Medical Care of Vulnerable and Underserved Populations

THURSDAY – SATURDAY
March 1-3, 2018

COURSE CHAIRS
Dean Schillinger, MD
Professor of Medicine
Chief, Division of General Internal Medicine,
Zuckerberg San Francisco General
UCSF Center for Vulnerable Populations

Margaret Wheeler, MD
Professor of Medicine
Division of General Internal Medicine
Zuckerberg San Francisco General

HOLIDAY INN GOLDEN GATEWAY
SAN FRANCISCO, CA

STEERING COMMITTEE
Community Health Systems, School of Nursing
Gerri Collins-Bride, RN, MS, FAAN

Department of Pediatrics
Susan Fisher-Owens, MD, MPH

Department of Family and Community Medicine
Shira Shavit, MD
Publicly insured and uninsured patients make up about half of all outpatient visits in the US, and millions more previously uninsured patients have gained access to health care through the Affordable Care Act. Becoming an expert in caring for the complicated medical and social needs of vulnerable and underserved patients is crucial to every healthcare provider. World-class experts and front-line practitioners from the Zuckerberg San Francisco General and the UCSF Center for Vulnerable Populations will present approaches to mitigate the challenges in caring for vulnerable populations and enhance the profound joy clinicians can experience when engaging with patients in greatest need.

Topics to be covered will include updates in a broad range of diseases that disproportionately affect vulnerable patients, such as diabetes, Hepatitis C, HIV, depression, PTSD, heart failure, and hypertension. In addition, we will discuss how clinicians can address social factors that complicate the management of medical illness, such as low health literacy, intimate partner violence, food insecurity, etc. We will also tackle how best to integrate behavioral health care for patients with chronic pain, severe mental illness, substance use and complex post-traumatic stress. Each day we will feature a nationally renowned figure in the field of the care of vulnerable populations who will deliver pearls and impart wisdom with respect to how to stay engaged, connected, and inspired.

GREENER MEETING
We’re saving paper! The syllabus will be available prior to the course.

TARGET AUDIENCE
This activity is appropriate for all specialties, particularly for those health care providers that work with underserved patients in teaching, safety net, or community practices. Physicians, and subspecialists, advance practice providers, psychologists, public health practitioners, and nurses would all find our material educational.

OBJECTIVES
An attendee completing this course should be able to:

- Implement an approach to effectively integrate social vulnerability and resilience into clinical care;
- Recognize the effect of food insecurity on patient outcomes;
- Review what is meant by “Trauma Informed Care”;
- Improve approaches to the care of a patient with a history of chronic pain;
- Discuss the emerging threats in public health;
- Stay abreast of updates in COPD, HIV, dementia, and other chronic illnesses;
- Describe an approach to caring for a patient with PTSD;
- Review health care economics for the underserved;
- Discuss implicit bias and patient care.

Holiday Inn
Golden Gateway
San Francisco, CA
March 1-3, 2018

ACCREDITATION
The University of California, San Francisco School of Medicine (UCSF) is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

Physicians:
UCSF designates this live activity for a maximum of 24.25 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

This CME activity meets the requirements under California Assembly Bill 1195, continuing education and cultural and linguistic competency.

Geriatric Medicine:
The approved credits shown above include 13.75 credits toward meeting the requirement under California Assembly Bill 1820, Geriatric Medicine.

Nurses:
For the purpose of recertification, the American Nurses Credentialing Center accepts AMA PRA Category 1 Credit™ issued by organizations accredited by the ACCME.

Physician Assistants:
AAPA accepts category 1 credit from AOACCME; Prescribed credit from AAFP, and AMA PRA Category 1 Credit™ from organizations accredited by the ACCME.

Pharmacy:
The California Board of Pharmacy accepts as continuing professional education those courses that meet the standard of relevance to pharmacy practice and have been approved for AMA PRA Category 1 Credit™.

Maintenance of Certification:
Successful completion of this CME activity, which includes participation in the evaluation component, enables the participant to earn up to 24.25 MOC points in the American Board of Internal Medicine’s (ABIM) Maintenance of Certification (MOC) program. Participants will earn MOC points equivalent to the amount of CME credits claimed for the activity. It is the CME activity provider’s responsibility to submit participant completion information to ACCME for the purpose of granting ABIM MOC credit.

Family Physicians:
Application for CME credit has been filed with the American Academy of Family Physicians. Determination of credit is pending.
**THURSDAY, MARCH 1, 2018**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event Description</th>
<th>Speaker(s)</th>
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<tbody>
<tr>
<td>7:00 am</td>
<td>Registration and Continental Breakfast</td>
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<tr>
<td>7:45</td>
<td>INTRODUCTION</td>
<td>Neil R. Powe, MD, MPH, MBA</td>
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<tr>
<td>8:00</td>
<td>Overview of Care of Vulnerable Patients</td>
<td>Dean Schillinger, MD</td>
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<td>8:45</td>
<td>Caring for Homeless Patients</td>
<td>Margot Kushel, MD</td>
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<td>9:30</td>
<td>Care of Patient with Chronic Pain</td>
<td>Soraya Azari, MD</td>
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<tr>
<td>10:15</td>
<td>Break</td>
<td></td>
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<tr>
<td>10:30</td>
<td>Trauma Informed Care</td>
<td>Leigh Kimberg, MD</td>
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<td>11:15</td>
<td>Safety in the Safety Net</td>
<td>Urmimala Sarkar, MD</td>
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<td>12:00</td>
<td>Lunch (On Your Own)</td>
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<tr>
<td>1:00 pm</td>
<td>Introduction: Notes from a Career in the Safety Net</td>
<td>Meg D. Newman, MD, FACP</td>
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<td>1:15</td>
<td>Updates in Health Policy</td>
<td>Andrew Bindman, MD</td>
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<td>2:00</td>
<td>Care of Underserved Patient with COPD</td>
<td>Neeta Thakur, MD, MPh</td>
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<td>2:45</td>
<td>Feeling Disconnected? How EHRs Affect Our Relationships and Satisfaction and What to Do About it</td>
<td>Neda Ratanwongsa, MD</td>
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<td>3:30</td>
<td>Break</td>
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<tr>
<td>3:45</td>
<td>Healthcare Provider’s Role in Caring for Foster Care and CSEC Involved Youth</td>
<td>Tonya Chaffee, MD</td>
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<td>4:30</td>
<td>Audience Stories and Reflections</td>
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<td>5:00</td>
<td>Workshop 1: Cases in Women’s Health</td>
<td>Pilar Bernal De Pheils, RN, MS, FAAN, FNP Andrea Kuster, MSN, RN, FNP Elizabeth Harleman, MD</td>
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6:00 pm Adjourn

**FRIDAY, MARCH 2, 2018**

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<thead>
<tr>
<th>Time</th>
<th>Event Description</th>
<th>Speaker(s)</th>
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<tbody>
<tr>
<td>7:00 am</td>
<td>Continental Breakfast</td>
<td>Dayna Long, MD</td>
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<tr>
<td>8:00</td>
<td>Notes from the Safety Net</td>
<td>Tomás Aragón, MD, DrPH</td>
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<tr>
<td>8:15</td>
<td>Public Health Update and Emerging Threats</td>
<td>Rebecca Sudore, MD</td>
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<td>9:00</td>
<td>Advance Care Planning in Vulnerable Populations</td>
<td>Hilary Seligman, MD, MAS</td>
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<td>9:45</td>
<td>Caring for Patient with Food Insecurity</td>
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<tr>
<td>10:00</td>
<td>Break</td>
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<tr>
<td>10:15</td>
<td>Aging in Prisons</td>
<td>Brie Williams, MD</td>
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<tr>
<td>11:00</td>
<td>Implicit Bias and Medical Care</td>
<td>Katherine Lupton, MD</td>
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<tr>
<td>11:45</td>
<td>Lunch (On Your Own)</td>
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**COURSE CHAIRS**

Dean Schillinger, MD  
Professor of Medicine  
Chief, Division of General Internal Medicine, UCSF Center for Vulnerable Populations, Zuckerberg San Francisco General  
Margaret Wheeler, MD  
Professor of Medicine  
Division of General Internal Medicine  
Zuckerberg San Francisco General

**STEERING COMMITTEE**

Gerri Collins-Bride, RN, MS, FAAN  
Clinical Professor and Vice Chair for Faculty Practice, Community Health Systems and the School of Nursing  
Susan Fisher-Owens, MD, MPH  
Clinical Champion, CareLinkSF  
Associate Clinical Professor of Pediatrics; Associate Clinical Professor of Preventive and Restorative Dental Services  
Shira Shavit, MD  
Director, Transitions Clinic Network  
Associate Professor, Department of Family and Community Medicine  
Tonya Chaffee, MD  
Professor of Pediatric Medicine  
Zuckerberg San Francisco General  
Anna Chodos, MD  
Assistant Professor of Medicine  
Division of Geriatrics and Internal Medicine  
Zuckerberg San Francisco General  
Susan P. Ehrlich, MD  
CEO  
Zuckerberg San Francisco General  
Alicia Fernandez, MD  
Professor of Medicine  
Attending Physician, General Medical Clinic & the Medical Wards, Zuckerberg San Francisco General  
Anna Chodos, MD  
Assistant Professor of Medicine  
Zuckerberg San Francisco General  
Monica Gandhi, MD, MPH  
Professor of Medicine  
Associate Division Chief, HIV, Infectious Diseases, and Global Medicine  
Zuckerberg San Francisco General  
Liz Goldman, MD  
Associate Professor of Medicine  
UCSF – Mt Zion Hospital  
Laura Gottlieb, MD  
Associate Professor of Family and Community Medicine; Director, Social Interventions Research and Evaluation Network; Associate Director, RWJF Evidence for Action National Program Office

**COURSE FACULTY**

(University of California, San Francisco unless otherwise indicated)

Tomás Aragón, MD, DrPH  
Health Officer and Director, Office of Population Health and Prevention, San Francisco Department of Public Health; Director, Center for Infectious Diseases & Emergency Readiness, University of California, Berkeley  
Soraya Azari, MD  
Assistant Professor of Medicine  
Associate Director, Primary Care Residency Program  
Zuckerberg San Francisco General  
Pilar Bernal De Pheils, RN, MS, FAAN, FNP  
Professor and Family Nurse Practitioner, UCSF School of Nursing  
Kirsten Bibbins-Domingo, MD, PhD, MAS  
Lee Goldman, MD Endowed Chair  
Professor of Medicine and of Epidemiology and Biostatistics  
Andrew Bindman, MD  
Professor of Medicine, Health Policy, Epidemiology and Biostatistics
FRIDAY, MARCH 2, 2018 (CONT’D)

1:00 pm Narratives from the Safety Net
1:15 Updates in HIV Medicine
2:00 G Caring for the Racist Patient
2:45 G Caring for the Patient with Obesity
3:30 Break
3:45 G Dental Health—the Forgotten Need
4:30 Reflections from the Audience
5:15 G Workshop 2: Fluoride Varnish for the Non-Dentist
6:00 pm Adjourn

SATURDAY, MARCH 3, 2018

7:30 am Continental Breakfast
8:00 Notes from the Safety Net
8:15 Population Health Approaches to Decrease Health Disparities
9:00 G Care of the Patient with Depression
9:45 G Addressing Social Determinants in Health in Primary Care
10:00 Break
10:15 Caring for the Socially Complicated Inpatient
11:00 Care of the Patient with Developmental Disabilities
11:45 pm Lunch (On Your Own)
1:00 Narratives from the Safety Net
1:30 G Dementia in the Underserved
2:15 G DM and CAD
3:00 Break
3:15 G Caring for a Patient with Post-Traumatic Stress Disorder
4:00 Reflections from the Audience
4:30 G Workshop 3: Working with Patients Resistant to Change
5:15 pm Adjourn

G - Geriatric Credit

COURSE FACULTY (CONT’D)

Elizabeth Grisby
Health Activist
Golden Gate Regional Services

Michelle Guy, MD
Professor of Medicine

Lawrence Haber, MD
Associate Professor of Medicine
Zuckerberg San Francisco General

Elizabeth Harleman, MD
Professor of Medicine
Associate Chair, Faculty Experience;
Associate Program Director,
Internal Medicine
Residency Program

Leigh Kimberg, MD
Professor of Medicine
Director, UCSF PRIME-US
San Francisco Department of Public Health

Margot Kushel, MD
Professor of Medicine
Director, Fellowship in General
Internal Medicine
Zuckerberg San Francisco General

Clarissa Kripke, MD
Professor of Family and Community Medicine

Andrea Kuster, MSN, RN, FNP
Assistant Professor
School of Nursing

Dayna Long, MD
Director, UCSF Center for Community Health & Engagement

Paula Lum, MD, MPH
Professor of Medicine
Zuckerberg San Francisco General

Katherine Lupton, MD
Associate Professor of Medicine
Zuckerberg San Francisco General

Lisa Ochoa-Frongia, MD
Assistant Professor of Medicine
Zuckerberg San Francisco General

Meg D. Newman, MD, FACP
UCSF Senate Emeritus—Medicine HIV, ID and Global Medicine Division
Zuckerberg San Francisco General

Bin An P. Phan, MD
Associate Professor of Medicine
Zuckerberg San Francisco General

Neil R. Powe, MD, MPH, MBA
Professor of Medicine
Zuckerberg San Francisco General

Neda Ratnawongsa, MD
Associate Professor of Medicine
Zuckerberg San Francisco General

Urmimala Sarkar, MD, MPH
Associate Professor of Medicine
UCSF Center for Vulnerable Populations
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Hilary Seligman, MD, MAS
Associate Professor of Medicine and of Epidemiology and Biostatistics
Center for Vulnerable Populations
Zuckerberg San Francisco General

Susan Shea, RN, MS, FNP
Nurse Practitioner
Family Medicine
Sutter Pacific Medical Foundation

Scott Steiger, MD
Associate Professor of Medicine
Zuckerberg San Francisco General

Rebecca Sudore, MD
Professor of Medicine
Director, Innovation and Implementation Center in Aging and Palliative Care,
San Francisco VA Health Care System

Neeta Thakur, MD, MPH
Assistant Professor of Medicine

Vanessa Thompson, MD
Assistant Professor of Medicine
Zuckerberg San Francisco General

Brie Williams, MD
Professor of Medicine
Division of Geriatrics
Director of the Criminal Justice & Health Program and Aging Project of Tideswell, University of California, San Francisco
MEDICAL CARE OF VULNERABLE AND UNDERSERVED POPULATIONS

March 1-3, 2018
Holiday Inn Golden Gateway • San Francisco, California

Mail to: UCSF Office of CME
P.O. Box 45368
San Francisco, CA 94145-0368
Fax: (415) 502-1795

Online registration: cme.ucsf.edu
Registration Information: (415) 476-5808
Course Information: (415) 476-4251

Make checks payable to "UC Regents" after 12/29/2017.

Please indicate if you have any special needs:

Address Label Code Letter (see address label: example, A, B, C, D, etc.)

Would you like to be on our priority email list? ☐ Yes ☐ No

Date of birth to be used as OCME registrant number: ___/___/XX

Please charge my credit card: ☐ Visa ☐ MasterCard ☐ AmEx for $_____________________

□ Dr. □ Ms. □ Mr. □ Mrs.

Last Name First M.I.

Degree Specialty

Address

City State Zip

Daytime Phone Fax

Email

Registration Fees*:

before 12/29/2017

☐ $700 Physicians
☐ $600 Allied Health Professionals
☐ $450 Residents/Fellows

after 12/29/2017

☐ $800 Physicians
☐ $700 Allied Health Professionals
☐ $500 Residents/Fellows

Make checks payable to UC Regents.

Refund Policy: Cancellations received in writing before February 28, 2018 will be refunded, less a $100 administrative fee. No refunds will be made on cancellations received after that date. Please check our website for up to date information on the course: cme.ucsf.edu
GENERAL INFORMATION
Advance registration closes one (1) business day prior to start of course.

HOW TO ENROLL
Registration Fees
before 12/29/2017:
$700 Physicians
$600 Allied Health Professionals
$450 Residents/Fellows
after 12/29/2017:
$800 Physicians
$700 Allied Health Professionals
$500 Residents/Fellows

GREENER MEETING
We’re saving paper! The syllabus will be transmitted electronically prior to the course.

Refund Policy
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CONFERENCE LOCATION
Featuring chic décor, a new restaurant, and a central location, while still offering affordable rates compared to other San Francisco hotels, this full-service hotel is centered between Nob Hill, Fisherman’s Wharf, and the Golden Gate Bridge, which offers an oasis for San Francisco hotel guests looking for a true city experience.

A block of guestrooms has been reserved at the special UCSF conference rate of $179/night. You are urged to make your reservations early. The cut-off date is February 1, 2018 or until the group room block is filled. After this date, rooms will be provided on a space-available basis only. To make hotel reservations on-line, please visit the conference website at cme.ucsf.edu and click on the hotel link in the Travel & Lodging section of the course page. If you prefer to telephone in your reservation, call 866-272-7098 and identify yourself as a member of this UCSF conference to receive the special rate.

By staying at the host hotel, you help UCSF meet its contractual obligations and keep registration fees reasonable.

RENTAL CAR/ AIR TRANSPORTATION
For further information, please visit the conference website at cme.ucsf.edu and click on the Travel & Lodging section of the course page.