



# Connecticut Institute for PRIMARY CARE INNOVATION



UCONN | SCHOOL OF MEDICINE

# 2015

## 2015 HIGHLIGHTS

CIPCI is increasingly recognized as a resource for education and facilitation of practice transformation, both regionally and nationally. With part time faculty participation and active collaborations with our sponsoring institutions and regional partners, CIPCI is helping to move the dial on primary care transformation, through demonstration, education, collaboration, and service.



## SHOWCASE *for transformation*

### The Primary Care Office of the Future

CIPCI was invited to replicate our successful *Primary Care Office of the Future* exhibit at the Society for Teachers for Family Medicine (STFM) Conference on Practice Improvement in Dallas, Texas. Partnering with innovative technology and human-centered design companies, CIPCI created a walk-through exhibit and guided over 300 family medicine educators through the hour-long showcase. Participants reported that they were inspired to implement changes in their home settings.

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## EDUCATION *for transformation*

### Educational Web Modules

CIPCI has developed a series of short video modules and resources to provide practical value for practicing primary care clinicians. Featured on the CIPCI website, module topics range from population health management to coding and billing for care management services.

[cipci.org/educational-modules](http://cipci.org/educational-modules)



### Innovation Forums

As a trusted partner and resource, CIPCI creates opportunities for regional thought leaders to engage with national innovators. Presenters for 2015 forums included:

- Jeffery Borkan, M.D., Ph.D., Chair of Family Medicine at Brown University – “Transforming Practice Sites to Train the Workforce of the Future: A Brown Rhode Island Example.”\*
- Peter Kachavos, M.D., Market President for VillageMD – “New Primary Care Models...Better Outcomes?”\*
- William Miller, M.D., M.A., Chair of Family Medicine at Lehigh Valley Health Network – “Priorities in Primary Care Transformation.”
- Jacob Reider, M.D., former Deputy National Coordinator and CMO of the Office of the National Coordinator for Health IT – “The Role of Predictive Analytics in the Future of Primary Care.”

\*Co-hosted by the Ethel Donaghue Center for Translating Research into Practice and Policy (TRIPP)



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SAINT FRANCIS  
Hospital and Medical Center

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*SHOWCASE for transformation, continued.*

Components of CIPCI's *Primary Care Office of the Future* were also presented in interactive workshops with several groups throughout the year:

- STFM Annual Spring Conference
- Frank H. Netter, M.D. School of Medicine, Quinnipiac University
- Yale Primary Care Internal Medicine Residents
- Harvard Division of Clinical Informatics
- Harvard Center for Primary Care Innovations Conference

[cipci.org/future](http://cipci.org/future)



Adam Silverman, M.D. discussed innovative practice enhancement tools with conference attendees.



Staff from CIPCI and Asylum Hill Family Medicine led tours of the Primary Care Office of the Future.

## COLLABORATION *for transformation*

### CMS Transforming Clinical Practice Initiative

CIPCI faculty are serving on the UConn Health Leadership Group for the Southern New England Practice Transformation Network, a partnership between UMass and UConn. The goal of this \$29 million award from CMS/CMMI is to help equip primary and specialty care clinicians in Massachusetts and Connecticut with tools, information, and transformation support needed to improve quality of care, increase patients' access to information, and spend health care dollars more wisely.

### Better Health 2015

CIPCI hosted the keynote at Better Health, a regional conference focused on consumer engagement in health care. Jacob Reider, M.D. collaborated with CIPCI to deliver a lively presentation, "The Future is Now: How Technology Enables Truly Patient-Centered Care."



### New England EConsult Network

CIPCI faculty helped lead this grant-funded initiative to provide e-consults between primary care clinicians and specialists at UConn Health. This provides enhanced access for patients at the Federally Qualified Health Centers of Community Health Center, Inc and Maine-based Penobscot. CIPCI hosted a multi-site, multi-state testing and simulation exercise in its Simulation Studio prior to eConsult go-live.



## SERVICE *for transformation*

CIPCI has a mission to support its sponsor institutions - UConn Health and Saint Francis Hospital and Medical Center - as they help transform primary care and the larger healthcare system.

### Transformation Support in Resident Education Clinics

Using *Clinical Microsystems* analyses of clinic structures and functions, CIPCI has helped UConn and Saint Francis resident clinics make physical and workflow changes to add value. Examples have included:

- Creating joint mission statements
- Improving patient scheduling and precepting time
- Introduction and evaluation of new exam room furniture and space design from The Primary Care Office of the Future exhibit

### EHR Transition Support

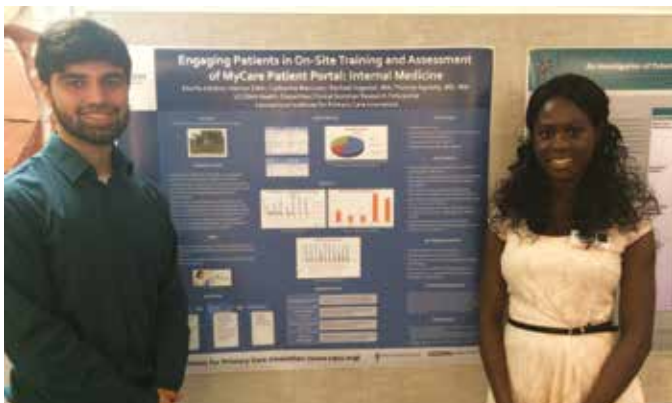
As CIPCI Informatics Leader, Thomas Agresta, M.D., M.B.I., provided technical and practice-oriented expertise in all phases of planning and implementation for Saint Francis' Epic Ambulatory go-live process.

### Enhanced Billing for Comprehensive Primary Care

Rebecca Andrews, M.D., M.S., collaborated with UConn Health administration to obtain billing data and educate clinicians about implementing transitional care management codes. Ongoing education and analyses of the billing codes will demonstrate enhanced patient care and appropriate payment.

### Patient Portal Student Research Project

CIPCI worked with Asylum Hill Family Medicine and Gengras Internal Medicine offices to train patients on the new patient portal, MyCare. Four students from the UConn Health Disparities Research Fellowship helped patients sign up for MyCare and administered a patient survey assessing internet access and attitudes about the portal. The research was shared with office care teams and Epic staff, presented at local research forums, and prompted team discussion of workflows for electronic communication with patients.



## Faculty Honors and Achievements

CIPCI faculty members carry out CIPCI's mission to transform primary care as they serve in local and national leadership capacities. Notable faculty accomplishments over the past year include:

### Thomas Agresta, M.D., M.B.I.

- Appointed to Health Information Technology Council for Connecticut State Innovation Model (SIM)
- Serves as UConn Informatics Director for the Southern New England Practice Transformation Network
- Invited speaker at Harvard Division of Clinical Informatics and Harvard Center for Primary Care Innovations Conference: "Experience designing the Primary Care office of the Future" and "Using Technology to Improve Patient Care"

### Rebecca Andrews, M.D., M.S.

- Promoted to Associate Professor of Medicine at UConn
- Elected 2017 Governor of ACP Connecticut Chapter
- Member of ACP Board of Regents

### Jeri Hepworth, Ph.D.

- Delivered plenary address at the Annual Meeting of the Society of Teachers of Family Medicine (STFM), "Be the Change! Appreciating our Leadership Contributions"
- Invited speaker at the AAMC Learning Health System Research Awards Meeting, "System-wide Efforts to Improve Everyday Practice and Health Equity in an Accountable Care Environment"

### Gregory Makoul, Ph.D., M.S.

- Founded PatientWisdom, a new digital platform that efficiently captures, curates, and shares patient perspectives to improve the experience and delivery of care
- Delivered opening keynote at the International Conference on Communication in Healthcare, "Illness as an Editor: Revise and Resubmit"
- Led the research team for a large-scale study published in Medical Decision Making, "The impact of patient participation in health decisions within medical encounters: a systematic review"

### Adam Silverman, M.D.

- Promoted to Vice President Ambulatory Strategy and Development for Trinity Health - New England
- Selected to participate with Trinity Health as an Innovation Champion
- Selected to serve on the Connecticut Hospital Association's Subcommittee on Population Health

## OUR TEAM

### Faculty and Staff

Thomas P. Agresta, M.D., M.B.I.  
*Informatics Leader*

Rebecca A. Andrews, M.D., M.S.  
*Education Leader*

Jeri Hepworth, Ph.D.  
*Co-Director*

Rachael Ingersol, M.A.  
*Project Supervisor*

Catherine MacLean  
*Research Associate*

Gregory Makoul, Ph.D., M.S.  
*Founding Director*

Adam Silverman, M.D.  
*Outreach Leader*

### Governing Board

Lori Bastian, M.D., M.P.H.

Robert A. Cushman, M.D.

Luis F. Diez-Morales, M.D.

Judith Fifield, Ph.D.

Bruce E. Gould, M.D.

### Advisory Board

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Michael Fendrich, Ph.D.

Margaret Grey, Dr.P.H., R.N.

Lisa Honigfeld, Ph.D.

David Howlett, M.D.

Jayesh R. Kamath, M.D., Ph.D.

Jonathan Lis, M.S.2

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Steve Ruth, M.S.

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### Primary Care Policy Council

F. Daniel Duffy, M.D.

Kevin Grumbach, M.D.

Paul Grundy, M.D., M.P.H.

Amy Helwig, M.D., M.S.

William L. Miller, M.D., M.A.

Victor Villagra, M.D.

Scott Wallace, J.D., M.B.A.

### Our Mission

Deliver practical value for patients, providers, and payers by transforming primary care in ways that are palpable and sustainable

### Our Aims

- Serve as a trusted partner and resource
- Involve patients and patient perspectives
- Improve training
- Increase retention
- Help practicing providers manage change



Transformation that works.

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