



**North Carolina Network Consortium**  
A Primary Care Practice Based Research and Learning  
Network

# **Engaging Communities, Patients, and Practices: Implementing Best Practices in Primary Care**

**May 17, 2014**

**8:30a - 3:00p**

Edwin W. Monroe AHEC Conference Center  
2000 Venture Tower Drive  
Greenville, NC 27834

Sponsored by the ECARE practice-based research network, the ECU Dept. of Family Medicine, The UNC Translational and Clinical Sciences Institute (NC TraCS) and The Duke Endowment

# **NORTH CAROLINA NETWORK CONSORTIUM**

Katrina Donahue, MD, MPH and  
Jaqueline Halladay, MD, MPH  
Consortium Co-Directors  
Madeline Mitchell, Associate Director

## **NETWORK DIRECTORS**

### **ECARE (ECU: Eastern Carolina Association for Research and Education)**

Skip Cummings, PharmD, FCP, FCCP  
Paul Bray, MA, LMFT

### **MAPPR (CHS: Mecklenburg Area Partnership for Primary Care Research)**

Michael Dulin, MD, PhD  
Hazel Tapp, PhD

### **PCRC (Duke: Primary Care Research Consortium)**

Rowena Dolor, MD, MHS  
Chip Walter, MD, MPH

### **NCnet:**

**(UNC: North Carolina Family Medicine Research Network (NC-FM-RN),  
Robeson County Primary Care Research Network (RCPCrN),  
North Carolina Child Health Research Network (NCCHRN), and  
Multi-Site Adolescent Research Consortium for Health (NC-MARCH))**

Katrina Donahue, MD, MPH  
Jacquie Halladay, MD, MPH  
Tamera Coyne-Beasley, MD, MPH  
Steve North, MD, MPH

### **CME INFORMATION**

- **4.5 prescribed credits approved by the American Academy of Family Physicians**
- **NC Board of Nursing accepts these credits**
- **PLEASE BE SURE TO SIGN-IN AT REGISTRATION.**

## Conference Agenda

8:30-9:00	<b>REGISTRATION – You must sign-in for CME credits.</b>	Location
9:00-9:15	<b>Welcome and Introductions</b> Skip Cummings, PharmD, FCP, FCCP and Paul Bray, MA, LMFT	Auditorium
9:15-10:15	<b>Patient Centered Medical Home - Lessons Learned in NC</b> Debra Thompson, DNP, FNP-BC Wilson Gabbard, MBA	
10:15-10:30	15 Minute Break	
10:30 – 11:30	<b>Setting Goals for Setting Goals - Strategies for Integrating Behavior Change Counseling in Primary Care</b> Andrea Wallace, PhD, RN Moderator: Kristine Schmit, MD, MPH	
11:30-11:35	5 Minute Break	
11:35 –12:35	<b>Panel Discussion: Community Engagement - Key Strategies to Inform Practice and Research</b> Amy Jones, BS RRT-RCP Katrina Donahue, MD, MPH Jacquie Halladay, MD, MPH Chanetta Washington, MPH Kimly S. Blanton, MIS, MLS Moderator: Tamera Coyne-Beasley, MD, MPH	
12:35-1:20	45 Minute Lunch	
<b>BREAKOUT SESSIONS</b>		
1:20-2:50	<b>Demonstration and Applications of Coaching for Chronic Disease in Primary Care</b> 1:20-2:00 <b>Active Listening for Health Care Professionals</b> Allison Bickett, MS 2:00-2:40 <b>The Good, the Bad, and the Ugly of Using Motivational Interviewing with Patients.</b> Jim Tillman, DMin Moderator: Paul Bray, MA, LMFT	Breakout Room
	<b>Best Practices in Primary Care, Implementation Strategies and Evidence</b> 1:20-1:35 <b>Mindfulness Interventions in Type 2 Diabetes</b> Laura Young, MD, PhD 1:35-1:50 <b>Using Videos to Improve Children’s Inhaler Technique: A Randomized Controlled Trial</b> Delesha Carpenter, PhD, MSPH 1:50-2:05 <b>Integrating Behavioral Health into Primary Care Visit for Co-Morbid Disease</b> Kari Kirian, PhD 2:05-2:20 <b>Shared Decision Making for Colorectal Cancer</b> Alison Brenner, PhD 2:20-2:35 <b>Team Approach to Care - Experience Using Coaches</b> Mott Blair, MD 2:35-2:50 <b>Shared Decision Making in Asthma Care</b> Hazel Tapp, PhD and Lindsay Kuhn, MHS, PA-C Moderator: Skip Cummings, PharmD, FCP, FCCP	Auditorium
2:50-3:00	<b>Above and Beyond Awards</b> (Presentation of awards to practices) Skip Cummings, PharmD, FCP, FCCP and Paul Bray, MA, LMFT <b>Networking</b>	Auditorium
3:00-3:30	<b>NCNC Directors meeting</b>	Breakout

# Speaker Bios

**Allison Bickett, MS** is the Associate Director of Behavioral Medicine for the Carolinas HealthCare System. She also is a Doctoral Candidate in Clinical Health Psychology at the University of North Carolina at Charlotte. She splits her time between the residency programs at Elizabeth Family Medicine and Union Family Practice, where she assists in developing and teaching the Longitudinal Behavioral Medicine curriculum. She supports and evaluates residents in the advancement of their mental health knowledge and clinical interviewing skills, including motivational interviewing and active listening. Additionally, she is creating the infrastructure necessary to build a collaborative behavioral health program at Union Family Practice. Allison is interested in exploring the relationship between mental health and chronic disease, and presently serves as the primary investigator in a study examining the prevalence of, association between, and effective treatments for anxiety and type 2 diabetes in a primary care setting.

**Mott Blair, MD** is a physician at Vidant Family Medicine – Wallace. Dr. Blair graduated from ECU Brody School of Medicine in 1987. Dr. Blair is a second-generation physician whose father opened a practice in Wallace in 1949. In 2003 he served as the President of the NCAFP and has served as state delegate to the AAFP Congress and chair of the AAFP Commission on Health of the Public and Science.

**Kimly S. Blanton MIS, MLS** is a Patient Advisor at Vidant Health System. Kim Blanton has been a Patient Advisor at Vidant Health System, Greenville NC. After going into anaphylaxis shock during a cardiac catheterization in 2001, Kim has been a patient in five different hospitals (in four different health systems.) Kim has used her experiences to help her health system improve. She serves on several committees and task forces for the Vidant System and its flag ship hospital, Vidant Medical Center, National Quality Form, North Carolina Institute of Medicine and North Carolina Hospital Association. Kim holds Masters degrees in Library Science and Information Science. Kim believes in the mutually beneficial partnerships of patient-centered care and how they can improve a patient's health and the healthcare system.

**Paul Bray, MA, LMF** is a Quality Program Manager, Community Based Care, Vidant Medical Group and ECARE Coordinator at The ECU Department of Family Medicine. He completed his Master's degree from the Southern Illinois University in Rehabilitation Counseling and then post graduate training in Marriage and Family Therapy from Northwestern University. He is a licensed Marriage and Family Therapist in North Carolina. Mr. Bray has been actively involved in diabetes and chronic disease management both from the point of research and ambulatory delivery redesign for the past 15 years. Prior to his work in chronic disease management, he managed ambulatory care for University Health Systems of Eastern Carolina and was the Executive Director for a community health center in inner city Chicago. He has authored four papers on primary care chronic disease management and numerous presentations. He has been Primary Investigator for six major diabetes and chronic disease projects since 2002.

**Alison Brenner, PhD** is an NRSA Postdoctoral Fellow at the Cecil G. Sheps Center for Health Services Research, UNC-Chapel Hill. Dr. Brenner completed her PhD in Health Services Research at the University of Washington in Seattle. Her primary research interests surround how patients make decisions about cancer screening and other preference sensitive preventive care decisions, and methods for promoting informed and appropriate decision-making about cancer screening. She is currently exploring three major areas of decision-making about and promotion of cancer screening: 1) individual-level predictors of colorectal cancer screening behavior (particularly in vulnerable populations), 2) values clarification for colorectal and prostate cancer screening decisions, and 3) promotion of colorectal cancer screening through patient decision support and navigation. She is also exploring patient decision support for lung cancer screening.

# Speaker Bios

**Delesha Carpenter, PhD, MSPH** is an Assistant Professor in the School of Pharmacy, UNC-Chapel Hill. Dr Carpenter's research focuses on interpersonal influences on disease self-management for adolescents and adults living with chronic illnesses, such as asthma and arthritis. She is particularly interested in using mobile health (mHealth) technologies to improve patients' chronic disease self-management and quality of life, especially for rural populations. She has a tailored video software program to improve children's asthma inhaler technique.

**Tamera Coyne-Beasley, MD, MPH** is a Professor in the Departments of Pediatrics and Internal Medicine. Dr Coyne-Beasley is also a Adolescent Medicine and public health specialist. She is the Founding Director of the North Carolina Child Health Research Network and the Co-Director of the NC Multidisciplinary Adolescent Research Consortium for Health. Her academic and community work have focused on reducing health disparities, improving adolescent health and access to health care and vaccines, decreasing adolescent risky behavior including sexually transmitted infections such as HIV and HPV, and decreasing violence and firearm deaths among youth. She is also a voting member of the U.S. Advisory Committee for Immunization Practices and responsible for developing immunization policy and recommendations for all U.S. citizens.

**Doyle M. "Skip" Cummings, PharmD, FCP, FCCP** is currently the Berbecker Distinguished Professor of Rural Medicine, a full professor in Family Medicine and Public Health as well as an Adjunct Professor of Health Education and Promotion at East Carolina University. Dr. Cummings is Director of the Research Division in Family Medicine, Co-Director of the Research Core at ECU's Health Disparities Center, Associate Director for Translational/Outreach Research at the ECU Diabetes and Obesity Institute, and Director of E-CARE, the primary care practice-based research network in rural eastern NC.

**Katrina Donahue, MD, MPH** is an Associate Professor in the Department of Family Medicine at UNC-Chapel Hill. Dr. Donahue is a family physician in UNC Department of Family Medicine and Co-Director of the NCNC. She has extensive experience working with community-based practices on improvement projects and implementation of care systems. Her current work focuses on practice redesign of health care delivery, chronic disease care and prevention, health behavior change and collaborations among public health and primary care.

**Wilson Gabbard, MBA** is the Patient Centered Medical Home Coordinator for the University of North Carolina Physicians Network. Over the last year with UNC Wilson has managed practice operations for two practices and as of last September assumed responsibility for the UNCPN network implementation of PCMH in 36 practice locations across nine North Carolina counties. Currently UNCPN has 11 practices actively seeking PCMH recognition. Before coming to UNCPN Wilson worked with Vidant Medical Group as a Regional Operations Manager where he managed operations and acquisitions for the Northeast Region VMG's service area. In this role Wilson helped VMG quality leaders pave the way for operationalizing PCMH in four of Vidant's five pilot PCMH practices. Wilson's work focuses on quality improvement and operational efficiency through team based care and top of license practice.

# Speaker Bios

**Jacqueline R Halladay, MD, MPH** is an Assistant Professor in the Department of Family Medicine at UNC-Chapel Hill, and is the Co-Director of the NCNC and dual boarded in Preventive Medicine and Obstetrics and Gynecology. She focuses much of her current work on working with practice providers, staff and community stakeholders to improve patient outcomes for high prevalence health conditions. She has a specific interest in the practice and community level costs of implementing changes in care processes. She is also involved in understanding what the current and future workforce needs are in order to best position practice staff and others to deliver the care needed in the rapidly changing healthcare environment. She trains residents in Preventive Medicine at UNC-Chapel Hill.

**Amy Jones, BS, RRT-RCP** is an Administrator for the Vidant Health Office of Patient and Family Experience. She began her career in health care 30 years ago as a Respiratory Therapist at Vidant Medical Center and has led the development of several community-based programs for children with chronic diseases and their families including one of the first pediatric asthma programs in the country. Amy's professional work with children and their families throughout the continuum of care led to her passion and commitment to patient and family engagement in care and decision-making. She established the Office of Patient Experience at Vidant Medical Center in 2008. Amy was recognized as the North Carolina Respiratory Care Practitioner of the Year and has spoken on the value of patient and family partnerships at national and international conferences.

**Kari Kirian, PhD** is a Clinical Assistant Professor in the Department of Family Medicine at East Carolina University. Dr. Kirian is currently a co-investigator on a three-year grant from Bristol-Myers Squibb Foundation for the implementation and evaluation of the COMRADE trial: Collaborative Care Management for Distress and Depression in Rural Diabetes. Dr. Kirian is a Licensed Psychologist and Health Services Provider-Psychology in North Carolina. Her clinical and research interests are in Primary Care Behavioral Health and integrated primary care.

**Kristine Schmit, MD, MPH** graduated from Duke University Medical School in 2004 and completed a residency in Family Medicine at UC San Diego in 2007. She completed a second residency in Preventive Medicine at UNC Chapel Hill in 2011 and is currently board certified in both Family Medicine and Preventive Medicine. She is currently working part-time with a Duke Primary Care Family Medicine Practice in Henderson, NC and part-time at the Duke Clinical Research Institute with the Primary Care Research Consortium.

**Hazel Tapp, PhD** is the Associate Director of Research in the Department of Family Medicine at Carolinas HealthCare. Dr Tapp's research interests include implementing and evaluating patient-centered approaches such as motivational interviewing and shared decision making to improve health outcomes for chronic disease. As PI on a PCORI project designed to study the dissemination of shared decision making in asthma, she is currently working with four practice-based research networks and Medicaid in 30 clinical sites across North Carolina. Dr. Tapp previously helped implement shared decision making at six CHS safety-net practices that provide care to Charlotte's vulnerable population. Dr Tapp serves as a member of her PBRN's community advisory board (CAB). The CAB uses participatory research principles to choose, develop and implement research interventions designed to improve the health of the community. The CAB engages the community using community forums, health fairs, and partnerships. In 2012 Dr. Tapp initiated and facilitates a patient advisory board at Elizabeth Family Medicine that is now meeting monthly.

# Speaker Bios

**Debra Thompson, DNP, FNP-BC, PCMH CCE** is the Vice President of Care Coordination for Vidant Health. Dr. Thompson attended Atlantic Christian College in Wilson, NC, and received her undergraduate degree in Nursing. In 1996 she graduated from University of North Carolina-Chapel Hill with a Master of Science in Nursing degree with a focus on Adult Health/Critical Care in the Clinical Nurse Specialist program. She completed her Family Nurse Practitioner and Doctor of Nursing Practice from Duke University School of Nursing. Her special interests include disease management and population health. Currently Dr. Thompson is leading ambulatory care coordination including medical home implementation for Vidant Health.

**Jim Tillman, DMin** works with Open Water Coaching and Consulting and has his certification in Integrative Health Coaching from Duke Integrative Medicine and a Certificate of Intensive Training in Motivational Interviewing from the University of Massachusetts Medical School. Jim is a contributing voice in designing a credentialing exam for a national health and wellness coach certification. He is trained in the implementation of the Motivational Interviewing Treatment Integrity coding system, which is a tool used to assess and increase the clinical skill of a practitioner using motivational interviewing. The Heart-Healthy Lenoir Project works with patients with hypertension from five primary care practices in Lenoir County. Jim uses his coaching and motivational interviewing skills to assist patients in making lifestyle changes and provides motivational interviewing training to the participating providers and their staff.

**Andrea Wallace, PhD, RN** is an Assistant Professor at the University of Iowa, College of Nursing. Dr. Wallace has participated in the development and conduct of a number of funded research studies focusing on best practices related to the quality of chronic disease care (asthma, diabetes, and chronic back pain) in primary care settings serving vulnerable patient populations, including first authored publications. A major focus of her work is use of multi-method and participatory designs, and partnerships between academic and community practice, to bring about a better understanding of how to improve the quality of care delivered to numerous patient populations. In her recent work, Dr. Wallace has partnered with community-based clinicians to examine how diabetes self-management support can be implemented in a way that is both feasible and effective in community (vs. academic) primary care practice settings, and has resulted in an implementation toolkit for the Living with Diabetes Guide.

**Chanetta Washington, MPH** is the project coordinator of the HBCU Initiative for NC TraCS Community Academic Resources for Engaged Scholarship (CARES) at UNC-Chapel Hill. In this capacity, she coordinates activities to establish partnerships with HBCUs to increase research activity through a structured program of training, mentorship and research support services for promising faculty. She has more than 30 years of experience in the public health field — as a program planner at the county, state and national level, and as an educator, community advocate, investigator and research administrator. She has a B.S. in health education from NCCU and an MPH in maternal and child health from UNC-CH.

**Laura Young, MD, PhD** is an Assistant Professor in the School of Medicine, UNC-Chapel Hill. Dr Young is a physician-scientist with clinical training in endocrinology and a strong research background in unique behavioral interventions. Her research is guided by a desire to improve the lives of patients living with diabetes. One of her primary area of research involves understanding the impact of psychological stress on metabolism in patients with diabetes and obesity. She is currently investigating the impact of stress reduction through mindfulness meditation training on physiological and psychological outcomes in patients with type 2 diabetes. She also has several other ongoing studies examining the impact of peer support in diabetes, glucose monitoring, and use of medical devices to improve glycemic control. Her projects are funded through the NIH, PCORI, and industry partners.

