



NorthEast Regional Epic Users Group

Agenda – February 28, 2018

Note: this is a very ambitious agenda – please do your best to start and end on time!

Overview

8:00-9:00	Registration & Continental Breakfast	12:15-1:15	Lunch
9:00-10:15	SIG Meetings	1:15-2:30	“Hot Topic” Workgroups
10:30-11:15	Presentations Round 1	2:45-3:45	Epic Futures & Feedback
11:30-12:15	Presentations Round 2	3:45-4:00	Wrap-up

Detailed Agenda

8:00 – 9:00 Registration & Continental Breakfast^[1]

9:00 – 10:15 Special Interest Group (SIG) Meetings	
<p>1. Ambulatory Care</p> <ul style="list-style-type: none"> Location: Ashland Facilitator: Rebecca Mishuris (BMC) <p>2. ASAP</p> <ul style="list-style-type: none"> Location: Middlesex West Facilitator: Kristopher Keppler (YNH) <p>3. Healthy Planet</p> <ul style="list-style-type: none"> Location: Ballroom 2 Facilitator: Scott LaRosa (Southcoast) <p>4. HIM</p> <ul style="list-style-type: none"> Location: Boardroom Facilitator: Shanda Brown (Partners) <p>5. Inpatient Care</p> <ul style="list-style-type: none"> Location: Ballroom 1 Facilitator: Joanne Haines (UVM) <p>6. Interoperability (Care Everywhere/Epic Link)</p> <ul style="list-style-type: none"> Location: Commons1 Facilitator: Victor Shaw (Lifespan) <p>7. Mobile (Haiku/Canto/Rover)</p> <ul style="list-style-type: none"> Location: Carlisle Facilitator: Naneen Chace-Ortiz (MaineHealth) 	<p>8. MyChart</p> <ul style="list-style-type: none"> Location: Sudbury Facilitator: Spencer Erman (HHC) <p>9. OpTime/Anesthesia</p> <ul style="list-style-type: none"> Location: Concord Facilitator: Joel Lafleur (MaineHealth) <p>10. Reporting/Analytics/Data Repository (Cogito/Workbench/Predictive Analytics)</p> <ul style="list-style-type: none"> Location: Wayland Facilitator: Matthew Ellis (Lahey) <p>11. Resolute/Cadence/Prelude/Grand Central/ADT/Referrals</p> <ul style="list-style-type: none"> Location: Commons 2 Facilitator: Johnathan Menard (YNH) <p>12. Specialty/Ancillary (Beacon/ Beaker/ Cupid/ Kaleidoscope/ Ortho/ Phoenix/ Radiant/ Stork/ Wisdom)</p> <ul style="list-style-type: none"> Location: Marlborough Facilitator: James DelPonte (Lifespan) <p>13. Willow</p> <ul style="list-style-type: none"> Location: Middlesex East Facilitator: John Cyzon (BMC)

10:15 – 10:30 Break



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10:30 – 11:15 Presentations – Round 1

1. Actionable Provider and Care Team Dashboards (Huddles, Pre Visit Planning, Care Team Meetings)

Provide case examples of how clinical teams are implementing daily huddles, pre visit planning, and team meetings to close care gaps using health maintenance activity and panel metrics dashboards.

- Location: Commons 1
- Presenter: Ann Marie Hess, MaineHealth

2. Acute Opioid Management

To meet the State of Vermont Opioid Prescribing Rule, we created a tool that shared common functionality for all contexts. It includes: SmartForm, Patient Consent, Print Group Report, OrderSet, Links to MME Calculators, and Patient Education available for use in all contexts – Inpatient, Ambulatory, ED, and HOD. Providers can achieve required documentation without adding work to their busy days.

- Location: Sudbury
- Presenter: Jillian Charles, University of Vermont Medical Center

3. Adolescent Patient Engagement with Electronic Consent (XGM 2017)

Presenters describe how consolidated efforts to improve the parent/adolescent consent for full access process moved from a clumsy paper process to a paperless solution. This allowed for real-time availability of signed consents, expedited the process for account creation and improved patient satisfaction.

- Location: Middlesex West
- Presenter: Cheryl L. Rowe & Neil Odell, Dartmouth-Hitchcock Medical Center

4. Building Partnerships with Shared Training Databases (XGM 2017)

More and more users are hired with Epic experience. See how, by partnering with nearby Epic systems, you can know what training your new hires have taken before they arrive. As a result, users onboard faster and colleague institutions can streamline their training.

- Location: Boardroom
- Presenter: Bryan Cofrin & Kris Keppler, Yale New Haven Health System and Yale University

5. Business Continuity Planning for Health Systems on Epic in the Age of Cyberthreats

Recent malware and cyberattacks have had an impact on healthcare providers large and small; some have experienced downtimes of electronic health record systems and other critical systems for days and even weeks to recover affected systems. Lifespan will share its approach to strengthening their health system's business continuity planning and the preparedness of clinical and administrative operations for this increasing threat of a cybersecurity IT disaster.

- Location: Wayland
- Presenter: Cedric Priebe MD, Lifespan

6. Clinical Care Redesign for COPD Management

How to improve measured outcomes, reduce clinical and operational variation, and standardize clinical processes which are aligned with best practice and new Chronic Obstructive Lung Disease Gold Guidelines.

- Location: Concord
- Presenter: Julie Michaelson, Hartford HealthCare



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10:30 – 11:15 Presentations – Round 1

7. Creating a Default Trusted Authorization Model by Upgrading to the New 2017 MassHIway Regulations

In 2017 MassHIway removed the opt-in/opt-out requirement for organizations when using direct messaging. By removing this requirement, the Care Everywhere Point of Care Authorization required for the pull was also removed, except when sending sensitive data (push or pull). Significant increase in sharing information was noted as a result. Discuss why all organizations should consider establishing this model.

- Location: Commons 2
- Presenter: Deborah Adair, Partners

8. Diagnosing Risk for Value (UGM 2017)

Presenters illustrate how they used analytics to better understand their risk-adjustment opportunities. They subsequently built solutions into EpicCare and Resolute to assist clinicians at the point of care to capture relevant diagnoses and for more accurate risk adjustment.

- Location: Middlesex East
- Presenter: Judy Remz & Peggy Chou MD, Atrius Health

9. Golden Discharge Summary: Can One Size Fit All? (UGM 2017)

Learn how Southcoast Health System is reconfiguring and standardizing the inpatient discharge summary to improve the relevancy and readability of this critical communication document. In addition, presenters show how multiple Epic SmartTools were leveraged to improve both provider efficiency and CDI efforts that have resulted in increased revenue.

- Location: Carlisle
- Presenter: Edward Ciesielski & Michael Hyder MD, Southcoast Health System

10. Healthy Planet - Registry build and go live

UVMHC is setting up Healthy Planet with a Go Live early Jan 2018. This presentation will discuss: 1) issues and workflows encountered during build process (Groupers, Chronic disease, wellness registry); 2) ACO registry files imported using Roster Management Engine; 3) Keeping stakeholders informed about progress and changes; 4) Next steps; and 5) Vermont agreement with CMS to keep patients healthy.

- Location: Marlborough
- Presenter: Mary Anne Sjoblom, University of Vermont Medical Center

11. SER Management

Southcoast's attempt to tackling the challenge of SER information management.

- Location: Ballroom 2
- Presenter: Jim Feen, Southcoast Health System

12. Standardized Training & Education Program (STEP) (XGM 2017)

What happens to new employees after they complete their Epic training? They are assigned to subject matter experts in the department who provide at-the-elbow training. Are all subject matter experts effective trainers? No. Learn how one revenue cycle training team implemented the Standardized Training & Education Program (STEP) to develop SMEs into effective trainers, while creating formal on-the-job training programs.

- Location: Ashland
- Presenter: Lisa McFadden, MaineHealth



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10:30 – 11:15 Presentations – Round 1

13. Tracking Provider Performance with Primary Care Metric Dashboards (XGM 2017)

Provider and Clinic Manager dashboards were created to help track Primary Care compensation metrics. Learn how this organization is using My Panel Metrics and Registry functionality to develop metric calculations and drill-down tools within Epic. These dashboards allow providers and management to see their patient populations in real time.

- Location: Ballroom 1
- Presenter: Shoshana Hort MD & Brittany Britton, Dartmouth-Hitchcock Medical Center

11:15 – 11:30 Break



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11:30 – 12:15 Presentations – Round 2

1. ~~[CANCELLED] Advancing Clinical Efficiency (ACE) Training – Efficiency Training for Ambulatory Providers [CANCELLED]~~

~~Hear how we used a tailored, data-driven approach to improve provider efficiency in using the electronic medical record and operationalized an ongoing training and support model for ambulatory providers.~~

- ~~• Location: Concord~~
- ~~• Presenter: Audra Dimitriadis, Dana Farber~~

2. Downtime documentation, flowsheets developed to simplify nursing documentation during downtime

Learn how we developed functional tools for nursing documentation during downtime. We wanted documentation flowsheets that were easy to use during a downtime, that prompted the user to do the right thing and yet were reasonable to maintain and keep current. We'd like to share our journey, which was much longer than expected.

- Location: Marlborough
- Presenter: Joanne Haines, University of Vermont Medical Center

3. Empowering Bedside Nurses to Drive System and Workflow Enhancements (XGM 2017)

Learn how this organization created a Nursing Informatics Council to leverage staff nurse input to drive system enhancements and workflow changes. The council has a staff nurse representing every inpatient area, the Emergency Department and Perioperative areas. Hear about some of the council sponsored projects like workflow redesign, The Joint Commission action plans, and patient safety initiatives.

- Location: Middlesex East
- Presenter: Meg Grande, Boston Medical Center

4. Give Patients a Magical Experience with Technology (UGM 2017)

From check-in to check-out, patients have fantasies of efficient service for every step of the visit. Learn how novel technologies can be integrated with Epic to streamline checkin, display wait-times, identify patients in waiting rooms (using stealth photos), identify the exam room provider with an automated colored light system, display a slideshow in the exam room, and expedite check-out.

- Location: Wayland
- Presenter: Larry Garber MD & Lloyd Fisher, Reliant Medical Group

5. Implementation Strategies - Lessons Learned

South Shore Health System just had a go live in July across acute, ambulatory, home care, and revenue cycle and will share what went well and areas of opportunity that other organizations can use while implementing new modules, interfaces, and even optimization efforts to be more effective and efficient. Areas of focus will be change management, organization priorities, and learning from others.

- Location: Commons 2
- Presenter: Mary Dolan & Nareesa Rajput MD, South Shore Hospital

6. Implementing A Single Plan of Care (LPOC) that Identifies Social Determinants of Health

Discuss the MaineHealth build for assessing social determinants of health that can be viewed in the longitudinal plan of care (LPOC) by all team members, to support individualized care management.

- Location: Carlisle
- Presenter: Julie Trimmer, MaineHealth



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11:30 – 12:15 Presentations – Round 2

7. Improving Provider-Driven Communications in Epic (XGM 2017)

The implantation of an EMR can result in a breakdown of communications, especially from the provider to his/her clinical and non-clinical teammates. Poor communications lead to patient delays and potential adverse events. Some areas, like oncology and clinical research, bring special challenges to communications. I will review the approaches and builds that we have pursued to support the smooth functioning of Ambulatory treatment clinics through clear, concise communication within Epic.

- Location: Boardroom
- Presenter: Bret Morrow, Yale New Haven Health System and Yale University

8. Integrating App Dev Projects with Epic

How Southcoast has leveraged technical innovation to bridge information and workflow gaps.

- Location: Sudbury
- Presenter: Jim Feen, Southcoast Health System

9. Lightning-Fast, Workflow-Integrated Optimization Training (UGM 2017)

Take the training to your users! Learn how the Mod Squad delivered on-site post-go-live training at a lightning-fast pace, and integrated light-duty workflow optimization into the training delivery.

- Location: Ballroom 1
- Presenter: Brian Williams MD & Michael Connolley MD, Yale New Haven Health System and Yale University

10. Readmission Risk Scoring at Care Transitions (UGM 2017)

To improve transitions of care and prevent readmissions, this team integrated an internally-derived, automated readmission risk assessment calculator using the Epic Scoring Tool. See how the assessment output is visible to providers and staff, triggering a variety of IT-enabled and operational interventions to improve transitions of care for at-risk patients.

- Location: Concord
- Presenter: Alexandra Yurkovic MD & Matthew Bradley, Boston Medical Center

11. Referral Management Through Care Everywhere (UGM 2017)

Hear from the first organization to send and receive referrals through Care Everywhere. Learn how the initiative improved their processes in terms of patient care, referral turnaround time, documentation, provider satisfaction, reporting, and PCMH.

- Location: Ballroom 2
- Presenter: Daniel Cullen & Margie Greaney, Boston Medical Center

12. Release of Information via MyChart (XGM 2016)

Hear about the first EPIC install of Release of records via myChart. Presenters will share success stories about improved turnaround times, efficiency, and patient satisfaction with releasing information to myChart. Review lessons learned will focus on install, testing script, testing environment, importance of having an HIM Analysts involved in the release and the Importance of reading the Nova Notes.

- Location: Commons 1
- Presenter: Cheryl L. Rowe, Dartmouth Hitchcock



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11:30 – 12:15 Presentations – Round 2

13. Strategies for Improving Ambulatory Efficiency and Provider Adoption

Hear about strategies for deploying Epic Ambulatory in a way that maximizes top-of-license performance of support staff and promotes effective clinician, support staff and clinic manager adoption of workflow and analytic tools. Approaches will be reviewed for optimizing task distribution of visit-centered and non-visit-centered tasks as well as promoting effective adoption of best-practices for utilizing Epic in the ambulatory setting.

- Location: Ashland
- Presenter: Tonya Hongsermeier MD, Lahey Health System

12:15 – 1:15 Lunch^[2] / networking



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1:15 – 2:30 “Hot Topic” Workgroups	
<p>1. Analytics</p> <ul style="list-style-type: none">• Strategy & tactics (self-service, tools, team designs, vision, governance, roadmap, implementation, new uses, etc.)• Predictive Analytics• Dashboards - Actionable for Provider and Care Team• Caboodle <ul style="list-style-type: none">• Location: Commons 1• Facilitator: Doug Gentile (UVM) <p>2. Decision Support</p> <ul style="list-style-type: none">• Clinical Decision Support• Implementation Best Practices• Radiology Decision Support for the new CMS regulation in 2019• AntiMicrobial Stewardship• Electronic Prescription of Controlled Substances• Clinical Pathways - 1) Incorporating provider and non-provider aspects; 2) Success or failure experiences• ED/inpatient sepsis protocols and order set compliance tracking• FDB Alerts (institution-specific modification of medication alerts - content from First Databank) <ul style="list-style-type: none">• Location: Wayland• Facilitator: Lloyd Fisher (Reliant) <p>3. Financial</p> <ul style="list-style-type: none">• Revenue Cycle Optimization• Revenue/Cost Saving Successes• Referrals & Auths• Providing payor access given state/federal privacy laws• Obtaining New Medicare MBI Number <ul style="list-style-type: none">• Location: Marlborough• Facilitator: TBD <p>4. HIM</p> <ul style="list-style-type: none">• Behavioral Health in Epic (Privacy, etc.)• HIV privacy law, effort to change• HIV Tests within EpicCare Link and Break the Glass• EHR Safety Event tracking and reporting <ul style="list-style-type: none">• Location: Concord• Facilitator: Maureen Ryan (CHA)	<p>5. Home Health & Hospice</p> <ul style="list-style-type: none">• PACE Support CMS• Home Care - Longitudinal Plan of Care• Care Across the Continuum <ul style="list-style-type: none">• Location: Middlesex West• Facilitator: TBD <p>6. Interoperability</p> <ul style="list-style-type: none">• Care Everywhere Trusted Partnerships So We Don't Need Authorization Throughout New England• Medical Device Integration• Epic API and Third Party company products• Dragon• Integrating App Dev Projects with Epic <ul style="list-style-type: none">• Location: Commons 2• Facilitator: Brian Herrick (CHA) <p>7. Optimization</p> <ul style="list-style-type: none">• Staffing Strategies (team-building, employee engagement)• Ownership Across Teams (How do analysts on your teams own their build? Do they support specific functionality or all of Ambulatory/IP, etc.)• Optimization Strategy and Evaluation (how to stay on top of requests without drowning)• Standardization across a network - universal order sets, AVS, flowsheets, navigators• In Basket Efficiency• Honor Roll -- How can we help each other achieve 100% of requirements?• Genomics• User provisioning (decommissioning accounts [including automation]; EMP activation/ credentialing clearance workflows; best practices for credentialed provider inactivation)• Inpatient Nursing (nursing care plans, general nursing documentation improvement)• Nurse triage, ambulatory• Strategies for Optimizing Ambulatory Support for Providers• Care coordination and team-based care tools/documentation <ul style="list-style-type: none">• Location: Ashland• Facilitator: Bret Morrow (YNH)



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1:15 – 2:30 “Hot Topic” Workgroups	
<p>8. Patient Engagement / Outreach / Experience of Care</p> <ul style="list-style-type: none">• Patient experience & education (e.g., MyChart Bedside)• Kiosks, tablet use for patient self service (Scheduling, eCheckin, eSig)• Text messaging as outreach/engagement method• Telehealth <ul style="list-style-type: none">• Location: Carlisle• Facilitator: Corey Hanson (EBNHC) <p>9. Patient Flow</p> <ul style="list-style-type: none">• Central registration process/implementation topics• Centralized Call Centers Implementation• Grand Central implementation topics• MyChart, kiosks, tablet use for patient self service (Pre-visit data input, Scheduling, eCheckin, eSig); impact on operations <ul style="list-style-type: none">• Location: Boardroom• Facilitator: Lana Bornhausen (CHA) <p>10. Population Health / Managed Care</p> <ul style="list-style-type: none">• ACO - Tracking patients, Care Management, Referrals• Telehealth (including Epic new features)• Healthy Planet & Link -- engaging community practices and community based resources• Bringing new partners into Epic Platform• Care Across the Continuum• Non-Binary Gender - 2016 federal regulation required EHR's to comply• State-specific Medicaid ACO strategies• Nursing and multidisciplinary care plans• Best practices for ED care plan entries for multi-visit patients in ED setting• Care plan access for other providers/groups (care partners) <ul style="list-style-type: none">• Location: Ballroom 2• Facilitator: Julie Trimmer (MaineHealth)	<p>11. Regulatory Programs / Quality / Meaningful Use</p> <ul style="list-style-type: none">• Quality Reporting (Registries/Reports/Dashboards)• Regulatory (QPP, MU/MIPS/MACRA, ICD-10, State)• Medicare Secondary Payer Questionnaire Optimization• Integrating regulatory build and reporting changes (TJC, CMS, Mass Health) into Epic <ul style="list-style-type: none">• Location: Sudbury• Facilitator: Patrick Gannon (Southcoast) <p>12. Systems</p> <ul style="list-style-type: none">• SUs/Upgrades/Testing/Environment Management• Change Control and Data Courier Management• Best practices for Content Management tool• Infrastructure - Citrix, VM, Imprivata, Cache, UNIX, other servers, etc• Upgrade process post-v2017• BCA & Downtime prep & process / Downtime documentation• Bridges interface errors <ul style="list-style-type: none">• Location: Middlesex East• Facilitator: Mary Dolan (SSH) <p>13. Training</p> <ul style="list-style-type: none">• Ongoing Support/Training (optimization success/failures)• T.O.T.S. (Training On The Side)• Developing robust & seamless web based program• Provider personalization and satisfaction• Training & On-Boarding Techniques• User productivity tracking• Super User Programs• End User Satisfaction Improvement• Training Trusted Partnerships (i.e., local relationships for training sign-offs) <ul style="list-style-type: none">• Location: Ballroom 1• Facilitator: Candin Landry (MaineHealth)

2:30 – 2:45 Break



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2:45 – 3:45 **Presentation** (Grand Ballroom)

- **Epic Futures & session take-aways**
Trevor Berceau, Epic

3:45 – 4:00 **Wrap-up** (Grand Ballroom)

Meeting Venue

Sheraton Framingham Hotel & Conference Center
 1657 Worcester Road
 Framingham, MA 01701
 508.270.1914
 GPS: 42.297834,71.479131 (42°17'52.2"N 71°28'44.9"W)

NEREUG Participating Organizations

Atrius Health	McLean
Boston Children's	MGH Physician Org.
Boston Medical Center	Mount Auburn Hospital
Brigham & Women's	Newton-Wellesley
Brigham & Women's Physician Org.	Northshore Medical Center
Cambridge Health Alliance	Partners (Corporate)
Care New England / Providence	Partners Community Physician Org.
Community Health Center of Cape Cod	Partners eCare
Connecticut Children's Medical Center	Partners Health Care at Home
Cooley Dickenson	Pediatric Physicians' Organization at Children's
Covenant Health	Reliant Medical Group
Dana Farber Cancer Institute	Riverbend Medical Grp
Dartmouth Hitchcock Medical Center	Rhode Island Primary Care Physicians Corp.
East Boston Neighborhood Health Center	Saint Mary's - Waterbury
Elliot Health System	South Shore Hospital
Epic Systems	Southcoast Health System
Hartford Healthcare	Spaulding Rehab
Lahey Health	St.Francis - Hartford
Lifespan	UMass Memorial Health Care
Lynn Community Health Center	University of Vermont Medical Center
MaineHealth	Yale New Haven Health
Massachusetts General	



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Food Menu

^[1]Continental Breakfast

- Assorted chilled juices
- Sliced fresh seasonal fruit
- Individual yogurts with granola on the side
- Assortment of breakfast breads and bagels with cream cheese
- Served with fresh butter, preserves and marmalade
- Freshly brewed regular coffee, decaffeinated coffee and selection of herbal teas

^[2]Lunch Buffet

- Italian wedding soup
- Tossed salad bar with mixed field greens, six assorted toppings & selection of dressings
- Classic Caesar salad with Parmesan and croutons
- Roma tomato and buffalo mozzarella salad with roasted garlic and balsamic vinaigrette
- Three cheese tortellini with pesto cream sauce
- Chicken parmesan with tomato oregano sauce
- Sausage with peppers and onion
- Seasonal vegetables
- Basket display of sliced garlic bread and bread sticks
- Assorted cannolis & tiramisu

Note: Food is provided for the conference because all hotel-based conference venues require a minimum expenditure for food from their designated vendor. The food choices selected for NEREUG conferences are the least expensive options offered which meet the required minimum. We know everyone is anxious to keep costs down, and we do our best to keep the NEREUG conferences affordable for everyone.



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Special Interest Group and Hot Topic Workgroup Roles

Participant role

- Be prepared to suggest discussion topics at start of session
- Keep on topic: it's very easy for a discussion to create side conversations or irrelevant arguments
- Try to ensure that everyone has a chance to speak; if someone is really quiet, ask them for their thoughts

Facilitator role

- Start the session by going around the room asking what questions or issues each person would like to cover. List these on a flipchart or whiteboard. Take a quick vote to rank/order the list if necessary.
- This is a discussion group, not a presentation – the facilitator should not make a presentation.
- Objective is to have a vigorous, stimulating discussion about the topics which are the most interesting today for the people in the room.
- Keep on topic: it's very easy for a discussion to create side conversations or irrelevant arguments; if this happens, tactfully intervene and try to direct everyone back to the real topic under discussion – one person speaking at a time.
- Full participation: try to ensure that everyone has a chance to speak; if someone is really quiet, ask them for their thoughts.
- Don't be afraid of silence: it's a very useful tool, giving people time to consider and collect their thoughts, and giving the quiet folks a chance to speak up.
- End on time.