

MaineHealth Learning Community

Practice Improvement Series Meeting (PRISM) 5 Agenda

Partnering with Patients

Thursday, May 8, 2008 Harraseeket Inn, Freeport

Goals: To devise effective evidence-based strategies for partnering with patients to improve care and outcomes.
To understand opportunities for learning and sharing knowledge with others through the MaineHealth Learning Community.

7:45 am	Registration and Breakfast	
8:00 – 8:15	Welcome and Introductions (Casco Bay) Julie Osgood, MS, MaineHealth	
8:15 – 9:10	PLENARY SESSION – Health Literacy and What it Means to Primary Care Practice Teams (Casco Bay) Michael S. Wolf, MA, MPH, PhD, Assistant Professor of Medicine and Learning Sciences, Feinberg School of Medicine at Northwestern University. Dr. Wolf will describe a comprehensive strategy to help patients better understand health information.	
9:10 – 9:20	STRETCH and BREAK	
9:20 – 10:10	Workshop 1: Choose one of the following workshops based on your interest	
	<p>Ask the Expert: A Question and Answer Session with Michael Wolf, MA, MPH, PhD (Kennebec) <u>Presenter:</u> Michael S. Wolf, MA, MPH, PhD., Feinberg School of Medicine, Northwestern University <u>Goals:</u></p> <ul style="list-style-type: none"> ❖ To describe what is known about health literacy ❖ To understand health literacy as cognitive and psychosocial skill sets ❖ To describe a 'cognitive factors' approach to improve health literacy 	<p>Guiding Your Patients to Good Health: Free Nutrition Resources in Your Back Yard (Androscoggin) <u>Presenters:</u> Julie Greene, Director of Guiding Stars, Hannaford; Susanne D'Angelo-Cooley, MS, RD, LD Hannaford <u>Goals:</u></p> <ul style="list-style-type: none"> ❖ To understand the "whys" and "how" of nutrition navigation programs
	<p>Our Evolving Understanding of Diabetes: Implications for Management Guidelines (Sassanoa) <u>Presenter:</u> Irwin Brodsky, MD, MPH, Maine Centers for Endocrinology and Diabetes <u>Goals:</u></p> <ul style="list-style-type: none"> ❖ To understand diabetes practice guidelines in the context of an evolving understanding of diabetes as a disease ❖ To anticipate future diabetes practice guidelines 	<p>Medication Reconciliation: Developing a System of Communication with Primary Care, Hospital and Patient (Cathance) <u>Presenter:</u> Chris Wellins, MD, Greater Portland Medical Group, Cape Elizabeth <u>Goals:</u></p> <ul style="list-style-type: none"> ❖ To understand the importance of and value added by performing Medication Reconciliation for your patients
10:10 – 10:20	BREAK	
10:20 – 11:10	Workshop 2: Choose one of the following workshops based on your interest	
	<p>Hands-On Skill Building with Patient Communication Techniques: Ask Me 3; Teach Back Method (Kennebec) <i>Session repeats at 11:20 AM</i> <u>Presenters:</u> Deborah Deatruck, MPH, MaineHealth; Sue Stableford, MPH, MSB, University of New England <u>Goals:</u></p> <ul style="list-style-type: none"> ❖ To understand three evidence-based tools to improve communication ❖ To apply the Teach Back Technique 	<p>Culture Begins Within: Self Reflection and Systems for Partnering with our Diverse Patients (Cathance) <u>Presenters:</u> Deb Rothenberg, MD, Mary McDonough, RN, Jeff Aalberg, MD, MMC Family Medicine <u>Goals:</u></p> <ul style="list-style-type: none"> ❖ To increase participants' ability to inquire about patients' cultural and ethnic rights at point of care ❖ To discuss some system level solutions to addressing patients' cultural and ethnic rights
	<p>Asthma: Impairment, Risk, Control... The 2007 Guidelines (Sassanoa) <u>Presenter:</u> Barbara Chilmonczyk, MD, Medical Director, Asthma Health, MaineHealth, MMC <u>Goals:</u></p> <ul style="list-style-type: none"> ❖ To gain an understanding of the importance of <u>control</u> in the new asthma guidelines ❖ To learn about what's new with medications used in the treatment of asthma 	<p>Making Dollars and Sense of Quality Initiatives (Androscoggin) <i>Session repeats at 11:20 AM</i> <u>Presenters:</u> Tim Goltz, MD, Miles Family Medicine; Jen Moore, MMC PHO <u>Goals:</u></p> <ul style="list-style-type: none"> ❖ To quantify the financial investment and return to practices for engaging in quality efforts ❖ To demonstrate the overall impact to physicians, patients, and the community
11:10 – 11:20	BREAK	

11:20 – 12:10	Workshop 3: Choose one of the following workshops based on your interest	
	Hands-On Skill Building with Patient Communication Techniques: Ask Me 3; Teach Back Method (Kennebec) <u>Presenters:</u> Deborah Deatrack, MPH, MaineHealth; Sue Stableford, MPH, MSB, University of New England <u>Goals:</u> <ul style="list-style-type: none"> ❖ To understand three evidence-based tools to improve communication ❖ To apply the Teach Back Technique 	Patient Experience Surveys: A Practice Perspective (Cathance) <u>Presenter:</u> Joline L. Betsch, Director, Women's Ambulatory Services, Sisters of Charity Health System <u>Goals:</u> <ul style="list-style-type: none"> ❖ To create an understanding of how to measure and enhance one of the most critical measurements for monitoring performance
	Substance Abuse Treatment for Adolescence and Adults (Sasanaoa) <u>Presenters:</u> Joe Dreher, MD, MMC <u>Goals:</u> <ul style="list-style-type: none"> ❖ To consider validated tools for use in primary care for substance use/abuse screening ❖ To understand the range of treatment options in Maine from motivational interviewing to inpatient treatment 	Making Dollars and Sense of Quality Initiatives (Androscoggin) <u>Presenters:</u> Tim Goltz, MD, Miles Family Medicine; Jen Moore, MMC PHO <u>Goals:</u> <ul style="list-style-type: none"> ❖ To quantify the financial investment and return to practices for engaging in quality efforts ❖ To demonstrate the overall impact to physicians, patients, and the community
12:10 – 1:10	Networking Lunch (Casco Bay) STRETCH BREAK	
1:10 – 2:00	Workshop 4: Choose one of the following workshops based on your interest	
	Patients as Advisors: A “How To” and Lessons Learned (Kennebec) <u>Presenters:</u> Cynthia Cartwright, MT, RN, MSED, MaineHealth; Patti White, MMC; Beth Wilcox, RN, MMC PHO; Jacqui Fuller, Gina Marquis, MaineHealth <u>Goals:</u> <ul style="list-style-type: none"> ❖ To describe the purposes of an advisory council and how to convene one ❖ To consider lessons learned from 3 yrs. exp. by facilitators and patient/family advisory groups 	Personal Health Records: How They Will Benefit You and Your Practice (Cathance) <u>Presenters:</u> John Avedian, MPH, RHIA, CHPS, Director, Health Information Management, MMC; Stephanie Calkins, MD, MaineGeneral Health; Taryn Murray, MaineGeneral Health <u>Goals:</u> <ul style="list-style-type: none"> ❖ To discuss the privacy and security aspects of PHRs ❖ To provide an overview of the functionality of electronic PHRs and demonstrate how a PHR can be utilized in your practice
	Promoting Shared Decision Making in Your Practice (Androscoggin) <u>Presenters:</u> Neil Korsen, MD, MS, MaineHealth; Peggy Chausse, MA, CHES, MaineHealth Learning Resource Centers <u>Goals:</u> <ul style="list-style-type: none"> ❖ To learn about resources that are available to your patients that promote shared decision making ❖ To understand how shared decision making can help both providers and patients achieve better health outcomes 	Planned Care Model: A Framework for Quality Care (Sasanaoa) <u>Presenters:</u> Stephen DiGiovanni, MD, Bayview Pediatrics; Donna Levi, MS, MaineHealth <u>Goals:</u> <ul style="list-style-type: none"> ❖ To understand how the Planned Care Model provides a useful framework for practice teams to improve chronic illness care and outcomes
2:00 – 2:20	Dessert (Casco Bay)	
2:10 – 2:20	Introduction of Vance Brown, Chief Medical Officer, MaineHealth. Julie Osgood, MS, MaineHealth	
2:20 – 3:15	PLENARY SESSION – Consumer Engagement 101 (Casco Bay) Rita Zanichkowsky, Director, State Health Alliances for the American Heart Association. <u>Goals:</u> <ul style="list-style-type: none"> ❖ To challenge providers to truly see patients as equally important in the delivery of care – not equal in knowledge but equal in importance ❖ To consider clear communication not as “fluff” but as important as clinical knowledge – as the true bridge between their knowledge and a patient's outcome ❖ To try on a new idea: think of providers as “servant leaders” vs. controlling directors of people's health 	
3:15 – 3:30	Highlights of the Day: Turning Information into Action (Casco Bay) Julie Osgood, MS, MaineHealth Closing remarks and prize drawing – be present to win!	

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