Department Announcements (new items in bold)

Department

- There have been several recent changes in the membership of the Leadership Team, including:
  - Mary Flynn has joined the Team as Medical Director at Plumley Village Health Services;
  - Val Pietry has joined the Team as Interim Chief Medical Officer at Family Health Center of Worcester; and
  - Sara Shields has joined the Team as our Director Inpatient Perinatal Services.

In addition, last year’s Chair’s Advisory Group recommended that we should add two additional members to the Team to boost our focus on diversity and succession planning. We solicited nominations from across the Department, and this year added Mary Lindholm to the Team for a two year term. We will add a second member next year.

- The Chair’s Advisory Group had its first meeting on at the end of October and will meet again in February, April and June. This year’s group consists of the following faculty: Lisa Gussak, Michael Chin, Amanda Vitko, Mike Burdulis, Charles Lehnardt, Jennifer Bradford, Suzanne Cashman, Mary Lindholm, Paul Daniel, Judy Hsu, Melodie Wenz-Gross and Deborah Dreyfus.

Projects underway

- Our Hospitalists are involved in a series of QI projects, including:
  - Improving patient satisfaction:
    - Limiting nighttime interruptions – The goal of this project is to limit the routine evaluation of vital signs and improve the quality of sleep reported by the patients primarily on South 6 (Noah Rosenberg and Ifitkhar Kahn).
  - Improving communication with patients
    - Identifying the primary Hospitalist - Patients report that they are unclear of their plan of care and who is their primary physician while on FMIS. White boards have been added to each patient room as well as flip books containing all of the Hospitalist’s pictures. This effort has already shown an increase in patient satisfaction. (Mohammad Alhabbal)
  - Improving patient follow up:
    - Post-discharge follow up - The goal of this project is to improve patient follow up after hospitalization by developing a system to arrange for follow up appointments within 1 week for patients being discharged. It relies on the FMIS medical secretary, so that having one individual make these appointments has significantly improved this process. Expanding this process to internal medicine has been considered (Beth Koester)
  - Discharge documentation:
    - Standardizing discharge summaries for PCPs – The Hospitalist team is developing a summary format that provides the PCP with the most important information necessary for his/her patient. It will be developed with input from PCPs. The project is on hold until the implementation of EPIC (Jason Numbers).

- Lucy Candib is organizing a Teacherless Writing Group, modeled on the work of Peter Elbow (Writing without Teachers (1973) that will meet weekly at the Memorial Campus at 5:30 pm on a weeknight preferred by most of the people who show interest, to start mid-to-late January and continue for 12 weeks. She needs about 8 participants to make it function well, and all would need to commit to the process. Sessions will last 2-3 hours with dinner provided. Please contact Lucy, lucy.candib@umassmed.edu if you would like to be a part of this group.

- Tina Runyan and Ginny Van Duyne have been co-chairing a Wellness Committee over the last several months. The group has been charged with recommending initiatives to create a greater focus on wellness across the Department’s sites. They have conducted a needs assessment and a burnout inventory; the results will be shared with the faculty in the coming weeks. The Committee has also already made several
recommendations for furthering the initiative, which are being reviewed. In addition to Tina and Ginny, members include faculty, residents and staff: Monica Le, Heather Alker, Marcy Boucher, Stephanie Carter-Henry, Frank Domino, Mary Flynn, Amber Hewitt, Joyce Landers, Len Levin and Beth Mazyck; resident members: Hilary Mislan, Martha Duffy, Neha Wacks, Zingyue Wang and Amy Feeley.

- Dan Lasser has joined a UMass Memorial planning group that is looking at the state’s proposals for a new Medicaid ACO that would go into effect in 2017.
- Bob Baldor is working with the leadership at Baystate Medical Center to help them in the development of a Department of Family Medicine in preparation for the development of the medical school’s regional campus at Baystate.

Calendar
- The Department’s M&M time slot has moved to the third Tuesday of the month with the September and April time slots will be used for business meetings for faculty salaried by the Department.

Recruitment
- New recruits:
  - Eric Rosenthal, MD, Fitchburg PGY-3, => Fitchburg residency faculty/CMG OB)
  - Neha Wacks, MD, PGY-3, FHCW (Family Medicine Hospitalist Service) (for summer, 2017)
  - Sonal Singh, MD, MPH (Johns Hopkins Medicine Faculty => research joint hire with Dept and Meyers Primary Care)
  - Andrea Julian (NP at the Barre Family Health Center)
  - Kristina Gracey, MD, MPH (Albany Medical Center PG-III => Barre residency faculty)
  - Mark Fitzgerald, MD (Hahmemann PGY-3 => Hahnemann residency faculty)
  - Amber Hewitt, PsyD (Integrated Primary Care Fellow => Fitchburg Behavioral Science Director)
  - Jill Tirabassi, MD (Univ of Colorado Family Medicine resident and Notre Dame Sports Medicine Fellow => Fitchburg residency/Sports Medicine at 2-3 sites)
  - Deborah Dreyfus, MD, MSc (BU Family Medicine Faculty => ID/DD practice with Bob Baldor in the Benedict Building plus continued practice with Commonwealth Community Care)
  - Maria Michas, MD, MPH (=> UMass Memorial AVP and Medical Director for Employee Health and Occupational Injury Care and Wellness)
  - Stella Lopez (part time Behavioral Health at Plumley Village)
  - Patty Angevine (social worker in the Benedict practice)

- We are currently recruiting for:
  - 2 faculty at the Barre Family Health Center (at least one a DO who can provide OMT services)
  - 1 faculty member at the Hahnemann Family Health Center
  - 2 faculty member at Benedict Family Medicine
  - 1 faculty member for Fitchburg Family Medicine
  - The Community Medical Group is recruiting for several Family Physicians
  - Both Family Health Center of Worcester and the Kennedy Health Center are actively recruiting
  - We are recruiting for a mid-career research faculty member (MD or PhD)

Appointments
- Val Pietry has been appointed as Interim Chief Medical Officer at Family Health Center of Worcester.
- Mary Flynn has been appointed Medical Director at Plumley Village Health Services.
- Two new workgroups have been established within the Medical Group, devoted to physician engagement and to quality. Dennis Dimitri will be our representative to both groups.
- Heather-Lyn Haley and Sherrilyn Sethi have been elected as our faculty representatives on the Faculty Council. This committee provides advice to the Chancellor, Provost, Deans, and the Executive Council on matters of governance of UMW and other matters of interest affecting the Faculty and faculty life.
Lisa Gussak and Michael Kneeland have been appointed to the Admissions Committee.

As the result of an external search, Tracy Kedian has been appointed Assistant Dean for Academic Achievement. While her primary employer will shift from FHC/W to UMass, she will continue to maintain her 30% practice at FHC/W.

Pablo Hernandez has joined the Edward M. Kennedy CHC as their Chief Medical Officer.

**Professional Development**

- The Department’s second Mentorship cohort is just completing its work. The program will resume with a new cohort beginning in March. Recruitment for new mentors and mentees is underway.
- Stephanie Carter-Henry and Beth Koester have been selected to participate in the Physician Leadership Development Program offered by the UMassMemorial Medical Group. The program runs from September thru May and participants meet one Friday per month from 7:30am – 4:00pm at WPI.
- Sherrilyn Sethi has been accepted into the Junior Faculty Development Program for the 2016-17 academic year. JFDP provides a comprehensive curriculum in topics on research, education, clinical, and academic/career development. Participants are expected to complete a project conducted under the guidance of a senior faculty mentor.

**Medical School**

- The Department has been asked to develop a new fellowship devoted to Addiction Medicine. Jeff Baxter is taking the lead in developing a proposal.
- The class of 2020 is filled with an expansion to 150 - this has been an accelerated process, including 25 out-of-state students. The class includes 40 individuals from underrepresented minorities. The class of 2021 will include 162 students, including 25 students committed to the Baystate track.
- VA:
  - The VA is developing clinics on the 7th floor of the ACC to complement their CBOC on Lincoln Street, with enhanced behavioral health and/or substance abuse, timed for September.
  - The medical school has submitted a competitive bid to build a whole new CBOC on the campus.
  - The Department (Stacy Potts) is working with the VA to explore expansion of the Worcester Family Medicine Residency by 3, with support coming from the VA.
  - The Department (Linda Weinreb) is in active discussion with the VA regarding a shared faculty position devoted to research.

**Clinical System**

- David Gilchrist will oversee training in our Department, which will take place in August or September. Training will be required for anyone who be seeing patients where Epic will be used, inpatient, ambulatory, etc. A definitive training schedule is in the works.
- Planning is underway for an ambulatory surgery center for Shrewsbury.
- The Epic rollout has been moved to October 1, 2017 to allow for bringing on HealthAlliance at the same time. This matches with the fiscal year and provides less disruption for summer schedules
  - David Gilchrist and Marcy Boucher are our two faculty representatives to the Epic conversion, each with 20% protected time, which they have been using to attend a series of planning meetings. They will be providing periodic updates through the Monday Memo.

**Group Practice**

- Department of Dermatology has been established, chaired by Dr. Mary Maloney.
- Dr. Mark Johnson has joined the Medical Group as Chair of the Department of Neurosurgery.
- Dr. Shlomit Schaal has joined the Medical Group as Chair of the Department of Ophthalmology.
The Group Practice Management Team (senior management and chairs) held a retreat on June 30 devoted to the development of strategic priorities for 2017. They established the following priorities for the Group, assigning leaders to each area:

- **Quality and Value**: Greg Volturo, with Margaret Hudlin and Tom Scornavacca
- **Patient Experience**: Shubjeet Kaur and David Ayers, with Patrick Muldoon
- **Access**: Demetrius Litwin, with Jay Cyr and Susan Sweet
- **Physician engagement**: Julia Johnson and Doug Ziedonis, with Barbara Fisher
- **Academic Excellence and Innovation**: Max Rosen and Shlomit Schaal
There is a high degree of concern about the latest climate survey results. Each chair has been asked to get feedback from their faculty regarding the results, and to report back at joint meetings with the senior management team of the hospital. Dan Lasser has been presenting the Department’s results at health center faculty meetings, and is bringing feedback from those meeting back to the Group.

Our web team (Melissa McLaughlin, Gail Sawosik, Mike Smith, Karen Rayla, Ellen Endter) has made considerable revisions to our web site - take a look! www.umassmed.edu/fmch.

**External Review**

We have posted the report from our March, 2016 external review on the Department’s website, along with our response to the review. The response includes a commitment to nine priority initiatives:

**Organization and Culture:**  
*We will:*  
- develop a more structured approach to succession management;  
- develop a structured approach to fundraising; and  
- work with staff, residents and faculty to raise awareness of the impact of racism on patient care, learning, and our professional community.

**Education:**  
*We will:*  
- develop a new model for the 3rd year clerkship, so that clinical sites can accommodate a larger number of students during a clerkship block; and  
- work with the leadership at the medical school’s new regional campus at Baystate Health to establish a Department of Family Medicine.

**Clinical:**  
We will:  
- work with the UMass Memorial system to become a state and national leader in managing population health and in the development of a high functioning and successful ACO.  
- work to make our practices work better for our patients and our clinicians and staff.

**Research:**  
We will rebuild our core research faculty, including the recruitment of at least one full time mid-career research faculty member this year.

**Community Health:**  
We will integrate community health into our family medicine practices, training programs, and scholarship efforts while engaging communities and community-based coalitions to improve the health of communities and populations.

**Metrics:**  
The core metrics we use to monitor our success have been updated and have been posted on our website.

**Awards** – At the Department’s annual faculty dinner, we recognized the following awardees:

- Outstanding Community Clinician Award: Audrey Tracey, MD
- EPC Community Educator Award: Phil Bolduc, MD
- Education Awards:  
  - Kristin Mallett, MD  
  - Charles Lehnardt, DO  
  - Claudia Pierre, MD  
  - Heather-Lyn Haley, PhD  
  - David Ammerman, MD
- Chair’s Award: Katharine Barnard, MD
On November 17, 2016 Frank Domino and Bob Baldor will offer their annual Maintenance of Certification SAM Workshop devoted to Pain Management. It will be provided as a webinar. The session will address the knowledge and skill needs of Family Physicians for completing the Pain Management 60 question quiz. The conference will begin with an overview of the new MOC process, followed by a 90-minute didactic session. They will be conducting it via web conferencing, rather than in a lecture room. Registration is free if you are precepting a 3rd year UMass Medical student in this academic year.

**Group Practice**

- This year’s open enrollment period for benefits takes place October 31-November 18. HR is using a new online system, and your former benefits will not roll over automatically. Action is required of all benefits eligible employees - you will have to go into the system and indicate your choices. Failure to do so will result in a loss of your health insurance.

**Retention**

- People who are leaving the department:
  - Christie Langenberg, MD (Barre and Sports Medicine)
  - Kosta Deligiannidis, MD (Barre)
  - Abhi Patil, MD (Fitchburg)
  - Jen Buckley, MD (Hahnemann)
  - Laura Hill, MD (Hahnemann)
  - Ahmed Hussain, MD (Benedict)
  - Anita Kostecki, MD (EMK)
  - Saurabh Sharma, MD (FM Hospitalist)
  - Shelby Freed, NP (Family Health Center)
  - Laura Petras, MD (Family Health Center)
  - Margret Chang, MD (Family Health Center, August 2017)
  - Tom Byrne, MD (Family Health Center)

- Lucy Candib, MD has retired from her clinical practice at Family Health Center, remaining as an active faculty member of the Department, with a particular emphasis on mentorship and faculty development.