the following topics have been scheduled throughout the conference to better accommodate your personal interests and schedule:

- National Committee for Quality Assurance
- Using registries and care coordination
- Finance and business
- Information technology/electronic health records
- Team development
- Patient experience
- Teaching and tools
- Care design

Concurrent Educational Sessions

Friday, December 3
10:15–11:45 am

SEMINARS

S1: Tales of the Construction Crew: How to Roll Out the Blueprints of Your Medical Home

Julie Wood, MD, Stephen Salanski, MD, Donna Forgey, PhD, Cindy McHenry, RN, Jessica Mowry, MD, Goppert Trinity Family Care/Research Family Medicine Residency, Kansas City, MO

S2: Conducting Longitudinal Cohort Studies in Practice-based Research Networks

Sandra Burge, PhD, University of Texas HSC at San Antonio; Tamara Armstrong, PsyD, Christus Santa Rosa FMR, San Antonio, TX; Terrell Benold, MD, Austin Medical Education Program, Austin, TX; Robert Wood, DrPH, Jason Hill, MS, University of Texas HSC at San Antonio



S3: Utilizing Practice Enhancement Assistants (PEAs) to Improve Quality of Care and Research

Chester Fox, MD, SUNY at Buffalo; Cheryl Aspy, PhD, Zsolt Nagykalai, PhD, University of Oklahoma; Kathryn Glaser, MS, SUNY at Buffalo; James Mold, MD, MPH, University of Oklahoma

S4: Making “Meaningful Use” Truly Meaningful to Our Patient-centered Medical Home With a Quality Data Team

Scott Fields, MD, MHA, Brett White, MD, Oregon Health and Science University

S5: Integration of Clinical Pharmacy and Mental Health: Beyond Co-location

Erika Steinbacher, MD, Jerome Nymberg, MD, Sandy Robertson, PharmD, Cheryl Masters, PhD, Cabarrus FMR, Concord, NC

S6: Establishing Advanced Directives Using Video Patient Education in the Office Practice

Arnold Goldberg, MD, Brown Medical School; Kathy Kastner-Berne, CEO, HealthTV, Toronto

Friday, December 3
1–2:30 pm

SEMINARS

S7: Future Collaboration Between Family Medicine and Community Resources in Preventive Care

Elizabeth Stewart, PhD, Angela Lanigan, MPA, American Academy of Family Physicians, Leawood, KS



S8: Group Medical Visits Powered by the Family Physician Office Team

Edward Shahady, MD, St Vincent's FMR, Fernandina Beach, FL

S9: A Resident-led Family Medicine Program and Clinic Redesign: Developing a Patient-centered Medical Home

John Cawley, MD, Mimi Choate, MD, Austin Bailey, MD, Kristen Bene, MS, Fort Collins FMR, Fort Collins, CO

S10: Preparing the Next Generation: Integrating Chronic Care and Community Health Worker Models Into Family Medicine

Loredana Ladogana, MD, Romelia Rodriguez, AA, Bronx Residency in Urban Family Medicine, Bronx, NY

S11: Aiming Higher: Because Fitness Is Always Good Medicine!

Sarah McMullen, MEd, CHES, ICCE, American Academy of Family Physicians, Leawood, KS

S12: Medical Group Visits: The Ultimate Medical Home Team Sport

Konrad Nau, MD, Sarah McLaughlin, MD, Aaron McLaughlin, MD, David Baltierra, MD, West Virginia University Rural FMR

S13: Map Your Blueprint: The NCQA PCC-PCMH Self-assessment Rapid Improvement Activity

Debbi Barnett, RN, MS, FNP-C, Colorado Clinical Guidelines Collaborative, Lakewood, CO; Tracy Hofeditz, MD, Belmar Family Practice, Lakewood, CO

NOTE: This session is limited to 30 participants: six practice teams (up to five team members per practice). Preregistration is required. Please mark appropriate box on the registration form on page 18.)

Friday, December 3
3–3:30 pm

PAPERS

PA1: Securing the Future: Utilizing IHI Open School to Develop Curriculum in Patient Safety and Quality

Elizabeth Baxley, MD, Ross Hilliard, BS, Sam Crutcher, MD, University of South Carolina

PA2: Productivity Reporting as a Method to Improve Productivity in a Family Medicine Residency Program

Eric Schneider, PharmD, Ronald Brimberry, MD, AHEC Northwest Family Medicine Residency, Fayetteville, AR

PA3: Selecting Literacy-appropriate Patient Education Materials: Lessons Learned From Medical Students

LuAnne Stockton, BA, BS, Susan Labuda-Schrop, MS, Brian Pendleton, PhD, Northeastern Ohio Universities College of Medicine; Janet Raber, BSN, RN, Summa Health System Family Practice, Akron, OH

PA4: Improving Resident Diabetes Care Using an EMR and a Team Approach

Andrew Morris, MD, Hendersonville FMR/MAHEC, Hendersonville, NC

PA5: It's Going to Get Worse Before It Gets Better: Be Prepared!

Keith Shealy, MD, Missy Belk, LPN, Netra Todd, MOA, Mackey Family Practice, Lancaster, SC

PA6: Where Psychology and Technology Meet: How to Successfully Implement or Revise an EMR

Lee Chambliss, MD, MSPH, Michelle Kane, PsyD, Moses H. Cone Memorial Hospital FMR, Greensboro, NC

PA7: Will the Patient-centered Medical Home Solve Our Problems? From Disease-driven Therapy to Goal-directed Care

Zsolt Nagykalai, PhD, James Mold, MD, MPH, University of Oklahoma

PA8: A Little Friendly Competition: The Stealth Method to Build Patient-centered Teams

Natawadee Young, MD, Anne Cook, MD, AnMed Health FMR, Anderson, SC

PA9: A Patient-centered Team's Experience Facilitating Group Prenatal Care Visits

Elisabeth Righter, MD, Shawn Boogaard, MSE, Erin Riesenweber, RN, University of Wisconsin Fox Valley FMR, Appleton, WI

PA10: The Development of a Nonmalignant Pain Management Guideline and a State-wide Narcotic Registry

Edward Bujold, MD, Family Medical Care Center, Granite Falls, NC

Friday, December 3
3:40–4:40 pm

LECTURES

L1: Collaborative Care Management for Depression: Using the Team Approach to Improve Quality of Care

Kurt Angstman, MD, Mayo Family Medicine Program, Rochester, MN

L2: High Impact Changes for Building the Medical Home: The Finance of Medicine

Angela Gandolfo, MBA, Thomas Balsbaugh, MD, Nora Perkins, BS, Joanna Fields, MD, Ashby Wolfe, MD, Kristin Setliff, MD, University of California-Davis

L3: Centering Pregnancy: Teaching Residents the Power of Group Prenatal Care

Kathleen Kearns, MD, Stanislaus FMR, Modesto, CA

L4: A Tool for Successful Chronic Pain Management: A Controlled Substances Peer Review and Advisory Group

Brian Arndt, MD, Stephanie Berkson, MPA, University of Wisconsin

L5: "I Have Pain Everywhere!" A Team Approach to Chronic Pain Management in Primary Care

Holly Binnig, MD, Heidi Wenger, PharmD, Lehigh Valley Hospital FMR, Allentown, PA

L6: Clinical and Financial Reasons to Offer Diabetes Group Visits in Your Practice

Paul Dake, MD, McLaren FMR, Flint, MI

L7: Benefits of Integrating Mobile and Web Technology Into the Patient-centered Team

Floyd Willis, MD, Scott Simmons, MD, Jessie Sperrazza, BS, Sandra Argenio, MD, Mayo FMR, Jacksonville, FL

L8: A Multidisciplinary Approach to Caring for Geriatric Patients

Fulvantiben Mistry, MD, E.A. Conway Family Practice, Monroe, LA

L9: Renovation and Remodeling: Transforming the Traditional Residency-based Practice Into a Modern Medical Home

Christina Milano, MD, Erwin Teuber, PhD, Oregon Health and Science University

Saturday, December 4
10–11:30 am

SEMINARS

S14: Building a Solid Foundation of Coding and Documentation Principles for the Medical Home

Thomas Waller, MD, Todd Brinker, MD, Mayo FMR, Jacksonville Beach, FL

S15: Motivational Interviewing Strategies in Practice Team Care to Help Patients With Diabetes With Behavior Change

Chester Fox, MD, SUNY at Buffalo; Elizabeth Stewart, PhD, American Academy of Family Physicians, Leawood, KS

S16: Making Tracks Toward Improved Care Management: A Test Tracking Rapid Improvement Practice Activity

Karen Frederick-Gallegos, BA, Colorado Medical Society; Debbi Barnett, RN, MS, FNP-C, Colorado Clinical Guidelines Collaborative, Lakewood, CO; Chet Seward, MA, Colorado Medical Society

S17: What Is Dartnet (Distributed Ambulatory Research in Therapeutics Network) and How Does It Work?

Wilson Pace, MD, University of Colorado Health Science Center; Deborah Graham, MSPH, American Academy of Family Physicians, Leawood, KS



Seminars continue on next page

Concurrent Educational Sessions

Saturday, December 4
10–11:30 am

SEMINARS (Cont'd)

S18: From Framework to Practice: Enhancing Delivery of Clinical Preventive Care Through the Medical Home Model

Priti Mody-Bailey, MD, MA, Community Medicine Associates, San Antonio, TX; Theresa DeLaHaya, RN, MPH, Linda Hook, RN, University Health System, San Antonio, TX; Suhaib Haq, MD, Community Medicine Associates, San Antonio, TX; Camerino Salazar, MS, University Health System, San Antonio, TX

S19: Building PCMH Sustainability Through Training Internal Quality Improvement Leaders

Bonnie Jortberg, MS, RD, CDE, University of Colorado Health Science Center, Lakewood, CO; Nicole Deaner, MSW, Colorado Clinical Guidelines Collaborative; Caitlin O'Neill, MS, RD, Perry Dickinson, MD, University of Colorado Health Science Center

Saturday, December 4
1–2 pm

LECTURES

L10: Clinical Pharmacy Services Integration Into the Patient-centered Medical Home

Hildegard Berdine, PharmD, Duquesne University

L11: Hospital to Home: Perfecting Transitions

Ann Skelton, MD, Mary McDonough, RN, Maine Medical Center FMR

L12: Patient-centered Office Teams: The Missing Link for Medical Home Certification

Edward Shahady, MD, Helena Karnani, MD, St Vincent's Family Medicine Residency Program, Fernandino Beach, FL

L13: Informing Practice Redesign With the Patient Assessment of Chronic Illness Care in a Diabetes Collaborative

Daniel Mullin, PsyD, University of Massachusetts Medical School FMR; Courtney Jarvis, PharmD, Massachusetts College of Pharmacy and Health Science

L14: Getting a Grip on Patient Numbers, Panel Sizes, and Continuity in a Residency Practice

William Lovett, MD, Ellen Johnson, MD, Good Samaritan Hospital/Penn State University

L15: The Transformation of a Network of Houston Community Health Centers Into Patient-centered Medical Homes

Brian Reed, MD, Baylor College of Medicine; Jose Bayona, MD, MPH, University of Texas-Houston Medical School; Robert Trenchel, DO, Harris County Hospital District, Houston, TX

L16: Transforming Visit Management to Population Management: Building a Quality Medical Home in an FM Residency

William Warning, MD, CMM, Kathleen Hill, CRNP, MSN, Crozer-Keystone FMR, Springfield, PA

L17: Implementing the Patient-centered Medical Home for Diabetes Care: Facilitating Practice Redesign

Michael Parchman, MD, Nedal Arar, PhD, Polly Noel, PhD, Raquel Lozano-Romero, MD, Krista Bowers, MD, University of Texas HSC at San Antonio

Saturday, December 4
2:10–2:40 pm

PAPERS

PA11: Integrating Behavioral Health in the Residency Practice: Med Psych Clinic

Bethany Picker, MD, Christine Gray, PsyD, Jennifer Fish, LSW, Central Maine Medical Center FMR, Lewiston, ME

PA12: The Pharmacist's Role in a Residency-based Patient-centered Medical Home

Eric Schneider, PharmD, Jonell Hudson, PharmD, Lois Coulter, PharmD, AHEC Northwest FMR, Fayetteville, AR

PA13: Multidisciplinary Quality Improvement Team Approach to Improved A1cs Through Intensive Care and Enhanced Office Efficiency

Shay Phillips, PharmD, BCPS, CMC Mercy Elizabeth Family Medicine, Charlotte, NC

PA14: Crawling Before They Walk: Introducing Quality Improvement to Interns

Samuel Crutcher, MD, Chuck Carter, MD, Palmetto Health Alliance/University of South Carolina

PA15: Embedding Clinical Pharmacists in Your Medical Home

Debra Manning, MD, Leah Soley, MD, Pensacola Naval Hospital, Pensacola, FL

PA16: Who Wants to Get Their Care in a PCMH?

David Schneider, MD, MSPH, Gillian Stephens, MD, William Manard, MD, Eric Armbrecht, PhD, St. Louis University School of Medicine

PA17: Medication Reconciliation: The Boring Reality of Getting It Right for Patient Safety and Adherence

Kristen Rundell, MD, Miriam Chan, PharmD, Riverside Methodist Family Practice, Columbus, OH

PA18: Home Visits: Filling the Quality Gaps Between the Hospital and the PCP

Jessica Macrie, DO, MPH, Mark Robinson, MD, Cabarrus FMR, Concord, NC

PA19: Prenatal Care 2010: Utilization of a Customized, Computerized Pregnancy Data Management and Decision Support Program

Timothy Heilmann, MD, Williamsport Hospital FMR, Williamsport, PA

**Saturday, December 4
3–4 pm**

LECTURES

L18: Revitalizing Group Visits: How to Tailor Group Visits to Better Fit Your Practice

Brooke Salzman, MD, Nancy Brisbon, MD, Victor Diaz, MD, Janis Bonat, NP, Mona Sarfaty, MD, George Valko, MD, Kathleen Hilbert, RN, Jefferson Medical College

L19: Designing a Residency-based Medical Home: The Navy Approach

Debra Manning, MD, Pensacola Naval Hospital, Pensacola, FL

L20: Transforming Frontline Staff Into Quality Leaders: A Dartmouth-Hitchcock Regional Primary Care Vision

Linda Patchett, RN, MBA, Regional Primary Care Center, Lebanon, NH; Catherine Pipas, MD, Dartmouth Medical School; Virginia Reed, PhD, Tanushree Vashist, MS, MPH, Regional Primary Care Center, Lebanon, NH

L21: Researching the Impact of Co-located Mental Health Providers in Primary Care Using Electronic Medical Records

Benjamin Miller, PsyD, University of Colorado Health Science Center



L22: Belleville Microsystem Team: “One Step at a Time—Redesigning a Practice”

David Deci, MD, University of Wisconsin; Lynn Evans, Belleville Clinic, Belleville, WI; Michael McGrew, BS, University of Wisconsin Medical Foundation

L23: Turning on the Care Coordination Switch in Rural Primary Care

Lyle Fagnan, MD, David Dorr, MD, MS, Paul McGinnis, MPA, Melinda Davis, MA, PhD, Oregon Health and Science University

L24: The Medical Home Team: Connecting Providers and Patients

David Willis, MD, Ocala West Family Medicine, Ocala, FL

L25: Successes and Lessons Learned: A Project to Transition Practices to the PCMH Model of Care

Cari Miller, MSM, New Jersey Academy of Family Physicians

**Saturday, December 4
4:10-5:10 pm**

LECTURES

L26: Breaking Ground With Patients in Self-management Problem Solving—While You Build the Medical Home

Debbi Barnett, RN, MS, FNP, Colorado Clinical Guidelines Collaborative, Lakewood, CO; Lynnzy McIntosh, BA, Consortium for Older Adult Wellness, Lakewood, CO

L27: The WellMed Care Companion Program: Empowering Patients to Become Managers of Their Own Health Care

Michelle Henry, MSN, RN, Margie Gomez, RN, BSN, Robin Eickhoff, MD, WellMed Medical Management, San Antonio, TX

L28: Teaching Residents to Be Agents of Change by Creating PCMH Teams

Jeffrey Mathieu, MD, Kathleen Straubinger, RN, BSN, Lehigh Valley Hospital FMR, Allentown, PA

L29: The Patient-centered Medical Home: Can Group Visits Address Pediatric Obesity in Community Health Centers?

Erica McClaskey, MD, MS, Georgetown University; Jay Lee, MD, Amber Koch-Laking, MD, University of Colorado Health Science Center; Christina Morgner, BA, Operation Frontline, Denver, CO

L30: Activities of the AAFP National Research Network for Members and Interested Clinicians

Wilson Pace, MD, University of Colorado Health Science Center; James Galliher, PhD, Deborah Graham, MSPH, American Academy of Family Physicians, Leawood, KS



L31: To Tweet or Not to Tweet? That Is the Question

David Baltierra, MD, William Lewis, MD, David Roelkey, MD, West Virginia University Rural FMR

L32: It Takes a Village to Change a Process: A Health Systems Approach to Practice Improvement

Karl Kochendorfer, MD, Phillip Vinyard, MHA, MBA, MDiv, Donna Neal, RN, Rhonda Polly, MSN, APRN, ACNS-BC, Janice Gace, LPN, University of Missouri-Columbia School of Medicine

Concurrent Educational Sessions and Posters

Sunday, December 5
8:30–9:30 am

LECTURES

L33: Improving Diabetes Care in a Family Medicine Residency Clinic Using Go! Diabetes and Metric
Anam Tharoo, MD, Rajasree Nair, MD, Leslie Tingle, MD, Baylor Family Practice at Garland

L34: Bringing Mental Health Back Home: Behavioral Health Collaboration in the Patient-centered Medical Home
Katherine Sanchez, MSSW, University of Texas-Dallas; Eduardo Sanchez, MD, MPH, Blue Cross and Blue Shield, Richardson, TX

L35: Hut, Hut, Hut! Huddling With Residents for Efficiency, Education, Happiness, and Maybe Even Extra \$\$\$
William Lewis, MD, David Baltierra, MD, Adrienne Zavala, MD, David Roelkey, MD, Cheryl Shaw, DO, West Virginia University Rural FMR

L36: Using the Results of Medical Office Survey on Patient Safety Culture (MOSOPS) to Assist Practices in Developing a Team-oriented Medical Home
Lyle Fagnan, MD, Oregon Health and Science University; Joann Sorra, PhD, Paula Lipman, PhD, Westat, Rockville, MD; Nancy Rollins, BA, Oregon Health and Science University

POSTER PRESENTATIONS

Poster presenters will be available to discuss their presentations during the times noted below.

Thursday, December 3 from 5:30-7 pm with Exhibits and Welcoming Reception; and Friday, December 4 from 7 am–3 pm with Continental Breakfast, Boxed Lunch, and Refreshment Breaks

P1: Efficacy of an Individual Patient Self-management Intervention in a Population of Type 2 Diabetics

Sally Weaver, PhD, MD, McLennan County Family Practice, Waco, TX; Ben Collins, BS, University of Oklahoma

P2: Transforming the Role of the Medical Assistant in an Academic Health Program

Angela Gandolfo, MBA, Kristina McCoy, Teresa Reynaga, MA, University of California-Davis

P3: Utilizing a Hospital-based Electronic Information System to Expand the Merit Program

Dosha Cummins, PharmD, Mary Hartwig, PhD, APN, Tom Frank, PharmD, Ron Cole, MBA, CMPE, Scott Dickson, MD, Kasey Holder, MD, Scott Laffoon, MD, Michael Mackey, MD, Elaine Gillespie, MD, Shane Speights, DO, University of Arkansas

P4: Examining the Efficiency of a Primary Care Clinic Serving the Poor and Underserved

Rhondda Waddell, PhD, Gina Murray, LMHC, Patrick Lynn, University of Florida

P5: Medical Home Implementation at a Military Hospital: How Can This Relate to Me?

Greg Thier, MD, Naval Hospital, Beaufort, SC

P6: Acute Care of Elders Unit as a Model for Outpatient Interdisciplinary Patient-centered Care

Barbara Roehl, MD, MBA, Underwood-Memorial Hospital, Woodbury, NJ

P7: A Family Medicine Training Site/Family Nurse Practitioner Doctoral Program Partnership in Quality Improvement Education

Victoria Gorski, MD, Montefiore Medical Center; Lucille Ferrara, FNP, Pace University

P8: Developing a Program for Caring for Patients on Controlled Substances in a Residency Program

Arnold Goldberg, MD, Brown Medical School

P9: Partnering With School of Pharmacy to Implement Interdisciplinary Care in Long-term Care Setting

Amy Trelease-Bell, MD, Amy Stump, PharmD, Janelle Krueger, PharmD, University of Wyoming

P10: Clinical Microsystems: Reshaping the Residency Clinic and Resident Education

Bethany Picker, MD, Edmund Claxton, MD, Central Maine Medical Center FMR, Lewiston, ME

P11: Provider-produced Educational Videos in a Family Medicine Residency Clinic

Anthony Cloy, MD, David Norris, MD, Shannon Pittman, MD, Jeremy Wigginton, MD, Lisa Carlson, RN, BSN, University of Mississippi

P12: All for One, One for All: Value of Small Teams in Residency Family Medicine Clinics

Robert Kraft, MD, Alice Brown, RN, Smoky Hill FMR, Salina, KS

P13: Does Patient Education Reduce Non-emergent Visits to the ED?

Rashmin Adesara, MD, Jeanne Spencer, MD, Conemaugh Memorial Medical Center FMR, Johnstown, PA

P14: Guiding Primary Care Practices Within an Academic Medical Center Through the NCQA Application Process

Virginia Reed, PhD, Catherine Pipas, MD, Dartmouth Medical School; Daena Petersen, MD, Tanushree Vashist, MPH, Dartmouth-Hitchcock Regional Primary Care Center

P15: Building 23 Medical Home Practices Within an Academic Medical Center

Catherine Pipas, MD, Dartmouth Medical School; Tanushree Vashist, MS, MPH, Linda Patchett, RN, MBA, Dartmouth-Hitchcock Regional Primary Care Center

P16: Patient Care Flow—Opportunities for Care Management

Nancy Brisbon, MD, Brooke Salzman, MD, Victor Diaz, MD, Janis Bonat, NP, Mona Sarfaty, MD, Kathleen Hilbert, RN, Jefferson Medical College

P17: Care Management and the Medical Home

Kathleen Hilbert, MSN, RN, Brooke Salzman, MD, Nancy Brisbon, MD, Janis Bonat, NP, Jefferson Medical College

P18: Reconfiguring Nurse Staffing for Efficiency, Cost, and Preventive Services

Jonathon Berg, MD, Stacie Avdem, RN, Valley Community Health Centers, Northwood, ND

P19: Development of a Multidisciplinary Geriatric Education Program

Marcia Ditmyer, PhD, MS, MBA, CHES, Susan VanBeuge, DNP, APN, FNP-BC, Connie Mobley, PhD, RD, University of Nevada

P20: Revamping the Little Black Bag in Family Medicine Residency Education: Home Visit Project

Tochi Iroku-Malize, MD, MPH, SFHM, Christopher Magnifico, MD, Jonathan Schaul, PhD, Mayur Rali, MD, Rosario Vesey, MD, Southside Hospital Family Practice, Islip, NY

P21: Improved Monitoring of Patients on Antidepressants: An Interdisciplinary Quality Improvement Program

Casey Gallimore, PharmD, Kenneth Kushner, PhD, University of Wisconsin

P22: The HOME Program: 10 Years of Medical Home Experience in Patients With Developmental Disabilities

Wilhelm Lehmann, MD, Dean Weedon, MS, Josette Dorius, RN, MPH, Robert Bucciere, MSW, LCSW, University of Utah

P23: Assessment of Pharmacy and Medical Students' Perceptions of an Interdisciplinary Case-based Learning Exercise

Kristin Horning, PharmD, Corrine Ganske, MD, Iowa Lutheran Hospital Family Medicine Residency Program, Des Moines, IA

P24: Quality Improvement for Child Health Promotion: Reach Out and Read as a Model

Sonya Dominguez, MD, St Vincent's FMR, Orange Park, FL; Regina Roberson, BSW, Reach Out and Read, Boston, MA; Lee Sanders, MD, University of Miami

P25: Improving Early Literacy Promotion in Family Medicine

Sonya Dominguez, MD, St Vincent's FMR, Orange Park, FL

P26: Improving Access to Care: The Role of CHWs in Home-based Primary Care

Marcella Scaccia, MD, Romelia Rodriguez, BA, Lopez Jose, MD, Josh Lee, John Reich, MD, Bronx Residency in Urban Family Medicine, Bronx, NY

P27: Home-based Primary Care: Community Health Workers as Promoters of Health and Aging

Romelia Rodriguez, BA, Jose Lopez, MD, MPH, Doug Reich, MD, Monica Mikhail, Bronx Residency in Urban Family Medicine

P28: The Development of a Geriatric Health Care Maintenance Report Card

Anna Clarissa Araw, MD, Marcella Scaccia, MD, Albert Einstein College of Medicine; Doug Reich, MD, Bronx Residency in Urban Family Medicine, Bronx, NY

P29: Developing Core Competencies in Home-based Primary Care for Community Health Workers

Paul Beach, MD, Romelia Rodriguez, BA, Anil Gogineni, MD, Bronx Residency in Urban Family Medicine, Bronx, NY

P30: Herding Cats: Implementing Group Clinics in Small Primary Care Practices With Few Resources

Raquel Lozano Romero, MD, MPH, Michaela Robertson, MS, Nedal Arar, PhD, Kirista Bowers, MD, John Zeber, PhD, Polly Noel, PhD, Michael Parchman, MD, University of Texas HSC at San Antonio

P31: Activating Change in Primary Care Clinics: Preliminary ABC Intervention Study Results

Michaela Robertson, MS, Raquel Romero, MD, Nedal Arar, PhD, Kirista Bowers, MD, Michael Parchman, MD, University of Texas HSC at San Antonio

Posters continue on next page

Posters and Special Interest Roundtable Discussions

P32: The Houston Service Workers Clinic and the Patient-centered Medical Home

Adriana Linares, MD, DrPH, Baylor College of Medicine; Krisset Loya, BA, University of Texas; Margaret Hancock, RN, Atma Ram, MS, MBA, Baylor College of Medicine; James Nadler, MD, CIGNA Corporation, Houston, TX; John Rogers, MD, MPH, MEd, Baylor College of Medicine

P33: Say What? Trends in Prescription Drug Nomenclature in Military and Civilian Residency Programs

Christopher Baranyk, DO, DeWitt FMR, Ft. Belvoir, VA; Courtney Mapes, MD, OSAN AFB, South Korea

P34: Making the Critical Shift: Creating a PCMH Team in a Complex University Residency-based Practice

Barbara Kelly, MD, Jeff Raikes, BS, Cory Gorski, BS, MS, Anna Svircev, MD, University of Colorado FMR

P35: The Interprofessional Team: Who, Why, and What Do They Do in the PCMH?

Gillian Stephens, MD, David Schneider, MD, MSPH, Saint Louis University; Natalie Brooks, PharmD, St Louis College of Pharmacy; Sherry Muir, MOT, OTR/L, Occupational Science and Occupational Therapy, St. Louis, MO; Ellen Gruszczynski, RN, BSN, MPH, Saint Louis University

P36: Patient Satisfaction With "Team-based Care"

Philip Whitecar, MD, Mary Rodes, MD, Wright State University

P37: Avoiding Hospital Readmission: Using a Predictive Model to Drive Coordinated Care

Gregory Garrison, MD, Megna Mansukhani, MD, Amy Couch, MD, Leslie Michaud, MD, Anna Caro, MD, Mayo FMR, Rochester, NY

P38: New Team Members: Pharmacists and Nurses as Chronic Care Managers in a Community Clinic Setting

Sol Teresa Esteban, MD, Sonja Kaubisch, PharmD, Leslyn Watson, MSN, Tawnya Dozier, MD, Mark Sanders, MD, Marcie Levine, MD, Santa Clara Valley Medical Center

P39: Do Patients Ask Questions of Their Family Physician?

Brian Pendleton, PhD, Susan Labuda-Schrop, MS, LuAnne Stockton, BA, BS, Northeastern Ohio Universities College of Medicine

P40: Practice Characteristics and Success at Implementing QI Activities: The Metric and PEF Evaluation Project

Brian Manning, MPH, James Galliher, PhD, Angela Meers-Lanigan, MPA, Mindy Spano, American Academy of Family Physicians, Leawood, KS

P41: Practice Participation in Quality Improvement Project Improves Clinician and Staff Health and Morale

Angela Meers-Lanigan, MPA, American Academy of Family Physicians, Leawood, KS

**Saturday, December 4
7–8 am**

SPECIAL INTEREST ROUNDTABLE DISCUSSIONS

The following presentations/discussions will be offered with the continental breakfast on Saturday morning. We encourage attendees to design and add other "common interest" discussion topics to be presented this morning at the conference.

B1: The Latin Model: A Novel Approach for Effective Communication With Latin American Patients

Fernando Davalos, MD, University of Texas, Southwestern Medical School

B2: Building a Teen-friendly Practice: Assessing Staff Attitudes Toward Teen Sexuality and Contraception

Ruth Lesnewski, MD, MS, Beth Israel Residency Program in Urban Family Practice; Rachel Simpson, BA, Reproductive Health Access Project, New York, NY

B3: Teamwork in Primary Care

Amy Mullins, MD, Trinity Clinic, Whitehouse, TX

B4: Developing and Implementing an Interdisciplinary Pain Team in a Family Medicine Setting

Sirvard Khanoyan, MD, Janet Lucas, LCSW, Tanya Gurvich, PharmD, Glendale Adventist Family Practice, Glendale, CA

B5: Healthier Together: The Value of Providers Educating Patients Publicly

Larry Halverson, MD, Timothy Fursa, MD, Cox FMR, Springfield, MO

B6: Practice Improvement on a Budget: Getting Better Without Getting Bigger

Kirsten Rindfleisch, MD, Madison FMR, Madison, WI; Beth Potter, MD, Kenneth Kushner, PhD, Terri Carufel-Wert, RN, University of Wisconsin

B7: Patient-centered Care Plans: Enhancing the Medical Home and Improving the Patient-Team Relationship

Lora Council, MD, MPH, Dartmouth Hitchcock Community Practice; Dominic Geffken, MD, MPH, New Hampshire-Dartmouth FMR, Concord, NH; Suzanne Anderson, RN, Concord Hospital Family Health Center, Concord, NH; Aimee Valeras, PhD, MSW, New Hampshire-Dartmouth FMR, Concord, NH

B8: A Checklist Approach to Building or Renovating the Medical Home

Lynn Schwenger, MHSA, David Swee, MD, Aditya Bhattacharyya, MD, Kelly Dallavalle, BS, UMDNJ-Robert Wood Johnson FMR

B9: Centering Parenting Group Care to Enhance Medical Home Practices in an Urban Residency Program

Beth Monahan, CNM, MPH, Suki Tepperberg, MD, MPH, Boston University FMR

Special Interest Roundtable Discussions

B10: A New Model of Care Delivery for High-risk Vulnerable Elders in South Bronx

Marcella Scaccia, MD, Jose Lopez, MD, MPH, Romelia Rodriguez, BA, Loredana Ladogana, MD, Doug Reich, MD, Bronx Residency in Urban Family Medicine, Bronx, NY

B11: Integrating the Patient-centered Team and EMR to Improve Cardiovascular Risk Factors

Sarat Raman, MD, Tulane University

B12: Facebook and Twitter: Friend or Foe? What's Their Role in the Patient-centered Medical Home?

William Lewis, MD, David Baltierra, MD, David Roelkey, MD, West Virginia University Rural FMR

B13: A Team-based Approach to Mobilizing the Local Community Around Medical Homes and Neighborhoods

Chet Seward, MA, Tracy Hofeditz, MD, Belmar Family Practice, Lakewood, CO; Debbi Barnett, RN, MS, FNP, Colorado Clinical Guidelines Collaborative, Lakewood, CO

B14: Successes/Challenges in Implementing a Statewide PCMH Incentive Pilot: Is the Pleasure Worth the Pain?

David Baltierra, MD, Adrienne Zavala, MD, Cheryl Shaw, DO, West Virginia University Rural FMR

B15: Measuring Patient Satisfaction: What Are You Measuring?

Susan Labuda-Schrop, MS, Brian Pendleton, PhD, LuAnne Stockton, BA, BS, Northeastern Ohio Universities College of Medicine

B16: Building Effective Multi-disciplinary Teams: Lessons From Safety-net Clinics

Mimi Choate, MD/MPH, Fort Collins FMR, Fort Collins, CO

B17: Applications of Specific Communication Systems: Morning Huddles, Patient Experience Logs, and Rounding

Edward Blackman, MA, Maureen Vanklompberg, BA, Spectrum Health Medical Group, Grand Rapids, MI

B18: Changing Practice Style When the Panel Size Is Too Large: Report From a Community-based Practice

Donald Pine, MD, Park Nicollet Clinic, St. Louis Park, MN

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Work Setting *(Please check one)*

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	By Nov. 5	Nov. 5 & After	Registration Fee
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Team member <i>(Price is each with 3 or more from same setting)</i>	\$300	\$375	\$ _____
One-day registration	\$270	\$345	\$ _____

Preconference Sessions—Thursday, December 2; Noon-5 pm *(Additional Fees Apply)*

- PR1: Staffing the Medical Home: Hiring, Directing, Supervising, and Evaluating \$150 \$ _____

 PR2: Understanding the Influence and Importance of Culture and Leadership on Building Effective Practice Teams
 Single Registration \$295 \$ _____
 Team Registration \$150 \$ _____
(price is each with 3 or more from same setting)

Total Registration Fee \$ _____

Preregistration Required:

- S13: "Map Your Blueprint: The NCQA PPC-PCMH Self-assessment Rapid Improvement Activity (No Fee)

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