

# 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 THE DATE FOR FUTURE VIRTUAL DISCUSSION: Friday, May 7, 2021**

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

Updated 2.3.21

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## Friday, March 5, 2021 – Virtual Schedule

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9:00–9:05 AM

### **Welcome**

Allan R. Tunkel, MD, PhD  
Elizabeth Toll, MD  
Wei Wei Lee, MD, MPH

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9:05–9:15

### **The Health Practitioner in the Digital Age: Blogging with My Patients**

Michael Hauzer, MD, MPH  
Shmuel Reis, MD, MHPE

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9:15–9:25

### **Mass Education and Information in the Age of Information**

Paula M. Procter, RN, CertEd(FE), MSc, SFHEA, FBCS, CITP, FIMIANI, FIAHSI

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9:25–9:35

### **Personalized Electronic Health Record Coaching**

Stewart Babbott, MD & Kate Bakich, MS

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9:35–9:45

### **I Got Sued and Survived by Entering a Dance Competition and Podcasting to Help My Peers**

Gita S. Pensa, MD

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9:45–9:55

### **Question & Answer Session**

*Moderator:* Maria (Lolita) Alkureishi, MD, FAAP

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9:55–10:00

### **Bio, Tech Break, Dancing For Wellness Movie Screening**

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10:00–10:20

### **Concurrent Abstract Presentations**

*I. A Review of Scoring Instruments That Assess the Quality of Electronic Progress Notes*

Daniel T. Coghlin, MD, FAAP

*II. How YouTube can help You Better Use the EHR for Patient Care*

Gurprit K. Randhawa, MSc, MBA, PhD, CHE

Aviv Shachak, PhD, MSc, BSc

*III. Can Medical Education Podcasts Change the Hidden Curriculum for Trainees?*

Justin Berk, MD, MPH, MBA

*IV. Wellmometer Dashboard: Person-Centered Innovation*

Sharon Levy, RN, MPhil

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10:20–10:30 AM

### **Question & Answer Session & Wrap Up**

*Moderator:* Wei Wei Lee, MD, MPH

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10:30–11:00 AM

### **Mindfulness Meditation**

Ellen Flynn, MD, MTS & Chloe Zimmerman, MD, PhD Candidate

The rising prevalence of health provider burnout may be partly due to learning and practicing medicine in increasingly computerized clinical environments. Such technical environments can foster a sense of disconnection from patients and the calling of medicine, demoralization, and fractured attention. Mindfulness training (MT) is the practice of continuously bringing the attention back to the present moment. It has been demonstrated to preserve attentional capacities over high-demand periods with positive impact on psychological health and performance. This session will discuss insights in the context of today's "hyperconnected" medical environment and the role that inattention and disconnection play in medical errors, poor patient outcomes, and burnout and will include a brief mindfulness exercise.

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## Faculty

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**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

**Kate Bakich, MS**

Administrator, Service Management  
Director, Performance and Process Improvement  
University of Virginia Health System | Charlottesville, VA

**Justin Berk, MD, MPH, MBA**

Assistant Professor of Pediatrics, Clinician Educator  
Assistant Professor of Medicine, Clinician Educator  
Warren Alpert Medical School of Brown University | Providence, RI  
Medical Director, Rhode Island Department of Corrections  
Cranston, RI

**Daniel T. 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

**Michael Hauzer, MD, MPH**

Resident in Family Medicine | Clalit | Israel

**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

**Gita S. Pensa, MD**

Associate Professor of Emergency Medicine, Clinician Educator  
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Rhode Island Hospital & The Miriam Hospital | Providence, RI  
Newport Hospital | Newport, RI

**Paula M. Procter, RN, CertEd(FE), MSc, SFHEA, FBCS, CITP, FIMIANI, FIAHSI**

Professor of Nursing Informatics  
Sheffield Hallam University | Sheffield, England  
Member, Five CNO Digital Leadership Group (UK)  
Planning Committee Member  
Nursing Informatics 2021 World Congress  
Co-chair, Education Working Group of the International  
Medical Informatics Association - Nursing Specialist Group

**Gurprit K. Randhawa, MSc, MBA, PhD, CHE**

Adjunct Assistant Professor  
School of Health Information Science  
University of Victoria  
Lead, Learning Strategy & Design, Learning & Performance Support  
Island Health — Vancouver Island Health Authority  
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**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  
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Family Physician, Gilon, Israel

**Aviv Shachak, PhD, MSc, BSc**

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**Elizabeth Toll, MD**

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Professor of Medicine, Clinician Educator  
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**Allan R. Tunkel, MD, PhD**

Senior Associate Dean for Medical Education  
Professor of Medical Science, Professor of Medicine  
Warren Alpert Medical School of Brown University | Providence, RI

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## Mindfulness Meditation Faculty

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**Ellen Flynn, MD MTS**

Clinical Assistant Professor of Psychiatry and Human Behavior  
Clinical Assistant Professor of Medicine  
Warren Alpert Medical School of Brown University  
Women's Medicine Collaborative | Providence, RI

**Chloe Zimmerman, MD, PhD Candidate**

MD/PhD Candidate  
Warren Alpert Medical School of Brown University | Providence, RI

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# Scientific Committee

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**Ross W. Hilliard, MD, FACP—Co-Chair**

Assistant Professor of Medicine (Clinical)  
Associate Program Director, Internal Medicine Residency Programs  
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Director of Medical Informatics, Lifespan Corporation  
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**William R. Hersh, MD—Co-Chair**

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**John W. Beasley, MD**

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**Richard Frankel, PhD**

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Core Investigator, VA Health Services Research & Design Center  
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**Rebekah L. Gardner, MD**

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Senior Clinical Tutor | University of Cambridge | Cambridge, UK

**Megan L. Ranney, MD, MPH, FACEP**

Warren Alpert Endowed Associate Professor of Emergency Medicine  
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Faculty of Medicine, Hebrew University  
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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

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# Planning Committee

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## Elizabeth Toll, MD—Chair

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Medicine-Pediatrics Primary Care Center | Providence, RI

## Stewart Babbott, MD

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University of Virginia School of Medicine | Charlottesville, VA

## John W. Beasley, MD

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Chair, Lifespan's Physician Informatics Council | Providence, RI

## Lisa Danielpour, BS

Marketing, Social Media, Healthcare Technology, Nonprofit  
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## Russell C. Libby, MD, FAAP

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Co-founder, American Pediatric Consultants  
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## Alice (Ali) Loveys, MD, FAAP, FHIMSS, DABPM-CI

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Chief Privacy Officer & Foundation Relations and North America  
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## Maria Sullivan, BS

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## 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

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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 February 25, 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 2.0 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 2.0 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 2.0 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 2.0 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.