Journey to the Heart of Patient Centered Care:
Friday, November 16, 2012
8:00AM – 4:15 PM
Augusta Civic Center

“Change is hard enough; transformation to PCMH requires epic whole practice re-imagination and redesign. It is much more than a series of incremental changes.”

Initial Lessons from the First National Demonstration Project on Practice Transformation to a Patient Centered Medical Home
Annals of Family Medicine, VOL. 7, No. 3 May/June 2009

OVERVIEW
As referenced in the above excerpt, transformation to PCMH requires so much more than just engaging in a series of incremental changes—it requires change of epic proportions. This initial Learning Session will also focus on Change Management and a principle that is foundational to the success of the Maine PCMH Pilot. The Learning Session will feature topic experts, best practice examples from participating practices and will involve use of tools and methods to that require critical self-reflection and inquiry to facilitate communication and more useful action.

LEARNING OBJECTIVES
The purpose of Learning Session is to delve into the PCMH Core Expectations with the focus on learning about and exploring best practice and change ideas for three of the ten Core Expectations: (1) Leadership, (2) Team Based Approach; and (3) Population Risk Stratification and Management. Also, for practices to learn from and support each other as they pursue, not just incremental changes but, practice transformation. The participating practice teams will,

• Learn about the current state of the Maine PCMH Pilot
• During an opening didactic session, learn from physicians who are change agents and models for practice leadership, team based approach to care, and who have integrated population risk stratification and management best practices.
• During the panelist sessions, learn about best practices and practical tools for each of the areas of focus
• Along with their practice team members and quality improvement coaches, practices will develop initial plans for improvement.

WHO SHOULD ATTEND
• At a minimum, the three Practice Leadership Team members from each of the PCMH Pilot sites (i.e. physician leader, administrative leader, and additional clinical member)
• Quality Improvement Coaches who work directly with the PCMH Pilot practice
• Up to 3 members of Community Care Teams working with Pilot practices

AGENDA

7:30 AM
Registration Meet & Greet for PCMH Pilot Practice Leadership Teams
8:00
Welcome & Introductions: Maine PCMH Pilot – The Journey to Date
Lisa Letourneau, MD, MPH, Executive Director, Maine Quality Counts
Nancy Grenier, RN, Program Manager, Maine PCMH Pilot and Quality Improvement Specialist
Team Interactive Exercise

8:45
Maine PCMH Pilot – Lessons from the Field - Dr. David Salko, CMMC Topsham Family Medicine

9:15
The Sinsky’s Experience–Part I: Organizing Care
Christine Sinsky, MD and Tom Sinsky, MD, Medical Associates Clinic and Health Plans, Dubuque, Iowa
Drs. Christine and Tom Sinsky will share the details of how they structured leadership, teamwork, and other processes within their office practice. They will address how the changes led to improved efficiency, happier patients and happier staff!

10:00
Team Time - Putting Good Ideas to Work
PCMH teams and QI coaches will meet to reflect on ideas they’ve heard from the speakers. PCMH Pilot staff Drs. Christine and Tom Sinsky to facilitate this interactive session where teams will have the opportunity to engage in conversation around the barriers they face related to change and to learn some practical tools and methods for addressing change management both personally and as a practice.

10:30 - Break

11:00
The Sinsky’s Experience–Part II: Where There’s a Will, There’s a Way—Managing Change for Transformation to PCMH

11:45
Reflections & Roles
Members of PCMH teams will be asked to meet by role within the practice to reflect on ideas they’ve heard, and potential for making new practice changes. Teams will have the opportunity to critically reflect on their own practices related to leadership, teamwork, and population risk stratification and management and to ask questions of the facilitators as they think about their own struggles and improvement opportunities.

12:30 Lunch – Pilot Teams and Community Care Team Networking
Practice teams are encouraged to meet with their CCT and other team members to continue to build on the rich discussion and learning from the morning sessions!

1:30
Best Practices from Our Own Backyard
Based on information from the new 50 Maine PCMH Pilot Teams, this session will feature best practices highlights from three of the Pilot practices that are doing great things related to leadership, teamwork, population risk stratification management, and/or change management. Each team will have 10 minutes to give the full group the highlights followed by break out sessions where they will go into more detail with smaller groups interested in what they are doing and have learned.

2:30 - Break
2:45
Putting it All Together—Creating an Initial Plan for Improvement
Teams assemble with each other and with Quality Improvement Coaches to review data from their initial practice assessments and to identify specific plans for improvement, with plans for 2-3 specific changes.

3:30
Networking for Action: Practice teams will be asked to meet with other teams based on priority areas for action within the practice.

4:00
Meeting Evaluation and Next Steps
Lisa Letourneau, Nancy Grenier
Debrief session; identify additional questions and review events, including review of key expectations for Action Period 1, and upcoming Learning Session dates.

4:15 PM
Adjourn

Plan for the next Learning Session - Tuesday, Feb 5, 2013, Augusta Civic Center
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PRE-MEETING PREPARATION

Please review the following SNMHI Implementation Guides prior to the session in November:

- **Engaged Leadership:**
  - Implementation Guide:
  - Resources for Leadership:

- **Team-Based Healing Relationships:**
  - Implementation Guide:
  - Leaders’ Supplement (“Redefining Staff Roles: Where to Start”):
ABOUT THE KEYNOTE SPEAKERS

Drs. Christine and Thomas Sinsky are general internists at Medical Associates Clinic and Health Plans, in Dubuque IA. They are frequent invited lecturers on practice innovation, redesign, and the Patient Centered Medical Home (PCMH) and have given workshops for the American Medical Association, the American College of Physicians, the Institute for Healthcare Improvement, the New York City Department of Public Health, as well as private and academic medical centers. Dr. Christine Sinsky served on an expert advisory panel for the CMS Innovation Center’s Comprehensive Primary Care Initiative, is a co-author of the Institute of Medicine’s 2011 report, Health IT and Patient Safety. She is a Director on the American Board of Internal Medicine, serving on its executive committee. She has also provided testimony to the Office of the National Coordinator for HIT on EHRs with respect to both care coordination and usability. Both Drs. Sinsky are investigators for an American Board of Internal Medicine Foundation study of high functioning primary care practices.

Both Drs. Sinsky received their B.S. and M.D. degrees from the University of Wisconsin, Madison, Wisconsin, and completed their postgraduate residency at Gundersen Medical Foundation/La Crosse Lutheran Hospital, in LaCrosse, Wisconsin, each serving as chief resident.

Thank you. We look forward to seeing you on November 16th!

For Registration Questions:
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