

Interprofessional Telemedicine Education Symposium 2022



MARCH 7th, 2022

11:30a – 5:30p

REGISTRATION IS OPEN!

CME and MOC credit available

SUBMIT YOUR ABSTRACT

Submissions due 2-14-2022

DESIGN BUILD WORKSHOPS

Join educators, physicians, patients,
nurses, leaders, staff, and others,
partnering education and
operational workforce
development.

TELEMEDICINE IN PRIMARY AND AMBULATORY CARE: PREPARING OUR HEALTHCARE WORKFORCE FOR THE FUTURE



*Sponsored by Johns Hopkins Medicine and University of Maryland Medicine, with
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DESCRIPTION

Telemedicine has changed the face of healthcare. Prior to the pandemic, there was some evidence that telemedicine could reduce readmissions, improve access and quality. The explosion in telemedicine that resulted from the Public Health Emergency in March 2020 has established it as a key element of our delivery system and new products and delivery strategies are proliferating. Particularly in primary care, surveys suggest that a quarter of primary care visits might be completed by telemedicine after the pandemic.

We must prepare our workforce for this change. Prior to 2020 there's been little formal education in virtual care. Health professions educators are novices but are developing role-specific responses to this need. Faculty and instructors need skills and are learning together with students. Among professional formation groups, there has been considerable work. The AAMC has issued a new EPPA-entrustable professional activity – for telemedicine. ACGME, AACN, AAMA and AMA have developed positions on telemedicine education. Preparation and retraining of the current front-line workforce can benefit from that work but should also feedback and inform it.

The mission of this national conference is to broadly advance initiatives that prepare our interprofessional, interdisciplinary workforce to practice effectively office-based telemedicine. In addition to attending standard CME/CE lectures on TM innovation, participants will be invited to participate in collaborative sessions where curricula and training will be discussed; these efforts will inform a curriculum plan for key members of the ambulatory health care team. Patient stakeholders will be key participants, considering the importance of consumer-informed healthcare

Abstract submissions will be elicited, and more than ## TM innovation abstracts will be shared as podium or poster presentations.

WHO SHOULD ATTEND

This activity is intended for (1) physicians and non-physician medical providers across disciplines, (2) registered nurses, (3) pharmacists, (4) community health workers, (5) leaders and faculty in allied health professions schools, (6) administrators and practice leaders who are responsible for telemedicine operations, and (8) technical experts wishing to promote telemedicine. In addition, supervisors and other leaders from front line support staff may find value.

The program will be of primary interest to those practicing in generalist (primary care family medicine, general practice, internal medicine, pediatrics, women's health) and ambulatory specialties (cardiology, pulmonary, endocrinology, etc.).



OBJECTIVES

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

1. Define the telemedicine “team”, with each member’s role and responsibilities and key knowledge and skills needed to perform their roles.
2. Appraise the most effective methods for assisting educators by sharing telemedicine best practices and real work experience on the delivery side.
3. Assess their own clinical skills in telemedicine and identify self-directed learning resources to improve these.
4. Evaluate best practices and discuss strategies for iteratively updating the telemedicine workforce training in a changing world.



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PROGRAM

Monday March 7, 2022

11:30 - 12:15 **Welcome and Conference Goals (5)**
Maura McGuire, MD, FACP, CPC - Associate Professor of Medicine, Assistant Dean of Part-time Faculty, Sr. Director of Education & Training, Office of Johns Hopkins Physicians and Johns Hopkins Community Physicians
Helen Hughes, MD MPH - Associate Medical Director, Office of Telemedicine, Johns Hopkins Medicine; Medical Director of Pediatric Telemedicine, Johns Hopkins Children's Center; Assistant Professor of Pediatrics Division of General Pediatrics, Johns Hopkins University School of Medicine
Rebecca Canino, MBA - Director, Office of Telemedicine, Johns Hopkins Medicine

A Patient Perspective on Telemedicine: Getting from Good to Great (15)
Eddie Helmstetter

Keynote: Telemedicine Progress and Challenges Emerging from the Pandemic (25)
Brian Hasselfeld, MD
Medical Director, Digital Health and Telemedicine, Office of Johns Hopkins Physicians
Primary Care Physician, Internal Medicine and Pediatrics – Johns Hopkins Community Physicians

12:15 - 1:45 **Plenary Session:**

12:15-12:45 Plenary Session 1: What Have We Learned About TM and How Should Educators Respond? (10 mins pre-recorded; 5 mins Q&A each person)

Roy C. Ziegelstein, MD, MACP
Sarah Miller Coulson and Frank L. Coulson, Jr., Professor of Medicine
Mary Wallace Stanton Professor of Education
Vice Dean for Education, Johns Hopkins University School of Medicine

Shannon Idzik, DNP, ANP-BC, FAAN, FAANP
Associate Dean for Doctor of Nursing Practice Program
University of Maryland School of Nursing

12:45– 1:15 Plenary Session 2: Telemedicine – Role of TM in Primary Care (10 mins pre-recorded; 5 mins Q&A each person)

Eliana Perrin, MD, MPH, FAAP – Bloomberg Distinguished Professor
Department of Pediatrics, School of Medicine; School of Nursing, Johns Hopkins University – Primary Care and Telemedicine: Help or Hindrance for Primary Care?

Richard Colgan, MD – Professor and Executive Vice Chair, University of Maryland School of Medicine: Primary Care and Telemedicine – Help or Hindrance for Primary Care?



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1:15 – 1:45 Plenary Session 3: Education and Training for our Workforce for Here and Now: Current Needs and Emerging Solutions (7 mins pre-recorded; 3 mins Q&A each person)

Christine Rawlinson, MSN, RN, CEN, NPD-BC – *Director, JHCP Education and Nursing: Preparing Certified Medical Assistants for Team-based Care in Telemedicine*

Bryan Barshick, MSN – *Senior Director of Nursing, Ambulatory Services Johns Hopkins Health System: Telemedicine Training for Clinical Workforce at Johns Hopkins Health System*

Renay Tyler, RN, DNP – *Vice President and Associate Chief Nursing Officer of Ambulatory Service: Telemedicine Training for Clinical Workforce at University of Maryland Medical System*

1:45 - 1:50 Break

1:45 – 4:00 Concurrent Sessions

Concurrent Track A, Design-Build Workshops: How do we Educate our Workforce

1:50 - 2:50

Session A (One hour – participants may attend tracks B-D from 2:50 to 4:00 pm)

• **A1: Provider/Prescriber Education: Learning Needs of Practicing Providers/Prescribers**

Steve Blash, MD, *Chief of Family Medicine*, Johns Hopkins Community Physicians

Paul O'Rourke, MD, *Assistant Professor of Medicine*, Johns Hopkins University School of Medicine

• **A2: Nurse and Support Team Education: Learning Needs of RNs, CMAs, CNAs, and Other Allied Health Professions in Ambulatory Practice**

Bryan Barshick, MSN, *Ambulatory Services Senior Director of Nursing*, Johns Hopkins Health System

Chris Rawlinson, MSN, RN, CEN, NPD-BC, *Education and Nursing Director*, Johns Hopkins Community Physicians

William Thomas, MA, *Program Manager*, Johns Hopkins Medicine

Donna Rowan, MATL, RMA, CCMA, *Instructional Specialist II/Program Director*, CCBC Essex

Tammy Valko, CMA (AAMA), BSHSM, *Medical Assistant Certification Program Director*, Anne Arundel Community College

• **A3: Learner Education Plan: Learning Needs in Medical Education in UGME and GME Settings**

Amit Pahwa, MD, SFHM, *Associate Professor of Medicine and Pediatrics*, Johns Hopkins University School of Medicine

Katherine Jacobson, MD, FAAFP, *Assistant Professor of Family Medicine*, University of Maryland School of Medicine

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- **A4: Technical and Trainer Education Plan: Learning Needs for Technical Training Teams**
Anthony Artista, MBA, Project Leader, Office of Telemedicine, Johns Hopkins Medicine
Emmanuel Opati, MBA, MHA, PMP, Assistant Administrative Director, Office of Telemedicine, Johns Hopkins Medicine
Allison Fritz, Ed.D., Sr. Organization Development Consultant, Johns Hopkins Medicine

2:50 - 3:10 **Break**

Concurrent Track B: Provider & Prescriber Learning – Moderator: Judy Greengold, FNP, CRNP

- 1:50 - 2:10 **B-1: Clinical Skills in Telemedicine: Provider Tool Kit and Coaching**
Judy Greengold, CRNP, Director, Johns Hopkins Telemedicine Education Consortium
Helen Hughes, MD, MPH, Associate Medical Director, Office of Telemedicine, Johns Hopkins Medicine; Medical Director of Pediatric Telemedicine, Johns Hopkins Children’s Center; Assistant Professor of Pediatrics Division of General Pediatrics, Johns Hopkins University School of Medicine
Lili Barouch, MD, Associate Professor of Cardiology, Johns Hopkins University School of Medicine
Sharon Dlhosh, MD, Instructor, Johns Hopkins University School of Medicine
Cherilyn Hall, MD, Instructor, Johns Hopkins University School of Medicine
- 2:10 - 2:30 **B-2: Teaching Telemedicine to Medical Students**
Tina Kumra, MD, MPH, Medical Director, Johns Hopkins Community Physicians
- 2:30 - 2:50 **B-3: Virtual Rounding via a Telemedicine Robot in a Neurology Rotation**
Melissa Motta, MD, Associate Professor, University of Maryland School of Medicine
Gunjan Parikh, MD, Assistant Professor and Associate Medical Director, University of Maryland School of Medicine
- 2:50 - 3:10 **B-4: Multispecialty Collaboration for Complex Patients in Telemedicine**
Ann Parker MD, PhD, Assistant Professor, Director of Post-Acute Covid Team (PACT)), Johns Hopkins University School of Medicine
- 3:10 - 3:30 **B-5: Improving your “Webside” Manner for GME Audiences: What’s Different in Video Visits**
Gail Berkenblit, MD, PhD, Associate Program Director, Johns Hopkins Hospital
- 3:30 - 3:50 **B-6: Leveraging Telemedicine to Improve Outcomes in Diabetes**
Shabina Ahmed, MD, Assistant Professor of Medicine, Johns Hopkins University School of Medicine; Division of Endocrinology, Diabetes and Metabolism
Medical Director, Johns Hopkins Community Physicians

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Nisa Maruthur, MD, MHS, Director, Diabetes Prevention Program; Associate Professor of Medicine, Epidemiology, & Nursing, Johns Hopkins University

3:50 - 4:00 **B-7: Questions & Discussion**

Concurrent Track C: Nursing and Team Learning – Moderator: Nichole Jantzi, RN, MSN

- 1:50 - 2:10 **C-1: Teaching Telemedicine to Ambulatory Nursing Trainees**
Barb Van de Castle, DNP, Assistant Professor, University of Maryland School of Nursing
- 2:10 - 2:30 **C-2: Implementing an EMR-based Telephone Triage Tool for Nurses**
Cathy Widmer, MSN, RN, Ambulatory Nursing Director, University of Maryland Medical Center
- 2:30 - 2:50 **C-3: Central Nursing Services in Telemedicine: Annual Wellness Visits**
Marcella Sancho, DNP, MPA, RN-BC, Clinical Education Nurse, Johns Hopkins Community Physicians
Kirsten (Casey) Green, MSN, RN), Remote Transitional Care Management, Johns Hopkins Community Physicians
- 2:50 - 3:10 **C-4: Team-Based Care Implementation and Assessment Best Practices**
Mindy Berger, RN, MSN, Clinical Education Program Manager, Johns Hopkins Community Physicians
- 3:10 - 3:30 **C-5: Training for a Nurse-Managed Anticoagulation Service in Telemedicine**
Erica Sauer RN, MSN, Nurse Manager, Cardiology Clinic, Johns Hopkins Hospital
Jillian Dozier, RN, Lead Clinical Nurse, Cardiology Clinic, Johns Hopkins Hospital
- 3:30 - 3:50 **C-6: Home BP Telemonitoring to Improve Hypertension Control in Underserved Communities to Reduce Disparities**
Yvonne Commodore-Mensah, PhD, MHS, RN, Assistant Professor, Johns Hopkins School of Nursing
- 3:50 - 4:00 **C-7: Questions & Discussion**

Concurrent Track D: Leadership Development Learning – Moderator: Kate Waldeisen, MHA

- 1:50 - 2:10 **D-1: Workforce Development: Virtual Primary Care Center**
Michael Albert, MD, Chief of Primary Care, Johns Hopkins Community Physicians
Kathryn A. Waldeisen, MHA, Chief of Staff, Johns Hopkins Community Physicians

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- 2:10 - 2:30 **D-2: Launching Virtual Care in Ambulatory Endocrinology**
Kendall Moseley, MD, *Assistant Professor*, Johns Hopkins University School of Medicine
Douglas Ferreira, MBA, *Assistant Administrator*, Johns Hopkins University School of Medicine
- 2:30 - 2:50 **D-3: Increasing Technical Literacy for Patients and Consumers**
Kelly Gleason, PhD, RN, *Assistant Professor*, Johns Hopkins School of Nursing
- 2:50 - 3:10 **D-4: Keeping Up with Billing and Code Changes in Telemedicine**
Mary McDermott, MBA, CPC, CEHRS, CHTS-PW), *Director of Coding and A/R Operations, Director Business Operations, and AHIMA Approved ICD-10-CM Trainer*, Johns Hopkins University School of Medicine
Maura McGuire, MD, FACP, CPC - *Associate Professor of Medicine, Assistant Dean of Part-time Faculty, Sr. Director of Education & Training*, Office of Johns Hopkins Physicians and Johns Hopkins Community Physicians
- 3:10 - 3:30 **D-5: Applying Principles of Narrative Medicine to Improve Telemedicine Outcomes**
Julia Chen, MD, *Ambulatory Care Clinical Chief, General Medicine Virtual Care Lead, General Medicine*, Michigan Medicine
Kristin Collier, MD, *Assistant Professor of Internal Medicine, Associate Program Director, Internal Medicine Residency Program, Director, University of Michigan Medical School Program on Health, Spirituality and Religion*, Michigan Medicine
Ssanyu Birigwa, M.S., *Indigenous Bone Healer Shaman Lecturer*, Columbia University
Ranjeet Ahluwalia, *Behavioral Science Lab*, Silbospark, Inc.
- 3:30 - 3:50 **D-6: Training and Education of the Interprofessional Telehealth Team**
Shruti Chandra, MD, MEHP, *Associate Professor, Director of Digital Health*, Thomas Jefferson School of Medicine
- 3:50 - 4:00 **D-7: Questions & Discussion**
- WRAP-UP – Moderator: Maura McGuire, MD**
- 4:10 - 4:20 **W1: Linking Academia, Operations and Practice: Creating a Bright Future for Telemedicine**
David L. Stewart, MD MPH, *Assoc. Prof. and Chair of Family and Community Medicine*, University of Maryland School of Medicine
- 4:20 - 4:50 **W2: Helping our Patients get the Most from their Video Visits: Panel Discussion**
Keisha Mullings-Smith, HCMBA, *Director of Patient Experience*, Johns Hopkins Community Physicians
Judy Greengold, CRNP, *Director*, Johns Hopkins Telemedicine Education Consortium
William Thomas, MA, *Program Manager*, Johns Hopkins Medicine
Eddie Helmstetter, *Patient Advocate*

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- 4:50 - 5:10 **W3: Telemedicine Education: It Takes a Virtual Village**
Ashwini Davison, MD, MPH, Executive Healthcare Advisor, Amazon Web Services
- 5:10 - 5:25 **W4: Managing Change and Moving Forward**
Anthony Roggio, MD, Associate Professor and Director of Telehealth for Emergency Medicine, University of Maryland School of Medicine
- 5:25 - 5:30 Concluding Remarks and End

You will receive an email notification to complete the evaluation form and to attest to the number of hours in attendance.

The Johns Hopkins School of Medicine takes responsibility for the content, quality and scientific integrity of this CME activity. This schedule is subject to change.

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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 April 21, 2022.**

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.

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Table 1: General Flow and Schedule

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Introduction 11:30-12:00	Welcome, Conference Goals, Moderator and Keynote			
Plenary 12:00 – 1:45	Plenary Session 1: What have we learned about TM and how should educators respond? Plenary Session 2: Telemedicine – Role of TM in Primary Care Plenary Session 3: Education and Training for our Workforce for Here and Now: Current Needs and Emerging Solutions			
Concurrent Sessions 1:45-4:00	Concurrent A Design Build	Concurrent B Providers	Concurrent C Nursing	Concurrent D General
Wrap Up 4:00-5:30	Wrap-Up Session			
Post Session & Posters Ongoing	Posters/Abstracts			



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PLANNING COMMITTEE

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Preparing our Healthcare Workforce for the Future

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