The Patient and the Practitioner in the Age of Technology: Promoting Healing Relationships
Research, Practical Solutions, and Innovations from the United States & Around the World

PROGRAM OVERVIEW
The electronic health record (EHR) and other health information technologies (HIT) have profoundly affected the relationship between patients & their practitioners and between practitioners and their work. This second international symposium will bring together diverse patients, professionals, and researchers to examine what science and front line practice has taught us about the impact of the EHR and other HIT on the patient-practitioner relationship, how human relationships figure in software and device design and implementation, ethical stewardship of shared data, and current best practices for successfully integrating HIT into clinical practice, while keeping the patient at the center of care. We shall consider the impact of the COVID-19 pandemic on these issues.

TARGET AUDIENCE:
- Physicians, Physician Assistants, Nurses, Nurse Practitioners
- Mental Health Professionals
- Patients
- EHR, HIT, & Device Designers
- Officials involved in healthcare technology
- Educators who teach the effective use of technology in patient care
- Researchers studying rapport, attention, multitasking, practitioner satisfaction, burnout, and wellness, and best practices for implementing HIT in clinical settings
- Leaders of medical organizations involved in information technology implementation and clinician satisfaction

SERIES THEMES
1. Relationships Matter More Than Ever, and They Are Changing
2. Addressing Disparities
3. Designing Human-Centered Health Information Technology (HIT)
4. Advancing the Adoption of Patient-Empowering Technology
5. Teaching the Use of HIT to Support Relationship-based Care
6. Promoting Wellness in Clinical Care
7. Working with Governments, Institutions, & Stakeholders to Support Healing Relationships & Human Capital
8. Ethical Stewardship of Shared Data

SERIES OBJECTIVES
1. Identify one concrete intervention that can increase access to the full benefits of HIT for each of the following groups of patients and practitioners: underserved urban communities; rural communities; elderly patients
2. Describe three best practices that can be instructed to practitioners of any level of experience using HIT in clinical interactions to enhance the patient-practitioner interaction
3. Explain three design principles that can facilitate HIT use for patients and practitioners
4. Describe one intervention made by an institution that decreased practitioner burnout related to HIT
5. Define patient confidentiality, privacy, and security with respect to HIT, and identify one current threat to each
6. Describe one feature of HIT in another country that is different from what you have encountered in your own nation

CONFERENCE SUPPORT
Provided By
The Paul Levinger Professorship Program in the Economics of Health Care
Andrew and Shelley Sigal Scholarship Fund

CONFERENCES DATES FOR FUTURE VIRTUAL DISCUSSIONS
Friday, November 6, 2020
Friday, January 8, 2021
Friday, March 5, 2021
Friday, May 7, 2021

REGISTER ONLINE: https://cme-learning.brown.edu/PPC-20 Updated 10.7.20
<table>
<thead>
<tr>
<th>Time</th>
<th>Topic</th>
<th>Moderator</th>
<th>Faculty</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:45–9:00 AM</td>
<td>Welcome</td>
<td>Allan R. Tunkel, MD, PhD</td>
<td>Elizabeth Toll, MD</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Russell C. Libby, MD, FAAP</td>
<td>Ross W. Hilliard, MD, FACP</td>
</tr>
<tr>
<td>9:00–9:10</td>
<td>Relationships Matter More Than Ever, and They Are Changing</td>
<td>Richard Frankel, PhD</td>
<td>Josh Danielpour, BS</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Lisa Danielpour, BS</td>
<td>Richard Frankel, PhD</td>
</tr>
<tr>
<td></td>
<td></td>
<td>John W. Beasley, MD</td>
<td>Christopher Pearce, PhD, FFM, MBBS</td>
</tr>
<tr>
<td>9:10–9:20</td>
<td>Addressing Disparities</td>
<td>Megan L. Ranney, MD, MPH, FACEP</td>
<td>Toyin Ajayi, MD, MPhil</td>
</tr>
<tr>
<td>9:20–9:30</td>
<td>Designing Human-Centered Health Information Technology (HIT)</td>
<td>Aviv Shachak, PhD, MSc, BSc</td>
<td>Jay Erickson, BA</td>
</tr>
<tr>
<td>9:30–9:40</td>
<td>Advancing the Adoption of Patient-Empowering Technology</td>
<td>Susan Woods, MD, MPH</td>
<td>Liz Salmi, AS</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Susan Woods, MD, MPH</td>
<td></td>
</tr>
<tr>
<td>9:40–10:00</td>
<td>Question &amp; Answer Session</td>
<td>CT Lin, MD</td>
<td></td>
</tr>
<tr>
<td>10:00–10:10</td>
<td>Bio &amp; Tech Break</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10:10–10:20</td>
<td>Teaching the Use of HIT to Support Relationship-based Care</td>
<td>Sharon Levy, RN, MPhil</td>
<td>Shmuel Reis, MD, MHP</td>
</tr>
<tr>
<td>10:20–10:30</td>
<td>Promoting Wellness in Clinical Care</td>
<td>Stewart Babbott, MD</td>
<td>Christine Sinsky, MD</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dilermando Sobral, MD, MSc</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>CT Lin, MD</td>
<td>James Morrow, MD</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Karin Wagenaar, LMFT</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Amy Zimmerman, MPH</td>
<td></td>
</tr>
<tr>
<td>10:40–10:50</td>
<td>Ethical Stewardship of Shared Data</td>
<td>Daniel Coghlin, MD, FAAP</td>
<td>Daniel Coghlin, MD, FAAP</td>
</tr>
<tr>
<td></td>
<td></td>
<td>William R. Hersh, MD, MFM, MBBS</td>
<td></td>
</tr>
<tr>
<td>10:50–11:00</td>
<td>Question and Answer Session</td>
<td>Maria Alkureishi, MD, FAAP</td>
<td></td>
</tr>
<tr>
<td>11:00–11:10</td>
<td>Bio &amp; Tech Break</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11:10–11:50</td>
<td>Concurrent Abstract Presentations</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>I. Relationships Matter More than Ever, and They Are Changing &amp; Addressing Disparities</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>II. Designing Human-Centered HIT &amp; Advancing the Adoption of Patient-Empowering Technology</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>III. Teaching the Use of HIT to Support Relationship-based Care &amp; Promoting Wellness in Clinical Care</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>IV. Working with Governments, Institutions, and Stakeholders to Support Healing Relationships and Human Capital &amp; Ethical Stewardship of Shared Data</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11:50–12:00 PM</td>
<td>Wrap-Up</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>William R. Hersh, MD</td>
<td>Elizabeth Toll, MD</td>
</tr>
</tbody>
</table>
Faculty

Toyin Ajayi, MD, MPhil
Co-founder & Chief Health Officer | Cityblock Health | New York, NY

Maria (Lolita) Alkureishi, MD, FAAP
Associate Professor of Pediatrics
Director, Pediatric Clerkship | The University of Chicago | Chicago, IL

Stewart Babbott, MD
Professor of Medicine | Section Head, General Medicine
Division of General, Geriatric, Palliative & Hospital Medicine
University of Virginia School of Medicine | Charlottesville, VA

John W. Beasley, MD
Professor of Family Medicine and Community Health, Emeritus
Honorary Associate, Department of Industrial & System Engineering
University of Wisconsin-Madison | Madison, WI

Daniel Coghlin, MD, FAAP
Associate Professor of Pediatrics (Clinical)
Warren Alpert Medical School, Brown University
Pediatric Hospitalist, Hasbro Children's Hospital
Chair, Lifespan's Physician Informatics Council | Providence, RI

Josh Danielpour
Patient Advocate | Biomedical Engineering Student
Case Western Reserve University | Cleveland, OH

Lisa Danielpour, BS
Marketing, Social Media, Healthcare Technology, Nonprofit
Management Consultant & Speaker, Patient & Family Advocate
Cleveland, OH

Jay Erickson, BA
Patient | Partner / Chief Innovation Officer, Modus | New York, NY
Board Member, NODE.Health

Richard Frankel, PhD
Professor of Medicine and Geriatrics
Indiana University School of Medicine
Core Investigator, VA Health Services Research & Design Center
for Health Information and Communication | Indianapolis, IN

William R. Hersh, MD
Professor and Chair | Department of Medical Informatics
and Clinical Epidemiology | Oregon Health & Science University
Portland, OR

Ross W. Hilliard, MD, FACP
Assistant Professor of Medicine (Clinical)
Associate Program Director
Internal Medicine Residency Programs
Warren Alpert Medical School, Brown University
Director of Medical Informatics, Lifespan Corporation
Providence, RI

Sharon Levy, RN, MPhil
Programme Coordinator for the MSc in Global eHealth
University of Edinburgh | Edinburgh, Scotland

Russell C. Libby, MD, FAAP
Founder and President, Virginia Pediatric Group
Co-founder, American Pediatric Consultants
Inova Children’s Hospital | Fairfax, VA
Board Member, The Physicians Foundation

CT Lin, MD
Professor, Medicine-Internal Medicine
Chief Medical Information Officer
The University of Colorado School of Medicine | Denver, CO

James Morrow, MD
Managing Partner, Granta Medical Practices
Senior Clinical Tutor
University of Cambridge | Cambridge, UK

Christopher Pearce, PhD, MFM, MBBS, FRACGP, FACRRM, FACHI, FAICD
Associate Professor | Director of Research
Outcome Health
Monash University | Clayton VIC, Australia
Visiting Medical Office | Eastern Health
President | Australasian College of Health Informatics

Megan L. Ranney, MD, MPH, FACEP
Warren Alpert Endowed Associate Professor of Emergency Medicine
Director, Brown-Lifespan Center for Digital Health
Warren Alpert Medical School, Brown University
Rhode Island Hospital | Providence, RI

Shmuel Reis, MD, MHPE
Professor & Academic Director, The Center for Medical Education
Faculty of Medicine, Hebrew University
Hadassah, Jerusalem, Israel
Adjunct Professor of Family Medicine
Warren Alpert Medical School, Brown University | Providence, RI
Family Physician, Gilon, Israel

Liz Salmi, AS
Senior Strategist, OpenNotes
Beth Israel Deaconess Medical Center
Boston, MA by way of Sacramento, CA

Aviv Shachak, PhD, MSc, BSc
Associate Professor | Institute of Health Policy
Management and Evaluation | University of Toronto
Toronto, Canada

Christine Sinsky, MD
Vice President, Professional Satisfaction
American Medical Association | Chicago, IL

Dilermando Sobral, MD, MSc
Professor: Medical Psychology Unit
Department of Clinical Neurosciences and Mental Health
Faculty of Medicine, University of Porto
Family Physician: Family Health Unit of Rama Idé
Health Centers Group of Western Porto | Porto, Portugal
Elizabeth Toll, MD  
Professor of Pediatrics, Clinician Educator  
Professor of Medicine, Clinician Educator  
Warren Alpert Medical School, Brown University  
Medicine-Pediatrics Primary Care Center | Providence, RI

Allan R. Tunkel, MD, PhD  
Senior Associate Dean for Medical Education  
Professor of Medical Science, Professor of Medicine  
Warren Alpert Medical School, Brown University | Providence, RI

Karin Wagenaar, LMFT  
Relationship Therapist, Psychotherapist, GZ Psychologist and Clinical Psychologist  
Wagenaar Psychotherapy | Utrecht, Netherlands

Susan Woods, MD, MPH  
Physician, MaineHealth  
Chief Medical Officer, AMRO Systems | Portland, ME

Amy Zimmerman, MPH  
State Health Information Technology Coordinator  
Executive Office of Health and Human Services  
State of Rhode Island | Providence, RI

Ross W. Hilliard, MD, FACP—Co-Chair  
Assistant Professor of Medicine (Clinical)  
Associate Program Director, Internal Medicine Residency Programs  
Warren Alpert Medical School, Brown University  
Director of Medical Informatics, Lifespan Corporation Providence, RI

William R. Hersh, MD—Co-Chair  
Professor and Chair  
Department of Medical Informatics and Clinical Epidemiology  
Oregon Health & Science University | Portland, OR

Maria (Lolita) Alkureishi, MD, FAAP  
Associate Professor of Pediatrics  
Director, Pediatric Clerkship | The University of Chicago | Chicago, IL

John W. Beasley, MD  
Professor of Family Medicine and Community Health, Emeritus  
Honorary Associate, Department of Industrial & System Engineering  
University of Wisconsin-Madison | Madison, WI

Richard Frankel, PhD  
Professor of Medicine and Geriatrics  
Indiana University School of Medicine  
Core Investigator, VA Health Services Research & Design Center for Health Information and Communication | Indianapolis, IN

Rebekah L. Gardner, MD  
Associate Professor of Medicine  
Warren Alpert Medical School, Brown University  
Attending Physician, Rhode Island Hospital  
Senior Medical Scientist | Healthcentric Advisors | Providence, RI

Paul George, MD, MHPE  
Associate Dean for Medical Education  
Professor of Family Medicine and Medical Science  
Warren Alpert Medical School, Brown University | Providence, RI

Robert A. Goldman, PhD  
Clinical Professor of Family Medicine  
Warren Alpert Medical School, Brown University | Providence, RI  
Adjunct Professor of Social and Behavioral Sciences  
Harvard Chan School of Public Health | Boston, MA

Wei Wei Lee, MD, MPH  
Associate Dean of Professional Development and Engagement  
Associate Professor of Medicine  
Pritzker School of Medicine at The University of Chicago | Chicago, IL

Sharon Levy, RN, MPhil  
Programme Coordinator for the MSc in Global eHealth  
University of Edinburgh | Edinburgh, Scotland

CT Lin, MD  
Professor, Medicine-Internal Medicine  
Chief Medical Information Officer  
The University of Colorado School of Medicine | Denver, CO

James Morrow, MD  
Managing Partner, Granta Medical Practices  
Senior Clinical Tutor | University of Cambridge | Cambridge, UK

Megan L. Ranney, MD, MPH, FACEP  
Warren Alpert Endowed Associate Professor of Emergency Medicine  
Director, Brown-Lifespan Center for Digital Health  
Warren Alpert Medical School, Brown University  
Rhode Island Hospital | Providence, RI

Shmuel Reis, MD, MHPE  
Professor & Academic Director, The Center for Medical Education  
Faculty of Medicine, Hebrew University  
Hadassah, Jerusalem, Israel  
Adjunct Professor of Family Medicine  
Warren Alpert Medical School, Brown University | Providence, RI  
Family Physician, Gilon, Israel

Aviv Shachak, PhD, MSc, BSc  
Associate Professor | Institute of Health Policy Management and Evaluation | University of Toronto  
Toronto, Canada

Dilermando Sobral, MD, MSc  
Professor: Medical Psychology Unit  
Department of Clinical Neurosciences and Mental Health  
Faculty of Medicine, University of Porto  
Family Physician: Family Health Unit of Rama Ide  
Health Centers Group of Western Porto | Porto, Portugal
Conference Registration & Accreditations

**REGISTER ONLINE AT:** https://cme-learning.brown.edu/PPC-20

**REGISTRATION FEE:** $75.00
Note that all future virtual sessions will be $35.00 each.

*Limited scholarship is available for those experiencing hardship. Please reach out to Brown CME to inquire.*

**PATIENTS INCLUDED**
PCC-2020 is committed to incorporating the experience of patients as experts in living with their condition while ensuring they are neither excluded nor exploited.

**CANCELLATION POLICY**
Cancellations must be made via e-mail to CME@Brown.edu by September 24, 2020. A $35.00 administrative fee will be charged for all refunds (no refunds for “no shows”). No additional charge for substitutions. This conference is subject to change or cancellation.

**FOR MORE INFORMATION, CONTACT BROWN CME**
Ph: 401-863-2871 | F: 401-863-2202
E: CME@Brown.edu | Website: www.brown.edu/cme

**CREDIT DESIGNATION**

**Physicians:** The Warren Alpert Medical School of Brown University designates this live activity for a maximum of 3.0 **AMA PRA Category 1 Credits™.** Physicians should claim only the credit commensurate with the extent of their participation in the activity.

**Psychologists:** The Warren Alpert Medical School of Brown University has been approved by the Rhode Island Psychological Association to offer continuing education credits for Psychologists. The Alpert Medical School maintains responsibility for the program. This program is approved for 3.0 Category 1 CE Credit. (Credits available to RI licensed psychologists only).

**Other Healthcare Providers:** Participants will receive a Certificate of Attendance stating this program is designated for 3.0 hours **AMA PRA Category 1 Credits™.**

**MOC POINTS**
Successful completion of this CME activity, which includes participation in the evaluation component, enables the participant to earn up to 3.0 medical knowledge MOC points in the American Board of Internal Medicine's (ABIM) Maintenance of Certification (MOC) program. It is the CME activity provider's responsibility to submit participant completion information to ACCME for the purpose of granting ABIM MOC credit.
Abstract Presentations

I. Relationships Matter More than Ever, and They Are Changing & Addressing Disparities
Moderators: Richard Frankel, PhD & James Morrow, MD
Link: https://brown.zoom.us/j/91666397556

Can we make it easy? Improving goals of care documentation and retrieval in electronic medical record to facilitate goal-concordant care
Adarsha Bajracharya, MD MMSc

A Multidisciplinary Community-Based Participatory Research Approach to the Development of a Protocol for Incorporating HIV-Positive Patients’ Life Narratives into the Electronic Health Record
Jonathan C. Chou MD, MS, Tamar Walker, MD, MBA, Jennifer Li, BS, & Brandon Chau, BA

Graphic medicine and the EHR: Empowering patients to promote the patient-physician relationship & communication
Maria (Lolita) Alkureishi, MD, FAAP

Apple Watch Usability in Older Adults: An Emergency Department-Based Training Protocol
Daniel Strauss, MD’23

How to recruit teens on Instagram and improve their wellbeing: the IMPACT study
John Patena, MPH, MA

II. Designing Human-Centered HIT & Advancing the Adoption of Patient-Empowering Technology
Moderators: Aviv Shachak, PhD, MSc, BSc & Susan Woods, MD, MPH
Link: https://brown.zoom.us/j/91532454408?pwd=QnFVR1V Bdm8vc3NuQidzaM1VUHSUT09

Recruiting Older Adults into an Emergency Department-Based Apple Watch Training Session and Field Testing Study
Kevin Chen, ScB, AB

If You Build It, Build It Well: Bringing User-Centered Design to Healthcare
Subha Airan-Javia, MD

Enhancing primary care through virtual care extension programs: Implications of a multi-component EMR-integrated smartphone/telemedicine program for adults with asthma
Jennifer Mammen, PhD, NP-BC

Drowning in Too Much Useless Information: How Do We Find What We Need?
Susan J. Kressly, MD, FAAP

EMR-sim: a virtual patient simulation for teaching patient-clinician computer skills
Aviv Shachak, PhD, MSc, BSc

III. Teaching the Use of HIT to Support Relationship-based Care & Promoting Wellness in Clinical Care
Moderators: Stewart Babbott, MD & Wei Wei Lee, MD, MPH
Link: https://brown.zoom.us/j/96489679999?pwd=RWpeW 9PSW04WT65G9Z2ldWMFJYVZ09

Teaching EMR Data Discipline to Family Medicine Residents: A Canadian Pilot Study
Noah Crampton, MD, CCFP

Making Epic Your Friend in the Clinic
Galina Shu Yin Tan, MD

End User Engagement to Drive Clinical Workflow Changes
Ryan Jelinek, DO

Tracking down specific drivers of burnout within the EHR
Ross W. Hilliard, MD, FACP

Mindfulness in Medicine: When Presence is Protective
Ellen Flynn, MD, MTS & Chloe Zimmerman, MD, PhD Candidate

IV. Working with Governments, Institutions, and Stakeholders to Support Healing Relationships and Human Capital & Ethical Stewardship of Shared Data
Moderators: William R. Hersh, MD & Amy Zimmerman, MPH
Link: https://brown.zoom.us/j/97738871830?pwd=NEJLNFBy c3FQTGZsTjVqRzhUUHVEUT09

Which Strategies Improve Physicians’ Experience with Health Information Technology?
Rebekah L. Gardner, MD

Clinician and Staff Perspectives on the Experiences and Potential Disparities Introduced by Rapid Implementation of Telehealth Services During COVID-19
Phoutdavone Phimphasone-Brady, PhD

Improving Medication Safety- A Multi-Stakeholder Approach to Use Health IT in Connecticut
Thomas Agresta, MD, MBI, Sean Jeffrey, PharmD, Nitu Kashyap, MD

Engaging Providers and Administrators: Using Participatory Research to Champion Patient Portal Adaption and Use
Sara Vargas, PhD

Use of a Confidential Note Type in a Pediatric Patient Portal
Chase R. Parsons, DO, MBI