PURPOSE
Ambulatory care environments have become central to health care improvement as team-based care and population health models are being implemented. This conference will highlight ambulatory best practices across the region. Particular emphasis on population-specific care and improving efficiencies through care transitions will be presented.

AUDIENCE
Members of ambulatory care teams including providers and clinical staff as well as other health care professionals will benefit from attending.

PLANNING COMMITTEE
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Pennsylvania State Nurses Association (ANCC)

3.6 ANCC Contact Hours

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AGENDA

7:30  Registration / Continental Breakfast / Visit Exhibitors

8:00  Welcome / Opening Remarks

8:15  Pre-Visit Planning and Workflow
      Mary Schoening
      Victoria Martell, BS
      • Identify areas of care opportunities
      • Describe ways to improve office visit efficiency
      • Illustrate ways to enhance patient experience

8:45  Health Care Effectiveness Data and Information Set (HEDIS) Metrics:
      Leveraging the Electronic Health Record
      Nicole Trieste, BS, RN, MBA
      Juliann Molecavage, DHA (c)
      • Propose strategies for leveraging the electronic health record for decision support
      • Describe how to create work flows that are cohesive at point of care
      • Design reporting to show the success of the interventions

9:15  Break / Visit Exhibitors

9:45  Patients with Complex Needs: Outcomes and Lessons Learned
      Jeffrey R. Martin, MD, FAAFP
      Justin Smith, MA
      • Discuss the goals of the South Central Pennsylvania High Utilizer
        Learning Collaborative
      • Define characteristics of patients with complex health and social needs and the
        impact on health care costs
      • List strategies to minimize health care costs while providing innovative, quality care

10:15 Prior Planning Prevents Poor Performance – The Surgery Optimization Clinic
      at UPMC Pinnacle
      Lisa Swenson, BSN, RN, ONC
      • Identify modifiable risk factors for surgery
      • Discuss the benefits of perioperative optimization
      • Describe the difference between preadmission testing and surgery optimization

10:45 Reducing Heart Failure Hospital Readmissions: A Multidisciplinary Approach
      Lisa D. Rathman, MSN, CRNP, CHFN
      • Review the impact of hospital readmissions on heart failure patient outcomes
      • Discuss the current clinical and financial burden of heart failure hospital
        readmissions on hospital systems and care providers
      • Describe specific interventions which reduce heart failure readmissions
11:15  Lunch / Visit Exhibitors

12:30  The Dog Story – A Patient’s Perspective
       Matthew Cavallo, MPH
       • Explain the patient adaptation process including: coping
         with disease, loss of control, health beliefs and sociocultural perceptions
       • Discuss the subjective goals and needs of the patient, whether expressed
         or not, as an integral part of treatment and care
       • Describe concerns of the patient, family, and friends daily life and psychosocial
         environment, and how it adapts over the course of the disease for the long-term
         care of the patient

1:10  Partnering to Battle Opioid Addiction
       Sarah Kawasaki, MD
       • Differentiate between addiction and dependence
       • Define evidence-based treatment for opioid use disorder
       • Describe the services offered by the Pennsylvania Psychiatric Institute

1:40  Adjournment
FACULTY

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Founder and Chief Empathy Officer
The Patient Activation Network

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**FEE**

$155 per person

Fee Includes:
- Cost of Instruction
- All Listed Meals
- Online Handout Materials

Registrations received after Thursday, April 19, 2018 will incur a $25 late fee.

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No refunds after:
Monday, April 16, 2018

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**REGISTRATION**

Register online using COMPASS, our registration and records system. New users are required to set up an account, which will provide access to your CE certificates and conference materials.


**QUESTIONS?**

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