PCPCC 2014 Annual Fall Conference
Patient-Centered Primary Care: At the Heart of Value and Quality

Wednesday, November 12, 2014
8:00AM – 12:30PM
Executive Member Annual Strategy Meeting
Executive members will join PCPCC leadership to discuss current and future work of the PCPCC. The meeting will include a networking breakfast and luncheon.
*Invitation Only

9:00 – 11:15 AM
Sponsored Workshops
Learn about the products, services and expertise offered by organizations and industry to support new models of care in the patient-centered medical home.
*Open to all conference participants

11:15AM – 1:00 PM
Break for general participants to grab lunch on their own in DC

PLENARY SESSION
1:00 – 1:15 PM
Location: Constitution Ballroom
Welcome
Marci Nielsen, PhD, MPH, CEO, Patient-Centered Primary Care Collaborative
David K. Nace, MD, PCPCC Board Chairman & Vice President of Clinical Development, McKesson Corporation

1:15 – 2:00 PM
Location: Constitution Ballroom
Opening Keynote
Assistant Secretary Kathy Greenlee, Administrator, Administration for Community Living & Assistant Secretary for Aging, US Department of Health and Human Services

2:00 – 3:15 PM
Location: Constitution Ballroom
Panel 1: It Takes a Village: Improving Patient Care through Community Partnerships
Partnerships between the health care system and the community can improve care quality and patient health. This panel will discuss the value of and strategies for connecting patients and families to community supports, quality primary care, behavioral health, and social services.
Moderator: Amy Gibson, RN, MS, Chief Operating Officer, PCPCC
- Hany Abdelaal, DO, Visiting Nurse Service of New York, SVP & Chief Medical Officer
- Ellie Hollander, President & CEO, Meals on Wheels Association of America
- Matthew Longjohn, MD, MPH, National Health Officer, YMCA of the USA
- Albert Terrillion, DrPH, Med, CPH, Senior Director, Clinical and Community Partnerships, Director, Self-Management Alliance

3:15 – 3:45 PM
Location: Constitution Ballroom C,D, E & Foyer
3:45 – 5:00 PM

CENTER BREAKOUT SESSIONS

Keys to Success: Accountable Care Trends and the Medical Home

**Location:** Cabin John & Arlington

The PCPCC Care Delivery & Integration Center works to encourage widespread transformation of the health care delivery system and development of “medical neighborhoods” built on a strong foundation of primary care and the patient-centered medical home. Come hear about various Accountable Care Organization (ACO) models and how the PCMH has been vital to their success.

**Moderator:** Blair Childs, Senior Vice President, Public Affairs, Premier Healthcare Alliance

- David Introcaso, PhD, Vice President of Policy and Associations, National Association of ACOs
- Colleen Kraft, MD, FAAP, Medical Director, Health Network by Cincinnati Children’s
- Tricia Nguyen, MD, President, Texas Health Population Health, Education & Innovation Center
- Kavita Patel, MD, Managing Director and Fellow, Engelberg Center for Health Care Reform, Brookings Institution

Medical Home Evaluations: Past, Present & Future

**Location:** Constitution Ballroom A

The PCPCC Outcomes & Evaluation Center works to demonstrate the value that primary care has on quality, costs, and waste by tracking and communicating data from patient-centered medical home (PCMH) initiatives, pilots, and demonstrations. Hear from researchers and experts who will discuss the evidence-base for PCMH and evolving strategies for measurement and evaluation of the PCMH. **Moderator:** Melinda Abrams, MS, Vice President, Health Care Delivery System Reform Program, Commonwealth Fund

- Michael Bailit, MBA, President, Bailit Health Purchasing
- Asaf Bitton, MD, MPH, Primary Care Physician; Assistant Professor of Medicine and Health Care Policy, Harvard Medical School
- Lisa Kern, MD, MPH, Associate Professor of Healthcare Policy and Research, Weill Cornell Medical College

Health Benefit Design: Promoting the Medical Home in the Workplace

**Location:** Wilson & Roosevelt

The PCPCC Employers & Purchasers Center works to engage employers, purchasers, and health plans around redesigning benefit programs that incorporate patient-centered medical home (PCMH) features and innovative payment models. Join this session to find out strategies employers and health plans are using to promote the PCMH. **Moderator:** Robert Dribbon, Director, Business Strategy & Development, Merck

- John Bray, CEO, Vanguard Furniture
- Kyu Rhee, Vice President & Chief Health Director, IBM Corporation (invited)
- Andrew Schutzbank, Assistant Medical Director, Iora Health
Advancing the Medical Home: State Models and Methods

Location: Renwick & Latrobe
The PCPCC Advocacy & Public Policy Center works closely with policymakers, government agencies and leaders, and fellow advocates to drive health system reform that incorporates key features and strategies of the medical home model. Join state policy leaders as they discuss innovative policies that have activated PCMH communities – who is leading the charge and what we’ve learned.

Moderator: Shari Erickson, Vice President, Governmental & Regulatory Affairs, American College of Physicians
- Amanda Eby, Project Administrator, Montana Office of Commissioner of Securities and Insurance
- Jon Griffin, MD, Vice President of Medical Homes & Innovation, St. Peter’s Hospital
- Bonnie LaPlante, HCH Certification and Capacity Building Supervisor, State of Minnesota
- Nicole Merrithew, MPH, Director, Patient-Centered Primary Care Home Program, Oregon Health Authority

Patients as Partners: Driving Quality Improvement in the Medical Home

Location: Burnham
The PCPCC Patients, Families & Consumers Center is dedicated to ensuring that patients, families, and caregivers are active partners in improving primary care delivery and achieving patient-centered medical home (PCMH) transformation. Join this informative session to learn how patients and families can help drive quality improvement.

Moderator: Christine Bechtel, Advisor, National Partnership for Women & Families; President, Bechtel Health Advisory Group
- Kisha Davis, New Physician Director, AAFP, Medical Director, Casey Health Institute
- Ziva Mann, Patient Lead, PCMH Transformation, Cambridge Health Alliance
- Ruth Nabisere, Patient Partner, Cambridge Health Alliance
- Somava Saha Stout, MD, MS, Executive External Lead, Health Improvement, Institute for Healthcare Improvement, Lead Transformation Adviser, Cambridge Health Alliance, Director Innovation Fellows Program, Harvard Medical School Center for Primary Care
- Brad Thompson, Director, HALI Project
- Megan M. Tschudy, MD, MPH, Assistant Professor, Department of Pediatrics, Assistant Medical Director, Harriet Lane Clinic, Division of General Pediatrics and Adolescent Medicine

(Break – 5:00 – 6:00 PM)
PCPCC’s Inaugural Awards Dinner & Cocktail Reception

Conference participants are invited to attend PCPCC’s Inaugural Awards Dinner! Join PCPCC leadership, staff, and friends at this year’s premier networking event to celebrate your successes and accomplishments in the patient-centered medical home. This year we will also honor the special contributions of three leaders dedicated to promoting primary care and the medical home.

MEET THE AwarDEES

Debra L. Ness, MS, President of the National Partnership for Women & Families, will receive the Barbara Starfield Award. Ms. Ness has been a leading advocate for social justice and equality for women, patients, families, and consumers for the last three decades. Her dedication as an advocate for the health and well-being of women and families continues to influence innovations in care delivery that improve health care for vulnerable populations.

The PCPCC established the Barbara Starfield Award in 2012 to posthumously honor Dr. Starfield, recognizing her enduring commitment to the philosophy that all individuals should receive comprehensive, coordinated and person-focused care. The award is presented annually to an individual or organization that demonstrates exceptional work toward advancing the goals of primary care and, in particular, a strong commitment to person-focused care.

Ted Wymyslo, MD, former Director of the Ohio Department of Health will receive the first Primary Care Community Leadership Award. Dr. Wymyslo, a family physician, educator, and administrator for more than 30 years, is being honored for his decades-long commitment to primary care and public health, his impressive ability to collaborate with public and private sector interests, and his authentic engagement with patients and families to advance patient-centered medical homes.

The PCPCC will also present the Southeast Texas Medical Associates (SETMA) and its Chief Executive Officer, James L. Holly, MD, with the first Patient-Centered Medical Home Practice Award. With six clinical locations across Southeast Texas, SETMA is being presented with this award based on their exceptional dedication to achieving IHI’s Triple Aim of “improved care, improved health and lower cost.” The PCPCC also applauds their focus on integrating state-of-the-art health information technology across their sites as a means to transform care delivery, and their commitment to sharing lessons learned by being the only PCMH practice in the country that has been accredited by all four of the major national certifying/recognition organizations.

The special ticketed event will include a cocktail reception and a seated dinner and will take place on Wednesday, November 12th, from 6:00 – 8:00PM. We have 20 tables available for sponsorship, with prices ranging from $1,000 – $3,000. Individual tickets to the Awards Dinner are $100 for conference attendees. Please contact Staci at staci@pcpcc.org or click here for more information.
Thursday, November 13, 2014 – Plenary Day 2

7:30 – 8:30 AM
Location: Constitution Ballroom C,D, E & Foyer
Networking Breakfast

8:30 – 9:15 AM
Welcome Back & Morning Keynote
Location: Constitution Ballroom
Mark McClellan, MD, PhD, Senior Fellow and Director, Health Care Innovation and Value Initiative, Brookings Institution

9:15 – 10:30 AM
Location: Constitution Ballroom
Panel 2: Practice Transformation: Lessons Learned on the Road to Becoming a Patient-Centered Medical Home
What does it take to successfully transform into a patient-centered medical home? Panelists will share primary care practice transformation strategies and experiences including their use of practice coaches, practices partners, and widespread organizational commitments.
Moderator: Paul Klintworth, Lead, Medical Home Community of Practice (CoP), Office of the National Coordinator for Health IT, US Department of Health and Human Services
• Lucia Angel, Quality Improvement Coordinator, SFGH Family Health Center, UCSF
• Suzanne Berman, Pediatrician, Plateau Pediatrics
• Chris Echterling, MD, Medical Director, WellSpan Bridges to Health
• Robin Motter, Department Chairman of Family Medicine, Greater Baltimore Medical Center
• Carol M. Odell, FNP, MSN, Assistant Medical Director, University of Colorado School of Medicine (invited)

(Break – 10:30 – 10:45 AM)

10:45 – 12:00 PM
Location: Constitution Ballroom
Panel 3: The Medical Home Workforce: Training in Team-Based Primary Care
Learn about innovative residency and health professional training programs that support team-based training within emerging delivery models including patient-centered medical homes and Accountable Care Organizations.
Moderator: William Warning, MD, Program Director, Crozer-Keystone Family Medicine Residency
• Barbara Brandt, Associate Vice President for Education, University of Minnesota Academic Health Center
• Maureen Ediger, Family Caregiver
• Lucinda Maine, PhD, RPh, Executive Vice President & CEO, American Association of Colleges of Pharmacy
• Andrew Morris-Singer, MD, President & Principal Founder, Primary Care Progress

12:00 – 12:30 PM
Location: Foyer
Break

12:30 – 1:30 PM
Location: Constitution Ballroom
Networking Lunch
1:30 – 2:45 PM
Afternoon Breakout Sessions Round I

Choose one of the breakout sessions listed below to attend for Breakout Session Round I.

**Community-based Collaboration Models: Aging Network**
Community-based organizations (CBOs) provide a wide-range of services and supports to seniors and people living with chronic illness. This session will describe collaborations between Self-Management Support programs and primary care practices.

**Moderator:** Albert Terrillion, DrPH, Med, CPH, Senior Director, Clinical and Community Partnerships, Director, Self-Management Alliance
- Marcus Escodeba, MPA, Program Officer, John A. Hartford Foundation
- Lynnzy McIntosh, Vice President/Implementation Director, Consortium for Older Adult Wellness
- Solreah Debouse, Patient Representative

**Go (Primary Care) Team! Team-based Care in the Medical Home**
Team-based care is a fundamental component of the patient-centered medical home (PCMH) and can take many forms. Primary care teams can be office-based or geographically disparate and include a number of different types of professionals working in partnership with patients and families. This session will describe different models of team composition and function in the PCMH and advanced primary care.

**Moderator:** C. Edwin Webb, PharmD, MPH, Associate Executive Director, American College of Clinical Pharmacy
- Jennifer Baldwin, RN, MPA, Senior Vice President for Patient-Centered Medical Home, CareFirst
- Lewis Levy, MD, Senior Vice President, Medical Affairs and Chief Quality Officer, Best Doctors
- Richard Ricciardi, PhD, NP, Health Scientist, AHRQ
- Melissa Thomason, Patient, Family Advisor
- Joan Weiss, PhD, RN, CRNP, Designated Federal Official, ACICBL and Chief, Geriatric and Allied Health Branch, Division of Public Health and Interdisciplinary Education

**Medication Management in the Medical Home**
Medications are involved in 80% of all treatments and require a significant amount of time and investment by the care team. This session will describe how primary care practices are integrating comprehensive medication management as part of care redesign in the patient-centered medical home (PCMH) in order to address the needs of patients and families.

**Moderator:** Lucinda Maine, PhD, RPh, Executive Vice President & CEO, American Association of Colleges of Pharmacy
- Stuart J. Beatty, PharmD, BCACP, CDE, Associate Professor of Clinical Pharmacy, The Ohio State University College of Pharmacy
- Brian Isetts, PhD, BCPS, FAPhA, Professor, Pharmaceutical Care & Health Systems, University of Minnesota
- Mollie Scott, PharmD, BCACP, CPP, Regional Associate Dean and Clinical Associate Professor, UNC Eshelman School of Pharmacy
Practicing Whole-Person Care in the Medical Home

Patients are more than the sum of their parts and it is important that primary care clinicians address and coordinate needs for both medical and non-medical services. This session will describe ways to incorporate non-traditional care into the patient-centered medical home (PCMH) and strategies for the primary care provider to collaborate with specialists and other community-based partners.

**Moderator:** Mary Minniti, BS, CPHQ, Program and Resource Specialist, Institute for Patient and Family Centered Care
- Leonard Fromer, MD, Executive Medical Director, Group Practice Forum
- Robyn Golden, LCSW, Director, Health and Aging, College of Nursing, RUSH Medical College
- Judith Haber, PhD, APRN, BC, FAAN, Associate Dean, Graduate Programs, and Ursula Springer Leadership Professor in Nursing, NYU College of Nursing.
- Christopher L. Hunter, PhD, ABPP, DoD, Department of Defense Program Manager for Behavioral Health in Primary Care, Behavioral Health Division, Office of the Chief Medical Officer

Medical Home DIY! Self-Guided Practice Transformation

Many tools and resources have been developed to assist primary care practitioners in leading their own quality improvement efforts. A panel of providers and experts will each describe how they acquired the necessary skills to lead their staff in transforming the practice into a patient-centered medical home.

**Moderator:** Jeff Halbstein-Harris, Patient/Advocate
- Suzanne Berman, MD, Pediatrician, Plateau Pediatrics
- Collette Carver, APRN-BC-ADM, FNP, Director of Transformation of Care, Sentara Healthcare
- CJ Peek, PhD, Associate Professor, Family Medicine and Community, University of Minnesota

Training Interprofessional Teams for Patient-Centered Primary Care

This session will focus on innovative training models being used to prepare health professionals for team-based primary care settings. Panelists have been selected from exemplary programs featured in PCPCC’s forthcoming publication on interprofessional education and training programs. The publication will be released on Nov 12th and copies will be made available at the conference and online.

**Moderator:** William Warning, MD, Program Director, Crozer-Keystone Family Medicine Residency
- Terry Keene, DNP, FNP-BC, ARNP, Assistant Clinical Professor, University of California San Francisco, Co-Director, VA Center of Excellence in Primary Care Education at San Francisco VA Medical Center
- Rebecca Shunk, MD, Director, Center of Excellence in Primary Care Education, San Francisco VA Medical Center
- Michele Stanek, MHS, Assistant Research Director, University of South Carolina School of Medicine, Department of Family and Preventive Medicine, I3 Collaborative

Using Technology to Improve Population Health

Population health management is a key feature of the patient-centered medical home (PCMH). It is aided by the adoption of technology that enables practices to rapidly identify the health care needs of their patients and quickly deploy appropriate resources to address those needs. This session will describe several ways that technology is expanding the ways practices partner with their patients and families, as well as better manage the needs of their entire patient population.

**Moderator:** Karen Handmaker, MPP, Vice President, Population Health, Phytel
- Karl Brewer, MD, Chief, Army Medical Home Operations, Office of the Surgeon General
- Terry Newton, PCMH Clinical Capability Manager, Office of the Surgeon General
- Deborah Redmond, MBA, MHA, RPT, UPMC Technology Development Center, Vice President of Clinical Product Commercialization
- Steven Peskin, MD, MBA, FACP, Senior Medical Director, Clinical Innovations, Horizon Blue Cross Blue Shield New Jersey
(Break – 2:45 - 3:15 PM)

3:15 – 4:30 PM
Afternoon Breakout Sessions Round II

Community-based Collaboration Models: Aging Network
Community-based organizations (CBOs) provide a wide-range of services and supports to seniors and people living with chronic illness. This session will describe collaborations between Self-Management Support programs and primary care practices.

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Integrating Peer Support into the Primary Care Team: Public and Private Models of Integration
This session will focus on how primary care teams are embracing Community Health Workers (CHW) to provide peer support to patients for daily management of health conditions, social and emotional needs, linkages to clinical care, and ongoing availability. Panelists from both public and private health care settings will engage in a dialogue on the value of peer support, training needs, models for setting guidelines/standards, building CHWs into the care team, strategies for reimbursement, and long-term sustainability.

**Moderator:** Manuela McDonough, MPH, CPH, Associate Director, National Council of La Raza
- Lizette Martinez, Peers Health Promoter, Peers for Progress Program Coordinator
- Justin Nash, PhD, Professor of Family Medicine, Psychiatry, and Human Behavior, Warren Alpert Medical School, Brown University and Memorial Hospital of Rhode Island
- Gina Pistulka, PhD, MSN, MPH, Chief Nursing Officer, Capital Clinical Integrated Network
- Patrick Tang, MPH, Program Manager, Peers for Progress
PCMH Collaboration across the State: The Ohio Story
As a significant amount of health delivery reform happens at the state and local level, there is an increasing need to unify multi-payer efforts around primary care investment. This session will feature leaders from Ohio who will describe their success in bringing together patients, provider, employers, insurers, health systems, and community-based organizations, to achieve better health for Ohioans through improved access to PCMH.

**Moderator:** Ted Wymyslo, MD, Chief Medical Officer, Ohio Association of Community Health Centers
- Jeff Biehl, President, Healthcare Collaborative of Greater Columbus
- Randall Cebul, MD, Director, Center for Health Care Research and Policy, MetroHealth
- Senator Peggy Lehner, Ohio State Senator, R-District 6
- Richard Shonk, MD, PhD, Chief Medical Officer, The Greater Cincinnati Health Collaborative, Health Council, and HealthBridge

Practice Coaching: Working with External Experts to Help with Practice Transformation
Practice coaches can provide a wide range of expertise in areas such as team-building, electronic medical record use, patient scheduling, and quality improvement strategies. This session will include a panel of primary care practitioners who will describe their experiences using practice coaches to accelerate their transformation to a patient-centered medical home (PCMH).

**Moderator:** Julie Schilz, BSN, MBA, Director, Patient Centered Care at WellPoint
- Janhavi Kirtane Fritz, MBA, Director, Collaborative Health Network, Maine Health Management Coalition
- Jennifer Sweeney, Vice President & Director, Consumer Engagement and Community Outreach, National Partnership for Women & Families, Comprehensive Primary Care Practice Faculty
- Miriam T. Vincent, MD, PhD, JD, Professor and Chair, Department of Family Medicine, Medical Director of Ambulatory Care, University Hospital of Brooklyn, SUNY-Downstate School of Medicine

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5:00 – 7:00 PM
**Location:** Constitution Ballroom C,D, E & Foyer
**Networking Reception**
Open to all attendees
Friday, November 14 – Plenary Day 3

7:30 – 8:30 AM
Location: Constitution Ballroom C,D, E & Foyer
Registration & Networking Breakfast

8:30 – 9:00 AM
Location: Constitution Ballroom
Morning Keynote: What Really Matters to Patients
Melissa Thomason, Patient, Family Advisor

9:00 – 10:15 AM
Location: Constitution Ballroom
Panel 4: Beyond 2014: What’s on the National Horizon Post-Election
Congressional staffers join this panel to discuss the opportunities and challenges professionals in the health care sector will face in light of the November elections.
Moderator: Liz Fowler, PhD, JD, Vice President, Global Health Policy, Johnson & Johnson
- Rodney Whitlock, PhD, Senate Finance Committee, Minority Staff, US Senator Chuck Grassley (R-IA)
- Charlene McDonald, Senate Budget Committee, Majority Staff, US Senator Patty Murray (D-WA)
- Brett Baker, House Ways & Means Committee, Majority Staff
- Erin Richardson, House Ways & Means Committee, Minority Staff

10:15 – 10:30 AM
Break

10:30-11:45 AM
Location: Constitution Ballroom
Panel 5: Medical Home Innovations: A View from the States
States are at the forefront of health care delivery system reform. This panel will highlight strategies that states are using to advance innovative medical home and patient-centered primary care programs in both the private and public sector.
Moderator: Trent Haywood, MD, Chief Medical Officer, Blue Cross Blue Shield Association
- Bonnie LaPlante, MHA, BS, RN, Health Care Home Capacity Building and Certification Supervisor, Minnesota Department of Health
- Benjamin Miller, PsyD, Assistant Professor, Director, Office of Integrated Healthcare Research and Policy, University of Colorado at Denver
- Jeanene Smith, MD, MPH, Chief Medical Officer, Oregon Health Authority
- Melissa Winger, Consumer Evaluator, Minnesota Department of Health

11:45 – 12:15 PM
Location: Constitution Ballroom
Closing Remarks
Paul Grundy, MD, MPH, FACOEM, PCPCC President; Global Director of Healthcare Transformation, IBM