

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



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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 Pro
Tem in The Economics of Health Care



Andrew and Shelley
Sigal Scholarship Fund

SAVE THESE DATES FOR FUTURE VIRTUAL DISCUSSIONS

Friday, November 6, 2020

Friday, March 5, 2021

Friday, January 8, 2021

Friday, May 7, 2021

Friday, October 9, 2020 – Virtual Schedule

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

Faculty

Toyin Ajayi, MD, MPhil

Co-founder & Chief Health Officer | Cityblock Health | New York, NY

Maria (Lolita) Alkureishi, MD, FAAP

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Pediatric Hospitalist, Hasbro Children's Hospital

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Marketing, Social Media, Healthcare Technology, Nonprofit

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Core Investigator, VA Health Services Research & Design Center

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James Morrow, MD

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Family Physician: Family Health Unit of Rama Ide

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Chief Medical Officer, AMRO Systems | Portland, ME

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PATIENTS INCLUDED



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

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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

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CME ACCREDITATION

The Warren Alpert Medical School of Brown University is accredited by the ACCME to provide continuing medical education for physicians.

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=QnFVR1VBdm8vc3NuQldzajM1VUFUSUT09>

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=RWWpeW9PSW04WTF6SG9ZL2dWMFJVZz09>

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=NEJLNFBYc3FQTGZsTjVqRzhUUHVEUT09>

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