

Health Coaching Training Curriculum Calendar

A Program of Education and Training for Clinical Staff in Community Locations Sponsored by Vidant Health, East Carolina University Department of Family Medicine, The University of North Carolina at Chapel Hill Department of Family Medicine and Carolinas Health Care System Department of Family Medicine

Background

Patient Centered Medical Home (PCMH) principles have been adopted as the standard for primary care and are strongly endorsed by provisions in the Affordable Care Act. These principles include ensuring patient education and health coaching services such as self-management support and motivational interviewing are provided to at-risk and/or high risk patients. PCMH standards also include the involvement of patients and families in quality improvement efforts, such as the formation of Patient Advisory Councils (PAC). PCMH clinics often create Health Coaching positions, staffed by nurses, educators, nutritionists, care coordinators, case managers and pharmacists, to deliver these services and assist in the formation of PAC. Although research shows clear advantage to health coaching services and support, the published literature on guidelines, protocols, and skill set needed for achieving active patient participation is scarce, and training in coaching techniques is limited.

Vidant Health (Vidant Medical Center and Vidant Medical Group-VH) in collaboration with three of the leading North Carolina health care systems are coordinating a Health Coaching Training Program, aimed at delivering evidence-based population health management strategies and skills needed to be a successful patient centered practice. In addition to Vidant Health, team members include East Carolina University (ECU) Department of Family Medicine, University of North Carolina at Chapel Hill (UNC-CH) Department of Family Medicine and Carolinas Healthcare System (CHS) in Charlotte. Vendors have also contributed tools and information technology to assist in this learning process. Training will primarily be provided through internet/web conferencing and CME will be provided for most courses. Staff from the four sponsorship organization can attend training at no cost. Staff from other organizations can attend at nominal costs as space is available.

Registration & Web Base Software

To register and attend any of the web based training email Paul Bray at pbray@vidanthealth.com
Please provide

Name and Date of Education Presentation

Your Name and Title

Affiliate Organization

Email and mailing address

Work Phone Number

Email reminders will be sent to all registered participants and participants will be scheduled with **WebEx** conferencing software. Vidant staff will be scheduled through the Vidant WebEx account. Non-Vidant staff can “join” the conference when receiving a same day WebEx invitation or open a free WebEx account and add the conference to your personal schedule. For more information on WebEx software or any other questions call Paul Bray at 252-717-4402.

Registration For NCNC Conference, Greenville, NC

Date and Time of Conference: Saturday May 17th, 2014 9:00 AM – 3:30 PM

Location: EAHEC Conference Center Greenville, North Carolina

Registration: NO FEE (\$10 donation at the door encouraged). Please go to the www.ncnc.unc.edu site and click on the link.

Sponsors: North Carolina Network Consortium; UNC TraCS Institute

CME Credits: Credit application is in process

Feb 2014-Dec 2014 **Diabetes Care consultation-Web Conference** 12:30-1:30
ECU Sponsor **Kay Craven, MPH, RD, LDN, CDE & Jamie Messenger, PharmD, CPP**

2/21/14, 3/21/14, 5/16/14, 6/20/14, 7/18/14, 8/15/14, 9/19/14, 10/17/14, 11/21/14, 12/19/14,
1/16/2015, 2/20/2015

Diabetes case management conferences will cover basics of diabetes education with special focus on nutrition and medication counseling. As the sessions develop more emphasis will be placed on provider problem solving. Providers will be asked to present difficult cases as Dr. Jamie Messenger and Kay Craven lead the group in a discussion to assist in the problem solving process for the case.

Feb 2014-Dec 2014 **Asthma SDM Case Consultation- Web Conference** 12:30-1:30
CHS Sponsor **Lindsay Kuhn MHS, PA-C**

3/18/14, 4/15/14, 5/20/14, 6/17/14, 7/15/14, 8/19/14, 9/16/14, 10/21/14, 11/18/14, 12/16/14, 1/20/15, 2/17/15, 3/17/14

WebEx Asthma Care conferences will cover the basis of Shared Decision Making (SDM) asthma case management. Special focus will include self-management goal setting and patient education. Health coaches will be asked to present difficult cases and receive Asthma SDM education and case management recommendations.

Feb. 25, 2014 **Introduction to Shared Decision Making (SDM) Web Conference**
12:30-1:30 CHS Sponsor **Lindsay Kuhn, MHS, PA-C & Hazel Tapp, PhD**

This hour long presentation will present the basic principles of Shared Decision Making strategies for chronic disease management. The presentation will include a review of published outcome evidence along with curriculum design concepts.

March 11, 2014 **Use of SDM for Medical Conditions Web Conference** 12:30-1:30
CHS Sponsored **Lindsay Kuhn, MHS, PA-C & Hazel Tapp, PhD**

Shared Decision Making intervention strategies are currently applied to a number of chronic conditions including asthma and diabetes. This hour long presentation will review SDM programs that focus on various chronic conditions. Examples of scripted SDM interventions along with published outcomes will be reviewed.

March 28, 2014 **Into to Patient Activation Measure (PAM) Web Conference** 12:30-1:30
VH Sponsor Part 1 of 2 presentations **Theresa Byrne** "Insignia"

This presentation will introduce the "PAM" tool. The PAM questionnaire and training module is design to assist patients in activation and is obtained through the Insignia corporation. Two WebEx presentations will be delivered by Ms. Byrne. This first presentation is an introduction to PAM that includes an overview of the tool and research that documents its efficacy. These presentations will be coordinated by Amy Jones.

April 11, 2014 **Use of PAM in Coaching For Activation Web Conference** 12:30-1:30
VH Sponsor Part 2 of 2 presentations **Theresa Byrne** "Insignia"

The PAM questionnaire and training module is design to assist patients in activation and is obtained by the Insignia Corporation. Two WebEx presentations will be delivered by Ms. Byrne. This second WebEx presentation will be “coaching for activation”, where patient intervention scripts are presented that correspond to low, medium and high PAM scores. These presentations will be coordinated by Amy Jones and delivered by Insignia staff.

May 9, 2014 **Engaging Community: Patient Advisory Councils - Forming Patient Advisory Councils Web-Conference** 12:30-1:30 VH Sponsor Part 1 of 2 presentations
Amy Jones, BS Business, BS Respiratory Care

Speakers from Vidant Health, a regional health system serving 29 counties in eastern North Carolina, will describe the process and outcomes of engaging patients and families in quality, safety and patient experience performance improvement. Upon completion of the presentation, participants should be able to: 1-Discuss critical success factors in advancing a culture of patient-family centeredness. 2-Identify the value of and best practices for partnering with patient and family advisors. Discuss methods to create or expand patient and family advisory councils and patient and family advisor roles.

May 17, 2014 **NCNC Annual Conference EAHEC Conference Center** 8:30-3:30
Greenville, NC

- **The State of PCMH 9:15 to 10:15 Debra Thompson and Wilson Gabbard**
 - **Dr.Andrea Wallace, PhD, RN:10:30-11:30 Implementing a feasible coaching intervention in primary care settings using self-management tools.** In this presentation, Dr. Wallace will share the background and evidence to support using a pragmatic self-management guide and brief coaching intervention to assist patients with their diabetes self-care. The guide, *Living with Diabetes: An Everyday Guide for you and Your Family*, was developed with input from hundreds of key stakeholders including patients, their families, their caregivers, and multidisciplinary teams representing primary care providers, behavioral scientists, diabetes educators, nurses,

pharmacists, health educators, and advertising agents. The guide was created using the principles of health literacy, and has been disseminated widely within the US and beyond, has been translated into 4 different languages, and has informed the creation of other guides for other chronic conditions. Dr. Wallace will provide the audience with practical tips to help conference participants learn how to best implement the guide and coaching in their own settings. UNC Sponsor

- **Panel Discussion:** 11:30-12:30 Community Engagement: Key Strategies to Inform Practice and Research
 - **Amy Jones**
 - **Katrina Donahue MD, MPH /Jacquie Halladay MD, MPH**
 - **Chanetta Washington MPH**
 - **Patient TBN**Moderator: **Tamera Coyne-Beasley, MD, MPH, FAAP, FSAHM**
- Breakout sessions 1:15-3:00
- **Demonstration and Applications of Coaching for Chronic Disease in Primary Care**
 - **Allison Bickett MS: Active Listening** strategies as a means to overcome challenges of behavioral health and health literacy in the context of chronic disease. The presentation would include introduction to active listening, advanced training in the use of active listening including training of specific interventions for various presenting patients, role playing, and linkage to web site tool kits.
 - **Jim Tillman DMin: Motivational Interviewing** as a tool in chronic condition care. The presentation would include instruction, video demonstration and MI methodology to support patient's acceptance and collaboration.
Moderator: **Paul Bray, MA, LMFT**
- **Best Practices in Primary Care, Implementation Strategies and Evidence**
 - **Kari Kirian, PhD:** Integrating Behavioral Health into Primary Care Visit for Co-Morbid Disease; This presentation will focus on the integration of behavioral health into the primary care clinics, which has included movement through the following stages: defining, detailing, and implementing the integration. Defining integrated care at our facility required merging the aspirations and expectations from each behavioral health discipline including social work, psychiatry, medical family therapy, and health psychology. The detailing stage was characterized by obtaining buy-in and feedback from relevant parties whose participation was critical for the success of integration, including: administration, residents, nursing, physician faculty, and behavioral health learners. The implementation phase was demarcated by the full time physical presence of a behavioral health consultant in the clinics. Preliminary utilization data has been promising and additional key indicators of impact will be presented including initiators of consults, reasons for consult, common behavioral health concerns, and behavioral health services provided.
 - **Delesha Carpenter, PhD, MSPH** Using Videos to Improve Children's Inhaler Technique: A Randomized Controlled Trial
 - **Laura Young, MD, PhD:** Mindfulness Interventions in Type 2 Diabetes
 - **Alison Brenner, PhD** -Colorectal Cancer Shared Decision Making
 - **Mott Blair, M.D.:** Team approach to care/experience using coaches

- **Hazel Tapp, Ph.D. & Lindsay Kuhn, MHS, PA-C** : Shared Decision Making in Asthma Care
Moderator: **Skip Cummings, PharmD, FCP, FCCP**

June 13, 2014 **Self-Management Web Case Conferences** 12:30-1:30
UNC Sponsor **Dr.Andrea Wallace, PhD, RN**

This webinar is designed for NCNC conference attendees who attended Dr. Wallace's presentation. It is an opportunity for dialogue with those who have decided to try the *Living with Diabetes* guide and methodology in their clinical practice. Dr. Wallace will continue to provide resources and additional guidance, based on her experiences with the successful and challenges of other practice settings already using the intervention, about how to plan for, and use, the intervention

July 11, 2014 **PAM Case Consultation Web Presentation** 12:30-1:30
VH Sponsor **Theresa Byrne** "Insignia"

The PAM questionnaire and training module is design to assist patients in activation and is obtained by the Insignia Corporation. This WebEx case presentation consultations centered on patient activation using PAM. Health Coaches will have the opportunity to present challenging patient cases and receive consultation from peers and senior staff. Pam scores of selected patients will be reviewed and Ms. Byrne will provide consultation regarding appropriate interventions.

July 18, 2014 **Using Teach Back Strategies in Clinics Web Presentation** 12:30-1:30
VH Sponsor **Rose Ann Simmons, MPH and Bunny Pounds, MSN, FNP, BC**

Teach-back is an education tool to enhance communication between the health care team, patients, and the patients key learner or family members. In this presentation, Bunny and Rose

Ann will provide an overview and examples of how to incorporate Teach-back into the clinic setting.

August 18, 2014 **Diabetes Medication Management Web Conference** 12:30-1:30
ECU Sponsor **Jamie Messenger, PharmD, CPP**

This presentation will present a review of anti-hyperglycemic agents and the medication management of diabetes. The presentation will include current ADA management guidelines. The target audience is nurse health coaches.

August 29, 2014 **Asthma Medication Management Web Conference** 12:30-
1:30 CHS Sponsored **Lindsay Kuhn MHS, PA-C**

The hour long presentation will overview current medication treatments for asthma. Examples of inhalers will be demonstrated along with costs and side effects.

September 23, 2014 **SDM Asthma Toolkit Web Conference** 12:30-1:30
CHS Sponsored **Lindsay Kuhn MHS, PA-C**

Carolinas Healthcare System has received a major 3 year PCORI grant to disseminate the SDM asthma methodology throughout North Carolina. The center piece of this care design is the SDM toolkit that contained the scripted health coach asthma intervention. The toolkit will be described and demonstrated during this presentation.

September 29, 2014 **Congestive Heart Failure Medication Web Conference** 12:30-1:30
ECU Sponsor **Dionne L. Knapp, PharmD, BCPS, CPP**

This presentation is a review and update of medication management for congestive heart failure. The presentation will also contain a review of best practices for the management of CHF. The target audience is nurse health coaches.

October 17, 2014 **Using Motivational Interviewing to Improve Medication Adherence**
Web Conference 12:30-1:30 VM Sponsor Kathrin C. Kucharski, PharmD, BCPS

The use of Motivational Interviewing (MI) has proven a useful tool to activate patients to shared treatment objectives. The objectives of this web presentation are to: 1. Review communication strategies to enhance patient understanding of their medical condition or unhealthy behavior to encourage change talk. 2. Understand key motivational interviewing (MI) concepts to address core concern, line of reasoning and patient resistance to facilitate behavior change. 3. Incorporate MI principles and strategies in patient communication with case examples

October 31, 2014 **Using Nurses to Support Behavior Health Web Conference 12:30-1:30**
ECU Sponsor **Dr. Dennis Russo**

This presentation will focus on the identification and management of depression and/or distress as co-morbid condition to diabetes and other chronic conditions. The presentation will include evidence for a variety of cognitive behavioral and problem solving strategies as well as structured care management protocols involving coaching and follow-up. This presentation is intended for nurse coaching staff and is mean to compliment the work of professional behavioral specialist.

October – December, 2014 **Applying for Recognized Diabetes Program-4 Web Based Sessions** ECU Sponsor **Kay Cravin, MPH, RD, CDE ; Jamie Messenger, PharmD, CPP**

A major challenge of providing health coaching and diabetes education is a sustainable business plan. One tool towards achieving this goal is recognition by either the American Diabetes Association or the American Association of Diabetes Educators as a qualified program. This recognition allows clinics to bill third parties for education reimbursement. This four session training will provide information and tools to qualify clinics for recognition.

November 7, 2014 **Engaging Community: Patient Advisory Councils - Forming Patient Advisory Councils Web-Conference 12:30-1:30** VH Sponsor Part 2 of two presentations
Amy Jones, BS Business, BS Respiratory Care

Speakers from Vidant Health, a regional health system serving 29 counties in eastern North Carolina, will describe the process and outcomes of engaging patients and families in quality, safety and patient experience performance improvement. Upon completion of the presentation, participants should be able to: 1-Discuss critical success factors in advancing a culture of patient-family centeredness. 2-Identify the value of and best practices for partnering with patient and family advisors. Discuss methods to create or expand patient and family advisory councils and patient and family advisor roles.

November 18, 2014 12:30-1:30 **Using Huddles in Clinical Care: An Important Tool to Improve Efficiency** CHC Sponsored Web Conference **Lindsay Kuhn** MHS, PA-C

Lindsay Kuhn will present her practice of convening daily huddles before seeing each panel of her patients. She will report on the strengths and challenges of huddles and how they improve efficiency and meet PCMH standards. Participants will be asked to present their experiences with using huddles and present challenges and problems with making their design efficient.

December 2014 State wide Conference location and Date TBA

- **Hazel Tapp, Ph.D** : Lessons Learned in Year 1 of Implementing Asthma SDM State-wide Chronic Disease Program. The presentation would include research questions with preliminary data. CHS Sponsored
- **Kathrin C. Kucharski, PharmD, BCPS and panel TBN:** Using Community Pharmacists as Partners. The presentation will include community based Pharmacists and will discuss the current use and opportunities of education partnerships with local Pharmacists. VH Sponsored
- **Beverly Johnson:** Ms. Johnson, President and Chief Executive Officer of the Institute for Patient- and Family-Centered Care will present the profound change in the way health care is provided to individuals and their families. She will discuss how in every encounter, health and human service professionals must seek ways to build on the strengths of patients and families. She will present how the health care delivery system must recognize and encourage patient and family strengths, choice, and independence. VH Sponsor.
- **Skip Cummings:** Dr. Cummings will present “lessons learned in Year 1 of implementing integrated behavioral health-chronic disease program.” The presentation would include research questions with preliminary data.

TBS

Using Chronic Care Education and Coaching Web Sites: A Review of Selected Sites and Instruction in Their Use

Presenters

Jamie Messenger, PharmD, CPP, is a Clinical Pharmacist Practitioner at ECU Physicians Family Medicine Center, and Clinical Assistant Professor, Department of Family Medicine at the Brody School of Medicine. She has held this position for the past 5 years. In addition to her patient care responsibilities, Dr. Messenger is a faculty member providing instruction in the ECU Family Medicine Residency Program. She completed her undergraduate degree from the University of Arkansas and Doctor of Pharmacy from the University of Arkansas for Medical Sciences. She completed her residency training in Family Medicine Pharmacotherapy at the Brody School of Medicine, East Carolina University. Her area of interest is evidence-based medication management of chronic disease. She has provided patient education and medication management for diabetes and other chronic diseases for the past 12 years.

Kay Craven, MPH, RD, LDN, CDE Ms. Craven serves as nutrition section head for Nutrition Services and Patient Education in the Department of Family Medicine at East Carolina University. Ms. Craven graduated from Auburn University in Auburn, AL with a Bachelor of Science in Nutrition and Foods and from East Carolina University with a Master of Public Health. She has worked counseling and educating patients who are living with diabetes over the past 15 years. She has been the director of an ADA recognized diabetes education center and worked for the largest center for diabetes in Western Georgia and Eastern Alabama. She joined the Department of Family Medicine full time in 2008 and currently provides Medical Nutrition Therapy for patients at the ECU Brody School of Medicine Family Medicine Center. Additionally, she delivers education in nutrition assessment and counseling of patients in health promoting and disease treating nutrition therapy to medical students, residents, attending physicians, as well as other health professionals.

Lindsay E. Kuhn, MHS, PA-C Lindsay Kuhn attended the University of North Carolina at Chapel Hill and received her undergraduate degree in Exercise and Sport Science with a minor in Chemistry. In 2006 she graduated from the Duke University Physician Assistant Program with a Master of Health Sciences degree. She has practiced in Family Medicine in Charlotte, NC ever since and enjoys cultivating relationships with her patients. Her special interests include pediatrics and women's health as well as preventative health care. Lindsay is also the Director of Clinical Trials and Quality within Carolinas Medical Center's Department Family Medicine Research division. Current projects focus on chronic disease management, improving participants' outcomes, and using participatory methods including shared decision making.

Amy Jones, BS in Business and Respiratory Care, Amy Jones began her career in health care 28 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 and her own personal experiences with the healthcare system led to her passion and commitment to patient and family engagement in care and decision-making. 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. Amy currently serves as the Administrator for Vidant Health's Office of Patient and Family Experience.

Kathrin C. Kucharski, PharmD, BCPS. Dr. Kucharski has held the position of outcomes liaison at Sanofi since 2010. She previously held the medical liaison position since 2001. As an outcomes liaison, she is the Sanofi medical lead for population-based regional healthcare decision makers in the mid-Atlantic region. Specifically, she provides medical education and facilitates and interprets outcomes data to health care systems, employer groups, health care coalitions and managed care accounts. She also provides scientific support to some advocacy groups and professional societies. This support is focused in the cardiovascular and diabetes therapeutic areas.

Jim Tillman, DMin, is the Integrative Health Coach for the Heart-Healthy Lenoir Project working with hypertension patients from five primary care practices in Lenoir County. Jim uses his coaching and motivational interviewing skills to assist patients in making lifestyle changes toward patient self-management. As a portion of the Heart-Healthy Lenoir Project, he also provides motivational interviewing training for providers and providers' staff members. Jim has his certification in Integrative Health Coaching from Duke Integrative Medicine. He received the Certificate of Intensive Training in Motivational Interviewing from the University of

Massachusetts Medical School. He holds a Doctor of Ministry degree from Campbell University Divinity School.

Dr Andrea Wallace, PhD , RN, is an Assistant Professor at the University of Iowa College of Nursing. As a clinician-researcher, 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*.

Jacqueline Halladay, MD, MPH., I am a health services researcher, Co-Director of the North Carolina Network Consortium Practice Based Research Network (NCNC- see www.ncnc.unc.edu), a physician consultant to the North Carolina Division of Public Health (NCDPH) and a member of the Community Engagement Core that is embedded in the NC Translational and Clinical Sciences Institute at UNC-Chapel Hill. In these roles I continuously partner with various community members, community organizations, research investigators, clinical and public health practitioners from throughout North Carolina. My work in practice based research and public health has taken me into vast numbers of private primary care practices, community health centers, health departments, federally qualified health centers, and other health care settings in North Carolina. In these projects I often become a practice's "coach" where I work on site to assist them in redesigning their care delivery and understanding how to review their clinical or other quality data in order for review their progress with making improvements for their patients, and if such improvements are impacting their patients from different races and ethnicities

Paul Bray, MA, LMFT., Paul Bray is currently the Quality Program Manager, Community Based Care, Vidant Medical Group and ECARE Coordinator at The Department of Family Medicine, Brody School of Medicine, East Carolina University. Mr. Bray is the Coordinator of Eastern Carolina Association for Research and Education (ECARE), a Practice Based Research Network. He completed his Masters 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 and has received funding from federal and state governments and foundations.

Beverly Johnson, is President and Chief Executive Officer of the Institute for Patient- and Family-Centered Care. Ms. Johnson has over 25 years of experience in organizational development and management. She has worked as a health professional providing direct care in hospitals, managing a hospital unit, and teaching. She has served as a trustee of a hospital, national health care organization, and a school board. In these trustee roles, she has chaired and served on strategic planning committees and had fiduciary responsibility for nonprofit organizations. She has provided technical assistance and consultation to over 250 hospitals across the United States and Canada. She has published widely on patient- and family-centered issues and strategies. Bev has received numerous awards for her leadership in advancing patient- and family-centered care.

Doyle M. "Skip" Cummings, Pharm.D., FCP, FCCP, My research career has been devoted to understanding the critical factors necessary to optimize the prevention and treatment of common diseases in primary care settings including childhood obesity, pre-diabetes, diabetes, and hypertension. I am currently the Berbecker Distinguished Professor of Rural Medicine, a tenured full professor in Family Medicine, Pediatrics, and Public Health as well as an Adjunct Professor of Health Education and Promotion at East Carolina University. I am Director of the Research Division in Family Medicine, Associate Director at ECU's Health Disparities Research Center, Associate Director for Translational/Outreach Research at the ECU Diabetes and Obesity Institute, and Director of the primary care practice-based research network in rural eastern NC. Much of my recent research addresses chronic disease care delivery in rural areas through primary care practices. I have recently completed a cluster randomized trial of practice redesign to improve diabetes care for rural African Americans with Type 2 diabetes mellitus. I have also recently collaborated with investigators in a major national study to examine racial differences in blood pressure control patterns among African American and white subjects with Type 2 diabetes mellitus and hypertension. I am currently collaborating with investigators and leading the examination of medication adherence measures for blood pressure control in a rural cardiovascular disparities reduction initiative funded by NHLBI. I will use my background as a clinical pharmacist investigator and this experience in rural primary care practices to help guide the proposed project. These experiences make me well qualified to serve as a co-I on the proposed project subcontract.

Theresa Byrne has spent her career in healthcare. For years, she worked with employer groups designing and implementing health and wellness programs to improve patient health. Theresa then spent time at Humana facilitating provider engagement. Theresa is excited to be at Insignia where she hopes to have a meaningful impact on improving individuals' health and wellbeing by

working with organizations, like Vidant, nationwide to help clinicians and coaches empower patients.

Hazel Tapp, PhD currently serves as the Associate Director of Research in the Department of Family Medicine at Carolinas HealthCare System in Charlotte, NC. Her research interests are implementing and evaluating patient-centered approaches such as motivational interviewing and shared decision making in order to improve health outcomes for chronic disease. As PI on a PCORI project designed to study the dissemination of shared decision making using participatory strategies, she is currently working with four Practice-based research networks and Medicaid across North Carolina to implement shared decision making across 30 clinical sites. Dr. Tapp previously helped implement shared decision making at six CHS safety-net primary care practices that provide care to Charlotte's vulnerable population. Dr Tapp serves as a participating member of our 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.

Dennis C. Russo, Ph.D., ABPP. Dr. Russo is Clinical Professor in the Departments of Family Medicine and Psychology at East Carolina University. He also holds appointment as Head of Behavioral Medicine, Department of Family Medicine in the Brody School of Medicine at East Carolina University. He is currently a co-Investigator on a five-year grant from the US Health Resources and Services Administration focused on the development of a Center for Integrated Care Delivery and Co-principal Investigator on a new project, Tele-TEAM Care: Bringing the Healthcare Team to Needy Diabetic Patients in Underserved Rural Communities, jointly funded by the Kate B. Reynolds Charitable Trust and the US Health Resources and Services Administration. A Licensed Psychologist and Health Services Provider-Psychology in North Carolina, Dr. Russo is Board Certified in Cognitive and Behavioral Psychology by the American Board of Professional Psychology, has lectured extensively both internationally and nationally and has published over 70 articles, books, and chapters. In his role as Head, Behavioral Medicine Program in the Department of Family Medicine, he is responsible for Behavioral Health education of Residents and graduate students and in overseeing behavioral medicine clinical services

Allison Bickett, MS is a Doctoral Candidate in Clinical Health Psychology at the University of North Carolina at Charlotte, and presently serves as the Associate Director of Behavioral Medicine in the Department of Family Medicine within Carolinas HealthCare System. 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 in Monroe, NC. 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 mellitus in a primary care setting.

Kari Kirian, PhD Dr. Kirian is a Clinical Assistant Professor in the Department of Family Medicine at East Carolina University. She 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.

Dionne L. Knapp, PharmD, BCPS, CPP, is the Director of Pharmacy Education at Eastern AHEC, and Assistant Professor of Clinical Education at the UNC Eshelman School of Pharmacy. She is also a Clinical Pharmacist Practitioner at the ECU Physicians Family Medicine Center and a Clinical Assistant Professor in the Department of Family Medicine at East Carolina University. Dr. Knapp graduated from the University of North Carolina at Chapel Hill with a Bachelor of Science in Pharmacy and a Doctor of Pharmacy. She completed a Pharmacy Practice Residency and an Ambulatory Care with an Emphasis in Family Medicine Residency at the Medical University of South Carolina. Over the past 14 years, Dr. Knapp has provided patient care services and been involved in the education and training of pharmacy students and residents.

Rose Ann Simmons, MPH attended East Carolina University in Greenville, NC and received her undergraduate degree in Exercise and Sport Science. In 2003 she graduated from the University of North Carolina in Chapel Hill with a Master of Public Health. She has worked at Vidant Health for 16 years, focusing on health promotion and behavior change within the health system's wellness center and in the Employee Wellness program. Currently she serves as the Director of Patient Education and Health Literacy for the health system within the Office of Patient and Family Experience.

Bunny Pounds, MSN, FNP, BC began her nursing career in 2001. In 2005, she began teaching nursing at the University of Maine, Fort Kent while working on her Master of Science in Nursing at Frontier Nursing University. After 3 years of teaching at the baccalaureate level and 7 years of combined nursing experience in cardiac, emergency, obstetrics, and home health, she became a practicing FNP in 2008. She spent 4 years practicing in a hospital owned practice in rural Maine

before moving to North Carolina and joining Vidant Medical Group as Lead Provider in the Employee Clinic in mid-2012. At the beginning of 2014, Bunny assumed her current role as Quality Nurse Specialist III for Vidant Health Corporate Quality in the department of Patient Safety/Quality Improvement.