THE PATIENT, THE PRACTITIONER, AND THE COMPUTER:
Holding on to the Core of Our Healing Professions in a Time of Technological Change
March 17-19, 2017 │ Providence, Rhode Island

SCHEDULE AT A GLANCE

Conference Co-Chairs:

Elizabeth Toll, MD
Clinical Associate Professor of Pediatrics and Medicine, Warren Alpert Medical School, Brown University and attending physician at The Medicine-Pediatrics Primary Care Center, Providence, Rhode Island

Shmuel Reis, MD, MHPE
Professor & Academic Director, The Center for Medical Education, Faculty of Medicine, Hebrew University / Hadassah, Jerusalem, Israel. Adjunct Professor of Family Medicine, Warren Alpert Medical School, Brown University. Family Physician, Gilon, Post Misgav, Israel.

Friday, March 17, 2017
8:30 AM-12:00 PM Optional Session: Mindful Practice: Optimizing Your Inner Operating System in a Technological World
1:00 -5:30 PM The Patient, The Practitioner, and The Computer—What We Want: Aspirations
5:30 -8:45 PM Welcome Dinner
Location: The Providence Biltmore Hotel, Providence, RI

8:30 AM – 12:00 PM

MINDFUL PRACTICE: OPTIMIZING YOUR INNER OPERATING SYSTEM IN A TECHNOLOGICAL WORLD (OPTIONAL SESSION)

Faculty:

Ronald Epstein, MD
Director of the Center for Communication and Disparities Research at the University of Rochester School of Medicine and Dentistry where he is Professor of Family Medicine, Psychiatry and Oncology, and co-directs Mindful Practice programs and the Deans Teaching Fellowship program.

Michael Krasner, MD, FACP
Professor of Clinical Medicine at the University of Rochester School of Medicine and Dentistry, where he co-directs the Mindful Practice programs at the University of Rochester. Primary care internist, Rochester, NY.

In this workshop, Drs. Epstein and Krasner will explore how clinicians can practice more effectively in clinical environments that increasingly incorporate information technology into the patient-physician relationship. The workshop will engage participants through didactic components, contemplative practices, and interpersonal dialogues, all aspects of Mindful Practice. Participants will explore together clinically relevant themes that challenge the practitioner-patient relationship, including how technology may affect the presence of the practitioner. Working with the qualities of beginner’s mind, critical curiosity, attentive observation, and presence, participants will examine how states of attention and awareness impacts not only relationship with patients, but also one’s relationship with oneself.

Session Goals and Objectives:
• Understand the relationship between health professional well-being, quality of care, and quality of caring
• Describe several practical exercises that health professionals can engage in on a regular basis that can enhance their relationship with technology while enriching patient-centered care
• Explore how the “default-mode network” in the brain can be modulated by awareness practices, and review other neuropsychological principles that relate to the quality of the practitioner-patient encounter

12:00 – 1:00 PM Lunch
THE PATIENT, THE PRACTITIONER, AND THE COMPUTER

[A] What We Want: Aspirations

Session Goals and Objectives:
• Share perspectives about the ideal integration of patients, practitioners, and technology in clinical settings
• Describe how technology can enhance the mutually therapeutic benefits of the patient-practitioner relationship
• Recognize how the science of human factors can impact technology in positive ways
• Explore these issues from a global perspective

1:00 – 1:15 PM  Welcome
Moderator: Hedy S. Wald, PhD, Warren Alpert Medical School of Brown University

1:15 – 1:40  Living Room Chat
Patient Perspective
Practitioner: Michael Krasner, MD, University of Rochester School of Medicine and Dentistry
Educator: Maria (Lolita) Alkureishi, MD, FAAP, University of Chicago
Designer/Vendor: Enid Montague, PhD, DePaul University
Healthcare Stakeholder: Paul George, MD, MHPE, Warren Alpert Medical School of Brown University
Government Leader: TBA

1:40 – 2:25  Invited Speakers:
Patient Perspective... Nicole Purcell, Providence, RI
Gregory Makoul, PhD, MS, PatientWisdom
Alejandro R. Jadad, MD, DPhil, MD, FRCPC, University of Toronto Dalla Lana School of Public Health

2:25 – 2:35  Discussion

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

2:45 – 3:00  Break

3:00 – 4:00  Vendor Panel:
Moderated by: Ross Hilliard, MD, Warren Alpert Medical School of Brown University
Veterans Administration Experience: Susan Woods, MD, HiTechHiTouch, LLC
Product Designed for small or solo practice: Christine Tremblay, Amazing Charts
Designing for the patient perspective: Randall Oates, MD, SOAPware
Large Scale Product: TBA
Product designed for multi-specialty practice: TBA
Linking systems and world perspective: TBA

4:00 – 5:30  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
Hedy S. Wald, PhD, Warren Alpert Medical School of Brown University

II. Using Technology to Improve the Use of Technology in Enhancing Physician-Patient Communication in the Clinical Setting
Valerie Terry, PhD, University of Texas-Rio Grande Valley School of Medicine
Arden D. Dingle, MD, University of Texas-Rio Grande Valley School of Medicine
III. Multitasking and Mindful Practice in EHR Use—Minimizing Missed Clues and Maximizing Engagement Opportunities
Neda Ratanawongsa, MD, MPH, University of California, San Francisco
Margaret S. Chisolm, MD, Johns Hopkins University School of Medicine
Fuad B. Bohsali, MD, Johns Hopkins Bayview Medical Center

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
Philip J. Kroth, MD, MS, University of New Mexico
Nancy Morioka-Douglas, MD, MPH, Stanford University
Sharry Veres, MD, Centura Health
Stewart Babbott, MD, University of Virginia
Kathryne Corrigan, MS, Hennepin County Medical Center

Oral Presentations

I. Practitioners’ and User-centered Design Specialists’ Varying Perspectives Impact on Usability Priorities and Design
April W. Savoy, PhD, Richard L. Roudebush VA Medical Center

II. Is It Possible to Teach or Practice Patient Confidentiality in Our Current Technological World?
Elizabeth Toll, MD, Warren Alpert Medical School of Brown University

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

IV. Implementing a Website to Help Chronic Disease Patients Prepare Their Primary Care Consultation
Marie-Thérèse Lussier MD, MSc, BSc, Université de Montréal, Montréal
Claude Richard PhD, MA, Université de Montréal, Montréal

V. What do Hospitalists Think About Patients Having Their Own Portal?
Marie B. Sandoval, MD, University of Vermont Medical Center

5:30 – 6:00
Dinner Arrivals

6:00 – 6:30
Dinner Served

6:30 – 6:45
Welcome

6:45 – 7:00
The Story of the Conference
Elizabeth Toll, MD, Warren Alpert Medical School of Brown University
Shmuel Reis, MD, MHPE, Hebrew University/Hadassah, Jerusalem, Israel
Thomas G. Murphy, MD, Goryeb Children’s Hospital

7:00 – 8:00
Keynote Speakers
Christine A. Sinsky, MD, Internist, Dubuque, Iowa and Vice President for Professional Satisfaction, American Medical Association

8:00 – 8:15
Questions/Answers

8:15 – 8:45
Medical Student Presentation

8:45 PM
Adjourn
[B] What We Have: The Current Landscape

Session Goals and Objectives:
- Identify current successes and challenges when integrating technology into patient-practitioner clinical interactions
- Present neuroscientific research about attention and multitasking in patient-practitioner clinical interactions involving technology
- Describe the impact of current technology on efficiency, effectiveness, and professional satisfaction
- Explore these issues from a global perspective

Moderator: Philip Bain, MD, Dean Health System

7:30 – 8:30 AM  Registration and Breakfast
8:30 – 8:45  Welcome
8:45 – 9:15  Living Room Chat
  Patient Perspective...TBA
  Practitioner: Donna Wakman, RN, BSN, DeQuattro Cancer Center
  Educator: Wei Wei Lee, MD, The University of Chicago Medicine
  Designer/Vendor: Alice Loveys, MD, University of Rochester Medical Center
  Healthcare Stakeholder: TBA
  Government Leader: TBA
9:15 – 10:00  Invited Speakers
  Patient Perspective... TBA
  John Beasley, MD, University of Wisconsin School of Medicine and Public Health
  Enid Montague, PhD, DePaul University
10:00 – 10:15  Discussion
10:15 – 10:30  Around the World Commentator
  Robert Verheij, PhD, Netherlands Institute for Health Services Research
10:30 – 10:45  Break
10:45 – 12:15 PM  Concurrent Sessions: Papers, Symposia, Workshops

Concurrent Workshop Sessions

I. Promoting Responsible Electronic Documentation: Validity Evidence for a Checklist to Assess Progress Notes in the Electronic Health Record
  Heather L. Heiman, MD, FACP, Northwestern University Feinberg School of Medicine
  Jennifer A. Bierman, MD, Northwestern University Feinberg School of Medicine
  Kathryn Kinner Hufmeyer, MD, Northwestern University Feinberg School of Medicine

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, Somml Health
  Michael Waxman, MD, MPH, Albany Medical College
III. Digital Health in the Emergency Department: An Opportunity for Innovation
Megan L. Ranney, MD, MPH, FACEP, Warren Alpert Medical School of Brown University
Eric Fleegler, MD, MPH, Boston Children’s Hospital
Leo Kobayashi, MD, Warren Alpert Medical School of Brown University

Concurrent Symposiums

I. Curricular Approaches to Teaching Patient-Centered EMR Use: From Students to Attendings and In-Betweens,
Wei Wei Lee, MD, The University of Chicago Medicine

II. Tracking Former Patients in the EHR for Educational Purposes
Gregory F. Brisson, MD, Northwestern University Feinberg School of Medicine

Oral Presentations

I. Developing a Meaningful and Actionable Statewide Survey of Physician Health Information Technology (HIT) Adoption
Rebekah L. Gardner, MD, Warren Alpert Medical School of Brown University

II. “It’s Like Texting at the Dinner Table”: A Qualitative Analysis of the Impact of Electronic Health Records on Patient-Physician Interactions
Kimberly Pelland, MPH, Healthcentric Advisors

III. Novel Champions for Professionalism in Electronic Medical Record (EMR) Use: Integrating Patient-Centered EMR Use Skills and Documentation Expectations into Required EMR Training
Maria (Lolita) Alkureishi, MD, FAAP, University of Chicago

IV. Teaching the Teachers: Adapting a Faculty Development Workshop on Patient-Centered Electronic Medical Records Use for Busy Clinicians
Maria (Lolita) Alkureishi, MD, FAAP, University of Chicago

V. EMRs in the Inpatient vs. Outpatient Setting: Challenges and Opportunities
Shiri Assis-Hadid, PhD, MSc, Harvard Medical School

12:15 – 1:15 PM  Lunch

[C] Where We Want To Go: Future Directions

Session Goals and Objectives:
- Explore ideas of how to evolve clinical technology and systems in the direction of well-integrated patient-practitioner-technology relationships
- Describe innovative models of collaborative patient-practitioner care, pioneering technology, and office reconfiguration
- Explore visions of optimal patient-practitioner-technology relationships in the future
- Consider these issues from a global perspective

Moderator: Jeffrey Borkan, MD, PhD, Providence, Rhode Island

1:15 – 1:45 PM  Living Room Chat
Patient Perspective... Laura Adams, Rhode Island Quality Institute
Practitioner: Thomas Bledsoe, MD, Warren Alpert Medical School of Brown University
Educator: Stewart Babbott, MD, University of Virginia
Designer/Vendor: Abdullah Chahin, MD, Warren Alpert Medical School of Brown University
Healthcare Stakeholder: TBA
Government Leader: TBA
1:45 – 2:30  **Invited Speakers**  
  *Steven O’Neill, JD, LICSW and Stacey Whiteman, OpenNotes*  
  *James Jerzak, MD and Jami Burroughs, MA, Bellin Health*  
  *Andrew Schutzbank, MD, Iora Health*

2:30 – 2:45 **Discussion**

2:45 – 3:00 **Around the World Commentator**  
  *Shmuel Reis, MD, MHPE, Hebrew University/Hadassah, Jerusalem, Israel*

3:00 – 3:15 **Break**

3:15 – 4:45 ** Concurrent Sessions: Papers, Symposia, Workshops**

  ** Concurrent Workshop Sessions**

  I. **How to Improve Note Writing in the EMR Era**  
  *Daniel Coghlin, MD, FAAP, Warren Alpert Medical School of Brown University*

  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, University of Vermont Medical Center*

  III. **The Do’s and Don’ts of Technology Use: Best Practices for A Patient Centered Approach**  
  *Maria (Lolita) Alkureishi, MD, FAAP, University of Chicago*

  ** Concurrent Symposiums**

  I. **Effective Habits of Clinically Excellent EHR Use: Sharing Success**  
  *Margaret S. Chisolm, MD, Johns Hopkins University School of Medicine*  
  Fuad B. Bohsali, MD, Johns Hopkins Bayview Medical Center  
  Leah Wolfe, MD, Johns Hopkins University School of Medicine

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

  **Oral Presentations**

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

  III. **Nurses’ Perception of the Impact of the Use of Electronic Documentation Devices on the Nurse-Patient Relationship**  
  *Cynthia Padula, PhD, RN, The Miriam Hospital*

  IV. **Self Determination Theory Framework to Measure Provider Distress in Utilizing EMR**  
  *Sarah E. Peyre, EdD, School of Medicine and Dentistry at the University of Rochester*

  V. **Game Changer? Patient Views on the Impact of the Electronic Health Record on Patient and Family Centered Care**  
  *Sarah E. Peyre, EdD, School of Medicine and Dentistry at the University of Rochester*

4:45 – 5:30 **Digital Demos**

  I. **WhatsApp Doc – Telemedicine at Our Fingertips**  
  *Jonathan Orrelle, MD, Bar Ilan University*  
  *Elad Wiesel, MD, Tel Aviv University*
II. InTouch Simulation: Teaching Patient Portal Communication Skills to Medical and Nursing Students
Sarah E. Peyre, EdD, School of Medicine and Dentistry at the University of Rochester

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

5:30 – 6:15 PM  Posters and Reception

Sunday, March 19, 2017
The Patient, The Practitioner, and The Computer
8:30 AM - 1:00 PM The Big Picture: Healthcare Stakeholders and Government
Location: Brown University, Warren Alpert Medical School, Providence, Rhode Island

[D] The Big Picture: Institutions and Government

Session Goals and Objectives:
- Explore how medical institutions and other healthcare stakeholders consider the patient-practitioner relationship when selecting and rolling out technology
- Examine how federal and state leaders consider the patient-practitioner relationship when legislating, implementing, and regulating healthcare technology
- Present reports from Interest Groups and Student Hackathon
- Integrate conference themes and propose next steps

Moderator: TBA

7:30 – 8:30 AM  Registration and Breakfast
8:30 – 8:45  Welcome
8:45 – 9:15  Pulse of the Conference
9:15 – 9:30  Invited Speaker
  William Hersh, MD, School of Medicine, Oregon Health & Science University
9:30 – 10:15  The Big Picture: Healthcare Stakeholders Panel
  Veterans Administration: Susan Woods, MD, HiTechHiTouch, LLC
  Large Private Corporation: Mark R. Groshek, MD, Colorado Permanente Medical Group
  Quality Institute: Laura Adams, Rhode Island Quality Institute
  Patient Safety: Gordon Schiff, MD, Harvard Medical
  Academic Institutions: TBA
  Local Multispecialty Group: TBA
  Small Practice: TBA
  Malpractice: TBA School
10:15 – 10:30  World Commentator
  Christopher Pearce, PhD, MFM, MBBS, FRACGP, FACRM, FAICD, FACHI, Monash University
10:30 – 10:45  Break
10:45 – 11:20  The Big Picture: Government Panel
  Moderator: TBA
  Federal Legislator: TBA
  Federal CMS: TBA
  Federal ONC: TBA
  State Legislator: TBA
  State Implementer: TBA
11:20 – 11:30  World Commentator
11:30 – 12:00 PM  Reports from Interest Groups
12:00 – 12:20  Integration of Conference and Next Steps
   Final Living Room: Summary of Perspectives
   Patient Perspective... Laura Adams, Rhode Island Quality Institute
   Government Leader: Amy Zimmerman, RI Executive Office of Health and Human Service
   Educator: Stewart Babbott, MD, University of Virginia
   Practitioner: Elizabeth Toll, MD, Warren Alpert Medical School of Brown University
   Healthcare Stakeholder: TBA
   Designer/Vendor: TBA

12:20 PM  Adjourn
12:30 – 1:00 PM  Conference Debriefing (optional)