

Join us for the 2017 CTC-RI Annual Learning Collaborative:

Primary Care Works: Effective Strategies to Improve Population Health and Patient Activation

Tuesday, November 7, 2017 | 7:30 AM–3:15 PM

The Crowne Plaza Hotel | 801 Greenwich Ave., Warwick, RI 02886

CME Accreditation

This activity has been planned and implemented in accordance with the Essential Areas and policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint providership of the Warren Alpert Medical School of Brown University and CTC-RI. The Warren Alpert Medical School is accredited by the ACCME to provide continuing medical education for physicians.

Credit Designation

The Warren Alpert Medical School designates this live activity for a maximum of 6.0 AMA PRA Category 1 Credits™. Physicians should only claim credit commensurate with the extent of their participation in the activity.

Rhode Island Specific: This program qualifies for 2.75 hours CME Credit in Opioid Pain Management/Chronic Pain Management, one of the required areas of section 6.0; 6.2.1 RI CME re-licensure requirements

Nursing CEUs

This activity has been submitted to the Northeast Multi-State Division for approval to award contact hours. The Northeast Multi-State Division is accredited as an approver of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation. Maine, New Hampshire, New York, Rhode Island, Vermont Nurses Associations are members of the Northeast Multi-State Division of the American Nurses Association.

Social Worker CEUs

Social Workers: This activity has been approved by the NASW, Rhode Island for 6.0 CE's, Authorization #: RI-6851, valid until 4/30/19.

To Register:

<https://www.eventbrite.com/e/primary-care-works-effective-strategies-to-improve-population-health-and-patient-activation-tickets-38244363922>

Jointly Provided By



Program Description

Primary care practices often face challenges in identifying how to best meet patient needs with limited resources and information. This learning collaborative is designed to assist primary care practices with using practical and evidence based approaches to improve health outcomes through better utilization of team based care and patient activation strategies. Key components of the morning session include sessions built around using team based care to effectively assist patients and families with improving health outcomes. The afternoon sessions will focus on obtaining and using information to improve population health through effective use of medical record software and Rhode Island All Payer Claims Data Base reports and health plan supports. Strategies on improving population health, patient activation, and obtaining/using information to improve performance will be conveyed.

Target Audience

All primary care team members from CTC-RI and TCPi practices are welcomed to attend the morning session, or the afternoon session, or the full day program. We invite Practice Leadership, Providers, Nurse Care Managers, Care Coordinators, Behavioral Health Staff, Practice Managers, Medical Assistants, Community Health Workers, and CTC stakeholders to come learn as a team!

Learning Objectives

At the end of the session, attendees will be able to identify strategies the primary care team can use for:

- ✓ Improving population health and patient activation
- ✓ Obtaining and utilizing information (such as social determinants of health and cost of care) to improve population health outcomes

Registration Information

The agenda is designed to accommodate attendees work schedules and interests. The morning session has a Clinical focus on improving population health using a team based approach; the afternoon session focus is on obtaining and using information for performance improvement. Attendees may choose to register for: morning only (7:30–12:30), afternoon only, or full day.

For More Information, Contact Care Transformation Collaborative Rhode Island

Phone: 401-528-3277 | E-mail: CTCRI@umassmed.edu

We Gratefully Acknowledge the Support of:

Care Transformation Collaborative - Rhode Island (CTC-RI) & Rhode Island Quality Institute (RIQI)
Memorial Hospital of Rhode Island
Healthcentric Advisors
Onpoint Health Data
New England State Consortium Systems Organization (NESCSO)
Rhode Island Health Plans: Blue Cross & Blue Shield of Rhode Island, Neighborhood Health Plan of Rhode Island, Tufts Health Plan & United Health
Rhode Island Health Center Association
Shri Bark
Rhode Island Department of Health
Rhode Island Foundation
University of Rhode Island - Rhode Island Geriatric Education Center

Primary Care Works: Effective Strategies to Improve Population Health and Patient Activation

Morning Session

7:00–7:30 AM **Registration**

7:30–7:45 **Welcome: Advancing Improving Population Health: Care Transformation Collaborative Perspective**
Debra Hurwitz, MBA, BSN, RN
Executive Director, CTC-RI

How Public Policy Supports Primary Care
Marie L. Ganim, PhD, MPA
Commissioner, OHIC

7:45–8:00 **15 Minute Healer**
Pablo Rodriguez, MD

8:00–9:15 **Strengthening Team Based Care**
Peter B. Anderson, MD and
Stephen E. Moberg, BBA-MIS

9:15–9:30 **Break**

9:30–10:25 **Concurrent Breakout Session I**
Assisting Patient Populations With Addiction Needs[△]
Amber Hewitt, PsyD and
Stephen A. Martin, MD, EdM

Providing Team Based Care: Barriers & Solutions
Peter B. Anderson, MD and
Stephen E. Moberg, BBA-MIS

Patient Activation: Choosing Wisely in Primary Care
Timothy J. Lynch

Pediatric Care: Strategies to Assist Adolescents With Substance Use Disorders
Susan J. Duffy, MD, MPH
Chris Dorval, MSW, LCSW, LCDCS, LCDP, ICADC

10:25–11:20 **Concurrent Breakout Session II**
Providing MAT in Primary Care[△]
Robert S. Crausman, MD, MMS
John Machata, MD
Complex Care Management: Understanding Patient Needs and Reducing ED Utilization
Cyndi Nassivera Reynolds
Karen L. Ashline, MA
Brenda M. Stiles, RN, BSN, PCMH, CCE
Patient Activation: Ask the Right Questions
Luz Santana, MA & Carol W. Robey, MD

Pediatric Care: Pediatric Medical Neighborhood
Moderator: Elizabeth B. Lange, MD
Holly L. Ayotte, BS
Amanda Boisvert, BA
Diane Kowal, MA, BSN, CSNT, NCSN
Deborah Masland, BA

11:20–11:35 **Break**

11:35–12:30 PM **Concurrent Breakout Session III**

Providing MAT in Primary Care[△]
Coleen LaBelle, MSN, RN-BC, CARN

Chronic Care Management: Assisting Patients With Complex Medication Management—Diabetes
Kenny Correia, PharmD, BCACP, CDOE, CVDOE
Marna B. Heck-Jones, MCP

Care Plan: Using The Team and The Patient
Amberly Ticotsky, RN, BSN, MPH

Chronic Care Management: Pediatric–Adult Assisting Patients with Asthma and Anxiety
Nelly Burdette, PsyD

12:30–1:15 **Lunch and Resource Round Tables**

Afternoon Session

1:30–3:00 **Concurrent Breakout Session IV**
*eClinicalWorks: Capturing, Reporting, & Using Information on Social Determinants of Health**
Jatin Gupta

Using Health Plan Cost Estimator Tools to Assist Patients and Practices with Self-Decision Making
John Auger, BS & Merry Pearlman, BA
Blue Cross and Blue Shield of Rhode Island

Bethany Wingren, MA
United Healthcare

1:30–3:30 *Training on Use of All Payer Claims Data Base*
Chad MacLeod, BA & David Jorgensen, MS

3:00/3:30 PM **Adjourn**

[△] This session qualifies CME Credit in Opioid Pain Management/ Chronic Pain Management, one of the required areas of section 6.0; 6.2.1 RI CME re-licensure requirements

* This session is not accredited for CME/CEUs.

Primary Care Works: Effective Strategies to Improve Population Health and Patient Activation

Guest Speakers

Peter B. Anderson, MD

Founder and President, Team Care Medicine | Yorktown, VA

Karen L. Ashline, MA

Associate Vice President | Adirondacks ACO | Plattsburgh, NY

John Auger, BA

Managing Director, Digital Strategy & Programs

Blue Cross & Blue Shield of Rhode Island | Providence, RI

Holly L. Ayotte, BS

Early Childhood Assessment Coordinator

Rhode Island Department of Elementary & Secondary Education
Providence, RI

Amanda Boisvert, BA

Early Intervention Assistant Director

Meeting Street School | Providence, RI

Nelly Burdette, PsyD

Director, Integrated Behavioral Health

Providence Community Health Centers

Lead IBH Practice Facilitator

Care Transformation Collaborative Rhode Island (CTC-RI)
Providence, RI

Kenny Correia, PharmD, BCACP, CDOE, CVDOE

Clinical Pharmacist, Anchor Medical Associates | Cranston, RI

Robert S. Crausman, MD, MMS

Clinical Professor of Medicine

Warren Alpert Medical School of Brown University

Partner, Ocean State Urgent Care and Primary Care

Providence, RI and Fall River, MA

Christopher Dorval, MSW, LCSW, LCDCS, LCDP, ICADC

Program Coordinator

Rhode Island College SBIRT Training and Resource Center

Business Development Officer

Recovery Centers of America | Providence, RI

Susan J. Duffy, MD, MPH

Associate Professor of Emergency Medicine

Associate Professor of Pediatrics

Director, Special Pediatrics Projects

Department of Emergency Medicine

Warren Alpert Medical School of Brown University

Hasbro Children's Hospital & Rhode Island Hospital

Providence, RI

Marie L. Ganim, PhD, MPA

Clinical Assistant Professor of Health Services, Policy, & Practice

Brown University School of Public Health | Providence, RI

Commissioner, Office of the Health Insurance Commissioner

Cranston, RI

Jatin Gupta

Director, Integration Implementation

eClinialWorks | Westborough, MA

Marna B. Heck-Jones, MCP

IT/EHR & Analytics Manager

Anchor Medical Associates | Cranston, RI

Amber L. Hewitt, PsyD

Assistant Professor

Department of Family Medicine and Community Health

University of Massachusetts Medical School

Director of Behavioral Science

Fitchburg Family Medicine Residency | Fitchburg, MA

Debra Hurwitz, MBA, BSN, RN

Executive Director

Care Transformation Collaborative Rhode Island (CTC-RI)

Providence, RI

David Jorgensen, MS

Lead Health Data Analyst | Onpoint Health Data | Portland, ME

Diane Kowal, MA, BSN, CSNT, NCSN

President

Rhode Island Certified School Nurse Teachers Association

Colleen T. LaBelle, MSN, RN-BC, CARN

Program Director

State Technical Assistance Treatment Expansion Office Based

Opioid Treatment with Buprenorphine (STATE OBAT)

Boston University Medical Center | Boston, MA

Elizabeth B. Lange, MD, FAAP

Clinical Associate Professor of Pediatrics

Warren Alpert Medical School of Brown University

Co-Director, PCMH-Kids

Pediatrician, Waterman Pediatrics | East Providence, RI

Timothy J. Lynch

Senior Director of Foundation Programs

ABIM Foundation | Philadelphia, PA

John Machata, MD

Wickford Family Medicine | North Kingstown, RI

Chad MacLeod, BA

Client Account Manager | Onpoint Health Data | Portland, ME

Stephen A. Martin, MD, EdM

Assistant Professor of Family Medicine and Community Health

Co-Director, Rural Health Scholars Program

University of Massachusetts Medical School

Center for Primary Care | Harvard Medical School | Boston, MA

Deborah Masland, BA

Director, Peer Support

Rhode Island Parent Information Network | Providence, RI

Stephen E. Moberg, BBA-MIS

Senior Vice President, Team Care Medicine | Yorktown, VA

Cyndi Nassivera Reynolds

Vice President, Transformation and Clinical Quality

Hudson Headwaters Health Network, Inc. | Queensbury, NY

Primary Care Works: Effective Strategies to Improve Population Health and Patient Activation

Merry Pearlman, BA

Senior Digital Channel Manager
Blue Cross & Blue Shield of Rhode Island | Providence, RI

Carol W. Robey, MD

Member, Board of Directors | RI Quality Institute | Hollis, NH

Pablo Rodriguez, MD

Clinical Associate Professor of Obstetrics and Gynecology
Warren Alpert Medical School of Brown University
Chair, Health Care Alliance
Women & Infants Hospital | Providence, RI
President & CEO at Women's Care

Luz Santana, MA

Co-Director, The Right Question Institute | Cambridge, MA

Brenda M. Stiles, RN, BSN, PCMH, CCE

Director of Care Management and Quality
UVM Health Network | CVPH Medical Center | Plattsburgh, NY

Amberly Ticotsky, RN, BSN, MPH

Staff Nurse, Family Medicine
Cambridge Health Alliance | Boston, MA

Bethany Wingren, MA

Senior Provider Advocate | United Healthcare | Warwick, RI

Peter "Pano" Yeracaris, MD, MPH

Adjunct Assistant Professor of Family Medicine
Warren Alpert Medical School of Brown University
Chief Clinical Strategist | CTC-RI | Providence, RI

Planning Committee

Randi Belhumeur, MS, RD, LDN, CDOE

Program Administrator
Division of Community, Health and Equity
Rhode Island Department of Health | Providence, RI

Joanne Bilotta, BS

Principal, Joanne Bilotta Strategic Solutions
Director of Business Development
Board Member, Rhode Island Business Group on Health
Choosing Wisely Board Lead | Johnston, RI

Monica Broughton, MPH

Clinical Quality Management Analyst
Quality Management Clinical Affairs
Blue Cross & Blue Shield of Rhode Island | Providence, RI

Candice B. Brown, BS

Project Coordinator, UMass Medical School | Worcester, MA
Care Transformation Collaborative Rhode Island | Providence, RI

Susanne Campbell, RN, MS, PCMH, CCE (Course Director)

Senior Project Director, UMass Medical School | Worcester, MA
Care Transformation Collaborative Rhode Island | Providence, RI

Lauren Capizzo, MBA, PCMH CC

Director, Practice Transformation
Healthcentric Advisors | Providence, RI

Karen D'Antonio, RN, CDOE

Senior Program Coordinator
Healthcentric Advisors | Providence, RI

Mary E. Evans, BA

Chief Operating Officer
Rhode Island Health Center Association | Providence, RI

Christine Ferrone, MS

Associate Director, Rhode Island Geriatric Education Center
University of Rhode Island | Kingston, RI

Deborah Garneau, MA

Co-Director, Health Equity Institute
Special Needs Director
Division of Community Health & Equity
Rhode Island Department of Health | Providence, RI

Suzanne R. Herzberg, PhD, OTR/L

Clinical Assistant Professor of Family Medicine
Warren Alpert Medical School of Brown University
Director of Transformation
Brown Primary Care Transformation Initiative
Memorial Hospital of Rhode Island | Pawtucket, RI

Brenda Jenkins, RN, CDOE, CPEHR, PCMH CCE

Senior Program Administrator
HealthCentric Advisors | Providence, RI

Ashley Kurpiewski

Practice Facilitator
Rhode Island Quality Institute | Providence, RI

Putney Pyles, BSN, RN

Practice Facilitator | Healthcentric Advisors | Providence, RI

Kathleen Simon, MSW, LICSW

Manager, Case Management
Blue Cross & Blue Shield of Rhode Island | Providence, RI

Maria Sullivan, BS

Director, Office of Continuing Medical Education
Warren Alpert Medical School of Brown University
Providence, RI

Nancy A. Sutton, MS, RD

Deputy Lead, Center for Chronic Care & Disease Management
WISEWOMAN Program Manager
Rhode Island Department of Health | Providence, RI

Siana Wood, RN, BSN

Lead Quality Management Analyst
Blue Cross & Blue Shield of Rhode Island | Providence, RI

Peter "Pano" Yeracaris, MD, MPH (Course Director)

Adjunct Assistant Professor of Family Medicine
Warren Alpert Medical School of Brown University
Chief Clinical Strategist
Care Transformation Collaborative Rhode Island | Providence, RI