

Working Smarter not Harder:

Practical Approaches to Improve Access and Efficiency

Agenda

Thursday, January 22, 2009 ~ Harraseeket Inn, Freeport, Maine

Goals: To devise effective evidence-based strategies and practical innovations that can transform an office practice to improve care and outcomes
To understand opportunities for learning and sharing knowledge with others through the MaineHealth Learning Community

7:45 a.m. Registration and Breakfast

Casco Bay Room

8:00 – 8:15 a.m. Welcome and Introductions, Jackie Cawley, DO, Sr. Medical Director, Ambulatory Care, Preventive Health, MaineHealth

8:15 – 9:15 a.m. PLENARY SESSION: Working Smarter not Harder: Practical Strategies for Office Improvement. Drs. Christine and Thomas Sinsky, General Internists, Medical Associates Clinic and Health Plans, Dubuque, IA. Drs. Christine and Thomas Sinsky will examine practical innovations which can transform an office practice. The overarching goal of practice redesign is to create a well-organized office system that fosters sound medical decision making, minimizes error, and creates an atmosphere that patients, staff and physicians can enjoy. Nine simple strategies that together form a powerful force for change will be described.

9:15 – 9:25 a.m. BREAK—Workshop Transition Time

9:25 – 10:15 a. m. WORKSHOP 1: Choose one of the following sessions based on your interest.

Kennebec Room

→ Practical Innovations: Translating Innovations from Conference to Clinic

Presenters: Drs. Christine and Thomas Sinsky, General Internists, Medical Associates Clinic and Health Plans, Dubuque, IA.

Goal:

- * Choose at least one specific strategy to take home and adapt to your environment that will help improve your office practice

Cathance Room

→ Improving Cycle Times: Our Experience

Presenter: Doug Couper, MD, FACP, Martin's Point Healthcare

Goals:

- * How to analyze and use data to improve cycle times
- * Learn the value of involving office teams from process to outcomes

Sassanoa Room

→ Acting on Feedback

Presenters: Linda Mallard, Practice Manager; Heather Shanholtz, RN; Valerie Gardner, CMA; GMPG – Westbrook

Goal:

- * Use patient feedback and staff engagement to improve the patient and staff experience

Androscooggin Room

→ Protocols: Identifying the Best Processes for Your Office

Presenter: Jacqueline Brooks, LPN, Clinical Supervisor, Martin's Point Healthcare

Goal:

- * Learn how to use protocols to improve efficiency and patient outcomes

10:15 – 10:25 a.m. BREAK—Workshop Transition Time

10:25 – 11:15 a.m. WORKSHOP 2: Choose one of the following sessions based on your interest.

Kennebec Room

→ Bridging the Gap between Primary Care and Mental Health

Presenters: Neil Korsen, MD; Cynthia Cartwright, MT, RN, MSED; Mary Jean Mork, LCSW; MaineHealth

Goals:

- * Identify levels of mental health and primary care integration
- * Increase the level of integration by making a plan to improve access, efficiency and coordination

Cathance Room

→ Optimizing Team Roles

Presenters: Charles Burger, MD; Paula Eaton, Practice Director; Evergreen Woods Primary Care

Goals:

- * Increase understanding of the tools needed to improve team efficiency
- * Learn how one team has implemented these principles

Androscooggin Room

→ EHR Efficiency: Preparing for Implementation and Beyond

Presenters: Jan MacLeod, BS/HCA; Sharon Dube; Courtney Rideout; Maine Medical Center

Goals:

- * Prepare participants to assess needs for space, equipment, workflows, timelines, and preparation
- * Provide resources and contact information for networking to aid in the transition

Sassanoa Room

→ Why I Chose a Micropractice

Presenter: Jean Antonucci, MD

Goal:

- * Provide participants with a real life example of how small practices can engage in quality patient centered care in a vital and sustainable environment

11:15 – 11:25 a.m. BREAK—Workshop Transition Time

11:25 – 12:15 a.m. WORKSHOP 3: Choose one of the following sessions based on your interest.

Kennebec Room

→ **What If... We Had a Fully Implemented EHR**

Presenters: Vance Brown, MD, CMO, MaineHealth; Asher Kramer, MBA, FHFMA, Maine Medical Center

Goals:

- * Articulate the planned and desired benefits of an EHR
- * Describe the current ambulatory care environment/processes

Androscoggin Room

→ **Patient Advocacy Teams: Patients as Advisors**

Presenters: Chris Pezzullo, DO; Barbara Shuman, MA; University Healthcare for Kids

Goal:

- * To understand the process of partnering with patients to improve care and office systems

Cathance Room

→ **The Data is Collected: Now What?**

Presenters: Jane Pringle, MD; Jenny Aronson, MD; Maine Medical Center

Goal:

- * Identify an approach to use data to improve workflow and patient outcomes

Sassanoa Room

→ **PTE, BTE, & NQCA – Why, When, and How!**

Presenters: Lisa M. Letourneau, MD, MPH, Exe. Director, Quality Counts; Sue Butts-Dion, Butts-Dion Consulting

Goals:

- * To understand the transition from earning quality recognition in Maine's Pathways to Excellence program to acquiring national quality recognition
- * Identify what a practice should consider when choosing to submit to a National Recognition Program (NCQA, BTE).

12:15 – 1:15 p.m. Networking Lunch Casco Bay Room

1:15 – 2:05 p.m. WORKSHOP 4: Choose one of the following sessions based on your interest.

Kennebec Room

→ **Every Patient Deserves the Best – Developing Reliable Processes**

Presenter: Doug Salvador, MD, MPH, Maine Medical Center

Goals:

- * Understand the role of human factors in reliability of healthcare processes
- * Apply the reliability principles to a healthcare design exercise

Androscoggin Room

→ **Team Meetings: The Nuts and Bolts**

Presenters: Janell Powell, MS; Michele Gilliam, RD, LD, CPHQ; Jacqueline Brooks, LPN; Carrie McHale, LPN; Martin's Point Healthcare

Goals:

- * Review factors for successful team meetings
- * Engage in panel discussion re: obstacles and accomplishments

Cathance Room

→ **Weekend Access: Could it Work for You?**

Presenter: Karen Waycott, CPC, Site Manager / Quality Liaison, Southern Maine Medical Center/PrimeCare Physician Services

Goal:

- * Provide a step by step overview of what is involved in creating and managing weekend access

Sassanoa Room

→ **Open Forum Discussion with Dr. Jackie Cawley**

Presenter: Jackie Cawley, DO, Senior Medical Director, Ambulatory Care and Preventive Health, MaineHealth

Goal:

- * Provide attendees with an opportunity to meet with the new MaineHealth Sr. Medical Director and participate in a discussion

2:05 – 2:25 p.m. Dessert Casco Bay Room

Casco Bay Room

2:25 – 3:15 p.m. PLENARY SESSION: Access and Efficiency: Bringing it to Practice

Ann Marie Hess, MSN, MS, President, Clinical Performance Management; Neil Korsen, MD, Sr. Medical Director, MaineHealth

Goal:

- * To assist participants on how to take what has been learned to the office for implementation

3:15 – 3:30 p.m. HIGHLIGHTS OF THE DAY: Turning Information into Action

Jackie Cawley, DO, Sr. Medical Director, MaineHealth

Closing remarks and prize drawing – be present to win!

A MaineHealth Learning Community Practice Improvement Series Meeting (PRISM)

first of three for 2009 / seventh of the series

Sponsored by MaineHealth and the Maine Physician Hospital Organization

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