

# 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, March 5, 2021

Friday, May 7, 2021

REGISTER ONLINE: <https://cme-learning.brown.edu/PPC-20>

Updated 1.4.21

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# Friday, January 8, 2021 – Virtual Schedule

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9:00–9:05 AM	<b>Welcome</b> Elizabeth Toll, MD Russell C. Libby, MD, FAAP Susan Woods, MD, MPH
9:05–9:15	<b>When Rules Translate into Tools: An Activity Theory Perspective on Unintended Consequences of Health Information Technology</b> Aviv Shachak, PhD, MSc, BSc
9:15–9:25	<b>The Potential and Power of the Patient Portal</b> <i>Moderator:</i> Susan Woods, MD, MPH Stephen B. Erban, MD, MPH & Polina V. Zmijewski, MD, MA
9:25–9:35	<b>Designing Health Information Technology for <u>Real</u> People: Broad Considerations</b> <i>Moderator:</i> John W. Beasley, MD Lisa Danielpour, BS, Richard Holden, PhD, MS, & April Savoy, PhD
9:35–9:45	<b>Question &amp; Answer Session</b> <i>Moderator:</i> Russell C. Libby, MD, FAAP
9:45–9:50	<b>Bio &amp; Tech Break</b>
9:50–10:10	<b>Concurrent Abstract Presentations</b> <i>I. Clinical Workflow Analysis and Modeling of Pediatric Behavioral Health Emergency Service</i> Katherine A. Brown, MSN, RN, PhDc <i>II. Empowering Patients by Using EHR Mirrored Screens in Primary Care Encounters</i> Onur Asan, PhD <i>III. An Innovative and Practical Solution to Utilize Electronic Health Record Systems to Avoid Unnecessary Emergency Department Visits Among Individuals with Inflammatory Bowel Disease</i> Michelle H. Kwon, BA, Samir A. Shah, MD, & Chung Sang Tse, MD <i>IV. OnCare Connect: A Text-based Platform to Allow for Earlier Interventions to Decrease Toxicity Progression in Oncology Patients Receiving Chemoradiation</i> Elissa Klinger, MS & Brenda Laventure, BS
10:10–10:15	<b>Question &amp; Answer Session</b> <i>Moderators:</i> Aviv Shachak, PhD, MSc, BSc & Susan Woods, MD, MPH
10:15–10:30	<b>Concurrent Abstract Presentations</b> <i>V. Endocrinology e-Consultation Program to Support Primary Care Providers</i> Adarsha S. Bajracharya, MD, MMSc <i>VI. The Other 1425 Minutes: Remote Physiologic Monitoring (RPM) to Support In-Office Visits and Patient Activation</i> Lauren Capizzo, MBA, PCMH CCE, Brenda Jenkins, RN, D.Ay., CDOE, CPEHR, PCMH CCE, & Bryan J. Los <i>VII. RI FitTest: The Development of an Apple Watch App and Research Protocol to Collect Cognitive, Motor, and Fall Data from Older Adults with Falls</i> Elizabeth M. Goldberg, MD ScM
10:30–10:35	<b>Question &amp; Answer Session</b> <i>Moderators:</i> Aviv Shachak, PhD, MSc, BSc & Susan Woods, MD, MPH
10:35 AM	<b>Wrap-Up</b> <i>Moderators:</i> Aviv Shachak, PhD, MSc, BSc

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# Faculty

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**Onur Asan, PhD**

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# Scientific Committee

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Family Physician: Family Health Unit of Rama Ide  
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# Planning Committee

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## Conference Registration & Accreditations

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

### REGISTRATION FEE: \$35.00

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

### 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.

### CANCELLATION POLICY

Cancellations must be made via e-mail to [CME@Brown.edu](mailto:CME@Brown.edu) by January 4, 2021. A \$5.00 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](mailto:CME@Brown.edu) | Website: [www.brown.edu/cme](http://www.brown.edu/cme)

### 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 1.5 *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 1.5 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 1.5 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 1.5 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.