



**Call for Proposals – Posters, Presenters, and Panelists  
2025 AAAP Annual Spring Meeting  
March 1 – 3, 2025  
San Diego, CA**

***Innovations in Care Leading to Longevity***

The AAAP strives to ensure that the content and programming for our meeting is relevant and engaging and we look to our members to submit ideas to inform content and participate in the delivery. We are seeking member interest in **submitting a poster**, delivering an **oral presentation**, and/or participating in a **panel discussion** for the 2025 Spring meeting in San Diego.

**Who can submit a proposal?**

Anyone from a member organization can submit, and there is no limit on the number of proposals submitted by an organization. If you would like to become a member of AAAP, sign up here: <https://aaaped.org/membership/>

**What is the process?**

You will be asked to complete and submit an abstract template to describe a relevant project, tactic, or best practice within your organization. This template will be used for posters, oral presentations, and panel discussions. Based on member feedback, a few general topics of interest are listed below. Additional topics are welcome and should be submitted using the same abstract template.

General Topics of Interest:

- **Utilizing Data to Drive Change** – Data collection & analytics to support decision making surrounding ambulatory operations, program development, strategic growth, etc
- **Delivery Of Care** – Innovative staffing models; maximizing APP (PA and NP) referrals, utilization, and team-based productivity
- **Mission Integration** – Mission critical programs supporting the community (ie: social determinants of health, obesity, mental health, gun violence prevention, substance use/overdose),
- **Workforce Management** – compensation, EDI, burn out/stress management, education and training, ACGME changes

**When will the poster session be held?** Sunday, March 2

## Process and Timeline

Please email abstracts to both Jamie Hoffman ([hoffmanj@chop.edu](mailto:hoffmanj@chop.edu)) and Marissa Lembo ([mlembo@northwell.edu](mailto:mlembo@northwell.edu)).

Please note that all presenters are responsible for conference registration fees and travel-related expenses. Production and shipment (if applicable) of accepted posters are also at the expense of the institution.

| <b>Abstract Submission</b>   | <b>Acceptance Notice</b>  | <b>Presentation Slides &amp; Poster PDF Submission</b>   |
|--|---|--|
| Email:<br><a href="mailto:hoffmanj@chop.edu">hoffmanj@chop.edu</a><br><a href="mailto:mlembo@northwell.edu">mlembo@northwell.edu</a> | If selected,<br>we will inform you by:<br>Monday, December 16, 2024 | Email:<br><a href="mailto:hoffmanj@chop.edu">hoffmanj@chop.edu</a><br><a href="mailto:mlembo@northwell.edu">mlembo@northwell.edu</a> |
| Deadline:<br>5:00 p.m. (EST)<br><b>Friday, November 15, 2024</b>   |   | Deadline:<br>5:00 p.m. (EST)<br>Friday, February 7, 2025   |

## Proposal Design

Prior to submitting your proposal, please review the attached Abstract Template and Example.

## Selection Criteria

Proposals are reviewed and evaluated based on the following criteria: relevance and interest, organizational impact, and results/outcome (emerging results and outcomes may be considered).



## AAAP Abstract - Template

Please use this template to submit your proposal for a poster, oral presentation, or panel discussion at the 2025 annual spring meeting.

**Author & Co-authors:**

**Email:**

**Institutional Affiliation(s):**

**Proposal Topic:**

Utilizing Data to Drive Change  
Delivery of Care  
Mission Integration  
Workforce Management  
Other

  
  
  
  

If other, please  
list topic: \_\_\_\_\_

**Title:**

**Learning Objective:**

**Proposal Description:** Please provide a brief synopsis of your proposal describing the initiative, project or discussion topic. *Please limit to 250 words.*

**Results/Outcomes:**

For Proven Initiatives/Projects - Please detail clear results and outcomes. AAAP is specifically seeking proposals with measurable results and outcomes (quantitative and / or qualitative) tied to improvement (e.g. process improvement, financial savings, cost avoidance, employee engagement, etc.). *Please limit to 75 words.*

**Emerging Results/Outcomes:**

For New Initiatives/Projects - Please provide potential results and outcomes, including an explanation on the method you are using to forecast results. *Please limit to 75 words.*

**Organizational Impact:** Please provide details on how this initiative, project or discussion topic advances and aligns with your organization's strategic, financial, or operational goals. *Please limit to 75 words.*

**Lessons Learned:** Please describe what your team learned from this initiative or project and what other organizations can learn from this presentation, poster, or panel discussion. *Please limit to 150 words.*

**Next Steps:** Please describe the next steps for this initiative or project. *Please limit to 75 words.*



**AAAP Abstract - Example**

This is for reference only.

**Author & Co-authors:**

John Smith

**Email:**

[johnsmith@email.com](mailto:johnsmith@email.com)

**Institutional Affiliation(s):**

University of ABCD

**Proposal Type:** Please select all proposal types that are of interest to you. Use the choice columns to indicate your preferred type and to indicate any other formats you would be interested in, based on recommendation from the planning committee. Note: we will only ask you to deliver in one format for the meeting.

**Proposal Topic:**

- Utilizing Data to Drive Change
- Delivery of Care
- Mission Integration
- Workforce Management
- Other

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If other, please list topic: \_\_\_\_\_

**Title:**

Improving Patient Satisfaction through Improving Access

**Learning Objective:**

Demonstrate the impact of new processes and policies on patient access and patient satisfaction.

**Proposal Description:** Please provide a brief synopsis of your proposal describing the initiative, project or discussion topic. *Please limit to 250 words.*

Our institution has been focusing on our Press Ganey scores, primarily the global rating score, because it is planned for us to publish these quality scores on our institution's internet site. In addition, there are more specialists being hired at a competitor institution, and we want to keep/grow our market share. After review of our FY22 numbers, the key driver for our global rating score are the questions related to patient access, specifically getting an appointment when patients expect. For our division it was 32%, which was unfavourable compared to our department and institution- both at 57% and 60% respectively. When we did a separate internal patient survey (in the waiting rooms), we received similar scores. Our division leadership team decided to have patient access be a focus area for FY23 and requested a 6-month project to be launched to identify and pilot solutions to improve our scores. Our division created a 9-person multidisciplinary team from our division, including a physician and administrative lead and patient representative. Our initial assessment was that the issue was more from our return patients; however, after data review it was both new and return appointment slots that were at >150-day lead time. We completed a high-level deep dive (shadowing and interviewing patients) to identify the current state around patient appointments, specifically from new/return appointment requested to appointment scheduled. We identified key areas to improve and presented the options to leadership who prioritized which solutions to pilot and measure first.

**Results/Outcomes:**

For Proven Initiatives/Projects - Please detail clear results and outcomes. AAAP is specifically seeking proposals with measurable results and outcomes (quantitative and / or qualitative) tied to improvement (e.g. process improvement, financial savings, cost avoidance, employee engagement, etc.). *Please limit to 75 words.*

**Emerging Results/Outcomes:**

For New Initiatives/Projects - Please provide potential results and outcomes, including an explanation on the method you are using to forecast results. *Please limit to 75 words.*

**Results/Outcomes:** This analysis showed us while templates were full, there were a lot of cancellations, no-shows, and private holds. We instituted a variety of solutions to mitigate these three issues and at the end of a 3-month pilot and surveying patients, we improved our internal patient survey results by to over 70%. No shows decreased by 25%, physician cancellations decreased by 80%, and private holds decreased by 90% through new process and policies.

**Organizational Impact:** Please provide details on how this initiative, project or discussion topic advances and aligns with your organization's strategic, financial, or operational goals. *Please limit to 75 words.*

This initiative led to improved provider satisfaction by reducing no show rates, increased patient satisfaction and patient retention rates which helped us maintain our market share.

**Lessons Learned:** Please describe what your team learned from this initiative or project and what other organizations can learn from this presentation, poster, or panel discussion. *Please limit to 150 words.*

Overall, key items that we could have improved on are improved communication and time allocation to our project team, dedicated project management support, including consistent data and reporting, and early measurement of baseline metrics to get the most comparative data for trending purposes. Much of the work was done by a couple of individuals since the clinicians were busy with clinics and couldn't make many of our meetings. We had good pilot participation in part because we were able to use this to get ABP MOC Part 4 project credit. Inclusion of the patient representative was positive as she provided a lot of insight and was helpful to when surveying patients to get more candid feedback.

**Next Steps:** Please describe the next steps for this initiative or project. *Please limit to 75 words.*

We plan to scale our pilot interventions to 3 other divisions and will incorporate our lessons learned to improve the experience and will continue to measure improvement in the FY24 period.