**Monday Memo – December 31, 2018**

**People**

Laura Sturgill has been selected by Society of Teachers of Family Medicine Foundation as one of ten recipients of the 2019 New Faculty Scholar Award, in recognition of outstanding leadership potential. As a participant in the program, she will attend STFM Annual Spring Conference in April 2019 where she will participate in focused mentoring and networking activities as well as deliver a presentation.

**Presentations**

At the 2018 Dec 11-14 National Ryan White Conference on HIV Care & Treatment in Oxon Hill, MD:

- Hugh Silk presented *HIV Interprofessional Education by the New England AIDS Education and Training Center*
- Phil Bolduc was a co-presenter for a workshop: *Building the Future of the HIV Workforce: HIV Interprofessional Education Efforts Across the United States*
- Vanessa Sasso was a co-presenter for workshops: *Getting to Zero: Crucial AETC Roles in Helping to End the Epidemic and Realizing the Dream: Facilitating the Adoption of “Undetectable = Untransmittable” in Philosophy and Practice*

**Publications**


**Chair’s Corner**

**Department Transitions:** The search committee for a new Department Chair recently completed its work, recommending a short list of finalists to the Dean and CEO who are now managing the final selection process.

Today marks the end of Dennis Dimitri’s twelve-year tenure as our clinical Vice Chair. In addition to continuing his clinical practice, he has graciously agreed to continue to oversee the Department’s credentialing process – initial appointments, reappointments, etc. – until after the next Chair has arrived. In addition, he will be providing ongoing consultation regarding practice
transformation activities at the Hahnemann Family Health Center (see below) and he will continue to assist Medical Director Chris Purington in the annual contracting process for our College Health activities at Clark University, the College of the Holy Cross, and the Worcester Polytechnic Institute. He will also continue as a primary care representative on the UMass Memorial Managed Care Network’s Managed Care Contracting Committee.

Over the years, Dennis took on a long list of additional tasks and responsibilities, which we are dividing up for the coming year. A detailed list is being made available to our Medical Directors. We will certainly miss his leadership across the Department and as a member of our Leadership and Senior Leadership Teams. Dennis, thanks, and best wishes!

**Practice Transformation:** Planning is well underway for the transformation our clinical practice at the Hahnemann Family Health Center. The project is based in part on a team-based “Care by Design” model developed at the University of Utah and the APEX (“Ambulatory Process Excellence” or “Awesome Patient Experience”) project that was initiated at the AF Williams Family Medicine Center/University of Colorado.

The project is being implemented as a pilot at Hahnemann and at the Benedict Primary Care Internal Medicine residency clinic, with full support from UMass Memorial Medical Center. With leadership including Senior Director of Ambulatory Services Jonna Dube, Medical Director for Ambulatory Care Mark Manning, Hahnemann Medical Director Stephanie Carter-Henry and Practice Manager Colleen Bregman, the plan is to begin to place selected faculty within an enhanced staffing model this spring. A Medical Assistant curriculum has been developed, and positions have been posted for new MAs, a lead MA, a Transformation Coach, and support for practice management. Staffing is only one element of the project, as it strives to revise workflow across the entire practice.

Special thanks go to Dave Gilchrist, former Hahnemann Medical Director, who led the way for the project with several years devoted to team development, implementation of LEAN approaches to management, and advocacy for the APEX model, including arranging a trip to visit the project in Denver. One of the key messages from colleagues in Colorado is that while change is necessary, real practice transformation may be hard for everyone. The invitation *Are you ready for change?* was even worked into last year’s recruitment process for incoming Family Medicine residents.

We will post periodic updates through the Monday Memo to keep everyone updated regarding the project. As it develops and is proven to be successful, a dissemination plan will be developed for a rollout to other practices. Stay tuned!