Primary care practices often face challenges in identifying how to best meet patient needs with limited resources and information. This learning collaborative is designed to assist primary care practices with using practical and evidence-based approaches to improve health outcomes through better utilization of team-based care and patient activation strategies. Key components of the morning session include sessions built around using team-based care to effectively assist patients and families with improving health outcomes. The afternoon sessions will focus on obtaining and using information to improve population health through effective use of medical record software and Rhode Island All Payer Claims Database reports and health plan supports. Strategies on improving population health, patient activation, and obtaining/using information to improve performance will be conveyed.

Target Audience
All primary care team members from CTC-RI and TCPi practices are welcomed to attend the morning session, or the afternoon session, or the full day program. We invite Practice Leadership, Providers, Nurse Care Managers, Care Coordinators, Behavioral Health Staff, Practice Managers, Medical Assistants, Community Health Workers, and CTC stakeholders to come learn as a team!

Learning Objectives
At the end of the session, attendees will be able to identify strategies the primary care team can use for:

- Improving population health and patient activation
- Obtaining and utilizing information (such as social determinants of health and cost of care) to improve population health outcomes

Registration Information
The agenda is designed to accommodate attendees' work schedules and interests. The morning session has a Clinical focus on improving population health using a team-based approach; the afternoon session focuses on obtaining and using information for performance improvement. Attendees may choose to register for: morning only (7:30–12:30), afternoon only, or full day.

For More Information, Contact Care Transformation Collaborative Rhode Island
Phone: 401-528-3277 | E-mail: CTCRI@umassmed.edu

We Gratefully Acknowledge the Support of:
Care Transformation Collaborative - Rhode Island (CTC-RI) & Rhode Island Quality Institute (RIQI)
Memorial Hospital of Rhode Island
Healthcentric Advisors
Onpoint Health Data
New England State Consortium Systems Organization (NESCO)
Rhode Island Health Plans: Blue Cross & Blue Shield of Rhode Island, Neighborhood Health Plan of Rhode Island, Tufts Health Plan & United Health
Rhode Island Health Center Association
Shri Bark
Rhode Island Department of Health
Rhode Island Foundation
University of Rhode Island - Rhode Island Geriatric Education Center

To Register:
Primary Care Works: Effective Strategies to Improve Population Health and Patient Activation

Morning Session

7:00–7:30 AM
Registration

7:30–7:45
Welcome: Advancing Improving Population Health: Care Transformation Collaborative Perspective
Debra Hurwitz, MBA, BSN, RN
Executive Director, CTC-RI
11:20–11:35
How Public Policy Supports Primary Care
Marie L. Ganim, PhD, MPA
Commissioner, OHIC

7:45–8:00
15 Minute Healer
Pablo Rodriguez, MD

8:00–9:15
Strengthening Team Based Care
Peter B. Anderson, MD and Stephen E. Moberg, BBA-MIS

9:15–9:30
Break

9:30–10:25
Concurrent Breakout Session I
Assisting Patient Populations With Addiction Needs
Amber Hewitt, PsyD and Stephen A. Martin, MD, EdM
Providing Team Based Care: Barriers & Solutions
Peter B. Anderson, MD and Stephen E. Moberg, BBA-MIS
Patient Activation: Choosing Wisely in Primary Care
Timothy J. Lynch
Pediatric Care: Strategies to Assist Adolescents With Substance Use Disorders
Susan J. Duffy, MD, MPH
Chris Dorval, MSW, LCSW, LCDCS, LCOP, ICADC

10:25–11:20
Concurrent Breakout Session II
Providing MAT in Primary Care
Robert S. Crausman, MD, MMS
John Machata, MD
Complex Care Management: Understanding Patient Needs and Reducing ED Utilization
Cyndi Nassivera Reynolds
Karen L. Ashline, MA
Brenda M. Stiles, RN, BSN, PCMH, CCE
Patient Activation: Ask the Right Questions
Luz Santana, MA & Carol W. Robey, MD

Pediatric Care: Pediatric Medical Neighborhood
Moderator: Elizabeth B. Lange, MD
Holly L. Ayotte, BS
Amanda Boisvert, BA
Diane Kowal, MA, BSN, CSNT, NCSN
Deborah Masland, BA

Welcome: Advancing Improving Population Health: Care Transformation Collaborative Perspective
Debra Hurwitz, MBA, BSN, RN
Executive Director, CTC-RI
11:35–12:30 PM
Concurrent Breakout Session III
Providing MAT in Primary Care
Coleen LaBelle, MSN, RN-BC, CARN
Chronic Care Management: Assisting Patients With Complex Medication Management—Diabetes
Kenny Correia, PharmD, BCACP, CDOE, CVDOE
Marna B. Heck-Jones, MCP
Care Plan: Using The Team and The Patient
Amberly Ticotsky, RN, BSN, MPH
Chronic Care Management: Pediatric–Adult Assisting Patients with Asthma and Anxiety
Nelly Burdette, PsyD

9:30–10:25
Concurrent Breakout Session I
Assisting Patient Populations With Addiction Needs
Amber Hewitt, PsyD and Stephen A. Martin, MD, EdM
Providing Team Based Care: Barriers & Solutions
Peter B. Anderson, MD and Stephen E. Moberg, BBA-MIS
Patient Activation: Choosing Wisely in Primary Care
Timothy J. Lynch
Pediatric Care: Strategies to Assist Adolescents With Substance Use Disorders
Susan J. Duffy, MD, MPH
Chris Dorval, MSW, LCSW, LCDCS, LCOP, ICADC

10:25–11:20
Concurrent Breakout Session II
Providing MAT in Primary Care
Robert S. Crausman, MD, MMS
John Machata, MD
Complex Care Management: Understanding Patient Needs and Reducing ED Utilization
Cyndi Nassivera Reynolds
Karen L. Ashline, MA
Brenda M. Stiles, RN, BSN, PCMH, CCE
Patient Activation: Ask the Right Questions
Luz Santana, MA & Carol W. Robey, MD

Pediatric Care: Pediatric Medical Neighborhood
Moderator: Elizabeth B. Lange, MD
Holly L. Ayotte, BS
Amanda Boisvert, BA
Diane Kowal, MA, BSN, CSNT, NCSN
Deborah Masland, BA

Welcome: Advancing Improving Population Health: Care Transformation Collaborative Perspective
Debra Hurwitz, MBA, BSN, RN
Executive Director, CTC-RI
11:35–12:30 PM
Concurrent Breakout Session III
Providing MAT in Primary Care
Coleen LaBelle, MSN, RN-BC, CARN
Chronic Care Management: Assisting Patients With Complex Medication Management—Diabetes
Kenny Correia, PharmD, BCACP, CDOE, CVDOE
Marna B. Heck-Jones, MCP
Care Plan: Using The Team and The Patient
Amberly Ticotsky, RN, BSN, MPH
Chronic Care Management: Pediatric–Adult Assisting Patients with Asthma and Anxiety
Nelly Burdette, PsyD

11:35–12:30 PM
Concurrent Breakout Session III
Providing MAT in Primary Care
Coleen LaBelle, MSN, RN-BC, CARN
Chronic Care Management: Assisting Patients With Complex Medication Management—Diabetes
Kenny Correia, PharmD, BCACP, CDOE, CVDOE
Marna B. Heck-Jones, MCP
Care Plan: Using The Team and The Patient
Amberly Ticotsky, RN, BSN, MPH

12:30–1:15
Lunch and Resource Round Tables

Afternoon Session

1:30–3:00
Concurrent Breakout Session IV
Leveraging Technology to Manage and Improve Population Health
Jatin Gupta
Using Health Plan Cost Estimator Tools to Assist Patients and Practices with Self-Decision Making
John Auger, BS & Merry Pearlman, BA
Blue Cross and Blue Shield of Rhode Island
Bethany Wingren, MA
United Healthcare

1:30–3:30
Training on Use of All Payer Claims Data Base
Chad MacLeod, BA & David Jorgensen, MS

3:00/3:30 pm
Adjourn

This session qualifies CME Credit in Opioid Pain Management/Chronic Pain Management, one of the required areas of section 6.0; 6.2.1 RI CME re-licensure requirements
This session is not accredited for CME/CEUs.
Guest Speakers

Peter B. Anderson, MD  
Founder and President, Team Care Medicine | Yorktown, VA

Karen L. Ashline, MA  
Associate Vice President | Adirondacks ACO | Plattsburgh, NY

John Auger, BA  
Managing Director, Digital Strategy & Programs  
Blue Cross & Blue Shield of Rhode Island | Providence, RI

Holly L. Ayotte, BS  
Early Childhood Assessment Coordinator  
Rhode Island Department of Elementary & Secondary Education | Providence, RI

Amanda Boisvert, BA  
Early Intervention Assistant Director  
Meeting Street School | Providence, RI

Nelly Burdette, PsyD  
Director, Integrated Behavioral Health  
Providence Community Health Centers  
Lead IBH Practice Facilitator  
Care Transformation Collaborative Rhode Island (CTC-RI) | Providence, RI

Kenny Correia, PharmD, BCACP, CDOE, CVDOE  
Clinical Pharmacist, Anchor Medical Associates | Cranston, RI

Robert S. Crausman, MD, MMS  
Clinical Professor of Medicine  
Warren Alpert Medical School of Brown University  
Partner, Ocean State Urgent Care and Primary Care  
Providence, RI and Fall River, MA

Christopher Dorval, MSW, LCSW, LCDCS, LCPD, ICADC  
Program Coordinator  
Rhode Island College SBIRT Training and Resource Center  
Business Development Officer  
Recovery Centers of America | Providence, RI

Susan J. Duffy, MD, MPH  
Associate Professor of Emergency Medicine  
Associate Professor of Pediatrics  
Director, Special Pediatrics Projects  
Department of Emergency Medicine  
Warren Alpert Medical School of Brown University  
Hasbro Children’s Hospital & Rhode Island Hospital  
Providence, RI

Marie L. Ganim, PhD, MPA  
Clinical Assistant Professor of Health Services, Policy, & Practice  
Brown University School of Public Health | Providence, RI  
Commissioner, Office of the Health Insurance Commissioner | Cranston, RI

Jatin Gupta  
Senior Product Specialist, Business Development and Product Strategy  
eClinicalWorks | Westborough, MA

Marna B. Heck-Jones, MCP  
IT/EHR & Analytics Manager  
Anchor Medical Associates | Cranston, RI

Amber L. Hewitt, PsyD  
Assistant Professor  
Department of Family Medicine and Community Health  
University of Massachusetts Medical School  
Director of Behavioral Science  
Fitchburg Family Medicine Residency | Fitchburg, MA

Debra Hurwitz, MBA, BSN, RN  
Executive Director  
Care Transformation Collaborative Rhode Island (CTC-RI) | Providence, RI

David Jorgensen, MS  
Lead Health Data Analyst | Onpoint Health Data | Portland, ME

Diane Kowal, MA, BSN, CSNT, NCSN  
President  
Rhode Island Certified School Nurse Teachers Association

Colleen T. LaBelle, MSN, RN-BC, CARN  
Program Director  
State Technical Assistance Treatment Expansion Office Based Opioid Treatment with Buprenorphine (STATE OBAT)  
Boston University Medical Center | Boston, MA

Elizabeth B. Lange, MD, FAAP  
Clinical Associate Professor of Pediatrics  
Warren Alpert Medical School of Brown University  
Co-Director, PCMH-Kids  
Pediatrician, Waterman Pediatrics | East Providence, RI

Timothy J. Lynch  
Senior Director of Foundation Programs  
ABIM Foundation | Philadelphia, PA

John Machata, MD  
Wickford Family Medicine | North Kingstown, RI

Chad MacLeod, BA  
Client Account Manager | Onpoint Health Data | Portland, ME

Stephen A. Martin, MD, EdM  
Assistant Professor of Family Medicine and Community Health  
Co-Director, Rural Health Scholars Program  
University of Massachusetts Medical School  
Center for Primary Care | Harvard Medical School | Boston, MA

Deborah Masland, BA  
Director, Peer Support  
Rhode Island Parent Information Network | Providence, RI

Stephen E. Moberg, BBA-MIS  
Senior Vice President, Team Care Medicine | Yorktown, VA

Cyndi Nassivera Reynolds  
Vice President, Transformation and Clinical Quality  
Hudson Headwaters Health Network, Inc. | Queensbury, NY
Primary Care Works: Effective Strategies to Improve Population Health and Patient Activation

Merry Pearlman, BA
Senior Digital Channel Manager
Blue Cross & Blue Shield of Rhode Island | Providence, RI

Carol W. Robey, MD
Member, Board of Directors | RI Quality Institute | Hollis, NH

Pablo Rodriguez, MD
Clinical Associate Professor of Obstetrics and Gynecology
Warren Alpert Medical School of Brown University
Chair, Health Care Alliance
Women & Infants Hospital | Providence, RI
President & CEO at Women’s Care

Luz Santana, MA
Co-Director, The Right Question Institute | Cambridge, MA

Brenda M. Stiles, RN, BSN, PCMH, CCE
Director of Care Management and Quality
UVM Health Network | CVPH Medical Center | Plattsburgh, NY

Amberly Ticotsky, RN, BSN, MPH
Staff Nurse, Family Medicine
Cambridge Health Alliance | Boston, MA

Bethany Wingren, MA
Senior Provider Advocate | United Healthcare | Warwick, RI

Peter "Pano" Yeracaris, MD, MPH
Adjunct Assistant Professor of Family Medicine
Warren Alpert Medical School of Brown University
Chief Clinical Strategist | CTC-RI | Providence, RI

Planning Committee

Randi Belhumeur, MS, RD, LDN, CDOE
Program Administrator
Division of Community, Health and Equity
Rhode Island Department of Health | Providence, RI

Joanne Bilotta, BS
Principal, Joanne Bilotta Strategic Solutions
Director of Business Development
Board Member, Rhode Island Business Group on Health
Choosing Wisely Board Lead | Johnston, RI

Monica Broughton, MPH
Clinical Quality Management Analyst
Quality Management Clinical Affairs
Blue Cross & Blue Shield of Rhode Island | Providence, RI

Candice B. Brown, BS
Project Coordinator, UMass Medical School | Worcester, MA
Care Transformation Collaborative Rhode Island | Providence, RI

Susanne Campbell, RN, MS, PCMH, CCE (Course Director)
Senior Project Director, UMass Medical School | Worcester, MA
Care Transformation Collaborative Rhode Island | Providence, RI

Lauren Capizzo, MBA, PCMH CC
Director, Practice Transformation
Healthcentric Advisors | Providence, RI

Karen D’Antonio, RN, CDOE
Senior Program Coordinator
Healthcentric Advisors | Providence, RI

Mary E. Evans, BA
Chief Operating Officer
Rhode Island Health Center Association | Providence, RI

Christine Ferrone, MS
Associate Director, Rhode Island Geriatric Education Center
University of Rhode Island | Kingston, RI

Deborah Garneau, MA
Co-Director, Health Equity Institute
Special Needs Director
Division of Community Health & Equity
Rhode Island Department of Health | Providence, RI

Suzanne R. Herzberg, PhD, OTR/L
Clinical Assistant Professor of Family Medicine
Warren Alpert Medical School of Brown University
Director of Transformation
Brown Primary Care Transformation Initiative
Memorial Hospital of Rhode Island | Pawtucket, RI

Brenda Jenkins, RN, CDOE, CPEHR, PCMH CCE
Senior Program Administrator
HealthCentric Advisors | Providence, RI

Ashley Kurpiewski
Practice Facilitator
Rhode Island Quality Institute | Providence, RI

Putney Pyles, BSN, RN
Practice Facilitator | Healthcentric Advisors | Providence, RI

Kathleen Simon, MSW, LICSW
Manager, Case Management
Blue Cross & Blue Shield of Rhode Island | Providence, RI

Maria Sullivan, BS
Director, Office of Continuing Medical Education
Warren Alpert Medical School of Brown University
Providence, RI

Nancy A. Sutton, MS, RD
Deputy Lead, Center for Chronic Care & Disease Management
WISEWOMAN Program Manager
Rhode Island Department of Health | Providence, RI

Siana Wood, RN, BSN
Lead Quality Management Analyst
Blue Cross & Blue Shield of Rhode Island | Providence, RI

Peter "Pano" Yeracaris, MD, MPH (Course Director)
Adjunct Assistant Professor of Family Medicine
Warren Alpert Medical School of Brown University
Chief Clinical Strategist
Care Transformation Collaborative Rhode Island | Providence, RI