

“Basics to Breakthroughs in Primary Care Transformation”

Learning Session Guide:

Descriptions and Focus Audience for Keynote Addresses and Breakout Sessions

February 5, 2016

Please Note:

101/201 Breakout Sessions: ‘Foundational’ breakout sessions that provide information and best practices on the core foundational building blocks of primary care transformation

301 Breakout Sessions: ‘Innovative’ breakout sessions that provide best practices and promising strategies for teams or leaders looking to progress to the next step in their practice

MORNING KEYNOTE ADDRESS (8:25 – 9:25 am)

From Basics to Breakthroughs: Lessons from a Primary Care Road Warrior

Presenter: Margaret Flinter, APRN, PhD, C-FNP, FAAN, FAANP, Senior Vice President and Clinical Director of the Community Health Center, Inc.

Focus Audience: All Learning Session attendees

Learning Objectives:

- Understand key elements to successful optimization of teams in primary care
- Explore strategies for developing and sustaining team resiliency and optimization
- Acknowledge crucial linkage between optimizing team-based care and delivery of effective care coordination

PART 1 BREAKOUT SESSIONS (10:00 – 11:00 am)

A1) (101/201) Enhancing Teams, Coordinating the Work: Getting the Real Story - Meaningful Medication Review as a Fluid Process with Special Focus on Psychotropic Medications

Presenters/Facilitators: Felicity Homsted, PharmD, BCPS, Karilynn Dowling, PharmD

Focus Audience: Providers, pharmacists, nurses, Community Care Teams, medical assistants

Learning Objectives:

- Identify types of medication reviews and how to make them meaningful
- Explore workflows to optimize the team, the times it takes and how to document
- Learn how to implement standards of care for psychotropic medication review and monitoring and work flows for the team

A2) (101/201) Using Data to Support Care Management: Effective Use of the MaineCare Quality Reports and VMS Portal

Presenter/Facilitator: Charyl Malik, MaineCare Services

Focus Audience: Nurse care coordinators, practice managers, nurses, medical assistants, quality improvement support personnel, Community Care Teams

Learning Objectives:

- Access quality report data for your individual practice
- Identify trends in quality data over time
- Learn how to use data to drive improved care and decreased costs in your practice

A3) (101/201) Improving Access: A Day in the Life of a Practice – Huddles, Workflows, and Patient Centered Access

Presenters/Facilitators: Rhonda Selvin, APRN, CNP, Cynthia Sammis, MD, Diane Bell

Focus Audience: Practice managers, providers, patient partners, nurses, medical assistants, patient service representatives

Learning Objectives:

- Explore what patient centered access means in your practice
- Identify ways to enhance access through Daily Huddles and how to implement into your practice day
- Learn workflows and team structures that support improving patient access and patient centered care

A4) (201) Across the Life Span: Putting it into Practice - Lessons Learned, Challenges, and Opportunities to Implement Developmental Screening in Primary Care

Presenter/Facilitator: Amy Belisle, MD

Focus Audience: Practice teams that have started to test or implement developmental screening activities using different tools (e.g., the ASQ Developmental Screening tool), and specifically the practice champion(s) from the practice team who are leading these efforts

Learning Objectives:

- Practice teams that have started to implement developmental screening will have an opportunity to connect with content expert, Nan Simpson, and practice peers to address challenges and barriers as they implement developmental screening for their pediatric patients
- Explore promising strategies, workflows, tips, and tools for improving effective implementation of developmental screening in your practice

A5) (301) Using Data for Quality and Cost Analysis: Maine Health Management Practice Reports Workshop

Presenter/Facilitator: Laura Brann

Focus Audience: Practice managers, lead providers, quality improvement support personnel, Community Care Teams embedded in primary care practices, nurse care coordinators

Learning Objectives:

- Identify strategies for enhancing use of reports
- Learn how to use report data to drive improved care and decreased costs in your practice

A6) (301) Promoting Safe Prescribing Practice: Using your Team and Resources to Promote Safe Prescribing Practice for Pain Medication, Stimulants, and Benzodiazepines

Presenters/Facilitators: Eva Quirion, MSN, RN, FNP, Clare Desrosiers, MSW, Anne Rogers, M.Ed., ABD, CHES

Focus Audience: Providers, practice managers, Community Care Teams, nurse care coordinators

Learning Objectives:

- Identify medications and prescribing practices that require patient contracts, screening and standardize work flows and documentation for the team
- Understand how to use the Prescription Monitoring Program (PMP) and get reports that are accurate
- Learn how to use the Diversion Alert program and what it tells you

A7) (301) Building Patient Partnerships: Enhancing the Clinical Encounter Experience Using Choosing Wisely

Presenters/Facilitators: Kellie Slate Vitcavage, MS, George Case, NP

Focus Audience: Patient partners, nurses, medical assistants, lead providers, patient service representatives

Learning Objectives:

- Learn about the Choosing Wisely Toolkit for health care teams as a Shared Decision Making tool used to empower practice teams and patients
- Identify tips and tools for successful and easy utilization of the toolkit in practice
- Understand positive impact of toolkit use on building the patient/Health Care Team Partnership and improving patient/Team satisfaction
- Identify tools to help your patients with questions about costs of care

PART 2 BREAKOUT SESSIONS (11:15 am – 12:15 pm)

B1) (101/201) Enhancing Teams, Coordinating the Work: Covering the Bases - Matching the Right Service and Professional for Individuals with Physical and Behavioral Health Needs

Presenters/Facilitators: Cynthia Cartwright, MT, RN, MEd, Mary Jean Mork, LCSW

Focus Audience: Behavioral health clinicians, social workers, nurses, Community Care Teams, practice managers, patient partners

Learning Objectives:

- Gain understanding of roles of an integrated behavioral health clinician, care manager, case manager, Community Care Team, and Behavioral Health Home
- Using patient case scenarios, identify workflows for best utilization of various behavioral health roles within your practice or community
- Identify potential areas of overlap or gaps for behavioral health services that may exist in your practice
- Explore ways to best utilize members of your team and in your community (BHH, CCT) to better serve individuals with physical and behavioral health needs

B2) (101/201/301) Improving Access: A Day in the Life of a Practice – Sustaining Team Vitality

Presenter/Facilitator: Margaret Flinter, APRN, PhD, C-FNP, FAAN, FAANP

Focus Audience: Any/all members of the primary care team, including patient partners and Community Care Teams

Learning Objectives:

- Learn how to implement strategies and processes to support and sustain team vitality on a regular basis
- Identify ways to incorporate team strengthening tools and tips in everyday practice team workflow

B3) (101/201) Using Data to Support Care Management: Effective Use of the MaineCare Quality Reports and VMS Portal

Presenter/Facilitator: Charyl Malik, MaineCare Services

Focus Audience: Nurse Care coordinators, practice managers, nurses, medical assistants, quality improvement support personnel

Learning Objectives:

- Access quality report data for your individual practice
- Identify trends in quality data over time
- Learn how to use data to drive improved care and decreased costs in your practice

B4) (101/201) Addressing Substance Use Risk: Communicating Positive Substance Use Risk Screening Results to Patients

Presenters/Facilitators: Eric Haram, LADC, Catherine Chichester, MSN, APRN, BC

Focus Audience: Providers, including behavioral health clinicians

Learning Objectives:

- Learn essential elements of effectively communicating positive screening results to patients – who, what, when, where, and how
- Acknowledge potential challenges and barriers to effective communication and identify promising strategies and approaches to address challenges
- Improve comfort and ability as a provider or other clinical team member to engage in discussion with patients about substance use risk and next steps (e.g., referral to treatment)

B5) (301) Enhancing Teams, Coordinating the Work: Enough is Enough - Defining and Reducing Polypharmacy and Risk in Primary Care. Special focus: the Older Adult and the Beers Criteria

Presenters/Facilitators: Felicity Homsted, PharmD, BCPS, Annette Beyea, DO, MPH, and Karilynn Dowling, PharmD

Focus Audience: Providers, pharmacists, care managers, nurse care coordinators, nurses, medical assistants, patient partners, Community Care Teams

Learning Objectives:

- Explore the number and nature of medications prescribed for a given patient and ways to identify patient risks
- Develop a process to conduct a review of medication list at least annually and before refills
- Consider some special needs of the older adult, the updated Beers list

B6) (301) Enhancing Teams, Coordinating the Work: Addressing How to Meet Patient Needs Post-Discharge Using the Multidisciplinary Team Visit in Primary Care

Presenters/Facilitators: Care Team from Lincoln Medical Partners Family Care Center-Boothbay Harbor: Alan Barker, MD, Connie Faulkingham, MA, Lisa Carbone, LCSW, Bobbi Jo McFarland, RN, and Meridith Hackett, PharmD, Sue and Bill Burge

Focus Audience: Providers, behavioral health clinicians, social workers, Community Care Teams, patient partners, care managers, nurses, medical assistants, pharmacists, patient service representatives, practice managers

Learning Objectives:

- Understand key components of and strategies for developing and implementing a multidisciplinary team visit in the primary care setting for patients needing follow up after being recently discharged from an acute care setting (e.g., hospital, skilled nursing/rehab, etc.)
- Identify roles and functions of individuals on multidisciplinary team
- Understand potential impact of multidisciplinary team visits on patients, teams, readmissions, and improving continuity of care

B7) (301) Across the Life Span: How the Palliative Care Discussion in Primary Care Improves Quality of Life for Patients

Presenter/Facilitator: James VanKirk, MD, FACP

Focus Audience: Any member of the primary care team, including patient partners and Community Care Teams

Learning Objectives:

- How primary care can incorporate palliative care into their practice
- Identify and explore workflows to support palliative care/advanced care planning discussions in primary care
- Review new Medicare Advanced Care Planning codes and their usefulness in primary care

B8) (301) Building Patient Partnerships: Perspectives, Preferences and Probabilities: A New Look at Shared Decision Making

Presenter/Facilitator: Tom Bartol, APRN

Focus Audience: Any member of the primary care team, including patient partners and Community Care Teams

Learning Objectives:

- Identify baseline risk for various conditions and factors which can affect baseline risks
- Discuss different ways risk and risk reduction can be framed to help individuals better understand risks and benefits and engage in decisions about health care
- Identify resources and strategies to engage in decision making about various health care interventions

B9) (201/301) Secrets to Scaling Up and Improving Population Health: How We Can Apply Lessons Learned Increasing Childhood Immunization Rates by 15% in 3 Years in Maine to Improving Adolescent Immunization Rates

Presenter/Facilitator: Amy Belisle, MD, Maine Quality Counts

Focus Audience: Any member of the primary care team, including patient partners

Learning Objectives:

- Highlight key lessons learned working with primary care practices to improve immunization rates by 15% through the learning collaborative process using Quality Improvement (QI) methodology
- Understand state policy and payment work that makes child health quality improvement work sustainable
- Discuss ways to scale up and spread work: applying lessons learned to improving adolescent immunization rates
- Changing the script around teen vaccines: Review the CDC's "You are the Key to HPV Cancer Prevention"

AFTERNOON TEAM WORKSHOP (1:00 - 1:45 pm)

Resiliency: A Source Awakens – Primary Care Teams Tackling Tension

Presenter/Facilitator: Josh Farr, M.Ed., Maine Quality Counts

Focus Audience: All Learning Session attendees

Learning Objectives:

- Acknowledge learning as a point of tension for teams
- Learn how to deal with tension and make effective change through the scope of organizational framework and shared common language among teams
- Participate in highly active solution-focused activity to identify strategies for addressing tension in your practice setting

AFTERNOON KEYNOTE ADDRESS (1:55 – 2:50 pm)

Moving Beyond the Bricks and Mortar – Current and Future State of Telehealth in Primary Care: The Virtual Visit

Presenter: Nina Antoniotti, PhD, MBA, RN, Executive Director for Telehealth and Clinical Outreach, Southern Illinois University School of Medicine

Focus Audience: All Learning Session attendees

Learning Objectives:

- Learn innovative ways telehealth is currently being used in primary care to improve patient access, care, and practice team/patient satisfaction
- Identify opportunities for reimbursement for telehealth utilization in primary care
- Understand how virtual visits are being used within primary care and what role it plays as a means to sustain primary care going forward