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Northern New England Practice Transformation Network Webinar

Decreasing Readmissions Part II: "Using Lean to Improve the Discharge Process"

[Webinar Recording](#)

[Audio Recording](#)

[Presentation Slide Deck](#)



Lee Bryan

Lee has over 30 years' experience in quality management in healthcare, manufacturing and finance. A systems thinker, he has worked with hospitals throughout the US with GE Healthcare Performance Solutions, with PCP's as a practice facilitator with the Blueprint for Health, and with over a hundred manufacturing companies with the Manufacturing Extension Partnership. His passion is designing and implementing the transformation pathways of organizations, building on his certification as a professional business advisor and experience with all current quality systems methodologies from value stream analysis to six sigma. In his role as Director of Operations at VPQHC, Lee is responsible for the Northern New England Practice Transformation Network in Vermont - a national CMS initiative to help practices prepare for the upcoming changes in payment formulae from CMS.

Northern New England Practice Transformation Network Webinar

Decreasing Readmissions Part 1

"Successfully Reduce Your Readmissions: Spreading Calais Regional Hospital's Success Story"

[Webinar Recording](#)

[Audio Recording](#)

[Presentation Slide Deck](#)

[Click Here for Discharge Phone Call Tool](#)



Erica Pike, RN-BC, Director of Case Management, Calais Regional Hospital

Erica graduated from Husson College in 2002 with a Bachelor of Science in Nursing degree. Since graduation, Erica has had the pleasure of working in various areas of nursing - emergency, home health and hospice, medical-surgical, and special care. Erica is currently employed full-time as the Director of Case Management at Calais Regional Hospital, a critical access hospital located in Down East Maine. Erica is family and goal-oriented. Erica is the mother of a seven-year old girl and nine year old boy who mean the world to her, and she hopes to teach them that although family is very important, goals, especially career are as well. Erica is currently enrolled in Joseph's College's Master of Science in Nursing program to become a Family Nurse Practitioner. "I envision myself working in both outpatient and inpatient settings. My passion lies within Hospice and palliative care; therefore, my aspiration is to apply my knowledge and skill sets and someday own and operate a palliative care home within the rural and underserved community. My experience in Case Management is a wonderful asset to my career and will help shape my role as a primary care provider. I look forward to providing my best practice, evidence-based, and patient-centered care to individuals within the community."



Kimberly Harvell RN, Patient Care Coordinator Calais Regional Hospital

Kimberly obtained her Bachelor of Science degree in Nursing from the University of Maine in 2014. In addition, Kimberly graduated from the Honor's College with an undergraduate thesis addressing rural nursing in Aroostook and Washington

counties. After graduating, Kimberly started her nursing career as a charge nurse in the Inpatient Care Unit of Calais Regional Hospital before transitioning into the role of Patient Care Coordinator in 2016. "I greatly enjoy this role and serving as a bridge for creating continuity of care in our rural community. I have great passion for patient care and look forward to fulfilling my dreams as I embark on the journey to becoming a rural Family and Community Nurse Practitioner." Kimberly is currently enrolled in Husson University's Master of Science in Nursing Program.

Northern New England Practice Transformation & Choosing Wisely Webinar

"Engaging the Patient in Overuse at the Point of Care"

[Webinar Recording](#)

[Audio Recording](#)

[Presentation Slide Deck](#)



Chris Moriates, MD

Dr. Chris Moriates is the Assistant Dean for Healthcare Value and Associate Professor in the Department of Medicine at Dell Medical School at University of Texas, Austin. He is responsible for creating an innovative curriculum for value-based healthcare for undergraduate, graduate, and continuing medical education, as well as building a robust value improvement program that engages healthcare providers across the healthcare community in Austin. Dr. Moriates co-authored the book *Understanding Value-Based Healthcare* (McGraw-Hill 2015) and led the creation of the University of California at San Francisco Cost Awareness curriculum for internal medicine residents, which was described in *JAMA Internal Medicine*, and featured in a perspective article in the *New England Journal of Medicine*. He is also the Director of Implementation Initiatives at Costs of Care, a global non-profit organization curating clinician insights that drive better care at lower cost.

Northern New England Practice Transformation Network Webinar

"Spend Your Health Care Dollars Wisely"

Have you ever asked a health care provider of any kind how much something will cost? Have you wondered how you can get the best value for your health care dollars? Do you want to be a stronger advocate for yourself, and your family when it comes to your healthcare?

[Click here to access "Spend Your Health Care Dollars Wisely" Online Learning Class](#)

Instructions: Click on, "Take this course." You will be prompted to login or register if this is your first visit to the site. For new users, click register and fill out the form to create an account. From there, you will see the list of all NNE-PTN learning modules.

Below are the links for the webinar held on 9-5-2017

[Webinar Video Recording](#)

[Webinar Audio Recording](#)

[Presentation Slide Deck](#)

[Healthcare Value Quiz](#)



Mary Schneckenburger, M. Ed

Mary serves as the Outreach and Education Manager at Consumers for Affordable Health Care and has been on staff since 2008. She's been working with the public in educational program design, management, facilitation and evaluation since 1983, primarily in staff development and community and adult education. She has extensive experience working with special needs adults, adult education staff, volunteers, immigrants and refugees. She earned a Ms. Ed in Educational Leadership with a focus on adult education and a B. S. in Psychology. Her responsibilities as Outreach and Education Manager in the Consumer Assistance Program include responding to consumer questions on the Helpline, creating educational material, instructional design, facilitating workshops and presenting to groups on request.



Lynn Quincy, Director, Healthcare Value Hub

Lynn works on a wide variety of health policy issues, focusing primarily on the areas of consumer protection, strategies that provide better value for our healthcare dollar and health insurance reform at the federal and state levels. Ms. Quincy recently launched the Healthcare Value Hub, a new center that helps advocates and others address high healthcare costs, lack of transparency and uneven quality. Her past work includes consumer testing of the new health insurance disclosure forms and tax credit explainers, and advocating for better health insurance literacy strategies. Prior to joining Consumers Union, Ms. Quincy was a senior researcher with Mathematica Policy Research, Inc., where she performed policy analysis, provided technical assistance, and modeled outcomes in support of state coverage expansion strategies. She also held senior positions with the Institute for Health Policy Solutions and with Watson Wyatt Worldwide (now Towers Watson). She holds a master's degree in economics from the University of Maryland.

Northern New England Practice Transformation Network Webinar

"Impact of High ED Utilization - A View from the Trenches"

[Webinar Recording](#)

[Audio Recording](#)

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Sine St. Pierre, MSM

Practice Manager, Emergency Medicine, Central Maine Medical Center

Sine has been with CMMC's Emergency Department for since 2005 and is currently the Practice Manager. She obtained her Masters of Science in Management with a Healthcare Administration focus from New England College in 2011. She has a keen interest in Healthcare Policy and Economics. Her management of 28 physicians and 15 advanced practice providers includes various practice settings including a trauma center and two critical access hospitals. She maintains a close working relationship with the provider group while coordinating interdisciplinary efforts in process improvement, innovation and lifestyle challenges such as burnout. Her understanding of emergency medicine challenges has led her to invest in system wide efforts to improve patient care experiences.

She is dedicated to improving systems and finding better ways to meet the needs of our ED patients and improving the performance of the department while advocating for the interests of both providers and staff.



Bill Legere

Family Nurse Practitioner, Central Maine Medical Center

Bill Legere is an Family Nurse Practitioner at Central Maine Medical Center where he is a member of the Associate Professional Staff in the Emergency Department. He has worked at CMMC for the over 20 years, has been the recipient of several honors and awards, and uses his talents to help educate the next generation of nurses and NPs while working as an Associate Clinical Instructor at University of New England. He is actively involved in pursuing a department solely focused on exceptional patient centered care from arrival to disposition.

His heart for the vulnerable began almost 15 years ago during a medical mission trip to Romania. Since then he and his wife, Teresa, have adopted six girls from around the world, led several mission trips, founded the Foundation for Hope and Grace to help care for the orphans and vulnerable children, and co-founded Not Here Justice in Action Network (NHJAN) in an effort to facilitate collaboration with key members of society to address the threats of human trafficking and exploitation, child abuse, sexual violence and gender inequality. Bill is also a Sexual Assault Forensic Examiner (SAFE) and volunteers as an asylum medical examiner for Physicians for Human Rights.

Northern New England Practice Transformation Network Webinar

"Daniel Hanley Center For Health Leadership: Supporting Your Transformation"

Consider This:

The Daniel Hanley Center for Health Leadership is partnering with the NNE-PTN to deliver a variety of leadership development training opportunities over the next year. Through webinars, on-line modules, customized team assessment meetings, practice observations, individual coaching, technical assistance and our well-established Provider Executive Leadership cohort-based leadership course, the Hanley Center will deliver expert insights and practical skills and tools.

With a small investment of your time and focus, you can learn how to have those challenging conversations, better understand your colleagues so you can work more effectively, and accomplish more and thrive in this ever changing environment. There will never be a better time to develop your leadership skills and enhance your team's performance.

Effective leadership at all levels in your practice can really make a difference!

["The Daniel Hanley Center for Health Leadership - Supporting your Transformation" Webinar Video Recording](#)

["The Daniel Hanley Center for Health Leadership - Supporting your Transformation" Webinar Audio Recording](#)

["The Daniel Hanley Center for Health Leadership - Supporting your Transformation" Webinar Slide Deck](#)

[Dr Thomas Murray OA Center for Orthopedics Haney Foundational Testimonial](#)

[Deborah Harrigan Hanley Foundational Testimonial](#)



Judiann Ferretti Smith, Esq
Daniel Hanley Center for Health Leadership

Judiann Ferretti Smith was named Executive Director of the Daniel Hanley Center for Health Leadership in May of 2015. A resident of Yarmouth, Smith is a highly experienced healthcare executive and attorney who held key leadership roles at Spurwink for nearly twenty years, where she served as Vice President of Strategy and Government Relation. Her key focus over much of the past decade has involved building trusting collaborative relationships aimed at positive changes in healthcare across organizations, governmental entities and industry silos, important work that will transfer well into Hanley Center's mission and future.

A graduate of the Hanley Center's statewide Health Leadership Development program, Smith currently serves on the boards of the Maine Health Management Coalition and the Southern Maine Midcoast Chamber. She also serves on the MaineCare Advisory Committee, as the Vice President of the Child & Family Provider Network, and co-chairs the Children's Coalition of the Maine Association of Community Service Providers.

Smith's experience also includes six years on the Yarmouth School Committee as well as participation on various advisory groups and committees impacting healthcare, education, and non-profits, including the Maine Quality Counts Behavioral Health Committee and the Portland Regional Chamber

Advocacy Committee. A native of New Jersey, she holds a Bachelor of Science degree from St. Bonaventure University and a law degree from Suffolk University School of Law. Smith resides in Yarmouth with her husband and three children.



Derek Ahl, MAL

Daniel Hanley Center For Health Leadership

Derek Ahl is a Facilitator-Trainer with the Daniel Hanley Center for Health Leadership, where he is involved with the Health Leadership Development (HLD) program and the Physician Executive Leadership Institute (PELI), among others. For the past 20 years, Derek has been working with leaders across a variety of industries, including healthcare, to drive individual and organizational effectiveness through implementation of systems thinking, applied learning and interpersonal behavior practices and solutions.

With a Master's degree in Organizational Leadership, his specialties include process facilitation, performance management, strategy implementation and leadership development. He is a certified Professional Coach, as well as in a variety of training, personality and leadership assessment tools. Derek began his career as an Instructor with Hurricane Island Outward Bound, and subsequent roles include Adjunct Faculty at UNH, Educational Consultant with the Institute on Disability, and Associate Education Director at the Browne Center for Innovative learning. From these experiences, as well as serving in the USAR as a Combat Medic, Derek developed the conviction that leaders who focus on building depth in connection and understanding of and among their constituents demonstrate enhanced capability in achieving meaningful and sustainable impact.

Northern New England Practice Transformation Network Webinar

"Exploring The Use of Collaborative Care Management Codes"

On January 1, 2017, Psychiatric Collaborative Care Management Services (CoCM) were implemented by Medicare to support providers in the integration of behavioral health care with primary care. Join this webinar to explore the details of CoCM services and how this model of can enhance your practice of primary care by partnering with behavioral health services.

[Exploring the use of Collaborative Care Management Codes - Webinar Video Recording](#)

[Exploring the use of Collaborative Care Management Codes - Webinar Audio Only Recording](#)

[Exploring the use of Collaborative Care Management Codes - Slide Deck](#)



**Mary Jean Mork, LCSW, VP of Integrated Programming
Maine Behavioral HealthCare and MaineHealth**

Mary Jean has worked with mental health programs for more than 30 years. In 2006, she joined the MaineHealth Mental Health Integration program. Through grants from the Maine Health Access Foundation, ongoing contracts, and funding from MaineHealth and Maine Behavioral Healthcare, her team has worked to promote the development of behavioral health programming in more than 75 primary care practices by building and supporting partnerships between primary care and behavioral health. Mary Jean has presented on behavioral health integration at state and national conferences and has a special interest in clinical program development and financial sustainability for this model. In addition, she has begun working with the MBH Behavioral Health Home program to further support the goal of care coordination across systems for the individuals we serve.

Northern New England Practice Transformation Network Webinar

"Evaluating Depression in Primary Care & Behavioral Health"

["Evaluating Depression in Primary Care & Behavioral Health" Webinar Video Recording](#) ["Evaluating Depression in Primary Care & Behavioral Health" Webinar Audio Recording](#)
["Evaluating Depression in Primary Care & Behavioral Health" Slide Deck](#)



Dr. Anna Ratzliff

Dr. Ratzliff is a consulting psychiatrist for the Mental Health Integration Program at the University of Washington. Her clinical experience includes primary care consultation, women's mental health and mental health care for underserved populations. She also is an assistant professor of psychiatry and behavioral sciences, and trains resident psychiatrists at the school.

She received her M.D./Ph.D. in 2005 from the University of California, Irvine, where she completed doctoral work in anatomy and neurobiology. Her research focused on mechanisms of epilepsy development after head injury. Dr. Ratzliff's academic pursuits include developing strategies to provide mental health education to members of integrated care teams, and studying the impact of integrated mental health care programs in special populations.



Dr. Tamara Shilling

Dr. Tamara L. Shilling is board certified in Family Medicine. She attended the University of New England College of Osteopathic Medicine in Biddeford, Maine and completed her residency training in Family Medicine at Albany Medical Center in Albany, New York. She currently practices in Barrington, NH

Northern New England Practice Transformation Network Webinar

"Network Mapping for Community Partnership"

["Network Mapping for Community Partnership" Webinar Video Recording](#)

["Network Mapping for Community Partnership" Webinar Audio Recording](#)

["Network Mapping for Community Partnership" Slide Deck](#)



Laura Moorehead, MSOD

Laura Moorehead works with clients to create change through seasoned guidance, skilled assessment and collaborative process with teams and stakeholder groups in organizations and communities. She has accomplished this in large and small entities, as an independent and an in-house consultant.

Northern New England Practice Transformation Network Webinar

"Recognizing when patients have concerns about the cost of their health care"

["Recognizing When patients have concerns about the cost of their healthcare" Webinar Video Recording](#)

["Recognizing When patients have concerns about the cost of their healthcare" Webinar Audio Recording](#)

["Recognizing When patients have concerns about the cost of their healthcare" Slide Deck](#)



Peter A. Ubel M.D.

Peter A. Ubel M.D. is a physician and behavioral scientist whose research and writing explores how people make decisions related to health and health care. He is the Madge and Dennis T. McLawhorn University Professor of Business, Public Policy and Medicine at Duke University. He is director of the Program for Improving Healthcare Consumerism, and core faculty at the Duke-Margolis Center for Health Policy. He uses the tools of decision psychology and behavioral economics to explore topics like informed consent, shared decision making and health care cost containment. He has authored over 250 academic publications, the majority of which involve empirical explorations of decision psychology as it pertains to health care. He has written for the New York Times, the Los Angeles Times, the Atlantic, the New Yorker, and is a regular contributor at Forbes. His books include Pricing Life (MIT Press 2000), Free Market Madness (Harvard Business Press, 2009) and Critical Decisions (HarperCollins, 2012). You can find his blogs and other information

at <http://www.peterubel.com/>.

Northern New England Practice Transformation Network Webinar

"Health Literacy/Patient Activation"

["Health Literacy/Patient Activation" Webinar Video Recording](#) ["Health Literacy/Patient Activation" Webinar Audio Recording](#)

["Health Literacy/Patient Activation" Slide Deck](#)



Thomas R. Sneed, MD, Medical Director
Tri-County Mental Health Services

Dr. Sneed provides oversight and management of the agency's psychiatric staff and programs, which serve thousands of Maine people each year.

Dr. Sneed earned his medical degree at University of South Carolina and completed his internship at the VA Medical Center in Roanoke, Virginia. He studied General Psychiatry at William S. Hall Institute in Columbia, South Carolina. Most recently Dr. Sneed worked with MaineGeneral Medical Center in Augusta. He has vast experience across many types of programs, including acute inpatient psychiatry, residential substance abuse treatment, general outpatient for adults, children, and adolescents, and believes in a holistic view of psychiatric care, incorporating medications along with the latest and most effective treatment methods.



Melissa Tremblay, LCSW
Director of Clinical Services

Tri-County Mental Health Services

For the past 10 years, Melissa has been devoted to the development of a Trauma Informed system of care in Maine. She is an original team member the State of Maine's pilot to implement Trauma Informed Services in a rural community-based mental health center. Melissa has also been a leader in developing a peer support system for Tri-County Mental Health clients and the agency's first Consumer Advisory Team.

Melissa received her undergraduate degree from the University of Maine and her master's in social work from UNE.



Rachel Crowe

**Program Coordinator
New England QIN-QIO's Quality Payment Program**

Rachel Crowe is a Program Coordinator for the New England QIN-QIO's Quality Payment Program in the state of Maine and also leads Maine's Patient and Family Engagement Council. She has worked across care settings to improve patient safety through safe transitions and patient activation. Prior to joining Healthcentric Advisors, she worked in a rural, Federally Qualified Health Center as a Registered Nurse and Clinical Quality Coordinator, where she gained valuable experience in practice transformation, quality reporting, and population health management. She holds a Masters' in Public Health from the University of New England, and Bachelors' degrees from UConn and the University of Southern Maine.

Northern New England Practice Transformation Network Webinar

"Steps in Practice Transformation from the Lean Perspective"

["Steps in Practice Transformation from the Lean Perspective" Webinar Video Recording](#)

["Steps in Practice Transformation from the Lean Perspective" Webinar Audio Recording](#)

["Steps in Practice Transformation from the Lean Perspective" Slide Deck](#)



Lee Bryan – Professional Bio

Lee has over 30 years' experience in quality management in healthcare, manufacturing and finance. A systems thinker, he has worked with hospitals throughout the US with GE Healthcare Performance Solutions, with PCP's as a practice facilitator with the Blueprint for Health, and with over a hundred manufacturing companies with the Manufacturing Extension Partnership. His passion is designing and implementing the transformation pathways of organizations, building on his certification as a professional business advisor and experience with all current quality systems methodologies from value stream analysis to six sigma. In his role as Director of Operations at VPQHC, Lee is responsible for the Northern New England Practice Transformation Network in Vermont – a national CMS initiative to help practices prepare for the upcoming changes in payment formulae from CMS.

Northern New England Practice Transformation Network Webinar

"Team Charter"

["Team Charter" Webinar Video Recording](#)

["Team Charter" Webinar Audio Recording](#)

["Team Charter" Slide Deck](#)



Derek Ahl

**Facilitator-Trainer
Hanley Center for Health Leadership**

Derek Ahl is a Facilitator-Trainer with the Daniel Hanley Center for Health Leadership, where he is involved with the Health Leadership Development (HLD) program and the Physician Executive Leadership Institute (PELI), among others. For the past 20 years, Derek has been working with leaders across a variety of industries, including healthcare, to drive individual and organizational effectiveness through implementation of systems thinking, applied learning and interpersonal behavior practices and solutions.

Northern New England Practice Transformation Network Webinar

"Improving Patient Outcomes with Cost of Care Conversation in the Clinical Practice"

["Cost of Care Conversations" webinar Video Recording](#)

["Cost of Care Conversations" webinar Audio Recording](#)

["Cost of Care Conversations" Slide Deck](#)



Rhonda Selvin, APRN, CNP
Medical Director, Adult Programs

Rhonda Selvin, APRN has practiced in Maine as a primary care provider for more than 18 years specializing in family practice, most recently at Augusta Family Medicine. She is Board certified by the ANCC and the AANP. She also serves as the Medical Director, Adult Programs at Maine Quality Counts providing leadership and support for quality improvement efforts across the State.

Prior to joining MQC she served as the Medical Director and Clinical Lead of a Patient Centered Medical home practice in mid-coast Maine. She completed the Hanley Health Leadership Program with class V and is the Immediate Past President of the Maine Nurse Practitioner Association, serving as President for two terms.

She is a member of the MaineCare Provider Advisory Committee, the Maine State Innovation Model (SIM) Delivery System Reform subcommittee, the PTE Clinicians and Behavioral Health leadership groups and the MaineCare SIM steering committee, serving as one of the two providers. Rhonda received her MSN degree from the University of Southern Maine.



Kellie Slate Vitcavage, MS
Project Manager

Kellie serves as Project Manager of Consumer and Community Engagement at Maine Quality Counts (QC), a regional health improvement collaborative for Choosing Wisely® and for the Northern New England Practice Transformation

Network. Kellie has a particular interest in building partnerships between public health/community support organizations with traditional health systems and supporting patient and family engagement strategies to engage patients/consumers more effectively in their health care.

Kellie holds a Master's Degree in Health Education from Purdue University, with several years of experience in the non-profit sector as the Executive Director of the American Lung Association of Indiana, Executive Director of the Maine Osteopathic Association, Director of Public Health Policy at Maine Medical Association, as well as the Director of Continuing Medical Education at the University of New England College of Osteopathic Medicine.

Northern New England Practice Transformation Network Webinar

“Obtaining Buy-In For Change”

[2-28-17 Recorded Webinar "Obtaining Buy-In for Change"](#)

[2-28-17 "Obtaining Buy-In for Change" Audio only](#)

[2-28-17 "Obtaining Buy-In for Change" Slide Show](#)



Derek Ahl
Facilitator-Trainer
Hanley Center for Health Leadership

Derek Ahl is a Facilitator-Trainer with the Daniel Hanley Center for Health Leadership, where he is involved with the Health Leadership Development (HLD) program and the Physician Executive Leadership Institute (PELI), among others. For the past 20 years, Derek has been working with leaders across a variety of industries, including healthcare, to drive individual and organizational effectiveness through implementation of systems thinking, applied learning and interpersonal behavior practices and solutions.

Northern New England Practice Transformation Network Webinar

Preparing for MIPS: Performance Counts

MACRA legislation has queued PQRS in 2016 for transition to the Merit-Based Incentive Payment System (MIPS) in 2017. Performance, judged by cost and quality, will become more important than ever.

Dan Mingle, MD, MS, CEO of Mingle Analytics and a nationally-recognized expert on quality reporting, will present current knowledge of MIPS and how to prepare for it.

In this webinar, participants:

- Examined present knowledge of MIPS.
- Reviewed basic requirements of quality reporting programs.
- Quantified the dollar impact of penalties and incentives.
- Identified who is at risk for quality reporting.
- Examined common determinants of success and risks for failure

Featured Presenters:

- Dan Mingle([email](#))

Presentation Slides and Recordings:

- [Presentation Slides](#)
- [Full Webinar Recording](#)
- [Webinar Audio Recording](#)

Northern New England Practice Transformation Network Webinar

Webinar Description:

While clinicians focus on improving care for their patients, they also face increasing expectations of value and service. Soon, most Medicare and other payments will be based on complex value and other quality measures that are unfamiliar to most medical practices. Along with these measures come new financial incentives and penalties.

Take a dive with us into a change structure that supports clinical and operational transformation. In addition, learn about our new NO-COST quality improvement resource - NNE-PTN!

With PTN tools and support, not only will you be ready for VBP, you will create a practice experience where your patients, your team, and your business thrive.

Links to Webinar Slides and Recordings:

- [Slide Deck](#)
- [Video/Audio Recording](#)
- [Audio Recording](#)

Resources:

- [Change Package Documentation \(PDF\)](#)

Northern New England Practice Transformation Network Webinar

The introductory webinar covers the purpose of the Northern New England Practice Transformation Network, benefits of participating, eligibility requirements and how to register to participate.

Featured Presenters:

- Lisa Letourneau, MD, MPH, PACP
- Dan Mingle, MD, MS
- Catherine Fulton, MS, CPHQ
- Jeanne Ryer, MS

Links:

- [Webinar Video](#)
- [Webinar Audio](#)
- [Webinar Slides](#)