The Patient,
The Practitioner,
And The Computer:

Holding on to the Core of Our Healing Professions in a Time of Technological Change

Friday, March 17th
Providence Biltmore Hotel
Providence, RI

Saturday & Sunday,
March 18th & 19th
Warren Alpert Medical School
Providence, RI

MARCH
17-19
2017

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THE PATIENT, THE PRACTITIONER, AND THE COMPUTER
HOLDING ON TO THE CORE OF OUR HEALING PROFESSIONS IN A TIME OF TECHNOLOGICAL CHANGE

Program Description
As technology enters all aspects of modern medical care, the presence of the computer in the exam room has profoundly affected the relationship between patients and their practitioners and between practitioners and their work. This first international symposium will bring together leading researchers from around the world to examine what modern science has learned about the impact of the electronic record on the patient-practitioner relationship, how human relationships figure in software and device design, and current best practices for successfully integrating computers into clinical practice, while keeping the patient at the center of care.

Target Audience
- Physicians, nurses, physician assistants, nurse practitioners, mental health professionals, and patients
- Interested members of the general public and officials involved in healthcare technology
- Educators of health professionals who teach the incorporation of technology into patient care
- Researchers studying rapport, attention, multitasking, practitioner satisfaction and burnout, and best practices for EHR implementation in clinical settings
- EHR and device designers
- Leaders of medical organizations involved in information technology implementation and clinician satisfaction

Overreaching Conference Goals:
- Bring together patients, practitioners, educators, technology designers, institutional leaders, and government leaders to address the patient-practitioner relationship in the age of technology
- Identify the primary components of the patient-practitioner relationship, describe current challenges to maintaining that therapeutic human connection while using technology, and create a vision of medical interactions in which technology enhances, rather than hinders, the patient-practitioner relationship
- Understand how technology designers and institutional and government leaders consider the patient-practitioner relationship as they create, implement, and legislate the integration of technology into medical care
- Explore best practices for implementing technology in the patient-practitioner clinical interaction
- Create a consensus statement summarizing challenges to, and future aspirations for the constructive integration of technology in clinical care
- Advocate for the creation, legislation and rolling out of technology that supports the patient-practitioner interaction
- Consider the above issues not only from the experience of the United States but also from a variety of countries.

Competencies Areas
ABMS: Professionalism | Patient Care and Procedural Skills | Medical Knowledge | Practice-Based Learning and Improvement | Interpersonal and Communication Skills | Systems-Based Practice

IOM: Provide Patient-Centered Care | Work in Interdisciplinary Teams | Employ Evidenced-Based Practice | Apply Quality Improvement | Utilize Informatics
MINDFUL PRACTICE:  
Optimizing Your Inner Operating System in a Technological World  
Located in the Garden Room  
7:30–8:30 AM  Mindfulness Registration & Breakfast  
8:30–12:00 PM  Mindfulness Practice  
Ronald Epstein, MD  
Michael Krasner, MD, FACP  
12:00–1:00 PM  Lunch  

THE PATIENT, THE PRACTITIONER, AND THE COMPUTER  
[A] What We Want: Aspirations  
12:00–1:00 PM  Registration for Conference  

1:00–1:40 PM  Welcome & Living Room Chat:  
Moderator: Elizabeth Toll, MD  
Patient Perspective: Katie Hammond, BS, RN  
Practitioner: Michael Krasner, MD, FACP  
Educator: Maria (Lolita) Alkureishi, MD, FAAP  
Designer/Vendor: Megan L. Ranney, MD, MPH, FACEP  
Healthcare Stakeholder: Paul George, MD, MHPE  
Government Leader: Nicole Alexander-Scott, MD, MPH  

1:40–2:25 PM  Invited Speakers:  
Moderator: Hedy S. Wald, PhD  
Patient Perspective: Nicole Purcell, BA  
Gregory Makoul, PhD, MS  
Alejandro R. Jadad, MD, DPhil, FRCPC, FCAHS, FRS  

2:20–2:25 PM  Audience Discussion  

2:35–2:45 PM  Around the World Commentator  
Marie-Thérèse Lussier MD, MSc, BSc  

2:45–3:00 PM  Break  

3:00–4:00 PM  Vendor Panel  
Moderator: Ross W. Hilliard, MD  
Digital Strategy: Susan Woods, MD  
Product Designed for small or solo practice:  
Amazing Charts, Christine Tremblay,  
Designing for the patient perspective:  
SOAPware, Inc., Randall Oates, MD, FAAFP  
Large Scale Product: Epic, Josh Holzbauer  
Cerner, JD Tyler, MD  
Linking systems and world perspective:  
MDClone, Ziv Ofek, BA  

4:15–5:30 PM  Concurrent Sessions:  
Papers, Symposia, Workshops  

Concurrent Workshop Sessions  
I. Changing Culture: Creating a Culture of Institutional Resilience in the Era of EHR and Technological Change:  
Arabella L. Simpkin, MD, MMSc,  
Hedy S. Wald, PhD & Lori Wiviott Tishler, MD, MPH  

II. Using Technology to Improve the Use of Technology in Enhancing Physician-Patient Communication in the Clinical Setting  
Valerie Terry, PhD  

III. Multitasking and Mindful Practice in EHR Use: Minimizing Missed Clues and Maximizing Engagement Opportunities  
Fuad B. Bohsali, MD, Margaret S. Chisolm, MD & Neda Ratanawongsa, MD, MPH  

Symposium Session  
I. Symposium on Factors Associated with the Use of Health Information and Communications Technologies & Clinician Stress & Burnout: What We Know & What We Can Do  
Stewart Babbott, MD, Kathryn Corrigan, MS,  
Philip J. Kroth, MD, MS,  
Nancy Morioka-Douglas, MD, MPH, & Sharry Veres, MD, MHSA  

Oral Presentations  
I. Practitioners’ and User-centered Design Specialists’ Varying Perspectives on the Impact of Usability Priorities and Design  
April W. Savoy, PhD  

II. Is It Possible to Teach or Practice Patient Confidentiality in Our Current Technological World?  
Elizabeth Toll, MD  

III. The ‘Face’ of the Electronic Health Record in the Triadic Consultation  
Christopher Pearce, PhD, FMRCP, MBBS, FRACGP,  
FACRRM, FAICD, FACHI  

IV. Implementing a Website to Help Chronic Disease Patients Prepare Their Primary Care Consultation  
Marie-Thérèse Lussier MD, MSc, BSc  
Claude Richard, PhD, MA  
V. What do Hospitalists Think About Patients Having Their Own Portal?  
Marie B. Sandoval, MD  

5:30–6:00 PM  Dinner Arrivals & Reception  
Located on the Balcony  

6:00–6:30 PM  Dinner Served  
Located in the Garden Room  

6:30–6:45 PM  Welcome  

6:45–7:00 PM  The Story of the Conference  
Elizabeth Toll, MD  
Shmuel Reis, MD, MHPE  
Thomas G. Murphy, MD  

7:00–8:00 PM  Keynote Speaker:  
Christine A. Sinsky, MD  

8:00–8:15 PM  Questions/Answers  

8:15–8:45 PM  Medical Student Presentation  

8:45 PM  Adjourn
Saturday
March 18, 2017

THE PATIENT, THE PRACTITIONER, AND THE COMPUTER
[B] What We Have: The Current Landscape
7:30–8:30 am Registration & Breakfast
8:30–8:45 am Welcome
8:45–9:15 am Living Room Chat
  Moderator: James Morrow, MD
  Patient Perspective: Barry Brown, MSW
  Practitioner: Donna Waksman, RN, BSN
  Educator: Neda Ratanawongsa, MD, MPH
  Designer/Vendor: Alice Loveys, MD, FAAP, FHIMSS
  Healthcare Stakeholder: Dilermando Sobral, MD, MSc
  Government Leader: Amy Zimmerman, MPH
9:15–10:00 am Invited Speakers:
  Moderator: Philip A. Bain, MD, FACP
  Patient Perspective: Lisa Phillips, BA
  John W. Beasley, MD
  Enid Montague, PhD
10:00–10:15 am Audience Discussion
10:15–10:30 am Break
10:30–12:15 pm Concurrent Sessions
  Papers, Symposia, Workshops

  Room 170
  Concurrent Workshop Sessions
  I. Promoting Responsible Electronic Documentation: Validity Evidence for a Checklist to Assess Progress Notes in the Electronic Health Record
  Jennifer A. Bierman, MD, Heather L. Heiman, MD, FACP, & Kathryn K. Hufmeyer, MD, MEd
  Room 275
  II. Letting Stakeholders Design, Develop and Iterate: Listening to Patients and Family Members When Designing a Health Communications Platform Using an Agile Lean Customer Discovery Process
  Kurt Lozier, MBA & Michael Waxman, MD, MPH, FACE
  Room 280
  III. Digital Health in the Emergency Department: An Opportunity for Innovation
  Eric Fleegler, MD, MPH, Leo Kobayashi, MD, FACEP & Megan L. Ranney, MD, MPH, FACEP

  Room 343
  Concurrent Symposia
  I. Curricular Approaches to Teaching Patient-Centered EMR Use: From Students to Attendings and In-Betweens
  Maria (Lolita) Alkureishi, MD, FAAP
12:15–1:15 pm Lunch

THE PATIENT, THE PRACTITIONER, AND THE COMPUTER
[C] Where We Want To Go: Future Directions
Moderator: Jeffrey Borkan, MD, PhD
1:15–1:45 pm Living Room Chat
  Patient Perspective: Laura L. Adams, BS, MS
  Practitioner: Thomas A. Bledsoe, MD, FACP
  Educator: Stewart Babbott, MD
  Designer/Vendor: Abdullah Chahin, MD
  Healthcare Stakeholder: Suma Gaddam, MS, MHSA
  Government Leader: Rep. Joann Ginal, PhD
1:45–2:30 pm Invited Speakers
  Patient Perspective: Stacey Whiteman, BA & Steven O’Neill, JD, LICSW, BCD
  James Jerzak, MD & Jami Burroughs, MS
  Andrew Schutzbank, MD, MPH
2:30–2:45 pm Discussion
2:45–3:00 pm Around the World Commentator
  Ziv Ofek, BA
3:00–3:45 pm Poster Session and Break
3:45–5:15 pm Concurrent Sessions
  Papers, Symposia, Workshops
Concurrent Symposia

I. How to Improve Note Writing in the EMR Era
   Daniel Coghlin, MD, FAAP, Erica Chung, MD, FAAP & Michael Koster, MD, FAAP

II. EHR Specific Communication Skills: How to Use the RESPECTS Method to Maintain the Patient-Provider Connection and Keep the Office Visit Patient-Centered
   Marie B. Sandoval, MD

Concurrent Symposia

I. Effective Habits of Clinically Excellent EHR Use: Sharing Success
   Fuad B. Bohsali, MD, Margaret S. Chisolm, MD, & Leah Wolfe, MD

II. The Possibilities and Limitations of a Patient Portal as a Tool for Older Adults’ Engagement in Their Healthcare
   Taya Irizarry, RN, BSN, MSN, PhD & Marci L. Nilsen, RN, PhD

Oral Presentations

I. “Let Me Finish This Note & Then We Can Talk About That”: Transitions Between Multitasking and Silent Electronic Health Record Use in Safety Net Visits
   Neda Ratanawongsa, MD, MPH

II. Nurses’ Perception of the Impact of the Use of Electronic Documentation Devices on the Nurse-Patient Relationship
   Elizabeth Bryan, RN, BSN–BC, Kara Misto, PhD, RN, Kate Nadeau, RN, BSN, MPH, & Cynthia Padula, PhD, RN

III. Self Determination Theory Framework to Measure Provider Distress in Utilizing EMR
   Michael S. Kelly, BA

IV. Game Changer? Patient Views on the Impact of the Electronic Health Record on Patient and Family Centered Care
   Michael S. Kelly, BA

Digital Demos

I. WhatsApp Doc—Telemedicine at Our Fingertips
   Jonathan Orrelle, MD & Elad Wiesel, MD

II. InTouch Simulation: Teaching Patient Portal Communication Skills to Medical and Nursing Students
   Michael S. Kelly, BA

III. PatientWisdom: Using Computers to Help Practitioners Listen to Patients
   Gregory Makoul, PhD, MS & Lisa Stump, MS, RPh, FASHP

IV. Integrating Shared Decision Making Into the Workflow
   Jon G. Keevil, MD

All Oral Presentations are Located in Room 160

All Digital Demos are Located in Room 170

THE PATIENT, THE PRACTITIONER, AND THE COMPUTER

[D] The Big Picture: Stakeholders
Located in Room 170

7:30–8:30 AM Registration and Breakfast
8:30–8:40 AM Welcome
8:40–9:00 AM Invited Speakers:
   William Hersh, MD
9:00–9:15 AM The Big Picture: Stakeholders Panel
   Patient Perspective: Richard G. Gillerman, MD, PhD
   Moderator: Stephen C. Schoenbaum, MD, MPH
   Digital Strategy: Susan Woods, MD
   Large Private Corporation: Mark R. Groshek, MD
   Quality Institute: Laura L. Adams, BS, MS
   Patient Safety and Malpractice: Gordon Schiff, MD
   Academic Institutions: Cedric J. Pribe, III, MD
   Small Practice: Susan J. Kressly, MD, FAAP
10:00–10:15 AM Audience Discussion
10:15–10:30 AM Around the World Commentator
   Christopher Pearce, PhD, MFM, MBBS, FRACGP, FACRRM, FAICD, FACHI
10:30–10:45 AM Break
10:45–11:30 AM The Big Picture: Government Panel
   Moderator Amy Zimmerman, MPH
   Federal CMS: Jean Moody-Williams, RN, MPP
   State Legislator: Rep. Joann Ginal, PhD
11:30–11:45 AM Audience Discussion
11:45–12:00 PM World Commentator
   Navnit Kaur Pall, MBBS
12:00–12:15 PM Reports from Interest Groups
12:15–12:45 PM Integration of Conference and Next Steps | Final Living Room: Summary of Perspectives
   Government Leader: Amy Zimmerman, MPH
   Healthcare Stakeholder: Allan R. Tunkel, MD, PhD
   Designer/Vendor: Alice Loveys, MD, FAAP, FHIMSS
   Educator: Stewart Babbott, MD
   Practitioner: Elizabeth Toll, MD
   Patient Perspective: Laura L. Adams, BS, MS
12:45 PM Adjourn
12:45–1:30 PM Conference Debriefing (Optional)

SUNDAY
March 19, 2017

Room 275

Room 270

Room 343

Room 344
Stewart Babbott, MD  
Associate Professor of Medicine  
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Executive Office of Health and Human Services
State of Rhode Island | Providence, RI
The Warren Alpert Medical School of Brown University is accredited by the ACCME to provide continuing medical education for physicians.

◊ Any Parts of the Conference that are indicated with a ◊ denotes that they have not been approved for CME credit.

I. Mindful Practice Session

Physicians: The Warren Alpert Medical School of Brown University designates this live activity for a maximum of 3.25 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in this activity.

Physician Assistants & Nurse Practitioners: Participants will receive a Certificate of Attendance stating this program is designated for 3.25 hours AMA PRA Category 1 Credits™. This credit is accepted by the AAPA and AANP.

Psychologists: The Warren Alpert Medical School is approved by the RI Psychological Association to offer continuing education for Psychologists. The Alpert Medical School maintains responsibility for the program. This activity is approved for 3.25 Category 1 CE Credits. Credits available to RI licensed psychologists only.

II. The Patient, The Practitioner, and the Computer

Physicians: The Warren Alpert Medical School of Brown University designates this live activity for a maximum of 15.75 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in this activity. (Friday, 3/17/17 = 4.5 hours; Saturday, 3/18/17 = 7.25 hours; Sunday 3/19/17 = 4.0 hours)

Physician Assistants & Nurse Practitioners: Participants will receive a Certificate of Attendance stating this program is designated for 15.75 hours AMA PRA Category 1 Credits™. This credit is accepted by the AAPA and AANP. (Friday, 3/17/17 = 4.5 hours; Saturday, 3/18/17 = 7.25 hours; Sunday 3/19/17 = 4.0 hours)

Nurses: This Continuing Nursing Education Activity was Approved by the Northeast Multi-State Division, An Accredited Approver by the American Nurses Credentialing Center’s Commission on Accreditation. For 15.58 Contact Hours.

Psychologists: The Warren Alpert Medical School is approved by the RI Psychological Association to offer continuing education for Psychologists. The Alpert Medical School maintains responsibility for the program. This activity is approved for 15.75 Category 1 CE Credits. Credits available to RI licensed psychologists only. (Friday, 3/17/17 = 4.5 hours; Saturday, 3/18/17 = 7.25 hours; Sunday 3/19/17 = 4.0 hours)

Conference Surveys

Attendees will receive a survey following the conference on Sunday. We encourage all participants to complete the survey in order to receive credit for the hours attended. Additionally, your feedback will be helpful for planning future conferences.

For More Information

Have any questions, concerns, comments?
Please contact the Brown CME Office.
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