

# DEPARTMENT OF FAMILY MEDICINE

University of Rochester School of Medicine & Dentistry

Highland Hospital

Newsletter of One of the Premier Family Medicine Departments in the United States

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## Family Medicine Alumnus Receives Humanitarian Award

Sophina Manheimer Calderon, MD, is the recipient of the University of Rochester School of Medicine and Dentistry 2017 Humanitarian Award. The award recognizes an alumnus of the school who has provided unique, compassionate care to patients who have special needs because of specific afflictions, poverty, or living conditions that lack resources. The award recognizes dedication to providing medical care to the underprivileged and underserved.

Dr. Manheimer Calderon provides medical care to disadvantaged populations in the U.S. and abroad.

As a member of the Navajo Nation in Arizona, she was inspired to pursue medicine for her community that would improve access and health care quality. She is a family medicine physician at Tuba City Regional Health Care Corporation (TCRHCC) in Tuba City, a small town on the western end of the Navajo Nation in northeastern Arizona.

Dr. Manheimer Calderon is a member of several professional committees, serving on both the medical staff credentialing and patient education committees.



*Sophina Manheimer Calderon, MD*

She earned her medical degree in 2011 from the University of Rochester School of Medicine and Dentistry and completed her residency in 2014 in the University's Family Medicine Residency Program.



## Highland Family Medicine to Begin Expansion Project

A \$3.2 million expansion project is in process at Highland Family Medicine on South Clinton Avenue in Rochester. The expansion will include a 1,500 square-foot addition for administrative offices, an additional clinic suite (for three providers), additional physician offices, and a new educational space that will serve as a private administrative area for residents and fellows. The project will incorporate offices adjacent to all

of the current seven suites and will help integrate Coordinated Care and Behavioral Health services.

The expansion is supported by Delivery System Reform Incentive Payment Program (DSRIP) funds, and private funding through the Highland Hospital Foundation, including proceeds from the 2017 Highland Hospital Foundation Golf Tournament. According to Mindy

Cirasuolo, Highland Family Medicine Operations Manager, the project is expected to be completed in July 2019.

"We are excited about this much needed expansion as it will allow us to serve more patients and extend our reach into the community," said Tom Campbell, MD, Chair, University of Rochester Department of Family Medicine.



*Thoughts*  
FROM THE CHAIR

Amazing work is being done in the Department of Family Medicine. Our primary mission is to create innovative models of primary care and train primary health care teams to achieve what has been called the Quadruple Aim of health care: better community health, improved patient experience, lower costs, and improving work life of healthcare providers. Because of our commitment to underserved populations in Rochester, our goal is also to help reduce the enormous health care disparities in our community.

Our department is one of the oldest and most prestigious Departments of Family Medicine in the country, and we have a nationally recognized residency program. We are the largest producer of primary care physicians for this community. Highland Family Medicine is the largest single-site primary care practice in Rochester, serving over 23,000 patients annually, many of whom are underserved. With our expansion, we will soon have more room to care for more patients and improve logistics for integrated care.

We have an established record of innovations in education and clinical practice. For example, we developed the first nurse practitioner residency program that is fully integrated into a medical residency. It serves as a national model of interprofessional education.

For several decades we have had an integrated behavioral health services program providing services for our patients. But more recently we have taken the lead locally to address the opioid epidemic in Rochester by providing onsite substance abuse and a buprenorphine program. We are playing a major role in DSRIP, New York State's effort to redesign Medicaid and move to Value Based Payments for serious problems such as mental illness and addiction.

Primary care is the only specialty in our country that has been shown to improve health outcomes while saving money. I am proud of the work of our department, but it is work that is never finished. We must keep on developing innovative ways to care for more people in a high quality, cost-effective way.

Best Wishes,

Thomas L. Campbell, MD (1982)  
William Rocktaschel Professor and Chair,  
Department of Family Medicine

## Family Medicine Physicians on Monroe County Task Force to Combat Opioid Epidemic

Monroe County Executive Cheryl Dinolfo recently announced an advisory panel for the newly unveiled plan to combat the opioid epidemic in the Rochester area. This panel will be convened by County Health Director Michael Mendoza, MD, who practices at Highland Family Medicine, and will consist of medical experts from local health systems. Holly Russell, MD, another Highland Family Medicine physician, will also serve on the panel.



*Holly Russell, MD*

Dr. Mendoza said they will look at emergency rooms first. "We know that people who present to the emergency department with a nonfatal overdose have a five-fold chance of having another overdose, sadly, sometimes

fatal. As I see it, ERs are a logical place to identify individuals who are most likely to benefit from our support."

Dr. Russell said this task force is the first step in finding long-term solutions. "We need to meet people where they are, in whatever way we can," she said. "We can't just wait for people to come to us. The hope is to meet them when they come to the emergency

room for the overdose, and not let them leave without a treatment plan."

Monroe County saw more than 200 opioid or heroin deaths in 2016. It's still unclear how many people died from overdoses last year. The County Executive's plan includes hiring two additional toxicologists to help with autopsies.

## HRSA Grant Supports Highland Family Medicine Buprenorphine Program

An \$80,000 grant from the Health Resources and Services Administration (HRSA) is supporting Highland Family Medicine's efforts to help primary care physicians develop a process to prescribe buprenorphine.

Drs. Holly Russell, Elizabeth Loomis, Norm Wetterau, Tim Wiegand, and Kristin Smith, DNP, are providing clinician-to-clinician support for questions related to buprenorphine treatment. Clinicians receive materials that the Highland Family Medicine program has developed and refined over the past four years including an intake packet, agreement of responsibilities, smartphrases for notes, and more.

Highland Family Medicine is providing training to physician administrative and support staff so they can learn more about treating addiction as a chronic disease and what it will mean to begin offering this at their sites. In conjunction with Strong Recovery and Unity Chemical Dependency, team members of the Highland Family Medicine buprenorphine program are developing a community-wide process so that patients who relapse or otherwise become unstable can be easily referred back to more intensive treatment programs.

"The program we have developed with the HRSA grant is hugely successful," said Dr. Russell. "We budgeted/planned for 30 clinicians to be trained over the whole year and we had 40 at our first session. We are doing two more training programs over the year including one in Dansville to support more rural clinicians where the access to buprenorphine can be more difficult for patients."

Family Medicine residents are also now required to rotate through the Highland Family Medicine buprenorphine clinic sessions, attend one of the trainings during their second year, and have an elective experience where they can rotate with a rural family doctor who has been prescribing buprenorphine for many years and with a family doctor working at a chemical dependency center in Rochester in order to get experience with patients in early recovery.

"Residents have been universally enthusiastic about the addition of opioid use disorder training during their second year and we feel that comfort with treating this disease in primary care is one step towards curtailing the opioid epidemic," said Dr. Russell.

## Department of Family Medicine Represented at AAFP Global Health Conference

Representatives from the University of Rochester Department of Family Medicine attended the American Academy of Family Physicians (AAFP) annual Family Medicine Global Health Workshop in October in Houston, Texas. The conference focuses on the contributions of family medicine to global health in the areas of clinical and practical medicine, ethical considerations in global health, and current research topics.

The conference also heavily emphasizes the role of U.S. residency programs in global health efforts, and the expansion of family medicine residency programs internationally. Some stand-out topics included recognizing and reporting human trafficking, research involved in chronic mountain sickness, and creating sustainable relationships with communities.

Residency Program Director Stephen Schultz, MD, FAAFP, led the delegation from the University of Rochester. Members of the residency program had three separate abstracts accepted and gave three individual workshops. One talk given by Ryan Cummings, MD, was entitled "Addressing Determinants of Health in Rural Honduras: One Residency's Approach," and discussed the department's global health program. Another, given by Dr. Schultz, was entitled "Initiation of Graduate Medical Education in Family Medicine in the Islamic Republic of Iran," and was on the topic of expanding family medicine residency programs internationally. Dr. Schultz, along with residents in attendance, presented "Separating Fact From Fiction: 14-Year Experience of a Residency Global Health Book Club," and discussed this unique aspect of our global health program.

"The conference was an exceptionally relevant and thought-provoking experience focusing on the family physician's role in improving global health at home and abroad," said Dr. Cummings.



*Lester (interpreter); Doug Stockman, MD; Nidun Daniel, DO; Alex (interpreter); Kirk Scirto, MD; Katherine (interpreter); Ryan Cummings, MD; Sonya Narla, DO; Lauren Hobbs, MD; Barbara Gavinski, PhD; Jillian Gold (medical student); Mary Bonnet, MD; Melissa (interpreter); Amanda Pannu, MD, and Vikki Ip, MD, in Honduras.*



*Vikki Ip, MD (attending from Jericho Rd. Family Practice) and Family Medicine residents Lauren Hobbs, MD; Amanda Pannu, MD; Sonya Narla, DO; Ryan Cummings, MD, and Mary Bonnet, MD in Honduras.*

## Alumni Spotlight

### Sophina Manheimer Calderon, MD, '14



*Dr. Sophina Calderon recently visited with Family Medicine residents. Left-to-right is Ryan Cummings, Sophina Calderon, Lauren Hobbs, Izabela Subczynska, Chanb Huynh, Elizabeth Gabel, and Nidun Daniel.*

"My experiences working in the Finger Lakes Migrant Health Care Program greatly influenced my decision to choose family medicine," said Sophina Manheimer Calderon, MD, '14. "I loved the idea of being able to help any person of any age and even do OB work. I loved working with the migrant population and seeing the similarities to my hometown people of the Navajo Nation. So I was convinced that it was the specialty for me."

Dr. Manheimer Calderon earned her bachelor's degree in mathematics at Dartmouth College in 2004 and completed premedical studies in 2005 at Bryn Mawr College. In 2006, she joined the University of Rochester School of Medicine and Dentistry as the only Native American member of her class. She worked with the Finger Lakes Migrant Health Care Project, delivering screenings and education in migrant worker camps around the Sodus, New York area. She received a Community Health Fellowship grant in 2008 and served as a community health worker for the program, providing interpretation services, rapid HIV testing in camps, and preventative education classes. Dr. Manheimer Calderon also provided extensive obstetrics education for pregnant migrant worker women.

Today she is a family medicine physician at Tuba City Regional Health Care Corporation in a small town on the western end of the Navajo nation in Arizona.

Dr. Manheimer Calderon has special memories of the family medicine residency program. "My best memories were hanging out with my co-residents and attending physicians on teaching afternoons, reconnecting with each other in a nonclinical setting," she said. "I always looked forward to these lectures and going out to dinner afterward. We all supported each other in more ways than I thought possible and they were all the key to helping me through residency."

Dr. Manheimer Calderon and her husband, Martin, and their two young sons, Josue and Julian, enjoy exploring the Southwest and making trips to Mexico to visit the Calderon side of the family.

## Residency Spotlight



Drs. Amanda and Navraj Pannu met during freshman year of college at the University of Akron and married right before their graduations from medical school at Northeast Ohio Medical University. They decided to pursue their residencies together and chose the University of Rochester Department of Family Medicine Residency Program.

"We wanted family medicine because we both loved the continuity of care and the focus on treating the whole person and family," said Amanda. "We chose the University of Rochester Family Medicine Residency program because it met all of our educational needs: a strong academic institution, a rigorous global health program, and a welcoming and supportive environment."

They both graduated from the residency program in 2017. Amanda, a recipient of the STFM Resident Teacher Award and an STFM Faculty for Tomorrow Scholarship recipient, now serves as a chief resident, and Navi is a faculty member in the department. They intend to move back to Ohio where Amanda will pursue academic family medicine and Navi has plans to work in an outpatient family medicine clinic.

"My best experiences at the University of Rochester have been both our five-month rotation that is focused on advanced training in psychosocial medicine and practice improvement, and my global health experience," said Amanda. "I have also enjoyed the opportunity to pursue leadership positions, both within the University and nationally." Navi agrees it has been a great experience for the couple. "I greatly enjoyed meeting and working with all the wonderful people in this department," he said.

## Highland Hospital Golf Classic Raises \$56,000 for Highland Family Medicine

More than 130 golfers raised \$56,000 in net revenue in support of Highland Family Medicine at last summer's Highland Hospital Golf Classic. Bob McCann, MD, and Dana Consler co-chaired the golf tournament sponsored by the Highland Hospital Foundation. Tom Campbell, MD, Chair, Department of Family Medicine, and patient Julie Strassenburgh-Waterman spoke about Highland Family Medicine and the future of health care.

Funds raised will support Highland Family Medicine as it embarks on a plan to expand space and capabilities to support the Rochester community with excellent health care and training for the next generation of Family Medicine practitioners.



*Tom Campbell, MD*



*Dana Consler and Bob McCann, MD*

## What is family medicine?

**We take care of people** before they're even born, and if you live to be a hundred, you won't outgrow us.

**Our range of practice is nearly limitless.** We deliver babies and give flu shots, diagnose major diseases, and sew up minor cuts.

**We have the heart and soul** of that great American icon of the past, the family doctor who went to see you in a horse-drawn buggy. But today's family medicine means cutting-edge research and training tomorrow's doctors in the knowledge that is growing exponentially every year.

**We care for the body and the mind** – *the whole person* – and we have a special feeling for the underserved.

**We didn't go into family medicine to get rich.** We did it to help people get well.

**We're passionate about what we do**, and our patients feel it.

We are family medicine: **medicine on a mission.**

# Julie's Story:

## The Impact of Highland Family Medicine

*(The following is an excerpt from a speech given by Julie Strassenburgh-Waterman at a fundraiser for Highland Family Medicine.)*

My story begins in 1997 when my health began to change. Over the course of the next five years severe pain became my daily companion. I developed severe inflammation in my joints and limbs. My overall functioning drastically decreased and the professional life I had built came to a screeching halt. I lost the ability to walk independently, and along with my mobility, everything I had worked to achieve.

By the time I met Dr. Ron Epstein at Highland Family Medicine in 2002, I had lost so much of what I had come to identify as who I was as a person. I was being seen by no less than 10 specialists, averaging two appointments weekly and I spent a month in an alternative medicine clinic in Virginia out of pure desperation to find a solution and relief.

When I walked into the diverse and inclusive atmosphere at Highland Family Medicine, I found their waiting rooms are a wonderful cross-section of the Rochester community and of U.S. society. From high-powered business executives to single teenage moms, and refugees from around the globe, Highland Family Medicine embraces all people from infants to the elderly.

That first hour-long appointment with Dr. Epstein established a relationship of trust. My role as self-advocate and case manager was relinquished to a doctor who was far more qualified to the tasks at hand and I could shift my energies to focus on my family and my healing. I could finally begin the adjustment to the many physical changes I was experiencing.

There is something unique to Highland Family Medicine. You can feel the presence of humanity and generosity when you walk through the door. It is a clinic teeming with energy, focused on the health of all members of its community, not just the patients. Highland Family Medicine is dedicated to respecting the integrity of every person who comes there for medical care.



*Julie Strassenburgh-Waterman with Dr. Ron Epstein*

“When I think about Highland Family Medicine, I think about all the extraordinary people and talent contained within its walls. Ordinary patients are doing extraordinary things every single day because Highland Family Medicine gives them the resources, the dignity, and the respect to achieve the extraordinary.”

The emotional distress that I had been suffering for so long was finally acknowledged and I began a new course back to wellness. Dr. Epstein spoke directly to every specialist I had and we slowly fine-tuned my treatment and my appointments. A new rheumatologist diagnosed me with inflammatory arthritis – a real disease – and I needed bilateral hip replacements. After two total hip replacement surgeries in 2010, I got my legs back and I finally regained my ability to walk, my health, and my independence.

When I think about Highland Family Medicine, I think about all the extraordinary people and talent contained within its walls. Ordinary patients are doing extraordinary things every single day because Highland Family Medicine gives them the resources, the dignity, and the respect to achieve the extraordinary.

## Highland Family Planning Wins Award



*Holly Leisten and Jessica Coleman with the Organizational Leadership Quality Award.*

Highland Family Planning was recently presented with the Organizational Leadership Quality Award for commitment and active participation in the Youth Services Quality Council (YSQC) and recognized as a champion organization for positive youth development.

The Youth Services Quality Council is a member association that provides leadership to youth service organizations who work cooperatively for youth and families to improve the delivery of services. YSQC is a collaborative association of more than 65 organizations in Rochester, New York, and the surrounding area.

Highland Family Planning has been a part of the the council for more than seven years. YSQC provides a forum for youth service providers to collaborate on new ways to do business to ensure coordination of services, maximization of resources, and delivery of quality services to youth and families.

Attending the presentation were Community Health Educators Jessica Coleman and Holly Leisten who accepted the award for Highland Family Planning. “We are honored to be chosen by members of the council to receive this prestigious award,” said Michele Tufano, Program Manager.

# Resident Retreat Scrapbook



*Residents who attended included:  
Top row left-to-right: Lizzy Gabel (R3), Chamb Huynh (R2), Riley Cooper-McCann (R3), Julie Berenyi (R3), Janeta Szczechpanik (R2), Alissa Correll (R1), Rachel Bian (R1), Jacob Castiglia (R1), and Michael Hudson (R1).*

*Middle row left-to-right: Mary Bonnet (R3), Nidun Daniel (R3), Tim Smilnak (R1), Caroline Brotzki Donobue (R1), Shivani Sockanathan (R1), Zoe Kostarellis (R2), Stephanie Jordan (R3), Megan Betteley Wang (R3), Yuan Yao (R2), Zoe Gravitz (R1), and Izabela Subczynska (R2).*

*Front row left-to-right: Scott Biehl (R2), Bobdan Klymochko (R3), Sumaiya Kabir (R1), Natasha Vadera (R1), Lauren Hobbs (R2), Sonya Narla (R2), and Amanda Morrison (R2).*



*Sonya Narla (R2), Izabela Subczynska (R2), and Lauren Hobbs (R2).*



*Janeta Szczechpanik (R2)*



*Amanda Morrison (R2), Zoe Kostarellis (R2), and Megan Betteley Wang (R3).*

# FACULTY ACCOMPLISHMENTS

## Selected Publications: May - December 2017

Carney PA; Waller E; Dexter E; Marino M; Morton K; Green L; **Fogarty CT**; Jones S; Eiff MP. "Team training in family medicine residency programs and its impact on team-based practice post-graduation." *Family Medicine*. 2017; 49(5): 346-352.

Elias CM; Shields CG; Griggs JJ; **Fiscella K**; Christ SL; Colbert J; Henry SG; Hoh BG; Hunte HER; Marshall M; **Mohile SG; Plumb S**; Tejani MA; **Venuti A; Epstein RM**. "The social and behavioral influences (SBI) study: study design and rationale for studying the effects of race and activation on cancer pain management." *BMC Cancer*. 2017; 17(1):575.

**Epstein R**. "Ronald Epstein, MD: Bringing mindfulness into the examination room." *Advances in Mind-Body Medicine*. 2017; 31(2):21-28.

Fenton JJ; Duberstein PR; Kravitz RL; Xing G; Tancredi DJ; **Fiscella K; Mohile S; Epstein RM** "Impact of prognostic discussions on the patient-physician relationship: prospective cohort study." *Journal of Clinical Oncology: Official Journal of the American Society of Clinical Oncology*. 2017; Epub Nov 17.

**Fiscella K**; Mauksch L; Bodenheimer T; Salas E. "Improving care teams' functioning: recommendations from team science." *Joint Commission Journal on Quality and Patient Safety*. 2017; 43(7):361-368.

**Fiscella K**. "Improving the health of patients and communities: Evolving practice-based research (PBR) and collaborations." *Journal of the American Board of Family Medicine: JABFM*. 2017; 30(5):562-566.

**Fogarty CT**; Crues L. "How to talk to reluctant patients about the flu shot." *Family Practice Management*. 2017; 24(5):6-8.

Gilligan T; Coyle N; Frankel RM; Berry DL; Bohlke K; **Epstein RM**; Finlay E; Jackson VA; Lathan CS; Loprinzi CL; Nguyen LH; Seigel C; Baile WF. "Patient-clinician communication: American society of clinical oncology consensus guideline." *Journal of Clinical Oncology: Official Journal of the American Society of Clinical Oncology*. 2017; 35(31):3618-3632.

Hlubocky FJ; Rose M; **Epstein RM**. "Mastering resilience in oncology: learn to thrive in the face of burnout." *American Society of Clinical Oncology Educational Book*. 2017; 37(1):771-781.

Locock L; Lehman R; **Epstein RM**. "Sharing experiences of illness and care." *JAMA Internal Medicine*. 2017; 177(9):1249-1250.

Mauksch LB; **Fogarty CT**. "Collaborative family health care, civil rights, and social determinants of health." *Families, Systems & Health: The Journal of Collaborative Family Healthcare*. 2017; 35(1):1-6.

**Narla SK; Nicholls LE; Fogarty CT**. "Choosing wisely guidelines-ethics." *Family Doctor*. 2017; 6(2).

**Nicholls LE; Narla SK; Fogarty CT**. "Choosing wisely guidelines on controlled medication use in common clinical scenarios." *Family Doctor*. 2017; 6(1).

Rozenky R, Grus C, Fouad N & **McDaniel SH** (2017) Twenty-five years of Education in Psychology and Psychology in Education. Special issue of the *American Psychologist* celebrating the 125<sup>th</sup> Anniversary of the American Psychological Association. Editors: Anne Kazak, Gary VandenBos & John Hogan. 72:8:791-807.

Thompson Stone R; Tollefson T; **Epstein R**; Jozefowicz RF; Mink JW. "Education research: positive effect of scheduled faculty modeling on clerkship student bedside skills exposure and learning." *Neurology*. 2017; 88(24):e236-e239.

## Jocelyn Young, DO, Wins AAFP Award For Excellence in Graduate Medical Education



*Dr. Michael Munger, President, AAFP, and  
Jocelyn Young, DO*

Jocelyn Young, DO, a third-year University of Rochester Department of Family Medicine resident, is the recipient of the Excellence in Graduate Medical Education award from the American Academy of Family Physicians (AAFP).

Dr. Young served on the New York State Academy of Family Physicians (NYSAFP) Board as the Resident Representative Upstate last year. She was the Resident Delegate from the University of Rochester/ Highland Hospital Family Practice Residency Program and also served on the Reference Committee on Operations at the 2016 Congress of Delegates.

Of the 3,500 eligible family medicine residents, only 12 are selected for the AAFP Award for Excellence in Graduate Medical Education. Since 1952, this esteemed distinction has recognized outstanding family medicine residents for leadership, civic involvement, exemplary patient care, and aptitude for and interest in family medicine.

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### We Want to Hear from You!

**Do you have any news to share with alumni?** Any stories you would like to see or programs you would like to find out more about? If so, please contact us at [fmnewsletter@urmc.rochester.edu](mailto:fmnewsletter@urmc.rochester.edu)

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**SAVE THE DATE**

**DEPARTMENT OF FAMILY MEDICINE**

**50<sup>th</sup> Anniversary  
Celebration**

**OCTOBER 12-14, 2018**

More information in your mail soon!

