



Conference on Practice Improvement

December 6-9, 2018 • Marriott Tampa Waterside • Tampa, FL

Final Program

Produced by the Society of Teachers of Family Medicine
with support from the American Academy of Family Physicians.

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Hotel Meeting Space Map: Back Cover

Wireless Internet Access Information

Network name: Marriott Conference

Password: stfm2018

Go Mobile

Download the Conference on Practice Improvement app from the Google Play or iOS App store by searching for: STFM Conferences.

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



Join the conversation on Twitter: #CPI18

The Conference on Practice Improvement:

- Offers practical skills, information, and resources to help clinical and academic practices transform to achieve the quadruple aim.
- Offers strategies to create interprofessional, high-functioning teams that improve efficiency and provide better patient care.
- Fosters a network of family medicine educators and health care professionals committed to continuous practice improvement and innovation.
- Provides programming that helps residents and residency programs meet ACGME requirements for quality improvement

NEW for 2018 Resident Attendees...

- Educational Track
- Networking Events
- Dedicated Poster Presentations
- ...and more!

Welcome to Our Host City—Tampa, FL

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 Tampa Bay History Center and the Tampa Museum of Art. Both are state-of-the-art facilities, honoring the community's history, heritage, and commitment to the arts. Or, just enjoy the beautiful gulf shores and long walks on the beach beside the ocean. Learn more about Tampa, at www.visittampabay.com.

Find Sessions By Topic in the Mobile App

The Conference Steering Committee has identified sessions that might be of interest to targeted audiences attending the conference. These sessions are identified by a "code" at the end of the presentation title. You can use this code to search for presentations and to build your personal conference schedule based on your interest.

Code Key:

- Resident Interest (RI)
- Health Equity (HE)
- Practice and Payment Models (PPM)
- Team Wellness (TW)
- High Functioning Teams (HFT)

Thursday, December 6

11 am–6:30 pm	Conference Registration Florida Ballroom Foyer
Noon–6:30 pm	Computer Café Florida Ballroom Foyer
1–5 pm	Preconference Workshops PR1: Extreme Makeover: Ambulatory Practice Edition; Achieving the Quadruple Aim Through Transformational Practice Redesign Florida Salon 1
1–5 pm	PR2: Cooking Up the Alphabet Soup: TCM, CCCM, ADP, PsyCCM, E&M, MACRA, APM, MIPS, and HCC's Meeting Room 4 Advanced registration and additional fee required for preconference workshops
5–5:30 pm	Conference Orientation Meeting Room 1
5:30–6:30 pm	Welcoming Reception With Conference Partners Florida Ballroom Foyer

Friday, December 7

7 am–5:30 pm	Conference Registration, Computer Cafe, and Conference Partners Florida Ballroom Foyer
7:15–8 am	Networking Networking Breakfast Florida Ballroom
7:15–8 am	Resident Breakfast Meeting Room 1
8–8:30 am	MACRA Payment Reform Update <i>Amy Mullins, MD, CPE, FAAFP, Medical Director for Quality Improvement at the American Academy of Family Physicians, Leawood, KS</i> Florida Ballroom
8:35–8:45 am	Greetings From STFM President <i>Beat Steiner, MD, MPH</i> Florida Ballroom
8:45–9:30 am	Opening General Session Creating a Manageable Cockpit for Clinicians: A Shared Responsibility <i>Christine Sinsky, MD, American Medical Association, Chicago, IL</i> Florida Ballroom
9:30–10 am	Refreshment Break With Poster Presentations (dedicated time; pgs 8-11) Grand Ballroom A-D
10–11am	Lectures (pg 11)

Friday, December 7 cont.

11:10 am–12:10 pm	Lectures (pg 12)
12:15–1:30 pm	Networking Luncheon With Award and Scholarship Presentations Florida Ballroom
1:45–2:15 pm	Lectures (pg 12)
2:25–3:25 pm	Lectures (pg 13)
3:25–4 pm	Refreshment Break With Conference Partners and Poster Presenters Grand Ballroom A-D and Florida Ballroom Foyer
4–4:30 pm	Lectures (pg 13)
4–5:30 pm	Seminars (pg 14)
4:40–5:10 pm	Lectures (pg 14)
6:30 pm	Dine Out Groups (7 pm reservations) Groups will meet in hotel lobby
6:30 pm	Resident Dine-Out (7 pm reservations) Groups will meet in hotel lobby

Saturday, December 8

7 am–5 pm	Conference Registration, Computer Cafe, and Conference Partners Florida Ballroom Foyer
7:30–8:30 am	Innovation Conversations With Continental Breakfast Florida Ballroom
8–9:30 am	Seminars (pg 15)
8:30–9:30 am	Lectures (pg 15)
9:30–10 am	Refreshment Break With Conference Partners Florida Ballroom Foyer
10–11am	Lectures (pgs 15-16)
11:10–11:40 am	Lectures (pg 16)
11:40 am–1 pm	Lunch on Own
1–1:30 pm	Lectures (pgs 16-17)
1:30–1:40 pm	Transition Break
1:40–2:10 pm	Lectures (pg 17)
2:10–2:30 pm	Refreshment Break With Conference Partners Florida Ballroom Foyer

Saturday, December 8 cont.

2:30–3:45 pm

General Session Panel
**From Good Intentions to Action:
Tools and Systems Approaches to
Address Social Determinants and
Injustice in Health**

Facilitator: Arthur Kaufman, MD, University of New Mexico; Heather Bleacher, MD, MPH, University of Colorado Family Medicine Residency, AF Williams Family Medicine Clinic; Jerry Kruse, MD, MSPH, Southern Illinois University; Viviana Martinez-Bianchi, MD, Duke University Medical Center Family Medicine Residency; Danielle Jones, MPH Manager, Center for Diversity and Health Equity, American Academy of Family Physicians

3:45–4 pm

Transition to discussion break-out rooms.

4–5 pm

Audience Discussions With Panel Experts (pg 18)

Sunday, December 9

7:30–9 am

Conference Registration
Florida Ballroom Foyer

7:30–8 am

Coffee Service (With Light Continental Breakfast)
Florida Ballroom Foyer

8–9 am

Closing General Session
**Slaking Tantalus: Reducing Burden
for Supporting Advanced Clinical
Practice**

Robert Phillips, MD, MSPH, American Board of Family Medicine, Lexington, KY

9 am

Conference Adjourns

Abstracts and learning objectives for all educational sessions are available at www.stfm.org/cpi.

Educational Session Formats:

Seminar – Provides practical information and methods to enhance practice improvement. Seminars include a combination of presentation and active involvement of participants. 90 minutes.

Lecture – Provides a forum for focused didactic presentation and discussion of a topic. These topics may include clinical, research, administrative, or educational issues. 30 and 60 minutes.

Poster – Display and discussion of:

- **Completed Project** in education, process of care, patient-oriented outcomes, and quality of care studies
- **Work In Progress Project** related to teaching, education, curricular or clinical intervention, management innovation, or quality improvement
- **Student & Resident Project** related to teaching, education, curricular or clinical intervention, management innovation, or quality improvement
- **STFM Leading Change Institute Project:** The yearlong Leading Change fellowship offers leadership teams of two an experiential curriculum providing skills and resources to enable transformation of a family medicine teaching practice. These poster presentations are part of the required curriculum for the fellowship

Presenter Update for Faculty Disclosure/Conflict of Interest

All presenters are required to follow the ACCME standards for commercial support, and should disclose any conflict of interest at the beginning of their presentation. 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: disclosure of financial relationships; or, 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.

Thomas Agresta
Peter Anderson
Robert Bradshaw
Casey Browder
Lorraine Buis

Jacqueline Childs
David Clarke
Holly Cleney
Kevin Cowell
Andrea Darby-Stewart

Mary Fitzmaurice
Jennie Jarrett
Steven Lin
Elizabeth Meck
Ryan Mullins

Margot Savoy
Kimberly Stump
Garth Vaz

Preconference Workshops

1–5 pm

PR1: Extreme Makeover: Ambulatory Practice Edition; Achieving the Quadruple Aim Through Transformational Practice Redesign

Kathy Cebuhar, MA, LPC, Colleen Conry, MD, Corey Lyon, DO, Aimee English, MD, Bethany Kwan, MSPH, PhD, Peter Smith, MD, University of Colorado

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

Since winning the 2016 FPM Award for APEX, CU has hosted several academic delegations who wanted to learn from our success as they begin their own transformations. Five high-priority themes have emerged from these visits: What is your model and how did you choose it? How did you get permission from your sponsoring institution to proceed? How did you pay for it? What were the operational challenges to implementation and how did you overcome them? How did you sustain change and spread the innovation?

In this interactive workshop, you'll work with others in small groups to address these essential questions in your own institutional contexts, guided by the CU experience. Expect to end the day energized to build your own transformed medical home with a strategic blueprint in hand.

Additional Fee: \$150; includes training materials and refreshments.

Florida Salon 1

1–5 pm

PR2: Cooking Up the Alphabet Soup: TCM, CCCM, ADP, PsyCCM, E&M, MACRA, APM, MIPS, and HCC's

Tom Weida, MD, University of Alabama

The payment environment is transitioning from payment-for-visit to payment-for-value. Understanding how to use codes for transitional care management, complex chronic care management, advanced directive planning, psychiatric collaborative care management, and evaluation and management coding is critical for a practice's financial viability as well as for improved patient care. Medicare has added additional complex chronic care management codes and created a new psychiatric collaborative care management code. Practices will also need to prepare for the operational challenges and financial opportunities of the Medicare Reform and CHIP Reauthorization Act of 2015 (MACRA) legislation as well as use hierarchical condition categories to maximize value payment.

The workshop will be interactive and utilize an interactive audience response system to engage learners. Participants are required to bring a laptop computer to the workshop for hands-on training.

Additional Fee: \$150; includes training materials and refreshments.

Meeting Room 4

friday, december 7

7:30 am–5:30 pm

Conference Registration, Computer Cafe, and Conference Partners

Florida Ballroom Foyer

7:15–8 am

Networking Breakfast

Florida Ballroom

7:15–8 am

Residents' Networking Breakfast

Meeting Room 1

8–8:30 am

MACRA Payment Reform Update

Amy Mullins, MD, CPE, FAAFP, Medical Director for Quality Improvement at the American Academy of Family Physicians, Leawood, KS

Florida Ballroom

8:35–8:45 am

Greetings From STFM President

Beat Steiner, MD, MPH

Florida Ballroom

8:45–9:30 am

Florida Ballroom



Opening General Session

Creating a Manageable Cockpit for Clinicians: A Shared Responsibility

Christine Sinsky, MD, American Medical Association, Chicago, IL

For many clinicians, the work of health care has become undoable. The “cockpit” where physicians and other health professionals work now consists of a cacophony of warning alerts, pop-up messages, mandatory tick boxes, a

Sisyphean inbox, and maddening documentation. Paradoxically, many interventions intended to improve quality, safety, or value, when taken in totality, may in fact contribute to health system dysfunction by virtue of the cumulative impact on workload and consequent burnout.

In this session, we will discuss the science supporting the quality, safety, and business cases for focusing on creating a manageable cockpit for physicians. We will also demonstrate practical leadership and workflow and teamwork interventions that can improve professional satisfaction and reduce burnout. We will demonstrate the AMA practice transformation modules (StepsForward) that can help physicians and staff reengineer their practice.

Moderator: David Ehrenberger, MD, Conference Chair

The poster hall will be open for poster viewing on Friday, December 7 from 9:30 am–4 pm, with dedicated time to speak with poster presenters during the morning refreshment break.

9:30–10 am

Refreshment Break With Poster Presentations

(dedicated time)

Grand Ballroom A-D

Completed Project Posters

P02: Incorporating the Patient Voice and Assessing Provider-Patient Concordance for Quality Improvement: A Role for Medical Trainees

Kristie Hsu; Victor Contreras; Kathan Vollrath, MD, MPH; Nancy Cuan, MD, MS; Steven Lin, MD, Stanford University School of Medicine, CA

P03: PACER Progress Report: Quality Improvement Module

Elisabeth Righter, MD, Wright State University FMR, Dayton, OH; Fran Angerer-Fuenzalida, MPH, PhD, PA-C, Kettering College, Dayton, OH; Tim Crawford; Michelle Spurlock; Harriet Knowles; Todd Pavlack, MEd; Deanne Otto, PhD, Wright State University, Dayton, OH

P04: Development and Implementation of a Social Needs Screener in Primary Care Practice

Beth Careyva, MD; Cathy Coyne; Roya Hamadani; Deborah Bren, DO, Lehigh Valley Health Network, Allentown, PA

P05: Implementation for Best Practice Tools to Improve HEDIS Scores Across a Large Diverse Outpatient Network

Judella Haddad-Lacle; Lori Bilello; Charles Haddad; Christopher Scuderi, DO, University of Florida, Jacksonville, FL

P06: Positive Screenings for Substance Misuse, Depression, and Anxiety in a Family Medicine Residency Clinic: Factors Impacting Brief Behavioral Health Interventions

Christian Shue, DO; Jake Benn, BSC; Sean Jones, PhD, Indiana University Health Ball Memorial Hospital FMR, Muncie, IN; Carolyn Shue, PhD, Ball State University, Muncie, IN

Presentation abstracts are available online at www.stfm.org/cpi. This information is also available in the mobile app.

P07: Patients' Insights on Missed Appointments in a Family Medicine Residency Clinic: A Qualitative Evaluation

Samuel Ofei-Doodoo, PhD, University of Kansas School of Medicine-Wichita, Wichita, KS; Emily Manlove, MD, Indiana University, Bloomington, IN

P08: Improving Hospice Consultations in the ICU Using a Modified Screening Tool

Nicole Bentze, DO; Divya Aickara; Erica Heinrichs; Stuart Brown; Florida State University, FL Tallahassee, FL

P09: Family Medicine Prenatal and Obstetric Documentation Improvement Initiative

Laura Heinrich, MD, University of Michigan, Ann Arbor, MI

P10: PACER Progress Report: Stewardship of Resources

Deanne Otto, PhD; Wright State University, Fairborn, OH; Christopher Bugnitz, MD, Dayton Children's Medical Center; Tim Crawford; Todd Pavlack, MEd; Harriet Knowles; Michelle Spurlock, Wright State University, Fairborn, OH

P11: A Pilot Study to Assess Impact of a Clinical Decision Support Tool on Treatment of Uncomplicated Urinary Tract Infections in a Family Medicine Resident Clinic

Sarah Eudaley, Knoxville, TN; Shaunta Chamberlin, PharmD, University of Tennessee Graduate School of Medicine; Alexandra Foster; Rebecca Higdon; Julie Jeter, MD, University of Tennessee Knoxville FMR

P12: Faculty Dashboard—Consolidating Key Metrics and Clarifying Expectations

Margaret Day, MD, University of Missouri-Columbia, Columbia, MO

P13: Reducing No-Show Rates and Increasing Patient Care Access in a Family Medicine Center

John Malaty, MD, University of Florida FMR, Gainesville, FL

P14: Provider-Driven Panel Management: Improving Quality in a Fee-for-Service Environment

Michael Bryan, MD, Mayo Medical School, Scottsdale, AZ

P15: PACER Progress Report: Self-Management Module

Paul Hershberger, PhD, Wright State University; Thaddeus Franz, PharmD, Cedarville University, Cedarville, OH; Angela Castle, MA; Todd Pavlack, MEd; Tim Crawford; Deanne Otto, PhD; Harriet Knowles; Michelle Spurlock, Wright State University, OH

Work In Progress Posters

P16: A Collaborative Approach to Transitional Care in a Family Medicine Residency Program

Amber Porter, DNP, FNP; Jason Leubner, MD, Banner Good Samaritan Medical Center FMR, Phoenix, AZ; Isaac Hensleigh, BSN, RN, Banner Health, Phoenix, AZ

P17: Evaluation of Longitudinal, Integrated ACLS Training in Education Curriculum for Family Medicine Residents

Natalia Galarza Carrasco, MD, Yuma Regional Medical Center FMR, Yuma, AZ

P18: Developing an Ambulatory Patient Safety Reporting Structure: Pilot Program Results

Brian Stello, MD; Nicole Burgess; Lori Izzo; Melanie Johnson, MPA; Kyle Shaak, MPH; Megan Snyder, Lehigh Valley Health Network, Allentown, PA

P19: A New Structure for Precepting Patients in Clinic

Alethea Turner, DO; Andrea Darby-Stewart, MD, Scottsdale Healthcare-Osborn FMR, Scottsdale, AZ

P20: Bridging the Gap: Improving Transitions of Care

Victor Catania, MBA, MD; Grant Greenberg, MD, MA, MHSA; Deborah Bren, DO, Lehigh Valley Health Network, Allentown, PA

P21: Chart Audit as a Means of Prenatal Population Management and Provider Education in an Under-served Residency Clinic

Megan Harper, MD; Kelly McMullen, MD; Megan Sankey, DO, Saint Joseph Hospital Family Medicine Residency, Denver, CO

P22: Integrating Food Insecurity Screening With Community Resources

Michelle Cangiano, MD; Alicia Jacobs, MD, University of Vermont, Burlington, VT

P23: Obesity Research at an Academic Institution in Mississippi

Tobe Momah, MD, University of Mississippi Medical Center, Jackson, MS

P24: Transitional Care Management
Zangeetha Perinpanathan; Sherly Abraham, MD, Brooklyn Hospital Center FMR, Brooklyn, NY

P25: Practice Transformation: Improving Quality and Safety—Using a Team-Based Care Approach

Christopher Scuderi, DO; Charles Haddad; Lori Bilello; Edward Shahady, MD; Charles Lorbeer, University of Florida, Jacksonville, FL

P26: Integrating and Sustaining Behavioral Health in Primary Care Settings

Stephen Davis, MA, Wake Forest School of Medicine; Brittany Swain, Wake Forest Baptist Health, Winston Salem, NC; Edward Ip, Wake Forest School of Medicine; Gail Marion, PhD, PA; Juliene Kirk, PharmD, Wake Forest University FMR, Winston Salem, NC

P27: Increasing Breastfeeding Education of Prenatal Patients in the Family Health Center

Sandra Liz Hernandez-Banchs, New York Medical College Phelps FMR, Bronx, NY

P28: Want to Learn English? An FQHC Addresses Social Determinants of Health and Language Barriers Through English Class

Juan Robles, MD; Daniel Alicea; Bryant Meythale; David Polanco, Montefiore Family Health Center, Bronx, NY

P29: Planned Care for Asthma

Mary Duggan, MD; Victoria Gorski, MD; Casey Browder, Albert Einstein College of Medicine, Bronx, NY

P30: A Central Repository for Research and Improvement Activities

Shruti Varadarajan, MD; Malvika Juneja, MD; Angie Sung, MD; Kenneth Barning, MD, Roger Zorob, MD, MPH, Baylor College of Medicine, Houston, TX

P31: Using Pre-recorded Lectures to Enhance Resident and Care Team Education

Alicia Markley, MPAS; Sara Malone, MD, Southern Illinois University Carbondale FMR, Carbondale, IL

P32: Development of Medical Spanish Curriculum in a Primary Care Residency Program

Geethi Abraham, MD, MPH; Laura Kahn; Anuj Shah, MD, MPH, Erie Family Health Center, Chicago, IL

9:30 am–4 pm
(dedicated time: 9:30–10 am)

Completed Project Posters cont.

P33: “I’m Listening:” Patient-Centered Communication Enhancement at Northwest Clinic

Jo Anna Fields-Gilmore, MD, MPH, MSc; Lisa Danek, MD; Jason Salemi, MPH, PhD; Shruti Varadarajan, MD; Eric Warwick, MD, Baylor College of Medicine, Houston, TX

P34: A Simple and Effective Way to Streamline Medication Refills

John Malaty, MD; Danielle Nelson, MD, MPH, University of Florida FMR, Gainesville, FL

P35: Interventions at Offutt Air Force Base to Expand Colon Cancer Screening

Carl Bryce, MD, University of Nebraska Medical Center, Bellevue, NE

P36: Patient Use of Nurse Triage Lines Prior to ED Visits and Consistency With Protocol Recommendations

Aimee English, MD, University of Colorado FMR, Denver, CO

P37: Implementation of HEEDSSS Adolescent Screen in a Family Medicine Residency

Stacey Bartell, MD, Providence Hospital FMR, Plymouth, MI; Danielle Konja; Kristin Renwick; Jamila Taylor, MD, Michigan State University, MI

P38: Teaching Billing and Coding in a Residency Program With a Plan for Improvement

Jacqueline Childs; Kristin Renwick; Brittny Riggs, BA, Ascension-St. John Providence, South Lyon, MI; Jamila Taylor, MD, Michigan State University Stacey Bartell, MD, Providence Hospital FMR, Plymouth, MI

P39: Killing Four Birds With One Stone: Standardization of Depression Screening

Smriti Ohri, MD, University of Connecticut, Hartford, CT

P40: Implementing a Group Visit Model to Improve Glucose Screening in Pregnancy

Hannah Schreiber, DO; Kristin Andreen, MD, Poudre Valley Hospital/Fort Collins FMR, Fort Collins, CO

P41: Increasing Revenue by Utilizing Registries for Chronic Diseases

Sara Malone, MD; Janice Farmer; Alicia Markley, MPAS, Southern Illinois University Carbondale FMR, Carbondale, IL

P42: Quality Improvement Project: HTN Timely Follow-up

Rebecca Fujimura; Omeed Jazayeri-Moghaddas; Elisabeth Righter, MD; Mamle Anim; Ramona Langston, Wright State University, Dayton, OH

P43: Putting Your Foot Down: Improving Diabetic Foot Exam Rates

Victor Catania, MBA, MD, Oxford, NJ; Grant Greenberg, MD, MA, MHSA; Deborah Bren, DO, Lehigh Valley Health Network, Allentown, PA

P44: MACRA Standards for Depression Screening in a Family Medicine Residency Clinic

Samuel Waling; Collin St. Clair, University of Kentucky, Lexington, KY

P45: Quality Improvement Project: HTN Standardized Nurse Visit

Vaama Patel; Elisabeth Righter, MD; Mamle Anim; Ramona Langston, Wright State University FMR, Dayton, OH

P46: Quality Improvement Project: HTN Treatment Algorithm

Steven Platko; Elisabeth Righter, MD, Wright State University FMR, Dayton, OH

P47: The Comprehensive Chronic Pain Management in Primary Care Practice Improvement Project

Erin Smith, Emmaus, PA; Kevin McNeill, MD; Stephen Denton, Lehigh Valley Health Network, Allentown, PA

P48: Wisdom in Wellness

Elizabeth Keegan Garrett, MD, MPH, University of Missouri-Columbia, MO

P49: Improving Health Maintenance at a Primary Care Clinic: Instituting a Resident Wellness Clinic

Brittani Gierisch; Stuti Nagpal, MD; Miguel Palacios, MD, Michelle Rodriguez, MD, University of Texas HSC at San Antonio, TX

P50: Leaders in Family Medicine: Creating a Longitudinal Quality Improvement Curriculum for Family Medicine Residents

Anna Laurie, MD; Christina Chiang, MD, Canton, MI; Jenna Greenberg, University of Michigan, Dexter, MI

P51: Mind the Gap: Integrated Care Approach to Diabetes Management

Ann Thomas, MD, Lynchburg, VA, Centra Health FMR, Lynchburg, VA

Resident and Student Posters

P53: Improving the Efficacy and Documentation of Diabetic Eye Exams

Shalini Thomas; Deepa Iyengar, MD, MPH, University of Texas HSC at San Antonio, TX; Michelle Klawans, MPH; Thomas Northrup, PhD, The University of Texas Health Science Center-McGovern Medical School, Houston, TX

P54: Oral Health in Pregnancy

Caitlin Suilmann, MD, Joan Hamblin, MD, University of Wisconsin Eau Claire FMR, Eau Claire, WI

P55: Integrating Diabetes Self-Management Support Into an Existing Clinical Workflow

Raye Reeder; Syeachia Dennis, MD, University of Oklahoma, Tulsa, OK

P56: Antibiotic Stewardship for Acute Rhinosinusitis: Quality Improvement for the Clinic

Joshua Koerner; Mirtha Aguilar Alvarado; Justin Yoon, Gwinnett Medical Center, GA

P57: Raising Healthy Families Takes a Village: Promoting Maternal and Newborn Wellness Through Group Visits

Maggie Chun-Allen, DO; Neeraja Peri, MD, Lehigh Valley Health Network, Easton, PA

P58: A Novel Approach to Improving Clinic-Related Communications at the Point of Care in a Residency Clinic

Claire Bovet, MD; Alexandra McCarty, MD, University of Colorado, Denver, CO; Megan Harper, MD, St Joseph Hospital FMR, Denver, CO; Tara Lyer, MD, University of Colorado, Denver, CO

P59: Does Type of Primary Care Experience Affect HPV Immunization Rates in Central Minnesota?

Dennis Peterson, MD, University of Minnesota/St Cloud Hospital FMR, Saint Cloud, MN; Sujitha Yadlapati, Centracare, Saint Cloud, MN; Anna Krieger, University of Minnesota, Minneapolis, MN

P60: De-Feeting Diabetes

Jodi Wilder; Kristo Curi; Chris Zowtiak, MD, St. Elizabeth Healthcare, KY

P61: Standardizing Result Management at a Residency Clinic

Elise Gelston, MD, University of Washington FMR, Seattle, WA; Sonali Sheth, MD, University of California, San Francisco, CA

P62: Team-Based Approach to Reduction in Hospital-Acquired Clostridium Difficile Infections

Joshua Farley, SCL Health, Broomfield, CO

P63: A Simplified Behavioral Management Strategy to Treat Obesity in Primary Care

Jorge Capo; Aimmee Chin; Saida Hardoon; Dana Mirza; Andrew Nguyen; Andrew Odle

P64: Reduce Your Administrative Workload, Avoid Duplicate Tasks

Greta Gonzalez-Rios, Southern Hills FMR, Las Vegas, NV; Darren Rahaman, Nevada Health Centers, NV

P65: Does Improving Education About Tdap Increase the Number of Women Receiving the Tdap Vaccination During Pregnancy?

Carly Rabinowitz; Amy Bearison; Chanlir Segarra, Florida State University, Sarasota, FL

P66: Establishing Standardized Goals of Care Documentation in the Electronic Medical Record

Charlotte Venious; Ryan Brinn; Westley Mullins, Columbus, OH

P67: Improving HPV Vaccination Rates in Young Adults

Jodi-Ann Heath, MD; Tashinea Bernadin, DO, Lawrenceville, GA

P68: Improving Birth-Cohort Hepatitis C Screening in a Family Medicine Residency Clinic

Sunil Momin, MD; Chiricke Orisakwe, MD; Andrew Stevenson, MD; Christopher Saito, Fort Smith, AR

P69: Depression Screening and Lifestyle Intervention in Mild to Moderate Depression

Michelle DiCostanzo, MD; Violet Mwanje, MD, Northeast Iowa Medical Education Foundation

P70: Don't Sugar Coat It: Preventing T2DM in Gestational Diabetic Mothers

Jon Montemayor; Ann Aring, MD; Miriam Chan, PharmD, Riverside Methodist Hospitals FMR, Columbus, OH

P71: Improving Management of Patients on Chronic Opiates at Thomas Hart Family Practice

Christian Bengtson, MD; Tatiana Dalton, York, PA

P72: Resident Hepatitis C Screening Project Leads to Patient Registry and Targets for New Clinic Treatment Program

Alexander Zweig; Timothy Herrick, MD, Oregon Health & Science University FMR, Portland, OR

Leading Change Institute Posters

P73: Using Team-Based Clinic Processes to Improve Quality of Care

John Malaty, MD, University of Florida FMR, Gainesville, FL; Mindy Halbrook, University of Florida Health, Gainesville, FL

P74: Using LEAN Tools to Reinvigorate a Residency Clinic

Mary Stock Keister, MD, Leigh Valley Health Network, Allentown, PA

P75: Finding a New Path: Moving a Clinic Toward Behavioral Integration to Improve Patient Care and Resident Teaching

Thomas Bishop, PsyD; Jill Fenske, MD, University of Michigan FMR, Ann Arbor, MI

P76: Advance Practice Provider and Physician Care Teams

Sarah Redemann; John Hawkins, MD

P77: Creating an Interprofessional Educational Experience on the Inpatient Medicine Rotation for Family Medicine Residents

Octavia Jones, MEd, AET, Truman Medical Center, Kansas City, MO

10–11am Lectures

L001: BRIGHT SPOT TOPIC: A Model for High Value, Accountable Primary Care Finance and Delivery
Jed Constantz, DBA, HealthTeamWorks, Golden, CO
Meeting Room 8

L002: Application of Lean Methodology to Quality Improvement Projects in Primary Care
Beata Labunko, MA; Rebecca Andrews, MD, UConn Health, Farmington, CT
Meeting Room 1

L003: Leveraging PCMH and CPC+ as a Foundation for Succeeding in Value-Based Care Contracts
John Metz, MD, JFK Medical Center FMR, Edison, NJ; Joshua Marx MPH, New Jersey Academy of Family Physicians, Edison, NJ
Meeting Room 4

L004: Home Is Where the Health Is
Kay Kelts, DO; Terry Bird; Richard Capener; Victoria Chew; Sean Stryker, Amot Medical Services, Elmira, NY
Meeting Room 2

L005: Building a Culture of Engagement and Wellness in an Academic Family Medicine Practice
Ann Tseng, MD; Karen Aiello, CMPE; Amanda Miller, PA-C, Oregon Health and Science University, Portland, OR
Meeting Room 5

L006: Patient-Reported Outcome Measures (PROMs): Capturing the Voice of Patient and Measuring What Really Matters
Miriam Chan, PharmD, Riverside Methodist Hospitals FMR, Columbus, OH
Meeting Room 6

L007: Using the Psychiatric Collaborative Care Management Model to Address Behavioral Health Issues
Thomas Weida, MD; Jane Weida, MD; Robert McKinney, Jr, PhD; Kelly Breen, BSW, The University of Alabama, Tuscaloosa, AL
Meeting Room 7

L008: Clinical Performance Feedback: Development and Implementation of a Scorecard in the Family Medicine Residency Setting
Jason Leubner, MD; Jacob Anderson, DO; Susanne Wild, MD, Banner Good Samaritan Medical Center FMR, Phoenix, AZ
Meeting Room 9

L009: Using the AAFP Social Needs Screening Tool
Julia Fashner, MD, MPH, UCF/HCA GME Consortium (Ocala) Program, Ocala, FL
Meeting Room 10

L010: Opioid Improvements—One Practice at a Time
Bryan Goddard, MD, CapitalCare Family Practice Ravena, NY
Meeting Room 11

L011: Improving Diabetic Outcomes With Team-Based Care
Adriana Linares, MD, MPH, DrPH; Marilyn Darr, MD, PharmD; Natasha Ingvaldstad O'Neal, MD; Luke Vander Weide, PharmD; Chris Wheelock, MD; Carolyn Wong, PharmD, PeaceHealth Southwest Medical Center, Vancouver, WA
Meeting Room 12

11:10 am–12:10 pm

Lectures

L012: BRIGHT SPOT TOPIC: Making a Business Case for Policies That Support Growth of High-Performing Primary Care

Ann Greiner, Patient-Centered Primary Care Collaborative, Washington, DC

Meeting Room 8

L013: BRIGHT SPOT TOPIC: A New VISION of Primary Care—Helping Physicians Do What They Do Best

Peter Anderson, Team Care Medicine, Yorktown, VA

Meeting Room 9

L014: Integration of Consistent Clinic Days Into Team-Based Care at an FQHC: A Hybrid Model

London Muse, MD; Lidymar Ruiz, New York Medical College, Tarrytown, NY

Meeting Room 1

L015: Building a Strong Foundation to Sustain Your Transformation Efforts

Emily Glynn, Tulsa, OK

Meeting Room 4

L016: Clinic First: A New Scheduling Model 3:1 and 2:2

William Lovett, MD, Reading Hospital FMR; Rose Reeser, Tower Health, West Reading, PA

Meeting Room 5

L017: Psychiatric E-Consult: Advancing Behavioral Health Integration via EHR Consultation

Patricia McGuire, MD, Allison Park, PA; Jiayun Lu, MD, UPMC St. Margaret, Pittsburgh, PA

Meeting Room 2

L018: Next Generation MAT: Integrated Care for Opioid Use Disorder

Alicia Jacobs, MD; Michelle Cangiano, MD, University of Vermont, Burlington, VT

Meeting Room 6

L019: Purpose-Driven Care

Alexandra Lane, MD; Jennifer Abraczinskas, MD, Cooper University Health Care, Camden, NJ

Meeting Room 7

L020: Developing a Patient Safety Curriculum

Stephanie Calkins, Maine General Health, Oakland, ME

Meeting Room 10

L021: Impact of Integrated Behavioral Health on Resident Education

Carlie Nikel, PsyD; Beth Rosemergy, DO, Truman Medical Center Lakewood, Kansas City, MO

Meeting Room 11

L034: Improving Care for Patients With Diabetes: Methods and Outcomes of Large Practice Group-Level Implementation of a Clinical Pathway and Standard Work Principles Throughout Primary Care Practices

Janelle Sharma, Nazareth, PA; Frank Sperrazza, DO, Lehigh Valley Health Network, Allentown, PA

Meeting Room 12

12:15–1:30 pm

Networking Luncheon With Award and Scholarship Presentations

Moderator: Kyle Knierim, MD, Conference Co-Chair

Florida Ballroom

1:45–2:15 pm

Lectures

L022: Maximizing Annual Wellness Visits (AWVs): An Interprofessional Approach to Improving Medicare AWW Rates, Reimbursing Home Visits, and Coordinating Chronic Care Management

Marianne Koenig, PharmD; Niladri Das, MD; Sara Weinstein, PharmD, UPMC St Margaret Hospital FMR, Pittsburgh, PA

Meeting Room 1

L023: Early Childhood Caries: A Predictive Model Using Accessible Variables Regularly Documented During Well-Child Visits

Leola Royston, MPH; Paul Casamassimo; Diane Dooley, MD; Arthur Nowak; Robin Wright, American Academy of Pediatric Dentistry, Chicago, IL

Meeting Room 4

L024: Obstacles to Health Care Access Among Racial and Ethnic Minorities and Development of the Same-Day Clinic System

Fabrizia Faustinella, MD, PhD; Roger Zoorob, MD, MPH, Baylor College of Medicine FMR, Houston, TX

Meeting Room 5

L025: Making MAT Available: Opioid Addiction Treatment in the Primary Care Setting

Erin McNeely, MD; Brian Lombardo, MD, Alice Peck Day Hospital, Lebanon, NH

Meeting Room 6

L026: Photo Documentation: Practicalities, Protocols, and Practice

Matthew Gordon, MD, Prevea Family Medicine Residency, Eau Claire, WI; Joan Hamblin, MD, University of Wisconsin Eau Claire FMR, Eau Claire, WI

Meeting Room 7

L027: Can We Really Care for Patients 7 Days a Week Without Increasing Burnout? An Innovative Approach to Weekend Patient-Centered Care

Kathy Mariani, MD, MPH, University of Vermont, Burlington, VT

Meeting Room 8

L028: Team-Based Care Assessment

Stacey Bartell, MD, Providence Hospital FMR, Plymouth, MI; Victoria Cohen-Bradford; Kristin Renwick; Jamila Taylor, MD, Michigan State University, Southfield, MI

Meeting Room 9

L029: Family Home Visits: A Model for Primary Care Delivery

John Lowery, DO, PhD; UNECOM/University of New England College of Osteopathic Medicine Lewiston, ME

Meeting Room 10

L030: Quality Improvement Focus in Patient-Centered Medical Home Curriculum for Third-Year Medical Students

Mariquita Irene Belen, MD, Aultman Hospital FMR, Canton, OH

Meeting Room 11

L031: Improving Rates of Breast and Colorectal Cancer Screening Among Patients at an Academic Family Medicine Clinic

Deepa Iyengar, MD, MPH, University of Texas HSC at San Antonio; Olasunkanmi Adeyinka, MD, University of Texas at Houston FMR; Rachna Khatri, MBA, MPH, University of Texas, Houston, TX

Meeting Room 2

L032: A Model for Longitudinal Patient Safety Curriculum

Kenyon Weidle, MD, HealthONE Swedish Medical Center FMR, Denver, CO

Meeting Room 12

2:25–3:25 pm**Lectures****L033: Front Lines of the Crisis: Treating Opioid Use Disorder in a Family Medicine Clinic**

Tanner Nissly, DO; Kacey Justesen, MD; Robert Levy, MD, North Memorial Hospital FMR, Minneapolis, MN

Meeting Room 1**L035: If You Build It They Will Come, But Who Will Provide the Care? A Brief Online Training Program for Licensed Professionals in Integrated Behavioral Health**

Cindi Stone, DBH, LMHC, NCC, Community Care Physicians, Latham, NY; Lesley Manson, PsyD, Arizona State University, Phoenix, AZ; Holly Cleney, MD, Community Care Physicians, Latham, NY

Meeting Room 4**L036: Comprehensive Primary Care Plus Year 2, Lessons Learned and Progress**

Stacey Bartell, MD, Providence Hospital FMR, Plymouth, MI; Diane Riddle; Brittney Riggs, BA, Ascension-St. John Providence, South Lyon, MI; Jamila Taylor, MD, Michigan State University, Southfield, MI

Meeting Room 5**L037: Ambulatory Depression Pathway Implementation for Improving Documentation and Enhancing Specialty Referrals**

Deborah Bren, DO; Kevin Cowell, DO, MPH; Janelle Sharma, PA, Lehigh Valley Health Network, Allentown, PA

Meeting Room 6**L038: Innovative Approach to Improving Hypertensive Control in Patients in Primary Care Practices**

Margaret Baumgarten, MD; Richard Bikowski, MD, Eastern Virginia Medical School Portsmouth FMR, VA

Meeting Room 7**L039: Design and Development of Teams for Practice Transformation**

Mary Duggan, MD; Victoria Gorski, MD; Casey Browder, Bronx, Albert Einstein College of Medicine, Bronx, NY

Meeting Room 8**L040: Getting Things Done: The Benefit of Site-Based Project Management**

Kathryn Harnes, MD; Anne Kittendorf, MD, University of Michigan FMR, Dexter, MI

Meeting Room 9**L041: You Get a Volunteer, and You Get a Volunteer, and You Get a Volunteer! The Whole Clinic Gets a Volunteer!**

Corey Lyon, DO; Kathy Cebuhar, MA, LPC; Aimee English, MD, University of Colorado FMR, Denver, CO

Meeting Room 10**L110: An Opioid Toolkit For Safe and Appropriate Prescribing and Deprescribing**

Brianna McQuade, PharmD, University of Illinois at Chicago, Chicago, IL

Meeting Room 11**L058: Cultivating Behavior Change**

Paul Hershberger, PhD; Dean Bricker; Katharine Conway, MD, MPH; Angela Castle, Wright State University, MA

Meeting Room 12**3:25–4 pm****Refreshment Break With Conference Partners and Poster Presenters
Grand Ballroom A-D****4–4:30 pm****Lectures****L042: Patient Satisfaction and Self-Efficacy After Completion of the Medicare Wellness Visit**

Robert Bradshaw, MD, MPH; Daniel Bluestein, MD, MS, CMD, AGSF, Eastern Virginia Medical School, Norfolk, VA

Meeting Room 1**L043: Brighter Futures: Changing Office Flow to Improve Well-Child Care**

Niladri Das, MD; Mary Pat Friedlander, MD; Elizabeth Meck; Monica Schaffer, MD; Allison Vogl, UPMC St Margaret Hospital FMR, Pittsburgh, PA

Meeting Room 4**L044: The BEST You Program: How a Mobile Clinic Transports Chronic Disease Self-management Into Homes, Churches, and Community Centers Near You!**

Jonathan Harrell, MD, University of Florida FMR; Dominique Montrose, UF Mobile Outreach Clinic; Elizabeth Leja, University of Florida FMR, Gainesville, FL

Meeting Room 5**L045: How Modified Early Warning Systems (MEWS) and Family Medicine Resident-Led Rapid Response Teams Influence Outcomes of In-Hospital “Code Blue” Events**

Margaret Baumgarten, MD, Eastern Virginia Medical School Portsmouth FMR; Robert Bradshaw, MD, MPH, Eastern Virginia Medical School; Satara Brown, Eastern Virginia Medical School; Paulina Mirovski, University of Virginia School of Medicine, Charlottesville, VA

Meeting Room 6**L046: Readmission Rates and Quality Improvement: Residency Efforts**

Adriana Linares, MD, MPH, DrPH; Marilyn Darr, MD, PharmD; Natasha Ingvaldstad O’Neal, MD; Luke Vander Weide, PharmD; Chris Wheelock, MD; Carolyn Wong, PharmD, PeaceHealth Southwest Medical Center, Vancouver, WA

Meeting Room 7**L047: Lane Scheduling: An Innovative Approach to Improve Resource Utilization Efficiency in Academic Practices**

Jennifer Leiser, MD; Holly Bynum, MBA; Bernadette Kiraly, MD; Susan Pohl, MD; Susan Terry, MD, University of Utah

Meeting Room 10**L048: How Do I Talk About Vaccines? And Other Lessons From the AAFP Vaccine Science Fellowship**

Kimberly Stump, MD, MSc, Corpus Christi, TX; Amra Resic, MD, BayCare Medical Group, Palm Harbor, FL

Meeting Room 11**L049: Behavioral Health Integration: Impact on Chronic Disease Outcomes**

Sarah Coles, MD; Jeffrey Wolfrey, MD, Banner Good Samaritan FMR, Phoenix, AZ

Meeting Room 12

Presentation abstracts are available online at www.stfm.org/cpi.

This information is also available in the mobile app.

4–5:30 pm

Seminars

S01: BRIGHT SPOT TOPIC: Building the Primary Care Office of the Future: From Innovative Ideas to Implementation, Lessons Learned Along the Way

Thomas Agresta, MD, MBI, Rebecca Andrews MD, Smriti Ohri MD, Beata Labunko MA, University of Connecticut, Hartford, CT

Meeting Room 8

S02: BRIGHT SPOT TOPIC: A Calculated Approach to the Value of Primary Care

Thomas Weida, MD, The University of Alabama, Tuscaloosa, AL

Meeting Room 9

4:40–5:10 pm

Lectures

L050: Standardizing a Clinic Medication Reconciliation Process for Staff and Physicians

Jennifer Budd, DO, St John's Family Medicine Residency University of Minnesota; Katherine Montag Schafer, PharmD, University of Minnesota/St John's Hospital, Saint Paul, MN

Meeting Room 1

L051: Team Management of Diabetes in a Resident-Run Primary Care Clinic

Nathaniel Miller, MD, Rochester, MN; Benjamin Meyerink, Sioux Falls, SD; Kari Mongeon Wahlen, MSN, RN; Lisa Ruehmann, RN, Mayo Clinic

Meeting Room 4

L052: Using the AAFP Office Champions Quality Improvement Model to Improve Adult Immunization Rates

Pamela Carter-Smith, MPA; Jennifer Frost, MD, American Academy of Family Physicians, Leawood, KS; Margot Savoy, MD, MPH, Temple University School of Medicine, Media, PA; Bellinda Schoof, MHA, American Academy of Family Physicians, Leawood, KS

Meeting Room 5

L053: Augmenting Patient Engagement Through Previsit Patient Scorecards

Sara Malone, MD; Alicia Markley, MPAS, Southern Illinois University Carbondale FMR

Meeting Room 6

L054: Polypharmacy and Fall Risk in the Elderly: Teaching Residents Geriatric Quality Improvement Using the CDC STEADI Toolkit

Payal Gaba, MD; Jeremy Dayrit, MD; Katherine Hale, PharmD, Kadlec Family Medicine Residency, Richland, WA

Meeting Room 7

L055: Physician Wellness: Building a Supportive Culture to Enhance Resiliency During a Crisis of Burnout

Grant Greenberg, MD, MA, MHSA, Lehigh Valley Health Network, Allentown, PA; Deborah Bren, DO, Lehigh Valley Health Network, Allentown, PA

Meeting Room 10

L056: Partnering With Local Established Medical Practices to Create Longitudinal Continuity Care Tracks for Residents to Meet the Quadruple Aim and ACGME Requirements

Carol Mendez, MD; Jamilett Aguirre; Hoboken University Medical Center FMR, New York, NY

Meeting Room 11

L111: Inpatient Rounds With a Behavioral Scientist: A Tried and True Means of Behavioral Health Integration to Teach Family-Oriented Care

Jerry Authier, PhD; Dale Agner, MD; Timothy Reid, MD, Nebraska Medical Center/Clarkson FMR, Omaha, NE

Meeting Room 12

6:30 pm

Dine-Out Groups

Groups will meet in the hotel lobby: Dinner reservations are for 7 pm.



7 am–5 pm**Conference Registration,
Conference Partners and
Computer Cafe**

Florida Ballroom Foyer

7:30–8:30 am**Innovation Conversations
with Continental Breakfast**
Florida Ballroom

Share breakfast and informal conversation with others with similar roles and/or interests in family medicine practice, administration, and teaching. These conversations will not include a formal presentation.

- Public Health
- Teaching and Residency Improvement
- Behavioral Health Integration
- Workplace Performance
- ACO and CPC+ Practices
- Health Information Technology
- MACRA, AMP, and MIPS
- Practice & Quality improvement
- Chronic Pain and Controlled Substances
- Immunizations
- Payment Reform
- Behavioral Health Integration
- Nurses
- Medical Assistants
- Office Managers
- Residents

8–9:30 am**Seminars****S03: Quantitative Quality Improvement Methodology 101**

Joseph Teel, MD, University of Pennsylvania, Philadelphia, PA

Meeting Room 4

S04: Motivational Data: A Structured Approach to Practice Transformation

Saria Saccocio, MD; Andrew Albano, DO, University of South Carolina, Greenville, SC

Meeting Room 5

8:30–9:30 am**Lectures****L109: BRIGHT SPOT TOPIC:
ACO – “The New Rave”**

Garth Vaz, MD, The Vaz Clinic, PA, Gonzales, TX

Meeting Room 8

**L057: BRIGHT SPOT TOPIC:
Practical Health IT Innovations for
Family Medicine**

Ryan Mullins, MD, CPE, CPHQ, Overland Park, KS

Meeting Room 9

**L059: Improving Population Health
Through Community Engagement: A
Successful Medical Home Model**

Sweety Jain, MD; Maggie Chun-Allen, DO, Lehigh Valley Health Network, Bethlehem, PA

Meeting Room 1

**L060: Diagnosing and Treating Pa-
tients With Medically Unexplained
Symptoms in Integrated Primary
Care: A Team-Based Training Pro-
gram for Physicians and Clinicians**

Cindi Stone, DBH, LMHC, NCC; Kristine Campagna, DO; Holly Cleney, MD; Elizabeth Locke, Community Care Physicians, Latham, NY

Meeting Room 6

**L061: A New Team-Based Model to
Care for Complex Patients**

William Buselmeier, MD; Jesse Gilreath, DSW, LCSW; Eric Hadley, DO; Jodi Polaha, PhD; Maggie Porambo, LPN; Caleb Smith, DO, ETSU Kingsport FMR, Kingsport, TN

Meeting Room 7

**L062: The EveryONE Project:
Transforming Family Medicine to
Advance Health Equity**

Bellinda Schoof, MHA, American Academy of Family Physicians, Leawood, KS

Meeting Room 10

**L063: Common Pitfalls in the Im-
plementation of Behavioral Health
Integration and Practical Strategies
to Avoid or Overcome Them**

Wendy Bradley, Nolensville, TN

Meeting Room 11

**L064: Continuing Telemedicine
in the Patient-Centered Medical
Home: Further Integration of Video
Visits**

Anna Laurie, MD; Katherine Gold, MD, MSW, MS; Kathryn Harnes, MD, University of Michigan FMR, Dexter, MI

Meeting Room 12

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

Florida Ballroom Foyer

10–11 am**Lectures****L065: BRIGHT SPOT TOPIC:
Pharmacist Integration Into Family
Medicine Practice: Practical Pearls**

Brianna McQuade, PharmD, University of Illinois at Chicago, Chicago, IL

Meeting Room 8

**L066: Food Is Health: An Innovative
Care Model to Reduce Food Insecu-
rity Among Patients With Diabetes**

Miriam Chan, PharmD; Melissa Jefferis, MD; Laurie Hommema, MD, Riverside Methodist Hospitals FMR, Columbus, OH

Meeting Room 1

**L067: Health Literacy: Communicat-
ing so Patients Can Understand**

Michelle Cardona, MD, MPH, Middlesex Hospital FMR, Middletown, CT

Meeting Room 4

**L068: Use of Alternative Sites of
Care to Increase Access and
Satisfaction**

Kathryn Harnes, MD; David Serlin, MD, University of Michigan, Ann Arbor, MI

Meeting Room 5

**L069: Improving Team Indigestion:
Interdisciplinary Teams Target Poly-
pharmacy—One Pill at a Time**

Mallory Knapp; Nabila Ahmed-Sarwar, PharmD; Katie Lashway, RN; Mathew Devine, DO; Robyn Phipps, Rochester/Highland Hospital FMR, NY

Meeting Room 6

**L070: Practice Made Perfect:
Application of the Air Force 8-Step
Problem-Solving Method**

Carl Bryce, MD, Bellevue, University of Nebraska Medical Center, NE

Meeting Room 2

**L071: Fake News: “Empanelment is
Easy,” #TeamBasedCareinaTeach-
ingFQHC**

Thomas Staff, MD, MPH; Jessica Bull, MD, University of Colorado FMR, Denver; Barbara Smith, MA, Denver Health & Hospital Authority, Denver, CO

Meeting Room 7

10–11 am

Lectures cont.

L072: Ready or Not, Here it Comes: SDOH Screening in Primary Care

Heather Bleacher, MD; Anowara Begum; Kathy Cebuhar, MA, LPC; Corey Lyon, DO, University of Colorado FMR, Denver, CO

Meeting Room 9

L073: Avoiding the Dilbert Trap: How to Successfully Lead Change in Your Clinical Practice by Utilizing Corporate Business Strategies of Change

Ravi Grivois-Shah; Jamie Dromgoole-Hernandez; Andrea Heyn, MD, Loma Linda University, Tucson, AZ

Meeting Room 10

L074: Behavioral Health Integration Beyond Colocation: Practical Implementation of New Medicare Services in Family Medicine Practice

Karen Fitzpatrick, MD; Umama Sadiq, MD, West Virginia University, Morgantown, WV

Meeting Room 11

L075: What Makes Patients CLICK? Web-Based Opportunities for Patients to Help Themselves (and You!)

Mark McNeill, MD, Trillium Family Medicine, Asheville, NC

Meeting Room 12

11:10–11:40 am

Lectures

L076: Development and Use of a Locally-Specific Risk Score to Identify Patients at High Risk for Readmission

Peter Carek, MD, MS; Frank Gonzalez; Arch Mainous, III, PhD; John Malaty, MD, Maribeth Porter, MD, MS; Yang Yand, PhD, University of Florida FMR, Gainesville, FL

Meeting Room 1

L077: Utilizing Complex Care Plans: Implementing Patient-Centered ED Care Plans for Patients With Recurrent ED Visits in a Family Medicine Residency

Niladri Das, MD; Bridget Foley, UPMC St. Margaret Family Medicine Residency Program, Pittsburgh, PA

Meeting Room 4

L078: Integrating the Social Determinants of Health Into Routine Patient Care: How a Mobile Clinic for the Underserved Uses an SDOH Screening Tool to Advance Health Equity

Jonathan Harrell, MD; Benjamin Borgert, Alachua, FL; Samantha Bodner; Matthew Anderson; Maria Bolanos, University of Florida, Gainesville, FL

Meeting Room 5

L079: Incorporating Population Management and Registry Data in the Critical Path of the Patient Visit

David Voran, MD, Truman Medical Center Lake-wood, Kansas City, MO

Meeting Room 6

L080: Integration of a Clinical Pharmacist Into an Academic Family Medicine Practice

Jeffrey Tingen, PharmD, MBA; Rebekah Compton, FNP-C, University of Virginia FMR, Charlottesville, VA

Meeting Room 7

L081: Primary Care Treatment of Hepatitis C: The Clinic Champion Model in an Urban Academic Family Medicine Practice

Timothy Herrick, MD, Oregon Health & Science University FMR, Portland, OR

Meeting Room 8

L082: Improving Advance Care Planning and Advance Directives

David Serlin, MD; Kathryn Harnes, MD; Devon Kinney, MSQM, University of Michigan, Ann Arbor, MI

Meeting Room 9

L083: Improving Colorectal Cancer Screening Rates in the Rural Community

John Waits, MD, Daniel Hurst, PhD, Cahaba Medical Care, PC, Centreville, AL

Meeting Room 2

L084: +20 Patient Visits: An Innovative Strategy to Facilitate Practice Improvement

Jessica Sass, APRN; Ginny Gottschalk, MD, University of Kentucky FMR, Lexington, KY

Meeting Room 10

L085: Make Your Quality Measures Do Triple Duty

Julie Jeter, MD; Shaunta Chamberlin, PharmD, University of Tennessee Graduate School of Medicine, Knoxville, TN

Meeting Room 11

11:40 am–1pm

Lunch on Own

1–1:30 pm

Lectures

L087: Strengthening Interdisciplinary Improvement Teams to Develop Leaders, Improve the Health Care Workforce and Enhance Quality of Care

Lindsay Hunt; Jennifer Azzara; Kathleen Dwiell, Chenelle Adebisi, Harvard Medical School

Meeting Room 1

L107: Clinic Patient Relations Committee: Risk and Practice Management

Sarah Coles, MD, Banner Good Samaritan Medical Center FMR, Phoenix, AZ; Shari Pressley, MD, University of Arizona, Phoenix, AZ

Meeting Room 4

L089: Screening for Colorectal Cancer: Pilot Project to Increase Rates of Screening Among Patients at Average Risk for Colorectal Cancer

Adriana Linares, MD, MPH, DrPH; Marilyn Darr, MD, PharmD; Natasha Ingvaldstad O'Neal, MD; Chris Wheelock, MD, PeaceHealth Southwest Medical Center FMR, Vancouver, WA

Meeting Room 5

L090: But Wait, There's More! The Art of Balancing Your Deliverables

Robyn Phipps; Mathew Devine, DO, Rochester/Highland Hospital FMR, Rochester, NY

Meeting Room 2

L091: Providing Comprehensive Family Planning Services in a Teaching Health Center

Lucy Loomis, MD, MSPH, University of Colorado FMR, Denver, CO

Meeting Room 7

L092: The Dynamic Duo: A Nurse and Pharmacist Team Improving the Delivery of Transitional Care Management

Samantha Leistman; Nabila Ahmed-Sarwar, PharmD; Elizabeth Jester; Katie Lashway, RN; Susan Vandervoort, University of Rochester, NY

Meeting Room 8

L093: Transforming Health Care Delivery Through a Family Medicine Residency and Community Paramedicine Partnership

Nicole Bentze, DO; James Crutchfield; Brian Melcher, Manatee Memorial Hospital Family Medicine Residency Program, Bradenton, FL

Meeting Room 9

L094: Optimizing the EHR to Drive Quality Performance Tied to Physician Compensation Metrics

Jason Connelly, MD; Robin Hahn, Novant Health, Charlotte, NC

Meeting Room 10

L095: Making an IMPACT: Interprofessional Management of Patients With Accessible, Comprehensive Treatment

Shaunta Chamberlin, PharmD, University of Tennessee Graduate School of Medicine; William Dabbs, MD; Julie Jeter, MD, University of Tennessee Knoxville FMR; Rebecca Robbins, University of Tennessee Graduate School of Medicine, Knoxville, TN

Meeting Room 11

L096: Achieving Relevant Outcomes

London Muse, MD; Rose Puthiyamadam, New York Medical College, North Tarrytown, NY

Meeting Room 12

L097: That Can't Be My Data: An Approach to Improving Patient Quality Metrics

Margaret Day, MD, University of Missouri-Columbia, Columbia, MO

Meeting Room 6

1:30–1:40 pm

Transition Break

1:40–2:10 pm

Lectures

L098: Project ECHO: Virtually Weaving Together Psychiatry and Primary Care to Improve Behavioral Health Patient Care

Caitlin Moore, Scottdale, GA

Meeting Room 1

L099: Practice Transformation Education: We're All In This Together

Jason Marker, MD, MPA, Memorial Family Medicine Residency, South Bend, IN

Meeting Room 4

L100: Improving Comprehensive Behavioral Health Screening and Treatment in a Rural Integrated Primary Care Clinic With Tablet Technologies

Warren Yamashita, Hilo, HI

Meeting Room 5

L101: Advancing Integrated Care by Cotraining of Residents and Postdoctoral Psychology Fellows

Victoria Gorski, MD; Nancy Ruddy, PhD; Mary Duggan, MD, Albert Einstein College of Medicine, NY; Eliana Korin, DiplPsic; Alison Gurley, PsyD, Montefiore Medical Center, Bronx, NY

Meeting Room 6

L102: MACRA—Leveraging the Quality Payment Program as a Successful Tool for Patient-Centered Care

Rose Langdon, MBA, RN, CPHQ, FNAHQ; Elaine Gillaspie, MHA, MSc, CPHQ, TMF Healthcare Quality Institute, Austin, TX

Meeting Room 8

L103: Join the Circle: Integrating the Centering Group Model Into Family Medicine

Mary Fitzmaurice, Boston, MA

Meeting Room 9

L104: Expanding a Wellness Curriculum to Cultivate Culture Change for the Whole Patient Care Team

Alicia Markley, MPAS; Jennifer Hammonds, Southern Illinois University, Carbondale, IL

Meeting Room 10

L105: Understanding the Impact of Scribes on Clinical Encounters in Primary Care

Timothy Guetterman, PhD; Melissa Plegue; Shivang Danak; Heather Holmstrom, MD; Anne Yoo; Reema Kadri; Lorraine (Laurie) Buis, PhD, University of Michigan, Ann Arbor, MI

Meeting Room 11

L106: Building an Infrastructure for LARC Services in a Mobile Health Unit in Alachua County, FL

Michelle Nail, MPH, MSN; Jonathan Harrell, MD; Hanna Peterson, University of Florida, Gainesville, FL

Meeting Room 2

L088: Department Volunteer Day: Improving Whole Practice Well-Being Through Community Service

William Dabbs, MD, University of Tennessee Knoxville FMR; Maylea Arthur, Wake Forest School of Medicine; Robert Ford, MD, University of Tennessee Medical Center at Knoxville; Kelly McDaniel, MPH; Lisa Stephens; Lucky Morton; Lauren Thoma, University of Tennessee Knoxville FMR; Justin Jenkins, DO, MBA, University of Tennessee Graduate School of Medicine-Knoxville

Meeting Room 7

L108: Reducing ED Visits in Two Clinics Utilizing Health Coaches—Lessons Learned

John Malaty, MD; Elvira Mercado, MD; Lisa Chacko, MPH; Reathe Felder, RN; Cindy Lasley, RN, MS, BSN; Peter Carek, MD, MS, University of Florida, Gainesville, FL

Meeting Room 12

2:10–2:30 pm

**Refreshment Break With Conference Partners
Florida Ballroom Foyer**

saturday, december 8

2:30–3:45 pm
Florida Ballroom

General Session Panel

From Good Intentions to Action: Tools and Systems Approaches to Address Social Determinants and “Injustice in Health”



Heather Bleacher, MD, MPH, University of Colorado Family Medicine Residency, AF Williams Family Medicine Clinic; Danielle Jones, MPH, Center for Diversity and Health Equity, American Academy of Family Physicians; Jerry Kruse, MD, MSPH, Southern Illinois University School of Medicine; Viviana Martinez-Bianchi, MD, Duke University Medical Center Family Medicine Residency
Facilitator: *Arthur Kaufman, MD, University of New Mexico School of Medicine*

In 1966, Martin Luther King, Jr. said “Of all the forms of inequality, injustice in health is the most shocking and inhuman.” Yet taking action as primary care providers to understand health inequity—health injustice—and impact the health-related context of people’s lives can seem overwhelming. In this panel discussion, you’ll hear from those who have developed and/or implemented systems approaches and practical tools to provide comprehensive, coordinated care to complex patients within the context of their “social determinants” and their communities. Following the panel presentation, each panelist will join attendees in separate rooms to share national best practices and exploration of these important topics.

3:45–4 pm

Transition To Discussion Break-Out Rooms

4–5 pm

Audience Discussions With Panel Experts:

(choose a topic room; space is limited; first-come, first-seated)

1. Team-Based Approaches to Social Determinants of Health in Advance Primary Care: Purpose Driven Care

Heather Bleacher, MD, MPH

Meeting Room 8

2. System Approaches to Managing Social Determinants of Health in Primary Care

Jerry Kruse, MD, MSPH

Meeting Room 9

3. Community-Clinical Linkages to Impact Health Outcomes

Viviana Martinez-Bianchi, MD

Meeting Room 10

4. Practical Tools for Identifying Social Determinants of Health and Providing Care Within That Context

Danielle Jones, MPH

Meeting Room 12

7:30–9 am**Conference Registration**

Florida Ballroom Foyer

7:30–8 am**Coffee Service (With Light Continental Breakfast)**

Florida Ballroom Foyer

8–9 am

Florida Ballroom

**Closing General Session****Slaking Tantalus: Reducing Burden for Supporting Advanced Clinical Practice***Robert Phillips, MD, MSPH, the American Board of Family Medicine, Lexington, KY*

Meaningful Use requirements that electronic health records enable data solutions for informing and improving care have not only been toothless, but the burden was shifted to clinicians. Like Tantalus of Greek mythology, we are immersed in data that we painstakingly collect but cannot use to satisfy our need to measure and improve care, to report quality or share data, or integrate with other data to understand our patients and their needs. For more than a decade, the ABFM has asked its Diplomates to use their clinical data to assess their practices and choose quality improvement activities. The Federal Quality Payment Program has adopted a similar process for value-based payments. There is growing pressure to use data from other sources, claims data and social determinant data, for example, to assess patient risks, adjust payments, and assess outcomes.

The ABFM PRIME Registry currently pulls data from more than 130 EHRs for all types of primary care clinicians in 49 states, turning the data into quality measure dashboards and population health management tools. The Population Health and Assessment Engine (PHATE) brings social determinant data to PRIME, enabling risk assessment and, eventually, payment adjustment. The ABFM aims to add meaningful primary care measures to PRIME such that reporting requirements, payment adjustment, certification, and clinical quality improvement are aligned and with reduced burden. These efforts are meant to be exemplary of what primary care needs to support advanced clinical practice.

Moderator: *Charles Eaton, MD, MS, Conference Steering Committee*

9 am**Conference Adjourns**

Conference on Practice Improvement H. Winter Griffith Resident Scholarship for Excellence in Practice Improvement and Patient-Centered Care

2018 Resident Scholarship Team: Oluwaseun Acquah, MD and Amanda Honsvall Hoefler, MD

University of Minnesota Methodist Hospital Family Medicine Residency Program

Program Director: Jeremy Springer, MD

We are honored to share our work in food insecurity screening as the recipients of the 2018 H. Winter Griffith Scholarship for Excellence in Practice Improvement and Patient-Centered Care. Food insecurity is defined as “limited or uncertain availability of nutritionally adequate and safe foods, or limited or uncertain ability to acquire acceptable foods in socially acceptable ways.” Despite its role as a significant and prevalent social determinant of health, screening for food insecurity is currently not standard clinical practice.

As part of a quality improvement initiative that begun in 2014, the residents and staff of the Methodist Hospital Family Medicine Residency Program worked to develop an effective and sustainable process to identify and address food insecurity in the clinic setting. Our multidisciplinary team included residents, faculty, frontline staff, nursing, social work, care coordination, clinic management, and patient representatives. Residents led the development and design of five different screening strategies, using a validated two-question survey. We tested each strategy over eight 4 to 6-week trial periods. Patient-conducted surveys during check-in were the most effective screening method and physician-conducted surveys were the least, yielding low detection rates. It’s possible that patient embarrassment and physician discomfort or lack of knowledge about how to address the problem may have contributed to these findings.

Once a patient is identified as food insecure, they meet with our clinic social worker who maintains a registry of food insecure patients and connect them with resources and benefits for which they qualify. Patients in urgent need of food also receive an emergency food box. This resident-led quality improvement initiative tested and implemented a screening process to improve patient-centered care that has now become part of our clinic’s routine work flow and could potentially be implemented by other clinics. We invite you to start screening!

Scholarship Presenter: *Kyle Knierim MD, Conference Cochair*

For more information about the H. Winter Griffith Resident Scholarship, visit:

<http://www.stfm.org/CareerDevelopment/ScholarshipsandGrants/HWinterGriffithResidentScholarship>

or contact:

Ray Rosetta, CMP

Director of Conferences

Society of Teachers of Family Medicine

Phone: 800.274.7928, ext. 5412

Email: rrosetta@stfm.org

2018 award and scholarship winners will be recognized at the luncheon on Friday, December 7 in the Florida Ballroom.

For more information about this year’s scholar(s) and winner(s), please visit with them at their poster in the Conference Poster Hall (Grand Ballroom A-D).

FPM Award for Practice Improvement

Co-sponsored by *FPM*

Johnston Memorial Hospital Family Medicine Residency

Johnston Memorial Hospital, Abingdon, VA

Shyam Odeti, MD, Core Faculty, Inpatient Medical Director, and Hospitalist Director

Chest pain is one of the most frequent reasons for emergency visits (6%) and accounts for around 18% of all observation admissions. Yet only 9% of patients have acute coronary syndrome. Chest pain visits account for 15% to 20% of all malpractice suits involving emergency physicians, and defensive medicine practices have led to admission rates of 60%, resulting in higher utilization of hospital resources and higher health care costs.

Facing similar challenges, the family-physician-led hospitalist team at Johnston Memorial Hospital undertook an initiative to adopt evidence-based approaches to reducing chest pain admissions. These were the key aspects of our approach:

- Adopting HEART Score as a clinical decision guide to appropriately risk stratify chest pain patients and working with IT staff to integrate chest pain pathways into our software
- Including all of our partners in the care of chest pain patients – emergency physicians, resident physicians, cardiology team, IT staff, and nursing – in a Rapid Improvement Event to develop an algorithm and standard of work based on close cardiology follow-up and direct stress test scheduling and follow-up
- Conducting an extensive education and communication effort using educational sessions, meetings, email, posters, and monthly review of patient cases

As a result of these changes, we reduced chest pain observation admissions by 61% over 3 years. Adhering to evidence-based practice utilizing HEART Score and with support from all other team members, we did not notice any significant 30-day event rate. We were also able to reduce the percentage of admissions for observation from 32% to 24%. Length of stay for observation patients was reduced from 32 hours to 24 hours. These changes resulted in \$5 million in medical cost savings for these patients and shared savings for our accountable care organization.

Award Presenter: *Amy Mullins, MD, American Academy of Family Physicians*

For more information about the FPM Award, visit: <http://www.stfm.org/CareerDevelopment/Awards/FamilyPracticeManagementAwardforPracticeImprovement>

or contact:

Leigh Ann Backer

Executive Editor

FPM

American Academy of Family Physicians

Phone: 913.906.6000, ext. 5138

Email: LBacker@aafp.org

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acknowledgments

2018 Conference Steering Committee

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

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Stacy Brungardt, MA, CAE

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2019 Conference on Practice and Quality Improvement

December 5-8, 2019 | Sheraton Grand Phoenix • Phoenix, AZ

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

Conference Location

Marriott Tampa Waterside Hotel & Marina
700 S Florida Ave
Tampa, FL 33602

Conference Rate: \$189 single/double (plus taxes)
Reservation Deadline: November 14, 2018
Reservations (Online): <https://book.passkey.com/go/STFMConference>
Phone/Reservations: (888) 789-3090 (Request the STFM group rate.)
Hotel Phone: 813-221-4900 (For general questions and to contact guests; NOT for reservations.)

Hotel 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.

Ground Transportation

The Tampa Marriott Waterside does not provide shuttle service to and from Tampa International Airport. "Super Shuttle" is available between the airport and hotel with rates beginning at \$10/person one-way. For more information, call 800-258-3826 or visit www.supershuttle.com/Locations/TPAAirportShuttleTampaBay.aspx

Taxi and Uber service is also available. Please confirm fares before hiring.

CME and CNE Credits

This live activity, Conference on Practice Improvement 2018, with a beginning date of 12/06/2018, has been reviewed and is acceptable for up to 17.50 Prescribed credit(s) by the American Academy of Family Physicians. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Preconference workshops on Thursday, December 6 will be included in the conference CME and CNE. AAFP Prescribed credit is accepted by the American Medical Association as equivalent to AMA PRA Category 1 Credit™ toward the AMA Physician's Recognition Award. When applying for the AMA PRA, Prescribed credit earned must be reported as Prescribed credit, not as Category 1. CME activities approved for AAFP credit are recognized by the AOA as equivalent to AOA Category 2 credit.

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- American Board of Emergency Medicine
- American Board of Preventative Medicine
- American Board of Urology

Registration Refund Policy

If a registrant cannot attend a conference for personal or work reasons, requests for refunds must be received in writing by STFM by November 5 to receive a 50% registration fee refund. No refunds will be issued after November 5 except for those emergencies addressed below. Refund requests due to medical or weather emergencies at time of conference may be eligible for a 50% refund. If registrant is unable to attend because of a weather emergency, registrant must show that they attempted to re-schedule their travel arrangements but could not get to the conference during the official conference dates. In the event of such cancellation request by a conference registrant, the registrant must provide STFM with official documentation to support their request. In the unlikely and extreme event that STFM is forced to cancel a conference, STFM is not responsible for fees or penalties that conference registrants may incur for nonrefundable airline tickets or hotel deposits.

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