



**JOHNS HOPKINS**  
M E D I C I N E

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

**Second Annual**  
**Patient-Provider Collaboration Conference:**  
***Making Patient-Centered Care a Reality***

June 23, 2017  
Baltimore, Maryland

Dated Material

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Organization Code: **HopkinsCME**

**CloudCME**



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Second Annual  
**PATIENT-PROVIDER  
COLLABORATION  
CONFERENCE:**  
*Making Patient-Centered  
Care a Reality*



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

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June 23, 2017

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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 & families have been included in conference planning and will be heard through patient and PFAC presentations.

## WHO SHOULD ATTEND

This activity is intended for patients, family caregivers, health care administrators, clinicians to include physicians (primary care and specialists), nurses, PAs, NPs, social workers, continuum of care management teams, rehabilitation therapists, psychologists, students, residents, and fellows.

## OBJECTIVES

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

- Describe the impact of effective patient-provider collaboration in population health.
- Incorporate a variety of approaches to patient-centered care including Patient Engagement Training, Teach Back, Language of Caring, and Patient-Family Advisory Councils and Shared Decision Making that can be implemented in practice.
- Utilize patient engagement and patient-centered approaches to increase and improve patient-provider collaboration.
- Describe patient, caregiver, clinician, and health systems perspectives on measuring quality of care.

## 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 1 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 1 Credit™* from organizations accredited by the ACCME.

**American Academy of Nurse Practitioners National Certification Program** accepts *AMA PRA Category 1 Credit™* from organizations accredited by the ACCME.

**American Academy of Physician Assistants (AAPA)** accepts certificates of participation for educational activities certified for *AMA PRA Category 1 Credit™* from organizations accredited by ACCME. Physician assistants may receive a maximum of 6 AAPA Category 1 CME credit for completing this program.

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.

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 23, 2017 • 8:00 a.m. – 8:30 a.m.

### **Location**

Johns Hopkins University School of Medicine  
Thomas B. Turner Building  
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**

REGISTRATION CUT-OFF DATE: June 17, 2017

*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

\*Residents/\*Fellows/Patients/Caregivers please call (410) 502-9634 to register.

\*with verification of status

You will receive a confirmation by e-mail. If you have not received it by June 17, 2017, call (410) 502-9634 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 17, 2017. 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 17, 2017. 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. All registrants will receive a program and paper for note-taking.

### **Evaluation and Outcomes Survey**

Post activity, an online evaluation form will be available to attendees to evaluate the activity and individual presentations and 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.

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

### **Emergency Calls**

On June 23, 2017, 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 – 8:30 Poster Setup, Registration, and Breakfast
- 8:30 – 8:40 **Welcome and Conference Goals**  
Patricia M.C. Brown, Esq.
- 8:40 – 9:10 **Opening Keynote**  
**The Impact of Effective Patient-Provider Collaboration on Individual and Population Health**  
Glyn Elwyn, MD, MSc, FRCGP, PhD
- 9:10 – 11:20 **Johns Hopkins Initiatives to Enhance Patient-Provider Collaboration**
- 9:10 – 9:30 **Language of Caring**  
Debbie Miller, MS, RN
- 9:30 – 9:50 **Patient Engagement Training**  
Stephen T. Wegener, PhD, ABPP(RP)
- 9:50 – 10:10 **Teach Back**  
Tom Bauer, MBA
- 10:10 – 10:30 **Patient and Family Advisory Council**  
Charlene Rothkopf, MA
- 10:30 – 10:50 Refreshment Break and Poster Viewing
- 10:50 – 11:10 **Shared Decision Making**  
Zackary Berger, MD, PhD
- 11:10 – 11:20 **Questions and Answers**  
*Moderator:* Nicole Schechter, PsyD
- 11:20 – 11:30 **Transition to Breakout Sessions**
- 11:30 – 1:00 **Breakout Sessions**
- Track 1A - Engaging the Under-Served**
- 11:30 – 12:00 **The Intersection of Bias and Health Literacy in Patient/Provider Communication and Engagement**  
Yolanda Ogbolu PhD, CRNP-Neonatal, FNAP
- 12:00 – 12:30 **Patient-Centered Care in the Elderly Population: CAPABLE**  
Sarah Szanton, PhD, ANP, FAAN
- 12:30 – 1:00 **Engaging Immigrants and Refugees in Health Care**  
Kathryn Kline, MD
- Track 1B - Understanding the Patient Perspective**
- 11:30 – 12:00 **Patient-Provider Collaboration: Understanding What Both Physicians and Patients Want and Expect**  
Scott Feeser, MD and Margaret Oberman, MD
- 12:00 – 12:30 **Managing a Chronic Health Condition: A Patient's Perspective**  
Jim Greco
- 12:30 – 1:00 **A Qualitative Exploration of Disruption in the Pre-Surgical Consent Visit for Patients Undergoing Major Surgery for Advanced Cancer**  
Sarina Isenberg, PhD Candidate
- 1:00 – 1:50 Lunch and Poster Viewing
- 1:50 – 2:20 **Meaningful Measurement of Quality Patient-Provider Interactions**  
Lisa Allen, PhD
- 2:20 – 2:30 **Transition to Breakout Sessions**
- 2:30 – 3:30 **Breakout Sessions**
- Track 2A - Strategies for Patient-Provider Partnership**
- 2:30 – 3:00 **Incorporating Patient Engagement Strategies into Client Care Planning**  
Kate Talbert, MPA, RN

- 3:00 – 3:30 **Techniques for Goal-Setting During Care Conversations: Lessons from Palliative Care**  
Rab Razzak, MBBS, MD  
Track 2B - Patient-Provider Collaboration: Examples from Practice
- 2:30 – 3:00 **Johns Hopkins Home Care Group's Patient and Family Centered Care Initiatives**  
Dawn Hohl, RN, PhD and Melissa Higdon, MPH
- 3:00 – 3:30 **Anticipatory Care: Working with Patients to Understand and Address their Concerns**  
Geri Lynn Baumblatt, MA
- 3:30 – 3:55 Refreshment Break and Poster Viewing
- 4:00 – 4:30 **Patient-Provider Collaboration: Committing Now to Culture Change**  
Patricia M. Davidson, PhD, MEd, RN, FAAN
- 4:30 Adjourn  
You will receive an email notification to complete the evaluation form and to attest to the number of hours in attendance. The registration desk will remain open during conference hours.

*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.*

### **To Register or For Further Information:**

Register Online

<https://hopkinscme.cloud-cme.com/aph.aspx?P=5&EID=9864>

Register by Phone (410) 502-9634

Register by Fax (866) 510-7088

Confirmation/Certificates/Transcripts (410) 502-9634

General Information (410) 955-2959

E-mail the Office of CME [cmenet@jhmi.edu](mailto:cmenet@jhmi.edu)

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

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

**NEW!** Check out our mobile app CloudCME.

Organization Code: **HopkinsCME**

**CloudCME** 

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## **ACTIVITY DIRECTORS**

### **Zackary Berger, MD, PhD**

Assistant Professor of General Internal  
Medicine  
Johns Hopkins Medicine

### **Nicole Schechter, PsyD**

Assistant Professor  
Department of Physical Medicine and  
Rehabilitation  
Johns Hopkins Medicine

### **Stephen T. Wegener, PhD**

#### **ABPP(RP)**

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

## **JOHNS HOPKINS SPEAKERS**

### **Lisa Allen, PhD**

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

### **Tom Bauer, MBA**

Senior Director,  
Patient and Family Education  
Johns Hopkins Medicine

### **Patricia M.C. Brown, Esq.**

Senior Vice President of Managed Care  
and Population Health  
Johns Hopkins Medicine

### **Patricia M. Davidson, PhD, MEd, RN, FAAN**

Dean  
Johns Hopkins School of Nursing

### **Scott Feeser, MD**

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

### **Melissa Higdon, MPH**

Patient Experience Coach  
Johns Hopkins Home Care Group

### **Dawn Hohl, RN, PhD**

Director of Transitions and Patient  
Experience  
Johns Hopkins Home Care Group

### **Sarina Isenberg, MS**

PhD Candidate  
Johns Hopkins Bloomberg  
School of Public Health

### **Kathryn Kline, MD**

Instructor in General Internal Medicine  
Johns Hopkins Medicine  
Medical Director  
Esperanza Center Health Services

### **Debbie Miller, MS, RN**

Director Cultural Transformation  
Howard County General Hospital

### **Margaret Oberman, MD**

Internist  
Johns Hopkins Community Physicians

### **Rab Razzak, MBBS, MD**

Assistant Professor  
General Internal Medicine  
Director,  
Outpatient Palliative Medicine  
Johns Hopkins Medicine

### **Charlene Rothkopf, MA**

Co-Chair, Clinical Community for Patient  
and Family Centered Care  
Johns Hopkins Medicine

### **Sarah Szanton, PhD, ANP, FAAN**

Professor and PhD Program Director  
Associate Director for Policy, Center on  
Innovative Care in Aging  
Joint Appointment with the Department  
of Health Policy and Management  
Johns Hopkins Bloomberg School of  
Public Health and Johns Hopkins School  
of Nursing

### **Kate Talbert, MPA, RN**

Care Management Program Manager,  
Community Care Team  
Howard County General Hospital

## **GUEST SPEAKERS**

### **Gerl Lynn Baumblatt, MA**

Executive Director of Patient  
Engagement, Emmi Solutions

### **Glyn Elwyn, MD, MSc, FRCGP, PhD**

Professor and Senior Scientist  
The Dartmouth Institute for Health Policy  
and Clinical Practice  
Lebanon, New Hampshire

### **Jim Greco**

Heart Transplant Patient

### **Yolanda Ogbolu PhD, CRNP- Neonatal, FNAP**

Assistant Professor  
Director Office of Global Health  
Robert Wood Johnson Foundation  
Nurse Faculty Scholar  
University of Maryland School of Nursing  
Baltimore, Maryland

# REGISTRATION FORM Course Number 80042748/9864

## Second Annual Patient-Provider Collaboration Conference: Making Patient-Centered Care a Reality June 23, 2017

**To Register:**

**Online:** <https://hopkinscme.cloud-cme.com/aph.aspx?P=5&EID=9864>

**By fax:** (866) 510-7088 **By phone:** (410) 502-9634

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:	
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

\*Residents/\*Fellows/Patients/Caregivers please call (410) 502-9634 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 17, 2017, include a \$50 late fee. On-site registrations are payable only by credit card.

Total amount enclosed \$ \_\_\_\_\_

**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