

UPDATE 9/6/12



Patient-Centered Care: Working Together in an Interprofessional World
September 14-15, 2012 // Cleveland, OH

Friday, September 14, 2012

7:30 a.m. – Registration, Academy Networking, Continental Breakfast

8:45 a.m. – Welcome

9-10 a.m. – **Opening Address**

Strengthening Connections: Health Care Practice & Public Health

- **Georges C. Benjamin, MD, FACP, FNAPA, FACEP (E), Hon FRSPH**, Executive Director, American Public Health Association

10:15-11:45 a.m. – Concurrent Sessions

Interprofessional Practice

- **Interprofessional Competencies: IPE 4: One Campus – 4 Schools’ Perspective: Addressing the IPE Competencies across Professions through Innovative Curriculum for 1st-Year Students**
This workshop will include the definition and purpose of a one campus, four-school Interprofessional Education (IPE) curriculum for first-year students. Presenters will describe the critical external (national and international) and internal drivers for developing the curriculum, and talk about curricular principles and models that guided the template for each session. For a portion of the session, participants will get to experience some of the actual content of an IPE4 session. Finally, linking to Kotter’s framework, presenters will describe lessons learned from their experience.
 - **Kathy Cole-Kelly, MS, MSW**, Professor of Family Medicine; Director, Communication in Medicine; Co-Director, Foundations in Clinical Medicine seminars; Case Western Reserve University School of Medicine, Cleveland, OH
 - **Terry Wolpaw, M.D., M.H.P.E.**, Associate Dean For Curricular Affairs, Case Western Reserve University School of Medicine, Cleveland, OH
 - **Kristin Z Victeroff, DDS, PhD**, Associate Dean for Education, School of Dental Medicine, Case Western Reserve University, Cleveland, OH
 - **Sharon Milligan, PhD, MSW, MPH, MS, LISW-S**, Associate Professor and Associate Dean of Academic Affairs, Mandel School of Applied Social Sciences, Case Western Reserve University, Cleveland, OH

- **Technology:** *Exponential Growth: The Burning Platform for Interprofessional Transformation*
To achieve meaningful and accountable care requires new ways of thinking and doing for healthcare leaders today. This session will put into perspective the implications of exponential growth and why leaders must focus on both the technology platform and the practice platform for better coordinated care as well as clinician and patient outcomes. The presenter will be sharing work from a diverse healthcare care consortium committed to healthcare transformation and are the recipients of the 2010 National Academies of Practice Interdisciplinary Recognition Award. Concepts such as polarity thinking, individual/integrated scopes of practice, partnership cultures, and more will be explored.
 - **Bonnie Wesorick, MSN RN, DPNAP, FAAN**, Founder and Chair Emeritus, Elsevier CPM Resource Center, Grand Rapids, MI

Public Health & Practice

Improving the Health of the Population through Integration of Public Health & Primary Care: Report from the Institute of Medicine

Although primary care and public health share a goal of promoting the health and well-being of all people, these two disciplines historically have operated independently of one another. In this session, participants will learn about a recent report released by the Institute of Medicine which explores various integration approaches, benefits and challenges of integration, successful case studies, and new policy and funding opportunities that support integration.

- **Paul J. Wallace, MD**, Senior Vice President and Director, Center for Comparative Effectiveness Research, The Lewin Group; Chair, Committee on Integrating Primary Care and Public Health, Institute of Medicine, Washington DC

Noon – Lunch

12:30-1:30 p.m. – **Luncheon Address:** *The Impact of Sex in Space: The New Frontier*

- **Saralynn Mark, MD** endocrinologist, geriatrician and women's health specialist; the first Senior Medical Advisor to the Office on Women's Health within the Department of Health and Human Services and the National Aeronautics and Space Administration (NASA), Washington, DC; author of *Stellar Medicine: A Journey Through the Universe of Women's Health* (Brick Tower, 2011)

1:45-3 p.m. – Concurrent Sessions

Interprofessional Practice

- **Women's Health:** *Building a Women's Health Agenda in 2012*
Participants in this session will obtain an overview of previous efforts to develop a women's health agenda; identify priorities given today's context; and develop an action plan for moving the agenda forward.
 - **Nancy Russo, PhD**, Regents Professor of Psychology and Women and Gender Studies-Emeritus, Arizona State University; Courtesy Professor, Department of Psychology, Oregon State University
 - **Lenore Walker, PhD**, Professor, Nova Southeastern University, Center for Psychological Studies, Ft. Lauderdale, FL; Chair, Psychology Academy, National Academies of Practice

- **Beth-Ann Lesnikoski, MD, FACS**, Medical Director, The Breast Institute at JFK Medical Center, Atlantis, FL
 - **Saralyn Mark, MD**, President, SolaMed Solutions, LLC, Washington, DC
 - **Kathleen McNamara, PhD**, VA Hospital, Honolulu, HI
 - **Carolyn Messner, DSW, MSW, LCSW-R, BCD, FNAP, FNAP**, Director of Education & Training, CancerCare, New York, NY
- **Technology: *Project HealthDesign: PHRs, Patients, and Providers Improving Health Care***
This session will focus on patient preferences in health decision making and how technology designed with their needs in mind is needed. The presenter will share early findings from Project HealthDesign, a Robert Wood Johnson Initiative that explores the potential of patient-centered personal health records (PHRs.)
 - **Gail R. Casper, PhD, RN**, Associate Scientist, Deputy Director of Project HealthDesign, University of Wisconsin-Madison, Madison, WI
 - **Patient-centered Communication: *Including the Patient: The ‘How’ of Healthcare Interactions***
In this workshop-style session, we use authentic examples of healthcare interactions (bedside nursing handoffs and emergency department doctor–patient consultations) to focus on the ways in which clinicians can effectively involve the patient in discussions of their care. Through examples of real interactions, we will outline the interdependence between *what* we communicate (content aspects of healthcare communication) and *how* we communicate (the manner in which we interact with patients or clinicians). This interactive workshop will challenge participants to recognize that the way we communicate with patients is just as important as the content we are communicating. If we don’t get the *how* right, patients – and our fellow clinicians – may not even hear the *what*. Workshop participants will leave equipped with a communication framework and practical strategies for effectively involving the patient in their care.
 - **Diana Slade, PhD**, Professor of Applied Linguistics, University of Technology, Sydney (UTS), Australia, and Hong Kong Polytechnic University, HK
 - **Suzanne Eggins, PhD**, Research Fellow, University of Technology, Sydney (UTS), Australia

3:15-5 p.m. – Concurrent Sessions

Interprofessional Practice

- **Patient-centered Communication: *The Human Dimensions of Care – Where Have We Been? Where Are We Going?***
This interactive symposium will examine how we can enhance the human dimensions of care through improved communication skills to better develop compassion and empathy in healthcare relationships. We will explore the current state of research, education and practice in healthcare communication, and share a new International Charter on the Human Dimensions of Care that will provide the foundation for healthcare interactions. Participants will learn about a faculty development program designed to create effective teachers and role models of humanistic care; the data confirm that the program enhances humanistic teaching. The final presentation will describe research on communication in emergency departments that examined all

patient interactions with clinicians from triage to disposition. The presentation will discuss the similarities and differences between the Australian and Hong Kong Emergency Department contexts, and describe a framework of communication strategies clinicians use to establish effective rapport with their patients. Participants will have the opportunity to explore and discuss the role of communication in the delivery of compassionate, quality health care.

- *Communication in Human and Veterinary Medicine: Where have we been? Where are we going?* -- **Suzanne Kurtz, PhD**, Clinical Professor, Director of Clinical Communication, College of Veterinary Medicine, Washington State University, Pullman, WA; Professor Emerita, University of Calgary, Alberta, Canada
 - *Restoring Core Values in Healthcare: The Development of an International Charter* – **Elizabeth A. Rider, MSW, MD**, Director of Academic Programs, Institute for Professionalism and Ethical Practice, Boston Children's Hospital; Director of Programs for Communication Skills, Stoeckle Center for Primary Care Innovation, Massachusetts General Hospital; Harvard Medical School, Boston, MA; Co-Chair, Medicine Academy, National Academies of Practice
 - *Where We Are Headed in Medical Humanism* – **William T. Branch, Jr., MD**, Carter Smith Sr Professor of Medicine, Emory University School of Medicine, Atlanta, GA
 - *Communicating in Emergency Departments: The Australian and Hong Kong Contexts* – **Diana Slade, PhD**, Professor of Applied Linguistics, University of Technology, Sydney, Australia and Hong Kong Polytechnic University; and **Jack Pun Kwok Hung, BSc (Hons), MA**, Research/Project Associate, Hong Kong Polytechnic University, Hong Kong
 - *Discussion and Reflection* – **William T. Branch, Jr., MD**, facilitator
- **Technology: The TIGER Story: Preparing all Health Professions for a Technology World**
This session will take participants on a journey of the Technology Informatics Guiding Education Reform (TIGER) Initiative that began to improve the adoption and integration of technology in education and practice settings. What began as a “nursing grass roots” effort is now expanding to all health professions and consumers and includes innovative tools such as a virtual learning environment to learn, practice and adopt to a new world of technology and interprofessional care.
 - **Patricia Hinton Walker, PhD, RN, FAAN, PCC**, Vice President for Nursing Policy, Uniformed Services University of the Health Sciences; Chair, Executive Leadership, TIGER III (Technology Informatics Guiding Education Reform), Bethesda, MD
 - **Tracy Christopherson, RTT**, Director of Interdisciplinary Practice, CPM Resource Center an Elsevier Business Unit, Grand Rapids, MI

Public Health & Practice

The Community Hub: Connecting Those At-Risk to Care

This session will address Community Care Coordination relevance to improved outcomes and cost reduction; the importance of targeting those at greatest risk; and strategies to reach those at risk, connect them to health and social services, and measure outcomes within a multiagency pay-for-performance, community-based network.

- **Mark M. Redding, MD**, Pediatrician, Mansfield Pediatrics, Inc., Mansfield, OH

5-6:30 p.m. – President’s Reception

Saturday, September 15, 2012

7:30 a.m. – Registration, Academy Networking, Continental Breakfast

8:45 a.m. – Welcome

9-10 a.m. – **Address:** *The Future of Interprofessional Health Care Practice*

- **George E. Thibault, MD**, President, The Josiah Macy Jr. Foundation

10:15-11:45 a.m. – Concurrent Sessions

Interprofessional Practice

- **Interprofessional Competencies:** *The New Interprofessional Competencies: A Look at Competencies Across Professions*

This interactive session will provide a short review of the four new interprofessional core competency domains followed by a lively panel discussion. Panelists will briefly describe their own health professions' competencies and compare these with the interprofessional competencies. Panel members and session participants will have the opportunity to discuss competencies in various professions, their relationship to the new interprofessional competencies, and ways to integrate these into professional practice.

Session Moderator: **H. E. Longmaid III, MD, FNAP**, President of Medical Staff and Department Chair of Radiology, Beth Israel Deaconess Hospital–Milton, Milton, MA; Chair, Medicine Academy, National Academies of Practice

Introduction: **Madeline Schmitt, RN, PhD, FAAN, FNAP**, Professor Emerita, University of Rochester, School of Nursing, Rochester, NY; Chair, IPEC Expert Panel: Core Competencies for Interprofessional Collaborative Practice

Panel:

- *Medicine:* **Elizabeth A. Rider, MSW, MD, FNAP**, Director of Academic Programs, Institute for Professionalism and Ethical Practice, Boston Children's Hospital; Director of Programs for Communication Skills, Stoeckle Center for Primary Care Innovation, Massachusetts General Hospital, Harvard Medical School, Boston, MA; Co-Chair, Medicine Academy, National Academies of Practice
- *Optometry:* **Satya B. Verma, OD, FAAO, DPNAP, Diplomate**; Associate Professor and Assistant Director, Externship Program, Pennsylvania College of Optometry, Salus University, Elkins Park, PA; Chair, Optometry Academy, National Academies of Practice
- *Psychology:* **Lenore Walker, PhD**, Professor, Nova Southeastern University, Center for Psychological Studies, Ft. Lauderdale, FL; Chair, Psychology Academy, National Academies of Practice
- *Social Work:* **Carolyn Messner, DSW, MSW, BCD, LCSW-R, DPNAP, FNAP**, Director of Education & Training, CancerCare, New York, NY; Vice President, The Center for Clinical Social Work; Adjunct Lecturer, The Silberman School of

Social Work at Hunter College; Chair, Social Work Academy, National Academies of Practice

- *Public Health - Disaster Management*: **Debbie Hettler, OD, MPH, FAAO**, Clinical Director, Associated Health Education, Office of Academic Affiliations VA Central Office, Washington, DC; Adjunct Associate Professor, Salus University, Pennsylvania College of Optometry and the College of Health Sciences, Master of Public Health Program; Optometrist, Walter Reed National Naval Medical Center, Bethesda, MD
- **Technology**: *Utilizing Electronic Health Records in a Regional Health Collaborative*
This session will share how one community created a health care collaborative and leveraged electronic medical records to improve quality of care. The speaker will describe how the collaborative was set up, how mutual goals were identified and action steps were taken. Specific success factors such as identifying a “positive deviance” to accelerate improvement, achieving meaningful teamwork and using health information exchange (HIE) to reduce redundancy and care coordination will be shared.
 - **Randall D. Cebul, MD**, Director, Center for Health Care Research & Policy; Professor of Medicine, Epidemiology and Biostatistics, Case Western Reserve University at MetroHealth Medical Center, Cleveland, OH

Public Health & Practice

Lifestyle Medicine: An Interprofessional Approach to Patient-centered Care

Lifestyle Medicine is the clinical use of evidence-based lifestyle interventions such as nutrition, stress management, and exercise in the treatment of chronic lifestyle-related diseases. This involves empowering patients with the knowledge and skills to transform their health beliefs and values into behaviors and habits that promote and sustain good health. This presentation will discuss the scientific evidence supporting lifestyle medicine in the treatment of the most common causes of mortality in the US today; identify the barriers to behavior changes among health care professionals and their patients; and propose inter-professional lifestyle medicine strategies to provide effective patient centered-care.

- **Jennifer Rooke, MD, MPH, FACOEM, FACPM**, Medical Director, Atlanta Lifestyle Medical Center, Atlanta, GA

Noon – Lunch

12:30-1:30 p.m. – **Address**: *The Role of Technology and Interprofessional Care in Creating a New Patient-Centered Experience*

- **Connie Delaney, PhD, RN, FAAN, FACMI**, School of Nursing Professor & Dean, Academic Health Center University of Minnesota, Director, Biomedical Health Informatics (BMHI), Minneapolis, MN; Associate Director, CTSI-BMI; Acting Director, Institute for Health Informatics

1:45-3:15 p.m. – Concurrent Sessions

Interprofessional Practice

- **Interprofessional Competencies**: *The New Interprofessional Competencies: Are You Ready?*
This interactive workshop will provide participants with the opportunity to learn more about the Core Competencies for Interprofessional Collaborative Practice and the

principles of partnership and dialogue as a foundation for interprofessional communication. Participants will have the opportunity to work together in small, lively, interprofessional groups to learn more about the roles of their interprofessional colleagues, to hear each other's perspectives, and to collaborate together on how they might apply the competencies in practice.

- **Elizabeth A. Rider, MSW, MD, FNAP**, Co-Chair, Medicine Academy and Senior Fellow, NAP; Director of Academic Programs, Institute for Professionalism and Ethical Practice, Boston Children's Hospital; Director of Programs for Communication Skills, Stoeckle Center for Primary Care Innovation, Massachusetts General Hospital, Harvard Medical School, Boston MA; Co-Chair, Medicine Academy, National Academies of Practice
 - **Tracy Christopherson, BAS, RTT**, Director of Interdisciplinary Practice, Elsevier CPM Resource Center, Grand Rapids, MI
- **Technology: *The Cleveland Clinic Experience in Bending the Cost Curve: How Social Media has Buttressed other Technologies***
The Cleveland Clinic is well-known for its assertive encouragement of active wellness strategies, both on and off its campus. In this session, the Clinic's internationally known Chief Wellness Officer will discuss how the Cleveland Clinic bent its medical cost curve and how it is exporting this to make its communities more competitive for jobs. He will address why leading in wellness was critical for the Cleveland Clinic to continue as a health care leader and describe the role of social media in health and wellness.
 - **Michael Roizen, MD**, Chief Wellness Officer, Cleveland Clinic, Cleveland OH

Public Health & Practice

"Transforming Person-Centered Quality Care for Vulnerable Populations through Innovative Interprofessional Collaboration"

This session will help participants understand the complexity of care delivery to intellectually and physically disabled adults; describe the role of inter-agency coordination to deliver home and community based services to intellectually and physically disabled adults; examine the benefits of interprofessional collaboration across an academic institution and a government agency to improve care delivery to a vulnerable population; analyze factors that enable and inhibit organizational learning specifically related to the dissemination of best practices across providers; identify various approaches to improve health care delivery to intellectually and physically disabled adults using an interprofessional approach; and formulate a common vision for transforming person-centered quality care for vulnerable populations. The project being described is funded through the Washington, DC Department of Disability Services in partnership with The George Washington University School of Medicine and Health Sciences and School of Nursing.

- **Brenda Helen Sheingold, PhD, RN**, Assistant Professor, Coordinator Healthcare Quality MSN, The George Washington University School of Nursing, Washington, DC

3:30-4:30 p.m. – Closing Session: *Where Do We Go from Here?*

To register: www.napractice.org

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