

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

October 2013

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Congratulations to the Class of 2013

Rebecca Lavender, MD; Seema Dar, MD; Joanne Chan, MD; Monica Leibovici, MD; Allyson Wise, MD; Jaskaran Singh, MD; Robbyn Upham, MD; Briani Jackson, MD and Thomas Campbell, MD.

Dr. Kevin Fiscella Receives Curtis G. Hames Research Award

Kevin Fiscella, MD, MPH, professor in the Department of Family Medicine at the University of Rochester is the recipient of the 2013 Curtis G. Hames Research Award. The award is presented by the Society of Teachers of Family Medicine (STFM) to honor those individuals

whose careers over the years exemplify dedication to research in Family Medicine. Dr. Fiscella also serves as associate director of the Rochester Center to Improve Communication in Health, co-director of community engagement for the Rochester Clinical Translational Science Institute, and co-director of the Greater Rochester Practice Research Network.

"I felt quite extremely humbled on many levels," said Dr. Fiscella upon receiving the award. "As a researcher, I know firsthand how many worthy candidates there are across the country doing important Family Medicine research. Most importantly, I was reminded that Family Medicine research is a team sport. The Curtis Hames Award is very much a shared award – shared among the many teachers, mentors, collaborators and research staff who have contributed to our research work."

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Those at the award presentation included: Jerry Kruse MD; Paul Gordon MD, alumnus of University of Rochester Family Medicine Program; Arch Mainous, PhD. and award recipient Kevin Fiscella, MD.



Thoughts
FROM THE CHAIR

In this issue of the Department of Family Medicine newsletter we celebrate recent key achievements of our department and members of our superior staff.

- Highland Family Medicine is among 30 practices nationwide selected as an Exemplar Primary Care Practice by the Robert Wood Johnson Foundation and Group Health Research Institute for our innovations in care and our exemplary teamwork approach.
- Dr. Kevin Fiscella is the recipient of the 2013 Curtis Hames Award – one of the top research awards presented by the Society for Teachers of Family Medicine (STFM). This is an award that several of our former faculty and alumni have also won including Peter Franks, MD who is both a graduate of our program and a former faculty member.
- Several of our other physicians and nurses have been recognized for excellence in their work.
- Faculty and staff members are also involved in key leadership roles in national professional organizations as well as groups working to ensure better health care in our community.

Our department is proud of the achievements of our staff not only when they receive awards but in their day-to-day care of our patients and families, their passion for health care reform, compassion for the less fortunate, dedication to the health care of those we serve and commitment to the greater good of health care in our country and on a global level.

As Past President of the Association of Directors of Family Medicine (ADFM) I have the opportunity to see the impact that Family Medicine is having on health care across the country. There are so many challenges, opportunities and possibilities that Family Medicine offers. And I'm proud to say that our staff in the University of Rochester Department of Family Medicine and Highland Family Medicine is ready and eager to explore them all! Thank you!
Best Wishes,

Tom Campbell, MD (1972)
William Rocktaschel Professor and Chair,
Department of Family Medicine

Highland Family Medicine Recognized as National Model

LEAP Team Studies HFM High Quality Patient-Centered Care

Highland Family Medicine is among 30 practices nationwide selected as an Exemplar Primary Care Practice by the Robert Wood Johnson Foundation and Group Health Research Institute, who have teamed up on a new initiative to identify practice innovations that make primary care more efficient, effective, and satisfying to patients and providers.

The Primary Care Team: Learning from Effective Ambulatory Practices (LEAP) project identifies primary care practices that have focused on teamwork and new roles for health professionals in ways that support consistent outstanding primary care. Highland Family Medicine was selected through a rigorous national process to receive the designation.

The goal of the LEAP project is to identify and share innovative staffing arrangements that make primary care more accessible and effective for patients. A LEAP team recently conducted a three-day site visit to understand how the Highland Family Medicine primary care team delivers high quality, patient-centered health care.

"The focus of the visit was to showcase the workforce innovations that we have undertaken at Highland Family Medicine, with an emphasis on ways we engage non-clinical staff in caring for patients," said Michael Mendoza, MD, MPH, MS, Medical Director, Highland Family Medicine and assistant professor in the Departments of Family Medicine and Public Health Sciences at the University of Rochester Medical Center (URMC). "The innovations we have implemented at Highland Family Medicine and the advances we discuss through the learning community could change the face of primary care across the country."

The exemplar practices will then join together in a learning community to share best practices and distill their innovations into training and technical assistance materials that can be used by others across the country.

Highland Family Medicine will be influential in developing workforce improvement models that will be disseminated to primary care practices nationwide. The practice has launched several innovations over the past few years to manage patient care more effectively, including:

- Implementing a regular review of patient status for vaccinations and/or preventive screenings, such as mammogram or colonoscopy.
- Using care managers to ensure the smooth transition of patients from the hospital to the primary care office and/or between nursing homes and rehabilitation centers.
- Training residents of the URMC Department of Family Medicine in team-based care to prepare them for the changing needs of patients in primary care offices.

"With millions of Americans about to enter the health care system, primary care must become more effective and efficient. Building high performing care teams is a key step," said Ed Wagner, MD, MPH, co-director of the LEAP project and director emeritus of the MacColl Center for Health Care Innovation at Group Health Research Institute in Seattle. "This new project will allow us to identify best practices and help other primary care sites replicate and adopt innovations to improve access to care and the quality of care they provide."





Global Health Scrapbook 2013

The Department of Family Medicine at the University of Rochester operates a Global Health Program which offers didactic training throughout the year and travels twice a year for two weeks at a time to rural Honduras. Partnered with an NGO called Shoulder to Shoulder and a rural community called San Jose San Marcos de la Sierra in the Southwestern state of Intibuca, Honduras, the department is also grateful for support from The First Unitarian Church of Rochester.



The May 2013 Honduras team is composed of (from foreground left): Colleen Loo-Gross, Jean Hamlin, Sophina Calderon, Jillian Moore, Paulete (Honduran interpreter), Foncho (Honduran interpreter), Kate Eisenberg, Genesis (Honduran interpreter), Catherine (Honduran interpreter). Second row: Stephen Schultz, Brendan O'Connor, Barbara Gawinski, Rachel Long, Doug Stockman.

Doug Stockman, MD is Director of Global and Refugee Health and Barbara Gawinski, PhD is Associate Director. Donations can be made online through www.urmc.rochester.edu/family-medicine/global-health/ or contact the Highland Hospital Foundation at 585.341.0861.



Resident Colleen Loo-Gross just cannot resist hugging an adorable child!



People who have paid back their micro-loans receive certificates to recognize their efforts. Residents Brendan O'Connor and Jean Hamlin organized this activity.



Resident Brendan O'Connor and faculty member Barbara Gawinski worked closely with area school teachers this trip to improve their skills.



Resident Sophina Calderon educates a mother on medication dosing. Many San Jose residents are illiterate, so "teach-back" education is critical to safe and effective medication treatments in the home.



Resident Jillian Moore and Residency Director Stephen Schultz tape up a woman's ankle so she can make the one-hour mountain bike home on her sprained ankle.

Resident Spotlight



Robbyn Upham, MD

Chief resident Robbyn Upham, MD chose the University of Rochester Department of Family Medicine residency program after completing a year of OB/GYN internship in another program. "Although I loved delivering babies, I missed medicine and interacting with other members of the family unit besides the mom and new baby," said Dr. Upham. "I'm all about the whole person, and about building long-term relationships that significantly enhance my ability to diagnose and treat within the clinical encounter."

Dr. Upham received her B.S. in Biology from Wheaton College and her M.D. from the Medical School for International Health, Ben Gurion University, Beer Sheva, Israel and Columbia University, New York. She is also currently enrolled in the M.S. in Health Professions Education program at the University of Rochester Warner School for Education.

Her experiences in the Department of Family Medicine have confirmed her passion for caring for families. "On my interview day, I could clearly see that the UR dept was dynamic, engaging and those involved clearly loved their work," said Dr. Upham. "It was easy to see the department's vision to take care of entire families, educate residents and have a great time doing this. I found this infectious, and was attracted to others' attitude and passion for their work."

Dr. Upham has extensive international travel experience including living three years in Israel. She is particularly interested in sustainable health care systems, global health and the role of women in medicine and leadership. The psychosocial medicine curriculum has also been an important part of her development as a physician. "Over the course of that four month block, I built my skills in interviewing, counseling, understanding individuals within their family structures, recognizing physical manifestation of psychological disease, and the havoc that addiction plays for individuals, families and our society," she says.

The commitment of the faculty and staff to resident education, from technical to personal, has been particularly meaningful to Dr. Upham, who says, "Not only do we take care of the whole person – body, mind and spirit – we also take care of each other – body, mind and spirit."

University of Rochester/Highland Hospital Department of Family Medicine

Class of 2016

Highland Family Medicine

Mila D'Cunha, MD
St. George's University

Ji Kim, MD
Eastern Virginia Medical School

Anastasia Kolasa-Lenarz, MD
University of Minnesota Medical School

Elizabeth Meehan, MD
Creighton University School of Medicine

Morgan Mihok, MD
University of Michigan Medical School

Sarah Porter, MD
University of Rochester School of
Medicine and Dentistry

Assunta Ritieni, DO
Touro University-California College of
Osteopathic Medicine

Nicole Tetreault, MD
University of Rochester School of
Medicine and Dentistry

Matthew Thomashefski, ND
New York Medical College

Sarah Vengal, MD
Northeast Ohio Medical University



It's a Match! University of Rochester School of Medicine & Dentistry graduates Sarah Porter, MD and Nicole Tetreault, MD matched with The Department of Family Medicine of the University of Rochester program this year and are welcomed into the Class of 2016.

Brown Square Health Center

Michelle Kosmalski, MD
University of Wisconsin School of Medicine
& Public Health

Sandra Rodriguez, MD
UMDNJ-Robert Wood Johnson Medical
School-Camden

Highland Spin-Outs Support Tour de Cure



*Left: Dr. Matt Devine and Dr. Mike Mendoza were part of the Highland Spin-Outs.
Right: Dr. Tziporah Rosenberg is a regular participant in the Rochester Tour de Cure.*

The Department of Family Medicine was once again well represented on the Highland Spin-Outs Team in the 2013 Tour de Cure for the American Diabetes Association. The Spin-Outs were the second largest team in the Rochester event and ranked 7th overall in fundraising. Nationally the team ranked 119th out of the Top 200 teams. Congratulations!

Here are some AMAZING stats for the 2013 Highland Spin-Outs

• # of team members: 70 • Total amount team raised: \$22,463

Working with Rochester Roots: A True Growth Experience



Department of Family Medicine residents worked with Rochester Roots, a local organization dedicated to helping low income people obtain healthy, sustainable food.

Every year, as the last rotation of intern year, all the PGY-1's in the University of Rochester Department of Family Medicine residency get together to learn more about community medicine. As part of that work, the class chooses a community project to work on over the course of three weeks. This year's class chose to work with Rochester Roots, a local organization dedicated to helping low income people obtain healthy, sustainable food.

One of their projects was to work with youth and schools on gardening. According to Colleen T. Fogarty, MD, MSc, Assistant Director, Family Medicine Residency, who directs the residency community medicine curriculum, the residents worked with staff and students to get the garden established this year. The project represented approximately 160 person-hours of work.

"The children at the Clara Barton school clearly enjoyed working in the garden," said resident Dr. Jean Hamlin. "They wanted to learn about the plants. They took pride in planting vegetables, and were excited to show us the fascinating insects that they found. Some children mentioned that they worked in gardens at home, or at an aunt or grandmother's place. For other children, the school garden provided new experiences. Many children told us residents, 'Thank you for helping with our garden!'"



Alumni Spotlight

David S. Buck, MD, MPH '93

Dave Buck began medical school believing he wanted to be a psychiatrist, but his growing interest to care for the full-spectrum of patient's needs brought him to the Family Medicine residency program at the University of Rochester. "It was one of the best programs in the country," said Dr. Buck, "... second to none for the integration of the bio-psychosocial model of care."

Dr. Buck's experiences in caring for the underserved greatly influenced his career path. After graduation from Colorado College, he spent several months working with the poor in India, including an experience working alongside Mother Teresa. When he returned to Houston, Dr. Buck earned his MPH at the University of Texas Health Science Center in Houston and became a medical student at Baylor College of Medicine.

During his residency in Rochester, Dr. Buck was greatly influenced by faculty members, including residency director Peter Franks, MD, psychiatrist David Sperber, MD, and George Engels, MD and by contributions each physician made to his education and to the development of his understanding of the challenges, complexities and rewards of practicing Family Medicine.

In 1999, Dr. Buck founded Healthcare for the Homeless-Houston (HHH), a consortium of more than 30 community-based agencies, health care clinics, educational institutions and public organizations working together to increase the quality of health care for the homeless. Today HHH serves nearly 15,000 homeless men, women and children by delivering primary health care, outreach initiatives and supportive services. Dr. Buck is the recipient of the American Academy of Family Physicians (AAFP) 2013 Public Health Award which recognizes individuals who are making extraordinary contributions to the public health.

One project of HHH is aftercare for the homeless who have been jailed or hospitalized in Houston. Since HHH became involved in the jail system, there has been a 64% reduction in re-arrests of seriously mentally ill homeless persons. "Understanding the impact of mental health problems coupled with physical challenges is vital to caring for the homeless," said Dr. Buck, who is inspired by his patients and their aspirations to try to improve their lives despite overwhelming challenges.

Dr. Buck is also a professor at Baylor College of Medicine and is on multiple local and national boards working to influence public policy on health care for the homeless. He views Family Medicine and Primary Care as extremely relevant in today's triple aim of health care reform. For more information on HHH or to contact Dr. Buck, visit www.homeless-healthcare.org



Scott Hartman, MD

Welcome

Scott Hartman, MD is Assistant Professor, University of Rochester Department of Family Medicine; Director of Woman's Services, Highland Family Medicine and Co-Director, Highland Family Medicine Maternal Child Health Fellowship. Dr. Hartman joins the department from Montefiore Medical Center in New York City where he was a physician in the Department of Family and Social Medicine, caring for the underserved communities in the Bronx. He is a National Health Service Corps scholar and has received numerous teaching and community service awards. He has also earned research grants in the areas of breast feeding promotion and childbirth education.



Elizabeth Loomis, MD

Elizabeth Loomis, MD joins Highland Hospital and Highland Family Medicine as Senior Instructor Department of Family Medicine. Dr. Loomis will be on-call at Highland for both Highland Family Maternity and general inpatient medicine. Dr. Loomis recently completed a fellowship in faculty development at Lancaster General Family and Community Medicine in Lancaster, PA. She completed her residency at Lancaster General FCM, serving as Chief Resident. Dr. Loomis earned her bachelor's degree at the University of Rochester, majoring in Neuroscience with minors in both Brain and Cognitive Science and Theater. Before entering medical school at the University of Rochester School of Medicine and Dentistry, Dr. Loomis served with the Peace Corps for two years as an education volunteer in Mozambique. Her special interests include obstetrics, HIV and addiction medicine.



Nabila Ahmed-Sarwar, Pharm. D., BCPS, CDE

Highland Family Medicine welcomes **Nabila Ahmed-Sarwar, Pharm. D., BCPS, CDE**, as a Clinical Pharmacist who also serves as Assistant Professor of Pharmacy Practice, St. John Fisher College. Dr. Ahmed-Sarwar comes to Highland Family Medicine from Syracuse, NY, where she spent the past four years as the Clinical Pharmacy Coordinator. Originally from Toronto, Canada, she earned her



Sadaf Rauf

Pharm. D degree at Midwestern University. Her Residency was completed at The St. Louis College of Pharmacy specializing in Family Medicine. Following her Residency, Dr. Ahmed-Sarwar was a faculty member for four years at Ferris State University with a joint faculty position at Michigan State University in the Department of Family Medicine.

Sadaf Rauf joins the department as a Data Coordinator. Rauf holds a Bachelor of Science degree in Neuroscience and a Bachelor of Arts degree in Psychology from the University of Rochester. She previously served as an Ambulatory Clinical Technologist at University Obstetrics and Gynecology.



Mel Callan, RN, NP

Congratulations

Mel Callan, RN, NP, a nurse practitioner in the Department of Family Medicine, was recognized as a Nurse Honoree in the Health Care Achievement Awards sponsored by the Rochester Business Journal. She was lauded for her work at the local and state levels to bring care to the underserved.



Ronald Epstein, MD

Ronald Epstein, MD, Professor of Family Medicine, Psychiatry, Oncology and Nursing and Director, Center for Communication and Disparities Research, University of Rochester Medical Center, is the 2013 recipient of the Steven Z. Miller Humanism in Medicine Award presented by the New York Academy of Medicine. The award was established in honor of Dr. Steve Miller and to advance his crusade to embed humanism in medicine.



Trish Harren, MSW

Trish Harren, MSW, Family Medicine Residency Administrator, received the Family Medicine Residency Director's Award for fostering clinical and educational competence.

Loron Oster, RN, Highland Family Medicine, won the Highland Hospital Excellence In Nursing Practice Award for 2013. The Award was presented during Nurses Week at Highland.



Loron Oster, RN

The Teen Health and Success Partnership (THSP), led by **Suzanne Piotrowski, MD** was honored with a 2013 University of Rochester Presidential Diversity Award. THSP develops employment opportunities at the University for urban teens who are at risk of dropping out of high school.



Suzanne Piotrowski, MD

Susan H. McDaniel, PhD., Associate Chair of the Department of Family Medicine, was recognized by the American Psychological Association with a Distinguished Service to Health Psychology award. Dr. McDaniel also received recognition along with Dr. Helen Coons for starting the Leadership Institute for Women In Psychology. Dr. Nancy Ruddy, a former faculty member, was recognized for Distinguished Contribution to Health Psychology.



Former Department of Family Medicine Faculty member Dr. Nancy Ruddy and Dr. Susan McDaniel.

Faculty Accomplishments

Selected Publications

Alio AP; Lewis CA; Scarborough K; Harris K; **Fiscella K**. "A community perspective on the role of fathers during pregnancy: a qualitative study." *BMC Pregnancy Childbirth*. 2013;13(1):60.

Epstein RM. "Whole mind and shared mind in clinical decision-making." *Patient Education and Counseling*. 2013; 90(2):200-6.

Epstein RM; Gramling RE. "What is shared in shared decision making? Complex decisions when the evidence is unclear." *Medical Care Research and Review*. 2013;70(1 Suppl):94S-112S.

Epstein RM; Krasner MS. "Physician resilience: what it means, why it matters, and how to promote it." *Academic Medicine: Journal of the Association of American Medical Colleges*. 2013;88(3):301-3.

Fogarty CT. "Why I write." *Family Medicine*. 2013;45(1):52-3.

Fogarty CT. "Diabetes: Taking control of my health." *American Family Physician*. 2013;87(11):758.

Gramling R; Norton S; Ladwig S; Winters P; Metzger M; Quill T; Alexander S. "Latent classes of prognosis conversations in palliative care: a mixed-methods study." *Journal of Palliative Medicine*. 2013;16(6):653-60.

Gramling R; Norton SA; Ladwig S; Metzger M; Deluca J; Gramling D; Schatz D; Epstein R; Quill T; Alexander S. "Direct observation of prognosis communication in palliative care: a descriptive study." *Journal of Pain and Symptom Management*. 2013;45(2):202-12.

Hendren S; **Winters P**; Humiston S; Idris A; Li SX; Ford P; Specht R; Marcus S; **Mendoza M; Fiscella K**. "Randomized, controlled trial of a multimodal intervention to improve cancer screening rates in a safety-net primary care practice." *Journal of General Internal Medicine*. Epub 2013 Jul 02.

McDaniel SH; Morse D; Reis S; Taupin A; Gurnsey MG; Griggs J; Shields CJ. "Physicians criticizing physicians to patients." *Journal of General Internal Medicine*. Epub 2013 May 29.

McDaniel SH; Doherty WJ; Hepworth J. *Medical Family Therapy and Integrated Care* 2nd Edition American Psychological Association; 2013; August 31

McKee MM; Smith S; Barnett S; Pearson TA "Commentary: what are the benefits of training deaf

and hard-of-hearing doctors?" *Academic Medicine: Journal of the Association of American Medical Colleges*. 2013;88(2):158-61.

McKee M. "Caring for older patients who have significant hearing loss." *American Family Physician*. 2013;87(5):360-6.

Mendoza M; Rosenberg T. "Self-management of type 2 diabetes: A good idea—or not?" *The Journal of Family Practice*. 2013;62(5):244-8.

Russell HA; Rufus C; Fogarty CT; Fiscella K; Carroll J. "'You need a support. When you don't have that . . . chocolate looks real good'. Barriers to and facilitators of behavioral changes among participants of a healthy living program." *Family Practice*. Epub 2013 Mar 20.

Sanders MR; Winters P; Fortuna RJ; Mendoza M; Berliant M; Clark L; Fiscella K. "Internet access and patient portal readiness among patients in a group of inner-city safety-net practices." *The Journal of Ambulatory Care Management*. 2013;36(3):251-9.

Shehab R; **Mirabelli MH**. "Evaluation and diagnosis of wrist pain: A case-based approach." *American Family Physician*. 2013;87(8):568-73.

Williams SK; **Fiscella K; Winters P; Martins D; Ogedegbe G**. "Association of racial disparities in the prevalence of insulin resistance with racial disparities in vitamin D levels: National Health and Nutrition Examination Survey (2001-2006)." *Nutrition Research*. 2013;33(4):266-71.

continued from page 1

Dr Fiscella's lifelong passion has been addressing the health care needs of poor and minority patients through his clinical work, policy work, and research. He has worked for 30 years as a family physician in federally qualified health centers. He has served on numerous national committees and study sections, including those for the Institute of Medicine, National Institutes of Health, AHRQ, the American Cancer Society, The Robert Wood Johnson Foundation, and the National Quality Forum. His research, supported by grants from the AAFP Foundation, the American Cancer Society, AHRQ, the CDC, NCI, NHLBI, NICHD, and the Robert Wood Johnson Foundation, has yielded more than 170 peer-reviewed publications largely focused on health care disparities.

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 and 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's 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.

MEDICINE of THE HIGHEST ORDER





Your Support Makes a Difference

We greatly appreciate your support of the Department of Family Medicine/Highland Family Medicine. Your gifts provide support for such programs as our transformation to the Patient-Centered Medical Home, Global Health Program, Psychosocial Medicine training, as well as research on doctor-patient communication and reducing disparities. Every gift helps us achieve our mission to improve comprehensive healthcare for everyone.

To provide continued support, you may do so online at www.urmc.rochester.edu/family-medicine or contact Jodi Revill, Senior Director of Advancement at 585-276-4978 or jrevill@ur.rochester.edu.