Welcome to the Patient Centered Medical Home Health Homes Learning Session

Patient Centered Medical Home & Health Home Practice Profile Booklet

June 20, 2014
Augusta, Maine
Welcome to the Learning Session!

Maine Quality Counts (QC) is excited to host this Learning Session, dedicated to you - practices participating in the Patient Centered Medical Home Pilot and MaineCare Health Homes initiative from across the state who are coming together today to connect with and learn from one another.

We asked you to submit some information about your practice teams, including several achievements that you wanted to share with others as well as some challenges encountered while working towards transforming primary care practice culture.

We took all the information submitted and compiled it into this book – the Practice Profile Booklet. All Patient Centered Medical Home and Health Home practices are categorized by region (Central, Northern, Southern, and Western). Each profile includes contact information, names of lead team members, and up to three items that you identified as wanting to share and wanting to learn from your practice peers.

The goal of this booklet is to help you connect and collaborate with one another as you all work towards achieving and maintaining practice culture transformation to improve the delivery of care and reduce unnecessary costs. We will be posting an online version of this booklet to the Maine Quality Counts website following the Learning Session.

You are doing incredible work to deliver patient-centered, high value care. We are honored to work with you and your teams and to offer ongoing support as you move forward to achieve and sustain practice culture innovation and transformation. Please let us know if you have identified errors or corrections that need to be made in this booklet, other feedback, and how else we can help you.

Yours in good health,

The Patient Centered Medical Home Team at Maine Quality Counts
Table of Contents

Central Region

QC QI Specialist: Joanne Lafferty: jlafferty@mainequalitycounts.org
207-468-4170

Augusta Family Medicine
Belfast Family Planning & Primary Care
Belgrade Regional Health Center
Cadillac Family Practice
Community Health Center
Cooper Gilmore Health Center
Elmwood Primary Care
Family Medicine Institute
Four Seasons Family Practice
Full Circle Family Medicine
Gardiner Family Medicine
Inland Family Care-Concourse Street
Inland Family Care-Fairfield
Inland Family Care-North Anson
Inland Family Care-Oakland
Inland Family Care-Skowhegan
Inland Family Care-Unity
Inland Family Care-Washington Street
Inland Medical Associates
Kennebec Pediatrics
Lincoln Medical Partners – Internal Medicine
Lincoln Medical Partners Family Care Center-Boothbay Harbor
Lincoln Medical Partners Family Medicine-Damariscotta
Lincoln Medical Partners Family Medicine-Waldoboro
Lincoln Medical Partners Family Medicine-Wiscasset
Lincoln Medical Partners Pediatrics
Lovejoy Health Center
Maine Dartmouth Family Practice
Medomak Family Medicine
Mid Maine Medicine
Oakland Family Medicine
Three Rivers Family Practice-Waterville
Trenton Health Center
Waterville Family Practice
Waterville Pediatrics
Winthrop Family Medicine
Winthrop Pediatric and Adolescent Medicine

Northern Region

QC QI Specialists: Jen Hubbard: jhubbard@mainequalitycounts.org
207-992-3605
Josh Farr: jfarr@mainequalitycounts.org
207-992-3383

Acadia Health Clinic
Appleton Medical Center
Blue Hill Family Medicine
Brewer Health Center, PA
Brewer Medical Center
Bucksport Family Medicine
Bucksport Regional Health Center
Capehart Community Health Center
Caribou Health Center-TAMC
Castine Community Health Services
Corinth Medical Associates
Dexter Family Practice
Dover-Foxcroft Family Medicine
Eastport Health Care, Inc.-Eastport
Eastport Health Care, Inc.-Machias
Eleanor Widener Dixon Memorial Clinic
Ellsworth Family Practice
Ellsworth Internal Medicine
EMMC Center for Family Medicine
EMMC Family Medicine of Brewer
EMMC Husson Family Medicine
EMMC Husson Internal Medicine
EMMC Husson Pediatrics
EMMC Orono Family Medicine
Family Practice and Internal Medicine
Fish River Rural Health-Eagle Lake
Fish River Rural Health-Fort Kent
Fort Fairfield Health Center
Harrington Family Health Center
Hope House Health Center
Island Family Medicine
Jackman Regional Health Center
Katahdin Valley Health Center-Houlton
Katahdin Valley Health Center-Millinocket
Katahdin Valley Health Center-Island Falls
Katahdin Valley Health Center-Patten
Maine Coast Pediatrics
Mars Hill Health Center-TAMC
Milo Family Practice
Newport Family Practice
Northwoods Healthcare
PCHC Community Health Center
PCHC Helen Hunt Health Center
PCHC Penobscot Pediatrics
Pines Health Services-Caribou
Pines Health Services-Presque Isle
Pines Health Services-St. John Valley
Pines Health Services-Women’s & Children’s
Regional Medical Center at Lubec
Seaport Community Health Center
Sebasticook Family Doctors-Canaan
Sebasticook Family Doctors-Dexter
Sebasticook Family Doctors-Dover Foxcroft
Sebasticook Family Doctors-Newport
Sebasticook Family Doctors-Pittsfield
Southwest Harbor Medical Center
St. Joseph Family Medicine
St. Joseph Family Medicine-900 Broadway
St. Joseph Internal Medicine
Summer Street Health Center
SVH Family Care-Clinton
SVH Family Care-Newport
SVH Family Care-Pittsfield
Whiting Bay Family Medicine
Winterport Community Health Center
Southern Region
 QC QI Specialist: Deb Silberstein: dsilberstein@mainequalitycounts.org
 207-233-6713

Fore River Family Practice, MHSM
Gorham Crossing Primary Care
Great Works Family Practice
Kittery Family Practice
Lifespan Family Healthcare, LLC
Maine Centers for Healthcare-Buxton
Maine Centers for Healthcare-Scarborough
Maine Centers for Healthcare-Westbrook
Martin’s Point Healthcare-Bangor
Martin’s Point Healthcare-Brunswick
Martin’s Point Healthcare-Portland Healthcare Center
Mercy West Falmouth Family Practice
Mercy Windham Family Practice
Mid Coast Medical Group-Topsham
Mid Coast Medical Group-Bath
Mid Coast Medical Group-Brunswick
MMP Falmouth Family Medicine
MMP Lakes Region Primary Care
MMP Outpatient Clinics
MMP Portland Family Medicine
MMP Westbrook Family Practice
MMP Westbrook Internal Medicine
MMP Westbrook Pediatrics
Nason Health Care
Oxford Hills Family Practice
Portland Community Health Center
Portland Internal Medicine
Sacopee Valley Health Center
SMHC IM Biddeford
Standish Family Practice
Webhannet Internal Medicine-Moody
Webhannet Internal Medicine-N Berwick
Webhannet Internal Medicine-York
Wiscasset Family Medicine
Yarmouth Primary Care
York Hospital-DBA York Family Practice

Western Region
 QC QI Specialist: Michele Gilliam: mgilliam@mainequalitycounts.org
 207-233-2469

Auburn Medical Associates
B Street Health Center
Bridgton Internal Medicine
Bridgton Pediatrics
Brunswick Family Medicine
CCS Family Health Care
Central Maine Family Practice
Central Maine Internal Medicine
Central Maine Pediatrics
CMMC Family Medicine Residency Program
DFD Russell Medical Center
Dr. Kappelmann
Elsemore Dixfield Family Medicine
Family Health Care Associates-Auburn
Franklin Health Farmington Family Practice
Franklin Health Livermore Falls Family Practice
Franklin Health Pediatrics
Franklin Health Internal Medicine
Fryeburg Family Medicine
Gray Family Health Center
High Street Family Practice
Jean Antonucci, MD
Lewiston Medical Associates
Lewiston-Auburn Internal Medicine
Livermore Falls Family Health Center
Lisbon Family Practice
Main Street Family Medicine
Minot Avenue Family Medicine
Naples Family Practice
North Bridgton Family Practice
Pediatric Associates of Lewiston
Poland Community Health Center
Poland Family Practice
River Valley Internal Medicine
St. Mary’s Center for Family Medicine-Mollison Way
St. Mary’s Medical Associates
Swift River Health Care
Topsham Family Medicine
Wilson Stream Family Practice
Central Region

Augusta Family Medicine
Telephone: 207-621-8800

Lead Staff/Providers:
Lead Provider: Jennifer Diehl, MD
Lead Admin: Deb Stewart, RN-BSN
Additional Lead Staff:
Thomas Beard
Denise Breer, RN
Joyce Brooker, Quality Lead

We’d like to Share:
- Integration of LCSW, LSW and RN in behavioral health integration and care management roles.

We’d like to Learn:
- Practice Advisory engagement.

Belfast Family Planning & Primary Care

Telephone: 207-338-3736

Lead Staff/Providers:
Lead Provider: Jennifer Bell, FNP
Lead Admin: Karla VanAlstine Peabody
Additional Lead Staff:

We’d like to Share:

We’d like to Learn:
Belgrade Regional Health Center
Telephone:
207- 495-3323

Lead Staff/Providers:
Lead Provider:  Amy Madden, MD
Lead Admin: Wendi Wainer
Additional Lead Staff:
Sherene Roberts, RN
Jessica Hopkins, LCSW

**We’d like to Share:**

- Shifting our perspective on care delivery and construct-thinking “bigger than our office”.
- Healthy Gains, CCT, Community Para Medicine, Pre-diabetes educational classes, Cooking Matters, Home Health Partnership.

**We’d like to Learn:**

- Efforts to reduce cost and impact care-specifically through the reporting tools available to us already.
- Team approach to case review etc.

Cadillac Family Practice
Telephone:
207- 288-5119

Lead Staff/Providers:
Lead Provider:  Mark Kandutsch, MD
Lead Admin: Lisa Dewitt
Additional Lead Staff:

**We’d like to Share:**

- Embedding Care Management roles

**We’d like to Learn:**

- Generating consistent reporting through E-Clinical Works
Community Health Center
Telephone: 207-244-5630

Lead Staff/Providers:
Lead Provider: Julian Kuffler, MD
Lead Admin: Lauri Braley-Kandutsch
Additional Lead Staff: Lynn Leighton, Clinical Director

We’d like to Share:
• DM Risk Assessment tool engages MA and Patient in identifying risk level and patient action steps
• Beginning to integrate Dental and Primary Care
• Testing embedded psychologist on team for behavioral health integration

We’d like to Learn:
• Generating consistent reporting through E-Clinical Works
• Sustainable business model for embedded psychologist on team

Cooper Gilmore Health Center
Telephone: 207-288-5024

Lead Staff/Providers:
Lead Provider: Brian Caine, MD
Lead Admin: Cheryl Young
Additional Lead Staff: Sherry Rogers, RN
Joyce Smith, MA

We’d like to Share:
• We have enhanced patient access by adding same day openings in our provider and nurse practitioner schedules.
• We have expanded the roles of our Practice Mgr., RN, MA’s & Reception team.

We’d like to Learn:
• How to get Pt/families to be part of advisory team for clinic improvements.
• Improving cost-effectiveness of health care services.
Elmwood Primary Care
Telephone: 207-877-3406

Lead Staff/Providers:
Lead Provider: Susan Abbott, NP
& Deborah Learson, MD
Lead Admin: Paul Arsenault, MS.Ed
Lead Staff: Linda Joseph, RN, Paul Theriault, RN,
Mia Warren, MA, Susan Pollard, PSR
Sherri Reardon, LSW

We’d like to Share:
- Established our Patient/Family Advisory Council to help us engage and partner with our patients
- Continued to work on roles and responsibilities ensuring people work to the top of license and ability.
- Implementing Collaborative visits which improve access & provide greater education for patients.

We’d like to Learn:
- Making walk-in clinics or open access work in adult primary care while being mindful of budgets.
- Reducing No Show Appointments in the complex high social needs populations.

Family Medicine Institute
Telephone: 207-877-3400

Lead Staff/Providers:
Lead Provider: Chris Ross, PA
Lead Admin: Carrie Cartwright
Additional Lead Staff:
Catherine Colby, LSW
Michelle Aldrich, RN, Quality Lead

We’d like to Share:
- Resident & CM training;
- Care Management and Population Health Workflows
- Integration of BH and social services into primary care
- Leadership Development

We’d like to Learn:
- Provider Engagement
- How to optimize Care Plans when problems with EMR
- Self-Management – engaging patients
- Maintaining Teams through changes (new building, new hires, etc)
Four Seasons Family Practice
Telephone: 207-453-3100

Lead Staff/Providers:
Lead Provider: Sara Roberts PA, Medical Director
Lead Admin: Jayme White, Practice Administrator
Lead Staff: Jodi Heath, Practice Coordinator
Kim Vigue, Clinical Coordinator
Michele Bishop
Alfonso Ortega, PsyD, BHI Lead
Michelle Aldrich, Quality Lead

We’d like to Share:
- Resident & CM training
- Care Management and Population Health Workflows
- Integration of BH and social services into primary care
- Leadership Development

We’d like to Learn:
- Provider Engagement
- How to optimize Care Plans when problems with EMR
- Self-Management – engaging patients
- Maintaining Teams through changes (new building, new hires, etc)

Full Circle Family Medicine
Telephone: 207-563-6623

Lead Staff/Providers:
Lead Provider: Denise Soucy, MD
Lead Admin: Wendy Williams
Additional Lead Staff:

We’d like to Share:

We’d like to Learn:
Gardiner Family Medicine
Telephone: 207-582-6608

Lead Staff/Providers:
Lead Provider: Catherine Clement, FNP
Lead Admin: Deb Stewart, RN-BSN
Additional Lead Staff:
Tracy Martin

We’d like to Share:  
We’d like to Learn:
- Practice Advisory engagement.
- Nurse care management roles

Inland Family Care-Concourse Street, Waterville
Telephone: 207-873-1036

Lead Staff/Providers:
Lead Provider: Jennifer Penney, FNP
Lead Admin: Tracey Atwood
Additional Lead Staff:
Samantha Stafford, Quality Lead
Belinda Fletcher, Practice Administration

We’d like to Share:

We’d like to Learn:
- How to improve access/relationships with BH providers
Inland Family Care-Fairfield
Telephone: 207-453-9211

Lead Staff/Providers:
Lead Provider: Kamlesh Bajpai, DO
Lead Admin: June Allen
Additional Lead Staff:
Samantha Stafford, Quality Lead
Belinda Fletcher, Practice Administration

We’d like to Share:
- Successfully implemented the Scribe Model
- Testing out ways to engage patients in their care through use of the portal

We’d like to Learn:
- Prescription refill process – testing out how MAs can anticipate needed refills at each visit

Inland Family Care-North Anson
Telephone: 207-635-2330

Lead Staff/Providers:
Lead Provider: Elizabeth Held, PA-C
Lead Admin: Belinda Fletcher
Colleen Cyr, Practice Manager
Additional Lead Staff:; Samantha Stafford, Quality Lead, Carrie Beane, DeLorean Moore
Tricia Lehay, PSR, Judy Gray

We’d like to Share:
- A warm hand-off for a patient who was refusing a CCT referral for over utilization of the ER. They were able to schedule a follow-up appointment with her.

We’d like to Learn:
- To learn from those teams that have been successful in all areas do things on a daily, weekly, and monthly basis.
Inland Family Care-Oakland
Telephone: 207-465-7342

Lead Staff/Providers:
Lead Provider: Deb Guilmette, FNP
Lead Admin: Belinda Fletcher
Additional Lead Staff:
Samantha Stafford, Quality Lead

We’d like to Share:
- Staff training on efficiency and closing gaps in care
- Scribe Model

We’d like to Learn:
- Prescription Prepping

Inland Family Care-Skowhegan
Telephone: 207-474-2994

Lead Staff/Providers:
Lead Provider: Elizabeth Bailey-Scott, PA-C
Lead Admin: Belinda Fletcher
Denise Arsenault, Practice Manager
Additional Lead Staff:
Samantha Stafford, Quality Lead
Diane Hartwell, Certified Medical Assistant

We’d like to Share:
- Conversations about health home and its goals with the entire staff have created open dialogue and universal understanding.
- Focus on team work has promoted personal investment from each team member, resulting in higher quality outcomes for patients.

We’d like to Learn:
- Tips on sustained investment/positive encouragement and team wonder what they may get from the added investment.
- Tips on validity of patient engagement.
Inland Family Care-Unity
Telephone: 207-948-2100

Lead Staff/Providers:
Lead Provider: Gavin Ducker, MD
Lead Admin: Jennifer Turner
Additional Lead Staff:
Samantha Stafford, Quality Lead
Belinda Fletcher, Practice Administration

We’d like to Share:
• LEANing front office and MA roles (check-in workflows, call reduction, rooming tools)

We’d like to Learn:
• Optimizing prior authorization workflows

Inland Family Care-Washington Street
Telephone: 207-877-7100

Lead Staff/Providers:
Lead Provider: Jim Douglas, DO
Lead Admin: Jennifer Turner
Additional Lead Staff:
Samantha Stafford, Quality Lead
Belinda Fletcher, Practice Administration

We’d like to Share:
• Scheduling templates to improve access.

We’d like to Learn:
• Optimizing prior authorization workflows
• Care Manager staffing and roles
Inland Medical Associates
Telephone: 207-861-7810

Lead Staff/Providers:
Lead Provider: Umza Naaz, MD
Lead Admin: Ellen Clarke
Additional Lead Staff:
Samantha Stafford, Quality Lead

We’d like to Share:
• Scribe Model for improved efficiency and documentation

Kennebec Pediatrics
Telephone: 207-623-2977

Lead Staff/Providers:
Lead Provider: Kieran Kammerer, MD
Lead Admin: Amy Perkins
Additional Lead Staff:
Kristen Dube, RN
Angelina Carlson, Practice Coordinator
Danielle Turner, RN

We’d like to Share:
• We have successfully integrated our pediatric practices, sharing providers and staff.
• Created a combined Patient Advisory Group for both practices.

We’d like to Learn:
• How to incorporate our care manager into health homes and the attestation process.
• Tips on how to make our Patient Advisory Group successful.
Lincoln Medical Partners-Internal Medicine
Telephone: 207-563-4250

Lead Staff/Providers:
Lead Provider: Ann Coughlan, MD
Lead Admin: Kathy Wright
Additional Lead Staff:
Rob Hunold, DO
Carol McClure, Practice Manager
Angela Poland, RN

We’d like to Share:
- Level 3 NCQA PCMH recognition for all 6 primary care teams.
- Pharmacist in 4 of the 6 practices; 2 remaining practices to have pharmacist in June 2014.
- Care Transitions nurse devoted to LMP primary Care.

We’d like to Learn:
- How to organize/set up a patient advisory council.
- How care management is used in other regions.

Lincoln Medical Partners Family Care Center-Boothbay Harbor
Telephone: 207-633-7820

Lead Staff/Providers:
Lead Provider: Aquilino Alamo, MD
Lead Admin: Carol McClure
Additional Lead Staff: Rob Hunold, DO, Angela Poland, RN

We’d like to Share:
- Level 3 NCQA PCMH recognition for all 6 primary care teams.
- Pharmacist in 4 of the 6 practices; 2 remaining practices to have pharmacist in June 2014.
- Care Transitions nurse devoted to LMP primary Care.

We’d like to Learn:
- How to organize/set up a patient advisory council.
- How care management is used in other regions.
Lincoln Medical Partners Family Medicine - Damariscotta

Telephone: 207-563-4777

Lead Staff/Providers:
Lead Provider: Robert Hunold, DO
Lead Admin: Kathy Wright
Additional Lead Staff: Carol McClure, Practice Manager
Angela Poland, RN

We'd like to Share:
- Level 3 NCQSA PCMH recognition for all 6 primary care teams.
- Pharmacist in 4 of the 6 practices; 2 remaining practices to have pharmacist in June 2014.
- Care Transitions nurse devoted to LMP primary Care.

We'd like to Learn:
- How to organize/set up a patient advisory council.
- How care management is used in other regions.

Lincoln Medical Partners Family Medicine - Waldoboro

Telephone: 207-832-6394

Lead Staff/Providers:
Lead Provider: John Dickens, MD
Lead Admin: Sheila Irving
Additional Lead Staff: Rob Hunold, DO, Carol McClure, Practice Manager,
Angela Poland, RN

We'd like to Share:
- Level 3 NCQSA PCMH recognition for all 6 primary care teams.
- Pharmacist in 4 of the 6 practices; 2 remaining practices to have pharmacist in June 2014.
- Care Transitions nurse devoted to LMP primary Care.

We'd like to Learn:
- How to organize/set up a patient advisory council.
- How care management is used in other regions.
Lincoln Medical Partners Family Medicine-Wiscasset

Telephone: 207-882-7911

Lead Staff/Providers:
Lead Provider: Dan Friedland, MD
Lead Admin: Andrea Feus
Additional Lead Staff:
Rob Hunold, DO
Carol McClure, Practice Manager
Angela Poland, RN

We’d like to Share:
• Level 3 NCQSA PCMH recognition for all 6 primary care teams.
• Pharmacist in 4 of the 6 practices; 2 remaining practices to have pharmacist in June 2014.
• Care Transitions nurse devoted to LMP primary Care.

We’d like to Learn:
• How to organize/set up a patient advisory council.
• How care management is used in other regions.

Lincoln Medical Partners-Pediatrics

Telephone: 207-563-4780

Lead Staff/Providers:
Lead Provider: Andrew Russ, MD
Lead Admin: Kathy Wright
Additional Lead Staff:; Rob Hunold, DO, Carol McClure, Practice Manager
Angela Poland, RN

We’d like to Share:
• Level 3 NCQSA PCMH recognition for all 6 primary care teams.
• Pharmacist in 4 of the 6 practices; 2 remaining practices to have pharmacist in June 2014.
• Care Transitions nurse devoted to LMP primary Care.

We’d like to Learn:
• How to organize/set up a patient advisory council.
• How care management is used in other regions.
Lovejoy Health Center
Telephone: 207-437-7022

Lead Staff/Providers:
Lead Provider: Gretchen Morrow, PA-C
Forrest West, MD
Lead Admin: Nona Quirion
Additional Lead Staff:
Kathy Lord, RN, Care Manager
Chelsea Levesque, RN, Clinical Coordinator
Deb Daigle, LCSW
Paula Dube, HealthReach Quality Lead

We’d like to Share:
- Provider Leadership
- PCMH Team Leadership
- Care Management and Population Health Workflows (including i2i reports), Care Management Template on EMR

We’d like to Learn:
- Team-Based Care – pod-based team design and roles including each member of the Team working to the top of their scope of practice
- Defining and Prioritizing projects – How to proceed

Maine Dartmouth Family Practice
Telephone: 207-453-3000

Lead Staff/Providers:
Lead Provider: Jen Pisculli, MD, Medical Director
Lead Admin: Jayme White, Practice Administrator
Additional Lead Staff: Kim Vigue RN, Clinical Coordinator
Kelly Pillsbury, Practice Coordinator, Rita Karter, LSW, Michelle Aldrich, Quality Analyst

We’d like to Share:
- Resident & CM training
- Care Management and Population Health Workflows
- Integration of BH and social services into primary care
- Leadership Development

We’d like to Learn:
- Provider Engagement
- How to optimize Care Plans when problems with EMR
- Self-Management – engaging patients
- Maintaining Teams through changes (new building, new hires, etc)
Medomak Family Medicine
Telephone: 207-832-5813

Lead Staff/Providers:
Lead Provider: Walter Love, MD
Lead Admin: Margaret Webber, DO
Additional Lead Staff:

We’d like to Share: We’d like to Learn:

Mid Maine Medicine
Telephone: 207-873-1098

Lead Staff/Providers:
Lead Provider: David Preston, MD
Lead Admin: Karen Wheeler
Additional Lead Staff: Debbie Hutchins-Clinical Coordinator

We’d like to Share: We’d like to Learn:

• Now that we have a LCSW in our office, complex patients are now able to see the counselor right after seeing their provider.
Oakland Family Medicine
Telephone: 207-877-3406

Lead Staff/Providers:
Lead Provider: Nancy Filliter, MD
Lead Admin: Paul Arsenault, MS.Ed
Additional Lead Staff:
Dottie Braley
Paulette Gagnon

We’d like to Share:
- We have implemented a patient Family Advisory Council
- We implemented Pro-active office encounters (POE’s) and are doing a much more robust pre-work process leading to reduced gaps in care.

We’d like to Learn:
- Making walk-in clinics or open access work in adult primary care while being mindful of budgets (you could use for Oakland as well).
- Reducing No Show Appointments in the complex high social needs population.

Three Rivers Family Practice-Waterville
Telephone: 207-873-3753

Lead Staff/Providers:
Lead Provider:
Lead Admin: Heather Gentile
Additional Lead Staff:

We’d like to Share:

We’d like to Learn:
Trenton Health Center
Telephone: 207-667-5899

Lead Staff/Providers:
Lead Provider: Kathleen Kotas, MD
Lead Admin: Kristina Hamblen, Practice Manager
Additional Lead Staff: Matt Witting, RN Lead

We’d like to Share:
- We have developed new processes to scan for gaps in care & developed standing orders for some routine preventative services.

We’d like to Learn:
- How to be successful with the Behavioral Health integration to make it sustainable.

Waterville Family Practice
Telephone: 207-873-1181

Lead Staff/Providers:
Lead Provider: Susan Childs, MD
Lead Admin: Jan Bureau
Additional Lead Staff: Toria Dostie, Reporting, Jaime Gerow, Lead MA

We’d like to Share:
- Reports have improved follow up and consistency with chronic disease management.
- Improved patient education.
- Pre-visit planning improves compliance with Lab follow up
- Also, trying to curtail ER use has been an undertaking as we have a better understanding of when and why our patients are utilizing the ER and we are actively attempting to help Patients better understand what is appropriate use or inappropriate use of the ER due to the high cost.

We’d like to Learn:
- How to engage physicians/clinicians to accept change and to conform to one way of doing things on a consistent basis.
- Reduce unnecessary testing and incorporate Choosing wisely.
Waterville Pediatrics

Telephone: 207-873-5437

Lead Staff/Providers:
Lead Provider: Jessica Rubashkin, RN-CPNP
Lead Admin: Robin LeBrun
Additional Lead Staff:; Cindea Rancourt, Polly Robitaille

We’d like to Share:

- Established a Health Homes Coordinator role.
- Established care management within the practice to provide follow-up calls to Waterville Pediatrics patients seen in the ED, CCT enrollment, and patients with repetitive no shows.

We’d like to Learn:

- Developing care teams within the practice.
- Increase patient engagement and available resources to the patient population.
- How and where to refer patients that do not qualify for CCT, and how to manage their needs.

Winthrop Family Medicine

Telephone: 207-377-2111

Lead Staff/Providers:
Lead Provider: John Barnes, MD
Lead Admin: Denise Breer, RN, BSN
Additional Lead Staff:; Carol Cortes, RN, Nurse Lead, Beth Corey-Smith, Practice Coordinator, Jane Washburn, RN, Connie Plaisted, LSW

We’d like to Share:

- Care Transitions: Working relationship with CCT has helped us to co-manage our high cost highest needs patients. Also, our RNs have completed care management training and are following their own panel of patients.
- Planned Visits: Proactive Office Encounters have been revised to be used along with our morning huddles to identify gaps in care and potential internal referrals to BH or the dietitian.

We’d like to Learn:

- Develop a workflow and implement the notify function of HIN. This would allow us to get patient information pushed to us from other healthcare organizations enabling us to improve our follow-up to patients receiving care outside of MaineGeneral.
- Develop solid workflows to address chronic pain management. We have a team developed and are working to standardize our workflow within the practice across all providers.
Winthrop Pediatric and Adolescent Medicine
Telephone: 207-377-2114

Lead Staff/Providers:
Lead Provider: Carol Mansfield, MD
Lead Admin: Amy Perkins
Additional Lead Staff:
Leah Russell, Practice Coordinator
Bethany Miller, Clinical Coordinator

We’d like to Share:
- Started a pediatric family advisory group that involves both of our pediatric practices
- Hired a triage nurse for the office three days per week

We’d like to Learn:
- When care manager hours are limited, what should the practices first priority be? Biggest bang for our buck?
Northern Region

Acadia Health Clinic
Telephone: 207-973-6860

Lead Staff/Providers:
Lead Provider: Jacquelyn Cyr, FNP
Lead Admin: Marcia Bean, PM-HMP
Additional Lead Staff:

We’d like to Share: We’d like to Learn:

---

Appleton Medical Center
Telephone: 207-992-0410

Lead Staff/Providers:
Lead Provider: Elmer Lommler, MD
Lead Admin: Frank Willard IV
Additional Lead Staff:

We’d like to Share: We’d like to Learn:
Blue Hill Family Medicine

Telephone: 207-374-3471

Lead Staff/Providers:
Lead Provider: Michael Murnik MD
Lead Admin: Catherine Princell MS RN/PCMH Coach
Additional Lead Staff:
Tara Perez, Clerical Lead
Amy Branson, Clinical Lead
Elizabeth Schidzick-Brunell VP of Physician Practices/Interim Practice Manager for Blue Hill Family Medicine

We’d like to Share:

- Increased role of MA in daily patient visits and pre-visit planning as well as ED call backs and post hospital discharge visits.
- Increased focus on team work and added quality improvement support for providers to review patient needs, reduce unnecessary costs and engage patients in their healthcare.

We’d like to Learn:

- How to engage our patient advisory group in quality improvement and PCMH focused projects for the practice.
- Behavioral health integration and development of community resources.

Brewer Health Center, PA

Telephone: 207-989-5588

Lead Staff/Providers:
Lead Provider: Gary Ross, DO
Lead Admin: Joanna Nason
Additional Lead Staff: Christina Barnes, RN Care Manager

We’d like to Share:

- Reduced no-shows from 10% to 5% by assigning individual providers to individual staff to make live calls to all patients who didn’t confirm through the automated system.
- By recommendation of PAB we put out a suggestion box for other patients. We review comments with board members. We also put bulletin board in waiting room showing suggestions we took action on.

We’d like to Learn:

- Any ideas for making the providers work more manageable while balancing everything that is asked of them. The scribing information was interesting and more on that would be helpful.
Brewer Medical Center

Telephone:
207- 989-1567

Lead Staff/Providers:
Lead Provider: Nancy O’Neill, MD
Lead Admin: Barbara Dunakin
Additional Lead Staff:

We’d like to Share: We’d like to Learn:

Bucksport Family Medicine

Telephone:
207-469-6880

Lead Staff/Providers:
Lead Provider: Deborah Hatanpa, MD
Lead Admin: Deborah Jacobs
Additional Lead Staff:

We’d like to Share: We’d like to Learn:
Bucksport Regional Health Center

Telephone:
207-751-7260

Lead Staff/Providers:
Lead Provider: S. Kumar Biswas, MD
Lead Admin: Carol Carew, RN, CEO
Additional Lead Staff:
Lauri LeBlanc, RN, Care Manager
April Osgood, MA, Staff Analysis

We’d like to Share:
- Recently transitioned to EMR and new patient portal with mobile application.
- Highly motivated and successful with preventative care efforts.
- Participating in the Chronic Pain Collaborative and Behavioral Health Integration.

We’d like to Learn:
- Creative practices for use of patient portal
- Improving patient engagement

Capehart Community Health Center

Telephone:
207-945-5247

Lead Staff/Providers:
Lead Provider: Noah Nesin, MD
Lead Admin: Theresa Knowles, FNP
Additional Lead Staff:
Annette Adams, LCSW, FACHE,
Susan Hoovler, FNP, Heather English, Health Coach

We’d like to Share:
- We have hired a new primary care provider, a new practice director and have expanded the population we can serve.
- We have added the ability to provide many more clinical procedures in the office.
- We have established a routine review for integration of primary care and mental health care.

We’d like to Learn:
- Methods for increased outreach/marketing.
- Methods for increasing patient engagement with a reduction in cancellations and “no shows”.
- Methods for increasing patient retention.
Caribou Health Center-TAMC

Telephone:
207-768-4750

Lead Staff/Providers:
Lead Provider: David Weed, MD
Lead Admin: Dottie Wheeler, Dir. Primary Care
Additional Lead Staff:
Kerry Spooner, Office Mgr.
Arlene Wright, LPN
Lorraine Deschaine, Care Mgr. CHC

We’d like to Share:
We’d like to Learn:
- More efficient ways to scan for gaps in care to ensure accurate and easier patient panel attestation

Castine Community Health Services

Telephone:
207- 374-3481

Lead Staff/Providers:
Lead Provider: John Cole, NP
Lead Admin: Debbie Jacobs
Additional Lead Staff:
Rona Carter, CMA

We’d like to Share:
We’d like to Learn:
- Implementation of behavioral health, LCSW into our practice.
- Organizational standardization of workflows thru Best Clinical Practice Committee: standing orders.
- Scribe Model in early experimental stage.
Corinth Medical Associates

Telephone: 207-285-3435

Lead Staff/Providers:
Lead Provider: Bryan Lundquist, MD
Lead Admin: Lori Morrison
Additional Lead Staff:

We’d like to Share:

We’d like to Learn:

Dexter Family Practice

Telephone: 207-924-7349

Lead Staff/Providers:
Lead Provider: Challa V. Reddy, MD
Lead Admin: Margaret Towle, Practice Manager
Additional Lead Staff:
Lauren Gaudet, Health Educator
Elaine Watson, CMA

We’d like to Share:

We’d like to Learn:

- Reduced hospital readmission rate to 0% at the local hospital in the first quarter after redesigning our facilities discharge policy and procedures.
- Patient satisfaction survey is done as one question by month.
- Engaging families and patients effectively and consistently.
- Sustaining PCMH efforts after the pilot and with less $
Dover-Foxcroft Family Medicine

Telephone:
207-564-4464

Lead Staff/Providers:
Lead Provider: Elizabeth Dennis, DO
Lead Admin: Lori Morrison
Additional Lead Staff:
Kim Alexander, RN Nurse Manager
Denise Eaton, RN Nurse Navigator
Jenny Rollins, RN Nurse Navigator

We’d like to Share:
- A patient with 29+ visits to the ER via ambulance came to see the nurse navigator as instructed. Talking with a case worker and nurse navigator avoided an ambulance ride to the ER.
- After talking to the nurse navigator about the importance of well child visits and immunizations, a Mom brought her child in for 6 immunizations.

We’d like to Learn:
- Case management training/chronic disease management training for office nurses, coordination between our offices and Maine Health Learning Resource Center to help get patients information.

Eastport Health Care, Inc.-Eastport

Telephone:
207-853-6001

Lead Staff/Providers:
Lead Provider: Laurie Churchill, MD
Lead Admin: Theresa Brown
Additional Lead Staff:
Marybeth Newman, RN, Director of Patient Care
Brenda Voisine, RN, Care Manager
Patricia Todd-Lewis, LCSW, BH Team Lead

We’d like to Share:
- Improving workflows for rooming & pre-visit planning
- Development of standing orders for Nurses/MA’s

We’d like to Learn:
- Patient advisory recruitment & retention
- Sustainability for care management costs
Eastport Health Care, Inc.-Machias
Telephone:
207- 853-6001

Lead Staff/Providers:
Lead Provider: Cynthia Sammas, MD
Lead Admin: Theresa Brown
Additional Lead Staff:
Diane Bell, LCSW, Office

We’d like to Share:
- Improving workflows for rooming & pre-visit planning
- Pilot trial of the Scribe Model (Feb-July 2014)

We’d like to Learn:
- Patient advisory recruitment & retention
- Sustainability for care management costs

Eleanor Widener Dixon Memorial Clinic
Telephone:
207- 664-7802

Lead Staff/Providers:
Lead Provider: Kerry Crowley, MD
Lead Admin: Richard Sprague
Additional Lead Staff: Roberta Kennedy, RN Clinical Coordinator
Deborah Walsh, RN Care Coordinator
Marie Langlois, QI Specialist

We’d like to Share:
- Establishing an internal QI team that now meets two times/month
- While it is still under development, we created a “virtual” patient advisory committee rather than asking people to come to another meeting. This makes much more sense in our rural location.

We’d like to Learn:
- Improving effectiveness of our current processes in pre-visit planning.
- Understanding and initiating ‘best practices’ in care management.
Ellsworth Family Practice
Telephone: 207-664-7770

Lead Staff/Providers:
Lead Provider: Peter Witham, MD
Lead Admin: Cynthia Vandegrift and Hilary Small
Additional Lead Staff:
Jennifer Beal
Kristen Gerrish

We’d like to Share:
- Have a pharmacist on site which has helped in patient engagement and medication management.
- Involving all staff members in process improvement meetings to incorporate changes to improve patient care and satisfaction

We’d like to Learn:
- Improving cycle times that will improve patient experience.

Ellsworth Internal Medicine
Telephone: 207-664-7780

Lead Staff/Providers:
Lead Provider: Kathryn Rensenbrink, MD
Lead Admin: Ron Boyle and Hilary Small
Additional Lead Staff:
Jennifer Day, Office Coordinator, Tammy McAllian

We’d like to Share:
- Restructuring of the clinical/nursing team and their roles related to patient service.
- Centralize processes to improve the information flow throughout the office.

We’d like to Learn:
- Practice would like to learn ways to improve patient access and incorporate the access into the system flow of the office.
- Practice would like to improve patient interaction and patient satisfaction.
EMMC Center for Family Medicine

Telephone:
207-973-7955

Lead Staff/Providers:
Lead Provider: Robin Pritham, MD
Lead Admin: Nicole Morse
Additional Lead Staff:
Kathy Carver
James Jarvis, MD

We’d like to Share:
- We have a Patient Advisory Group that actively provides meaningful suggestions to our practice.
- We now have an automated appointment reminder system using text and/or email contact with our patients

We’d like to Learn:
- Best use of pharmacists at the practice. (Discharge follow up, Polypharmacy review, chronic opioid use and tapering)
- Tips on allowing staff to work at their highest level of license/capability.

EMMC Family Medicine of Brewer

Telephone:
207-989-0550

Lead Staff/Providers:
Lead Provider: Pauline Johnston, MD
Lead Admin: Libby Perry, MPH
Additional Lead Staff:
Betty McGraw, RN, Clinical Lead
Matt DeRosby, PA-C, Lead PA

We’d like to Share:
- Our practice has instituted off-the-street blood pressure readings for our patients.
- We brought in a Psych NP for behavioral health provider.

We’d like to Learn:
- Retention of existing staff and providers
- Assistance with navigating the large arrangements of our system.
EMMC Husson Family Medicine

Telephone: 207-941-2373

Lead Staff/Providers:
Lead Provider: Kevin Miller, MD
Lead Admin: Dawn (Renee) Martinkovic
Additional Lead Staff:
Kathleen Bates, Clinical Lead
Janet Travis, Administrative Assistant

We’d like to Share:
- Incorporation of two nurse care managers and a nurse health educator into our practice has been transformative.
- We have started a patient advisory committee, and have received useful feedback about how to make our office patient-friendly.

We’d like to Learn:
- Access-how to optimize openings for visits (TTT)
- Compiling resources for risk stratification

EMMC Husson Internal Medicine

Telephone: 207-947-6141

Lead Staff/Providers:
Lead Provider: Allan Currie, MD
Lead Admin: Michelle Theriault
Additional Lead Staff:
Brenda Saucier, Medical Coordinator, Edna Murray, LPN
Lisa St. Pierre, RN, Clinical Supervisor

We’d like to Share:
- Rolled out new patient portal, myEMHSHealth.
- Increased patient access by opening to new patients; Daily schedule maintenance; Reduced phone tree options; Assign practice schedulers for some visits (acute) and (routine) rather than relying on triage nurse(s) scheduling all appointments

We’d like to Learn:
- The use of scribes in patient visits
- Challenges and successes associated with having Medicare Wellness visits completed by clinical staff – how do we make this successful in our practice
EMMC Husson Pediatrics

Telephone: 207-941-1155

Lead Staff/Providers:
Lead Provider: Scott Clough, MD
Lead Admin: Janice Parkin
Additional Lead Staff:
Laura VanDyke, LPN, Lead Clinical
Lead Physician: Michael Ross, MD
Kristen Sanderson, CMA
Stephanie MacAlister, Medical Secretary, Starr Johnston, RN

We’d like to Share:
- Care management integration – We recently had a patient who was denied coverage for her DMEs. Our office staff in conjunction with the provider, our care manager, and the parent all worked together to gather the information needed to overturn the denial. Our CCT group is working to get the patient back on Katie Beckett.

We’d like to Learn:
- Integration of scribes
- Motivational interviewing training for all staff

EMMC Orono Family Medicine

Telephone: 207-866-4399

Lead Staff/Providers:
Lead Provider: Glenn Rampe, MD
Lead Admin: Stacey Neal, LPN
Additional Lead Staff:
Sonya Michaud, Clerical

We’d like to Share:
- Patient Advisory Group
- Getting Mental Health in office

We’d like to Learn:
- Discharges to SNF Units
- Discharges & Admissions to SNF’s
Family Practice and Internal Medicine

**Telephone:**
207-7681620

**Lead Staff/Providers:**
Lead Provider: Michael Faloon, MD  
David Weed, MD  
Lead Admin:  Dottie Wheeler, Director of Primary Care Practices and ACO Activities  
Vi Belanger, Practice Manager  
Additional Lead Staff:

**We’d like to Share:**
- Refine and improve communication with practice physicians and staff.  
- PCMH model has been put in place having 1 meeting per month with all practice physician leadership, care coordination, behavioral health provider, front office and nursing in attendance.  
- Identification of high risk patients and collaboration to assist with reducing ED readmissions and proactively discuss patient cases as a team.

**We’d like to Learn:**
- Patients have the ability to leave messages and have same day response.  
- Initiation of Patient Portal; Stage II Meaningful use has occurred this past quarter.  
- Patients already have begun to accept and access the portal for secure messaging.

Fish River Rural Health-Eagle Lake

**Telephone:**
207-444-5973

**Lead Staff/Providers:**
Lead Provider: Paul Pelletier, MD  
Lead Admin: Heather Pelletier, Executive Director  
Additional Lead Staff: Linda Hicks, PA-C, Myra Albert RN-BS

**We’d like to Share:**
- Improved follow-up care for our patients with specific chronic conditions: diabetes and cardiovascular disease and are contacted if the follow-up plan has not been completed with the recommended timeframe.  
- Pre-visit planning has helped identify patients that are overdue for screenings.  
- All patient encounters are now seen as an opportunity to educate and schedule screenings.

**We’d like to Learn:**
- To improve care transitions by building on our relationships with outside agencies.  
- Our formal agreement with an outside agency that provides family planning & gynecological exams. Cervical cancer screening results will now be available for our providers, which has been difficult in the past to obtain.
Fish River Rural Health-Fort Kent

Telephone:  
207-834-3971  

Lead Staff/Providers:  
Lead Provider: George Conover, MD  
Lead Admin: Heather Pelletier, Executive Director  
Additional Lead Staff:  
Linda Hicks PA-C  
Myra Albert, RN-BSN  

We’d like to Share:  
• Improved follow-up care for our patients with specific chronic conditions: diabetes and cardiovascular disease and are contacted if the follow-up plan has not been completed with the recommended timeframe.  
• Pre-visit planning has helped identify patients that are overdue for screenings.  
• All patient encounters are now seen as an opportunity to educate and schedule screenings.  

We’d like to Learn:  
• To improve care transitions by building on our relationships with outside agencies.  
• Our formal agreement with an outside agency that provides family planning & gynecological exams. Cervical cancer screening results will now be available for our providers, which has been difficult in the past to obtain.

Fort Fairfield Health Center

Telephone:  
207-768-4610  

Lead Staff/Providers:  
Lead Provider: Dan Fowler, MD  
Lead Admin: Kerry Spooner  
Additional Lead Staff:  
Arlene Wright, LPN Supervisor  

We’d like to Share:  
• Integration of care management into our practice has been an integral piece to helping us work with our diabetic patients to improve their A1C's.  

We’d like to Learn:  
• We would like to learn how to maximize the potential of our EMR.
Harrington Family Health Center
Telephone: 207-483-4502

Lead Staff/Providers:
Lead Provider: Jerri Jensen, MD
Lead Admin: Lee Umphrey and Claire Babcock
Additional Lead Staff: Sandy Seamons

We’d like to Share:
- Partnering with our CCT through Cheryl Batchelder, RN has allowed us to reach out to patients and work with them on an individual basis, including accessing community resources as needed.

We’d like to Learn:
- Additional assistance and guidance in transforming the practice as a team, especially exploring with other practices the roles of Triage, Medical Assistants and Providers to effectively support a Patient Centered Medical Home.

Hope House Health Center
Telephone: 207-992-2636

Lead Staff/Providers:
Lead Provider: David Ulrich, FNP-C
Lead Admin: Dawn Cook
Additional Lead Staff: Theresa Knowles, FNP-C

We’d like to Share:
- Integrated behavioral health with cohesive huddles.

We’d like to Learn:
- No patient advisory group.
- Construction which is inhibiting access for patients.
Island Family Medicine
Telephone: 207-374-3965

Lead Staff/Providers:
Lead Provider: Charles Zelnick, MD
Lead Admin: Deborah Jacobs
Additional Lead Staff:

We’d like to Share:
- Implementation of Tele-psychiatry.

We’d like to Learn:
- Scribe model.

Jackman Regional Health Center
Telephone: 207-992-9200

Lead Staff/Providers:
Lead Provider: Patricia Doyle, MD
Lead Admin: Dawn Cook
Additional Lead Staff:
Theresa Knowles, FNP-C

We’d like to Share:
- Adopted and implemented an EMR for the first time. Has a very engaged patient advisory group that meets monthly.

We’d like to Learn:
- No behavioral health in the area and will be performing these visits. Has never had a care manager so will be training staff to perform this function.
Katahdin Valley Health Center-Houlton

Telephone: 207-528-2285

Lead Staff/Providers:
Lead Provider: Lisa Nielsen, MD
Lead Admin: Debra Wilkins, RN
Additional Lead Staff:
Deborah Guiggey, Quality Manager
Jillian Willett, Care Manager

We’d like to Share:

- Implementation of Care Manager!
- Decreasing ER utilization for non-emergency visits

We’d like to Learn:

Katahdin Valley Health Center-Millinocket

Telephone: 207-528-2285

Lead Staff/Providers:
Lead Provider: Lisa Nielsen, MD
Lead Admin: Debra Wilkins, RN
Additional Lead Staff:

We’d like to Share:

- All staff members are working at the top of their credentials. We have engaged our MA and have fully integrated them into the Care Team.

We’d like to Learn:

- Our Care Management position is new. We need learn how to now integrate her into the Care Team and fully utilize her skills to provide the support our patients need.
Katahdin Valley Health Center-Island Falls

Telephone:
207-463-3600

Lead Staff/Providers:
Lead Provider: Nicki Larrabee, FNP
Lead Admin: Debra Wilkins, RN
Additional Lead Staff:

We’d like to Share:
• All staff members are working at the top of their credentials. We have engaged our MA and have fully integrated them into the Care Team.

We’d like to Learn:
• Our Care Management position is new. We need learn how to now integrate her into the Care Team and fully utilize her skills to provide the support our patients need.

Katahdin Valley Health Center-Patten

Telephone:
207-528-2285

Lead Staff/Providers:
Lead Provider: Tori Thorsen, PA-C
Lead Admin: Debra Wilkins, RN
Additional Lead Staff:

We’d like to Share:
• All staff members are working at the top of their credentials. We have engaged our MA and have fully integrated them into the Care Team.

We’d like to Learn:
• Our Care Management position is new. We need learn how to now integrate her into the Care Team and fully utilize her skills to provide the support our patients need.
Maine Coast Pediatrics
Telephone: 207-664-5680

Lead Staff/Providers:
Lead Provider: Sheena Whittaker, MD
Lead Admin: Cynthia Vandegrift and Hilary Smal
Additional Lead Staff:
Stephanie Vikberg, RN

We’d like to Share:
- Involving all staff members in process improvement meetings to incorporate changes to improve patient care and satisfaction
- Created and implemented process for Newborn Hearing and Metabolic Screenings to ensure that all newborns have hearing and metabolic screens and that failed screenings are immediately addressed.

We’d like to Learn:
- Engage other practices on how they are reducing and managing no shows in their practices.

---

Mars Hill Health Center-TAMC
Telephone: 207-429-8333

Lead Staff/Providers:
Lead Provider: David Weed, DO
Lead Admin: Dottie Wheeler
Additional Lead Staff:
Darcy Walsh
Annette Lawrence, LPN
Carrie Stetson

We’d like to Share:
- Creating a new pairing with another primary practice and aligning under one provider who serves as the lead provider for both practices and paralleling another pair in the system.
- Improving the attestation process

We’d like to Learn:
- Behavioral health integration
- Working with reducing patients using the ED as walk in care
### Milo Family Practice

**Lead Staff/Providers:**
- Lead Provider: Jessica Richmond, MD
- Lead Admin: Lori Morrison
- Additional Lead Staff:
  - Nancy Davis, Quality Compliance
  - Karen Nichols, PA-C
  - Coleen Belvin, LPN

**Telephone:**
207-943-7752

**We'd like to Share:**
- We have had improvement in customer service, care management and access.
- Case management meetings and huddles are effective; decreased ER visits, no-shows.

**We'd like to Learn:**
- Medical reconciliation—how to get the patients to bring meds or list.
- How to get case and chronic disease management training for office nurses.
- How to connect with MaineHealth Learning Resource Ctr.

### Newport Family Practice

**Lead Staff/Providers:**
- Lead Provider: John Baker, MD
- Lead Admin: Lisa Cianchette
- Additional Lead Staff:
  - Mark DiTullio, Patient Education
  - Shirley Rollins, QI, Terri Munn, RN

**Telephone:**
207-368-5747

**We'd like to Share:**
- Reduction in Providers time next available appointments, open slots available for most providers days
- Workflow redesign, standing orders for MA

**We'd like to Learn:**
- Workflow mapping and redesign for our Triage staff (med refills, forms, prior authorizations)
Northwoods Healthcare
Telephone: 207-695-5207

Lead Staff/Providers:
Lead Provider: Darin Peck, MD
Lead Admin: Chris Christensen
Additional Lead Staff:
Ingrid Sherill, PA-C
Jody Matta, NCMA
Robin Schott, MA

We’d like to Share: We’d like to Learn:

PCHC Community Health Center
Telephone: 207-945-5247

Lead Staff/Providers:
Lead Provider: John Patten, DO
Lead Admin: Annette Adams
Additional Lead Staff:
Melinda Morissette, PMH-NP
Crystal Glatt, CMA, (AAMA), CPC-A

We’d like to Share: We’d like to Learn:
- We have successfully implemented appointment setting with mental health providers at check-out from primary care visits
- Nothing identified at this time though we are exploring use of scribes and use of 3 medical assistants to 2 providers
PCHC Helen Hunt Health Center

Telephone:
207- 827-6128

Lead Staff/Providers:
Lead Provider: Susan Cheff, MD
Lead Admin: Mark Delcourt
Additional Lead Staff:
Ken Nadeau, PA-C Lead Physician
Jon Shaw, LSW, Resource Specialist

We’d like to Share:

- PCHC has implemented a “Care Team” Medical Assistant in our practice to support providers, MA’s and patients in navigating the Health Care system.

We’d like to Learn:

- How to successfully incorporate pre visit planning with existing resources. So many members of the clinical team are stretched to the max however, this organizational tool would help with patient education and satisfaction.

PCHC Penobscot Pediatrics

Telephone:
207-947-0147

Lead Staff/Providers:
Lead Provider: Kristen Martin DO
Ellen Lauer DO, Adrienne Carmack MD
Lead Admin: Ann Marie Power, Practice Director
Additional Lead Staff:
Lisa Scripture CMA, CPC-A, Clinical Coordinator
Karen Dawson, LSW, Care Manager, Brianne Brasslett, CMA, Care Manager

We’d like to Share:

- Care Management has become an integral part of our daily practice removing barriers to the vital services our high risk patients and their families need to maintain good health. For a child to be healthy, the family must be healthy medically, socially and emotionally.
- Our providers have learned to allow other team members to use their knowledge and skills to assist families creating a holistic approach to care.

We’d like to Learn:

- How to maintain a robust and effective patient advisory committee.
- How to balance the need for continuity of care with the access needs of the patients.
Pines Health Services-Caribou

Lead Staff/Providers:
Lead Provider: Krista Burchill, MD
Lead Admin: Lisa Caron, COO
Additional Lead Staff:
Libby Cummings, RN, Clinical Supervisor
Allison Charette, RN, Staff Nurse
Becky Pike, LPN, Clinical Care Coordinator

We’d like to Share:
- Received level 3 NCQA PCMH Recognition
- Development of Physician Advisory Council to assist in developing of workflows, policies and requesting EMR enhancements for better patient care.

We’d like to Learn:
- How to manage constant changes in healthcare which causes constant changes in policies and workflows to prevent staff burnout – changes in staff are not conducive to good follow through.

Pines Health Services-Presque Isle

Lead Staff/Providers:
Lead Provider: Sherri Dumont, MD
Lead Admin: Lisa Caron, COO
Additional Lead Staff:
Kelly O’Neal, Clinical Supervisor
Deanna Prothero, LPN, Staff Nurse, Becky Pike, LPN

We’d like to Share:
- Received level 3 NCQA PCMH Recognition
- Development of Physician Advisory Council to assist in developing of workflows, policies and requesting EMR enhancements for better patient care.

We’d like to Learn:
- How to manage constant changes in healthcare which causes constant changes in policies and workflows to prevent staff burnout – changes in staff are not conducive to good follow through.
Pines Health Services-St. John Valley

Telephone:  
207-868-2796

Lead Staff/Providers:  
Lead Provider: Hans Duvefelt, MD  
Lead Admin: Lisa Caron, COO  
Additional Lead Staff:  
Lisa Labreque, Clinical Supervisor  
Marlene Leveque, LPN, Staff Nurse  
Becky Pike, LPN, Clinical Care Coordinator

We’d like to Share:  
- Received level 3 NCQA PCMH Recognition  
- Development of Physician Advisory Council to assist in developing of workflows, policies and requesting EMR enhancements for better patient care.

We’d like to Learn:  
- How to manage constant changes in healthcare which causes constant changes in policies and workflows to prevent staff burnout – changes in staff are not conducive to good follow through.

Pines Health Services-Women’s & Child

Telephone:  
207-498-6921 (OBGYN)  
207-492-3451 (Pediatrics)

Lead Staff/Providers:  
Lead Provider: Edwin Taylor, MD  
Lead Admin: James Davis  
Additional Lead Staff:  
Patti Dorman, Clinical Supervisor, Traci Rogers, RN, Staff Nurse  
Becky Pike, LPN, Clinical Care Coordinator

We’d like to Share:  
- Received level 3 NCQA PCMH Recognition  
- Development of Physician Advisory Council to assist in developing of workflows, policies and requesting EMR enhancements for better patient care.

We’d like to Learn:  
- How to manage constant changes in healthcare which causes constant changes in policies and workflows to prevent staff burnout – changes in staff are not conducive to good follow through.
Regional Medical Center at Lubec

Telephone: 207-733-5541

Lead Staff/Providers:
Lead Provider: Bethany Pinkham, PA
Lead Admin: Marilyn Hughes
Additional Lead Staff:
Melissa Mallock-Farren, RN
Tamrah Dinsmore, LPN
Victoria Cline, Medical Assistant

We’d like to Share:
- Development of morning huddles which allows us as a team to work together to determine what the patient may need before their visit.

We’d like to Learn:
- How other practices do patient engagement.

Seaport Community Health Center

Telephone: 207-338-6895

Lead Staff/Providers:
Lead Provider: Christine Kramer, DO
Lead Admin: Claire Adams, MA
Additional Lead Staff:
Sheena Cottle, MA Special Projects, Jennifer Hersom, MA Lead MA

We’d like to Share:
- Since the CM-RN is fully dedicated to care management, we are beginning to see changes in patients’ ER usage.
- Expanded office hours support patients to seek care with their PCP instead of the ER.
- Our CM-RN is actively managing care transitions and reducing re-hospitalizations through care management.

We’d like to Learn:
- How to limit the panel sizes of some providers.
- How to promote our patient portal more.
- Improving our EMR to support increased data reporting.
We’d like to Share:

- We are currently focused on pre-visit planning and utilization of the entire team to provide the best use of everyone’s time and skill level.
- We have grown our Behavioral Health program to 2 Counselors and 2 Psychiatric nurse practitioners.
- We participated in a mentor/mentee BHI program learned best practices from each other.

We’d like to Learn:

- Ideas on how to effectively sustain a Patient Advisory committee.
- Tips on how to increase receptiveness to change and build the providers trust of other members of the team.
- Tips or tricks for increasing patient engagement and receptiveness for CCT referrals.

Sebasticook Family Doctors-Canaan

Telephone:
207-474-6990

Lead Staff/Providers:
Lead Provider: Kathryn Jolin, PMHNP
Lead Admin: Robin Winslow, CEO
Additional Lead Staff:
Trudy Richmond, RN
Marylin Famosi, RN

Sebasticook Family Doctors-Dexter

Telephone:
207-368-4213

Lead Staff/Providers:
Lead Provider: Kathryn Jolin, PMHNP
Lead Admin: Robin Winslow, CEO
Additional Lead Staff:

We’d like to Share:

- We are currently focused on pre-visit planning and utilization of the entire team to provide the best use of everyone’s time and skill level.
- We have grown our Behavioral Health program to 2 Counselors and 2 Psychiatric nurse practitioners.
- We participated in a mentor/mentee BHI program learned best practices from each other.

We’d like to Learn:

- Ideas on how to effectively sustain a Patient Advisory committee.
- Tips on how to increase receptiveness to change and build the providers trust of other members of the team.
- Tips or tricks for increasing patient engagement and receptiveness for CCT referrals.
Sebasticook Family Doctors-Dover-Foxcroft

Telephone:
207-546-8710

Lead Staff/Providers:
Lead Provider: Kathryn Jolin, PMHNP
Lead Admin: Robin Winslow, CEO
Additional Lead Staff:

We'd like to Share:

- We are currently focused on pre-visit planning and utilization of the entire team to provide the best use of everyone’s time and skill level.
- We have grown our Behavioral Health program to 2 Counselors and 2 Psychiatric nurse practitioners.
- We participated in a mentor/mentee BHI program learned best practices from each other.

We’d like to Learn:

- Ideas on how to effectively sustain a Patient Advisory committee.
- Tips on how to increase receptiveness to change and build the providers trust of other members of the team.
- Tips or tricks for increasing patient engagement and receptiveness for CCT referrals.

Sebasticook Family Doctors-Newport

Telephone:
207-368-5189

Lead Staff/Providers:
Lead Provider: Kathryn Jolin, PMHNP
Lead Admin: Robin Winslow, CEO
Additional Lead Staff:

We’d like to Share:

- We are currently focused on pre-visit planning and utilization of the entire team to provide the best use of everyone’s time and skill level.
- We have grown our Behavioral Health program to 2 Counselors and 2 Psychiatric nurse practitioners.
- We participated in a mentor/mentee BHI program learned best practices from each other.

We’d like to Learn:

- Ideas on how to effectively sustain a Patient Advisory committee.
- Tips on how to increase receptiveness to change and build the providers trust of other members of the team.
- Tips or tricks for increasing patient engagement and receptiveness for CCT referrals.
Sebasticook Family Doctors-Pittsfield
Telephone: 207-487-9244

Lead Staff/Providers:
Lead Provider: Kathryn Jolin, PMHNP
Lead Admin: Robin Winslow, CEO
Additional Lead Staff:

We’d like to Share:

• We are currently focused on pre-visit planning and utilization of the entire team to provide the best use of everyone’s time and skill level.
• We have grown our Behavioral Health program to 2 Counselors and 2 Psychiatric nurse practitioners.
• We participated in a mentor/mentee BHI program learned best practices from each other.

We’d like to Learn:

• Ideas on how to effectively sustain a Patient Advisory committee.
• Tips on how to increase receptiveness to change and build the providers trust of other members of the team.
• Tips or tricks for increasing patient engagement and receptiveness for CCT referrals.

Southwest Harbor Medical Center
Telephone: 207-664-7771

Lead Staff/Providers:
Lead Provider: Marta Rieman, MD
Lead Admin: Debi Foster and Hilary Small
Additional Lead Staff:
Kendra Duley RN, Clinical Lead

We’d like to Share:

• Working on schedules to provide more access to patients.
• Marketing analysis of local community.

We’d like to Learn:

• Transition of physician’s retirement.
• Improve team development.
St. Joseph Family Medicine
Telephone: 207-907-3030

Lead Staff/Providers:
Lead Provider: Kevyn Comstock, DO
Lead Admin: Lois Macias
Additional Lead Staff:
Terri Franck, Practice Manager

We’d like to Share:
- Participation in Pioneer ACO 2013
- Practice Advisory Council 2013
- NCQA PCMH Level 3 recognition
- BTE DM Level 2 recognition
- “New You” (weight management) Program

We’d like to Learn:
- Increase patient portal usage
- Increase Communication with transitions of care with SNF and Acute Rehabs

St. Joseph Family Medicine – 900 Broadway
Telephone: 207-907-1500

Lead Staff/Providers:
Lead Provider: Alisa Roberts, DO
Lead Admin: Lois Macias
Additional Lead Staff:
Tammy Dickey, Dir. Of Provider Practice Operations

We’d like to Share:
- Participation in Pioneer ACO 2013
- Practice Advisory Council 2013
- NCQA PCMH Level 3 recognition
- BTE DM Level 2 recognition
- “New You” (weight management) Program

We’d like to Learn:
- Increase patient portal usage
- Increase Communication with transitions of care with SNF and Acute Rehabs
St. Joseph Internal Medicine
Telephone: 207-907-3300

Lead Staff/Providers:
Lead Provider: David Koffman, MD
Lead Admin: Lois Macias
Additional Lead Staff:
Jessica Taylor, RN Care Manager
Mary Stewart, CMA (AAMA)

We’d like to Share:
- Participation in Pioneer ACO 2013.
- Practice Advisory Council 2013.
- NCQA PCMH Level 3 recognition.
- BTE DM Level 2 recognition.

We’d like to Learn:
- Increase patient portal usage
- Increase Communication with transitions of care with SNF and Acute Rehabs.

Summer Street Health Center
Telephone: 207-992-2636

Lead Staff/Providers:
Lead Provider: Trip Gardner, MD
Lead Admin: Theresa Knowles, FNP-C
Additional Lead Staff:
Kate Francis
Lisa Buck, Joan Emery

We’d like to Share:
- Homeless Health Clinic in the Bangor Area Homeless Shelter in 2004. We grew this into a MH/SA/Primary Care Health Home open 9 hours a day for 5 days a week.

We’d like to Learn:
- Break even financially.
- Keep the same closely-knit, team-oriented work atmosphere.
- How to provide the kind of care we provide for patients in our Health Home.
SVH Family Care-Clinton, Newport, Pittsfield

Telephone: 207-487-5154

Lead Staff/Providers:
Lead Provider: Robert Schlager, MD
Lead Admin: Linda Cregnole
Additional Lead Staff:
Joan Kirk, RN, Clinical Coordinator (all locations)
Stacy Hubel, Assistant Manager (all locations)

We’d like to Share:

- Created Teams of providers & medical assistants and informed patients of this process
- Working with Acadia Hospital for in practice Behavioral Health embedded into the practice

We’d like to Learn:

- The additional staffing required and how we can offset our expenses

Whiting Bay Family Medicine

Telephone: 207-733-2900

Lead Staff/Providers:
Lead Provider: Julia Arnold, MD
Lead Admin: Lehann Bronson
Additional Lead Staff:

We’d like to Share: We’d like to Learn:

- 

- The additional staffing required and how we can offset our expenses
Winterport Community Health Center

Telephone:
207-223-0965

Lead Staff/Providers:
Lead Provider: Larry Smith
Lead Admin: Sharon Swanson, CFO
Additional Lead Staff:
Theresa Knowles, FNP-C

We’d like to Share:
• Integrated behavioral health. Access is good.

We’d like to Learn:
• No patient advisory group, MA work flow
Southern Region

Fore River Family Practice, MHSM

**Telephone:**
207- 822-2564

**Lead Staff/Providers:**
Lead Provider: Nena Ragay-Lundvist, DO
  Sarah Alvarez, MD
Lead Admin: Lori Cote
Additional Lead Staff:

We’d like to Share:  
- Our practice team has developed a pre-visit process that is being used to enhance patient’s visit experience and better meet their needs.
- We are utilizing additional resources to align with our improved patient workflow (developed in 2013 by the Gorham Clinical Staff team). This allows staff to better meet patient needs and focus on quality data.

We’d like to Learn:  
- We would like to know how other clinics are utilizing their RN’s for the Medicare Annual Wellness visits.

---

Gorham Crossing Primary Care

**Telephone:**
207-535-1420

**Lead Staff/Providers:**
Lead Provider: Michael Duffy, MD
Lead Admin: Amanda VanHorn
Additional Lead Staff: Brandy McKenney, PA-C,
  Sue Dunn, Referral Coordinator, Jess Veilleux, MA

We’d like to Share:
- We would like to know how other clinics are utilizing their RN’s for the Medicare Annual Wellness visits.
Great Works Family Practice
Telephone: 207- 657-3308

Lead Staff/Providers:
Lead Provider: Christine Munroe, DO
Lead Admin: Kelly Poole
Additional Lead Staff:

We’d like to Share:
- We have just begun our transformation to a Patient Centered Medical Home practice. Our clinical and administrative leaders are beginning to educate other practice staff regarding the model.
- We have incorporated a behavioral health specialist in our practice site, in collaboration with a community mental health center. The counselor is considered part of the care team and assists with care coordination.

We’d like to Learn:
- What are some successful strategies for bringing other practice staff into the PCMH transformation process?
- What is a priority practice strategy that will lead to providers having more time to put into PCMH transformation efforts?

Kittery Family Practice
Telephone: 207- 439-4430

Lead Staff/Providers:
Lead Provider: Nathan Jean, DO
Lead Admin: Diana Pike
Additional Lead Staff:

We’d like to Share:
- We have just begun our transformation to a Patient Centered Medical Home practice. Our clinical and administrative leaders are beginning to educate other practice staff regarding the model.
- We have incorporated a behavioral health specialist in our practice site, in collaboration with a community mental health center. The counselor is considered part of the care team and assists with care coordination.

We’d like to Learn:
- What are some successful strategies for bringing other practice staff into the PCMH transformation process?
- How do other PCMH practices introduce their patients to the PCMH model?
Lifespan Family Healthcare, LLC
Telephone: 207-563-3366

Lead Staff/Providers:
Lead Provider: Michael Clark, MD
Lead Admin: Sandy Lovley
Additional Lead Staff:
Mickie Chadwick
Rebecca Sigler
Kelli Craig

We’d like to Share:

- Successful morning huddles help plan for patient visits and improve daily flow
- Active PAC for last 3 years
- Developed hospital follow up process to help prevent re-admissions

We’d like to Learn:

- How others are utilizing the resources of the Community Care Teams
- How to better manage data to improve population health and keep care teams encouraged.

Maine Centers for Healthcare-Buxton
Telephone: 207-929-6500

Lead Staff/Providers:
Lead Provider: Pamela Courtney, DO
Lead Admin: Connie Nadeau
Additional Lead Staff:

We’d like to Share:

We’d like to Learn:
Maine Centers for Healthcare-Scarborough
Telephone: 207-857-9311

Lead Staff/Providers:
Lead Provider: Scott Chase, DO
Lead Admin: Connie Nadeau
Additional Lead Staff:

We’d like to Share:  We’d like to Learn:

Maine Centers for Healthcare-Westbrook
Telephone: 207-857-9311

Lead Staff/Providers:
Lead Provider: John Stanhope, DO
Lead Admin: Connie Nadeau
Additional Lead Staff:

We’d like to Share:  We’d like to Learn:
Martin’s Point Healthcare-Bangor

Telephone: 207- 945-5048

Lead Staff/Providers:
Lead Provider: David Hallbert, MD
Lead Admin: Paula Eaton
Additional Lead Staff:
Molly Stevens, Care Collaborative, RN

We’d like to Share:

- Started a Patient Advisory Committee at the practice level; currently consists of 7 patient members; meeting monthly are process improvements that will enhance the patient experience.

We’d like to Learn:

Martin’s Point Healthcare-Brunswick

Telephone: 207- 798-4401

Lead Staff/Providers:
Lead Provider: Alain Montegut, MD
- Practice Medical Director
Lead Admin: Stacy Paradis, RN, MSB
- Practice Administrator
Additional Lead Staff:
Tonia Arnold, RN Clinical Support Manager
Shawna Hatfield, Patient Service Rep Manager
Linda MacDougall, Mental Health, NP

We’d like to Share:

- Patient Advisory Committee
- Population Health

We’d like to Learn:

- Same day access
- Surveying Behavioral Health Patients
Martin’s Point Healthcare-Portland Healthcare Center
Telephone: 207-791-3841

Lead Staff/Providers:
Lead Provider: Matthew Belcher, MD
Practice Medical Director
Lead Admin: Diane Hills, CHC
Additional Lead Staff:
Vernon Clough, RN, Clinical Manager
Geraldine Webster, RN, BSN, Clinical Manager
Erin Canedy, Patient Service Representative Manager
Lauren DeWaters, Patient Service Representative Manager
Holly Glidden, RTR(M), Radiology Manager
John Curran, R.Ph, Pharmacy Manager
Rebecca Rich, Phlebotomy Supervisor

We’d like to Share:
- Implemented EHR care plans to support chronic condition management (diabetes, hypertension, co-morbidities, and tobacco use).
- Submitted renewal application to NCQA on March 9, 2014 – and received Level III re-accreditation!

We’d like to Learn:
- It would be interesting to collect from all participating practices what their access standards are (Survey Monkey? Poll on the monthly webinar?).
- How are other practices preventing No Shows (impacts quality and collaboration of care)?

Mercy West Falmouth Family Practice
Telephone: 207-857-8400

Lead Staff/Providers:
Lead Provider: Patrick Pierre, MD
John Meserve, MD
Lead Admin: Cathy Haley
Additional Lead Staff:
Renee MacPherson, RN

We’d like to Share:
- We have merged two practices together to create a 5 provider practice and that has helped us to enhance patient access.
- We also have a RN that has shared responsibility to continue striving with QA/QI initiatives.

We’d like to Learn:
- To continue to provide quality compassionate services to our patients.
Mercy Windham Family Practice
Telephone: 207-400-8600

Lead Staff/Providers:
Lead Provider: SuAnne Hammond, DO
Lead Admin: Michelle Tetrault
Additional Lead Staff:

We’d like to Share:

- Addition of an RN position (triage, QA/QI, etc).
- Increased schedule management to allow for improved patient access and same day availability.

We’d like to Learn:

- To optimize every role to appropriate level of licensure.

Mid Coast Medical Group-Topsham
Telephone: 207-729-1689

Lead Staff/Providers:
Lead Provider: Christopher Meserve, MD
Lead Admin: Jana Purrell
Additional Lead Staff:
Pam Robinson, RN
Marcia Lajoie, MA
Angela Smith, Front Desk

We’d like to Share:

- We have added a pre-visit form which maximizes the quality of time spent with each patient, aids in medication reconciliation and capture of depression screening.
- Through enhancement of the office RN’s role, using population based reports, we are able to identify gaps of care for patients with chronic conditions and those in need of preventive care services.

We’d like to Learn:

- How to optimize the role of the entire care team.
- To learn how other practices have approached spread efforts to successfully engage all members of the team.
Mid Coast Medical Group-Bath

Telephone: 207- 442-0048

Lead Staff/Providers:
Lead Provider: Carl Demars, MD
Lead Admin: Jana Purell
Additional Lead Staff:
Gayle Bragg – Practice Manager
Amy Waterman-RN
Michele Footer, Referral Specialist

We’d like to Share:

- Pre-visit forms help capture the agenda for the visit and also assists with medication reconciliation and capturing important quality metrics
- Standing orders for vaccines has helped save time and ensure that patients receive vaccinations when appropriate

We’d like to Learn:

- Utilizing internet sites for shared decision making

Mid Coast Medical Group-Brunswick

Telephone: 207- 373-6864

Lead Staff/Providers:
Lead Provider: Michael MacDonald, MD
Lead Admin: Jana Purell
Additional Lead Staff:
Mike Rock- Practice Manager
Sue Matzell- RN
Gayle Rainey- Medical Secretary

We’d like to Share:

- Integration of behavioral health
- Daily clinical huddles with staff and lead RN

We’d like to Learn:

- Training of new staff (Example: prior authorization’s)
- Staff retention
MMP Falmouth Family Medicine

Telephone:
207- 396-8669

Lead Staff/Providers:
Lead Provider: Mark Bouchard, MD
Lead Admin: Mary McDonough & Sheila Adell
Additional Lead Staff:
Kelly Lemery, Clinical Manager

We’d like to Share:

- Patient Advisory Team - Practice Advisory Team led to Organizational wide implementation.
- High Priority Patient Team - This team invites collaboration from Behavioral Health Social workers, Care Managers, Community Care Team on a monthly basis to review utilization and care needs for our multiple need patient population. This team also is in the process of being implemented in other practices in the organization.

We’d like to Learn:

- We would like to develop the skills of our non-clinical staff when faced with handling conflict resolution. We are in the process of developing a training program to assist our staff.

MMP Lakes Region Primary Care

Telephone:
207- 662-8940

Lead Staff/Providers:
Lead Provider: Eugene Paluso, MD
Lead Admin: Lisa Johnston
Additional Lead Staff:
Kaela Gonzalez, Project Coordinator

We’d like to Share:

- Implement Medication Management staff person to work toward Narc. Protocol Compliance
- Addition of Project Coordinator to support quality and compliance objectives

We’d like to Learn:

- We would like to develop the skills of our non-clinical staff when faced with handling conflict resolution. We are in the process of developing a training program to assist our staff.
MMP Outpatient Clinics
Telephone:
207- 662-3234

Lead Staff/Providers:
Lead Provider: Stephen DiGiovanni, MD
Lead Admin: Suzanne Parenteau
Additional Lead Staff:

We’d like to Share: We’d like to Learn:

MMP Portland Family Medicine
Telephone:
207- 662-7321

Lead Staff/Providers:
Lead Provider: Mark Bouchard, MD
Lead Admin: Mary McDonough and Sheila Adell
Additional Lead Staff:
Andrew Pixley, Practice Manager
Kelly Lemery, Clinical Manager

We’d like to Share: We’d like to Learn:

- Patient Advisory Team - Practice Advisory Team led to Organizational wide implementation.
- High Priority Patient Team - This team invites collaboration from Behavioral Health Social workers, Care Managers, Community Care Team on a monthly basis to review utilization and care needs for our multiple need patient population. This team also is in the process of being implemented in other practices in the organization.
- We would like to develop the skills of our non-clinical staff when faced with handling conflict resolution. We are in the process of developing a training program to assist our staff.
MMP Westbrook Family Practice
Telephone: 207-662-1300

Lead Staff/Providers:
Lead Provider: Richard Engel, MD
Lead Admin: Paula Dougherty, Practice Manager
Additional Lead Staff:

We’d like to Share:

- Westbrook Primary Care has successfully integrated outside support.
- We now have on site LCSW, Social Work Care Manager, Nurse Care Manager and a Pharmacist.

We’d like to Learn:

MMP Westbrook Internal Medicine
Telephone: 207-662-1340

Lead Staff/Providers:
Lead Provider: Richard Engel, MD
Lead Admin: Heidi Libby
Additional Lead Staff:

We’d like to Share:

We’d like to Learn:
MMP Westbrook Pediatrics

Telephone: 207-662-1340

Lead Staff/Providers:
Lead Provider: Brian Youth, MD
Lead Admin: Heidi Libby
Additional Lead Staff:

We’d like to Share: We’d like to Learn:

Nasson Health Care

Telephone: 207-490-6900

Lead Staff/Providers:
Lead Provider: David Austin, MD
Lead Admin: Martin Sabol, Director Health Services
Additional Lead Staff:
Mary Jeralds, RN, Clinical Nurse Manager
Jessica Libby, Clinical Information Specialist
Dawn Gray, MA, Population Health Specialist

We’d like to Share: We’d like to Learn:

- Addition of population health and care management roles to practice team
- Restructuring of the Quality Improvement/Quality Assurance Committee
- Strategy for increased medical provider engagement with quality improvement and behavioral health integration efforts.
Oxford Hills Family Practice

Telephone: 207- 743-8031

Lead Staff/Providers:
Lead Provider: Adam Kazimierczak, DO
Lead Admin: Kyle Phillips
Additional Lead Staff:
Beth Noble, Quality Coordinator
Shannon Bennett, MA

We'd like to Share:
• Our practice now has a patient advisor engaged in the decision making in our office. The first project she helped with was updating our new patient information packet to make it more patient friendly and informative.
• The practice is providing our first “Diabetes Workshop” on Saturday, June 14. We reached out to our patients with the poorest outcomes and invited them to attend. This was well received and we have 26 patients committed to attending the workshop.

We’d like to Learn:
• Would like to improve our communication with our patient advisor so that meeting time is used to the fullest.

Portland Community Health Center

Telephone: 207-874-2141

Lead Staff/Providers:
Lead Provider: Elizabeth Frutiger, MD
Lead Admin: Louise Haddock, RN
Additional Lead Staff:
Laura Gottfried, Chief Program Officer
Ann Tucker, Chief Practice & Financial Officer

We’d like to Share:
• Integrated behavioral Health and Primary Care.
• Improved patient access with expanded hours, including evenings and Saturday morning appointments.

We’d like to Learn:
• Care Management
Portland Internal Medicine
Telephone: 207-771-1717

Lead Staff/Providers:
Lead Provider: James A. Katz, MD
Lead Admin: Dan Terry
Additional Lead Staff:

We’d like to Share:
- We have added an RN position to our staff in September 2013.
- We have on site Behavioral Health support for our patients.

We’d like to Learn:
- How to make our Patient Portal meaningful and easy for our patients?
- What are best strategies for identifying process improvement targets that motivate the staff to address?

Sacopee Valley Health Center
Telephone: 207-625-2260

Lead Staff/Providers:
Lead Provider: Jeff Ray, DO
Lead Admin: Lisa Libby, Practice Manager
Additional Lead Staff:
Marty Braga, LCPC - Director of Allied Health Services
Rachel Crowe, MPH, RN – Clinical Quality Coordinator
Jennifer McCarthy, LCPC – Behavioral Health Consultant

We’d like to Share:
- Patient and Family Advisory Council
- Huddle reports improve care
- Behavioral Health Integration

We’d like to Learn:
- Managing referrals
- Using choosing wisely
SMHC IM Biddeford

**Telephone:**
207-282-3349

**Lead Staff/Providers:**
Lead Provider: Merle Westbrook, ANP/CDE
Lead Admin: Jane Foley, Practice Manager
Additional Lead Staff:
Steve Cutone, DO
Denise Myers, PSR Team Leader
Cheryl Carey, PSR

**We’d like to Share:**
- Created Teamlet Model
- Successful Integration of CM and CCT

**We’d like to Learn:**
- Sustaining patient advisory council

Standish Family Practice

**Telephone:**
207-642-4434

**Lead Staff/Providers:**
Lead Provider: Russell Remalia, DO
Lead Admin: Alex Lawton
Additional Lead Staff:

**We’d like to Share:**
- Practice has started a PCMH Care Team.
- Diabetic Management project resulted in our patients with an A1C test within 12 months growing from 77% to 98%.

**We’d like to Learn:**
- How to manage all the computer data entry by the clinical teams that produce the data needed to care for Population Health.
Webhannet Internal Medicine-Moody, N. Berwick, York
Telephone: 207-646-8386

Lead Staff/Providers:
Lead Provider: Julie Suarez, MD
Lead Admin: Lisa Brosnan

Additional Lead Staff:

We’d like to Share:

- We have just begun our transformation to a Patient Centered Medical Home practice. Our clinical and administrative leaders are beginning to educate other practice staff regarding the model.
- We have incorporated a behavioral health specialist in our practice site, in collaboration with a community mental health center. The counselor is considered part of the care team and assists with care coordination.

We’d like to Learn:

- What are some successful strategies for bringing other practice staff into the PCMH transformation process?
- What is a priority practice strategy that will lead to providers having more time to put into PCMH transformation efforts?

Wiscasset Family Medicine
Telephone: 207-882-6008

Lead Staff/Providers:
Lead Provider: Ed Kitfield, MD
Lead Admin: Amanda Kellett

Additional Lead Staff:

We’d like to Share:

We’d like to Learn:
Yarmouth Primary Care
Telephone: 207- 535-1200

Lead Staff/Providers:
Lead Provider: Elizabeth Wall, DO
Lead Admin: Kelly Nadeau
Additional Lead Staff:

We’d like to Share: We’d like to Learn:

York Hospital-DBA York Family Practice
Telephone: 207-363-8430

Lead Staff/Providers:
Lead Provider: Stephen Jendzejec, DO
Lead Admin: Mary Lynne Boardman
Additional Lead Staff:

We’d like to Share:
• We have incorporated a behavioral health specialist in our practice site, in collaboration with a community mental health center. The Counselor is considered part of the care team and assists with care coordination.

We’d like to Learn:
• What are some successful strategies for bringing other practice staff into the PCMH transformation process?
• What is a priority practice strategy that will lead to providers having more time to put into PCMH transformation efforts?
Western Region

Auburn Medical Associates

**Telephone:**
207-330-3950

**Lead Staff/Providers:**
Lead Provider: Amy Dudley, DO
Lead Admin: Jessica Moulton
Additional Lead Staff:
  - Diane Haugen, LPN
  - Karie Roberts, MA
  - Cary-Ann Cote, Office Secretary

**We’d like to Share:**
- Forming teams that meet on a regular basis to improve practice workflows, patient experience, etc.
- Two care teams that meet weekly, each led by a physician.

**We’d like to Learn:**
- Increasing provider efficiency through effective process change with a solid concentration on roles so that everyone is maximizing their skills.

---

B Street Health Center

**Telephone:**
207-513-3858

**Lead Staff/Providers:**
Lead Provider: Sashi Panozzo, MD
Lead Admin: Norm Poulin
Additional Lead Staff:
  - Heather Rancourt, LPN
  - Belinda Cyr, Mary Thurston

**We’d like to Share:**
- POD Huddles

**We’d like to Learn:**
- Protocols for rooming patients
- How RNs are used at the top of their licensure.
Bridgton Internal Medicine
Telephone: 207-647-2311

Lead Staff/Providers:
Lead Provider: Nancy Wright, DNP
Lead Admin: Rosemary Burke
Additional Lead Staff: Lisa Anderson

We’d like to Share:
• Over the past year the practice has gone through a considerable change in staffing but has remained positive and focused on providing the best possible patient care.
• Patient access has substantially improved.

We’d like to Learn:
• Developing the entire team to ensure a collaborative, congenial practice with a shared focus on the patient.

Bridgton Pediatrics
Telephone: 207-647-4232

Lead Staff/Providers:
Lead Provider: Wenda Saunders, MD
Lead Admin: Debora Bedell, RN
Additional Lead Staff:

We’d like to Share:
• All patients ages 7 and up are being screened for behavioral and mental health concerns via Pediatric Symptom Checklist (PSC) and Youth PSC.

We’d like to Learn:
• Adequate time for lead staff to devote to Health Homes activities.
Brunswick Family Medicine
Telephone:
207- 721-9323

Lead Staff/Providers:
Lead Provider: Rick Marden, MD
Lead Admin: Melissa Caccamo
Additional Lead Staff:
Veronica Katchick, RN

We’d like to Share:
- BFM is currently calling patients who have contacted on call service while the practice is closed to check in with them to ensure their needs are met and to offer them an appointment if needed.

We’d like to Learn:
- BFM does not currently have a care coordinator or an LCSW. We are interested in learning how these new members of our team will be able to improve patient care and customer service.

CCS Family Health Care
Telephone:
207-513-3850

Lead Staff/Providers:
Lead Provider: Shashi Panozzo, MD
Lead Admin: Norman Poulin
Additional Lead Staff:
Peg Frazier, RN –Practice Team Member

We’d like to Share:
- The Physician and the Office Coordinator put a template together to provide 3 additional appointments for patients each day. Since we started appointments have filled quickly.

We’d like to Learn:
- We would like to learn how to communicate better with each other; especially, around having difficult conversations.
Central Maine Family Practice
Telephone: 207-795-5750

Lead Staff/Providers:
Lead Provider: Lydia Thorp, MD
Lead Admin: Robin Bubar
Additional Lead Staff:

We’d like to Share: 
We’d like to Learn:

Central Maine Internal Medicine
Telephone: 207-795-5700

Lead Staff/Providers:
Lead Provider: Pam Ross, MD
Lead Admin: Sara McGrane
Additional Lead Staff:
Aloyoise MacNaught
Jessica Sinclair

We’d like to Share: 
We’d like to Learn:

- Implemented a LCSW.
- Standardization of our work flows, specifically the protocols for diabetic patients.
- Would like to learn more about the impact of the CCT and whether its reducing unnecessary ER use.
Central Maine Pediatrics
Telephone: 207-795-5730

Lead Staff/Providers:
Lead Provider: Heidi Toews, NP
Lead Admin: Robin Bubar, RN
Additional Lead Staff: Melanie Thompson, LPN

We’d like to Share:
- Families receiving the support and resources of the CCT team
- Increase in referral rates
- Initiation of clinical LCSW services.
- Identification of gaps in care ie: dental hygiene, immunizations, scripting.

We’d like to Learn:
- Further work on communications and improved workflows to promote efficiencies and streamline projects.

CMMC Family Medicine Residency Program
Telephone: 207-795-2803

Lead Staff/Providers:
Lead Provider: Bethany Picker, MD
Lead Admin: Kathy Morin, RN
Additional Lead Staff:

We’d like to Share:
- Created “Safely Home” transition of care visit post hospital discharge. Patients are given a multi-disciplinary, comprehensive visit within 7-14 days post hospital discharge.
- Integrated Care Manager/Social Worker is actively engaged in patient care working to connect patients directly with community resources.

We’d like to Learn:
- How to improve patient engagement with the council and within the daily practice.
- Learn how to manage our quality metrics denominator for patients who routinely miss appointments.
DFD Russell Medical Center
Phone: 207-524-4001

Lead Staff/Providers:
Lead Provider: Kevin Cowell, DO, MPH
Lead Admin: Laurie Kane-Lewis
Additional Lead Staff:
Monique Crawford, Director of Quality

We'd like to Share:
- Our telepsychiatry program has been successful in increasing access for patients in need of psychiatry services. We have found increased patient satisfaction; due to decreased wait times as well as convenience in that they receive this service at their medical home. Providers have also found this program to be an excellent learning opportunity, as they receive medication recommendations from the psychiatrist and in turn prescribe the recommended medications, following the recommended follow-up plan as directed by the psychiatrist.

We'd like to Learn:
- We would be interested to learn what strategies, tools and workflows other practices have found to be successful in regards to maximizing their triage nurses.

Dr. Kappelmann
Phone: 207-777-4100

Lead Staff/Providers:
Lead Provider: Richard Kappelmann, MD
Lead Admin: Barbara Kappelmann, RN
Additional Lead Staff:
Jennifer Madore, NPc

We'd like to Share:
- Huddle being incorporated into our practice at least 3 times a week.
- In our Core Process Assessment we have determined that we as a team have very similar views on our strengths and areas we can improve on.

We'd like to Learn:
Elsemore Dixfield Family Medicine
Telephone: 207-562-4226

Lead Staff/Providers:
Lead Provider: Stephanie Sinclair,
Lead Admin: Patricia McDaniel
Additional Lead Staff:
Penny Pare, Care Coordinator

We’d like to Share:
- Blue folder project
- Added phone bank person

We’d like to Learn:
- Refill protocol—asking if refills due at Office Visit
- How to approach GC/Chlamydia discussions/screening

Family Health Care Associates-Auburn
Telephone: 207-784-7388

Lead Staff/Providers:
Lead Provider: Raymond Tardif, MD
Lead Admin: Renee Hussar
Additional Lead Staff:
Tiffany Lapointe, Lead Clinical
Deb Burgess, Clinical Coordinator

We’d like to Share:
- Implementation of an LCSW and Care Coordinator.
- Providers referring an increasing number of patients.

We’d like to Learn:
- Learn how to outreach our high utilizers that don’t come into the office for regular visits.
- Learn ways to get patient buy-in for these services.
- How to better engage patients in usage of resources that can be offered.
Franklin Health Farmington Family Practice
Telephone: 207-778-3326

Lead Staff/Providers:
Lead Provider: Kendra Emery, DO
Lead Admin: Celeste Farrington
Additional Lead Staff:
Jan Brinkman, RN
Christine Jones, RN
Trudy Iams

We’d like to Share:
- Improved process to optimize identification and referrals to the CCT Program.
- Improved provider/patient conversation stimulates patient involvement in self-care goals.

We’d like to Learn:
- Sharing of “best practices” to assist in empowering staff to be confident in working to the best of their ability, potential and scope of practice.

---

Franklin Health Livermore Falls Family Practice
Telephone: 207-897-6601

Lead Staff/Providers:
Lead Provider: Mary Dunlap, FNP
Lead Admin: Wendy Hall
Additional Lead Staff:
Leslie Adams, RN, BSN
Eileen Caffrey, RN, CHC

We’d like to Share:
- Achieved NCQA Level 3 Recognition.
- Uses a model of care that incorporates 2 clinical staff to support each provider in a care team.
- Just launched the 5210 program.

We’d like to Learn:
- Hear ideas from other practices on how they started advisory committees; how often they meet, what the agenda looks like and how to keep the meetings pertinent and meaningful.
- Maintaining NCQA Level 3 status: how do you continue on a daily basis to monitor your policies, your outcomes and statistics and not lose ground?
Franklin Health Pediatrics

Telephone:
207-778-0482

Lead Staff/Providers:
Lead Provider: Gabe Civello, MD
Lead Admin: Michelle Sullivan
Additional Lead Staff:
Kellie Donahue

We’d like to Share:
- Implementation of ER and hospital discharge follow-up. These patients receive a call from a nurse to go over discharge instructions, medications, schedule follow-up appts., etc.
- From concerns expressed by the patient advisory panel, we changed our phone / triage process to expedite the time patients were waiting to speak to a nurse.

Franklin Health Internal Medicine

Telephone:
207- 778-4922

Lead Staff/Providers:
Lead Provider: Stacy Hershfeld, DO
Lead Admin: Susan Theiss
Additional Lead Staff:
Trudy Iams, RN, Lead Nurse

We’d like to Share:
- The implementation of a scribe

We’d like to Learn:
- specific workflows to patient education
**Fryeburg Family Medicine**

**Telephone:**
207-935-3284

**Lead Staff/Providers:**
Lead Provider: Eric Gerchman, MD
Lead Admin: Donna Durgin
Additional Lead Staff:
Lindsay Duplin RN – Practice Lead

---

**We’d like to Share:**

- Lunch Buddies Program
- Early phase of clinical assistant and provider “rooming in” enhanced communication and learning each other’s language.
- Face to face handoffs.

**We’d like to Learn:**

- Use of patient portal
- Managing multiple organizational competing priorities and still keeping patient needs at the center.

---

**Gray Family Health Center**

**Telephone:**
207-657-3308

**Lead Staff/Providers:**
Lead Provider: Frederick van Mourik, MD
Lead Admin: Carol A. Zack
Additional Lead Staff:
Julie Vadas RT/MA
Leslie Maschino, RN
Rebecca Bissonnette, PSR

---

**We’d like to Share:**

- We have enhanced our patient access so that same day appointments are available

**We’d like to Learn:**

- Services available to patients and their families to help with elderly or chronically ill patients.
We’d like to Share:

- As a brand new practice, we opened in February of 2014, I believe that by starting with the MHH culture we have been able to provide engaging care to patients and families from the beginning.
- With starting a brand new practice, we are working on communicating our existence to the community.

We’d like to Learn:

- How to best communicate the positives of being a Maine Home Health site and how it benefits the patient.
- How to better engage patients in their care plan.

Jean Antonucci, MD

Telephone:
207-778-3313

We’d like to Share:

- Better at immunization work.

We’d like to Learn:

- How to improve things beyond our control.
Lewiston Medical Associates
Telephone: 207-755-3383

Lead Staff/Providers:
Lead Provider: Edwin Tan, MD
Lead Admin: Angie Gagne/Nicole Dionne
Additional Lead Staff:
Valeska Martin, NP
Donna Dionisio, RN
Paula Arsenault

We’d like to Share:

- Had productive meeting with our Somali interpreters to improve the health status of our Somali patients.
- Found out early on we could help with scheduling issues by informing interpreters how we schedule.

We’d like to Learn:

- Improve/strengthen our relationships with patients and the interpreter community.
- Also to improve the clinical outcomes of our Somali patients.

Lewiston-Auburn Internal Medicine
Telephone: 207-513-3550

Lead Staff/Providers:
Lead Provider: Gary Hatfield, MD
Lead Admin: Angie Gagne
Additional Lead Staff:
Gary Begin, Len Farinas

We’d like to Share:

- Implementation of huddles with provider, MA and front office staff.
- Modification to one of our registration/face sheet forms that have improved efficiency.

We’d like to Learn:

- How to communicate better and navigating through difficult conversations.
- How to handle providers/staff that find change difficult and in moving them towards the objectives that the leadership team is attempting.
Lisbon Falls Family Health Center
Telephone: 207-353-8830

Lead Staff/Providers:
Lead Provider: Heather Sharkey, DO
Lead Admin: Jessica Moulton
Additional Lead Staff:
Kelly Austin, Provider Office Coordinator
Adrienne Rochon, Physician Network Supervisor
Christine Roberts LPN

We’d like to Share:
- Successfully established lines of communication, consistent and collaborative.
- Successfully analyzed our need for acute patient visits and have a plan in place for preserving acute access every day.

We’d like to Learn:
- Working on access and ensuring timely access for any type of care.
- Understand how to optimize roles and become more efficient as a team.

Lisbon Family Practice
Telephone: 207-353-6721

Lead Staff/Providers:
Lead Provider: Greg Bianconi, MD
Lead Admin: Nicole Baade
Additional Lead Staff:
Kimberly Jacques, RN
Kristen Pelletier, PSR

We’d like to Share:
- Replaced a stand-alone phone system with one that has support from our hospital system (CMMC).
- Implemented a Coumadin/warfarin guideline

We’d like to Learn:
- Work toward smooth transition from provider to imbedded LCSW.
Main Street Family Medicine
Telephone: 207-647-3421

Lead Staff/Providers:
Lead Provider: Erinn Wright, MD
Lead Admin: Donna Durgin
Additional Lead Staff:
Katherine Hibbard, Clinical Coordinator

We’d like to Share:
- We are a newly formed practice

We’d like to Learn:
- Using 2 clinical staff to work with 1 provider
  - Dedicated refill line

Minot Avenue Family Medicine
Telephone: 207-795-8475

Lead Staff/Providers:
Lead Provider: Dana Little, MD
Lead Admin: Tammy Dwinal-Shufelt
Additional Lead Staff:

We’d like to Share:
- Pre-visit planning
- Increase physician engagement
Naples Family Practice
Telephone: 207-693-6106

Lead Staff/Providers:
Lead Provider: Maureen Harpell, FNP
Lead Admin: Tami Kelley
Additional Lead Staff:
Amy Dugas, MA, Clinical Coordinator
Shannon Egan, MA, Care Coordinator

We’d like to Share:
• Team effort to develop new workflows for specimen labeling with double check process, which has decreased error rate.

We’d like to Learn:
• How to successfully incorporate patient advocates into the practice Group visits.

North Bridgton Family Practice
Telephone: 207-647-9021

Lead Staff/Providers:
Lead Provider: Jennifer Smith
Lead Admin: Krista Marceau
Additional Lead Staff:

We’d like to Share:
• Awareness of quality preventative care.
• Chronic disease management.

We’d like to Learn:
Pediatric Associates of Lewiston
Telephone: 207-784-5782

Lead Staff/Providers:
Lead Provider: Linda Glass, MD
Lead Admin: Dan Hett,
Additional Lead Staff:
Brenda Henry, NCMA
Jen D’Ascanio, CMA

We’d like to Share:
- Implemented care management teams for HHE patients.
- Partnering with other local agencies that officer health services.

We’d like to Learn:
- Learn more about establishing and maintaining a parent/leadership committee.

Poland Community Health Center
Telephone: 207-998-2100

Lead Staff/Providers:
Lead Provider: Trisha Gushue, DO
Lead Admin: Carol A. Zack
Additional Lead Staff:
Debora Hunter, Office Coordinator
Aaron Gould, RN

We’d like to Share:
- Through our Meridios database, we are able to identify patients with chronic conditions and those in need of preventive care

We’d like to Learn:
- Services available to patients and their families to help with elderly or chronically ill patients
- Work on preparing for office visits before a patient arrives so that their care is more streamlined and all inclusive and still leave time for interacting and bonding with our patients
Poland Family Practice
Telephone: 
207- 755-3738

Lead Staff/Providers:
Lead Provider: Doug Smith, MD
Lead Admin: Angie Gagne
Additional Lead Staff:
Beth Gallagher, RN
Racquel Beaudry, RN

We’d like to Share:
- Working on having the RN become involved in closing out complex patient visits
- Access

We’d like to Learn:
- Standardization – Change Fatigue
- Finding time to meet

River Valley Internal Medicine
Telephone: 
207- 364-7831

Lead Staff/Providers:
Lead Provider: Jo-Ann Broomhall, MD
Lead Admin: Karen Phelps and Karen Swan
Additional Lead Staff:
Tina Radcliffe

We’d like to Share:
- We have been successful using Meridios panels, yellow preventive buttons
- Waiting room bulletin board

We’d like to Learn:
- Patient Advisory Board
- Maximizing staff to accomplish requirements
St. Mary’s Center for Family Medicine-Mollison Way
Telephone: 207-777-8100

Lead Staff/Providers:
Lead Provider: Michael Bergeron, MD
Lead Admin: Angie Gagne
Additional Lead Staff:
Rachel Kidder, RN
Nathalie Dupuis
Jennifer Theriault

We’d like to Share:
- Developing standards for pre-visit planning
- Develop standards for refills (regular and controlled substances) and develop a standardized work group.

We’d like to Learn:
- Standardization change.
- Accurately measure successes.

St. Mary’s Medical Associates
Telephone: 207-777-8810

Lead Staff/Providers:
Lead Provider: Seth Gordon, MD
Lead Admin: Angie Gagne
Additional Lead Staff:
Barbara Fleury

We’d like to Share:
- The revision of our appointment reminder letters to include an arrival time and we include their medication list.
- As part of our telephone tracking tool, we implemented a prescription refill line and a general information line.

We’d like to Learn:
- How to create a more collaborative environment for the entire team.
Swift River Health Care
Telephone: 207-396-0146

Lead Staff/Providers:
Lead Provider: Dieter Kreckel, MD
Lead Admin: Denise Daoud
Additional Lead Staff:
Sootie Brown, Team Lead
Stephanie Sterling, Care Coordinator
Mariette Macrander, MD

We’d like to Share:
• Blue Folder project to improve communication and patient safety
• Patient and employee bulletin board to improve communication and advise patients.

We’d like to Learn:
• How do we improve patient accountability
• Patient Advisory Panel

Topsham Family Medicine
Telephone: 207-798-6200

Lead Staff/Providers:
Lead Provider: David Salko, MD
Cindy Dechenes, MD
Lead Admin: Melissa Caccamo
Additional Lead Staff:
Kim Jacques, RN Clinical Coordinator
Deb Locantore, RN, Triage Nurse, Emily Brumell, RN, Clinical Assistant
Ann Morissette, Office Manager

We’d like to Share:
• Improved practice team communication
• Improved recognition of staff contributions to team.

We’d like to Learn:
• TFM is working to manage TOC for their patients. TFM patients use multiple hospitals for their inpatient care and we are working to manage how to best provide follow up care after hospitalization
Wilson Stream Family Practice
Telephone: 207-778-9531

Lead Staff/Providers:
Lead Provider: Steve Bien, MD
Lead Admin: Debra Seeley
Additional Lead Staff:
Judi Wills, Clinical Coordinator/Care Manager

We’d like to Share:
- Patient Engagement: we have formed an active advisory committee to our Suboxone based MAT program consisting of active addiction clients. They are providing guidance about treatment rules, office policy, and treatment philosophy
- Active use of patient portal

We’d like to Learn:
- Since we are a small office and our care manager has multiple roles to play, we would like to get ideas about how similarly sized offices accomplish this.