



I-PrACTISE

Improving PrimARy Care Through
Industrial and Systems Engineering

SUMMER 2016 NEWSLETTER

National Advisory Council

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2016 I-PrACTISE Conference

This year's I-PrACTISE conference was the best one yet with over 80 attendees – even the weather gods cooperated. Generous donations allowed us to fund 20 student and resident attendees including 2 from our Physician Assistant program and 2 Family Medicine residents. We had 61 from the Madison area and the remainder from out of town. Our first-ever preconference workshop on Sunday had 38 participants, and we had 6 mentor-mentee pairings established by Rich Holden, PhD.

We were introduced to new ways to better present electronic data (Jeff Belden, MD and Rochille Koopman, MD, from University of Missouri) and were introduced to the important concept of Situation Awareness by Mica Endsley, PhD. Other speakers came from the AAFP and the AMA.

Save the Dates

The **2017 I-PrACTISE Conference** dates have been set for Sunday, April 9th through Wednesday, April 12, 2017. Plan on joining us for another enjoyable preconference workshop on Sunday before the kick-off reception. We'll have mentors and mentees galore! Also keep your calendar open for another **I-PrACTISE Colloquium** at St. Mary's Hospital, already scheduled for Wednesday, October 19, 2016. Speaker announcement will be forthcoming. Hope to see our local I-PrACTISE force!

2016 I-PrACTISE Conference (continued from page 1)

Unsolicited comments included:

“ I’m e-mailing to say that it was a pleasure to meet you yesterday at the I-PrACTISE conference, ... Your poster gave me a lot of ideas... about where this kind of research is going, giving more of the granular clinical information to go with the IE meta-data numbers. That’s useful for me both in terms of research, but also in how I am trying to currently envision my career as a clinician and researcher. Because of I-PrACTISE, I am feeling more interested to do my residency in Madison so I’ll plan to stay in touch.” (medical student)

“... and what a terrific meeting.” (Representative of Payer group)

“...the event was well executed and beneficial for all attendees. I look forward to attending again in the future.” (Out of town faculty)

“You gave me the tip of the year when you suggested that I attend and present at the I-PrACTISE conference! I had been previously aware of I-PrACTISE, but it was your suggestion that prodded me to action!” (UW Faculty)

“Congratulations on the successful I-PrACTISE meeting. The ... sessions ... were great. While I love the venue (who doesn’t like looking out at the lake) in many ways I think the conference has matured to the point that it is time to grow. I’m thinking it would be best to not "hide our light under a barrel.” (AMA representative.)

“Thank you for organizing such a terrific conference. I am in my second year here at Madison and am excited to have met a community of people on campus working on healthcare operations. I found the detailed analysis of EHRs extremely interesting. My research agenda is focused on primary care operations, and I would love to explore possibilities for collaboration.” (Industrial Engineer in UW School of Business).

Save the date now: Our 2017 conference will be April 9 to April 12, 2017. We’ll plan to go into Wednesday for now...

And be sure to check out our website: <http://www.fammed.wisc.edu/i-practise> for some of the Conference content!

John Beasley, MD
I-PrACTISE Coordinator

A Word From a First-Time Attendee . . .

I would like to congratulate Dr. Beasley and his staff for a successful 2016 I-PrACTISE Conference! As a first time attendee, I must say that the event was well coordinated and offered diverse opportunities for attendees at all career stages to network with the best and brightest at the interface of Primary Care and Industrial and Systems Engineering.

The lecture and poster sessions were interesting and informative, as were the conference workshops that introduced us to new ways of better presenting electronic medical data given the limitations of our situational awareness. Engaging speakers from the American Academy of Family Physicians and the American Medical Association also were highlights of the event. I thoroughly enjoyed meeting with other faculty and researchers to discuss mutually collaborative opportunities.

Best of all, the conference stayed true to its roots by honoring the late Ben-Tzion Karsh, PhD. Although I never had the opportunity to meet Dr. Karsh, the meeting provided several opportunities to see the impact of his work and character. This created a collegial atmosphere that served as a reminder of why those of us interested in improving primary care do what we do. It truly was a unique conference that I look forward to participating again in the near future.

—Mark Schall, PhD, Auburn University, April 2016



Reception honoring Ben-Tzion Karsh, PhD

A look at the 2016 I-PrACTISE Conference



Driving to Epic Systems tour on Sunday, April 24th prior to the start of the conference



Epic Systems



Preconference workshop with Hari Balasubramanian, PhD, from the University of Massachusetts-Amherst



Happy conference attendees!



We had more posters this year than ever!

Someone You Should Know

Dr. Linsey Steege is an assistant professor in the School of Nursing at the University of Wisconsin-Madison. She is also a faculty member of the Center for Quality and Productivity Improvement and an affiliate assistant professor in Industrial and Systems Engineering. Dr. Steege obtained her BS in Biomedical Engineering from Washington University in St. Louis and her MS and PhD in Industrial and Systems Engineering from Virginia Tech.

Her research expertise is in human factors engineering applied in healthcare systems to improve patient and provider safety and overall quality of care. Specifically, she uses a macroergonomic model, the Systems Engineering Initiative for Patient Safety (SEIPS) to understand how the design and interactions between all components of healthcare work systems contributes to intermediate outcomes, such as health care workers' stress, fatigue and performance, and associated risks to healthcare safety and quality outcomes.

In particular, Dr. Steege has conducted multiple studies to better characterize nurses' experiences with fatigue and coping in healthcare work systems; identify sources of nurse fatigue; model the relationships between nurse fatigue and performance; and design fatigue monitoring and risk management models for nursing work systems.

Dr. Steege also has collaborated with interdisciplinary teams led by primary care physicians at both the University of Missouri and the University of Wisconsin-Madison on multiple projects investigating patients' and clinicians' information needs and the design of technology to support teamwork and shared decision-making in primary care settings.

In her future work, she is interested in applying human factors engineering approaches to further explore the impact of the design of primary care work systems, particularly team structures and processes, on clinician and staff fatigue, stress, well-being, and performance.

