

Quality Leadership Council Meeting

AMGA 2014 Annual Conference

April 3, 2014

Gaylord Texan Resort & Convention Center

Grapevine, Texas



Wednesday, April 2

5:30 p.m. – 7:30 p.m.

Arrive at the [Gaylord Texan Resort & Convention Center](#)
1501 Gaylord Trail, Grapevine, Texas 76051
AMGA Board of Directors and Leadership Councils Reception

Thursday, April 3

7:00 a.m. – 8:00 a.m.

Joint Leadership Council Breakfast

8:00 a.m. – 8:15 a.m.

Welcome & Introductions

Daniel Trajano, MD, MBA – Senior Medical Director of Quality Improvement & Innovation, and Population Health, Park Nicollet Health Chair, Quality Leadership Council

8:15 a.m. – 9:15 a.m.

Improving Quality

- **Engaging Specialists in the Quality Improvement Journey**

Scott Hines, MD, Department of Endocrinology, Co-Chief Clinical Transformation Officer, Medical Specialty Division Leader, Crystal Run Healthcare

In many healthcare organizations, quality improvement has been stewarded by primary care. However, in order to successfully move the needle on quality outcomes, specialists must be engaged as well. Crystal Run Healthcare has found that transparent quality data, alignment of physician incentives with the quality outcomes desired, and a focus on improving access have helped to involve multiple specialties in the practice's overall QI journey.

- **Team based approach to meeting quality metrics**

Leisa Hills, RN, MSN, Director Clinical Excellence, Community Physician Network

Hear how Community Physician Network is engaging all team members from providers to front line staff in their journey to improve quality metrics.

9:15 a.m. – 9:45 a.m.

Improving the Patient Experience

- **Mercy Heart Failure Resource Center/Tele-monitoring (Mercy Care Management)**

Sandy DeWoody-Sidoli RN, MSA, Executive Director, Ambulatory Care Management, Mercy Clinic St. Louis

As a component of Mercy's Virtual Care Center, a group of specialized nurses leverage technology to provide coordinated ambulatory care to Mercy patients with Congestive Heart Failure.

9:45 a.m. – 10:15 a.m.

Refreshment Break

10:15 a.m. – 10:45 a.m.

Improving the Patient Experience

- **Medicare Annual Wellness Visits – from Concept to Reality**

Sheila Johnson, RN, MBA, Director, Clinical Services, Dartmouth-Hitchcock Clinic

In this presentation you will learn how Medicare Annual Wellness Visits were implemented in Primary Care offices at Dartmouth-Hitchcock.

10:45 a.m. – 11:45 p.m.

Reducing Costs

- **Use of the Patient Portal and E-Visits**

Robert M. Healy, MD, FACP Chief Medical Quality Officer Carle Physician Group

The presenter will be describing Carle's use of the patient portal for E-Visits with providers and nurse visits for information. By using these Carle hopes to increase access by decreasing physical appointments where appropriate. In addition, by using imputed RVU credit Carle hopes to create buy-in among providers to use and publicize this type of visit.

Special Topic

- **HCC/QI coding: Focusing Physician Efforts**

Frank Colangelo, MD, FACP, Director of Quality Improvement, Premier Medical Associates

The presenter will describe the journey of Premier Medical Associates through recent quality improvement initiatives driven by insurers including recent STARS projects as well as our recent discovery of a tool which will result in improved HCC coding and reporting for our patients.

11:45 a.m. – 12:00 p.m.

Hot Topic Discussion

12:00 p.m.

Wrap-Up & Adjourn