



# Council of Medical Specialty Societies

## CMSS Patient and Family Engagement Summit: Partnerships for Quality Care

Thursday, November 16, 2017

Renaissance Arlington Capital View Hotel | Arlington, VA

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|--|---|------------------|
| 8:30 a.m. – 9:00 a.m.  | <b>Opening Plenary</b><br><b>“Evidence-Based Engagement”</b><br><i>Donna Cryer, JD</i><br>Cryer Health  | <i>Salon 1-3</i> |
| 9:00 p.m. – 9:30 a.m.  | <b>Second Plenary</b><br><b>“Shared Decision Making and Use of Patient Decision Aids”</b><br><i>Matthew Handley, MD, MPH</i><br>Medical Director of Clinical Improvement and Prevention<br>Kaiser Permanente of State of Washington | <i>Salon 1-3</i> |
| 9:30 a.m. – 9:45 a.m.  | <b>Break</b>  |                  |
| 9:45 a.m. – 10:30 a.m.   | <b>Concurrent Breakout Session 1</b>  |                  |
| <p><b>“Engaging the Patient’s Voice into Your Work”</b> (20 minutes) <span style="float: right;"><i>Salon 1-3</i></span><br/> <i>Bellinda Schoof, MHA, CPHQ</i><br/> Director, Health of the Public and Science Division<br/> American Academy of Family Physicians</p> <p>This session will provide an overview of the American Academy of Family Physicians efforts to include the patient perspective in its clinical practice guidelines development, practice-based research network, educational offerings, and the Center for Diversity and Health Equity. Practical strategies and resources for engaging the patient perspective will be highlighted.</p>           |   |                  |
| <p><b>“Decision Aid 101”</b> (20 minutes) <span style="float: right;"><i>Salon 1-3</i></span><br/> <i>Matt Handley, MD</i><br/> Senior Medical Director for Quality and Safety<br/> Kaiser Permanente of Washington</p> <p>We will review the evidence for effectiveness for decision aids, and discuss different decision aid formats, with examples and discussion of option grids, web based tools, decision aids that integrate into EMRs and video decision aids.</p>   |   |                  |
| <p><b>“Caregiver Skills Training and the Safe Transition of Care”</b> (45 minutes) <span style="float: right;"><i>Studio D</i></span><br/> <i>Kathleen Heneghan PhD, MSN, RN, PN-C</i><br/> Assistant Director of Patient Education<br/> American College of Surgeons</p> <p>With 65% of all surgical procedures completed outpatient, families now manage complex wounds and drains in the home care setting. Patient/caregiver centric programs based on best practices and skill validation are critical components to patient care and offer significant cost savings with improvements in patient outcomes. This session will introduce and present outcomes of the</p> |   |                  |



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American College of Surgeons skill based training programs which use engaging media, simple simulation, repetitive practice and checklists for self-care skills. Examples will include: central venous access care, feeding tubes, ostomy and wound skills programs and the new safe and effective pain control and quit smoking before surgery training programs. All programs were developed with multi-association and patient collaborative input.

**“Incorporating Patients and Families into Your Educational Meetings: Yes! It Can Be Done” (45 minutes)**

*Studio E*

*Wendy K. Nickel, MPH*

Director

Centers for Quality and Patient Partnership in Healthcare

American College of Physicians

*Stephen Hoy*

Chief Operating Officer

PFCC Partners

As patients and families are increasingly collaborating in the planning and delivery of healthcare, they are also being recognized as important contributors to health professional education. However, inclusion of patients and families at clinical meetings and scientific sessions has only recently been explored and pursued as a strategy for educating professionals about the importance of patient and family partnership. The American College of Physicians recognizes and promotes the importance of patient and family partnership in health professional education and recently invited patients to participate as faculty, advisors, and observers of its Internal Medicine meeting in 2017. Findings and outcomes of this participation will be shared during this session.

**10:30 a.m. – 10:45 a.m. Break**

**10:45 a.m. – 11:30 a.m. Concurrent Breakout Session 2**

**“Family Engagement in Organizational Governance and Content Development” (45 minutes)**

*Studio D*

*Debra Waldron, MD, MPH, FAAP*

SVP, Child Health and Wellness

American Academy of Pediatrics

*Betsy Anderson*

Co-chair

AAP Family Partnerships Network

This session will provide an overview of the American Academy of Pediatrics (AAP) Family Partnerships Network and its goal of expanding parent/family/youth input and participation in AAP activities and programs at all levels of the AAP, including its role and involvement as an advisory group to the AAP Board of Directors. This session will also provide an overview of how the AAP has engaged families in programs and activities, including educational content development. Practical strategies for meaningfully engaging families in governance, programs, and content development will be provided.



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|                                | <p><b>“Radiologists and Patient Engagement: Not an Oxymoron”</b> (45 minutes)</p> <p><i>G. Rebecca Haines, MSM</i><br/>Senior Director, ACR Press<br/>American College of Radiology</p> <p><i>Andrea Borondy Kitts, MS, MPH</i><br/>Lung Cancer &amp; Patient Advocate<br/>Patient Outreach &amp; Research Specialist, Lahey Hospital &amp; Medical Center<br/>Associate Editor, <i>Journal of the American College of Radiology</i></p> <p>This session will include audience participation as we share ACR’s experience establishing a Board-level Commission on PFCC/PFE. We’ll present specific activities and outcomes in the context of ACR’s strategic objectives. For example, the PFCC Commission has collaborated with our Quality &amp; Safety Commission to include patients in Appropriateness Criteria development and distribution. How did this happen? Who had to be convinced? How did we prepare the patient representatives? What has resulted?</p> | <i>Studio E</i>  |
|                                | <p><b>“Engaging the Patient’s Voice into Your Work”</b> (20 minutes)</p> <p><i>Bellinda Schoof, MHA, CPHQ</i><br/>Director, Health of the Public and Science Division<br/>American Academy of Family Physicians</p> <p>This session will provide an overview of the American Academy of Family Physicians efforts to include the patient perspective in its clinical practice guidelines development, practice-based research network, educational offerings, and the Center for Diversity and Health Equity. Practical strategies and resources for engaging the patient perspective will be highlighted.</p>  | <i>Salon 1-3</i> |
|                                | <p><b>“Decision Aid 101”</b> (20 minutes)</p> <p><i>Matt Handley, MD</i><br/>Senior Medical Director for Quality and Safety<br/>Kaiser Permanente of Washington</p> <p>We will review the evidence for effectiveness for decision aids, and discuss different decision aid formats, with examples and discussion of option grids, web based tools, decision aids that integrate into EMRs and video decision aids.</p>  | <i>Salon 1-3</i> |
| <b>11:30 a.m. – 12:30 p.m.</b> | <b>Lunch</b>  | <i>Salon 1-3</i> |
| <b>12:30 p.m. – 12:45 p.m.</b> | <p><b>“Recommendations of the NQF National Quality Partners™ Action Team on Shared Decision Making”</b></p> <p><i>Norman Kahn, MD, CPE</i><br/>EVP &amp; CEO<br/>Council of Medical Specialty Societies</p>   | <i>Salon 1-3</i> |
| <b>12:45 p.m. – 1:15 p.m.</b>  | <p><b>“Patient and Family Engagement Update from the Transforming Clinical Practice Initiative”</b></p> <p><i>Paul Rosen, MD</i><br/>Medical Officer, Transforming Clinical Practice Initiative<br/>Center for Medicare and Medicaid Services</p>   | <i>Salon 1-3</i> |
| <b>1:15 p.m. – 1:30 p.m.</b>   | <b>Break</b>  |                  |



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1:30 p.m. – 2:15 p.m.

## Concurrent Breakout Session 3

### **“Family Engagement in Organizational Governance and Content Development”** *Studio D* (45 minutes)

*Debra Waldron, MD, MPH, FAAP*  
SVP, Child Health and Wellness  
American Academy of Pediatrics

*Betsy Anderson*  
Co-chair  
AAP Family Partnerships Network

The “Family Engagement in Organizational Governance and Content Development” breakout session will provide an overview of the American Academy of Pediatrics (AAP) Family Partnerships Network and its goal of expanding parent/family/youth input and participation in AAP activities and programs at all levels of the AAP, including its role and involvement as an advisory group to the AAP Board of Directors. This session will also provide an overview of how the AAP has engaged families in programs and activities, including educational content development. Practical strategies for meaningfully engaging families in governance, programs, and content development will be provided.

### **“Patient Advisory Boards: Incorporating Patient Input in Program and Material Development”** *Salon 1-3* (40 minutes)

*Virginia Pappas, CAE*  
CEO  
Society of Nuclear Medicine & Molecular Imaging

*Stephen Schwartz*  
Chairman  
Patient Advocacy Advisory Board

In the era of patient-centered medicine, medical specialty societies have been tasked with creating guidance for their members on improving patient care and communication. Several societies have created patient education materials to empower their members; however, this evolving landscape requires a new strategy. In this talk, participants will learn about shared-decision making, understand how to use design thinking to develop patient materials, and how to include the patient voice in program development.

### **“Incorporating Patients and Families into Your Educational Meetings: Yes! It Can Be Done”** *Studio E* (45 minutes)

*Wendy K. Nickel, MPH*  
Director, Centers for Quality and Patient Partnership in Healthcare  
American College of Physicians

*Stephen Hoy*  
Chief Operating Officer  
PFCC Partners

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**2:15 p.m. – 2:30 p.m.**

**Break**

**“Enhance Your Practice through Engaging Patients in Their Care”**

*Salon 1-3*

**Panelists**

*Orly Avitzur, MD, MBA*  
Medical Director  
Consumer Reports

**2:30 p.m. – 3:30 p.m.**

*Marie Brown, MD, FACP*  
Senior Physician Advisor, Professional Satisfaction & Practice Sustainability Group  
American Medical Association

*Tara Montgomery*  
Founder & Principal  
Civic Health Partners, LLC

**3:30 p.m. – 4:00 p.m.**

**Next Steps**

**4:00 p.m.**

**Adjourn**