Conference on Practice Improvement

Learn to improve efficiency and provide better patient care • www.stfm.org/cpi

November 30-December 3, 2017 • Louisville Marriott Downtown • Louisville, KY

Produced by the Society of Teachers of Family Medicine with support from the American Academy of Family Physicians.
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Wireless Internet Access Information
Network name: Marriott Conference
Password: stfm17

Go Mobile
Download the STFM Annual Spring Conference app from the Google Play or iOS App store by searching for STFM, 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
• Read the session abstracts
• View maps of the meeting rooms
• Receive alerts and notifications
• Evaluate sessions and the conference
• Network with other attendees

Join the conversation on Twitter: #CPI17
Celebrate STFM’s 50th Anniversary and Don’t Miss These Special Events

**STFM History Exhibit**
Take a walk down memory lane. Stop by the STFM History Exhibit for a glimpse of key events from decades past, present, and future.

**Welcoming Reception and Open House**
Thursday, November 30, 5:15–6:30 pm
Visit with STFM staff and leaders to learn more about what STFM can offer you!

- Conference Help (Navigating the Conference/Mobile app)
- Fellowships and Certificate Programs
- Advocacy
- News and Journals
- Awards, Scholarships, and Grants
- Online Courses
- Resources

Step into the “Winners Circle” to snap a photo-finish picture with friends!

**STFM 50th Anniversary Luncheon With Award and Scholarship Presentations**
Friday, December 1, 11:50 am–1:15 pm
Join us as we recognize award and scholarship winners and raise a glass to STFM’s first 50 years. Be a part of history as we place a piece of the present into the 50th Anniversary time capsule, to be opened by family medicine educators in 2042!

**Innovation Conversations With Continental Breakfast**
Saturday, December 2, 7:15–8:15 am
Share breakfast and informal conversation with others with similar roles and/or interests. See page 13.

**Unique Louisville Experiences—Exploring Outside of the Conference**

**Mary M. Miller Steamboat Dinner Cruise—Saturday, December 2; 7 pm**
Meet the Mary M. Miller. She was named after Louisvillian Mary Millicent Miller, who also happened to be the first woman to ever attain her steamboat captain’s license way back in 1884. Join other conference attendees for a special evening of sightseeing, dining, and music on the Mary M. Miller. Package includes roundtrip cruise up river to 6-mile island, southern buffet dinner, and musical entertainment.

Location: 2 blocks from the Marriott Hotel (riverfront dock)
Website/Reservations: http://belleoflouisville.org/mary-m-miller/ or call 502-574-2992.

Note, please let the reservationist know you are with the STFM conference and they will sit our group together for the dinner/cruise.

**Jim Beam Bourbon Experience**
(Jim Beam Urban Stillhouse—Louisville)
All bourbon fans aged 21 and over may visit the new Jim Beam® Bourbon Experience. The Jim Beam Urban Stillhouse visitor center delivers the Jim Beam® distillery experience in the heart of Louisville. The Louisville bourbon tour includes a small working distillery, a bottling line, a tasting experience, a unique bottle-your-own bourbon experience with bourbon selected for the Urban Stillhouse, and merchandise for sale.

Hours: Monday–Saturday, 1-9 pm (Closed on Sundays)
No reservations necessary.

**Louisville Slugger Museum and Factory Tour**
Connect with a genuine global icon on its hometown turf. Louisville Slugger Museum and Factory celebrates the extraordinary role Louisville Slugger baseball bats have played in the sport’s past, present, and future. From the forest to the field, you’ll follow the timber that’s turned into hard hitting history. Along with the fascinating bat factory tour, there are galleries filled with remarkable memorabilia and entertaining interactive exhibits. The last factory tour of the day leaves 30 minutes before closing. Factory tours last approximately 30 minutes. Guests will see bats being made. Allow 2 hours to enjoy the entire museum and factory experience.

Hours: Monday–Saturday, 9 am–5 pm; Sunday, 11 am–5 pm
Website: www.sluggemuseum.com/plan-your-visit
The museum is located on the corner of 8th and Main in downtown Louisville. Just look for The Big Bat! A parking garage operated by the city is directly behind our building and some street parking is available.
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<td>PR1: Cooking Up the Alphabet Soup: TCM, CCCM, ADP, PsyCCM, E&amp;M, MACRA, APM, and MIPS</td>
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<td></td>
<td>Thomas Weida, MD, Tuscaloosa College of Community Health Science</td>
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<tr>
<td>5:15–6:30 pm</td>
<td>Welcoming Reception With STFM Open House</td>
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<td>Friday, December 1</td>
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<td>7–8 am</td>
<td>Networking Continental Breakfast — Get To Know Your Conference Colleagues! (Presentation will begin at 7:30 am)</td>
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<td>7:30–8:15 am</td>
<td>Payment Reform Update: Value Over Volume</td>
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<td></td>
<td>Amy Mullins, MD, CPE, FAAFP, Medical Director for Quality Improvement at the American Academy of Family Physicians</td>
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<td>8:20–9:30 am</td>
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<td>Kentucky Led the Way With the ACA</td>
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<td>Steven Beshear, Former Governor of Kentucky</td>
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<td>11:50 am–1:15 pm</td>
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<td>1:30–2:40 pm</td>
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<tr>
<td>6:30 pm</td>
<td>Dine-Out Groups (Sign up on the message board at the STFM Registration Desk.) Dinner reservations at 7 pm. Groups will meet at the Message Board at 6:30 pm</td>
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<td>Technician to Teacher: Bridging the Gap Between Health and Care—A Patient's Perspective</td>
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<td>Melissa Thomason, Pinetops, NC</td>
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<td>OPT1: Putting Health IT to Use to Solve Practical Problems Facing Family Medicine Practices</td>
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<td>Steve Waldren, MD, MS, American Academy of Family Physicians</td>
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<td>7 pm</td>
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<tr>
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<td>Practices and Payers:</td>
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<td>The Value of Deeper Partnerships on the Journey Toward Population Health</td>
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<td>Patrick Gordon, MPA, Rocky Mountain Health Plans</td>
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<tr>
<td>9:15 am</td>
<td>Conference Adjourns</td>
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**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.

**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.

Amy Buchanan  Anna Ratzliff  
Casey Browder  David Serlin  
Colleen Cagno  Robyn Teply  
Leigh Johnson  Raul Vazquez  
Melissa Martinez  Ali Ward  
Sandeep Mukherjee  Eva Weinlander  
Susan Nash  Deanna Willis  
Lauren Oshman  Jimmy Yao  
Adam Perzynski

**Welcome to Our Host City—Louisville, KY**

Urban distilleries, awesome foodie getaways, burgeoning neighborhoods, and iconic attractions have made Louisville a top destination.

Here is just a short list of “must see” Louisville attractions:

- Churchill Downs and Kentucky Derby Museum
- Louisville Slugger Museum and Factory
- The Belle of Louisville, the oldest operating steamboat still in existence
- Muhammad Ali’s boyhood home, the Muhammad Ali Center, and Ali’s final resting place in Cave Hill Cemetery
- The Urban Bourbon Trail
- Arts and More Arts! Louisville is one of only a handful of US cities with a professional full-time orchestra, opera, ballet, children’s theatre, dinner theatre, and Broadway Series

All of this, plus a zoo, amusement park, breweries, historic homes, confectionaries, parks, and music festivals comprise the fabric of Louisville’s cultural scene. For more information, visit www.gotolouisville.com.
7–8 am
Continental Breakfast
Marriott Ballroom Salons 1-5

7:30–8:15 am (presentation during breakfast)
Payment Reform Update: Value Over Volume
Amy Mullins, MD, CPE, FAAFP, Medical Director for Quality Improvement for the American Academy of Family Physicians, Leawood, KS
MACRA's Quality Payment Program is changing the way physicians are being paid. This lecture will outline MACRA, including the Merit Based Incentive Payment System (MIPS) and Advanced Alternative Payment Models (AAPMs). It will also highlight how the program is scored in 2017 and how it will be scored in 2018.

Marriott Ballroom Salons 1-5

8:20–9:30 am
Greetings & STFM 50th Anniversary Highlights
From STFM President Stephen Wilson, MD, MPH

Opening General Session
Kentucky Led the Way With the ACA

Steven Beshear, Former Governor of Kentucky

Back in mid-2013, the Affordable Care Act was being buried under an avalanche of skepticism and scorn. Then the governor of a small, rural, and red-leaning state stood up, loudly embraced the ACA, and—against all odds—aggressively used it as a tool to expand access to health care to over half a million of his people.

Steve Beshear—who was governor of Kentucky from 2007 until 2015—will explain the discussion and analysis that led to his decision to expand Medicaid and create a state-operated Health Benefit Exchange he called “kynect.” He will recount how he navigated treacherous political waters to work with providers and others to attack Kentucky’s poor health and implement what he called “reform with a capital R.” He will detail how—by the time he left office in December 2015—expanded access to health coverage had begun to pay off in measurable ways for Kentucky.

Building off the themes in his book, “People over Politics,” former Governor Beshear will give a timely analysis of how the current push in both Washington and Frankfort to strip health care access from tens of millions of people represents a backtrack on this nation’s commitment to its families.

He also served as Attorney General from 1979-1983, Lieutenant Governor from 1983-1987, and was a member of the Kentucky House of Representatives from 1973-1979. As Governor, he expanded the Medicaid program under the Affordable Care Act and launched the Kentucky Health Benefit Exchange, benefiting over 500,000 Kentuckians. Together, these actions reduced the state’s uninsured rate from over 20% to 8% and ensured that for the first time in history, every Kentuckian would have access to affordable health insurance.

Moderator: Jorge Duchiecela, MD, Conference Chair
Marriott Ballroom Salons 1-5

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

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.
Lecture – Provides a forum for focused didactic presentation and discussion of a topic. These topics may include clinical, research, administrative, or education issues. 30 and 60 minutes.
Poster:
• Completed Project: Display and discussion of an investigator’s completed original research in education, process of care, patient-oriented outcomes, and quality of care studies. 60-minute dedicated presentation.
• Work In Progress: Display and discussion of an in-progress project related to teaching, education, curricular or clinical intervention, management innovation, or quality improvement. 60-minute dedicated presentation.
• STFM Leading Change Fellowship: 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. 60-minute dedicated presentation.

Family Medicine for America’s Health (FMAHealth):
Educational sessions from FMAHealth tactic teams are included in this year’s conference, and are noted by (FMAH) in the session title.
The Poster Hall will be open for poster viewing on Friday, December 1 from 9:30 am–4 pm, with dedicated time to speak with poster presenters during the morning refreshment break. Posters will be available for viewing during the afternoon refreshment break; however, presenters are only required to be present during the morning break.

9:30–10:30 am

Refreshment Break With Poster Presentations dedicated time
Marriott Ballroom Salons 6

Posters—Completed Project

P01: Improving Mental Health Assessment Show Rates With Integrated Care and Warm Hand-Offs in an Urban Clinic
Stacy Caldwell, PhD, Christina Antenucci, MD, Eric Berko, PhD, Adam Perzynski, Case Western Reserve University MetroHealth FMR

P02: An Implementation Science Approach to Depression Screening in a Large Group Practice
Lauren Oshman, MD, MPH, University of Chicago

P03: Why Patients With Primary Care Physicians Use Immediate Care Centers
Amy Buchanan, MD, Karin Lavie, Gabriela Lievana, Loyola University Chicago

P04: Implementation of Structured Documentation to Improve Adherence to Clinical Guidelines
Emily Manlove, MD; Tara Neil, MD; Rachel Griffith; Mary Masterman, University of Kansas, Wichita

P05: Measurement of Accuracy in Medical Coding by Providers in a Residency Primary Care Clinic
Mahdi Awwad, MD, Case Western Reserve University MetroHealth FMR; Priya Sahai, Zaiba Jetpuri, DO, University of Texas, Southwestern

P06: Shifting the Balance: How Capturing More 99214s Can Benefit Your Residency Practice
Melody Jordahl-Iafrato, MD; Colleen Cagno, MD; Jessie Pettit, MD, University of Arizona

P07: Community Outreach Strategies for Patient Engagement With an Underserved Population
Anisa Shomo; Daniel Hargraves, MSW, Saundra Regan, PhD, University of Cincinnati

P08: Interdisciplinary Outpatient Procedure Simulations: Better and Faster Through Teamwork
Daniel Fisher, MD, Community Health Network FMR

P09: Leveraging Informatics to Change Provider Billing Behavior
Monaco Briggs, East Tennessee State University FMR; Reid Blackwelker, MD, Quillen College of Medicine, ETSU; Diana Helman, MD, East Tennessee State University FMR; Leigh Johnson, MD, East Tennessee State University Bristol FMR; Jodi Polaha, PhD, East Tennessee State University FMR

P10: Primary Care Resident Knowledge of Hepatitis C Virus Screening and Management
Robyn Teply, PharmD, Krista Goins, MD, Thomas Guck, PhD, Amy McGaha, MD, Mark Goodman, MD, Sandeep Mukherjee, Creighton University

P11: Resident-Led QI Initiative for Diabetic Blood Pressure Control: What Happens When the Project Ends
Tara Kennedy, MD, University of Illinois at Chicago; Shahla Ahmad, MD, David Cole, MD, Penn State Milton S Hershey Medical Center FMR; Michael Malone, MD, Pennsylvania State University; Gary Tsai, MD, San Juan Bautista School of Medicine

P12: Resident-Led QI Initiative for A1c Monitoring and Improving Glycemic Control
Tara Kennedy, MD, University of Illinois at Chicago; Shahla Ahmad, MD, David Cole, MD, Penn State Milton S Hershey Medical Center FMR; PA; Michael Malone, MD, Cassiopeia Roychowdhury, Pennsylvania State University; Gary Tsai, MD, San Juan Bautista School of Medicine

P13: Resident-Led QI Initiative for A1c Monitoring and Improving Glycemic Control
Tara Kennedy, MD, University of Illinois at Chicago; Shahla Ahmad, MD, David Cole, MD, Penn State Milton S Hershey Medical Center FMR; PA; Michael Malone, MD, Cassiopeia Roychowdhury, Pennsylvania State University; Gary Tsai, MD, San Juan Bautista School of Medicine

P14: Wait Times and Patient Satisfaction at Five Rivers Family Health Center
Elisabeth Richter, MD; Charles Grant; Christian Johnson, Wright State University

P15: Evaluation of First Patient Wait-Times
Elisabeth Richter, MD; Jennifer Rehbein; Michael Zhou, Wright State University

P16: Hospitalization Rate Index: A Measure of Quality of Care
Roy Morcos, MD

P17: A Population-Based Approach to Practice Improvement in Colorectal Cancer Screening
Evan Barnathan, Maine Medical Center FMR; Mark Bouchard, MD, Tufts University; Amy Haskins, PhD, Christina Holt, MD, MSc, Maine Medical Center FMR

P18: Low Staffing Levels: A Detriment to Quality Improvement Projects
Michael Malone, MD, Pennsylvania State University

P19: Improving Coumadin Management Through a Multidisciplinary Quality Improvement Project
Michael Malone, MD; Ali Ward, Pennsylvania State University

P20: Improving Mental Health Management of Patients With Increased Utilization of PHQ-9 Screening Tool in a FQHC
Namagana Channaveearah, MBA, MD, CPE; Peter Rives, MD, Orange Park Medical Center

P21: A Procedure for Clinic Procedures
Elizabeth Keegan Garrett, MD, MPH, St Louis University FMR

P22: Utilizing EMR Technology to Enhance HIV and Hepatitis C Screening Rates and Workflows
Laura Quigley, Bronx Lebanon Hospital Center; Courtney Dower, Jose Tiburcio, MD, Bronx-Lebanon Hospital Center FMR

P23: POLST Quality Improvement Project at a Residency Program: Lessons Learned
Adriana Linares, MD, MPH, DrPH, Sara Thorson, MD, PeaceHealth Southwest Medical Center FMR

P24: Immunization Workflow at a Busy Family Medicine Center in Washington State: A QI Project
Adriana Linares, MD, MPH, DrPH, Marilyn Darr, MD, PharmD, PeaceHealth Southwest Medical Center FMR

P25: Using A3 Problem Solving to Improve HPV Vaccination Rates at IU Methodist Family Medicine Center
Stephanie Reynolds, MD; Jackie Nollwell, Indiana University School of Medicine FMR; Deanna Willis, MD, MBA, Indiana University
9:30–10:30 am
Poster Session—Work in Progress

P26: Streamlining the Injection: Improving Efficiency, Education, Documentation, and Billing of Office Procedures
Niladri Das, MD; Adam Stubbart, MD, UPMC St Margaret Hospital FMR

P27: Effect of Team-Based Communication Post an ER Visit
Madalyn Schaefgen, MD, Barbara Sikora, LPN, Colleen Poehler, Lehigh Valley Hospital and Health Network

P28: Vaccine Status as a Vital Sign
John Merrill-Steskal, MD, University of Washington

P29: Effects of Implementing Transition of Care Protocol on Readmission Rates in a Rural Family Medicine Residency Program
Arturas Klugas, MD, Matthew Stack, MidMichigan Midland FMR

P30: Facilitating Patient Pharmacy Adherence in Patients With Limited Health Literacy
Laura Nietfeld, MD, Kenya Steele, MD, Baylor College of Medicine

P31: Faculty and Residents as a Team in Managing Population Health
Ruben Hernandez Mondragon, MD, Indiana University; Bryce Mohr, MD, Indiana University School of Medicine; Amy Palsinello, MBBS, Indiana University School of Medicine FMR

Shannon Voogt, MD, Evan Davidson, Jessica Setser, University of Kentucky

P33: How to Implement Opt-Out HIV Testing in a Resource-Limited Residency Practice
Beth Rabitalle, MD, Kim Whitaker, MD, University of Wyoming Family Medicine Residency Program at Casper

P34: Pre-Visit Checklist: An Automated Tool to Improve Care Team Communication and Close Care Gaps
Lindsay Botsford, MD, MBA, Memorial Hermann Hospital System FMR

P35: First, Do No Harm: Adequately Providing Our Patients With Birth Control Options When Taking Teratogenic Medications
Lauren McKay, DO; Casandra Cashman, MD, Community Health Network FMR; Nora Sharaya, Community Hospital East Family Medicine Residency

P36: Diabetes Group Visits
Joseph Larson, DO, Morgan Herring, PharmD, Joshua Rehrmann, DO, Iowa Lutheran Hospital FMR

P37: How to Implement Opt-Out Medication Utilization
Bishoy Wassef, Eisenhower Medical Center FMR

P38: Diabetes Group Visits
Joseph Larson, DO, Morgan Herring, PharmD, Joshua Rehrmann, DO, Iowa Lutheran Hospital FMR

P39: Improving Transgender Health Equity in Patient-Centered Medical Homes
Ruth Christiansen, Ann Tseng, MD, Oregon Health & Science University FMR

P40: Making the Most of the Waiting Room: Connecting Patients to Community Resources Through a Help Desk Staffed by Pre-Health Student Volunteers
Juan Robles, MD, Albert Einstein College of Medicine

P41: Educating the Diabetic Patient Outside the Clinic
Silas Gyimah, MD, Negin Field; Gloria Graham, MD, Yani Lu, MD, PhD, Eisenhower Medical Center FMR

P42: A Test of Interventions to Address Immunization Rates in a Family Medicine Clinic
Richard Veerman, MD, ETSU Family Medicine Department; Leigh Johnson, MD, Jodi Polaha, PhD, Gina Flack, Med, Michelle Goodman, RN, Leona McAllister, CMA, Sandra Williams, MA, CSAC, East Tennessee State University FMR

P43: Implementation of a Physician-Pharmacist, Team-Based Visit to Improve Chronic Care Management
Jason Konopack, MD, MPH, University of Florida; Kevin Cowart, MPH, PharmD, University of Florida FMR; Greg Westwood, MD, PhD, UF Health Family Medicine at Old Town; Karen Sando, PharmD, Jonathan Harrell, University of Florida FMR

P44: Interdisciplinary Teams and Informatics: A Winning Combination to Optimize Medication Utilization
Nabila Ahmed-Sarwar, PharmD, Rochester/Highland Hospital FMR; Katie Lashway, RN, University of Rochester, Molly Oliver, Robyn Phipps, Mathew Devine, DO, Rochester/Highland Hospital FMR

P45: Milestones Precepting 1/2/5
Mayur Ral, MD

P46: Embedding Occupational Therapy in Primary Care
Maggie Sutherland; David Serlin, MD, University of Michigan

P47: The Use of Check-Out Forms for Uncontrolled Diabetics to Ensure Adequate Follow Up and Improved Glycemic Control
Shruti Patel, Navid Javan, Matthew Lew, Benjamin Mahdi, MD, MPH, Ruymah Mahmood, Bishop Wessaef, Eisenhower Medical Center FMR

P48: Practice Improvement on Abnormal Pap Smears
Alicia Markley, MPAS, Sara Malone, MD, Southern Illinois University Carbondale FMR

P49: Meeting the Controlled Substance Requirements for Prescribing Benzodiazepines and Opioids: A QI Project
Jonathan Sorscher, MD, MSED, TriHealth Bethesda North Hospital FMR; Angela Faller, TriHealth Hatton Research Institute; Rita Kleinmann, Bethesda Family Medicine Residency Program; Robert Oliver, TriHealth; Francisca Webster, MA, Constance Zimmer, TriHealth Bethesda North Hospital FMR

P50: Lessons Learned From Creating an Interprofessional Educational Curriculum Module
Michelle Spurlock; Craig Boreman, Dayton Childrens Hospital; Elisabeth Righer, MD, Wright State University; Brenda Young, Wright State University FMR

P51: Resident-Led Initiative to Improve Preventive Care Quality Outcomes Using a Clinical Dashboard
Jonathan Ballard, MD, MPH, University of Kentucky FMR; Wesley Moore, DO, James Keck, MD, MPH, Archana Kudrimoti, MD, University of Kentucky; Mary Barron, RN, CCRN, Jillian Atherton, EdD, William Elder, PhD, Wade Rankin, MD, University of Kentucky FMR
9:30–10:30 am
Posters—Work in Progress cont.

P52: The Role of the Medical Assistant: Improving Patient Care and Meeting Quality Standards
Julia Dong, MD

P53: Improving the Referral Process at an FQHC Patient-Centered Medical Home
Sadat Mohammad, MD, Peter Rives, MD, Orange Park Medical Center

P54: Advance Directives: Providing Quality Health Care to an Aging Population
Heather Holmstrom, MD, David Serlin, MD, Abrielle Fretz, Devon Kinney, MSQM, University of Michigan

P55: Resident Certification in Advanced Primary Care: Using a Focus on Chronic Respiratory Conditions to Enhance Skills in Population Health, QI, and Integrated Care
Victoria Gorski, MD, Albert Einstein College of Medicine

P56: Utilization of Collaborative Care Approaches to Mental Health Treatment in the South Bronx
Mike Sledzinski, Laura Quigley, Arafat Omidiran, Jacelyne Bonila, Jose Tiburcio, MD, Bronx-Lebanon Hospital Center FMR

P57: Colorectal Cancer (CRC) Screening: A Project to Reach 80% by 2018
Adriana Linares, MD, MPH, DrPH, Marilyn Darr, MD, PharmD, PeaceHealth Southwest Medical Center FMR

P58: Patient Perception and Understanding of Provider-Prescribed Exercise
Jennifer Woosley, DO, St Louis University Bellleville FMR; Alan Bordon, MD

P59: Improving Outcomes and Patient Satisfaction Through Interdisciplinary Bedside Rounding (FMAH)
Natalie Britt, MD, Candace Murbach, DO, Memorial Health Medical Center FMR; Robert Pallay, MD, Mercer University

P60: Transforming Patient Access and Increased Patient Engagement
Julie Young; Tanya Stringer; Heena Patel, Harris Health

P61: Assessing Health Impact of Enhanced Team Care on Health Care Utilization by Priority Patients
Kriti Choudhary; Timothy Ramer, MD, University of Minnesota

P62: Creation of Maternity-Focused Office Sessions in Resident Education
Neeraja Peri, MD; Genevieve Minick, MD, Crozer-Chester Medical Center FMR

P63: Promoting Medication Adherence Using Tailored Prescription Drug Labels In Patients With Diabetes
Suvama Mahadasyam, MD, Baylor College of Medicine

9:30–10:30 am
Posters—STFM Leading Change Fellowship

P65: EHR Fragmentation as a Barrier to a community HIE: Why We Can’t Have Nice Things
Evelyn Sbar, MD; Beverly Axe-Lewis, DO, Texas Tech University Health Science Center, Amarillo

P66: Enhancing Faculty Engagement in Performance Improvement & Population Health Management
Juliet Bradley, MD; Mark Loafman, MD, MPH, Loyola University/Cook County Hospital FMR

P67: Enhancing Team Skills and Function in Advanced Primary Care
Laura Korin, MD, MPH; Claudia Lechuga, MS, Montefiore Medical Center/Albert Einstein College of Medicine, Bronx

P68: Implementation of Interprofessional Education in a PCMH Clinic
Michael Allen Greene, MD; Laura Kristine Klug, PharmD, Creighton University, Omaha, NE

P69: Leading Change Through Office Transformation and Integration of Team-Based Care
Melody Dockery-Chlewa; Jennifer Rosas, MD, Scottsdale Healthcare-Osborn FMR

P70: Transforming a Medical Curriculum: Leading the Way to a Rural-Based, Interprofessional Educational Format
Cheri Kelly, PA-C, MS; James Daniels, MD, Southern Illinois University, Carbondale

10:45–11:45 am
Lectures

L01: A Fully Integrated Team-Based Behavioral Health Curriculum
Wendy Ellis, DHEd, MC, Andrea Darby-Stewart, MD, Scottsdale Healthcare-Osborn FMR

L02: Behavioral Health in Family Medicine: Mental Health and Beyond
Jamie Rapacciuolo, DO, Christiana Care Health Services FMR; Evan Bilheimer; Frank Malinsky, Christiana Care Health System

L03: Decisions, Decisions, Decisions
John Bachman, MD, Mayo Medical School

L04: Initiating the Psychiatric Collaborative Care Management Model
Thomas Weida, MD, Tuscaloosa College of Community Health Science; Jane Weida, MD, University of Alabama-Tuscaloosa FMR; Robert McKinney, LCSW, Tuscaloosa College of Community Health Science; Anna Ratzliff, University of Washington FMR

L05: PNeoking Pneumococcal Disease: Improving Rates of Adult Pneumococcal Vaccination
Melissa Martinez, MD, Megahn Brett, University of New Mexico; Cara Davenport, UNM Hospital Filly

L06: Preparing Physicians to Practice Integrated Behavioral Health: A Competency-Based Curriculum
Matthew Martin, PhD, Arizona State University; Max Zubatsky, PhD, LMFT, Saint Louis University

L07: Behavioral Health Integration in Primary Care
Anne McGuire, MS, LMHC, St Peter Hospital FMR

L08: How We Close the Gaps: Our Interprofessional Team Approach to Meeting Quality Measures
Peter Bockhorst, DO, William Busemeyer, MD, East Tennessee State University FMR; McKenzie Calhoun, PharmD, East Tennessee State University (Kingsport) FMR; Jacalyn Gilbert-Green, DO, East Tennessee State University FMR; Jesse Gilreath, LCSW, East Tennessee State University (Kingsport) FMR; Erin Harris, MD, East Tennessee State University FMR; Amy Lawrence, DO, East Tennessee State University (Kingsport) FMR

Bluegrass 1
L09: Teaching Residents How to Bill and Code
Christie Theriot, MD; Karen Hughes, MD; Sarah Barowka, MD, North Mississippi Medical Center Tupelo FMR
Bluegrass 2

L10: Why You Should Ask: Screening for Social Determinants of Health
Jill Christensen, MD, MPH, Oregon Health & Science University FMR; Charlotte Navarre, RN, Providence Milwaukie Hospital FMR
Skybox

11:50 am–1:15 pm
50th Anniversary Luncheon With Award and Scholarship Presentations
(see pgs 18-19 for winner citations)
Join us for lunch as we celebrate the 2017 Family Practice Management award winner and the 2017 H. Winter Griffith Resident Scholar Team. We’ll also celebrate the end of STFM's 50th Anniversary year with final highlights and the closing of the STFM Time Capsule.
Remarks: Kyle Knierim, MD, Conference Steering Committee
Marriott Ballroom Salons 1-5

1:30–2 pm
Lectures
L11: Utilization of Screening Tools in Outpatient Depression Management
Kurt Angstman, MD, Mayo Medical School; Gregory Garrison, MD, Mayo Clinic Rochester FMR
Bluegrass 1

L05: Finding the Small Breakthroughs: Improving Integrated Behavioral Health Skills Across All Levels of Medical Training
Max Zubatsky, PhD, LMFT, Craig Smith, PhD, Randy Gallamore, MFT, Saint Louis University FMR
Rose

L13: Using a Peer Review Process to Improve Systematic Management of Residency Program Patients With Chronic Pain
Amy Odom, DO, Sparrow FMR; Julie Phillips, MD, MPH, Michigan State University
Salon 7

L14: Mind-Body Medicine Collaborative Visits in an Academic Family Medicine Faculty Practice
Eva Weinlander, MD, Jimmy Yao, Stanford University
Salon 8

L15: Roadmap to implementation of Quality Improvement in a Residency Program
Payal Gaba, MD, Patrick Johansing, Zubair Rehman, Kadlec FMR
Salon 9

L16: A New Paradigm: Vaccinating Three Times as Many Patients Using Student-Staffed, Drive-Through Flu Shot Clinics
Andrew Bivin, Saneca Atwood, Shannell Hannamann, Melissa Martinez, MD, University of New Mexico
Bluegrass 2

L17: Building Pre-Visit Planning to Increase Adherence to Colon Cancer Screening in the Family Medicine Clinic
Scott Lakin, MSN, RN, Community Health Network
Thoroughbred

L18: Optimizing Patient Outcomes Through Integration of Rehabilitation Medicine and Family Medicine
Jonathan Whiteson, MD, Steven Flanagan, Rusk Rehabilitation, NYU Langone Medical Center
Skybox

2:10–2:40 pm
Lectures
L19: Addressing Low HPV Vaccine Rates in a Family Medicine Residency Clinic: A Model for Improvement
Kavitha Arabindoo, MD, Research Medical Center FMR
Skybox

L20: Integration of Physical Therapy in the PCMH
Emily Novoa, DPT, OCS, Yo Kondo, MD, St Peter Hospital FMR; Ian Hallowes, DO, Alana Ryan, DO, Providence St. Peter Family Medicine
Rose

L21: Promoting a Positive Patient Experience in the Implementation of Chronic Pain Programs
Kathryn Brown, MD, St John’s Hospital FMR
Salon 7

L22: Team Management of Patients on Controlled Substances
Rebekah Compton, RN, DNP, FNP-C, University of Virginia FMR; Claudia Allen, PhD, University of Virginia; Amanda Sebring, Jeffrey Tingen, PharmD, MBA, CDE, University of Virginia FMR
Salon 8

L23: Establishing a Home Visit/House Call Program: Successes and Challenges
Rajesh Rajesh, MD, Case Western Reserve University
Bluegrass 1

L24: Improving Health Education: the Primary Care Health Educator in an FQHC Clinic
Eric Peterson, Joanna Espinoza, University of Colorado FMR
Salon 9

L25: Community Pharmacy Collaboration to Improve Hypertension Control and Monitoring
David Serlin, MD, University of Michigan
Bluegrass 2

L26: Challenges and Successes in Developing a Chronic Pain Management Program
Rachel Boeve, Mercy Health Partners FMR; Roxie Miller, Grand Rapids FMR
Salon 10

L56: Empowering Quality Improvement Through the GEMBA Process Across SIU Family and Community Medicine Departments
Sara Malone, MD, Leigh Ann Keyser, Southern Illinois University Carbondale FMR; Timothy Ott, DO, Southern Illinois University; Theresa Oakley, SIU Quincy Family Medicine Residency Program
Filly

L63: Making an IMPACT: Teams Leading Change in an FQHC
Lauren Simon, MD, MPH, Kelly Morton, PhD, Kevin Shannon, MD, MPH, Daniel Reichert, MD, Armando Lermus-Hernandez, Loma Linda University
Thoroughbred

2:40–3 pm
Refreshment Break With Conference Partners and Last Chance to Visit Posters
Marriott Ballroom Salon 6 and Foyer
3–4 pm
Lectures
L27: Shifting Cultural Paradigms: Trauma Informed Care Implementation
Joan Fleishman, PsyD, Oregon Health & Science University
Rose
L28: CPC+: First Year Experience in a University-Based Family Medicine Residency Program Health Center
Robert Gottfried, DO, University of Toledo
Bluegrass 2
L29: The Case for Comprehensive Primary Care Payment
Neha Sachdev, MD, Virtua FMR; Thomas Weida, MD, Tuscakosoa College of Community Health Science; Aaron George, DO, Duke University Medical Center FMR
Salon 7
L30: A Team-Based Approach to Comprehensive and Equitable Chronic Pain Management in Primary Care
Cheryl Wicks, MD, University of Minnesota; Peter Harper, MD, MPH, University of Minnesota Medical Center Fairview FMR
Salon 8
L31: Educating Residents on an Interdisciplinary Approach to Complex Populations
Ehab Molokhia, MD, Allen Perkins, MD, MPH, Mary Smith-West, Kimberlynn Bush, Barry Porter, PhD, University of South Alabama FMR
Skybox
L32: Improving the Care of Complex Outpatients: Collaboration Between Interprofessional Teams in Family Medicine, Internal Medicine, and Pediatrics
Jason Howell, MD, Greg Kirschner, MD, MPH, Rob Zimmarnck, MD, Ellen Osetek, RN, Lauren Wiemle, MPH, Nisha Haikhu, DO, Advocate Lutheran General Hospital FMR
Salon 9
L33: Herding Cats Into the QI Kennel: The Resident-Led QI Curriculum That Meets QI Requirements and MOC Part IV
Corey Lyon, DO, Aimee English, MD, University of Colorado FMR
Salon 10
L34: How Claims Data Can Inform Strategic Decision Making in a Changing Health Care Landscape
Ray Agostinelli, FAIR Health
Thoroughbred
Joshua Raymond, MD, MPH, Rutgers-Robert Wood Johnson at CentraState; David Swee, MD, Rutgers Robert Wood Johnson Medical School; Lynn Schwenzer, MHSA, Geronima Aladay, MD, Zeeshan Khan, Rutgers-Robert Wood Johnson FMR at CentraState
Bluegrass 1
4:10–4:40 pm
Lectures
L36: RN-Health Coach Intervention to Decrease ED Use in a Cohort of Frequent ED Users
Lisa Chacko, MD, MPH, Lauren Bielick, RN, University of Florida FMR; Peter Carek, MD, MS, Rethea Felder, Kim Lynch, Elvira Mercado, MD, University of Florida
Paddock
L37: Implementation of Food Insecurity Screening and Resource Utilization in an Urban Underserved Community Clinic
Jonathan Burdick, MD, University of Colorado; Cherise Callaghan, MBA, St Joseph Hospital FMR
Thoroughbred
L38: Increasing Patient Access to Behavioral Health Treatment through Mindfulness Groups: Implementation and Financial Considerations
Abigail Zeveloff, Bernadette Kiraly, MD, Katherine Fortenberry, PhD, University of Utah FMR
Filly
L39: Better Understanding Burnout and Experiences in the Primary Care Team
Kyle Krerim, MD, Cleveland Piggott, MD, MPH, Aimee Walsh, MA, L. Miriam Dickinson, PhD, Perry Dickinson, MD, University of Colorado
Salon 7
4:10–5:10 pm
Lectures
L40: Implementation of CPC+ in Multiple Residency Practices: Lessons Learned From the Field
Stacey Bartell, MD, Providence Hospital FMR; Lisa Simmons-Fields, Ascension St John Providence
Bluegrass 2
L41: Moving Primary Care Forward to Meet the Complex Care Needs of Older Adults
Lynn Wilson, DO, Nyann Biery, MS, Laura Benner, Julie Dostal, MD, Brenda Frutos, MPH, Lehigh Valley Health Network
Salon 8
L42: Relationships as Health: The Universal Education Approach to Addressing Intimate Partner Violence in Primary Care
Joan Fleishman, PsyD, Tara O’Connor, Oregon Health & Science University
Skybox
L43: Congratulations, You’ve Been “Voluntold” to Transform Your Practice!
Kathy Cebuhar, MA, LPC, Aimee English, MD, Corey Lyon, DO, University of Colorado FMR
Bluegrass 1
L45: Tools of the Trade—The Basics
John Bachman, MD, Mayo Medical School
Salon 10
4:10–5:40 pm
Seminars
S01: Performance Coaching in the Workplace
Carmen Liang, DO, MPH, University of California San Francisco FMR
Rose
S02: Pathways to Comprehensive Primary Care Payment: A Panel Discussion with Early Adopters
Rebecca Malouin, MPH, MSc, PhD, Michigan State University; Aaron George, DO, Duke University Medical Center FMR; Kathryn Harmes, MD, University of Michigan
Salon 9
6:30 pm
Dine Out Groups
Groups will meet at the Message Board near STFM Registration Desk; Reservations are at 7 pm.
7 am–4:30 pm
Conference Registration
Marriott Ballroom Foyer

7:15–8:15 am
Innovation Conversations With Continental Breakfast
Marriott Ballroom Salons 1-5

B01: Collaboration of Mental Health and Pharmacy in Family Medicine Geriatrics and Palliative Care Curriculum Visit
Janel Kam-Magruder, MD, Alaska FMR

B02: Reducing Infant Mortality Through Persistent Preoccupation With Success: Cradle Cincinnati
Hillary Mount, MD, University of Cincinnati, OH; Darshana Bhattacharyya; Barbara Hoffrogge, RN, Christ Hospital/University of Cincinnati FMR, OH; Saundra Regan, PhD, Montiel Rosenthal, MD, University of Cincinnati, OH

Special Interest Conversation Tables
Share breakfast and informal conversation with others with similar roles and/or interests. These conversations will not include a presentation.

• Public Health
• Teaching and Residency Improvement
• Behavioral Health Integration
• Workplace Performance
• ACO and CPC+ Practices
• Health Information Technology
• MACRA, AMP, and MIPS
• Practice improvement

• Chronic Pain and Controlled Substances
• Immunizations
• Payment Reform
• Behavioral Health Integration
• Nurses
• Medical Assistants
• Office Managers
• Residents

8:20–9:30 am
General Session

Technician to Teacher: Bridging the Gap Between Health and Care—A Patient’s Perspective

When I was 28 years old everything I thought I knew about myself ripped apart in a moment. I was standing in a shower on the OB floor of my local hospital and, with no warning, I felt like fire was poured over my head. Pain surged through my teeth. My jaw tightened and then, suddenly, everything inside of me CRUNCHED. I was 35 weeks pregnant that day and the birth I’d planned for, the life I’d planned for, changed forever.

In this presentation, learn what it was like for a “Type A” public school teacher to survive a Type A aortic dissection and to become a champion for patient-centered health care teams around the country. Listen to a patient’s passionate perspectives on culture, care coordination, cost, and how to build meaningful and lasting engagement in your practice or institution. “Are you the technician or the teacher?” Come find out.

Melissa Thomason is a patient and family advisor who serves on the Board of Directors for the American Board of Family Medicine, on Patient and Family Advisory Councils in North Carolina, and on working groups around the country. She is a passionate advocate who has shared her story with thousands of health care workers around the world and who has made the vital work of patient-centered care her life’s mission.

A former public school teacher, she spends her time now championing the cause of collaboration with patients and families, caring for her father, and being a mother to her nine-year-old son, Nate.

Moderator: Amy Mullins, MD, American Academy of Family Physicians, Leawood, KS

Marriott Ballroom Salons 1-5
Saturday, December 2

9:30–10 am
Refreshment Break With Conference Partners
Marriott Ballroom Foyer

10–11 am
Lectures

L46: How to Take the Lead in Your Medical Neighborhood
Berdi Safford, MD, University of Washington
Rose

L47: Shifting Culture: One Step Closer to Clinical Integration
Cleveland Black, Harris Health System; Vanessa Danquah, Malvika Juneja, MD, Asim Shah, MD, Baylor College of Medicine
Salon 7

L48: The Patient & Family Advisory Council (PFAC): A Guide to the Creation of a PFAC in a Family Medicine Center
Jeffrey Schlaudecker, MD, Reid Hartmann, MD, Keisha Goodnow, BAE, University of Cincinnati
Bluegrass 2

L49: Champion Teams: An Implementation Strategy to Drive Practice Improvement
Jodi Polaha, PhD, East Tennessee State University FMR; Leigh Johnson, MD, East Tennessee State University Bristol FMR; Sarah Peace, Millie Wykoff, East Tennessee State University FMR
Salon 8

L50: Engaging the Health Care Team to Improve Pediatric Immunization Rates
Jill Fenske, MD, Marla Stocum-Casper, Tracy Reed, University of Michigan
Bluegrass 1

L51: Strategic Protection Plan
Richard Capps, MD, Marissa Garcia, Robin Hahn, Novant Health
Filly

L52: Developing a High-Functioning Primary Care Practice for the Future
John Lowery, DO, PhD, UNECOM/University of New England College of Osteopathic Medicine; Kathy Morin, Sally Weiss, MSc, Central Maine Medical Center FMR
Salon 9

L53: Huddle Up! Maximize Your Practice’s Quality Care and Teamwork Through Ambulatory Care Team Huddles
Michelle Taylor, MD, Riverside Methodist Hospitals FMR; Stephen Knox, OhioHealth; David Banas, MD, Melissa Jefferis, MD, Miriam Chan, PharmD, Riverside Methodist Hospitals FMR
Salon 10

L54: Stop Answering the Phone and Other Radical Ideas That Work: Modern Workflows in the Portal-Based Solo Office
S. Mark McNeill, MD, Trillium Family Medicine, Asheville, NC
Thoroughbred

11:10–11:40 am
Lectures

L55: Optimizing Visit Encounters: Assessing Patient Priorities, Perspectives, and Satisfaction
Shruti Varadarajan, MD, Malvika Juneja, MD, Noreen Pirzada, MD, Bharat Joshi, MD, Roger Zoorob, MD, MPH, Baylor College of Medicine
Rose

L57: Patients Frequently Readmitted to the Hospital: How Do They Compare to Other Hospitalized Patients and Do They Change Over Time?
Peter Carek, MD, MS, University of Florida; Lauren Bielick, RN, Lisa Chacko, MD, MPH, University of Florida FMR; Kim Lynch, Maribeth Porter, MD, MS, David Quillen, MD, University of Florida
Bluegrass 1

L58: Coordinating Optimal Referral Experiences (CORE): Lessons Learned from the AAMC Learning Collaborative
David Serlin, MD, Laura Heinrich, MD, University of Michigan
Bluegrass 2

L59: Scribes and Improving Documentation in Family Medicine
William Lovett, MD, Reading Hospital FMR; Syed Jafry, MD, Reading Health System
Salon 7

L60: Harmony from Discord: Managing Patient Transitions of Care
Susan Vandervoort, University of Rochester; Robyn Phipps, Rochester/Highland Hospital FMR; Katie Lashway, RN, University of Rochester
Salon 8

Kyle Knieirin, MD, Bonnie Jortberg, PhD, RD, Allyson Gottsman, Robyn Weamer, MA, RD, Douglas Fernald, MA, Perry Dickinson, MD, University of Colorado
Salon 9

L62: Practice Teams Learning Together: A Method for Clinician and Non-Clinician Staff to Engage Practice Transformation
Robyn Weamer, MA, RD, Bonnie Jortberg, PhD, RD, Douglas Fernald, MA, Kyle Knieirin, MD, Perry Dickinson, MD, University of Colorado
Salon 10

L64: Practice-Wide Involvement in Ongoing Clinical Data Improvement
Alicia Markley, MPAS, Sara Malone, MD, Southern Illinois University Carbondale FMR
Thoroughbred

11:40 am–1 pm
Lunch On Your Own

1–1:30 pm
Lectures

L65: Addressing Opioid Use Disorder in a Community Health Center: An Interprofessional Long-Acting Naltrexone Program
Erika Russ, Maria Gabriela Castro, MD, University of Kentucky
Rose

L66: You CAN Do This: A Grassroots Start to Residency Practice Transformation
David Wyncott, MD, Rachel Fett, Martin Wieschhaus, MD, Saint Joseph Regional Medical Center FMR
Salon 7

L67: Jazzing Up Group Prenatal Care
Hillary Mount, MD, University of Cincinnati; Elizabeth Beckman, MD, Barbara Hoffrogge, RN, Christ Hospital/University of Cincinnati FMR, OH; Saundra Regan, PhD, Montiel Rosenthal, MD, University of Cincinnati
Filly
Saturday, December 2

1–1:30 pm
Lectures cont.

L68: From Home to...? Assisting Families With Their Aging Relatives
Lynn Schulzener, MHSA, Geronima Alday, MD; Zeeshan Khan, Rutgers-Robert Wood Johnson FMR at CentraState; Robert Kruse, MD, MPH; Rutgers Robert Wood Johnson Medical School; Joshua Raymond, MD, MPH, Rutgers-Robert Wood Johnson at CentraState; David Swee, MD, Rutgers-Robert Wood Johnson Medical School
Paddock

Saira Khan, MD, Westchester County Medical Center; Malvika Juneja, MD, Baylor College of Medicine; Elizabeth Bosquez, MD; Jennifer Lahue, MBA, RN, Michael Gardner, Harris Health System
Bluegrass 2

L70: A Lean Management Approach to Improving the Medication Reconciliation Process
Ucheoma Nwizu, PharmD; Michael Fite, MD, ScM, Zachary Rosko, PharmD, Neighborhood Health Center
Bluegrass 1

L71: Implementing Naltrexone for Opioid Use Disorders in Primary Care
Niladri Das, MD, UPMC St Margaret Hospital
Salon 8

L72: Engaging Residents in Quality Improvement: Implementing an Asthma Action Plan for Pediatric Patients
Miriam Chan, PharmD, Riverside Methodist Hospitals FMR
Thoroughbred

L73: A Safety-Net System's Strategic Strides to Develop Solutions for Provider Well-Being
Malvika Juneja, MD, Baylor College of Medicine, TX; Sheila Zare; Michelle Klawans, MPH, The University of Texas Health Science Center-McGovern Medical School, TX; Shivanki Juneja, Harris Health System, TX; Mohammad Zare, MD, MS, University of Texas, Houston, TX; Michael Gardner, Harris Health System; Robin Jacobs, MPH, MSW, PhD, MS; Roger Zoorob, MD, MPH, Baylor College of Medicine, TX
Salon 9

L74: An Educational Process for Enhancing Team-Based Care in a Family Medicine Residency
James Tysinger, PhD, Ramin Poursani, MD, University of Texas HSC at San Antonio FMR
Rose

1:40–2:40 pm
Lectures

L75: Bright Spots in Practice Transformation: Shaping the Bodenheimer Building Blocks to Meet Your Patients’ Needs
Jay Lee, MD, MPH, Venice Family Clinic
Salon 7

L76: Innovative Model for Treating Chronic Pain and Depression
Katherine Gergen Barnett, MD, Boston University; Boston University Medical Center FMR
Paddock

L77: The Medicaid Health Home, Care Coordination, and Patient Health Navigation in New York State
Chester Fox, MD, Raul Vazquez, MD, Greater Buffalo United Accountable Care Organization
Salon 8

L78: Burnout: Where the Rubber Meets the Road
Deborah Bren, DO, Lehigh Valley Health Network; Frank Sperrazza, DO, Morsani College of Medicine; Grant Greenberg, MD, MA, MHSA, Lehigh Valley Health Network
Salon 9

L79: Introducing Telemedicine to the Patient Centered Medical Home
Anna Laurie, MD, Kathryn Hermes, MD, University of Michigan
Bluegrass 1

L80: Innovating to Improve the Team Member and Patient Experience
Andrea Areskog, MHA, Richard Capps, MD, Novant Health, NC
Bluegrass 2

L81: Use of a Panel Manager to Improve Quality Metrics
Pamela Rockwell, DO, Joanna Rew, Heather Holmstrom, MD, University of Michigan
Thoroughbred

L82: Attitude, Service, and Excellence Model of Medical Care to Improve Value and Volume at a Clinic
Naganna Channaveeraiah, MBA, MD, CPE, Orange Park Medical Center
Salon 10

L83: Ambulatory Intensive Care Unit as a Service of Primary Care
Jennifer Abraczinskas, MD, University of Pennsylvania FMR; Alexander Lane, MD, Cooper University Health Care
Filly

2:40–3 pm
Refreshment Break with Conference Partners
Marriott Ballroom Foyer

3–4 pm
Lectures

L84: Developing a Pathway for Assessment and Intervention for the Suicidal Patient in Primary Care
Joan Fleishman, PsyD, Tara O’Connor, Oregon Health & Science University
Jockey Club

L85: Team-Based Strategies for Addressing Chronic Health Conditions
Ramin Poursani, MD, James Tysinger, PhD, University of Texas HSC at San Antonio
Thoroughbred

L86: Decreasing Physician Stress While Increasing Patient Satisfaction: How Did You Do That?
Cindi Stone, DBH, LMHC, Latham Medical Group; Lesley Manson, PsyD, Arizona State University
Salon 8

L87: A Practice Transformation Update From FMAHealth: The Right Care in the Right Way for the Right Pay
Jason Marker, MD, MPA, Memorial Hospital Family Medicine Residency Program
Rose
3–4 pm

Lectures cont.

L88: Is Anyone Here? The Impact of Behavioral Health Warm Hands and Show Rate in an Urban Underserved Hospital
Katherine Gergen Barnett, MD, Boston University
Paddock

3–4:30 pm

Seminars

S03: Educating the Educators: Teaching Residents to Teach Patients
Ann Davis, MD, Maheshwardeep Singh, St James Hospital & Health Centers FMR
Bluegrass 1

S04: Expanding the Role of Family Medicine Practices in Achieving Health Equity: Learning From the Community
Viviana Martínez-Bianchi, MD, Duke University
Salon 9

S05: Building on Successful Models for Practice Transformation in Michigan: From MiPCT to CPC+/SIM
Kathryn Harmes, MD, Anna Laurie, MD, University of Michigan; Jean Malouin, MD, MPH, University of Michigan FMR
Filly

S06: Moving to Value-Based Payment in a Medicaid ACO
Chester Fox, MD, Paul Vazquez, MD, Greater Buffalo United Accountable Care Organization
Bluegrass 2

3–4:30 pm

“Bright Spot” Session: Panel Discussion

SS1: Behavioral Health Integration
Wendy Ellis, DHEd, MC, LPC, Scottsdale HealthCare-Osborn FMR; Matthew Martin, PhD, Duke/Southern Regional AHEC FMR; Anne McGuire, St Peter Hospital FMR; Jamie Rapacciuolo, DO, Christiana Care Health Services FMR; Thomas Weida, MD, The University of Alabama; Max Zubatsky, PhD, LMFT, Saint Louis University
Panel Moderator: Victoria Gorski, MD, Montefiore Medical Center/Albert Einstein College of Medicine, Bronx
Salon 7

4:45–6 pm

Optional Event

OPT1: Putting Health IT to Use to Solve Practical Problems Facing Family Medicine Practices
Steve Waldren, MD, MS, American Academy of Family Physicians
Salon 10
7:30–9 am
Conference Registration
Kentucky Ballroom Foyer

7:30–8 am
Coffee Service
Kentucky Ballroom Foyer

8–9:15 am
Closing General Session

Practices and Payers: The Value of Deeper Partnerships on the Journey Toward Population Health

There are always at least two sides to every story; different understandings based on different perspectives. During this session, Patrick Gordon will review key issues in primary care practice transformation and highlight both opportunities and common points of abrasion between providers and payers. He’ll explain how “attribution,” “gaps,” “stratification,” “quality,” and “data” hold different meanings to payers than they do to providers, and how these differences are instructive for both. Mr Gordon will discuss how payment models that operate at the organizational and population level are so very different from those based at the level of the encounter and clinician “productivity,” and why better risk and resource intensity adjustment methods are so very essential. Attendees will be encouraged to reflect on how much payers and primary care providers have in common—culturally and strategically—and how simple data sharing and communication pathways can create a fundamental shift toward an aligned paradigm.

Moderator: Kyle Knierim, MD, University of Colorado, Denver

Kentucky Ballroom E

9:15 am
Conference Adjourns

Complete session schedules and abstracts are available in the mobile app or at www.stfm.org/cpi under the session information tab.
Our third-year residency class is honored to receive the H. Winter Griffith Scholarship for Excellence in Practice Improvement in Patient-centered Care. Our project was a multi-year effort that grew with us from interns to senior residents, and we are grateful to have had the support of nurses, medical assistants, receptionists and faculty.

We focused on hospital follow-up based on our experience in inpatient and outpatient settings. We wanted to improve hospital follow-up in our residency program by increasing patient understanding.

Our six residents split into three smaller teams to allow everyone to lead their own quality improvement process. Sophia and Julie developed a provider survey to assess the goals of the follow-up visit. Lisa and Nichole created and revised an electronic note template to use during hospital follow-up visits based on provider feedback. Josh and Megan worked with nurse discharge callers to create a measure of patient understanding before and after the hospital follow-up visit.

Using a two-question pre-visit written survey combined with post-visit telephone calls, we found that the hospital follow-up clinic visit improved patient understanding of the reason for hospitalization, but did not improve patient recognition of symptoms that would bring them back to the hospital. We compared 3-month readmission rates between the intervention group and a control group and found no significant difference, indicating that just having a hospital follow-up visit and not necessarily requiring a standardized one had similar outcomes.

The process that we developed can be translated to other residency programs or clinics. The survey questions are simple and we were able to implement it with our residency schedules. We have shared our efforts with our healthcare organization and are very appreciative to present at STFM.

Scholarship Presenter: David Ehrenberger, MD, Conference Steering Committee

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

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Family Practice Management Award for Practice Improvement
Co-sponsored by Family Practice Management

Family Medicine Ambulatory Clinics
Keck School of Medicine of USC
Alhambra, CA

Patients are waiting too long during their visit to Family Medicine at Keck School of Medicine of USC. In October 2016, the average length of visit from check-in to check-out, was measured at 71 minutes. Much of this time was not spent speaking with a provider, rather spent waiting on a provider or inefficiencies in team communication.

So, to improve our extensive cycle time, we began by consistently sharing cycle time data to our providers and staff members, which allowed us to identify the problems, prioritize them by highest impact on cycle time and focus on solutions. Solutions such as: adjusting M.A. start and lunch times to ensure adequate staffing throughout the day, communicating with patients 3 days before their appointment to identify detailed reason(s) for their visit, enhancing provider/staff communication before each session to anticipate patient care needs and clinic delays and lastly, implementing an early start clinic on our busiest clinic day, to reduce the number of patients scheduled during morning and afternoon peak times.

With these minor changes, by June of 2017 we decreased cycle time to 63 minutes—that’s an 11.3% decrease! Our patients surely noticed, as in the same time period our CG-CARPS scores for “See provider within 15 minutes this visit” increased from 82.3% to 92.7%, placing us at the 97th percentile and “Recommend this provider office” increased from 95.3% to 98.2%, placing us at the 99th percentile compared to other academic health centers.

We strongly believe our work has broad applicability to other family practice clinics. Improving cycle time improves patient satisfaction and access, while decreases the cost of overtime expenses. Work on cycle time has also helped to build teamwork across staff and providers, while enhancing their engagement in quality improvement work, and overall gaining a greater joy in practice for all.

Award Presenter: John Bachman, MD, FPM Editorial Board

For more information about the FPM Award, visit: http://www.stfm.org/CareerDevelopment/Awards/FamilyPracticeManagementAwardforPracticeImprovement
or contact:
Lindsey Hoover
Assistant Managing Editor
Family Practice Management
American Academy of Family Physicians
Phone: 913.906.6000, ext. 5119 Email: lhoover@aafp.org

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Louisville Marriott Downtown
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