



JOHNS HOPKINS
M E D I C I N E

Office of Continuing Medical Education
720 Rutland Avenue / Turner 20
Baltimore, Maryland 21205-2195

Third Annual
Patient-Provider Collaboration Conference
Making Patient-Centered Care a Reality :
The Journey Continues

June 15, 2018
Baltimore, Maryland

Check out our mobile app CloudCME.

Organization Code: **HopkinsCME**

CloudCME



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Dated Material

Third Annual
**PATIENT-PROVIDER
COLLABORATION
CONFERENCE**
*Making Patient-Centered
Care a Reality:
The Journey Continues*



This activity has been approved for
AMA PRA Category 1 Credits™

June 15, 2018

Johns Hopkins University
School of Medicine
Thomas B. Turner Building
Baltimore, Maryland



JOHNS HOPKINS
MEDICINE

DESCRIPTION

Improved collaboration between patients and providers has been shown to have positive effects on patients' engagement with their health. Patients who are more engaged in their own health care can voice what health goals matter to them and can participate more effectively in prevention and treatment, thereby being more likely to utilize health care services appropriately – potentially reducing the hospital network's costs, while improving their health according to their own needs.

Patient-Provider: Making Patient-Centered Care a Reality is a full-day conference addressing a variety of established programs and approaches focused on enhancing patient-provider collaboration. Hopkins providers, administrators, and patients, as well as non-Johns Hopkins experts will speak about specific models for provider communication training, approaches for measuring quality of patient-provider collaboration, and diversity factors (i.e; culture, race, literacy, socio-economic status) that influence the patient-provider relationship. The important views and voices of Johns Hopkins patients and families have been included in conference planning and will be heard through patient and PFAC presentations.

WHO SHOULD ATTEND

This activity is intended for primary care, critical care, emergency medicine, gynecology and obstetrics, pediatrics, psychiatry, radiation oncology, oncology, radiology, surgery, cardiology, physical medicine and rehabilitation, neurology, geriatrics, hospitalists, infectious disease, care management, social work, transition guides, community health workers, physician assistants, health behavior coaches and health coaches

OBJECTIVES

After attending this activity, the participant will demonstrate the ability to:

- Identify at least two new evidence-based strategies or initiatives that may be implemented in your own organization to improve patient engagement in health care.
- Outline options for improving the evaluation of patient engagement and/or patient satisfaction in your own organization.
- Describe patient and family-recommended methods to be used by patients and providers to improve collaboration.

ACCREDITATION STATEMENT

The Johns Hopkins University School of Medicine is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians.



CREDIT DESIGNATION STATEMENT

The Johns Hopkins University School of Medicine designates this live activity for a maximum of 6 *AMA PRA Category I Credits™*. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

OTHER CREDITS

American Nurses Credentialing Center (ANCC) accepts *AMA PRA Category I Credit™* from organizations accredited by the ACCME.

American Academy of Nurse Practitioners National Certification Program accepts *AMA PRA Category I Credit™* from organizations accredited by the ACCME.

National Commission on Certification of Physician Assistants (NCCPA) PAs may claim a maximum of 6 Category I credits for completing this activity. **NCCPA** accepts *AMA PRA Category I Credit™* from organizations accredited by ACCME or a recognized state medical society.

This program has been pre-approved by **The Commission for Case Manager Certification** to provide continuing education credit to CCM® board certified case managers. The course is approved for 6 CE contact hours. Activity code: S00032029

Approval Number: 180001707

The Johns Hopkins University School of Medicine is authorized by the **Maryland State Board of Examiners of Psychologists** as a provider of continuing education. The Johns Hopkins University School of Medicine maintains responsibility for this program. A certificate for 6 CEUs will be awarded upon completion of this activity.

The **Maryland Board of Social Work Examiners** certifies that this program meets the criteria for 6 credit hours of Category 1 or 6 CEUs of continuing education for social workers and associates licensed in Maryland. The Johns Hopkins University School of Medicine is an approved sponsor of the Maryland Board of Social Work Examiners for continuing education credits for licensed social workers in Maryland.

POLICY ON SPEAKER AND PROVIDER DISCLOSURE

It is the policy of the Johns Hopkins University School of Medicine that the speaker and provider globally disclose conflicts of interest. The Johns Hopkins University School of Medicine OCME has established policies in place that will identify and resolve all conflicts of interest prior to this educational activity. Detailed disclosure will be made in the instructional materials.

GENERAL INFORMATION

REGISTRATION

June 15, 2018
8:00 a.m. – 8:30 a.m.

LOCATION

Thomas B. Turner Building
Johns Hopkins University School of Medicine
720 Rutland Avenue
Baltimore, Maryland 21205

The Turner Building is located on Rutland Avenue at Monument Street. Directions and campus parking information are available on our website under the Contact Us tab at <https://HopkinsCME.cloud-cme.com>. Handicapped parking is available in the nearby Rutland Garage. **Johns Hopkins is smoke-free.**

FEES

Register Online:

<https://hopkinscme.cloud-cme.com/aph.aspx?P=5&EID=13107>

Methods of Payment: We require full payment prior to the start of the activity. On-site payments by credit card only. The registration fee includes instructional materials, continental breakfast, refreshment breaks and lunch.

Physicians\$135
Nurses/NPs/PAs/Allied Health Professionals.....\$95

**Resident/*Fellows/Patients/Caregivers please call (410) 502-9636 to register.
with verification of status

You will receive a confirmation by e-mail. If you have not received it by June 9, 2018, call (410) 502-9636 to confirm that you are registered. A transcript of attendance will be available upon attestation of your credit hours and submission of the post activity online evaluation.

The Johns Hopkins University reserves the right to cancel or postpone any activity due to unforeseen circumstances. In this event, the University will refund the registration fee but is not responsible for travel expenses. Additionally, we reserve the right to change the venue to a comparable venue. Under such circumstances registrants will be notified as soon as possible.

LATE FEE AND REFUND POLICY

A \$50 late fee applies to registrations received after 5:00 p.m. ET on June 9, 2018. A handling fee of \$50 will be deducted for cancellation. An additional fee may apply for cancellation of other events, including workshops and social activities. Refund requests must be received by fax or mail by June 9, 2018. No refunds will be made thereafter. Transfer of registration to another Johns Hopkins activity in lieu of cancellation is not possible.

SYLLABUS

The syllabus will be accessible online and via your mobile device in the CloudCME App prior to the activity.

HOW TO OBTAIN CREDIT

Post activity, an online evaluation will be available to attendees to evaluate the activity and individual presentations and to identify future educational needs. Upon completion of the evaluation, the learner must attest to the number of hours in attendance. Credits earned will be added to the learner's transcript and immediately available for print. **The last day to access the evaluation and attest to your credits is July 30, 2018.**

An outcome survey will be sent to all physician attendees within two months post activity to assist us in determining what impact this activity had on the learner's practice.

COMMERCIAL SUPPORT

The Johns Hopkins University School of Medicine did not solicit or receive commercial funding from any commercial entity, including pharmaceutical and medical device manufacturers, for this activity.

EMERGENCY CALLS

On June 15, 2018 direct emergency calls to the Hopkins registration desk, (410) 955-3673. Messages will be posted for participants.

AMERICANS WITH DISABILITIES ACT

The Johns Hopkins University School of Medicine fully complies with the legal requirements of the ADA and the rules and regulations thereof. *Please notify us if you have any special needs.*

PROGRAM

8:00 AM – 8:30 AM	Registration, Breakfast & Poster Viewing
8:30 AM – 8:40 AM	Welcome and Conference Goals <i>Lisa Allen, PhD</i>
8:40 AM – 9:20 AM	Keynote Address Achieving the Quadruple Aim – The Maryland Experiment <i>John Colmers, MPH</i> <i>Vice President, Health Care Transformation and Strategic Planning for Johns Hopkins Medicine</i>
9:20 AM – 10:00 AM	Plenary I: Making Patient-Centered Care a Reality, the Patient and Family Member Perspective <i>Lois Gutman, Teresa Harold, Pamela Jones, Kathleen McGuinness, Carla Simons, and Podge Reed</i>
10:00 AM – 10:20 AM	Morning Break and Poster Viewing
10:20 AM – 11:50 AM	Breakout Session I
	Track A
10:20 AM – 11:05 AM	How Patients Can Help Doctors Help Patients <i>Scott Berkowitz, MBA, MD, Scott Freeser, MD</i>
11:05 AM – 11:50 AM	How Health Coaching is Changing the Climate of Health Care <i>Ann Shearer, MA, FACCE, NBC-HWC and Courtney Nelson, RN, NBC-HWC</i>
	Track B
10:20 AM – 11:50 AM	Skill Development Workshop: Teach Back: A Proven Method to Assess a Patient's Understanding and Promote Engagement <i>Michelle Hawkins, DNP, MBA, MSN, RN, CCM</i>
	Track C
10:20 AM – 10:50 AM	Building Self Efficacy with Chronic Illness, A Pilot <i>Tracy Bagwell, MS, RN, Carol Sylvester RN, MS</i>
10:50 AM – 11:20 AM	Becoming Parent and Nurse: Teaching Patients and Families Using Simulation <i>Carol Rosenberg, ND, RN</i>
11:20 AM – 11:50 AM	Improving Community Engagement Using the Community Health Worker Model <i>Jennifer Barnhart, MPH and Debra Hickman, MDiv</i>

	Track D	
	10:20 AM – 11:05 AM	Making Informed Consent an Informed Choice <i>Cindy Brach, MPP</i>
	11:05 AM – 11:50 AM	Translational Tools and Language Access <i>Adrienne Dixon, MS, PA-C, JH, CPHRM, Tina Tolson, RN MSN, NE-BC</i>
11:50 AM - 12:40 PM	Lunch (provided)	
12:40 PM – 1:00 PM	Poster Viewing	
1:00 PM – 1:45 PM	Plenary 2:	
	Low Health Literacy: America’s Silent Epidemic <i>Tom Bauer, MBA</i>	
1:45 PM – 3:15 PM	Breakout Session 2	
	Track E	
	1:45 PM – 2:30 PM	Special Focus on Shared Decision Making: Shared Decision Making in the ICU: Decision Making When Most of the Options are Bad <i>Alison Turnbull, DVM, MPH, PhD</i>
	2:30 PM – 3:15 PM	Strategies for Engaging Patients, Families and Providers in Shared Decision Making <i>Martha Abshire, PhD, RN</i>
	Track F	
	1:45 PM – 3:15 PM	Skill Development Workshop: Patients as Partners: Using Motivational Interviewing <i>Nicole Schechter, PsyD, Stephen Wegener, PhD</i>
	Track G	
	1:45 PM – 2:30 PM	Collaboration in Action in The Johns Hopkins Children’s Center <i>Margaret Moon, MD, MPH, Zach Lawrence, Rebecca Trexler, Sue Mead and Tricia Willis, RN, BSN</i>
	2:30 PM – 3:15 PM	Engaging Families When Partnering with Patients <i>Jennifer Wolff, PhD</i>
3:15 PM – 3:30 PM	Afternoon Break and Poster Viewing	
3:30 PM – 4:15 PM	Plenary 3:	
	Patient-Centered Communication: How Do We Know What Good Communication Is? <i>Mary Catherine Beach, MD, MPH</i>	
4:15 PM – 4:30 PM	Poster Awards and Conference Closing <i>Martha Abshire, PhD, RN and Nicole Schechter, PsyD</i>	

The Johns Hopkins University School of Medicine takes responsibility for the content, quality and scientific integrity of this CME activity.

This schedule is subject to change.

ACTIVITY DIRECTOR

Nicole Schechter, PsyD

Assistant Professor, Department of
Physical Medicine and Rehabilitation
Johns Hopkins Medicine

SPEAKERS

Martha Abshire, PhD, RN

Assistant Professor
Johns Hopkins School of Nursing

Lisa Allen, PhD

Chief Patient Experience Officer
Johns Hopkins Medicine
Director of Service Excellence
The Johns Hopkins Hospital

Tracy Bagwell, MS, RN

Patient and Family Education
Coordinator
Johns Hopkins Bayview Medical Center

Jennifer Barnhart, MPH

Director Community Health Partnership
Baltimore, Population Health
Johns Hopkins HealthCare LLC

Tom Bauer, MBA

Senior Director, Patient and
Family Education
Johns Hopkins Medicine

Mary Catherine Beach, MD, MPH

Professor of Medicine
Johns Hopkins University School of
Medicine, joint appointment with Johns
Hopkins Bloomberg School of Public
Health and Johns Hopkins University

Scott Berkowitz, MBA, MD

Associate Professor of Medicine
Senior Medical Director,
Accountable Care
Office of Johns Hopkins Physicians

John Colmers, MPH

Vice President, Health Care
Transformation and Strategic Planning
Johns Hopkins Medicine

Adrienne Dixon, MS, PA-C, JH, CPHRM

Counsel, The Johns Hopkins Health
System Corporation,
Associate Risk Manager,
The Johns Hopkins Hospital

Scott Freeser, MD

Medical Director, Johns Hopkins
Medicine Alliance for Patients (JMAP)

Lois Gutman

Patient Family Advisory Council
Howard County General Hospital

Teresa Harold

Patient Family Advisory Council Johns
Hopkins Home Care Group

Michelle Hawkins, DNP, MBA, MSN, RN, CCM

Director of Population Health Services,
Director of Population Health Training
and Development
Johns Hopkins Healthcare, LLC

To Register or For Further Information

Register Online

<https://hopkinscme.cloud-cme.com/aph.aspx?P=5&EID=13107>

Register by Phone (410) 502-9636

Register by Fax (866) 510-7088

Confirmation/Certificates/Transcripts (410) 502-9636

General Information (410) 955-2959

E-mail the Office of CME cmenet@jhmi.edu

Follow us on Twitter: <http://twitter.com/HopkinsCME>

Facebook: <http://www.facebook.com/HopkinsCME>

Check out our mobile app CloudCME.

Organization Code: **HopkinsCME**

CloudCME

For website and CloudCME mobile app technical difficulties, email:
cmetechsupport@jhmi.edu

For general information, please visit the activity webpage at
<https://hopkinscme.cloud-cme.com/aph.aspx?P=5&EID=13107>

Pamela Jones

Patient Family Advisory Council
The Johns Hopkins Hospital

Zach Lawrence

Patient Experience Coach Pediatrics,
JHHS Service Excellence
Johns Hopkins Medical Institutions

Kathleen McGuiness

Patient Family Advisory Council
Suburban Hospital

Sue Mead

Pediatric Advisor on Staff
Pediatric Family Advisory Council
Johns Hopkins Children's Center I

Margaret Moon, MD, MPH

Chief Medical Officer
Associate Professor of Pediatrics
Johns Hopkins University School of
Medicine

Courtney Nelson, RN, NBC-HWC

Health Promotion and Wellness Unit,
Care Management
Johns Hopkins HealthCare LLC

Podge Reed

Patient Family Advisory Council
The Johns Hopkins Hospital

Carol Rosenberg, ND, RN

Senior Research Program Manager,
CCLIP Trial, Department of Pediatrics
Johns Hopkins University

Ann Shearer, MA, FACCE, NBC-HWC

Health Coach, Health Promotion and
Wellness Unit, Care Management
Johns Hopkins HealthCare LLC

Carla Simons

Pediatric Family Advisory Council
Johns Hopkins Children's Center

Carol Sylvester, RN, MS

Vice President,
Care Management Services
Johns Hopkins Bayview Medical Center

Tina Tolson, RN, MSN, NE-BC

Director of Operations, Patient Services,
Johns Hopkins Medicine International

Rebecca Trexler

Patient and Family Centered Care
Project Administrator
Pediatrics Administration
The Johns Hopkins Hospital

Alison Turnbull, DVM, MPH, PhD

Assistant Professor of Medicine, Division
of Pulmonary and Critical Care Medicine,
joint appointment in Department
of Epidemiology at Johns Hopkins
Bloomberg School of Public Health
Johns Hopkins University
School of Medicine

Stephen Wegener, PhD

Professor
Chair, Division of Rehabilitation
Psychology and Neuropsychology
Department of Physical Medicine
and Rehabilitation
Johns Hopkins Medicine

Tricia Willis, RN, BSN

Patient and Family Centered Care
Coordinator
Pediatric Nursing
The Johns Hopkins Hospital

Jennifer Wolff, PhD

Professor of Health Policy and
Management at the Johns Hopkins
Bloomberg School of Public Health, joint
appointment in the Division of Geriatric
Medicine and Gerontology
Johns Hopkins University
School of Medicine

GUEST SPEAKERS**Cindy Brach, MPP**

Senior Health Policy Researcher,
Center for Delivery, Organization and
Markets, US Department of Health and
Human Services, Agency for Healthcare
Research and Quality
Washington, DC

Debra Hickman, MDiv

Co-Founder/CEO of Sisters Together And
Reaching, Inc. (STAR)
Baltimore, Maryland

REGISTRATION FORM

Course Number 80045150/EID13107

The Third Annual Patient-Provider Collaboration Conference Making Patient-Centered Care a Reality: The Journey Continues June 15, 2018

To Register:

Online: <https://hopkinscme.cloud-cme.com/aph.aspx?P=5&EID=13107>

By fax: (866) 510-7088 **By phone:** (410) 502-9636

Or mail this form to the Johns Hopkins University, Office of Continuing Medical Education, 720 Rutland Avenue, Turner Room 20, Baltimore, Maryland 21205-2195. Include e-check or credit card information below.

Full payment is required prior to the start of activity.

☐ I am a Johns Hopkins speaker for this activity.

Please type or print clearly:

Last Name		First Name		M.I.
Highest Degree	Primary Specialty		Hopkins Faculty/Staff Only: JHED ID	
For Physicians Only —NPI 10 Digit #:		State License #:		State of License:
ABIM #:		Birth Month:		Birth Day:
☐ I provide permission for my MOC completion information to be shared and transmitted to the Accreditation Council for Continuing Medical Education (ACCME).				
Organization		Mailing Address		
City	State	ZIP + 4 code	Country	
Daytime Telephone		Fax Number		
E-mail (required)				

☐ Check here if you wish to receive e-mail notices about upcoming CME activities.
What do you hope to learn by attending this activity?

Please notify us if you have any special needs.

Registration Fees:

☐ Physicians \$135

☐ Nurses/NPs/PAs/Allied Health Professionals.....\$95

*Resident/*Fellows/ Patients/Caregivers please call (410) 502-9636 to register.

*with verification of status

The registration fee includes instructional materials and food and beverage.
For registrations received after 5:00 p.m. ET on June 9, 2018 include a \$50 late fee. On-site registrations are payable only by credit card.

Total amount \$ _____

Payment Type:

JHU Faculty/Staff Only: If you are using your Tuition Remission Benefit or an ION budget, please upload your fully completed and approved form in the payment section of the online activity link above.

☐ **TR Form:** <http://benefits.jhu.edu/documents/trffacandstaff.pdf>

☐ **ION Form:** <http://hopkinscme.edu/migration/IonRequest.pdf>

☐ **e-Check** Routing Number: _____ Account Number: _____

☐ **Credit Card:** ☐ VISA ☐ MASTERCARD ☐ DISCOVER ☐ AMEX
Card # _____ - _____ - _____ - _____ Exp. Date _____

Billing Zip Code _____ Security Code _____

Name on Card

Signature and Date