



# National Osteoporosis Foundation (NOF) Fracture Liaison Service (FLS) Model of Care Training

At Clinical Osteoporosis 2017 (CO 17), Orlando, FL

APRIL 19, 2017

**1:30 -2:00 pm**                    **Registration Check-in**

**2:00 - 3:30 pm**                    **Making the Business Case for Your FLS: Gathering Data to Support the Program, Who to Talk To, Budget Issues and Presenting Your Case to Administration**

Speakers:     *Andrea Singer, MD*

**Description:** Discussion will be led by an experienced clinician who has been involved in the start-up and maintenance of an FLS practice in an open, non-managed care setting. Learn how to gather the data you need to create a business plan, determine anticipated ROI and present your case to administration. Quality improvement strategies for secondary fracture prevention and the use of baseline data, registries and appropriate metrics to track and measure performance will be discussed.

*Objectives:*     Describe data needs, basic budget planning and revenue projections  
                          Prepare a business plan for the FLS  
                          Describe potential barriers and possible solutions

**3:30-4:00 pm**                    **Improving Clinical Performance in the Identification and Treatment of Osteoporosis and Associated Fractures**

Speaker: *Mary K. Oates, MD*

**Description:** This session will describe the FLS model of care as an effective way to improve patient outcomes, decrease health care costs and improve provider quality measure compliance. The use of data and quality measurement strategies to establish and adjust your program over time to meet the needs of your healthcare system and community will be discussed.

*Objectives:*     Explore evolving alignments within your institution to improve care  
                          Discuss the value of coordinated teamwork in the care of post-fracture patients  
                          Describe quality measurement principles and strategies for your program

**4:00 - 4:15 pm            Bio Break & Coffee**

**4:15 – 5:00pm            Day to Day Operations of the FLS Program for Clinicians**

Speakers:     *Anne Lake DNP, FNP-C, ONP-C, CCD*

**Description:** The session will describe the roles and activities of Physician Champions and FLS coordinators; clinical steps for FLS; and the importance of a systematic, coordinated care approach to achieve optimal post-fracture patient outcomes in an open healthcare system. (Will include identifying the patients, populating the registry, working the registry, collaboration)

**Objectives:**     Describe the roles and daily activities of key members of the FLS Program team  
                         Adapt FLS basic concepts to their own practice and FLS program.  
                         Utilize program data to identify gaps in performance  
                         Assess improvement in clinical performance  
                         Adjust to changes in the healthcare environment

**5:00 – 6:15 pm            Panel Discussion**

Moderator:     *Tom Olenginski, MD*

**Description:** This session provides an opportunity for attendees to hear from FLS coordinators and champions who represent different FLS models.

**Objectives:**     Apply lessons learned to common issues occurring in FLS programs  
                         Describe how the FLS Model of Care can be successfully implemented in a variety of practice settings

**6:15 – 6:20 pm            Question & Answer Session**

**6:20 PM -6:30 pm        Wrap up and Evaluation**