



# I-PrACTISE

Improving PrimARy Care Through  
Industrial and Systems Engineering

## WINTER 2016 NEWSLETTER

### National Advisory Council

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Nancy Pandhi, MD, PhD  
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## I-PrACTISE ANNUAL MEETING

April 24-26, 2016

Pyle Center, Madison, Wisconsin

**ABSTRACT Deadline – MARCH 15, 2016**

Accepting:

Posters

Podium Presentations—Ten minute presentations with five minute Q&A

Workshops—Ninety minutes

### From the Director

I-PrACTISE continues to make progress on several fronts. In mid-September, Pat noted a PFA from the Patient Centered Outcomes Research Institute (PCORI) that would help us get core funding for two additional conferences in 2016 and 2017. These would focus on how we can get more patient engagement to guide our research efforts if we considered a collaboration with our Wisconsin Research and Education Network (WREN).

Our application for \$250,000 over a two year period was not successful. However we received very good suggestions and

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## From the Director (continued)

encouragement for a future application. In any case, with the help of the Karsh Education and Research Fund (<https://www.fammed.wisc.edu/i-practise/karsh-education-research-fund>), we have at least enough funding to continue base operations through June 2016 even if we do not receive the PCORI funds. We have also discussed a new conference grant application with AHRQ and were encouraged to make an application as soon as possible.

We are also working with our Clinical Sciences Translation Awardee (CTSA) here in Madison and have become an Affiliate member. With the large number of other I-PrACTISE members who are at institutions where there are CTSA grants, I look forward to developing more inter-institutional collaborations. It is possible that we may be able to be part of their next CTSA application. Stay tuned.

Plans are proceeding well for the April 24-26, 2016 I-PrACTISE conference here in Madison. Start thinking now about your potential contributions of podium sessions and posters. The March 15<sup>th</sup> deadline is fast approaching. We are planning to limit the number of podium talks so that we do not have concurrent podium sessions. A very significant number of last year's attendees expressed appreciation that they could attend everything and not have to choose between competing sessions. Since there is generally good discussion, we'll be stressing posters as a great way to connect. We are also looking to have the possibility of linking up potential mentors and mentees with formal mentoring sessions for trainees and new investigators, but are still working out those scheduling details. The notice for the conference is at <http://www.fammed.wisc.edu/i-practise>. We hope you will disseminate it.

As before we are working on funding to cover the registration fees for learners either in IE or the Primary Care specialties. We did decide to increase the registration a bit this year as we were substantially under the usual fee structure. For this year's meeting, we'll keep the theme of "Bringing Science to Policy and Practice" since that seemed to resonate with a lot of people.

We have become more involved with other organizations, G. Talley Holman, Ph.D. who is now with the American Academy of Family Physicians is going to be contacting the leadership of the North American Primary Care Research Group to see if it's possible to have an Industrial Engineering track as part of their annual meeting. He also notes that some members of the Human Factors and Ergonomics Society may want to disseminate their work outside of the usual academic channels and it is possible that we may be able to assist with that.

Pat and I look forward to hearing from you about other suggestions to improve our collaborations and improve care! And please let your colleagues know about the April conference.

Best regards to all,

John Beasley, MD

## Transitions – Know Your Member

Dr. A. Joy Rivera obtained her BS, MS, and PhD in Industrial and Systems Engineering from the University of Wisconsin – Madison, under the tutelage of Dr. Ben-Tzion (Bentzi) Karsh. Dr. Rivera’s expertise is in human factors engineering and socio-technical systems theory as applied to the domain of healthcare to improve the quality of care, and increase patient and employee safety. Her specific interests from both an operational and research perspective lie in understanding how healthcare professionals interact with one another to communicate, make decisions, work as teams, problem solve, and recover from system failures such as poorly designed technology. In particular, Dr. Rivera’s work on interruptions in healthcare is novel; providing a unique framing of the problem space and new directions for interruption researchers to design interventions which are more compatible with healthcare delivery and healthcare professionals’ workflows.



Dr. Rivera is a Human Factors Systems Engineer at Children’s Hospital of Wisconsin in Milwaukee, the #4 children’s hospital in the country (according to *Parents* magazine). She is a proud member of the Knowledge and Systems Architect team which serves as internal consultants and educators of human factors and “system thinking” to the entire healthcare system, including Children’s 24 primary care clinics. Dr. Rivera has worked on a variety of projects including large-scale design of new construction, discharge workflow redesign, health IT implementation, and EHR usability.

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## Members in the News

This April, Christine Sinsky, Vice-President of Professional Satisfaction of the American Medical Association, has been asked to join an international team of experts to advise the British National Health Care Service as they redesign their electronic medical record. Dr. Sinsky will join forces with Jeremy Hunt, US digital health expert and Professor Robert Wachter’s advisory team to conduct a review for the NHS on the critical lessons needed as they move to a digital future. The advisory group is expected to have a mixture of technical informatics expertise, NHS expertise, patient advocates and a number of leading academics to support this effort forward.

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## April 24 – 26<sup>th</sup> 2016 Conference Update

**EPIC SYSTEMS TOUR** This year we are launching our conference activities on April 24<sup>th</sup> Sunday morning with a free tour to Epic Systems in Verona. Transportation will be provided. If you need transportation, please meet at the Pyle Center at 10:00AM. We expect to return by 1:30pm. Sign up is on the online registration form.

**PRE-CONFERENCE WORKSHOP** Following the tour, a **Pre-Conference Workshop** presented by **Hari Balasubramanian, PhD** of the University of Massachusetts, Amherst will be held **at the Pyle Center from 2:00PM – 5:00PM**.

Dr. Balasubramanian's workshop, **The Clinical and the Operational: Reconciling two perspectives in primary care** will provide a brief introduction to the primary care clinical systems and operations perspective, which will be followed by breakout sessions on various topics with a mix of primary care clinicians and systems engineers at each table. Each group presents their findings and receives comments from everyone else. Some topics to be discussed include:

**Panel Size and Workload:** What is the link between panel size, the case mix of patients in panel and the workload? What kind of modeling approaches are available to address this question?

**Deconstructing workload:** Office visits versus non face-to-face encounters such as coordination work after hospital discharge, coordination with other specialists, medication reconciliations etc. How can modern electronic systems (such as Epic) help in measuring the time spent in various face-to-face and non-face to face activities in primary care? This topic came up in one of our phone meetings in November.

**Who does what -- The Design of Care Teams:** Modern delivery of primary care may involve teams consisting of physicians, nurses, pharmacists, and social workers. How should teams, task allocations and workflows be designed?

**MEET & GREET** Another novel feature of this year's conference is to encourage professionals to sponsor students and/or residents to the conference, that is, either through supporting their \$125 costs to attend the conference and/or acting as a mentor to them with feedback in their presentations, posters or any other issues that arise on their behalf. Rich Holden is spearheading these efforts. You can reach him at "Holden, Richard J." [rjholden@iupui.edu](mailto:rjholden@iupui.edu) for further information.

Regardless of financial sponsorship, if you would like to be a mentor or a mentee, please complete the form found on our website at: <http://www.fammed.wisc.edu/i-practise/events/mentor-program>

We'd like to pair mentors and mentees according to their preferences.

**REMEMBER EARLY REGISTRATION!**

Please remember to register before the March 15<sup>th</sup> Deadline to get a \$50 early bird discount on the \$400 registration fee.

**Looking forward to seeing you all on April 24<sup>th</sup>**

**Spring's just around the corner!**