Our host city…

Experience Tampa, Florida

Tampa boasts an exciting nightlife, a diverse selection of restaurants, and some of the state’s best attractions, including the Florida Aquarium, Busch Gardens Tampa Bay, the Straz Center for the Performing Arts, and Lowry Park Zoo. Of particular note is the new Tampa Bay History Center and the recently opened Tampa Museum of Art. Both are state-of-the-art facilities, honoring the community’s history, heritage, and commitment to the arts. Learn more about Tampa, at: www.visittampabay.com.
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### Go Mobile
Getting around this year’s conference is easier than ever! Download the Conference on Practice Improvement app from the Google Play or iOS App store by searching for: Conference on Practice Improvement, or navigate to http://www.stfm.org/Mobile on your Blackberry, Windows Phone, or laptop to access all of this year’s mobile features:

- Search the conference schedule and presenters
- Create your personalized agenda
- View maps of the conference floor
- Receive alerts and notifications
- Evaluate sessions and the conference
- Network with other attendees

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Join the conversation on Twitter: #CPI14
CONFERENCE SCHEDULE AT A GLANCE

Thursday, December 4

11 am–6:30 pm  Conference Registration
Room: Florida Foyer

Noon–6:30 pm  Computer Café
Room: Florida Foyer

1–5 pm  Preconference Workshops
PR1: CPT Coding, Cash, and Compliance
Room: Meeting Room 4
PR2: Practice-Based Care Manager Training
Room: Meeting Room 5

5–5:30 pm  Conference Attendee Orientation
Room: Florida VI

5:30–6:30 pm  Welcoming Reception With Conference Partners
Room: Florida Foyer

Friday, December 5

7 am–5:30 pm  Conference Registration
Room: Florida Foyer

7–8 am  Continental Breakfast
Room: Florida Ballroom

7:30 am–5:30 pm  Computer Café
Room: Florida Cafe

8:05–9:15 am  Greetings & Announcements From the 2014 Conference Chair
Daniel Mullin, PsyD, MPH, University of Massachusetts

Opening General Session
Family Medicine for America’s Health
Glen Stream, MD, FAAFP, La Quinta, CA
Introduction & Moderator: Stacy Brungardt, CAE, Society of Teachers of Family Medicine, Leawood, KS
Room: Florida Ballroom

9:15–10 am  Refreshment Break With Poster Session I Presentations (dedicated time)
(pgs. 22-24)
Room: Grand Ballroom A-D

10–11 am  Lectures (pg. 12)

11:10 am–12:10 pm  Lectures (pgs. 12-13)
12:15–1:30 pm Networking Luncheon With Award and Scholarship Presentations (pg. 13)
Emcee: Bruce Bagley, MD, TransforMED, Leawood, KS
Family Practice Management Award for Practice Improvement
Presented by Ken Adler, MD, MMM, Family Practice Management
H. Winter Griffith Resident Scholarship for Excellence in Practice Improvement & Patient Care
Presented by Scott Fields, MD, MHA, Oregon Health & Science University
Room: Florida Ballroom

1:45–2:15 pm Papers (pg. 13)

2:25–3:25 pm Lectures & Special Sessions (pg. 14)

3:30–4 pm Refreshment Break With Conference Partners & Poster Session I Presentations
Room: Florida Foyer and Grand Ballroom A-D

4–5:30 pm Papers, Seminars, & Special Sessions (concurrent sessions) (pg. 15)

6:30 pm Dine Out Groups (sign-up forms available on the message board at the conference registration desk; Groups will meet in hotel lobby.)

Saturday, December 6

7 am–5:30 pm Conference Registration
Room: Florida Foyer

7–8 am Continental Breakfast With Special Interest Roundtables
Room: Florida Ballroom

7:30 am–5:30 pm Computer Café
Room: Florida Foyer

8:15–9:15 am Greetings From STFM President
Sam Cullison, MD, Methodist Health Systems Family Medicine Residency, Dallas, TX
General Session
Josie’s Story: Family-Centered Approaches to Patient Safety
Sorrel King, Baltimore, MD
NOTE: Ms King will be available to sign her book immediately following her presentation.
Introduction & Moderator: Melly Goodell, MD, MedStar Franklin Health Medical Center, Baltimore, MD
Room: Florida Ballroom

9:15–10 am Refreshment Break With Poster Session II Presentations (dedicated time)
(pgs. 24-26)
Room: Grand Ballroom A-D

10–11 am Lectures (pg. 17)

11:10–11:40 am Papers (pgs. 17-18)

11:40 am–1 pm Lunch On Your Own
Saturday, December 6 cont.

1–2 pm  Lectures & Special Sessions (pgs. 18-19)

2–2:15 pm  Transition Break

2:15–3:15 pm  Lectures & Special Sessions (pg. 19)

3:15–3:45 pm  Refreshment Break With Conference Partners & Poster Session II Presenters (pgs. 24-26) Room: Grand Ballroom A-D

3:45–5:15 pm  Papers, Seminars, & Special Sessions (concurrent sessions) (pg. 20)

Sunday, December 7

7:30–9 am  Conference Registration Room: Florida Foyer

7:30–8 am  Coffee Service Room: Florida Foyer

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

9 am  Conference Adjourns

2015 Conference on Practice Improvement

December 3-6, 2015 | InterContinental Dallas Hotel

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

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

- Standardization of practice processes that:
  - Decreased expenses
  - Increased Press Ganey Patient Satisfaction scores
  - Increased patient visit volume and contact

- Use of regimented tools to acquire and evaluate data that:
  - Improved practice-wide performance in all system targeted metrics involving population health and chronic disease outcomes
  - Facilitated focus on patient safety areas of concentration
  - Featured quality improvement models suited for evidence-based care and clinical decision support

- Establishment of a culture of change, inclusive of all staff, faculty and residents by:
  - Fostering an environment of mutual trust and respect that optimizes all team members’ expression and incorporation of ideas
  - Standardizing the way we work, thereby reducing conflict and increasing alignment with goals and objectives
  - Fostering a team environment and a sense of common purpose focusing on value proposition for patients

The award winner will be recognized at the Friday luncheon, and with a poster presentation in the Poster Hall.
2014 H. Winter Griffith Resident Scholarship
Excellence in Practice Improvement and Patient-Centered Care: SCHOLARSHIP CITATION

Juan Robles, PGY-4, Co-Chief Resident
Residency Program in Social Medicine (RPSM)-Family Medicine
Montefiore Medical Center
jrobles@montefiore.org

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

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

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

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

**Seminar**
Provides practical information and methods to enhance practice improvement through health information and patient education efforts. Seminars include a combination of presentation and active involvement of participants. 90 minutes.

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

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

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

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

**Special Interest Roundtable Discussion**
Provides a learning venue to share information, experiences, and ideas at Saturday’s breakfast roundtables. Leaders briefly present the topics and then facilitate discussion. 60 minutes.
The following conference presenters have noted on their Faculty Disclosure that they and/or a family member may have a conflict of interest regarding the following:

2. Disclosure of Unlabeled/Investigational Uses, Sales, or Promotions of Products or Services

Please be advised that STFM is required by CME guidelines to disclose the following conflicts of interest in the conference Final Program, and presenters are required to disclose any potential conflict of interest at the beginning of their educational session at the conference, on handout materials, and/or PowerPoint slide presentations.

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

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

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

Wilson Pace, MD
SS6: Exploring Actionable Quality Improvement Reports

Jeff Reiter, PhD
L25: Financial and Clinical Keys to Making Behavioral Health a Service You Can’t Do Without

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

Edward Shahady, MD
L7: Group Visits for Diabetes: How Your Team Can Plan, Conduct, and Be Reimbursed
PA7: Population Health—An Ideal Seldom Achieved in Primary Care: Barriers and Solutions
L35: Diabetes University: Educating and Empowering Medical Assistants: the Forgotten Member of the Primary Care Team

Sue Stone, RN
PA20: QUASYMOTOH METRIC Quality Improvement Project

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

Allen Wenner, MD
L28: EMR Pain Relief Clinic: Solving Your EMR Problems So You Can Be Done by 5
7–8 am
Continental Breakfast
*Room: Florida Ballroom*

8:05–9:15 am
**Opening General Session: Family Medicine for America’s Health**
*Room: Florida Ballroom*

_Glen Stream, MD, FAAFP, La Quinta, CA_

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

_Upon completion of this session, participants will:
- Understand the history of the Future of Family Medicine
- Be familiar with challenges facing primary care
- Know what to expect from Family Medicine for America’s Health_

Glen Stream, MD, FAAFP, MBI, a family physician in Rancho Mirage, CA, is past president of the American Academy of Family Physicians and now serves as board chair of Family Medicine for America’s Health. A Washington State native, Dr Stream attended the University of Washington, Seattle, where he graduated with a bachelor’s degree in microbiology. He earned his medical degree from the University of Washington and completed his family medicine residency at the Swedish Hospital Family Medicine Residency program in Seattle, WA. He also completed a Master of Biomedical Informatics degree at the Oregon Health & Science University in June 2007. Stream worked 6 years in a three-physician rural family medicine practice in Cashmere, WA before joining the Rockwood Clinic, a large multi-specialty practice in Spokane, WA in 1991. At Rockwood he served as board member, chief privacy officer, medical director of clinical information services, and most recently as chief medical information officer in addition to patient care. Dr Stream’s wife, Anne Montgomery, is also a family physician. The couple recently relocated to Rancho Mirage where Dr Montgomery is associate director of the new family medicine residency at Eisenhower Medical Center. Dr Stream is ambulatory chief medical information officer at Eisenhower in addition to seeing patients.
9:15–10 am
Refreshment Break
With Poster Session I
Presentations
dedicated time pgs 22-24
Room: Grand Ballroom A-D

10–11 am
Lectures
L2: Designing Curriculum to Create Resident Leaders of the Patient-Centered Medical Home
Greg Maeder, MD; Rebecca Peterson; Kimberly Walter, PhD, St Anthony Hospital FMR, Westminster, CO
Room: Meeting Room 4

L3: The Culture of Quality: A View from the Office
Amy Mullins, MD, American Academy of Family Physicians, Leawood, KS
Room: Meeting Room 5

L4: Managing Conflict When TEAM Becomes Together
Everyone Argues More
Margot Savoy, CPE, MD, MPH, Christiana Care Health Services FMR, Wilmington, DE; Pete Yunyongying, MD, University of Texas Southwestern FMR, Dallas, TX
Room: Meeting Room 6

L5: Panel Management in a Family Medicine Center
Jeffrey Wolfrey, MD; Jason Leubner, MD, Banner Good Samaritan Medical Center FMR, Phoenix, AZ
Room: Meeting Room 8

L6: Improving Primary Care: Measurement of Primary Care Behavioral Health Integration: Rationale, Measurement, Validation, Applications, and Initial Data
Rodger Kessler, PhD, ABPP, University of Vermont; Andrea Auxier, PhD, ValueOptions, Denver; C.R. Macchi, PhD, Arizona State University; Daniel Mullin, PsyD, University of Massachusetts FMR, Barre, MA
Room: Meeting Room 9

L7: Group Visits for Diabetes: How Your Team Can Plan, Conduct, and Be Reimbursed
Edward Shahady, MD, Fernandina Beach, FL
Room: Meeting Room 10

L8: Maintenance of Certification Group Quality Improvement Project Structure and Outcomes
David Serlin, MD; Jill Fenske, MD; Grant Greenberg, MD, MA, MHSA, University of Michigan FMR, Ann Arbor, MI
Room: Meeting Room 11

L9: Creating a Culture of Quality and Patient Safety With Outcomes
Julie Dahl-Smith, DO, Medical College of Georgia; Jacqueline DuBose, MD; Kellee Taylor, DO, Georgia Regents University
Room: Meeting Room 12

11:10 am–12:10 pm
Lectures
L10: Making PCMH Evolution a No-Brainer
Douglas Rossier, MBA, TransforMED, Leawood, KS
Room: Meeting Room 1

L11: Incorporating Shared Decision Making Tools During Office Visits
Ann Tseng, MD; Eric Wiser, MD; Marcel Tam, MD, MBA; Emily Barclay, Oregon Health & Science University
Room: Meeting Room 4

L12: Get Lean and Patient Centered Using the Patient Portal
Stephen McNeill, MD, Trillium Family Medicine, PLLC, Asheville, NC
Room: Meeting Room 5

L13: Mobile Pharmacy: An Innovative Community Pharmacy Primary Care Collaboration for Complex Co-Morbid and Chronic Pain Patients
Chester Fox, MD, SUNY at Buffalo FMR, Amherst, NY; Scott Monte, PharmD, University at Buffalo
Room: Meeting Room 6

L14: The Evolving Role of Medical Assistants: A Core Part of the Care Team
Cheryl Licklider, MA; Donald Clark, MD, Wright State University FMR, Dayton, OH
Room: Meeting Room 8

L15: Patient Centeredness: What Is the Patient’s Role on the Care Team?
Jennifer Edwards-Abbotts, RN, Health TeamWorks, Denver, CO; Emilie Buscag, MPH, Health TeamWorks, Lakewood, CO; Kimberly Walter, PhD, St Anthony Hospital FMR, Westminster, CO; Kerry Satter, MS, CN, LPN, HealthOne, Littleton, CO
Room: Meeting Room 9

L16: Preparing for ICD-10
Thomas Weida, MD, Penn State Milton S. Hershey Medical Center FMR, Hershey, PA
Room: Meeting Room 10
1:45–2:15 pm

Papers

PA1: Factors Influencing Medical Student Quality Improvement Education During a Family Medicine Clerkship
Vanessa Diaz, MD, MS; Lisa Mims, MD; Alexei Decastro, MD; Alexander Chessman, MD; Jennifer Gavin, Medical University of South Carolina
Room: Meeting Room 1

PA2: How to Add a Health Education Specialist/Health Coach to a Family Medicine Practice
Marshall Lee Chambliss, MD, MSPH; Suzanne Lineberry, Moses H. Cone Memorial Hospital FMR, Greensboro, NC
Room: Meeting Room 4

PA3: Using Graduate Students and Educational Partnerships to Drive Practice Improvement
Brad Cole, MBA, CMPE; Damian Bridges; Blain Alfonso, University of South Carolina
Room: Meeting Room 5

PA4: Improving Medication Adherence by Utilizing Case Managers in an Outpatient Family Medicine Program
Stacey Bartell, MD, Providence Hospital FMR, Plymouth, MI; Nina Desai; Darren Jones, PhD, Providence Hospital FMR, Southfield, MI; Thien (Hoa) Trang, MD, Southfield, MI
Room: Meeting Room 6

PA5: HRCOMP: A Team Approach to the Primary Care Visit
William Bayer, MD, Jefferson Family Medicine, Rochester, NY
Room: Meeting Room 8

PA6: Getting Ahead of Technology to Which Providers Are Struggling to Catch Up
Bryan Goddard, MD, CapitalCare Family Practice, Ravena, NY
Room: Meeting Room 9

PA7: Population Health—An Ideal Seldom Achieved in Primary Care: Barriers and Solutions
Edward Shahady, MD, Fernandina Beach, FL
Room: Meeting Room 10

PA8: Mind Meets Body: Creating a Primary Care Psychology Internship in a Family Medicine Residency Program
Raymond Hornyak, PhD; Jeanne Spencer, MD, Conemaugh Valley Memorial Hospital FMR, Johnstown, PA
Room: Meeting Room 11

PA9: Effective Strategies for the Patient-Centered Medical Home in Providing the Uninsured Information About the Affordable Care Act and Assistance in Navigating the Health Insurance Marketplace
Sherry Hay, MPA, University of North Carolina
Room: Meeting Room 12
FRIDAY, DECEMBER 5

2:25–3:25 pm

Lectures

L19: Primary Care Innovations in the Treatment of Hepatitis C: Implementation of HCV Screening and Project ECHO (Extension for Community Health Outcomes) in a Rural Primary Care Practice
Lauren Linken, MD, University of Massachusetts FMR, Worcester, MA; Konstantinos Deligiannidis, MD, MPH, University of Massachusetts FMR, West Brookfield, MA; Stephen Martin, MD, MEd; Daniel Mullin, PsyD, MPH, University of Massachusetts FMR, Barre, MA
Room: Meeting Room 1

L20: Introducing Medical Scribes to an Academic Family Medicine Health Center to Facilitate Efficiency and Quality
Heather Holmstrom, MD; Grant Greenberg, MD, MA, MHSA, University of Michigan FMR, Ann Arbor, MI
Room: Meeting Room 4

L21: Enhancing Team-Based Care and PCMH Transformation Through Behavioral Health Integration
Emilie Buscaj, MPH, Health Teamworks, Lakewood, CO; Kyle Knierim, MD, University of Colorado FMR, Denver, CO; Perry Dickinson, MD; Bonnie Jortberg, PhD, RD, CDE, University of Colorado
Room: Meeting Room 5

Fulvantiben Mistry, MD, PhD, University Medical Center/LSU Shreveport/Monroe FM, Monroe, LA
Room: Meeting Room 6

L23: Making the Most of a Good Catch: A Multidisciplinary Approach to Patient Safety and Quality Improvement
Laurie Hommenma, MD; Miriam Chan, PharmD; Margaret Lee, MD, Riverside Methodist Hospitals FMR, Columbus, OH
Room: Meeting Room 8

L24: Recognize, Transform, and Innovate: Why Choose Only One?
Joan Johnston, RN, CIH, CPE; Jeanne Cohen, RN, MS; Jaime Vallejos, MD, University of Massachusetts, Shrewsbury, MA
Room: Meeting Room 9

L25: Financial and Clinical Keys to Making Behavioral Health a Service You Can’t Do Without
Jeff Reiter, PhD, HealthPoint CHC, Seattle, WA; Lesley Manson, PsyD, Arizona State University
Room: Meeting Room 10

3:30–4 pm

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

4–4:30 pm

Papers

PA10: Prescription Safety in the Technological World
Angela Smithson, MD, MPH, St John’s Hospital FMR, Saint Paul, MN
Room: Meeting Room 1

PA11: Role of Clinical Quality Data in the Patient-Centered Medical Home
Sai Cherala, MD, MPH; Jaime Vallejos, MD, MPH, University of Massachusetts
Room: Meeting Room 4

PA12: Implementation of Behavioral Health Interventions in Real World Scenarios: The Problem of Social Inertia
Deborah Cohen, PhD; Melinda Davis, PhD, Oregon Health & Science University FMR, Portland, OR; Larry Green, MD, University of Colorado, Aurora, CO; Rose Gunn, MA, Oregon Health & Science University FMR, Portland, OR; Benjamin Miller, PsyD, University of Colorado, Aurora, CO
Room: Meeting Room 5

PA13: Quality Improvement Projects: Utilizing the Power of Students in the Primary Care Setting
Donald Clark, MD, Wright State University FMR, Dayton, OH
Room: Meeting Room 6
4–5:30 pm

Seminars

S1: Improving Patient Safety in the Ambulatory Setting
Melly Goodell, MD, MedStar Franklin Square FMR, Baltimore, MD; Nancy Barr, MD, MedStar Franklin Square FMR, Rosedale, MD
Room: Meeting Room 8

S2: The Complementary Toolbox for Practice Renovation
Jean D’Aversa, RN; Molly Thompson; Krista Hirschman, PhD, Lehigh Valley Health Network, Allentown, PA
Room: Meeting Room 9

S3: Controlled Substance Prescribing Policy: Moving From Conflict to Consensus
Julie Adkison, PharmD; Laura Armstrong, MD; Lindsay Botsford, MD, MBA; Gordon Bush, PharmD; Michael Crouch, MD, MSPH; Randolph Taylor, MD, Memorial Hermann Hospital System FMR, Sugar Land, TX
Room: Meeting Room 7

S4: Shared Medical Appointments: Innovative Team Care in the PCMH
Anne Van Dyke, PhD, ABPP; Jennifer Tucciarone, MD, Amy Hogan, RN; Annette Cox, William Beaumont Hospital FMR, Sterling Heights, MI
Room: Meeting Room 10

Special Sessions

SS3: Family Medicine for America’s Health: Focus on Practice Improvement
Glen Stream, MD, La Quinta, CA; Sam Cullison, MD, Methodist Health Systems FMR, Dallas, TX; Stacy Brungardt, CAE, Society of Teachers of Family Medicine, Leawood, KS
Room: Meeting Room 11

4:40–5:10 pm

Papers

PA14: Utilizing Nurse Practitioners as Leaders Toward Becoming a Patient-Centered Medical Home
Rebekah Compton, MSN, RN; Reagan Thompson, FNP, MSN, RN, University of Virginia
Room: Meeting Room 1

PA15: Predicting Health Care Utilization With the Patient Activation Measure and a Single Item General-Self Rated Health Measure
Jonas Lee, MD, University of Wisconsin Madison FMR, Brodhead, WI; Daniel Ziebell, University of Wisconsin
Room: Meeting Room 4

6:30 pm

Dine Out Groups (Meet in Hotel Lobby)
7–8 am

Continental Breakfast
With Special Interest Roundtables
Room: Florida Ballroom

B1: Intensive Diabetes
Clinic: Development of a
Multidisciplinary Clinic for a
Multisystem Disease
Frederick Alcantara, MD; Karen Fitzpatrick, MD, West Virginia University School of Medicine, Morgantown, WV

B2: Resolving Resistance:
The Power of Persistent
Positive Regard
Orvis Wenger, Big Cabin, OK

B3: The Sabbatical: Leadership
Renewal and Transitions
Nick Gideonse, MD; Christina Milano, MD, Oregon Health & Science University FMR, Portland, OR

B4: Use of DiSC Profile
to Facilitate Teamwork,
Communication, and
Professionalism in a Family
Medicine Residency Program
Elizabeth Tovar, PhD, APRN; Jillian Atherton, PhD, ABD; Maria Gomez, PhD; Michael King, MD, MPH; Oscar Perez, DO; Jonathan Ballard, MD, MPH, University of Kentucky

B5: Improving Nurse Triage
and EHR Communication
Between Staff and Medical
Providers Using PCMH
Principles at a Family Medicine
Residency Practice
Jonathan Ballard, MD, MPH; Oscar Perez, DO, University of Kentucky

B6: Nurse Practitioner Versus
Physician: Moving Forward in
Collaborative Practice
Scott Newman, NP, Wright State Physicians, Dayton, OH; Donald Clark, MD, Wright State University FMR, Dayton, OH

B7: A Family Medicine
Residency Leading the Way:
Behavioral Health Integration
Within a PCMH Clinic
RoseAnne Illes, PhD; Julia Fashner, MD, Florida State University

B8: Managing Chronic illness
“RedFlags”: A Pilot Tool for
Seniors, Community Nurses,
and Primary Care
Melissa DeNomie, MS, Medical College of Wisconsin

B9: Trial Locations Needed
to Document Successes
In Increasing Diabetic
Compliance
Douglass Rossier, MBA, TransforMED, Leawood, KS

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

Please see STFM staff at the Conference Registration desk. Requests for a Special Interest Roundtable must be submitted by 5 pm on Friday, December 5.
8:15–9:15 am
General Session: Josie’s Story: Family-Centered Approaches to Patient Safety
Room: Florida Ballroom

Sorrel King, Baltimore, MD
Ms. King will be available to sign her book immediately following her presentation.

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

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

In 2001 Sorrel King’s daughter Josie died as a result of medical errors. Consumed by grief, Ms King was determined to honor Josie’s memory. She and her husband created the Josie King Foundation. Setting out to prevent patients from being harmed or killed by medical errors, she entered a world unknown to her: the health care industry. She has become a nationally renowned patient safety advocate. As a public speaker Ms King travels the country spreading her message to hospitals, doctors, nurses, CEOs, board members, medical/nursing students, and more in hope that Josie’s story will inspire change, thus creating a better, safer health care industry for all. She has spoken to hundreds of organizations and has reached thousands of health care professionals. Her book Josie’s Story, was published in September 2009 by Grove/Atlantic, Inc. Josie’s Story was named one of the best health books in 2009 by the Wall Street Journal, and won the “First Book” award at the 2010 “Books for a Better Life” Awards. Josie’s Story is being used in medical and nursing schools around the country. Sorrel was chosen as one of “50 Women Changing the World” by Woman’s Day magazine in February 2010.
9:15–10 am
Refreshment Break
With Poster Session II
Presentations
dedicated time pgs. 24-26
Room: Florida Foyer and Grand Ballroom A-D

10–11 am
Lectures
L26: Assessing the Cost of Sustaining a PCMH: Experiences From Two States
Michael Magill, MD, University of Utah; David Ehrenberger, MD, Integrated Physician Network, Denver, CO; Tatiana Allen, CCRP; Andreau Reall, University of Utah; Rhonda Sides, CPA, Crosslin & Associates, Nashville, TN; Lisa Gren, PhD, MSPH; Jaewhan Kim, PhD; Julie Day, MD; Debra Scammon, PhD, University of Utah
Room: Meeting Room 1

L27: Through the Looking Glass: Navigating a Course of Psychopharmacology in Family Medicine
Julie Adkison, PharmD; Gordon Bush, PhD, Memorial Hermann Hospital System FMR, Sugar Land, TX
Room: Meeting Room 4

L28: EMR Pain Relief Clinic: Solving Your EMR Problems So You Can Be Done by 5
John Bachman, MD, Mayo Clinic Rochester FMR, Rochester, MN; Allen Warnner, MD, Twelve Mile Creek Family Medicine, West Columbia, SC
Room: Meeting Room 5

L29: Transitional Care Management: One Practice’s Efforts
Peter Bockhorst, DO, East Tennessee State University FMR, Kingsport, TN; McKenzie Calhoun, PharmD, East Tennessee State University FMR, Johnson City, TN; Jesse Gilneath, LCSW; Douglas Rose, MD, East Tennessee State University FMR, Kingsport, TN; Brian Cross, PharmD, East Tennessee State University FMR, Johnson City, TN
Room: Meeting Room 6

L30: Better Together: Pediatricians, Internists, and Family Physicians Improving Patient Centeredness by Listening Together
Greg Kirschner, MD, MPH, Advocate Lutheran General Hospital FMR, Park Ridge, IL; Frank Belmonte, DO, MPH, Advocate Childrens Hospital, Park Ridge, IL; Jill Patton, DO, Advocate Lutheran General Hospital, Park Ridge, IL; Kay Levin, PhD, Advocate Lutheran General Hospital FMR, Park Ridge, IL; Melody Roth, MD, Advocate Lutheran General Hospital, Park Ridge, IL
Room: Meeting Room 8

L31: Implementing Nurse-Driven Protocols That Lead to Improved Team-Based Care in a PCMH Practice: Using Anticoagulation Management as an Example
Mathew Devine, DO, Rochester/Highland Hospital FMR, Rochester, NY; Michael Mendoza, MD, MPH; Loren Oster, MD; Nicole Vavrina, DO, Highland Family Medicine, Rochester, NY
Room: Meeting Room 9

L32: From Co-Located to More Integrated: Using the PCMH Application and Team-Based Care as a Springboard to Better Integrate Behavioral Health Into a PCC
Claudia Allen, PhD; Theodore Siedlecki, PhD, University of Virginia FMR, Charlottesville, VA; Rebekah Compton, MSN, RN, University of Virginia; Andrew Lockman, MD, University of Virginia FMR, North Garden, VA
Room: Meeting Room 10

L33: Community Partnerships as Key to Population Health Improvement
Sweety Jain, MD; Jayne Febbraro, Lehigh Valley Health Network, Allentown, PA
Room: Meeting Room 11

L34: Providing Wisely: How Clinical Care Management Can Improve Your Practice’s Performance
Jeanne Cohen, RN, MS; Joan Johnston, RN; Jaime Vallejos, MD, MPH, University of Massachusetts
Room: Meeting Room 12

11:10–11:40 am
Papers
PA17: Training Residents for Population Health Management
Gabriel Andeen, MD, MPH; Anne Hutchinson, MD; Gregory Gochnour, MD, McKay-Dee Hospital Center FMR, Ogden, UT
Room: Meeting Room 1
PA18: Integrating Basic Supportive/Palliative Elements of Care in Primary Care Practice  
David Nowels, MPH, MD, University of Colorado; Jennifer Ballentine, MA, Life Quality Institute, Denver, CO; Allyson Gottsman, Health Teamworks, Lakewood, CO; Douglas Fernald, MA; Perry Dickinson, MD, University of Colorado  
Room: Meeting Room 4

PA19: HealthPALs: People Helping People Make Better Health Care Decisions  
Jeffery Swartz, MD; Robert Hanlin, MD, Greenville Hospital System/University of South Carolina, Greenville, SC  
Room: Meeting Room 5

PA20: Quasymotoh Metric Quality Improvement Project  
Christine Ley, RN, MS, NEA-BC; Amy Dawson, MD; Sue Stone, RN, Fort Wayne Medical Education Program FMR, Fort Wayne, IN  
Room: Meeting Room 6

PA21: Using LEAN to Improve Patient Satisfaction and Achieve First Call Resolution  
Michael Fite, MD, ScM, Carolinas Medical Center FMR, Huntersville, NC; Doris Chevalier, MHA, Carolinas Health Care, Charlotte, NC  
Room: Meeting Room 8

PA22: Using the DISC Profile to Enhance Team Performance in the Patient-Centered Medical Home  
Michael Holliday, MD, University of Cincinnati  
Room: Meeting Room 9

PA23: Utilizing Patient Cost Data to Focus Quality Improvement Efforts in a Residency Clinic  
Amanda Weinmann, MD; Christopher Fallert, MD, St Joseph’s Hospital FMR, Saint Paul, MN  
Room: Meeting Room 10

PA24: Utilization of Care Coordinators in Patient-Centered Medical Homes at an Academic Health Center and Impact on Hospital Readmissions  
Elizabeth Beck, The Ohio State University; Randell Wexler, MPH, MD, Mount Carmel Health System, Columbus, OH; Mary Jo Walker, MD, The Ohio State University  
Room: Meeting Room 11

PA25: Organizing Your Practice to Deliver Patient Self-Management Support: What It Takes to Get Started  
Douglas Fernald, MA; Bonnie Jortberg, PhD, RD, CDE; Robyn Wearner, RD, University of Colorado; Mary Wade, University of California, San Francisco; Stephanie Kirchner, University of Colorado; Lawrence Fisher, PhD, University of California, San Francisco; Perry Dickinson, MD, University of Colorado  
Room: Meeting Room 12

11:40 am–1 pm  
Lunch On Your Own

1–2 pm  
Lectures

L35: Diabetes University: Educating and Empowering Medical Assistants: The Forgotten Member of the Primary Care Team  
Edward Shahady, MD, Fernandina Beach, FL; Betty Springer, CMA-C, Florida Society of Medical Assistants  
Room: Meeting Room 1

L36: Wait for Me! Changing the Culture to Decrease Patient Wait Times for All Levels of Service: Can It Be Done?  
Elizabeth Mendelloff, DNP, FNP-BC; Shawn Novak, University of Illinois  
Room: Meeting Room 4

L37: Leaving Volume-Based Pay Behind, Year 2: Managing the (Not Quite) Fully Capitated Practice  
Nick Gideonse, MD; Megan McGhean, MS; Christina Milano, MD; Erwin Teuber, PhD, Oregon Health & Science University FMR, Portland, OR  
Room: Meeting Room 5

L38: A Win-Win-Win Situation: Meeting PCMH and DSRIP Requirements While Integrating Behavioral Health  
Kathryn Wortz, PhD; Jonathan MacClements, MD; Robert Tompkins, MD, University of Texas HSC at Tyler  
Room: Meeting Room 6

L39: Creating a Culture Change to Improve Billing and Coding Accuracy in a Family Medicine Residency Program  
Kimberly Legere-Sharples, MD, Middlesex Hospital FMR, Meriden, CT  
Room: Meeting Room 8
1–2 pm
Lectures cont.

L40: A Multidisciplinary Approach to Providing Medicare Annual Wellness Visits in a Residency Practice
Mark Lisby, MD; Megan Dorrell, PharmD; Scott Morrow, BS, Community Health Network FMR, Indianapolis, IN
Room: Meeting Room 9

L41: Increasing Adolescent Immunization Rates Through Office Champions
Bellinda Schoof, CPHQ, MHA; Pamela Carter-Smith, MPA, American Academy of Family Physicians, Leawood, KS
Room: Meeting Room 10

L42: The 5% Solution: Complex Evidence-Based Care Management for At-Risk Patients After Discharge
Lynn Schwenzer, MHSA, Rutgers-RWJMS/Capital Health System FMR, Colonia, NJ; Joshua Raymond, MD, MPH, Rutgers-Robert Wood Johnson FMR at CentraState, Somerset, NJ; David Swee, MD, Rutgers Robert Wood Johnson Medical School, Piscataway, NJ; Curtis Mock, MD, MBA, OPTUM - United Healthcare, Rehoboth, RI
Room: Meeting Room 11

Special Session
SS5: Family Practice is a Team Sport: Learn From the Top League Teams
Edward Wagner, MD, MPH, Group Health Research Institute, Seattle, WA; Bertha Safford, MD, Family Care Network, Ferndale, WA
Room: Meeting Room 12

2:15–3:15 pm
Lectures

L43: Taking Care of the Forest AND the Trees: Integrating a Population Health Approach into Teaching Family Medicine Clinics
Jennifer Lochner, MD; Brian Arndt, MD; Jennifer Edgoose, MD, MPH; Kirsten Rindfleisch, MD, University of Wisconsin Madison FMR, Madison, WI
Room: Meeting Room 1

L44: Practice Facilitation as a Strategy to Spread the Adoption of PCMH
Jean D’Aversa, RN; Nancy Gratz, MPA; Denise Woodworth, MBA, Lehigh Valley Health Network, Allentown, PA
Room: Meeting Room 4

L46: Implementation of 6S in Primary Care Practice to Aid in Efficiency
Rick Davis; Molly Thompson; Jean D’Aversa, RN; Krista Hirschmann, PhD, Lehigh Valley Health Network, Allentown, PA
Room: Meeting Room 5

L47: Patient-Centered Medical Home Family Medicine Residency Practice Transformation: PCMH Leadership Curriculum
Maria Gibson, MD, PhD, CPE, Emory University
Room: Meeting Room 6

L48: Patient-Centered Health Home Transformation as the Foundation for a Comprehensive Change Management Program
LuAnn Kimker, Arcadia Solutions, Burlington, MA; Yvonne Ebbelaar, RN, MHA, Yakima Valley Farm Workers Clinic, Toppenish, WA
Room: Meeting Room 8

L49: Vermont’s Blueprint for Health: A State-Wide Approach to Transforming Primary Care
John King, MD, MPH, University of Vermont FMR, Milton, VT
Room: Meeting Room 9

Special Sessions
SS6: Exploring Actionable Quality Improvement Reports
Wilson Pace, MD, AAFP National Research Network, Leawood, KS
Room: Meeting Room 10

Bruce Bagley, MD, TransforMED, Leawood, KS
Room: Meeting Room 11

SS10: North American Primary Care Research Group (NAPCRG) “PEARLS” for Clinicians
David Hahn, MD, MS, University of Wisconsin
Room: Meeting Room 12
3:15–3:45 pm
Refreshment Break With Conference Partners & Poster Session II Presentations (pgs. 24-26)
*Room: Florida Foyer and Grand Ballroom A-D*

3:45–4:15 pm
Papers

PA26: The Impact of Organizational Structure on Integrated Care
Deborah Cohen, PhD; Melinda Davis, PhD, Oregon Health & Science University; Emma Gilchrist, MPH; Benjamin Miller, PsyD, University of Colorado
*Room: Meeting Room 1*

PA27: Leading by Doing: Promoting Staff Wellness in a Family Medicine Residency Clinic
Jennifer Tieman, MD, Research Medical Center FMR, Kansas City, MO; Cindy McHenry, BSN, HCA Midwest Health System, Blue Springs, MO
*Room: Meeting Room 4*

PA28: The Virtual Doc
Jennifer Bain, MD, Christ Hospital/University of Cincinnati FMR, Wilmington, OH
*Room: Meeting Room 5*

PA29: High-Risk Patient Care Management: A Patient’s Perspective
Elisabeth Righter, MD, Wright State University; Gwen Brown, LSW, Five Rivers Health Centers, Dayton, OH; Rachel Liou, Wright State University
*Room: Meeting Room 6*

3:45–5:15 pm
Seminars

S5: Building the Expanded PCMH: Scope, Staffing, Accountability, Integration, and Data
Scott Fields, MD, MHA; John Rugge, MD, MPH; Daisuke Yamashita, MD; Ann Tseng, MD; Joe Skariah, DO, MPH; Nick Gideonse, MD, Oregon Health & Science University FMR, Portland, OR; Robert Jackman, MD, Oregon Health & Science University (Cascades East), Klamath Falls, OR; Jessica Flynn, MD; Johanna Warren, MD; John Saultz, MD, Oregon Health & Science University FMR, Portland, OR
*Room: Meeting Room 8*

S6: Catch Phrases, Stories, Humor, and Silliness: Creating Memorable Wellness Experiences That Last
Nicole Eull, PsyD, Aurora Health Care FMR, Elm Grove, WI
*Room: Meeting Room 9*

S7: Quality Improvement for Your Practice That Solves Your Problems
John Bachman, MD, Mayo Clinic Rochester FMR, Rochester, MN
*Room: Meeting Room 10*

4:25–4:55 pm
Papers

PA31: Excellence in Adolescent Immunizations at Western Michigan University School of Medicine
Dorothy Bennett, RN, MBA; Glenn Dregansky, DO; Heather Karmon, RN, Western Michigan University
*Room: Meeting Room 1*

PA32: Code Blue and OB Simulations to Assess TEAMSTEPPS Communication Tool
David Ward, MD, Loma Linda University; Hobart Lee, MD, Loma Linda-Inland Empire Consortium for Healthcare, Loma Linda, CA; Jeffrey Kim, MD; Kelly Morton, PhD, Loma Linda University
*Room: Meeting Room 4*
SUNDAY, DECEMBER 7

7–8 am
Continental Breakfast
Room: Florida Ballroom

8–9 am
Closing General Session: Game of Thrones: Stories of Turf, Turmoil, and Tenderness From the Land of Integrated Behavioral Health
Room: Florida Ballroom

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

Upon completion of this session, participants will be able to:
1. Differentiate the micro, meso, and macro levels for integrating behavioral health in primary care
2. Identify key components and themes in the narratives of integrative behavioral health
3. Prepare for future developments behavioral health in primary care at the macro, meso, and micro levels of health care

Mary Talen, PhD is a licensed psychologist and the director of Primary Care Behavioral Health Education at Northwestern University’s Family Medicine Residency Program, Chicago, IL. She graduated with her masters and doctoral degrees from Columbia University and certification in Family Therapy. Her experience includes training medical residents, nurse practitioners, psychology interns in behavioral health and multi-professional healthcare. She has published and presented at national and international conferences in primary care psychology and collaborative behavioral health. Her current research projects are in physician wellness, patient engagement; complexity care and family medical visits. She has most recently co-edited a book on Integrated Behavioral Health in Primary Care.

9 am
Conference Adjourns

2015 Conference on Practice Improvement
December 3-6, 2015 | InterContinental Dallas Hotel

Call for papers will be available at www.stfm.org/cpi in late-January.
POSTER PRESENTATIONS: New for 2014 – Two Poster Sessions!

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

Room: Grand Ballroom A-D

Poster Session I:
Friday, December 5
9:15 am–4 pm
dedicated time: 9:15–10 am

Poster Session II:
Saturday, December 6
9:15 am–3:45 pm
dedicated time: 9:15–10 am

Friday, December 5
Poster Session I

Works In Progress

P1: A Patient-Centered Interdisciplinary Team-Based Approach to Improve the Quality of Life and Self Efficacy in Adults With Asthma
Leelasri Vanguru, MD, University of Toledo

P2: Controlled Substance Prescribing: Taking the Bull by the Horns
James Anthony Cloy, MD; Shannon Pittman Moore, MD; Katie Royals, MD, University of Mississippi Medical Center FMR, Jackson, MS

P3: Care Management/Transitions of Care
Pam Acker, MHA; Anne Donnelly, MD, Eastern Virginia Medical School, Norfolk, VA

Completed Projects

P4: Let’s Get a Stat Lab: A Paradigm Shift in Outpatient Diabetic Care
Malvika Juneja, MD, Baylor College of Medicine FMR, Sugar Land, TX; Vanessa Moreno, MD, University of Texas Health Science Center, Houston, TX; Lorraine Rama, RN, Harris Health, Missouri City, TX

P5: Preparing Residents for Leadership in the Patient-Centered Medical Home
Conair Guilliames, MD, Montefiore Medical Center, Bronx, NY; Molly Fitzgerald, MPH, Albert Einstein College of Medicine FMR, Bronx, NY; Zoon Naqvi, MBBS, Albert Einstein College of Medicine, Somerset, NY; Victoria Gorski, MD; Ellen Tattelman, MD, Montefiore Medical Center, Bronx, NY

P6: Self-Management Goal Setting: Physician and Community Health Team Perspectives
Whitney Calkins, MD, University of Vermont FMR, South Burlington, VT

P7: Continuity of Care
Tiffani Sealock, MD, Methodist Hospital FMR, Houston, TX

P8: To Registry or Not to Registry?
Nipa Shah, MD; Fern Webb, PhD, University of Florida

P9: Implementation of a Standardized Warfarin Dosing Protocol Improves and Contributes to Therapeutic INR in Patients in an Outpatient Setting
Amra Chaudhri, MD, West Coast Primary Care, Saint Petersburg, FL; Ann Knowles, MD, New Horizons, Greenville, SC; Hloy Green, MD; Terrell Stone, MD, Greenville Health System, Greenville, SC

P10: Reflections on 5 Years of Team-Based Care in a Family Medicine Residency Clinic
Ann Tseng, MD; Karen Aiello, CMPE, Oregon Health & Science University

P11: Impact of Electronic Health Record Enhancements on Glycemic Goal Attainment
Maria Summa, PharmD, University of St Joseph School of Pharmacy, Hartford, CT; Edmund Kim, MD; Thomas Agresta, MD, MBI; Hugh Blumenfeld, MD, PhD; Ed VanBaak, MBI, University of Connecticut FMR, Hartford, CT

P12: Screening and Managing Depression Among Patients With Uncontrolled Diabetes to Improve Diabetes Control
Kamal Wagle, MPH, MD; James Bray, PhD; Ygnacio Lopez III, MS; Susan Nash, PhD; Brian Reed, MD, Baylor College of Medicine

P13: Office Redesign: A Microsystems Analysis to Enhance Team Function and Patient Flow
Edmund Kim, MD, University of Connecticut FMR, West Hartford, CT; Tara Osorio, LPN; Evelyn Planko, MA, Family Medicine Center at Asylum Hill, Hartford, CT
Friday, December 5
Poster Session I

Completed Projects cont.

P14: Implementing a Community-Based Model for Delivering Preventive Services in Rural Counties
Zsolt Nagykaldi, PhD; James Mold, MD, MPH; Yan Zhao, PhD, University of Oklahoma Health Sciences Center, Oklahoma City, OK; Tracy Greever-Rice, PhD, University of Missouri, Columbia

P15: Electronic Visits in the Management of Chronic Type II Diabetes at Mayo Clinic Florida
Katie Burden-Greer, MD; Melissa Duart, MD, Mayo Clinic Jacksonville FMR, Jacksonville, FL; Jerry Sayre, MD, Mayo Clinic Jacksonville FMR, Ponte Vedra Beach, FL

P16: Strategies Focused on Reducing Barriers to Pneumonia Immunization in Seniors
Rianot Amzat, MD; Bipin J.S. Bagga, MD; Adebowale Akintayo, MD; Maria Gibson, MD, PhD, CPE, Emory University

P17: Safe Narcotic Prescribing in a Small, Urban Family Practice
Katharine Barnard, MD; Mary Flynn, MD, University of Massachusetts FMR, Worcester, MA; Mary Opatka, RN; Julie Wholey, RN, Plumley Village Health Services, Worcester, MA

P18: Impact of Group Medical Visits With Peer to Peer Support on Glycemic Control and Self Efficacy in Latinos With Diabetes
Maureen Mavinac, MD; Jesus Garcia; Xavier Bermudez, MD, UCLA Medical Center FMR, Santa Monica, CA; Gerardo Moreno, MD, MSHS, University of California, Los Angeles

P19: Evaluation of Medication Documentation With an Electronic Medical Record
Lisa Buzzard; Dana Ballard, RN, Research Medical Center FMR, Kansas City, MO

P20: Enhanced Learning Opportunities for Residents Unavailable at Conference Time
Tom Frank, PharmD; Dosha Cummins, PharmD, BCPS; Scott Dickson, MD, University of Arkansas for Medical Sciences AHEC, Jonesboro, AR; Amanda Deel, DO; Joe Stallings, MD; Jerry L. Carter; Sarah Holcomb, MD; Scott Laffoon, MD; Leah Fryar, MD; Ron Cole, MBA; Mike Mackey, MD, UAMS Northeast, Jonesboro, AR

P21: Maximizing Patient Care With Efficient Exam Room Design
Kurt Forsthoefel, MidMark, Dayton, OH

P22: Integrated Outpatient Diabetes Care Program: Impact on Diabetes Care and Management in a Family Medicine Residency Training Clinic
Domingo Caparas, MD, Texas Tech University Permian Basin FMR, Odessa, TX; Karla Frazzini, MD, Texas Tech University, Odessa, TX

P23: Outpatient Medical Reconciliation Quality Improvement Project in the Geriatric Population
Domingo Caparas, MD; Jorge Alamo, MD; Liliana Andrade, MD; Anna Marie Francisco, MD; Debbie Smith, DO, Texas Tech University, Odessa, TX

P24: Keeping Your Eye on the Ball (The Evolution of the Team Huddle in a Family Medicine Residency)
Tonya Milam, BS, CMA; Leigh Johnson, MD, East Tennessee State University FMR, Johnson City, TN

P26: Use of a Logic Model to Map PCMH Practice and Curriculum Change
Victoria Gorski, MD, Montefiore Medical Center, Bronx, NY; Mary Duggan, MD, Montefiore Medical Center, Scarsdale, NY; Lisa Lapman, MD, Albert Einstein College of Medicine, New York, NY; Molly Fitzgerald, MPH, Albert Einstein College of Medicine FMR, Bronx, NY

P27: Creating a Staff Recognition Program to Boost Morale in a FQHC
Elizabeth Nguyen, MD, University of Chicago

P28: The Effect of Case Management on CPAP Compliance
Kathryn Harmes, MD, University of Michigan FMR, Dexter, MI

P29: Development of a Patient Advisory Board
Michael Fite, MD, ScM, Carolinas Medical Center FMR, Huntersville, NC; Lauren Mower; Jewell Carr, MD; Ambra Martin; Maria Serbert, BSN, CCM, RN; Sandra Thompson, Carolinas Healthcare System, Charlotte, NC; Jane Dawson, Carolinas Healthcare System, Charlotte, NC; Michael Dulin, MD, Carolinas Medical Center FMR, Charlotte, NC; Dael Waxman, MD, Carolinas Medical Center FMR, Charlotte, NC; Tonya Robinson, Hazel Tapp, PhD, Carolinas Healthcare System, Charlotte, NC
P30: Management of Patients on Opioid Medication for Chronic Non-Cancer Pain
Mark Goodman, MD; Thomas Guck, PhD; Robyn Teply, PharmD, Creighton University

P31: Breathing Better: Integrating and Improving Asthma and COPD Outcomes Through Clinical Care Pathways
Alicia Jacobs, MD, University of Vermont

P32: Previsit Planning Implementation With Existing Staff
Mary Spalding, MD, Texas Tech University Health Sciences Center FMR, El Paso, TX

P33: Preventative Care Follow-Up: Benefits of Robocalls
Mary Spalding, MD, Texas Tech University Health Sciences Center FMR, El Paso, TX

P34: Preparing Residents for Future Practice by Implementing a Quality Curriculum in the Second Year of Residency Using a Longitudinal Rotation
Mathew Devine, DO, Philadelphia College of Osteopathic Medicine; Nicole Vavrina, DO, Highland Family Medicine, Rochester, NY

P35: Implementing the Use of Scribes to Improve the Patient Care Experience in the Outpatient Clinical Setting
Rebekah Compton, MSN, RN; Amanda Nixon, University of Virginia

P36: Honoring a Patient’s Choice: A Practice Improvement Project on Advance Directives
Gregory Wallace, DO, Womack Army Medical Center, Fort Bragg, NC; Blake Busey, DO, Womack Army Medical Center, Fayetteville, NC; Tyler Raymond, DO; Nick Bennett, DO, Womack Army Medical Center, Raeford, NC; Ashley Roselle, DO; Scott Hahn, DO; Rebecca Caro, DO; Taiyona Elliott, DO, Womack Army Medical Center, Fort Bragg, NC; Juliana Ee, PhD, Womack Army Medical Center, Evans, GA; Dana Nguyen, MD, Womack Army Medical Center, Fayetteville, NC

Saturday, December 6: Poster Session II
Works In Progress

P25: Novel Approach to Reduce Readmissions by Bridging Gaps in Transitional Care
Deepa Burman, MD; Joy Boone, MD, University of Pittsburgh Medical Center; Pittsburgh, PA; Antoinette Wilson, PA, University of Pittsburgh Medical Center; McKeesport, PA

P37: The Incidence of Abnormal ABI in Diabetic Patients Asymptomatic for ASVD
Jeffery Swartz, MD; Robert Hanlin, MD, Greenville Hospital System/University of South Carolina

P38: Transitions of Care Initiative in a Residency-Based PCMH
Mark Lisby, MD; Megan Dorrell, PharmD; Laura DuBach, MD; Scott Morrow, BS, Community Health Network FMR, Indianapolis, IN

P39: Interdisciplinary Care Management: A Model for Patient-Centered Care
Nabila Ahmed-Sarwar, PharmD, University of Rochester/Highland Hospital of Rochester, Rochester, NY; Katie Lashway, RN; Karen Mahler, RN; Django Scahill, RN, University of Rochester School of Medicine and Dentistry, Rochester, NY; Michael Mendoza, MD, MPH, MS, Rochester/Highland Hospital FMR, Rochester, NY

P40: How to Achieve PCMH Certification With Minimal Disruption to Physician Flow and Improve Patient Care
Marshall Lee Chambless, MD, MSPH; Suzanne Lineberry, Moses H. Cone Memorial Hospital FMR, Greensboro, NC

P41: Helping Our Patients to Feel at Home in Their Medical Home
Beverlee Ciccone, PhD; Victoria Cox, MD, Hunterdon Medical Center FMR, Lambertville, NJ

P42: Programmatic Impact of Clinical Leadership Development
Michael Nduati, MD, MBA, MPH; Kendrick Davis, PhD; Thomas Sy, PhD, University of California, Riverside, Riverside, CA
Saturday, December 6:
Poster Session II

Completed Projects

P43: Creation of an Obesity Care Package in the Medical Home
Joshua Tessier, DO, Iowa Lutheran Hospital FMR, Des Moines, IA; Callie Waller, UnityPoint Health, Des Moines, IA

P44: Family Medicine Practice Improvement Projects: Involvement and Impact on Medical Students
June Kamphaengkaw; Hilary Hershberger, Baylor College of Medicine

P45: Quality Improvement in Resident-Delivered Prenatal Care: A Case Study
Alia Lilienstein, MD, MPH; Abigail Love, MD, MPH, Cambridge Health Alliance, Cambridge, MA

P46: Use of Value-Based Faculty Incentives for Office Team Improvements in Quality and Care Coordination
Thomas Peterson, MD, University of Vermont

P47: Interdisciplinary Collaborations Improve Access to Specialist, Using Real-Time Referrals to Family Medicine Clinics
Ku-Lang Chang, MD; Alyson Listhaus; Kimberly Mink; Troy Starling; Sherri Swilley, University of Florida

P48: Patient Intake Triage Versus Linear Intake at UF Equal Access Clinics
Amanda Sacino, MD; Ku-Lang Chang, MD, University of Florida FMR, Gainesville, FL

P50: Improving Depression Screening in a Family Medicine Practice: Application of the Lean 8-Step Problem-Solving Method
Robin Polly, DO; Joseph Mitchell, MD; Saranne Perman, MD; Spencer Jones, DO; Ryan Sprouse, MD; Jonathan Ballard, MD, MPH; Elizabeth Tovar, PhD, APRN; Oscar Perez, DO; Maria Gomez, PhD; Michael King, MD, MPH, University of Kentucky

P51: Tobacco Cessation Counseling in a Family Medicine Residency Practice
Lanissa Kern, MD; Gretchen Sprouse, MD; Hazim Rishnawi, MD; Abigail Debusk, DO; Brian Clear, MD; Michael King, MD, MPH; Mary Barron, RN, CCRC; Jonathan Ballard, MD, MPH; Maria Gomez, PhD, University of Kentucky

P52: ACLS Boot Camp
Kendrick Davis, PhD; Paul Lyons, MD; Christopher Miller, University of California, Riverside

P53: Because We Have Always Done It That Way!
Beth Rosemergery, DO; Shelly Phinney, MBA, University of Missouri-Kansas City

P54: Utilization of Care Coordinators in Patient-Centered Medical Homes at an Academic Health Center and Impact on Hospital Readmissions
Elizabeth Beck; Mary Jo Welker, MD, The Ohio State University, Columbus, OH; Randell Wexler, MPH, MD, Mount Carmel Health System, Columbus, OH

P55: Transitioning EHRs. The Use of Dot Phrases in a Residency Program: A Quality Improvement Project
Adriana Linares, MD, MPH, DrPH, PeaceHealth Southwest Medical Center, Vancouver, WA; Luis Enriquez, MD, Family Medicine Southwest, Vancouver, WA

P56: Health Numeracy and Literacy
Samantha Prabakaran; Sabrina Prabakaran, University of South Florida; Julia Fashner, MD, Florida State University

P58: Comparison of Health Literacy and Readability of Patient Handouts
Samantha Prabakaran; Sabrina Prabakaran, University of South Florida; Julia Fashner, MD, Florida State University

P57: Mini Medical School: A Pipeline for Preparing the Next Generation
Kendrick Davis, PhD; Linda Scott Hendrick; Emma Simmons, MD, University of California, Riverside

P59: Syncope: Overutilization of Resources
Ani Bodoutchian, MD; Hovik Shilgevorkyan, MD; Pratap Das, MD; Maureen Grissom, PhD; Southside Hospital FMR, West Babylon, NY; Adam Ovadia, NSLIJ Southside Hospital, Bay Shore, NY

P60: Improving Care of Asthmatic Patients: A Collaborative Approach
Dawn Karns, DO, Lydia Travin, DO, St Vincent Hospital, Waterford, PA; Sandy Clemente, MD; Phyllis Acquah, MD; Klara Roman, MD; Srinivasu Sunkara, MD; Caitlin Clark, DO, St Vincent Hospital, Erie, PA

P61: Practice Improvement Project: Implementation of a Reminder Sign Re: Uncontrolled HTN
Elisabeth Righter, MD; Sonia Bennett, MPH, Wright State University

P62: Practice Improvement Project: Implementation of a Quit Smoking Log
Elisabeth Righter, MD; Katie Flower, Wright State University
P63: Frequent Visitors to the Emergency Room: A Primary Care Strategy to Improve Their Medical Care
Diana Ferguson, LPN, PeaceHealth Southwest Medical Center FMR, Vancouver, WA; Natasha Involgstad-O’Neal, MD, Family Medicine Southwest, Vancouver, WA; Adriana Linares, MD, MPH, DrPH; Marilyn Darr, MD, PharmD, PeaceHealth Southwest Medical Center, Vancouver, WA

P64: Implementation of a New EHR: Implications for Residency Programs
Antonio Carrasco, MD, PhD, Family Medicine Southwest, Vancouver, WA; Adriana Linares, MD, MPH, DrPH, PeaceHealth Southwest Medical Center, Vancouver, WA

P65: Results of an Immunization Improvement Project in an Underserved Residency Practice
Roger Zoorob, MD, MPH, Baylor College of Medicine, Mohamad Sidani, MD; Jaden Harris, MA; Ashley Fields, MD, Meharry Medical College

P66: Provider and Staff Burnout and the Patient-Centered Medical Home
Mary Spalding, MD; Navkiran Shokar, MA, MD, MPH, Texas Tech University Health Sciences Center

P67: The Relationship Between Patient Experience With the Patient-Centered Medical Home and Patient Satisfaction With Care
Mary Spalding, MD; Navkiran Shokar, MA, MD, MPH, Texas Tech University Health Sciences Center

P68: Multiple Interventions to Accelerate Transformation Within a Family Medicine Practice
Nyann Biery, MS, Lehigh Valley Health Network, Allentown, PA; Robin Schroeder, MD, Rutgers New Jersey Medical School, Newark, NJ

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

P71: Transitional Care Management at a Residency Site
Amanda Vitko, MD; Serena Hon, MD; Bency Louridor-Paulynice, MD; Bronwyn Sing, DO; Jeanna Spannring, PhD; Ronald Adler, MD, University of Massachusetts FMR, Worcester, MA
Hotel and Conference Location
Marriott Tampa Waterside Hotel & Marina
700 S Florida Ave, Tampa, FL 33602
Phone: 813.221.4900

Fitness Facilities
The Tampa Marriott Waterside fitness facilities are free to all guests of the hotel and feature state-of-the-art Life Fitness Equipment. The fitness center is open 24-hours/day.

Hotel Parking
Valet: $13 daily/$24 overnight. Parking can be charged to your room and includes in and out privileges.

Ground Transportation
The Tampa Marriott Waterside does not provide shuttle service to and from Tampa International Airport.
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Conference Goals and Objectives
The Conference on Practice Improvement will:
1. Offer practical skills, information, and resources to improve clinical and academic practices and help them transform into patient-centered medical homes.
2. Offer strategies for interdisciplinary, team-based care that result in improved efficiency and better patient care.
3. Foster a network of providers and educators committed to continuous practice improvement and innovation.
4. Encourage innovation in practice improvement and the PCMH through presentation of and training in new and re-worked practice design elements.
SPECIAL THANKS…

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AAFP National Research Network (AAFP NRN) and the Conference on Practice Improvement
The AAFP NRN is a voluntary practice-based research collaborative of primary care physicians who work together on research studies and quality improvement projects. Visit the AAFP NRN online at www.aafp.org/nrn.

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

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

2014 Conference Partners
Thank you to our 2014 partners for their support of this year’s conference. Be sure to visit with partners and thank them for their participation.

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Contact: tvokins@aafp.org

**American Academy of Family Physicians: Health of the Public and Science Division**
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