

# OHSU FAMILY MEDICINE AT MARQUAM HILL EMMA JONES HALL

# NEWS

OHSU  
FAMILY  
MEDICINE



## 4-year Residency in Second Year

In 2012, OHSU Family Medicine was among 12 programs chosen by the Accreditation Council on Graduate Medical Education to participate in a Length of Training Pilot project. The project is studying the outcomes associated with increasing Family Medicine resident training to four years rather than three.

When a residency program makes curricular modifications that require an extra year, the concern about a decline in applicants is very real, said **John Saultz**, MD, department chair. However, the number of applicants to the family medicine residency program continues to show an upward trend. About one third of all US students matching in Family Medicine continue to apply to OHSU. In fact, the only significant difference in the applicant pool has been quality – not quantity, Saultz said.

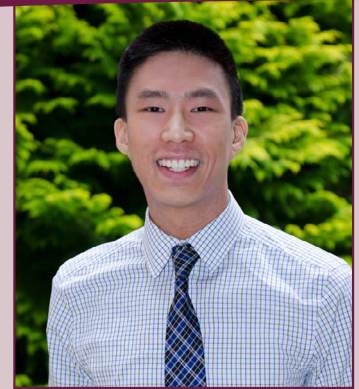
“The first two classes we’ve recruited into the four-year program are just exemplary people. That may be a little counterintuitive, because you usually think of extra time in education as remediation. Why would really strong students want to take an extra year? Well, because they’re aiming at a much higher goal.”

The new curricular model was unveiled in fall 2012. While the focus of the model is the fourth year, that’s really just part of the overall curriculum redesign which is focused on delivering additional competencies and academic components, said **Roger Garvin**, MD, residency director.

“Because of the changing medical environment, we don’t know exactly what medicine is going to look like in five or 10 years,” Garvin said. “So we’re providing our residents with the skills they will need to adapt to change. That’s really the summary of what we’re trying to do.”

The department started the curriculum redesign about six years ago.

“The changes in resident duty hours, which limit experiences with patients, the robust transition to the patient centered medical home and the Affordable Care Act prompted us to conclude that all of the things we were delivering were important,” Garvin said.



Why residents chose a four-year program

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Tel: 503 494-7591 Fax: 503 346-4496  
3181 SW Sam Jackson Park Road  
Portland OR 97239  
Mail code FM Rm 316



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## EVENTS

### Grand Rounds, August 21

Jonathan D. Merrell, RN, BSN, MBA, vice president of Performance Improvement at OCHIN, will present *Partnering with Communities to Create the Knowledge & Affordable Healthcare for All* at the August Grand Rounds. The video conference will be held from 7:30-8:30 a.m. Wednesday, August 21, in RM 28 of Emma Jones Hall.

## SAVE THE DATE

### ALSO Courses

The ALSO Refresher Course will be held 9 a.m. - 5 p.m. Friday, Sept. 13, in Emma Jones Hall. Contact Genevieve Hammond at [hammondg@ohsu.edu](mailto:hammondg@ohsu.edu) for registration information.

The ALSO Learner Course will be Jan. 30-31, 2014. This two-day educational program will enhance cognitive and procedural skills of health care professionals to help them manage obstetrical emergencies. More information will be available closer to the event. Contact **Genevieve Hammond** at for registration information.

The target audience for this conference is residents, medical students, nurse midwife students, nursing students and nurses.

## WORK WITH US!

Family Medicine is hiring clinician teachers at Scappoose and Cascades East FM Residency Program. Email **Laura Charron** for more information.

## GRANT SUBMISSIONS

**PI:** Steffani Bailey, PhD

**Title:** Meaningful Use and Treatment of Smoking in Federally Qualified Health Centers

**Sponsor:** DHHS NIH NIDA

**PI:** Steffani Bailey, PhD

**Title:** Meaningful Use and Smoking Cessation Counseling: A Natural Experiment

**Sponsor:** Subcontract from Kaiser Permanente Center for Health Research NW; originating from NIH

**PI:** Debbie Cohen, PhD

**Title:** PCMH Implementation Strategies: Implications for Cancer Survivor Care

**Sponsor:** Subcontract from Rutgers, The State University of New Jersey/RBHS-Robert Wood Johnson Medical School; originating from PCORI

**PI:** Debbie Cohen, PhD

**Title:** Identifying Hospital Practices to Reduce Emergency Department Crowding  
Co-Investigator on Dr. Benjamin Sun's project for OHSU Emergency Medicine

**PI:** Melinda Davis, PhD

**Title:** Preventive Care Use for People with Disabilities: Effects of Coordinated Care Organization Implementation  
Co-Investigator on Dr. Elena Andresen's project for OHSU Public Health & Preventive Medicine

**PI:** Melinda Davis, PhD

**Title:** Health care coordination & older adult outcomes  
Co-Investigator on Dr. Ana Quinones project for OHSU Public Health & Preventive Medicine

**PI:** Rick Deyo, MD, MPH

**Title:** BOLD Registry - Extended Research (BOLDER)  
**Sponsor:** Subcontract from Univ of WA; originating from DHHS Agency for Healthcare Research & Quality (AHRQ)

**PI:** John Muench, MD, MPH

**Title:** SBIRT Oregon Training Initiative  
**Sponsor:** Substance Abuse & Mental Health Services Administration (SAMHSA)

## GRANTS AWARDED

**PI:** Rick Deyo, MD, MPH

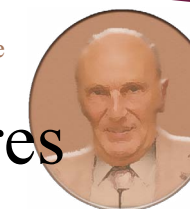
**Title:** Trial of Lumbar Image Reporting with Epidemiology (LIRE)  
**Sponsor:** Subcontract from Univ of WA. Originating grant from DHHS NIH National Center for Complementary & Alternative Medicine

**PI:** John Heintzman, MD, MPH

**Title:** The Primary Care Medical Home and Preventive Service Use in Latino Immigrants  
**Sponsor:** DHHS Agency for Healthcare Research & Quality (AHRQ)

# Pennington Lectures

OHSU Department of Family Medicine  
17<sup>th</sup> Annual  
in Family Medicine



The 17<sup>th</sup> Annual Merle Pennington, MD, Lectures in Family Medicine will be Friday, Sept. 6, in the Kirk Auditorium on the third floor of the Center for Health and Healing (CHH).

The Pennington Lectures cover the latest medical information, presented by OHSU Family Medicine faculty. The keynote Merle Pennington Lecture, "50 Years of Ventures, Victories & Lessons Learned," will be presented by Robert Taylor, MD, professor emeritus.

The American Academy of Family Physicians has approved this event for up to 6.5 prescribed credits.

Cost for full day CME is \$100. Half day is \$50; \$60 with lunch. FM faculty, staff, residents, medical students, 2013 Master Teachers and 2013 members of the Robert B. Taylor, M.D. Society attend free.

Parking: Whitaker Lot (across from CHH) A parking pass is \$10.

Lodging: River's Edge Hotel & Spa, 0455 Southwest Hamilton Court, Portland. Call 888-556-4402; ask for OHSU rates when registering

**All attendees register here by August 23.** For registrations after August 24, add a \$20 late fee.

MORNING PROGRAM		
Time	Topic	Speaker
8-8:25 a.m.	Registration	
8:25-8:30 a.m.	Welcome & Orientation	John Saultz, MD
8:30-9 a.m.	Research Studies That Have Changed my Practice	John Saultz, MD
9-9:30 a.m.	Training Partners for Practice: The Residency Transformation at OHSU	Roger Garvin, MD
9:30-10 a.m.	New Developments in Anticoagulation & Anti-platelet Therapy	Craig Williams, Pharm D
10-10:20 a.m.	Questions & Answers	
<b>10:20-10:45 a.m.</b>	<b>Refreshment Break</b>	
10:45-11:15 a.m.	REaCH Team: Collaborative Intervention to Improve Health & Reduce Utilization	Christina Milano, MD
11:15-11:45 a.m.	Clinical Assessment of the Homeless Patient	Tanya Page, MD
11:45-Noon	Questions & Answers	
<b>Noon-12:45 p.m.</b>	<b>Box Lunch &amp; Discussion with Speakers (Continued Q &amp; A)</b>	
12:45-1 p.m.	Master Teacher Awards	Peggy O'Neill, BA
1-2:15 p.m.	Merle Pennington Lecture: 50 Years of Ventures, Victories & Lessons Learned	Robert B. Taylor, MD
<b>2:15-2:30 p.m.</b>	<b>Refreshment Break</b>	
CONCURRENT AFTERNOON SESSIONS 2:30-4 p.m.		
Room	Topic	Speaker
CHH3-1A	Workshop 1 - Using Data to Improve Clinical Practice	Scott Fields, MD
CHH3-1B	Workshop 2 - Musculoskeletal Ultrasound	Ryan Petering, MD
CHH3-4	Workshop 3 - Aviation Medicine: Keep Your Pilots Flying	Steve Wahls, MD
CHH3-5	Workshop 4 - Transition of Care: Hospital, Office & Nursing Home	Jessie Flynn, MD

## Taylor Society Donor Appreciation Dinner

An evening of fun begins at 6 p.m. Robert B. Taylor, MD Society Donor Appreciation Dinner (members only) at the Aquariva Italian Wine Bar and Restaurant. [Learn more about the Taylor Society.](#)

## NEWS @ GABRIEL PARK

**Patient visits for June:** 3,299 – 316 under goal

**Phone Abandonment Rate:** 3.22% *Golden Phone Winner*

**Employee of the Month:** *Hanh Trong*, MA

### New Employee

**Karen Arteaga** is the new PAS-relief employee. She will be doing front desk scheduling, back office (call center) verification and ins/scheduling appointments. Prior to joining Gabriel Park, she worked as a scheduler at the front desk for Washington County and in the billing department of a family practice clinic. Her hometown is Hillsboro; she currently lives in Tigard. Arteaga loves nature walks - particularly Multnomah Falls and Silver Creek Falls - and international travel. She has three grown daughters and enjoys fundraising for orphans in other countries. She also loves photography and her dog.



Hanh Trong



Karen Arteaga

**Hannah Jackson** is a new PAS specialist. She will be welcoming patients at the front desk. She is a student at Portland Community College and is applying to nursing programs in the area. Her hometown is Albany. She enjoys playing volleyball, camping, reading crime thrillers and spending time with her boyfriend and family.



Hannah Jackson

**Natalie Gutzler** is a new PAS specialist. She will be scheduling appointments, answering patient calls, checking patients in and routing messages. She has a bachelor of arts degree in psychology and French studies from Scripps College, Claremont, CA. She is working on a bachelor of science degree in science with a chemistry concentration at Portland State University. She was a student worker at South Waterfront before she was hired as a PAS. Gutzler's hometown is Portland. She likes spending time at her family's beach house in Seaside. She also enjoys hiking in the Columbia Gorge and hanging out with her cat and dog.



Natalie Gutzler

**Dustin Pohl** is a new PAS specialist. He will be working at the front desk, checking patients in and helping with scheduling and phones. He has been at OHSU in Parking, Dermatology and Patient Registration for about seven years. Pohl's hometown is Kalamazoo, MI. He enjoys spending time with family and friends. He also enjoys playing cards and cooking.



Dustin Pohl

## NEWS @ S. WATERFRONT

**Patient visits for June:** 3,580– 418 below goal

**Phone Abandonment Rate:** 5.92%

### Presentation recognized

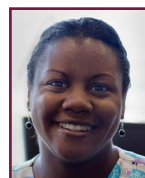
“Incorporating Audience Response Systems Into Residency Education Using the Cell Phones Your Learners Already Have,” a workshop presented by **Eric Poolman**, MD, and **Ben Schneider**, MD, at the 2013 Society of Teachers of Family Medicine Annual Spring Conference, was recognized as one of the top five presentations at the five-day conference.

### Ten Toe Express Walk

Family Medicine at South Waterfront is co-hosting another Ten Toe Express Walk with the Portland Bureau of Transportation at 6 p.m. Thursday, August 29, starting at the foot of the tram. The event promotes walking and health lifestyles. **Scott Fields**, MD; Vickie Fields; **Natasha Polensek**, MD, FAAP; and **Daisuke Yamashita**, MD, participated in an earlier Ten Toe Express event in June. [More information.](#)

### New Employees

**Krystle Osborne** is the new LPN. She will be primarily answering patient questions and problem solving. She is a 2008 graduate of Long Beach City College, Long Beach, CA. Osborne and her husband moved to Beaverton eight months ago. They are expecting a baby in January.



Krystle Osborne



Paul Kolesnyk, MD, a family physician from Uzhhorod, in the Ukraine, completed a fellowship with the department July 8-12. **Meg Hayes**, MD, and **John Saultz**, MD, (right) facilitated the fellowship which included meetings with medical directors and physicians at four clinics, tours of the hospital and a residency conference presentation entitled “Family Medicine Training on Post Soviet Ukraine.”

## NEWS @ RICHMOND

**Patient Visits for June:** 4,101 – 502 under goal

**Phone Abandonment Rate:** 11.8%

**Employee of the Month:** Judy Krohn, Pharmacy Technician

### Births

**Amber Livingston Rader** arrived at 5:50 a.m. July 11. She weighed in at 7 pounds, 7 ounces, and was 20 inches long. Proud parents are **Cat Livingston**, MD, Richmond, and Mel Rader.



### New employees

**Amy Brumley** is the new MA. She will be working primarily with Sabrina Dake, FNP. She is a graduate of the Medical Assistant program at Everest College. This is her first MA position. Brumley has a 10-year-old daughter, Maranda and is very excited to be working at Richmond.

**Michelle Monty** is the new PAS. She will be working front-office checkout. She attended Mt. Hood Community College. Prior to joining Richmond, she worked as a PAS at Gabriel Park. Prior to that, she worked at US Bank. Her hometown is Prescott, WI.

**Allison (Allie) Rogers** is the new CMA. She will be working in the purple pod, primarily with Emily Myers, MD. She has an associate degree in science from MHCC and trained as a CNA, EMT and CMA through AAMA at Concorde. Prior to joining Richmond, she worked at Urgent Care NW and Oregon City Family Practice. Her hometown is Sandy/Welches. She has a 2-year-old daughter, Natalie.

**Tiffany Jolly** is a new CMA at the Richmond Walk-in Clinic. She graduated from Apollo College in 2001. She transferred from Family Medicine at Richmond, where she was a PAS. She enjoys hanging out with her three daughters and husband.



Tiffany Jollys

### Kaizen Improvement Event

**Megan McGhean**, practice manager; **Erin Kirk**, clinic quality manager; **Nicole Kroon**, PAS coordinator; **Sarah Jarvis**, clinic support supervisor; **Emma Southwick**, team coordinator; **Yelena Moskovkin**, PAS; **Lisa Willwerth**, RN; and **Reva Hollingsworth**, CMA, participated in a Kaizen event on July 18-19. Kaizen, which means “continuous improvement” in Japanese, is a technique for improving efficiency and effectiveness. The Richmond event resulted

from the clinic's 2012 Lean training which analyzed the clinic's phone process. The focus of the Kaizen event was to develop workflows for the ideal management of incoming phone calls. The goal was to improve patient satisfaction and increase “first touch” resolution while empowering staff to work at “top of license.”

## JADECOM VISITOR

**Shogo Noda**, a medical student from Jichi Medical University, will visit OHSU Family Medicine August 9-23. His home town is the Fukuoka Prefecture, located in Kyushu. Fukuoka has a variety of sightseeing spots like Dazaifu and is a very comfortable place to live. His family consists of his father, who works for a supplements company; his mother, a former elementary school teacher; and his brother, who is a vocational school student.



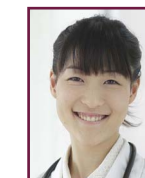
Shogo Noda

**Kohei Kishi**, a medical student from Teikyo University, visited OHSU from July 26-August 2. Teikyo is located in Itabashi, Tokyo, and is famous for emergency medicine and anesthesiology. Kishi's hometown is Yokohama City, which has a lot of classical architecture. His family consists of his father, a dentist, who enjoys surfing and playing sax; his mother, a pharmacist, who enjoys playing bridge; and his sister, a drug company employee, who enjoys fashion.



Kohei Kishi

**Ayumi Takata**, a medical student from Gifu University, arrived August 2 and will be returning August 15. She is interested in family medicine, pediatrics and radiology. Her hometown is Toyama Prefecture. Her family consists of her father, a dentist; her mother, a homemaker; her brother and sister. Takata's hobbies are playing violin, traveling, table tennis and talking with friends.



Ayumi Takata

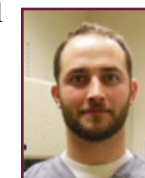
## NEWS @ SCAPPOOSE

**Patient visits for June:** 2,155– 633 below goal

**Phone Abandonment Rate:** 3.71%

**Patients' Choice Award:** **Michael Yetter**, PA

**New Employee:** **Jason Richardson-Fitch**, CMA

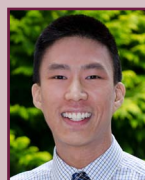


Jason Richardson-Fitch

## Why interns chose OHSU Family Medicine

“One of the reasons I chose OHSU’s four-year program is because I believe that, in coming years, family physicians are going to be more than just primary care providers. They are venturing into the era of having to be leaders; they’ll manage health populations, deal with health policy reform, and evolve our aging healthcare system. The four-year program will provide the training to produce a more well-rounded physician.

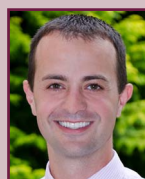
- **Matthew Chan, MD**



Matthew Chan

“I wanted to be in a cohort that collectively decided to give up a year’s worth of salary in exchange for an extra year’s training, recognizing that the future of Family Medicine is an innovative field. The kinds of people who are willing to take on that extra year of training are the kind of people I wanted to be with. They recognize the importance of that extra year.”

- **Will Pérez, MD**



Will Pérez

“I have a really strong interest in preventive medicine and public health. I felt that the four-year program here at OHSU has a strong curriculum in those areas. The additional training in quality improvement, population management and leadership will really help develop physicians suited to the future challenges in health care.”

- **Kristin Bendert, MD, MPH**



Kristin Bendert

## Four-year Residency *continued from page 1*

*Continued on page 5*

“But there are additional competencies that some family physicians will need: managing the health of populations, information management, utilizing technology like the electronic health record, leadership of teams and broad scope of practice.

“And on top of that, we wanted residents to have time for intentional diversification of their training to meet the needs of their future practices.”

The curriculum delivery methods have also changed. In addition to the traditional block model, parts of the curriculum are delivered longitudinally.

“For example, we’ve created small-group learning experiences designed to provide residents with some of the new competencies” Garvin said. “The longitudinal experiences now include leadership, information mastery, patient-centered primary care medical home, geriatrics and behavioral health.”

In addition, the clinical experience in Winding Waters, Enterprise, OR, has been expanded to provide full-time coverage. Residents are on staff six weeks at a time, seeing a panel of patients, helping to run the practice and discovering what it really means to be part of a small, rural practice.

“This really enhances the residents’ understanding of rural practice in ways that we haven’t had before,” Garvin said. “It’s unique in the country.”

The residency curriculum also includes a more rigorous academic component. Each resident is required to formulate an Individual Education Plan that includes reflection on their goals, strengths and weaknesses. Residents then work with advisors to determine an area of concentration for the last two years of residency. A capstone, which will result in a publishable curriculum area, quality improvement project or research project, is also required.

Residents in the second year of the four-year program have high praise for the curricular changes.

“The four-year residency program at OHSU focuses on the whole training of family physicians that extends beyond the clinical,” said **Jason Kroening-Roché, MD, MPH**.

“In my first year, the longitudinal curriculum has allowed me to think outside the hospital about ways I can develop professionally, such as leadership practice and quality improvement. There is also an emphasis on understanding the systems we work within so that we can begin to see how they can be improved as we move forward. Overall (the program) is meeting my expectations as a program that trains very good family physicians but pushes the boundaries beyond the clinic and into our health care system.”

“The first year of the four-year curriculum does an incredible job at stressing both goals of leadership and PCPCH in the longitudinal curriculum while, at the same time, giving a strong foundation in the broad-spectrum of family medicine skills,” agreed **Kristin Gilbert, MD**. “While managing complex medical problems in the inpatient setting, you are also learning about access to care and your personal leadership strengths.”

The curricular changes have been both challenging and rewarding for faculty and residents alike.

“Change is hard. It requires a lot of effort and communication,” Garvin said. “We’re learning this together with the residents. In many ways, we’re laying the track while the train is already moving.”

## PUBLICATIONS

**David Buckley, MD, MPH**

**Buckley DI**, Ansari M, Butler M, Williams C, Chang C. The Refinement of Topics for Systematic Reviews: Lessons and Recommendations from the Effective Health Care Program. Methods Guide for Comparative Effectiveness Reviews. AHRQ Publication No. 13-EHC023-EF. Agency for Healthcare Research and Quality, 2013.

Chou R, Dana T, Bougatsos C, Blazina I, Starmer A, Reitel K, **Buckley DI**. Pressure ulcer risk assessment and prevention: a systematic comparative effectiveness review. *Annals of Internal Medicine*. 2013;159:28-38.

Vodicka TA, Thompson M, Lucas P, Heneghan C, Blair PS, **Buckley DI**, Redmond N, Hay AD. Reducing antibiotic prescribing for children with respiratory tract infections in primary care: a systematic review. *British Journal of General Practice*. 2013;63(612):445-54. doi: 10.3399/bjgp13X669167.

**David Buckley, MD, MPH; LJ Fagnan, MD**

**Buckley DI**, McGinnis P, **Fagnan LJ**, Mardon R, Johnson M Jr, Dymek C. Clinical-Community Relationships Evaluation Roadmap. AHRQ Publication No. 13-M015-EF. Agency for Healthcare Research and Quality, 2013.

**Richard Deyo, MD, MPH**

Onega T, McCullough BJ, Comstock BA, **Deyo RA**, Kreuter W, Jarvik JG. Major Medical Outcomes With Spinal Augmentation vs Conservative Therapy. *JAMA Intern Med*. 2013 Jul 8. doi: 10.1001/jamainternmed.2013.8725. [Epub ahead of print]

**Deyo RA**. Commentary: Clinical practice guidelines: trust them or trash them? *Spine J*. 2013 Jul;13(7):744-746.

Cohen SP, **Deyo RA**. A Call to Arms: The Credibility Gap in Interventional Pain Medicine and Recommendations for Future Research. *Pain Med*. 2013 Jul 2. doi: 10.1111/pme.12186. [Epub ahead of print]

**Deyo RA**, Hickam D, Duckart JP, Piedra M. Complications following Surgery for Lumbar Stenosis in a Veteran Population. *Spine (Phila Pa 1976)*. 2013 Jun 17. [Epub ahead of print]

**Elizabeth Jacob-Files, MA; Patricia A. Carney, PhD**

Dalberg, T, **Jacob-Files E**, **Carney P**, Meyrowitz J, Fromme E, Thomas G. Pediatric Oncology Providers Perceptions of Barriers and Facilitators to Early Integration of Pediatric Palliative Care. *Pediatr Blood Cancer DOI* 10.1002/pbc

**Cat Livingston, MD, MPH; Filza Akhtar, DO; Brigit Hatch, MD, MPH**

**Livingston C**, **Akhtar F**, **Hatch B**. Arm rash and swelling in a child. *American Family Physician* 2013 July;88(1):57-58

**John Muench, MD**

**Muench J**, Hoffman K, Ponce J, Calderón M, Meenan RT, Fiestas F. La atención primaria en los estados unidos y la experiencia peruana en perspectiva. *Rev Peru Med Exp Salud Publica*. 2013;30(2):299-302.

**John Saultz, MD**

Mittelstaedt T, Mori M, Lambert W, **Saultz J**. Provider Practice Characteristics That Promote Interpersonal Continuity *J AM Board Fam Med*, July-August 2013 6:356-365; doi:10.3122/jabfm.2013.04.120306

## Department Researchers Author Paper of the Month

A research paper written by **Melinda Davis, Ph.D., LJ Fagnan, MD**, Family Medicine and ORPRN, and others has been selected by the School of Medicine as the Paper of the Month and will be featured in the August SoM News.

*A Qualitative Study of Rural Primary Care Clinician Views on Remote Monitoring Technologies*, published in *The Journal of Rural Health*, was written by Davis, Fagnan and other researchers from OHSU, Intel Corp. and Portland State University. Their study explores rural primary care clinician interest in - and the resources necessary - to incorporate remote monitoring technologies (RMT) into routine patient care.

The paper was selected as the Paper of the Month by Dr. Eric Orwoll, MD, associate dean for Clinical Science.

“This seemingly modest report is fascinating and important for several reasons,” Orwoll said. “First, it highlights the emerging importance of research in health care delivery and the challenges of providing medical care in rural areas in an increasingly electronic era. Second, it takes advantage of one of the burgeoning research strengths at OHSU – community-based investigation – and particularly the Oregon Rural Practice Based Research Network, which is just one of the several strong platforms that are available for this sort of research. Finally, the research team represents an interesting collaboration that will be increasingly important and productive as we continue to expand in this area – notably OHSU, Portland State University and Intel.”

[Read more](#)