



Monday Memo – April 21, 2014

Congratulations to Fred Baker and Jay Broadhurst, who were elected President and Vice President of the Worcester District Medical Society at last week's Annual Business Meeting on April 16, 2014.

- On Friday morning, April 11, the Department's Leadership Team conducted a midyear review of metrics related to the Department's strategic plan, and began to develop a series of action items related to gaps identified in clinical services, education, research, and community health, as well as faculty recruitment and retention.
- Close to 100 faculty, staff, residents and guests from across the Department gathered on Friday afternoon and Saturday April 11-12 for the Department's spring retreat at Cyprian Keys (Boylston, MA) devoted to *Making Our Practices Work Better in a Rapidly Evolving World*. The program provided updates regarding activities and initiatives across the Department, fostered collaboration and networking, and provided opportunities for skill development.

Friday's presentations focused on how practices are going through transformation, including the following:

- Dan Lasser: *Setting the Stage – Why it's Different This Time* and *Bringing it Back to True North – LEAN and the Department's Strategic Plan*
- Judy Steinberg and Christine Johnson: *The Massachusetts Patient-Centered Medical Home Initiative: Has it Made a Difference?*
- Dennis Dimitri: *Healthcare Quality Measures*

The program also featured a Gallery Walk, highlighting a series of Lean A3 projects that are currently underway across the Department. David Gilchrist provided an overview of the use of Lean as a tool for accomplishing meaningful change, focused on adding value. A3 projects highlighted during the session included:

- Ronald Adler: *Establishing a Colposcopy Referral Service at a Family Medicine Residency Training Site*
- Nicholas Apostoleris (Project A3): *Transformation of the Fitchburg Residency and Practice*
- Bob Baldor: *Defining Faculty Roles*
- Katharine Barnard: *Improving Patient Waiting Times at Plumley Village – A Proxy for Improving Clinic Flow*
- Sue Begley and Steve Earls: *Implementation of scribes at the Barre Family Health Center*
- Sandy Blount: *Floating the Center's Boat*
- Alan Chuman: *Feedback for Change*
- Joseph DiFranza: *Diabetes Quality Initiative*
- Dennis Dimitri: *Improving Measures of Quality of Care*
- David Gilchrist: *Attaining Phone Service Level Excellence in Family Medicine*
- Melanie Gnazzo: *Patient in Room, Ready, on Time*
- Beth Koester and Warren Ferguson: *Inpatient to outpatient transitions*
- Dan Lasser: *Working Effectively in Family Medicine*
- Melissa McLaughlin: *Idea System Utilization and Sustainability in Family Medicine*
- Stacy Potts: *Resident Scheduling for Continuity of Care*
- Linda Weinreb: *Increasing Scholarship/Dissemination of Practice Innovations*

Saturday's programs were devoted to updates and skill development. Breakfast roundtables focused on *New Faculty Cohort Connection* (facilitated by Carole Upshur), *Improving the PCP-Hospitalist Interface* (Beth Koester and Trish Seymour), *Teaching our Own—Brainstorming Opportunities for Women's Health Procedure Training* (Ginny Van Duyne), and *Preparing for Promotion* (Dan Lasser). Formal sessions were devoted to:

- Phil Bolduc: *Safe and Competent Opioid Prescribing (SCOPE)*

- Ted Shoemaker: *Tai Chi for Health*
- Linda Cragin and Judy Savageau: *LiNCing Faculty to the New Curriculum: Focus on the Capstone Requirement*
- Dan Lasser, Dan Mullin, and Jen Reidy: *Supporting our Faculty Through Mentorship*

In addition, Lean Coach Nick Comeau held prescheduled office hours to provide faculty with assistance with ongoing projects across the Department.

Special thanks to Bob Baldor, who chaired the planning committee, Heather Lynn-Haley, who managed all of the conference logistics, and Susan Foley, who assisted with onsite coordination.