University of Rochester School of Medicine & Dentistry

Highland Hospital

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

Winter 2006

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NEW HOME OF HIGHLAND FAMILY MEDICINE Providing the Highest Quality Care to Our Patients

Highland Family Medicine Center, located on South Avenue in Rochester, New York for nearly 30 years, has opened a completely renovated facility at 777 South Clinton Avenue. With more than 60,000 annual patient visits, more space was needed to accommodate the growth.

The new facility, now called Highland Family Health Center, includes the Highland Apothecary, Cornhill Internal Medicine and a Strong Health laboratory collection station.

Compassionate patient care and high quality customer service have been hallmarks of Highland Family Medicine, and the new location provides even more benefits for patients. The new facility is closer for many patients living in the South Wedge of Rochester, has more parking and is located on a convenient bus route. The state-of-the-art building offers increased clinical space and electronic health records, which will provide patients with quicker turn-around times for tests.

"The Department of Family Medicine is nationally renowned for its work on doctor-patient relationships, family-oriented primary care and the elimination of the disparities in health care," Thomas L. Campbell, M.D., Rocktaschel Professor and Chair of Family Medicine said. "This new location will only improve our ability to provide excellent care to our patients."



Principals at the ribbon cutting ceremony for Highland Family Medicine included: Mac Evarts, M.D., CEO, University of Rochester Medical Center; Steven I. Goldstein, President & CEO for Strong Memorial Hospital and Highland Hospital, Jerry Huff, Mary Lou Huff and Thomas L. Campbell, M.D., Rocktaschel Professor and Chair of Department of Family Medicine.

The new Highland Family Medicine

Center is also improving the health of the surrounding community, according to Dr. Campbell. "One of our primary missions is to continue outreach efforts throughout the city of Rochester, and the new facility allows us to broaden our scope of services, including more mental health services to the community," Dr. Campbell said.



Thoughts from the Chair

This has been an exciting year of change and growth for the department as reflected in this newsletter. Our clinical practice is going through a major transformation which began with our move to our beautiful new practice site at 777 South Clinton, one half mile from Highland Hospital. Our goal is to make our practice a model for the future and incorporate many of the recommendations from the Future of Family Medicine Project. Our new practice site is built around six clinical suites or pods to allow more efficient team-based care. In February, we will begin implementing Allscripts, our electronic health record system and will go live later in the spring. This EHR will be an enormous improvement and allow us to initiate effective quality improvement projects and to maintain a patient registry of chronic diseases. We continue to grow our clinical practice and faculty with the addition of Eric Smith, M.D., a former OB Fellow and Lois Van Tol, M.D., from Wisconsin. Both Eric and Lois have a strong interest in women's health and obstetrics and perform cesarean sections.

Under the leadership of Steve Schultz, M.D. the residency is thriving. Last spring we had the best match results in many years. Based on applications so far this year, we expect to do even better. Our Global Health Program, under the leadership of Doug Stockman, M.D.has established a permanent site in southwest Honduras and is beginning to make significant improvements in the local population's health.

Our research program continues to grow with a cadre of junior researchers led by Ron Epstein, M.D. and Kevin Fiscella, M.D. Kevin's recent 3.2 million dollar Patient Navigator grant, funded by the National Cancer Institute, is a particularly exciting development that strengthens our research program in reducing health disparities.

We continue to work to strengthen our ties with community partners and to improve our community's health. Our close collaboration with Westside Health Service, where six of our residents have their continuity sites, continues, and we are now working closely with Anthony Jordan Health Center to place family physician faculty there and make it a site for medical student teaching. Rich Kennedy, M.D., a former fellow, has joined the faculty, practices at Jordan and teaches community medicine. The affiliation of Westside and Jordan Health Centers, under the leadership of Dan Dey, have helped strengthen our work together. We are currently applying to become a federally qualified health center at 777 South Clinton.

As you read this newsletter I am sure that you will share my enthusiasm for all is happening in our department.

Thonas L. Campbell, M.D.

William Rocktaschel Professor and Chair of Family Medicine Associate Director, URMC Center for Primary Care

HIGHLAND FAMILY MEDICINE ADOPTS ELECTRONIC HEALTH RECORDS

In the Spring of 2006 Highland Family Medicine (HFM) will be switching from paper charts to Allscripts TouchWorks Electronic Health Record (EHR).

TouchWorks will allow HFM to readily access all the clinical care guidelines and HMO mandates that are a As TouchWorks expands throughout the health system, it will mean that all lab, diagnostic and specialty information will be available to HFM clinicians from anywhere in the world.

daily part of primary care practice. A well-implemented EHR also helps reduce medical errors and improve patient satisfaction.

"We are fortunate to be one of the early adopters of EHR in the Strong Health system, "says Doug Stockman, M.D. Medical Director, Family Medicine Center. "As TouchWorks expands throughout the health system, it will mean that all lab, diagnostic and specialty information will be available to HFM clinicians from anywhere in the world. This is a huge step forward in practice improvement and dovetails nicely with the newly designed and built Highland Family Medicine Center."

Family Medicine will be one of the first Residency Programs to implement TouchWorks at the Medical Center. The totally paperless system will fully integrate chart notes, lab work, radiology results and consultant notes and will include modules for coding, billing and prescription refills.

For more information, contact Dr. Stockman at Doug_Stockman@urmc.rochester.edu.

HIGHLAND FAMILY MEDICINE CENTER SEEKS STATUS AS FEDERALLY QUALIFIED HEALTH CENTER

The Highland Family Medicine Center is applying to become a Federally Qualified Health Center (FQHC), a status that allows for enhanced reimbursement and infrastructure support in caring for a disadvantaged population. The Practice is applying through the Rochester Primary Care Network which is the granting agency for several FQHCs in Rochester.

"This designation will help us to expand our mission of caring for the underserved and vulnerable population of Rochester," said Thomas Campbell, M.D., Chair of the Department of Family Medicine. "It will help expand outreach services including social work, nursing and enhanced pharmacy benefits."

The Highland Family Medicine Center has been increasing collaborative efforts with Westside Health Services and the Anthony Jordan Health Services, the two largest community health centers in the Rochester, New York area. Richard Kennedy, M.D., member of the Department of Family Medicine, practices at Jordan 70% of the time. At Westside all the physicians are graduates or faculty of the University of Rochester Family Medicine Residency Program.

Jordan is currently moving to a family medicine model and is actively recruiting family medicine physicians. "Working together in partnership with other community medical centers is an important factor in enhancing the care we give in our community," says Dr. Campbell.



In its new location, Brown Square Health Center serves the same Northwest Rochester neighborhoods and also offers onsite lab and pharmacy services.

Brown Square Health Center Moves to New Location:

Brown Square Health Center recently relocated from 175 Lyell Avenue to a larger site at 322 Lake Avenue in Rochester, NY. Exam room space has been expanded to eighteen rooms and all rooms have been wired for an eventual transformation from paper to electronic health records. Positioned to serve the same Northwest Rochester neighborhoods, the new location also offers onsite lab and pharmacy services.

The practice is thriving and six residents continue to practice there as part of the residency's inner-city tract. There are also plans are to add a new physician by next summer. This year Brown Square welcomed the addition of Eric Smith M.D. who will help expand the resident OB program and Elizabeth Finigan M.D., a fellow in the Department of Family Medicine, who has a special interest in working with the deaf community. Future projects will include expansion of the refugee health program and other programs to meet the needs of surrounding neighborhoods.

FELLOWSHIP TRAINING GRANTS:

Rick Botelho received his sixth three year federal grant to continue the fellowship program; the new family medicine fellows under this program are Alberto Montoya and Betsy Finigan; Taj Hadee, a third fellow and a pediatrician, started in September under the New York State Empire Clinical Researcher Investigator Program grant received by Ron Epstein for a research fellowship in patient-centered care. Teresa Gipson and Justine Wu, Reproductive Health Fellows currently completing their second year, received an anonymous grant to use telephone surveys to study the experiences of 200 women seeking emergency contraception through the Internet.

NCI Grant to Assess Impact of Primary Care-Based Patient Navigation Program

The Department of Family Medicine at the University of Rochester has received a five-year grant from the National Cancer Institute/National Institutes of Health for \$3.2 million to assess the impact of a primary care-based, patient navigation-activation program on cancer-related quality of care using a randomized controlled study design. The study will also assess whether members of underserved populations derive greater benefit from navigation than do patients who face fewer access barriers.

Investigators

Kevin Fiscella, M.D., MPH, Associate Professor, Departments of Family Medicine and Community & Preventive Medicine, University of Rochester School of Medicine & Dentistry and Associate Director, Rochester Center to Improve Communication in Health Care is the principal investigator. Co-investigators include Ron Epstein, M.S. Cleveland Shields, Ph.D., Jennifer Griggs, M.D. and Sharon Humiston, M.D. Sean Meldrum, M.S., and Changyong Feng will provide data management and statistical support. The project coordinator is Starlene Loader.

Six large inner-city practices serving predominately minority and low-income populations will be recruited to take part in the study. Patients from these practices will be recruited using patient registries established in each practice for breast and colorectal cancer screening. Patients with abnormal breast or colorectal screening results will be followed to usual care or patient navigation. Well-trained community health workers, will assess patient barriers, assist patients in overcoming these barriers, and coach patients in communicating with their physicians.

Patient Outcomes

The primary patient outcomes will be followed from a definitive diagnostic test to completion of cancer treatment, adherence to recommendations, receipt of guideline concordant care, satisfaction, and quality of life. Other outcomes studied will include differential effects by race/ethnicity, income, or health literacy, mediating effects of patient activation, and costs of navigation and care. Findings from this project have implications for national policy related to the design and implementation of patient navigation programs for cancer and interventions designed to eliminate disparities in cancer treatment.

"Racial and ethnic minority groups and low-income persons experience significantly higher cancer mortality rates than other Americans," says Dr. Fiscella. "These disparities are due to at least two factors: delays in follow-up of abnormal cancer screening results and suboptimal management of diagnosed cancer. Patient navigation represents a promising means for addressing disparities by improving cancer related management for minority and other underserved populations."

The investigators will develop, implement, and evaluate a primary care-based, patient navigation-activation program using specially-trained community health workers (CHWs). For more information, contact Dr. Fiscella at Kevin Fiscella@URMC.Rochester.edu.

Family Planning Access Project

Focuses on Teens and Young Adults

Highland Hospital was awarded a New York State Comprehensive Family Planning and Reproductive Health Care Services Grant (Title X) for the Family Planning Access Project, to provide comprehensive family planning services focusing on low-income Rochester teens along with young adult women and their partners.

Family Planning services will be provided at Highland Family Medicine at 777 South Clinton Avenue and at East Ridge Family Medicine at 809 East Ridge Road. Clinical services will include general physical assessments; Pap smears; a full range of contraceptive options including emergency contraception; pregnancy testing; sexually transmitted disease screening and counseling including Chlamydia screenings; and HIV testing with pre and post test counseling. The program is implementing a comprehensive sexuality education program through community outreach and education counselors.

Questions or inquiries about the program can be directed to (585) 279-4891 or Anne_Griffiths@URMC. Rochester.edu.

Behavioral Health Satellite Approved at Highland Family Medicine

The State of New York Office of Mental Health has approved a Strong Health Behavioral Health satellite office in the Highland Family Medicine Primary Care Clinics. The program is staffed by Psychiatry and Family Medicine Faculty, Psychology Fellows, Family Medicine Residents and Family Therapy Interns to provide comprehensive care to patients in the clinic.

The University of Rochester Department of Family Medicine has historically had a strong psycho-social program developed around the Family Systems theory involving family therapy and other mental health components in care.

"A majority of our primary care visits have significant behavioral health or mental health implications," says Susan H. McDaniel, PhD, Associate Chair of the University of Rochester Department of Family Medicine. "Effective treatment involves an appropriate psycho-social component. With behavioral health professionals on site, referrals can be made imminently."

"It's ideal to be able to deliver medical and mental health care in the same place," says Dr. McDaniel. "We are able to work as a team in providing the best

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GLOBAL HEALTH PROGRAM EXPANDS IN SOUTHWEST HONDURAS

The Global Health Program at Highland Family Medicine continues to expand. We have identified a project site in rural southwest Honduras where the Department plans to base its health improvement activities.

San Jose, San Marcos de Sierra, in the state of Intibuca, is in the Southwest part of Honduras. It is composed of eight small villages spread out over five square miles and contains about 2,000 inhabitants. Residents of San Jose approached our group to help them improve the health of their community. The San Jose people are subsistence farmers who must also work as migrant farmhands in Honduras and El Salvador to make ends meet. Their self-identified health problems include: limited or no access to curative medicine, limited access to water of any quality, poor nutrition, and inadequate education.

Six members from the Department of Family Medicine traveled to San Jose, San Marcos de Sierra in November. This is the chosen project site for a future clinic and rural development activities. The people were very welcoming and receptive and a total of 760 patients were seen over a two-week period. As resources become available through fundraising, the Department will create an outpatient medical facility to provide curative care and be the center for rural development projects.

Through collaboration with other nongovernmental organizations working in Honduras, we will improve access to water, improve water quality, improve nutrition through education and appropriate farming enhancements, improve basic and health education of the population, and expand preventive medicine activities to this underserved area.

Locally, DFM is partnering with other departments at the UR to expand education and overseas opportunities in global health. Our longterm goal is to have a multidisciplinary group at the UR committed to improving the health of the underserved overseas through education and service.

If you would like to help with the Honduran project, please make a monetary donation to the FamMed IH Fund of the Highland Hospital Foundation. All gifts are tax deductible. If you would like to donate in a more personal manner, consider joining one of our groups for one of our biannual two-week trips to Honduras in May or November. Living conditions in Honduras at this time are quite primitive, so volunteers need to be in excellent health and adaptable. Contact Doug_Stockman@urmc.rochester.edu.

BEHAVIORAL HEALTH (continued from page 4)

health care services to our patients and we can refer to one another seamlessly." State approval also means acceptance of any kind of insurance for the program.

Clinicians and faculty including Dr. McDaniel, Barbara Gawinski, Ph.D., Associate Director of Behavioral Health Services and Cleveland G. Shield, Ph.D, Family Researcher and Associate Professor of Family Medicine are located on site. For more information, contact Dr. McDaniel at Susanh2_mcdaniel@urmc.rochester.edu

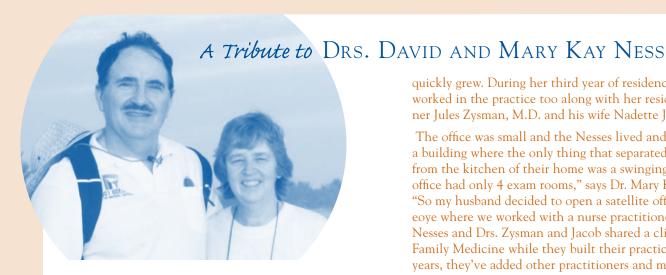


The November 2005 Honduran trip participants include from left to right Todd Gerwig, R1; Vidu Athyal, R2; Ronald Yearwood, R2; Antonia Eyssallenne, 4th year medical student UR; Doug Stockman, attending; and Lindsay Phillips, attending

Huff Challenge Raises Over \$250,000 for Family Medicine Capital Campaign

The Highland Family Medicine Capital Campaign has raised over \$250,000 thanks to benefactors Mary Lou and Jerry Huff and all donors who supported the campaign. The Huffs generously offered to give \$1 to Family Medicine for every \$2 pledged to Family Medicine or Highland Hospital, up to a \$250,000 gift.

"The very generous \$250,000 contribution of the Huffs and additional support from other donors will help pay for our new building and the innovative programs that it houses," said Tom Campbell, M.D., Chair of Family Medicine. "We are truly appreciative of the gifts of the Huffs, faculty, staff, alumni and the community."



For more than 30 years, Drs. David and Mary Kay Ness have been practicing family medicine in Honeoye Falls, New York. They also have a special relationship with the Department of Family Medicine at the University of Rochester and are always willing to mentor and precept students, volunteer on committees and work for the good of family medicine.

When they came to Rochester from Wilmington, Delaware in 1965, the newly-married couple had just graduated from college and had no plans for medical school. But after teaching for a few years, David Ness entered medical school and then was accepted into one of the first residency classes of Family Medicine at the University of Rochester School of Medicine and Dentistry. Six years later he was followed by Mary Kay, who had been home with their three children and who also decided to pursue Family Medicine.

Upon completion of his residency, David found an opening for a Family Practice physician in Honeoye Falls, New York. The family moved there and the practice

quickly grew. During her third year of residency, Mary Kay worked in the practice too along with her residency partner Jules Zysman, M.D. and his wife Nadette Jacob, M.D.

The office was small and the Nesses lived and worked in a building where the only thing that separated their office from the kitchen of their home was a swinging door. "The office had only 4 exam rooms," says Dr. Mary Kay Ness. "So my husband decided to open a satellite office in Honeoye where we worked with a nurse practitioner too." The Nesses and Drs. Zysman and Jacob shared a clinical post in Family Medicine while they built their practice. Over the years, they've added other practitioners and moved the offices to a larger site within the building in Honeoye Falls.

"Honeoye Falls is a lovely town and the community has been very good to us over the years," says Dr. Mary Kay Ness, who has also served on the Highland Hospital Board of Directors. "Family Practice is a great specialty for a physician who likes variety and treating people of all ages. No other specialty can give you such close contact with your patients through all the meaningful stages of life."

The Nesses care for some families that include children, parents, grandparents and great-grandparents. At this point in their careers, they are starting to cut back but will continue to stay active in the health care community. The couple also volunteers 2 weeks out of the year caring for the Mixteco people in Mexico.

"Drs. David and Mary Kay Ness have served as role models for our residents," says Thomas L. Campbell, M.D., Chair of Family Medicine. "Along with Dr. Zysman and Dr. Jacob, they have created a model practice for family medicine and have been a great source of information and inspiration for our residents."

Recent Honors: Ron Epstein received the Lynn Payer Award in Communication in Medicine from the American Academy on Physician and Patient for "outstanding contributions to the literature on the theory, practice, and teaching of effective health care communication and related skills." Vincent Silenzio was one of the first 20 recipients of the New Investigator Awards presented this year by the National Institute of Mental Health.

Recent Publications: Research faculty published prolifically in major professional journals. • Ron Epstein's numerous publications in the Journal of the American Medical Association, Social Science, Medicine and other major journals included an article with Dr. Richard Kravitz and others in JAMA, "Influence of Patients' Requests for Direct-to-Consumer Advertised Antidepressants: A Randomized Control Trial," which received worldwide coverage in newspapers, magazines, radio and television.

• Kevin Fiscella published numerous articles in major journals discussing various aspects of racial disparities in health care in this country, including "Racial Disparity in Surgical Complications in New York State for the Annals of Surgery, and "Race, Genes and Preterm Delivery: A Critical Review" for the Journal of the National Medical Association. • Cleve Shields was the lead author of "Emotion Language in Primary Care Encounters: Reliability

and Validity of an Emotion Word Count Coding System" in Patient Education and Counseling, and of "Influence of Accompanied Encounters on Patient-Centeredness with Older Patients" in the Journal of the American Board of Family Practice.

• Steve Lurie's article, "Temporal and group-related trends in peer assessment among medical students," was accepted for publication; • Steve Barnett continued to publish articles and book chapters on the health care of the deaf population; and • Vince Silenzio contributed book chapters on the health care of the lesbian, gay, bisexual and transgender population as well on the relationship between film, communication and narrative medicine.

University of Rochester Department of Family Medicine Welcomes New Faculty Members

The University of Rochester Department of Family Medicine welcomes Richard Kennedy, M.D., Eric Smith, M.D. and Lois Van Tol, M.D. as faculty members.



Dr. Lois Van Tol is a graduate of the University of Tennessee College of Medicine in Memphis and completed a Family Medicine Residency Program at Baptist Hospital in Memphis and a Maternal Child Health Fellowship at West Suburban hospital in Oak Park, IL.

Dr. Van Tol worked as a Family Physician for Franciscan Skemp Healthcare in Arcadia, Sparta and Lacrosse Wisconsin prior to joining the faculty at the University of Rochester. She volunteered in Thiotte, Haiti at two points during 2004 at a rural health clinic. Dr. Van Tol's special interest is Obstetrics and she organized a series of Maternity Care Conferences for Amish Midwives.



Dr. Eric Smith is a graduate of the University of Massachusetts Medical School and completed his Residency in the Department of Family Medicine at Maine Medical Center. He was a Reproductive Health and Obstetrics Fellow in the Department of Family Medicine at the University of Rochester.

He is the first family physician at Highland Hospital to obtain cesarean section privileges. Prior to joining the faculty at the University of Rochester, Dr. Smith served as Administrative Director, High Risk Obstetric Clinic at Greater Lawrence Family Health Care.



DR. RICH KENNEDY is a graduate of University of Illinois, Abraham Lincoln College of Medicine in Chicago. He completed a flexible internship program at Louis A. Weiss Memorial Hospital and a Family Practice Residency Program at West Suburban Hospital Medical Center in Oak Park, Illinois.

He was a Family Systems Medicine Fellow at the University of Rochester and completed family therapy training at The Family Center of the Berkshires at the Berkshire Medical Center in Pittsfield, MA and at the Family and Marriage Clinic at the University of Rochester.

Prior to joining the faculty at the University of Rochester, Dr. Kennedy worked at the Orchard Street Community Health Center in Rochester. He is a founding member of the Coalition to Prevent Lead Poisoning, serves as a member of the Executive Committee, co-chairs the Screening and Professional Education Committee and manages the Coalition's web page.

Dr. Kennedy currently sees patients at the newly formed Family Medicine Department of Jordan Health Center and co-directs the Community Health Improvement Clerkship for 4th year medical students.

Residency Prospects Soar!

As interview season begins, there's a noticeably heightened optimism around the residency program. With both the "South Ave" practice and Brown Square Health Center having moved into new buildings in the last year, there is a lot to be optimistic about. "Last interview season, applicants had to tour the new building in hard hats, and we avoided showing them the old building at all," Steve Schultz, residency director notes. "This year not only are there nicer clinical areas, but every resident has their own work space, phone line, and computer, so there is a lot to show off!"

Running against national trends, the program has filled for the past two years, indicating an increasing appreciation in the medical community for the quality of our training. And this year, we have received a record number of applicants, and double the number from US grads compared with last year's interview season.

Also boding well for both this year and the future is the large number of medical students doing rotations at the South Clinton and Brown Square sites this year. Coming from the University of Rochester and other major medical schools, five students a month have worked with faculty, NPs, and residents since July, all of them leaving behind positive evaluations of their time with us.

University of Rochester

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THE ROLE OF FAMILY MEDICINE CONTINUES TO GROW AT THE MEDICAL SCHOOL

The Family Medicine Predoctoral Program has experienced a surge in interest from students from the University of Rochester and all over the world. We offers numerous options in Family Medicine elective including tailor-made electives in urban/underserved populations, psychosocial medicine, international health, and rural practices.

In addition, University of Rochester's Family Medicine Interest Group helps nurture students' interest in Family Medicine by coordinating monthly lunches with dynamic speakers and hosting several "Dinner with a Doc" meetings where students can mingle with community family physicians who share their interests.

With nearly 50 community family physicians participating in the Ambulatory Clerkship (ACE), the

Department of Family Medicine is an integral part of medical student education at the University of Rochester.

The Ambulatory Clerkship, with its emphasis on wellness, prevention, and outpatient care, reinforces many of the core skills of practicing family physicians. In addition to Scott Tripler MD, the co-director of the clerkship, family physicians have contributed in a variety of teaching and leadership roles within the Ambulatory Clerkship, including; integration conference leaders, journal club tutors, small group leaders, and "master clinicians." Feedback from most second year medical students at the University of Rochester indicates that during their first two years of medical school training, the experience they value the most has been the time spent with their community-based preceptors seeing patients.

Ronald Epstein, M.D. and Stephen Lurie, M.D., Ph.D., oversee the Office for Educational Research at the University of Rochester School of Medicine. Dr. Epstein holds the title of Associate Dean for Educational Evaluation and Research. Dr. Lurie was formerly Senior Editor at JAMA. At the medical school, they are conducting a number of studies related to evaluation of medical students as well as the curriculum. They also co-lead the Dean's Teaching Fellowship, a 2-year program for medical school faculty who are interested in becoming leaders in medical education.

In their research they work closely with Anne Nofziger, M.D. who directs the medical school's **Comprehensive Assessment Program.** This is a unique and nationally recognized program in which second- and third- medical students spend one to two weeks in a series of diverse evaluations that are designed to give them broad feedback on how they are developing as physicians.

