

PURPOSE

Why the Kansas PCMH Summit?

Kansas Patient Centered Medical Home Initiative (PCMH)
Summit 2011: *Context for Engagement* is a 1.5 day event
designed to improve health outcomes in Kansas by
engaging health care providers and health care
consumers in a higher level of health care dialogue.

To enhance learning, multiple perspectives from providers and patients will be shared through didactic and interactive presentations and workshops. Providers and consumers will have multiple opportunities to learn best practices through real world examples. Participants can anticipate walking away from the summit with the resources and skills necessary to use immediately. They will learn to both develop and leverage tools that can facilitate clear and effective health dialogue. And will understand how to evaluate the appropriate contexts (audience, situation, etc.) for delivery.

To extend the reach of the summit, the summit will be shared via live casting and will be archived for future learning.

Who should attend?

Target audiences include: health care consumers, family physicians, medical students, residents, Kansas PCMH Advisory Council members, Kansas PCMH pilot practices, Health 3.0 practices, as well as key publics including: payers, policy makers, employers, specialists, hospitalists, medical societies, and other health care providers. Within the context of the summit, pilot practices will have the opportunity for 1.5 hours for learning to continue advancing their knowledge and skills necessary for successful PCMH transformation.

This event was made possible by...

Funding for the Kansas PCMH Summit was provided in part by the United Methodist Health Ministry Fund, a philanthropy based in Hutchinson, Kansas; Sunflower Foundation: *Health Care for Kansans*, a Topeka-based philanthropic organization with the mission to serve as a catalyst for improving the health of Kansans; and the Kansas Health Foundation, a private philanthropy dedicated to improving the health of all Kansans. For more information about these organizations visit: www.healthfund.org; www.sunflowerfoundation.org; & www.kansashealth.org.

Additional funding for the Kansas PCMH Summit: *Context for Engagement* was provided by: KDHE, Systems in Sync. The *Systems in Sync* project is designed to provide Kansas youth with special health care needs (YSHCN) and their families with services that are culturally competent, uninterrupted, and age appropriate so their needs are met and they can engage in healthy, productive, and independent adult lives.

For information on how you can support this important initiative, please contact Lisa Roberts, Kansas PCMH Coordinator:
iroberts@kafponline.org 316.721.9005



KANSAS PCMH SUMMIT 2011: CONTEXT FOR ENGAGEMENT

Learn:

effective self-management support strategies
How to conduct effective patient surveys
How to improve relationships with health care providers
How to use social media for health engagement
And more!



The University of Kansas Edwards Campus
12600 Quivira Rd, Overland Park - Kansas
www.kansaspcmh.org 1.800.658.1749
Reserve Your Seat Today
Follow the activity on Twitter @kansaspcmh
Summit hashtag #pcmh



At the conclusion of Kansas PCMH Summit 2011: context for Engagement, attendees should be able to:

PCMI perspectives (working lunch)

- > Define PCMH and its impact on health outcomes
 - > Define **your role(s)** within the PCMH model
 - > Outline how you'll **communicate PCMH** to others
 - > Identify individual **expectations** for learning/participating in summit

Self-management Support (SMS): provider perspectives

- Understand the **importance of SMS** from a patient perspective
 - Discover **tools for SMS** that can be adapted by the practice
 - Plan next steps to **enhance SMS** in the practice

Self-management support: patient perspectives

- >Understand SMS as a **change process**
 - >Learn how to use a **5-step approach** for implementing SMS in an ambulatory practice
 - >Explore **examples** of how practices have utilized SMS in the field

culture shifts: understanding engagement in a new world

- >Understand current **healthcare culture**
 - >Understand impact PCMH has on **internal practice culture**
 - >Identify **resources to communicate** PCMH change to patients and healthcare teams

Patient/provider online communication: Silence is no longer an option

- >Understand security's role in **online communication**
 - >Understand appropriate **content sharing** between provider/patient in online communication
 - >Develop effective **time management** strategies for online communication between patient/provider
 - >Outline next steps to effectively **utilize social media** in the practice

An Engagement of convenience: one health care provider's passionate marriage of health care & social media ~~of~~ Part 1 & 2

- Understand the role of **social media** in effective patient/provider communication
 - Understand elements of responsible and effective development of an **online, healthcare-related presence**
 - Discover basic social media and **information technology tools** that healthcare providers can use to improve engagement and outcomes
 - Discover basic social media and information technology tools that **healthcare consumers/patients** can use to improve engagement and outcomes
 - Develop **techniques** appropriate for expanding social media and online presences for healthcare-related issues

Understanding content and context for engagement (breakfast roundtables)

- > Identify **people resources** (time, skills, attitudes) necessary for transformation
 - > Understand “**access**” and identify tools that can be used to enhance patient access to care
 - > Identify **internal processes** critical to PCMH transformation
 - > Identify tools utilized in effective patient **self-management support**

Scripts for Engagement: healthier patient/provider communication

- >Understand the definition of **health literacy**
 - >Recognize the impact low health literacy has on healthcare and specifically the **patient/provider relationship**
 - >Discover resources that can be utilized to support patient/provider communication
 - >Identify and assess **critical elements** in patient communication materials
 - >Develop a pre-healthcare visit **communication tool**

Family & Patient centered Engagement: the team approach

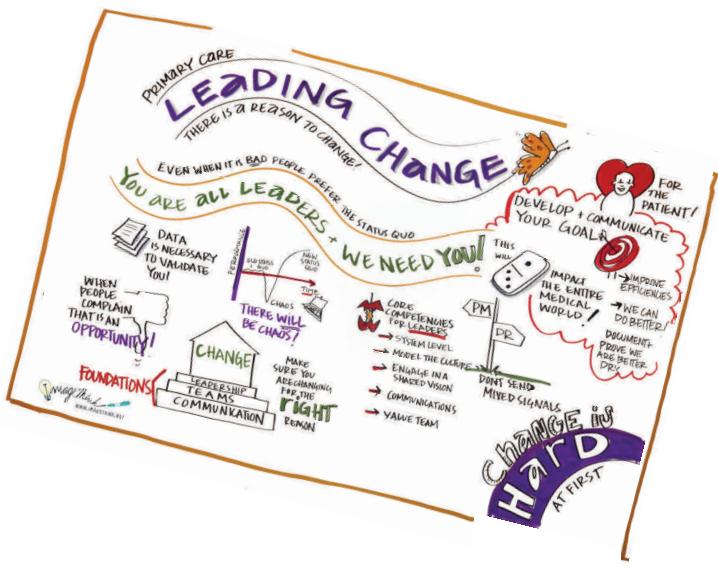
- >Understand **patient and family needs** assessment
 - >Understand effective **team composition** through strengths identification
 - >Identify **resources** for energizing teams
 - >Develop **strategies** for integrating multi-disciplinary teams in healthcare
 - >Develop effective **team approaches** to care for provider practices

Thinking Beyond the Exam Room (working lunch)

- > Identify takeaways from the summit that can be used to **facilitate PCMH health delivery** in practice specifically addressing people, process, and practice
 - > Identify additional learning including **resources and tools** that can be shared and put into practice for PCMH health delivery at practice level and system level
 - > Develop critical next steps for PCMHI implementation in Kansas specifically addressing context and content of engagement

Summit Reflections: context for engagement

- Understand the importance of identifying **multiple perspectives** involved in PCMH to improve engagement
 - Understand how to **communicate PCMH concepts** to multiple stakeholders
 - Understand and communicate the impact PCMH has on positive **health outcomes** across the health neighborhood



DAY ONE

FRIDAY, 9.30.11

8-9 am	Advisory Council & Vendor Breakfast
9-10 am	Kansas PCMHI Advisory Council Meeting
10-11:30 am	Check in & Vendor Expo [working lunch] PCMHI
11:45-12:30 pm	Perspectives: state updates, speed networking, individual goal setting Vendor networking & break
12:30-1 pm	Self-Management Support: Provider Perspectives Kathy Reims, MD, CMO, CSI Solutions, LLC
1-1:45 pm	Self-Management Support: Patient Perspectives Kathy Reims, MD, CMO, CSI Solutions, LLC
1:45-2:30 pm	Vendor networking & break
2:30-2:45 pm	Culture Shifts: Understanding engagement in a new world. Ana-Elena Jensen, Ph.D., Consultant TransforMED
2:45-3:30 pm*	PCMHI (Pilots only) Learning Collaborative: Process Improvement - Kasey Green, MBA, Practice Facilitator, TransforMED.**
3:30-4:15 pm *	Provider/Patient Online Communication: Silence is no longer an option. Tony Wood, CEO, Midwest Computer Solutions LLC
3:30-4:15 pm*	PCMHI (Pilots only) Initiative Pilot Learning Collaborative: High-Performing Teams. Kasey Green, MBA, Practice Facilitator, TransforMED**
4:15-4:30 pm	Vendor networking & break
4:30-5:15 pm	An Engagement of Convenience: One HCPs passionate marriage of health care and social media. Part 1. April Foreman, Ph.D., L.P.
5:15—6 pm	Vendor reception and Networking * Concurrent Sessions
6:30—8 pm	Kansas Primary Care Physicians' Coalition Meeting—Hyatt Place 5001 W 110th, Overland Park
TBD	Meet Up Tweet Up #pcmhi

DAY 2 SATURDAY, 10.01.11

8- 8:45 am	[working breakfast] Understanding Content and Context for Engagement: Facilitated roundtable discussions
8:45-9 am	Vendor networking & break
9-9:45 am	An Engagement of Convenience: One HCPs passionate marriage of health care and social media. Part 2. April Foreman, Ph.D., L.P.
9:45-10:30 am*	Scripts for Engagement: Developing scripts for healthier patient/provider communication. Speaker TBD
9:45-10:30 am*	Family & Patient Centered Engagement: A powerful team-based approach to care. Vickie Hardiman, RN, LBSW, VP of Provider Relations, Harry Hynes Memorial Hospice



10:30-10:45am	Vendor networking & break
10:45-11:30 am*	Scripts for Engagement: Developing scripts for healthier patient/provider communication. Speaker TBD
10:45-11:30 am*	Family & Patient Centered Engagement: A powerful team-based approach to care. Vickie Hardiman, RN, LBSW, VP of Provider Relations, Harry Hynes Memorial Hospice
11:30-12:15 pm	[working lunch] Thinking Beyond the Exam Room: Partnerships for engagement. Facilitated roundtable discussions
12:15-12:45 pm	Summit Reflections: Context for Engagement. Rick Kellerman, MD, Chair of the Department of Family and Community Medicine, KU School of Medicine-Wichita

* Concurrent Sessions

**Learning collaboratives are specific to the 8 selected pilot practices.

Kansas PCMHI reserves the right to substitute faculty and sessions as necessary.



FACULTY

- >Kathy Reims, MD, CMO, [CSI Solutions, LLC](#)
- >Ana-Elena Jensen, Ph.D., Consultant [TransforMED](#)
- >Tony Wood, CEO, [Midwest Computer Solutions LLC](#)
- >Kasey Green, MBA, Practice Facilitator, [TransformED](#)
- >[April Foreman](#), Ph.D., L.P., Four County Mental Health Center
- >Vickie Hardiman, RN, LBSW, VP of Provider Relations, [Harry Hynes Memorial Hospice](#)
- >Rick Kellerman, MD, Chair of the Department of Family and Community Medicine, [KU School of Medicine-Wichita](#)



ECO-FRIENDLY STATEMENT

We are: Paperless. Wireless. And name-tag-free.

Only event schedules will be handed out at the summit. Pre-print any materials that you wish to bring with you. Multiple electrical outlets are available for laptops and other electronic devices. Wireless will be provided free of charge at KU Edwards.



ETIQUETTE AND PERSONAL COURTESY

We want to insure that you have an enjoyable summit experience. With this we ask that you are courteous and respectful to all in attendance both onsite and virtual. Please set your phones to vibrate and be courteous in your multi-tasking. Feel free to tweet using the hash tag #pcmh or blog about what is being discussed in a manner that encourages engaging dialogue.

COMFORT

Because it is difficult to control the temperature in meetings rooms, please consider layering clothing for personal comfort.

HOTEL ACCOMMODATIONS

[Hyatt Place Overland Park](#) (A on map)

5001 West 110th Street—Overland Park, KS

913.491.9002

Use code G-PCMH. This is entered under the CORPORATE/GROUP # section.

[Candlewood Suites](#)

[Overland Park](#)

(C on map)

11001 Oakmont—
Overland Park, KS

1.877.660.8543

Use group code
PCMH.



SUMMIT LOCATION

(B on map)

[KU Edwards Campus](#)

Regnier Hall

Auditorium

Rooms 163 & 165

12600 Quivira Rd—Overland Park, KS

Due to construction, please park south of

[Regnier Hall](#)

CANCELLATION POLICY: Written requests for cancellation will be refunded less a \$35 administrative fee if received no later than September 12, 2011. Cancellations or no-shows after September 12th are not eligible for a refund.

CONTINUING MEDICAL EDUCATION

This Live activity, Kansas PCMH Summit 2011: Context for Engagement, has been reviewed and is acceptable for up to 7.75 Prescribed credit(s) by the American Academy of Family Physicians. Physicians should claim only the credit commensurate with the extent of their participation in the activity. Please note: KAFP will report membership CME for this activity.

REGISTRATION

(please complete one per attendee)

KANSAS PCMH Summit 2011: Context for Engagement

Sep 30 | Oct 1 | 2011

www.kansaspcmh.org

KU Edwards Campus 12600 Quivira Rd. Overland Park, KS

[Click here for online registration](#)

Please note: Due to high demand for this summit, we can only guarantee Virtual Attendance for registrations received after Sep 12, 2011. A late fee of \$25 will be assessed per registration.

Name _____

Address _____

City/State/ZIP _____

Phone _____

Organization _____

(If you are a health consumer, please indicate "VIP" for "Organization")

Email _____

Twitter _____

Blog _____

LinkedIn _____

Social Media (other) _____

Phone _____

REGISTRATION

REGISTRATION TYPE

Late fee of \$25 assessed after September 12, 2011

- | | |
|--|-------|
| <input type="checkbox"/> Health care provider (Includes CME & T2P) | \$165 |
| <input type="checkbox"/> Resident/Medical student | \$85 |
| <input type="checkbox"/> Health care consumer | \$65 |

REGISTRATION TOTAL

\$ _____

Please enter your registration code (if applicable) _____

I will be attending virtually. Please email additional information on computer requirements to:

email _____

Yes. Keep me informed of PCMH activities via email.

PAYMENT AUTHORIZATION

Credit card type: Visa MasterCard Discover

Credit card # _____

Exp Date # _____

Name (as it appears on card) _____

Credit card billing address:

Address _____

City/State/ZIP _____

Signature (if mailing/faxing) _____

MEAL INFORMATION

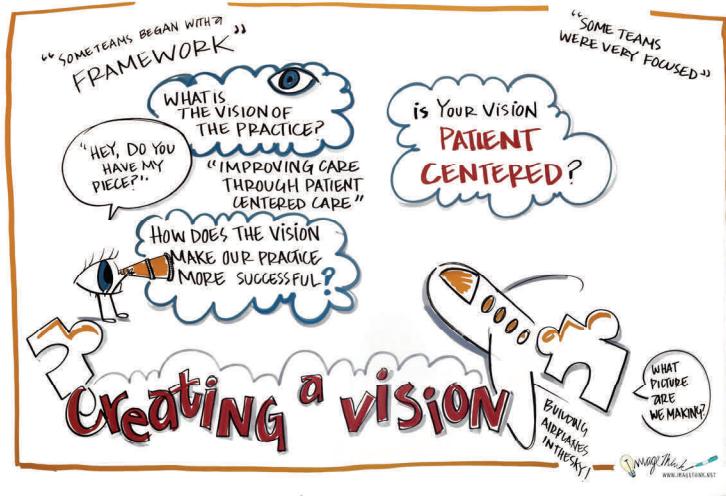
Please indicate any special dietary needs or food allergies that should be considered: _____

If paying by check, print and return with payment. Or you may reserve by phone with your credit card by calling:

Kansas Academy of Family Physicians

7570 W 21st St N Ste 1046C Wichita KS 67205

316.721.9005 | 1.800.658.1749 | fax 316.721.9044



Kansas Primary Care Physicians Coalition

Kansas Academy of Family Physicians - Kansas Association of Osteopathic Medicine - Kansas Chapter of the American Academy of Pediatrics -
Kansas Chapter of the American College of Physicians - Kansas Medical Society

Funding Support

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Lisa Roberts, Kansas PCMH Coordinator: lroberts@kafponline.org 316.721.9005

CONTEXT FOR ENGAGEMENT

Sep 30 | Oct 1 | 2011

The University of Kansas Edwards Campus

Overland Park - Kansas

Name _____	Prescribed/ AMA PRA Category 1 Credit™	Prescribed Credit
AAFP ID: _____		

DAY 1 FRIDAY, 09.30.11

PCMHI perspectives (roundtable)	0.5	
Self-Management Support: Provider perspectives	0.75	
Self-Management Support: Patient perspectives	0.75	
Culture Shifts: Understanding engagement	0.75	
(Pilots only) Process Improvement	0.75	
Provider/Patient Online Communication: Silence is not an option	0.75	
(Pilots only) High Performing Teams	0.75	
An Engagement of Convenience: HCP & Social Media Part 1	0.75	
Total possible credits Friday	4.25	

DAY 2 SATURDAY, 10.01.11

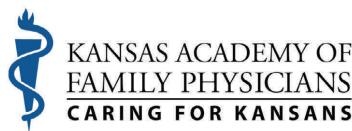
Understanding Content and Context (roundtable)	0.5	
An Engagement of Convenience: HCP & Social Media Part 2	0.5	
Scripts for Engagement: Patient/Provider communication	0.75	
Family & Patient Centered Engagement: Team based care	0.75	
Thinking Beyond the Exam Room (roundtable)	0.5	
Summit Reflections: Context for Engagement.	0.5	
Total possible credits Saturday	3.5	

Total possible conference credits	7.75	
My total credits		

CONTINUING MEDICAL EDUCATION

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KAFP Members: Earn two additional CME credits by telling us what you learned!



The **KAFP** is excited to offer attendees two additional CME credits for attending the Kansas PCMHI Summit 2011: *Context for engagement.*

The AAFP is conducting a pilot providing learners with an additional opportunity for credit through an activity, entitled "Translation to Practice (t2p)". This pilot allows learners to translate what they have learned in a CME activity into their practice and report back on the results.

To participate,
follow these easy steps>>>>

Step 1

The learner participates in AAFP Prescribed Credit CME. The Kansas PCMHI Summit 2011: Context for engagement is an AAFP Prescribed Credit activity.

Learners who wish to participate must complete the form below - "Commitment to Change Form-Part One." You may choose one CME session during the Summit to reflect on. YOU MUST RETURN THE COMMITMENT TO CHANGE FORM WITHIN 1 WEEK FOLLOWING THE MEETING. WE RECOMMEND YOU COMPLETE IT DIRECTLY FOLLOWING THE MEETING. Email commitment to: Iroberts@kafponline.org.

Step 2

KAFP will contact the t2p participants via email 30 days and 90 days following the submission of the Commitment to Change statement. In Step 2, the learner will confirm implementation of the change identified in Step 1 and submit answers to KAFP via an emailed survey.

Step 3

KAFP reports the t2p 2 credits to the AAFP.



Name _____

Email _____

Commitment to Change Form—Part One

Based on what you learned in the CME Activity, **Kansas PCMHI Summit 2011: Context for engagement:**

1. Summarize what you learned: _____

2. Identify the change you plan to integrate: _____

3. Describe your motivation for implementing the change: _____

By implementing this change, I believe that I will improve my: (Check all that apply)

Knowledge Performance Competence Patient Care