Pennington Lecture:
50 years of Ventures, Victories and Lessons Learned

Find your mighty purpose.

That was one of the challenges issued by Robert Taylor, MD, professor emeritus, during his lecture 50 Years of Ventures, Victories and Lessons Learned. Taylor was the keynote speaker for the 17th Annual Merle Pennington, MD, Lectures in Family Medicine held Sept. 6 at the Center for Health & Healing.

“Always have a life focus that is greater than yourself,” Taylor said. “Always ask yourself what your mighty purpose is. From a professional perspective, mine is, ‘I’d like to leave the house of medicine a better place than I found it.’”


“I’m one of the elders here,” he said. “I’m probably one of the eldest people here. That makes me one of the reservoirs of oral history.”

Taylor told a series of “campfire stories” that covered both the growth of family medicine as a discipline and as a department. According to the oral history Taylor inherited from Laurel Case, MD, one of the department's founders, the department started with two “truly inexperienced” faculty members, two residents and no patients.

“But somehow, against all odds, we survived,” Taylor said. “We’ve gone from two faculty members to 93. How did we get from there to here?”

Continued on page 6
AIDS Walk Portland
Family Medicine staff have formed a team for the AIDS Walk Portland at 9 a.m. Sunday, Sept. 22, in Pioneer Square. A portion of the money raised supports OHSU’s Partnership Project, which helps people living with HIV/AIDS register to walk or to donate.

Beer for Bikes
Beer for Bikes, the 2013 Rural Health Collaborative, will present four meetings a year in the Kansas City area, in addition to phone and real-time learning comprising the four-year program. The OHSU team, led by Cohen, is working with researchers at the University of Texas and University of Colorado, Denver to study the workforce competencies that are critical to supporting integrated primary and behavioral health care. The team has visited some of the top integrated sites in the US, including Cherokee Health System in Tennessee and South Central Foundation in Alaska. For this study, the team spends several weeks gathering information and planning the site visit, then they spend three days on an intensive site visit, observing team meetings, operations, clinical-care delivery and conducting in-depth interviews with a range of staff. In total, they will be visiting 10 sites: three in California, two in Maine and one practice each in Tennessee, Minnesota, Alaska, New York and Illinois. This project is a part of the AHRQ Academy for Integrating Behavioral Health and Primary Care.

There is a tremendous amount of learning that is done by watching how some of the most advanced integrated clinics organize and deliver care. Cohen and her team are about halfway through data collection and anticipate having a preliminary set of competencies identified by March and a great deal more analysis and writing to do in 2014. For more information about ACT, visit http://www.advancingcaredonbetter.org/ or http://www.youtube.com/user/AcTutorials/videos.

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Employees of the Month: Lauren Oujiri, administrative assistant and Maria Huspeck, administrative assistant

Committee Appointments
Verian Wedeking, residency program admin-istrative director, was asked to join the OHSU Physical Access Committee, which is charged with identifying barriers to access by people with disabilities at OHSU and to present find-ings and recommendations to administration.

Melissa De Lyser, communications specialist, was named to the Golden Rose Committee.

Employees of the Month:

- **Dominique Tunai**, MA, dressed as a germ (right).
- **Kimber Nelson**, dressed as a back office supervisor (middle).
- **Sarah Jarvis**, Back Office Supervisor, walked in the parade handing out mini Frisbees (middle).

**NEWS @ EMMA JONES HALL**

**NEWS @ RICHMOND**

Patient visits for July: 4,254 (540 over goal)
Phone Abandonment Rate: 6.94%

Employee of the Month: Kimber Nelson, RN

New employees
- **Nathan Engle**, MLB, is the new behaviorist at Family Medicine at Richmond. He will receive referrals from other providers to therapeutically assist the patient. He has a master's degree in clinical psychology and is working towards his doctorate through George Fox University. In addition to his work at Richmond, Engle is part of a team of on-call clinicians who provide crisis consultation for two regional hospitals. Prior to joining Richmond, Engle worked and trained in a rural K-12 school system doing psychotherapy, assessments and consultation. His hometown is Mitchell, SD.
- **Carolyn Nowinski**, FNP, is the new Family Nurse Practitioner at the Richmond Walk-In Clinic. She enjoys caring for patients in family practice and urgent care. She thinks developing a trusting and thoughtful rapport with her patients is essential to the relationship between provider and patient. Her previous experience includes family practice, womens health and the emergency department. She enjoys being with her family and friends, biking, snowshoeing and making art. She enjoys traveling and learning new languages.

**NEWS @ GABRIEL PARK**

Patient visits for July: 3,211 (165 under goal)
Phone Abandonment Rate: 3.43%

Employee of the Month: Dominique Tunai, MA

New Employee
-**Nou Vang** is the new PAS Specialist. She will be helping to promote health and healing by providing service excellence to patients. She earned certificates of completion in Business and Medical Administration, Computer Tech-nology and Medical Billing from PIVOT Technical School. Prior to joining Gabriel Park, she was employed at Namaste Integrative Medicine. Her hometown is Fresno, CA. She loves food and enjoys walking her dogs, Tofu and Beans, at the Waterfront.

**NEWS @ SCAPPOOSE**

Patient visits for June: 2,335 (109 under goal)
Phone Abandonment Rate: 4.97%

Employee of the Month: Lindsey Marquardt, Student Scanner

**NEWS @ S. WATERFRONT**

Patient visits for July: 3,891 (211 over goal)
Phone Abandonment Rate: 6.01%

Employee of the Month: Caroline Libby, Student Worker

**Family Medicine at Richmond** and the Walk-In Clinic staff participated in the 20th Annual Division/Clinton Street Fair 2013 on July 22. Staff manned a booth promoting the services at the walk in and held a bike helmet sale (top left). Several staff and family members, including Sarah Jarvis, Back Office Supervisor, walked in the parade handing out mini Frisbees (middle). **Kathleen Dodd**, MA, dressed as a germ (right).

**Births**

**Bowan Henry Nelson** arrived at 6:48 a.m. July 20. He weighed in at 7 pounds, 14 ounces, and was 20.5 inches long. Proud parents are Kimberly Nelson, PAS, and Brandon Nelson.

**New employees**
- **Quinton Bernard Harold** is the new clinic supervisor. He will assist with day-to-day clinic operations including compliance, performance and productivity supervision. He has attended Oregon State University, Linn-Benton Community College, Portland State and Scottsdale Community College. Prior to joining Scappoose, he worked at OHSU Pulmonary, Sleep Clinic, Radiology and Medical Records. His hometown is Corvallis. He enjoys spending time with his family, lifting weights, playing and watching sports, adventures, water parks, video games with his son, movies, sleeping, discovering new restaurants and BBQing.

**Quality Improvement Projects**
Scappoose is working on improving wait times, MyChart sign up and patient satisfaction. The MyChart clinic-wide challenge is focusing on seeing who can set the bar for the most activations in one day.

**NEW EMPLOYEES**
- **Rachel Girdler** is the new Medical Assistant. She will be assisting the providers and team with providing the best possible patient care. She attended Anthem College. Before joining South Waterfront, she worked at Avamere at Bethany Assisted Living and Memory Care. Her hometown is Aloha, OR. She enjoys spending time with her husband and son and being outdoors.

**Corinna Wilson** is the new Medical Assistant. She will be working with providers, assist-ing with procedures, rooming patients and being part of the family medicine team. She attended Concorde College. Before joining South Waterfront and attending Concorde, Corinna was a stay-at-home wife and mom, homeschooling her two sons. Her hometown is Milwaukee. She enjoys photography, camping, grandchildren and riding motorcycles.

**Amy Wiser** is a new physician. She grew up in a small town in rural Pennsylvania. After completing her studies and family medicine residency on the East Coast, she moved to Spokane to pursue an obstetrical fellowship. Thereafter she moved to rural Oregon and practiced full-scope family medicine, including obste-trics with Caesarian section privileges, for six years with her husband, Eric Wiser, MD. (OHSU Family Medicine at Gabriel Park). She loves promoting health and wellness, and the positive effects she sees in her patients. In her spare time, Wiser enjoys spending time with her husband and daughter. She likes to flyfish, hike and train for triathlons.
Lessons Learned, continued from page 1

The answers, Taylor said, are as follows:

- Stable leadership. The department has had three chairs in 42 years.
- Culture of responsibility, support and collective pride.
- Transparency: The department’s finances and visit totals are shared with all staff, and there is open communication.

In his role as elder statesman, Taylor quoted Isaac Newton, “If I see further it is by standing on the shoulders of giants,” as he addressed the younger physicians and medical students in the audience.

“Patients will tell you stories they haven’t told their mothers,” he said. “They will let you look at their bodies. It’s because they trust you. Not because of anything you’ve done, but because of those who came before you.”

The respect physicians enjoy has been handed down generationally and comes with responsibilities.

Sonja Likumahuwa, MID, MPH; John Muench, MD; Jennifer DeVoe, MD, DPhil

John Saultz, MD


GRANT SUBMISSIONS

PI: David Buckley, MD, MPH
Title: CROSSROAD II
Sponsor: NorthWest Health Foundation

GRANTS AWARDED

PI: Patty Carney, PhD
Title: Family Medicine Length of Training Pilot Evaluation
Sponsor: ABFM Foundation

PUBLICATIONS

Heather Ainger, MPH; Jennifer DeVoe, MD, DPhil

Melinda Davis, PhD; Elaine Waller; Deborah Cohen, PhD

Jennifer DeVoe, MD, DPhil

Rick Deyo, MD, MPH
Deyo RA. Commentary: Clinica practice guidelines: trust them or trash them? Spine J, 2013, 13, 7, 744-746, Elsevier Inc.

Sonja Likumahuwa, MID, MPH; John Muench, MD; Jennifer DeVoe, MD, DPhil

John Saultz, MD