

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-clinician 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, HiTecHiTouch, 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

Saturday, March 18, 2017

The Patient, The Practitioner, and The Computer

8:30 AM- 12:15 PM What We Have: The Current Landscape

1:15- 6:15 PM Where We Want To Go: Future Directions

Location: Brown University, Warren Alpert Medical School, Providence, RI

[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 Waksman, 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 <i>Steven O’Neill, JD, LICSW and Stacey Whiteman, OpenNotes</i> <i>James Jerzak, MD and Jami Burroughs, MA, Bellin Health</i> <i>Andrew Schutzbank, MD, Iora Health</i>
2:30 – 2:45	Discussion
2:45 – 3:00	Around the World Commentator <i>Shmuel Reis, MD, MHPE, Hebrew University/Hadassah, Jerusalem, Israel</i>
3:00 -3:15	Break
3:15 – 4:45	Concurrent Sessions: Papers, Symposia, Workshops <u>Concurrent Workshop Sessions</u> I. How to Improve Note Writing in the EMR Era <i>Daniel Coghlin, MD, FAAP, Warren Alpert Medical School of Brown University</i> II. EHR Specific Communication Skills: How to Use the RESPECTS Method to Maintain the Patient-Provider Connection and Keep the Office Visit Patient-Centered <i>Marie B. Sandoval, MD, University of Vermont Medical Center</i> III. The Do’s and Don’ts of Technology Use: Best Practices for A Patient Centered Approach <i>Maria (Lolita) Alkureishi, MD, FAAP, University of Chicago</i> <u>Concurrent Symposia</u> I. Effective Habits of Clinically Excellent EHR Use: Sharing Success <i>Margaret S. Chisolm, MD, Johns Hopkins University School of Medicine</i> <i>Fuad B. Bohsali, MD, Johns Hopkins Bayview Medical Center</i> <i>Leah Wolfe, MD, Johns Hopkins University School of Medicine</i> II. The Possibilities and Limitations of a Patient Portal as a Tool for Older Adults’ Engagement in Their Healthcare <i>Taya Irizarry, RN, MSN, PhD, University of Pittsburgh</i> <i>Marci Nilsen, RN, PhD, University of Pittsburgh</i> <u>Oral Presentations</u> 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 <i>Neda Ratanawongsa, MD, MPH, University of California, San Francisco</i> III. Nurses’ Perception of the Impact of the Use of Electronic Documentation Devices on the Nurse-Patient Relationship <i>Cynthia Padula, PhD, RN, The Miriam Hospital</i> IV. Self Determination Theory Framework to Measure Provider Distress in Utilizing EMR <i>Sarah E. Peyre, EdD, School of Medicine and Dentistry at the University of Rochester</i> V. Game Changer? Patient Views on the Impact of the Electronic Health Record on Patient and Family Centered Care <i>Sarah E. Peyre, EdD, School of Medicine and Dentistry at the University of Rochester</i>
4:45 – 5:30	Digital Demos I. WhatsApp Doc – Telemedicine at Our Fingertips <i>Jonathan Orrelle, MD, Bar Ilan University</i> <i>Elad Wiesel, MD, Tel Aviv University</i>

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**

Moderator: Stephen C. Schoenbaum, MD, MPH, Josiah Macy Jr. Foundation

Veterans Administration: Susan Woods, MD, HiTechiTouch, 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, FACRRM, 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)**