2019 STFM Conference on

PRACTICE & QUALITY IMPROVEMENT

FINAL PROGRAM

December 5-8, 2019
Sheraton Grand Phoenix
Phoenix, AZ
stfm.org/cpqi
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NEW SCHEDULE FOR 2020 • WE’RE MOVING TO SEPTEMBER!

CONFERENCE ON PRACTICE & QUALITY IMPROVEMENT

SEPTEMBER 13–16, 2020
HILTON ST. LOUIS AT THE BALL PARK • ST. LOUIS, MISSOURI

Submit your proposal at stfm.org/cpq • Submission Deadline: February 25, 2020

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

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

Educational Interest Tracks

The Conference Steering Committee has developed educational tracks for target audiences attending the conference. These tracks are identified by a track code at the end of the presentation title. You can use this code to search for presentations, and build a personal conference schedule based on your interests.

- Team-Based Care (TBC)
- Health Equity (HE)

Welcome to Our Host City—Phoenix, AZ

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

More information can be found at visitphoenix.com
Thursday, December 5

11 am–7 pm  Conference Registration
Room: Valley of the Sun Ballroom Foyer

Preconference Workshops

1–5 pm  PR01: Extreme Makeover: Ambulatory Practice Edition 2.0–Achieving the Quadruple Aim Through Transformational Practice Redesign
Room: Laveen A

1–5 pm  PR02: Dermoscopy: Expanding “Scope” of Practice and Preventing Skin Cancer Deaths
Room: Laveen B

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

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

Friday, December 6

7 am–5:15 pm  Conference Registration
Room: Valley of the Sun Ballroom Foyer

7–8 am  Networking and Common Interest Breakfasts
Room: Valley of the Sun Ballroom

8:10–8:30 am  Greetings and Award/Scholarship Presentations (See pg 8)
Kyle Knierim, MD, Conference Chair
Frederick Chen, MD, MPH, STFM President
Room: Valley of the Sun Ballroom

FPM Award Presentation (See pg 24)
H. Winter Griffith Scholarship Presentation (See pg 23)
Room: Valley of the Sun Ballroom

8:30–9:30 am  Opening General Session
Saving Lives: Insights From the Science of Teamwork (See pg 8)
Eduardo Salas, PhD, Professor
Allyn R. and Gladys M. Cline, Chair and Department Chair
Rice University
Room: Valley of the Sun Ballroom

9:40–10:40 am  Refreshment Break With Poster Session I
Dedicated time (See pg 9-11)
Room: Valley of the Sun Ballroom Foyer

10:40–10:45 am  Transition Break

10:45–11:15 am  Lectures (See pgs 11–12)
Friday, December 6 continued

11:25 am–12:05 pm  Lectures (See pg 12)
12:15–1:30 pm  Networking Luncheon With MACRA and Payment Model Update
Amy Mullins, MD, Conference Steering Committee; American Academy of Family Physicians
Room: Valley of the Sun Ballroom
1:40–2:10 pm  Lectures (See pg 12–13)
2:20–3:20 pm  Lectures (See pg 13)
3:20–3:40 pm  Refreshment Break With Conference Partners
Last time to view Poster Session I
Room: Valley of the Sun Ballroom Foyer
3:40–4:10 pm  Lectures (See pg 14)
3:40–5:10 pm  Seminars (See pg 14)
4:20–4:50 pm  Lectures (See pg 14)
6:30 pm  Dine-Out Groups
(Each guest pays individually. Groups will meet at the STFM registration desk at 6:30 pm; Reservations are at 7 pm)

9:25–10:25 am  General Session
2019: A Banner Year for National and State Efforts to Advance Primary Care: A Review and Discussion of Implications
Ann Greiner, President and Chief Executive Officer, Patient-Centered Primary Care Collaborative, Washington, DC
Room: Valley of the Sun Ballroom

Saturday, December 7

7 am–5 pm  Conference Registration
Room: Valley of the Sun Ballroom Foyer
7–8 am  Scholarly Topic Roundtable Discussions With Breakfast
Room: Valley of the Sun Ballroom

4–4:30 pm  Lectures (See pg 18)
4–5 pm  Lectures (See pg 19)
4:40–5:10 pm  Lectures (See pg 21)

Sunday, December 8

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

9 am  Conference Adjourns
Thursday, December 5

Preconference Workshops

1–5 pm

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

Room: Laveen A

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

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

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

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

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

Learning Objectives

After the session, participants should be able to:

1. Describe the three major change management tactics used in the University of Colorado’s (CU) successful APEX team-based care transformation
2. Translate CU’s transformation experience to their own institutional context through small-group discussions and interactive exercises
3. Develop a strategic plan for transformational practice redesign using the key strategies, tactics, tools, and experiences that we explore during the session
Thursday, December 5

Preconference Workshops *continued*

1–5 pm

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

*Room:* Laveen B

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

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

**Learning Objectives**

After the session, participants should be able to:

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

Presentation abstracts are available online at [stfm.org/cpqi](http://stfm.org/cpqi) or in the mobile app during the conference.

**Educational Session Formats:**

**Seminar**
Provided practical information and methods to enhance practice improvement. Seminars include a combination of presentation and active involvement of participants. Session length: 90 minutes

**Lecture**
Provides a forum for focused didactic presentation and discussion of a topic. These topics may include clinical, research, administrative, or education issues. Session length: 30 and 60 minutes

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

**Poster**
Display and discussion of:
- **Completed Project** in education, process of care, patient-oriented outcomes, and quality of care studies
- **Work In Progress Project** related to teaching, education, curricular or clinical intervention, management innovation, or quality improvement
- **Student and Resident Project** related to teaching, education, curricular or clinical intervention, management innovation, or quality improvement
**Friday, December 6**

**7 am–5:15 pm**  
Conference Registration  
*Room:* Valley of the Sun Ballroom Foyer

**7–8 am**  
Networking and Common Interest Breakfasts  
Tables are identified by professional roles; Please join your colleagues to network, review conference presentations, and plan your conference activities.  
*Room:* Valley of the Sun Ballroom

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

- **FPM Award Presentation**  
- **H. Winter Griffith Scholarship Presentation**

**8:30–9:30 am**  
Opening General Session  
*Room:* Valley of the Sun Ballroom Foyer  

**Saving Lives: Insights From the Science of Teamwork**  
Eduardo Salas, PhD  
Professor, Allyn R. and Gladys M. Cline Chair, Department Chair  
Rice University  

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

**Learning Objectives**  
After the session, participants should be able to:  
1. Understand what effective teams do, feel, and think  
2. Recognize the team-based competencies that make a difference in teamwork  
3. Highlight evidence-based practical interventions to use in fostering teamwork

**9:40–10:40 pm**  
Refreshment Break  
With Poster Session I  
*Room:* Valley of the Sun Ballroom Foyer

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**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.

- Deanna Willis, MD, MBA  
  (S01; L029; L085)  
- David Serlin, MD, FAAFP  
  (L008; L075)  
- Casey Browder, MHA  
  (L083; L036)  
- Alex Conway, MPH  
  (L103)
Works in Progress Posters
Room: Valley of the Sun Ballroom Foyer

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

P01: A Quality Improvement and Clinical Leadership Curriculum for Residents
Donald Lassus, MD

P02: A Study of Knowledge About Over-the-Counter Medications Among Family Medicine Residents
Angelic Alvarez, MD; Alfredo Nevarez, MD; Kristina Diaz, MD

P04: Barrier Analysis for Integrating Buprenorphine Maintenance Therapy in Two Family Medicine Residency Clinic Sites
Rebecca Curran, MD, PhD; Gregory Jones

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

P06: Check Yourself Before You Wreck Yourself
Nada Alsaiegh, MD, MPH; Arthur Ayvazian; Kelvin Ng, MD; Lauren Novitskie; Kristina Diaz, MD

P07: Colon Cancer Screening: Process Improvement and Lessons Learned at a Military Treatment Facility
Carl Bryce, MD

P08: Developing a Diabetic Visit Passport to Improve Comprehensive Diabetic Care
Alicia Markley, PA-C; Sara Malone, MD

P09: Development of Population Registries for Panel Management in Advanced Primary Care
Casey Browder, MHA

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

P11: Effect of Planned Care on Hypertension Management
Jessica Weng, MD, MS; Lorraine Dogan, MD

P12: Effect of Positive Quotes on Overall Patient Experience
Nancy Maulick, MHS; Keri Schittler, LPN

P13: Factors That Affect Sepsis Outcome in a Community Hospital Setting
Ronke Alo, MD

P14: From Chaos to Coordination: Strategies for Implementing a Residency Team-Based Complexity Care Model (TBC)
Wesley Gibbert, MD, MPH

P15: Having Goals of Care Conversations When They Are Useful: Engaging the Entire Primary Care Team (TBC)
Ryna Vilar, MD; Marie-Louise Fabienne Daguilh, MD

P16: Helping Patients Quit: Interdisciplinary Design and Implementation of Smoking Cessation Groups
Kirthika Kavanoor, MD; Courtney Bancroft, PsyD; Wendy Alfaro

P17: How to Improve Clinic Flow While Standardizing Clinical Procedures
Natalia Galarza Carrazco, MD; Joseph Hogue, MD, MBA; Nada Alsaiegh, MD, MPH

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

P19: Identifying High Utilizers to Reduce Readmission
Amber Porter, DNP, FNP

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

P21: Implementation of a Protocol for TCM Across a Diverse Outpatient Network Improves Hospital Readmission Rate (TBC)
Judelita Haddad-Lacle, MD; Charles Haddad, MD; Christopher Scuderi, DO

P22: Implementation of a Resident-Led Quality and Safety Committee in an Academic Family Medicine Practice
Ashley Panichelli; Needi Pattani; Benjamin Golden, MD

P23: Implementing a Formal Billing Curriculum in a Family Medicine Residency: Pilot Project
Christie Guevarra, DO, MS; Isha Sulhar, DO

P24: Improving Compliance by Meaningful Use of AVS
Rashmi Rode, MD; Nihita Shah, MD; Thomas Porter, MD

P25: Improving EMR Preceptor Workflow for Resident Supervision and Patient Safety
Daniel Swartz, MD; Velyn Wu, MD
Works in Progress Posters continued

Room: Valley of the Sun Ballroom Foyer

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

P26: Improving Fall Screen and Intervention in Michigan Medicine Family Medicine for Patients Aged 65 Years and Older
Ghazwan Toma; Kathryn Harmes, MD, MHSA

P27: Improving Hand Hygiene Compliance in an Outpatient Family Medicine Clinic
Alexander Dydyk, DO, MA; M. Monjur Alam, MD; Zerahlynn Ballanca, MD

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

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

P30: Increasing Resident Comfort in Assessing Fall Risk With an EMR-Based Tool
Melissa Lectura, MD; Carol Howe; Julie Armin, PhD

P31: Interprofessional Initiative to Improve Diabetes Care in the Medical Home: TEAM LASERCATS
Moira Ray, MD, MPH

P32: Is Telehealth the Future of Primary Care? A Pilot Project at PCMH–Providence St Peter Family Medicine Residency Clinic
Pooja Patel, MD, MHA; Trevor Kwan, DO; Yo Kondo, MD

P33: Knowledge and Attitudes of Support Staff Toward Group Medical Visits at an Academic Family Medicine Health Center (TBC)
Juan Robles, MD; Heather Archer-Dyer, MPH, CHES

P34: Labor After Cesarean Documentation on L&D: A Quality Improvement Study
Elena Hill, MD, MPH

P35: Working Together to Improve Outcomes: Physician-Pharmacist Collaborative Agreement for Uncontrolled Type 2 Diabetes
Frank Sperrazza, DO; Laura Mauro, BS, PharmD, BCPS

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

P37: Silver Lining of Nursing Home Medicine
Joseph Hogue, MD, MBA
Friday, December 6

Completed Project Posters
Room: Valley of the Sun Ballroom Foyer

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

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

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

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

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

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

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

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

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

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

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

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

Transition Break
10:40–10:45 am

Lectures
10:45–11:15 am

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

L002: A Leadership Development Curriculum for Residents: Not Just for Chief Residents Any More
Jason Marker, MD, MPA
Room: Valley of the Sun B

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

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

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

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

L008: Patient Preferences on Receiving Health Information From Their Primary Care Physician’s Office
David Serlin, MD; Christina Funk; Heather Moore
Room: Laveen B
Friday, December 6

Lectures continued

10:45–11:15 am

L009: So, You Are in an ACO: How Do I Manage These High Utilizers? (HE)
Karen Halpert, MD; Amy Prentice, MSW, LCSW
Room: Maryvale A

L010: A Longitudinal Quality Improvement Curriculum in a Family Medicine Residency Collaborating With Undergraduate Students
Hanna Xu, MD; Tianna DuCloux-Potter; Jennifer La
Room: Maryvale A

Lectures

11:25 am–12:05 pm

Natalia Luera, MD; Payal Gaba, MD
Room: Valley of the Sun A

L047: Improving Durable Medical Equipment (DME) Workflow
Jenny Wang, MD; Joseph Teel, MD
Room: Valley of the Sun B

L013: An Integrated Behavioral Health Program in PC: A Targeted Cotraining Pilot for Patients With High Risk Asthma and COPD
Courtney Bancroft, PsyD
Room: Ahwatukee A

L014: Avoiding QI Bedlam: An Organizational Framework to Promote Efficiency and Improved Metrics
Carol Hustledde, PhD; Jessica Sass, APRN
Room: Ahwatukee B

L015: Billing Curriculum and In-Field Support Tool Effect on CPT Frequency and Revenue Loss Prevention
Tina Mantanona, MD
Room: Desert Sky

L016: Building and Launching a Medication Assisted Treatment (MAT) Clinic in a Family Medicine Outpatient Practice
Julienne Kirk, PharmD, CDE, BCPS; Aubry Koehler, PhD; Lisa Cassidy-Vu, MD; Tamela Yount, MSHAI, PCMH-CCE
Room: Estrella

L017: Burnout in Residency
Christopher Durkin, DO
Room: Laveen A

L018: Changing the Lens: Uncontrolled Type 2 DM in Underserved Populations (HE)
Malvika Juneja, MD; Mohammad Zare, MD, MS; Shruti Varadarajan, MD; Rashmi Rode, MD; Yvonne Mendoza-becerra, PharmD
Room: Laveen B

L019: Creating a Culture of Patient Safety: How to Develop a CLER Curriculum
Anna Worth, MD; Adam Johnston
Room: Maryvale A

L020: Clinic Safety: It Takes a Team to Keep Staff and Patients Safe
Charles Haddad, MD; Judella Haddad-Lacle, MD
Room: Maryvale B

12:15–1:30 pm Networking Luncheon With MACRA and Payment Model Update
Amy Mullins, MD, Conference Steering Committee, American Academy of Family Physicians
Room: Valley of the Sun Ballroom

Lectures

1:40–2:10 pm

L021: Leading Change: Implementing Team-Based Care in the Setting of Hospital Budget Cuts
Margaret Day, MD, MSPH; Jeanette Linebaugh, MSN, RN, OCN; Christine Heath, MBA
Room: Valley of the Sun A

Kyle Thomas; Stanley Sachak, MD
Room: Valley of the Sun B

L023: Creating a Tableau Dashboard to Enhance Clinical Quality Metric Visibility
Kyle Shaak, MPH; Grant Greenberg, MD, MA, MHS; John Stoeckle, MD, CHQS
Room: Ahwatukee A

L024: Developing a Family Medicine Residency Expertise in QI Through Doing: Collaboration in Reproductive Health Care
Nathaniel Miller, MD; Kurt Angstman, MD
Room: Ahwatukee B
Friday, December 6

Lectures continued

1:40–2:10 pm

L025: Development and Implementation of an Ambulatory Heart Failure Pathway
Beth Careyva, MD; Grant Greenberg, MD, MA, MHS
Room: Desert Sky

L026: Don't Delay: Prevent Decay! Applying Fluoride Varnish in Family Medicine Offices
Abby Huck, DO
Room: Estrella

L027: Effect of Health Literacy on Patient Outcomes
Mary Rose Puthiyamadam
Room: Laveen A

L028: Embracing Continuity: An Interdisciplinary Approach to Improving Rates of Hospital Follow-Up in a Resident Continuity Clinic
Gordon Powers, MD; Anne Morris, MD
Room: Laveen B

L029: Engaging Family Medicine Physicians in Interconception Care During Well-Child Visits
Diana Summanwar, MD; Deanna Willis, MD, MBA; Mena Metias, MD, BSc; Richard Jung, DO, MPH; Navleen Gill, MD, BSc
Room: Maryvale A

L030: Health Care Disparities in a US-Mexico Border City (HE)
Eduardo Sandoval
Room: Maryvale B

Lectures

2:20–3:20 pm

L031: Addressing Social Determinants of Health in Clinical Delivery Sites
Anna Alonzo; Phoenix, AZ
Room: Valley of the Sun A

L032: Medical Assistant Perspectives on Clinical Efficiency and Satisfaction
Kathryn Harmes, MD, MHSA; Katherine Gold, MD, MSW, MS; Manasi Ramakrishnan, MBBS
Room: Valley of the Sun B

L033: A New Approach to Modeling Population Need for Primary Care Services (HE)
Clark Ruttinger, MBA, MPA; Michael Magill, MD
Room: Ahwatukee A

L034: A Playbook to Address Social Determinants and Promote Health Equity (HE)
Miriam Chan, PharmD
Room: Ahwatukee B

3:20–3:40 pm Refreshment Break
With Conference Partners
Last Time to View Poster Session I
Room: Valley of the Sun Ballroom Foyer

L035: Caring for the Underserved: Addressing a Community's Social Needs Without a Social Worker (HE)
Kavitha Arabindoo, MD, MPH; Emily Hansen, DO; Tatum Mead, PharmD
Room: Desert Sky

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

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

L038: Dealing With Difficult Patients
Richard Allen, MD, MPH
Room: Laveen B

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

L051: Family Matters: Bringing Patients and Providers Together for Meaningful Quality Improvement
Reid Hartmann, MD; Keesha Goodnow, BAE; Jeffrey Schlaudecker, MD; Elizabeth Peters
Room: Maryvale B
Friday, December 6

Lectures

3:40–4:10 pm

L041: Health Care Transformation and Societal Responsiveness in an Era of Entrustable Professional Activities: UME-GME and Beyond
Jennifer Hartmark-Hill, MD; Jeffery Hanna, MPH; Justin Zeien, MPH; Ashley Assadi, MPH; Shahrzad Saririan, MD; Monica Gomez Lopez, MD
Room: Valley of the Sun A

L042: Reimagining the Practice Management Curriculum
Neil Pandya, MD, MBA
Room: Valley of the Sun B

L043: Helping Adolescent and Young Adult Patients Get the Preventive Care Services They Need
Bellinda Schoof, CAE, MHA, CPHQ
Room: Ahwatukee A

L044: Impact of a Pharmacist-Led Polypharmacy Clinic in a Family Medicine Residency: A Team-Based Approach to CMM
Alvin Oung, PharmD, BCACP; Jonathan Burdick, MD
Room: Ahwatukee B

L045: Implementation of Eat, Sleep, Console at a Community-based Hospital: Lessons Learned
Adriana Linares, MD, MPH, DrPH; Genoveva O’Neill, MD; Erin Rieser, DO
Room: Desert Sky

Seminars

3:40–5:10 pm

S01: Family Medicine Resident Engagement in Team Care Clinics: Emerging Best Practices and Lessons Learned (TBC)
Andrea Pfeifle, EdD, PT FNAP; Freyda Velazquez Perez, MD, BS; Kelsey Binion, MA; Thomas Guck, PhD; Deanna Willis, MD, MBA; Amy McGaha, MD
Room: Estrella

S02: How Does Your Garden Grow? Complex Adaptive Systems and the Cultivation of High Performing Ambulatory Teams (TBC)
Peter Smith, MD; Kathy Cebuhar, MA, LPC; Corey Lyon, DO; Aimee English, MD, BA, BS
Room: Laveen A

S03: Innovations in Resident Scheduling: Building a Foundation of Practice Improvement
Jessie Pettit, MD, IBCLC; Marsha Lewis; Ravi Grivois-Shah; Katherine Hartl, MD
Room: Laveen A

S04: Quantitative Quality Improvement Metodology 101
Joseph Teel, MD; Jenny Wang, MD; Stephen Iannaccone
Room: Maryvale A

S05: Social Determinants of Health Use for Improvement of Medical Care in a Community-Based Program (HE)
Adriana Linares, MD, MPH, DrPH
Room: Maryvale B

Lectures

4:20–4:50 pm

L046: Implementing a Precepting Chart Audit: Improving Quality of Care and Supervision
Deborah Edberg, MD; Dorothy Dschida, MD
Room: Valley of the Sun A

L012: Advancing Care Through FOCUS PDSA Training for Residents and Faculty
Jessica Sass, APRN, APRN; Archana Kudrimoti, MD
Room: Valley of the Sun B

L048: Increasing Joy in Practice: Improving Resiliency and Office Efficiency
Lenard Salzberg, MD
Room: Ahwatukee A

L049: Integrating Behavioral Health and Primary Care in a Family Medicine Residency Clinic
Kyle Thomas; Stanley Sachak, MD; Natalia Luera, MD
Room: Ahwatukee B

L050: Introducing Collaborative Drug Therapy Management in a Family Medicine Residency Program
Smriti Ohri, MD; Maria Summa, PharmD
Room: Desert Sky

Dine-Out Groups

6:30 pm
Meet at STFM registration desk.
Saturday, December 7

7 am–5 pm  Conference Registration
Room: Valley of the Sun Ballroom Foyer

Scholarly Topic Roundtable
Discussions With Breakfast
Room: Valley of the Sun Ballroom

7–8 am

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

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

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

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

8:30–9:30 am  General Session
Room: Valley of the Sun Ballroom

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

Ann Greiner, president and chief executive officer, Patient-Centered Primary Care Collaborative, Washington, DC

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

Learning Objectives
After the session, participants should be able to:
1. Learn about federal and state legislative/regulatory efforts to strengthen primary care enacted in 2019
2. Understand why having a standardized measure of primary care spend is so important, including raising visibility about the U.S. underinvestment in primary care and catalyzing additional investment in primary care
3. Learn about the latest research analyzing primary care investment at the state level by payer type, the relationship of primary care investment by states to key patient outcomes, and the limitations of this research
Student and Resident Posters
Room: Valley of the Sun Ballroom Foyer
9:25 am–3:30 pm (Dedicated Time: 9:25–10:20 am)

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Works in Progress Posters
Room: Valley of the Sun Ballroom Foyer
9:25 am–3:30 pm (Dedicated Time: 9:25–10:20 am)

P03: Are No-Show Rates Impacted When Automated Reminder Calls Feature a Clinician’s Voice? (TBC)
Mary Stock Keister, MD

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

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

P66: Protein Calorie Malnutrition: The Importance of Proper Documentation
Edsel Sandoval, MD; Richard Kozinski, MD; Joseph Hogue, MD, MBA

P67: Raising Adult Immunization Rates
Madalyn Schaefgen, MD

P68: Rediscovering Meaning in Your Work and Increasing Wellness Within a Family Medicine Residency Program
Alethea Turner, DO; Dmitry Bisk, MD
Saturday, December 7

Works in Progress Posters continued

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

P69: Resident and Staff Education to Improve Culturally Competent and Inclusive Health Care for LGBT patients (TBC)
Alicia Markley, PA-C; Jennifer Hammonds, LCSW

P70: Results of a Family Medicine Practice Redesign to Enhance Team-Based Care (TBC)
Gregory Stevens, PhD, MHS; Yaracel Montalvo; Jehni Robinson, MD

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

P72: Standardizing Well Child Checks at the Prevea Health Family Medicine Residency in Eau Claire, Wisconsin (TBC)
Aleksandra Babiarz, MD

P73: Starting the Discussion: Advance Care Planning in a Family Medicine Residency
Kristina Schlecht, MD

P75: The Referral Conundrum: Finding the Middle Ground
Nada Alsaiegh, MD, MPH; Natalia Galarza Carrazco, MD; Navaneeth Kumar, MD; Kristina Diaz, MD

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

P77: The Voice: Councils in a Residency Program
Ann Thomas, MD; Pallavi Suvarna; Crystal Jones, RN, BSN; Heather Tyree, DO

P78: Use of 30-Minute Office Blood Pressure Monitoring to Improve Quality Metrics
Ann Philbrick, PharmD, BCPS, BCACP; Christopher Fallert, MD

P79: Using an Electronic Health Record for Research and Education in Family Medicine Practice: Opportunities and Challenges
Stephen Davis, MA; Richard Lord, MD, MA; Brittany Swain; Edward Ip, PhD; Julienne Kirk, PharmD, CDE, BCPS; Gail Marion, PhD, PA-C; Michelle Lynch

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

P81: Utilizing Practice-Based Research Network to Teach and Implement Quality Improvement in Academic Family Medicine
Clarissa Hoff, MD, MPH

P82: Yuma on Call
Joseph Hogue, MD, MBA; Eduardo Sandoval; Arun Varughese, MD

P83: Matched In-Patient and Out-Patient Didactics in a Community-Based Residency Program
Adriana Linares, MD, MPH, DrPH

P84: Maternal Infant Dyad-Implementation: Collaborative Care Model for Perinatal Depression in Primary Care
Nelson Chiu, MD

P85: Outpatient Clinic Quality Improvement: Breast Cancer Screening Initiative
Shane Speirs; Henna Parmar, MS

Completed Project Posters
Room: Valley of the Sun Ballroom Foyer

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

Natalia Galarza Carrazco, MD; Daniel Placik, MD; Kristina Diaz, MD

P87: Get Faster! Teach Efficiency in the Clinic With a 1-Week Elective
Daniel Fisher, MD

P88: Is Population Health Management Even a Thing? A National Survey of Primary Care Clinics
Matthew Martin, PhD

P89: Methods to Achieve HTN Metric
Nancy Maulick, MHS; Keri Schmittler, LPN, Clinical Coordinator

P90: Not Just a Shot in the Dark: A Structured Approach to HPV Vaccination
Amanda Alzayed, DO
Completed Project Posters continued
Room: Valley of the Sun Ballroom Foyer

P91: Outpatient Blood Pressure Recheck
Quality Improvement Project
Renato Vieira, MD; Merima Bucaj, DO

P92: Pediatric Developmental Screening:
Barriers and Opportunities
Celeste Song, MD, MSED; Kayla Berigan, MD;
Yuan Yao, MD, MBA

P93: Retrospective Analysis of Fibromyalgia
Innovation Project
Bushra Atta Ur Rehman

P94: Utility of Subsequent Annual Medical
Wellness Visits
Evelyn Sbar, MD

P95: Where’s Your Record? Using PDSA Cycles
to Improve Medical Record Acquisition
in Our Practice
Pamela Obi, MD

P96: Why Butts Matter: A Primary Care Approach
to Lung Cancer Screening
Frank Sperrazza, DO; Melanie Johnson, MPA

Transition Break
10:20–10:30 am

Lectures
10:30–11:30 am

L040: Diabetes Health Partnership:
Engaging Vulnerable Patients and
Addressing Social Determinants (HE)
Elise Butkiewicz, MD
Room: Valley of the Sun A

L052: How Do Registries, Population Health, and
Quality Metrics Effect Resident Education and
Patient Care?
David Voran, MD
Room: Valley of the Sun B

L053: Risk Adjustment and HCCs: “Mythical” Beasts
and Where to Find Them
Ryan Mullins, MD
Room: Valley of the Sun D

L054: Growing Certified Medical Assistant Talent (TBC)
Margaret Day, MD, MSPH;
Jeanette Linebaugh, MSN, RN, OCN
Room: Valley of the Sun E

L055: Team-Based Care: Expanding Your Team (TBC)
Stacey Bartell, MD; Lauren Carney, DO;
Renee Stechow, NP, FNP-BC, WHNP-BC; Jamila Taylor, MD
Room: Encanto A

L056: Transitions of Care Clinic: Thinking Outside the
Clinic Walls to Improve Hospital Transitions
Karen Haipert, MD; Rayhaan Adams, LCSW, MSW;
Amir Barzin, DO, MSc
Room: Estrella

L057: Integrating a CHW Into a Residency Clinic:
Two Clinics’ Learnings (TBC)
Patricia Adam, MD, MSPH, MSPH
Room: Laveen A

L058: Making the Shift From “I” to “We”: Addressing
Population Health Through Team-Based Care
Christina Brown, MA, NLC, EMT, CPHQ;
Lauren Yaroch, BSN, RN, CPHQ
Room: Laveen B

L059: My MA Is My Scribe! Tools to Evaluate and
Improve Team-Based Documentation
Support (TBC)
Heather Holmstrom, MD; Kathy Cebuhar, MA, LPC;
Peter Smith, MD; Mary McDaniel, MSN, RN
Room: Maryvale A

11:30 am–12:30 pm Lunch
On Your Own

Lectures
12:30–1 pm

L061: Introducing Culinary Medicine to Family
Medicine Residents: A Hands-On Approach
Alyssa Vela, PhD; Jennifer Carty, PhD
Room: Valley of the Sun A

L062: It’s Not Me, It’s You: A 3-Year Analysis of MA
Turnover in an Advanced Primary Care Practice
Aimee English, MD, BA, BS; Corey Lyon, DO; Peter Smith,
MD; Kathy Cebuhar, MA, LPC; Drew Ashby, MD
Room: Valley of the Sun B
Saturday, December 7

Lectures continued

12:30–1 pm

L063: Launching a Trauma Screening and Treatment Program: Using PDSA Cycles to Promote Enterprise-Wide Implementation and Viability
Kurt Lindeman, MD; William Sieber, PhD
Room: Valley of the Sun D

L064: Launching Improvements in Opioid Management: Development and Use of a Six Building Blocks Guide for Primary Care Practices
Laura-Mae Baldwin, MD, MPH; Michael Parchman, MD, MPH; Brooke Ike, MPH
Room: Valley of the Sun E

L065: Lessons Learned in Development of Multidisciplinary Transitional Care Team
Amber Porter, DNP, FNP; Amber Porter, DNP, FNP
Room: Estrella

L066: Leveraging Technology in Clinical Practice: Promoting Transparency in Performance
Andrew Albano, DO
Room: Laveen A

L067: MedCat Companions: Connect Beyond Medicine
Alaina Martinez, BS
Room: Laveen B

L068: Overview and Assessment of Integration of Pharmacy Technician Services in Primary Care
Nicholas Cox, PharmD, BCACP; Sarah Barker
Room: Maryvale A

L069: Partnering With the Fire Department: Reducing ED Visits and Helping With Transitions of Care
Douglas Rose, MD, MBA; Millani Trask-Batti, MD, MPH; Kallan Ross, MD, MBChB
Room: Maryvale B

L070: Developing and Implementing Interdisciplinary Care Teams in a Family Medicine Program
Jason Leubner, MD; Jeffrey Wolfrey, MD; Mark Davenport
Room: Encanto A

L072: Launching Concurrent MAT and IPC Programs in a Residency to Response to a Community Opioid Crisis
Jason Marker, MD, MPA
Room: Valley of the Sun B

L073: Medical Assistant Office Champions for Addressing Social Determinants of Health (TBC)
Sarah Coles, MD; Claudia Arana
Room: Valley of the Sun D

L074: Medical Assistants as Health Coaches? An Effectiveness Outcome Study
Matthew Martin, PhD; Siddhartha Angadi, PhD; Mindy McEntee, PhD; Rodger Kessler, PhD, ABPP
Room: Valley of the Sun E

L075: Physician and Staff Motivators to Improve Quality Metrics
David Serlin, MD; Heather Moore; Christina Funk
Room: Encanto A

L076: Why Patients Go to the Emergency Department for Nonemergent Concerns and How to Impact Some of These Factors
John Malaty, MD; Cindy Lasley, MS, BSN; Elvira Mercado, MD; Reathea Felder, APRN, MHA; Peter Carek, MD, MS
Room: Estrella

L077: Point-of-Care Office Pulmonary Function Testing to Improve Resident Education, Clinical Decision Making and HEDIS Scores
Dale Agner, MD
Room: Laveen A

L078: Promoting Collaborative “Solutions” for Preventing Burnout in Community Based Faculty
Kenneth Barning, MD; Sanjit Juneja; Shrutika Varadarajan, MD; Mohammad Zare, MD, MS; Avinash Thangirala; Jennifer Lahue, MBA, RN, BSN
Room: Laveen B

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

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

1:10–1:40 pm

L060: Behavioral Health Collaborative Care: The Michigan Medicine Model for Integration (TBC)
Kathryn Harmes, MD, MHSA; Manasi Ramakrishnan, MBBS
Room: Valley of the Sun A
Saturday, December 7

Lectures

1:50–2:20 pm

L005: Accelerating Integrated Care Through ECHO: A Collaborative Learning Network in Arizona
Matthew Martin, PhD
Room: Valley of the Sun D

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

L082: Shared Decision-Making in Cancer Screening: Strategies to Implement in a Busy Clinic
Sarina Schrager, MD, MS
Room: Valley of the Sun B

L084: Standardization of Medication Inventory in Outpatient Family Medicine
Frances Tepolt, MD
Room: Valley of the Sun E

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

L086: Taking Pride in Our Patients: Opening LGBT-Friendly Dialogue (HE)
Jeffrey Zeleznik, DO
Room: Estrella

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

L079: Quality of Life, THE Marker for Weight Loss Success
Shawn Holcomb, DO
Room: Maryvale A

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

Lectures

2:30–3:30 pm

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

L092: AI and Machine Learning: What Does It Mean for Primary Care?
Steven Waldren
Room: Valley of the Sun B

L093: CPC+: Lessons Learned With Implementation at Michigan Medicine
Kathryn Harmes, MD, MHSA; John Tranfaglia; Anna Laurie, MD
Room: Valley of the Sun D

L094: Prior Authorizations Are Ruining Practice: How Should We Respond?
David Swee, MD
Room: Valley of the Sun E

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

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

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

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

L099: Team-Based Approaches to Addressing Cost of Medications
Angie Lanigan, RDN; Christina Hester, PhD, MPH
Room: Maryvale A
Saturday, December 7

Lectures continued

2:30–3:30 pm

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

Lectures

3:30–4 pm Refreshment Break
With Conference Partners
Last Time to View Poster Session II
Room: Valley of the Sun Ballroom Foyer

L106: The Primary Care Medical Scribe: The Development and Implementation of an Innovative Program and Curriculum
Jacob Anderson, DO; Jeffrey Wolfrey, MD; Beth Anne Martin; Emily Mallin, MD, FACP
Room: Estrella

L107: The Third Conversation: A Promising Pathway for Improving Wellbeing for Clinicians and Patients
Deborah Bren, DO; Lauren Sogor, MPH
Room: Laveen A

L108: Two for One: Engaging Physicians and Teams in Quality Improvement Through Performance Improvement Achievement
Robyn Wearner, MA, RD; Elizabeth Bishop, PhD, MS; Bonnie Jortberg, PhD, RD, CDE
Room: Laveen B

L109: Using the Psychiatric Collaborative Care Management Model to Address Behavioral Health Issues (TBC)
Thomas Weida, MD; Jane Weida, MD
Room: Maryvale A

L110: Your Next Patient is Virtual: Training in Social Determinants (HE)
Paul Hershberger, PhD; Yong Pei, PhD; Sabrina Neeley, PhD, MPH; Matthew Davis; Angela Castle, MA, LPCC-S
Room: Maryvale B

Lectures

4–4:30 pm

L101: Transitional Care Management Clinic to Improve Patient Care and Reduce Readmissions
Elvira Mercado, MD; Kim Lynch, MSHI; Reathea Felder, APRN, MHA
Room: Valley of the Sun A

L102: Using Virtual Scribes for Note Completion—An Unobtrusive Strategy to Combat Burnout by Improving Note Completion Time
Mark Scott, MD
Room: Valley of the Sun B

L103: Using Pay-for-Performance to Reduce Health Disparities: What Have We Learned? (HE)
Alex Conway, MPH; Roli Dwivedi, MD
Room: Valley of the Sun D

L104: Using Quality Improvement Processes to Increase Behavioral Health Screening at University-Based Primary Care Practices
Katrin Seifert; William Sieber, PhD
Room: Valley of the Sun E

Lectures

4–5 pm

L105: Team-Based Approaches to Transition-of-Care Management (TBC)
Jennifer Ryal, MD; Margaret Baumgarten, MD; Hemal Patel
Room: Encanto A

L111: Using the PDSA Cycle for Provider and Team Wellness in a Family Medicine Office
Maritza De la Rosa, MD; Emmanuelle Ruocco; Chantal Brazeau, MD; Ping-Hsin Chen, PhD
Room: Valley of the Sun A

L112: Virtual Visits: Implementing Video Technology to Manage Chronic Conditions in a Family Medicine Residency Clinic
Lauren Snyder, MD
Room: Valley of the Sun B

L113: Wellness Curriculum to Cultivate Culture Change: A Residency Program’s Challenging Journey to Wellness
Alicia Markley, PA-C; Jennifer Hammonds, LCSW
Room: Valley of the Sun D
Sunday, December 8

7:30–9 am  Conference Registration  
   Room: Valley of the Sun Ballroom Foyer

7:30–8 am  Coffee Service  
   Room: Valley of the Sun Ballroom Foyer

8–9 am  Closing General Session  
   Room: Valley of the Sun Ballroom

Community-Practice Partnerships for Health

J. Lloyd Michener, MD  
professor of family medicine and community health, director of the Duke Center for Community Research, and clinical professor in the Duke School of Nursing  
Duke University, Chapel Hill, NC

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

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

Dr Michener’s book *The Practical Playbook II* (the definitive guide to the secret sauce of improving public and population health) is available for purchase at the STFM Registration Desk.

Nontraditional collaborations have produced some of the most sweeping, health-improving results in recent memory. But whether it’s public or private, cross-discipline, or interagency, the formula for identifying these partnerships, not to mention making them work, remains very much in progress. *The Practical Playbook II* is the first resource to elucidate what works (and what doesn’t) when it comes to collaborating for change in and around health. It brings together voices of experience and authority to answer this topic’s most challenging questions and provide guideposts for applying what they’ve learned to today’s thorniest problems.

9 am  Conference Adjourns
Scholarship Citation

The Conference on Practice & Quality Improvement H. Winter Griffith Resident Scholarship for Excellence in Practice Improvement and Patient-centered Care

2019 Resident Scholarship

Andrew Telzak, MD
Montefiore Medical Center
3544 Jerome Ave
Bronx, NY 10467
Email: atelzak@montefiore.org
Program Director: Mary Duggan, MD

I am honored to be the recipient of the H. Winter Griffith Scholarship for Excellence in Practice Improvement in Patient-Centered Care. Below is a summary of some of the work we have done to improve care for patients with Limited English Proficiency at Montefiore.

In the Bronx, roughly one quarter of the population have Limited English Proficiency (LEP). Countless studies, locally and nationally, have identified this as a vulnerable population with worse health outcomes than English proficient individuals. Despite a robust legal framework requiring trained interpreter usage, as well as expanded access to interpreters, disparities in outcomes have persisted, and interpreter usage has remained inconsistent.

We convened an interdisciplinary team with the Heart Failure Readmission Reduction Program, the interpreter services department, and nursing staff on each inpatient floor to design a pilot program to provide in-person interpreter services for Spanish speaking patients admitted with acute heart failure exacerbations. Our primary outcome was 30-day readmission rates, with attendance at discharge follow-up appointments (primary care and cardiology) measured as secondary outcomes. During the 6 months of our study, we showed a decrease in 30-day readmission rates, as well as an increase in attendance at post-discharge appointments (both primary care and cardiology), for Spanish speaking patients with heart failure. Despite the many challenges of designing interdisciplinary improvement projects in large medical systems, our pilot program provides evidence for aligning stakeholder interests to reduce disparities in care. We plan to continue building on this project to improve care for our patients with LEP.

Scholarship Presenter: Kyle Knierim MD, Conference Chair

NOTE: For more information about this year’s scholars, please visit the residents at their posters in the conference poster hall (Valley of the Sun Ballroom Foyer).

For more information about the H. Winter Griffith Resident Scholarship, visit: stfm.org/awardsscholarships/scholarships/hwintergriffriderscholarship/overview/ or contact:
Ray Rosetta, CMP
Director of Conferences
Society of Teachers of Family Medicine
Phone: 800.274.7928, ext. 5412, or email: rrosetta@stfm.org

2019 Resident Team Scholarship

Yu (Jen) Lun, MD, Ashley Meyr, MD, Deanna Chavez, MD, Elizabeth Keegan Garrett, MD (faculty mentor)
Montefiore Medical Center
Saint Louis University–Family Medicine Residency at St. Louis
6420 Clayton Road, Room 2234
St. Louis, MO 63117
jen.lun@health.slu.edu

Thank you to the Society of Teachers of Family Medicine for choosing our team as the recipient of the H. Winter Griffith Scholarship for Excellence in Practice Improvement in Patient-Centered Care. We are honored to present our work and share our process for patient-focused group-centered care at the Family Care Health Center.

Our family medicine residents train at Family Care Health Center–Holly Hills, a FQHC in an urban underserved neighborhood in St. Louis. As with all FQHCs, most of our patients have poor access to healthcare. Our goal is to mitigate the difficulty our patients have to access comprehensive diabetes related healthcare services by providing them with a one-stop shop where all their needs can be met. Luckily, our clinic is designed in such a way that many healthcare services are housed under one roof, including adult medicine, pediatrics, obstetric/gynecology, psychology, psychiatry, pharmacy, dental, optometry and nutrition. By harnessing the services already available at our clinic, we decreased our patients’ barrier to care by providing all services during one visit.

Diabetes clinic begins with data mining through our EHR system for patients with elevated A1c. Select patients were invited to the half-day diabetes clinic by our community health worker. Pre-clinic planning was done by physicians and included recent A1cs, eye exams, foot exams, and vaccination records. Pre-and post-clinic surveys were conducted and showed patients’ increased comfort in self-management of diabetes and improvement in knowledge of diabetes. Surveys also showed that the patients’ perception of the importance of controlling diabetes increased as well. We hope to continue and expand our diabetes clinic to our sister clinic and to carry out Spanish-speaking diabetes clinics to reach our Spanish-speaking patient population.

Scholarship Presenter: Kyle Knierim MD, Conference Chair

NOTE: For more information about this year’s scholars, please visit the residents at their posters in the conference poster hall (Valley of the Sun Ballroom Foyer).

For more information about the H. Winter Griffith Resident Scholarship, visit: stfm.org/awardsscholarships/scholarships/hwintergriffriderscholarship/overview/ or contact:
Ray Rosetta, CMP
Director of Conferences
Society of Teachers of Family Medicine
Phone: 800.274.7928, ext. 5412, or email: rrosetta@stfm.org
The high costs associated with US health care spending have not led to better health outcomes when compared to other developed nations. It has been shown that health care contributes only 20% to overall population health. On the other hand, socioeconomic factors account for 50%, physical environment 10%, and health behaviors 30%. Based on population studies, 5% of the population accounts for 50% of health care costs. Research suggests that the United States may be addressing social needs through the health care system in a manner that yields poorer health outcomes at higher cost.

New models of care are emerging to address this plurality of health determinants and the crisis of low value health care. We employed segmentation, which involves population stratification and targeted resource allocation, ensuring that each segment receives the resources necessary to meet their needs; in this way, each group gets exactly what they need, eliminating waste, redundancy, and unintentional scarcity.

We found that our frequently hospitalized patients tended to be both medically and socially complex, struggling with various social determinants of health, such as unstable housing and unreliable transportation. In order to effectively address both aspects, we formed a core team, consisting of a community health advocate and social worker who address chronic disease management and social determinants, respectively. The team also includes a physician program manager and the patient’s primary care provider. We perform monthly home visits and weekly phone calls to establish rapport, an action plan, and address social determinants, as well as other urgent issues. We work with patients to identify exacerbation symptoms and to plug them back into activities they enjoyed before becoming ill.

Since 2015, we’ve served 114 patients. We currently have 23 patients enrolled. We’ve seen reductions in both hospital admissions and hospital charge data. Hospital charges for these patient’s decreased from $1,398,665 to $317,999.

Award Presenter: Sarina Schrager, MD, MS, Medical Editor, Family Practice Management (FPM)

NOTE: For more information about this year’s scholars, please visit the residents at their posters in the conference poster hall (Valley of the Sun Ballroom Foyer).

For more information about the FPM Award, visit: stfm.org/awardsscholarships/scholarships/hwintergriffithresidentscholarship/overview/ or contact:
Leigh Ann Backer
Executive Editor
Family Practice Management, American Academy of Family Physicians
Phone: 913.906.6000, ext. 5138, or email LBacker@aafp.org
Presentations Tracked by Topic Interest
The conference steering committee has identified sessions within the following audience-topic areas. Use the session code to search online stfm.org/conferences/generalinformation/cpqarchives/or in the mobile app for complete presentation information.

Team-Based Care
Scholarly Topic Roundtable Discussions
B01: Changes in Workflow and Management of No-Shows to Improve Medical Care at a PCMH Residency-Based Medical Clinic
B05: In-Office Emergencies: A Team-Based Approach to a Successful Outcome
B08: Reducing Wait Times in a Family Medicine Residency Ambulatory Clinic Using Lean Six Sigma: Lessons Learned, Tools Applied

Lectures: 30-minutes
L060: Behavioral Health Collaborative Care: The Michigan Medicine Model for Integration
L073: Medical Assistant Office Champions for Addressing Social Determinants of Health

Lectures: 60-minutes
L036: Complex Case Conference: A Learning Experience in Expanding the System for Better Patient Care and Provider Satisfaction
L054: Growing Certified Medical Assistant Talent
L055: Team-Based Care: Expanding Your Team
L057: Integrating a CHW Into a Residency Clinic: Two Clinics’ Learnings
L059: My MA Is My Scribe! Tools to Evaluate and Improve Team-Based Documentation Support
L096: Sprint! An Optimization Program to Improve Efficiency, Satisfaction, and Teamwork by Rapidly Reducing EHR Burden
L105: Team-Based Approaches to Transition-of-Care Management
L109: Using the Psychiatric Collaborative Care Management Model to Address Behavioral Health Issues

Poster Completed Projects
P38: A Care Team Approach to Reducing Disparities in Colorectal Cancer Screening Among Hispanics
P41: Challenges of Implementing Open Access Scheduling in an Academic Family Medicine Clinic
P48: Interprofessional Collaborative Practice—Using an Educational Case-Based Exercise as an Intervention and Assessment Tool

Works-In-Progress Posters
P03: Are No-Show Rates Impacted When Automated Reminder Calls Feature a Clinician’s Voice?
P14: From Chaos to Coordination: Strategies for Implementing a Residency Team-Based Complexity Care Model
P15: Having Goals of Care Conversations When They Are Useful: Engaging the Entire Primary Care Team
P21: Implementation of a Protocol for TCM Across a Diverse Outpatient Network Improves Hospital Readmission Rate
P33: Knowledge and Attitudes of Support Staff Toward Group Medical Visits at an Academic Family Medicine Health Center
P69: Resident and Staff Education to Improve Culturally Competent and Inclusive Health Care for LGBT Patients
P70: Results of a Family Medicine Practice Redesign to Enhance Team-Based Care
P72: Standardizing Well-Child Checks at the Prevea Health Family Medicine Residency in Eau Claire, Wisconsin

Seminars
S01: Family Medicine Resident Engagement in Team Care Clinics: Emerging Best Practices and Lessons Learned
S02: How Does Your Garden Grow? Complex Adaptive Systems and the Cultivation of High Performing Ambulatory Teams

Student and Resident Posters
P53: Development and Implementation of a Collaborative Obstetrical Continuity System in a New Family Medicine Residency
P54: Effect of Patient Outreach, Education, and Follow-Up on Rates of Colorectal Cancer Screening in Underserved Populations

Health Equity
Lectures: 30-minutes
L009: So You Are in an ACO, How Do I Manage These High Utilizers?
L018: Changing the Lens: Uncontrolled Type 2 DM in Underserved Populations
L030: Health Care Disparities in a US-Mexico Border City
L086: Taking Pride in Our Patients: Opening LGBT-Friendly Dialogue
L103: Using Pay-for-Performance to Reduce Health Disparities: What Have We Learned?
Health Equity continued

Lectures: 60-minutes

L033: A New Approach to Modeling Population Need for Primary Care Services

L034: A Playbook to Address Social Determinants and Promote Health Equity

L035: Caring for the Underserved: Addressing A Community’s Social Needs Without a Social Worker

L040: Diabetes Health Partnership: Engaging Vulnerable Patients and Addressing Social Determinants

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

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

Completed-Project Posters

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

Work-In-Progress Posters

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

Seminar

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

Student and Resident Posters

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

P55: Geriatrics eConsult Community Resource Portal and Navigation Service in the Los Angeles County Health Care Safety Net

General Conference Information

Conference Location
Sheraton Grand Phoenix Hotel
340 North 3rd Street, Phoenix, AZ 85004
Phone: 602.262.2500

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

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

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

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

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

CME/CNE Credit

This Live activity, 2019 Conference on Practice & Quality Improvement, with a beginning date of 12/05/2019, has been reviewed and is acceptable for up to 15.25 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 5 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 Academy of Nurse Practitioners Certification Program
- American Association of Medical Assistants
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Conference Refund Policies

Registration Refund Policy (on or before November 5, 2019)
If a registrant determines they cannot attend a conference for personal or work reasons, requests for refunds must be received in writing by STFM to receive a 50% registration fee refund.

Registration Refund Policy (after November 5, 2019)
If a registrant is unable to attend the conference due to weather, medical, or life emergencies occurring at the time of the conference, they may be eligible for a 50% refund, as defined below:

Weather: If registrant is unable to attend because of a weather emergency due to cancellations by airline or airport, registrant must show that they attempted to re-schedule their travel arrangements but could not get to the conference during the official conference dates. In the event of such cancellation request by a conference registrant, the registrant must provide STFM with official documentation to support their request.

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

In the unlikely and extreme event that STFM is forced to cancel a conference, STFM is not responsible for fees or penalties that conference registrants may incur for non-refundable airline tickets or hotel deposits.

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

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