Behavioral Health Integration is Critical to Success of PCMH

Integration of behavioral health into the primary care medical home is crucial to success of patient health, said members of the Family Medicine Interest Group.

FMIG members discussed integrating behavioral health into the PCMH with Frank Verlon deGruy, III, MD, MSFM. DeGruy presented “Behavioral Health in the PCMH: Why and How” Laurel Case, MD, Visiting Professor Lecture on Jan. 9. FMIG students met with him over dinner on Jan. 8.

“From what I’ve seen, there is a dire need for behavioral health,” said Linda Lin, second-year medical student who has volunteered at the Southwest Community Health Center. “There are so many patients who come in and there’s no way to care for them in terms of mental health. A lot of the issues that they are being treated for are a direct result of their mental health. It’s disappointing to see that there is no one on site versed in mental health to collaborate with physicians to develop an overall treatment plan.”

During his lecture, deGruy said that one third of the patients who come into a family practice meet criteria for a DSM diagnosis. Another third have psychological symptoms or psychological distress sufficient to cause impairment.

“Management of those patients is more expensive, less effective and less rewarding if providers don’t deal with the comorbid mental disorder that’s associated with the chronic diseases,” deGruy said. “We haven’t been taking care of that third of our patients with mental disorders. We barely recognize them. We only manage appropriately a slender minority of the ones that we do recognize.”

David Steinhardt, first-year medical student, agreed, saying that behavioral health needs to be a regular, routine part of primary care.

(Story and Photos continued on page 7)
Top Nurse Practitioners
Madeleine Sanford, RPN, Family Medicine at Richmond, was named in Portland Monthly’s Top Doctors & Nurses of 2013. For more information, visit the listing in Portland Monthly’s Top Doctors and Nurses.

JADECOM Exchange Visitors
The following JADECOM exchange participants will be visiting Family Medicine in January and February:

Masanori Harada, MD, is a former JADECOM physician from Yamaguchi Grand Medical Center in Yamaguchi, Japan. He is a graduate of Gichi Medical University, which is focused on training physicians for rural practices, including those in remote islands. Harada is the chief of the Department of Support of Rural Medicine and is responsible for Choshu Family Physician Training, a new program. He enjoys traveling with his wife and three children. This is Harada’s second visit to OHSU Family Medicine. He was here through JADECOM in September 2010.

Kazuo Nakayasu, MD, is a senior resident at Yamaguchi Grand Medical Center. He is the first resident to participate in the Choshu Family Physician Training Program. His hometown is Ube City in Yamaguchi. He comes from a family of four and has one younger brother, who works for a foreign-affiliated firm.

Ryota Sato, MD, is a junior resident at Yamaguchi Grand Medical Center. Next year, he plans to be a neurologist in Yamaguchi University Hospital. He has a younger brother who is a student at Kyushu University. Sato was married in November. He enjoys basketball.

Sachiko Fukumi, is a physician with Yokosuka General Hospital, a naval port. She is a graduate of Jikei University School of Medicine. She comes from a family of four and has one younger brother. She likes playing tennis and golf.

Takashi Ono, is a sixth-year student at Jichi Medical University in the Fukushima Prefecture. He lives with his parents, grandmother and two brothers. He hopes to practice in a rural area, after completing his exams in February. He plays tennis and is interested in American culture.
Renovation underway at FM at South Waterfront

Family Medicine at South Waterfront is nearing the end of the second phase of its three-phase renovation project—a process Clinic Manager Christy Ward says is like a game of chess.

“It’s all about finishing one area so another area can move in, and then that area has to be completed so another area can move in. There’s a lot of moving going on within the construction.”

Since the clinic moved to the Center for Health and Healing in 2006, the number of patient visits has more than doubled, resulting in a need for more space.

“We were able to identify ways to better maximize our existing space for a relatively small investment that would generate revenue without additional rent,” Ward said. “It was a great solution.”

The project, which is being funded by the university, creates a more positive experience for patients and allows members of the clinic’s four teams to work in the same areas. Phase One, which was complete Jan. 7, involved personnel shifting so that all team members now work together in shared workspace.

Rooms vacated by teams are now being renovated into four new exam rooms as part of Phase Two, which is expected to be complete on Feb. 18, bringing the total number of exam rooms to 30. The attending office is moving into the former phone room. A new, small phone room is under construction in the lobby.

In addition to better space allocation, the project will result in workflow changes that will improve patient experiences, Ward said.

“For example, we’re removing our checkout areas and recapturing that space for administration,” she said. “We are adding a printer to every exam room so that patients can get their visit summaries, letters, etc. right in the exam room from the MA. This will reduce patients’ overall visit time and improve their experience.”

Phase Three, scheduled for completion in mid-March, will involve relocations of phone and data jacks and Lean improvements. Lean is a continuous quality-improvement methodology based on the Toyota Production System. South Waterfront will be implementing Lean principles in the reorganization of their equipment and supply rooms.

“We have cabinetry in those rooms that will be removed,” Ward said. “We’ll be going with a bin system that has been much more efficient in other health care systems that we’ve seen.”

The clinic staff is open to the construction changes, she said. Staff kicked off the project in late December by drawing graffiti on walls slated for demolition.

“It was a symbolic way to get the project going,” Ward said. “The staff has been very patient through the shuffling and chaos that construction brings. The patients, too, have been very understanding, though there has been very little impact on them so far.”
Six Family Medicine research faculty, six research assistants and one medical student attended the 40th Annual Meeting, North American Primary Care Research Group, in New Orleans in December, 2012. Those attending participated in 22 oral and poster presentations. Attendees included: Debbie Cohen, Ph.D; Jennifer DeVoe, MD, D.Phil; Miguel Marino, PhD; L.J Fagnan, MD; Steffani Bailey, PhD; John Heintzman, MD; Beth Jacob-Files, MA; Heather Angier, MPH; Elaine Waller, Rebecca Rdesinski, MPH, MSW; Jim Winkle, MPH; and Anthony Cheng, MD. At right, Heintzman discusses his poster with a NAPCRG attendee.

Heather Purcell
Jim Pumphrey
Emma Southwick
Krystyn Patterson
Patty Kline
Shelby Hampton
Jennifer Hall

CLINIC AWARDS

Gabriel Park:
January Employee of the Month: Heather Purcell, PAS
Richmond:
December Employee of the Month: Jim Pumphrey, MA
Perfect Attendance: Emma Southwick, Team Coordinator
Scappoose:
December Employee of the Month: Krystyn Patterson,
Student Scanne
December Patient-centered Choice Award: Heather Davidson, PA
South Waterfront:
January Employee of the Month: Patricia “Patty” Kline, LPN

NEW EMPLOYEES

Shelby Hampton is the new pharmacist at Family Medicine at Richmond. She earned her undergraduate degree at the University of Tennessee at Chattanooga and her pharmacy degree from Auburn University. She was previously employed as pharmacy manager at the Fairview Walgreens. Her hometown is Chattanooga. Her hobbies include bowling, skiing and volleyball.

Jennifer Hall, MPH is the new Research Associate for Debbie Cohen, PhD. Hall will be working on a qualitative assessment of Oregon’s recently implemented Coordinated Care Organizations. Hall has a Master of Public Health in Health Promotion from Portland State University. Prior to joining family medicine, she conducted qualitative analysis for the Safety Assurance Factors for EHR Resilience project with the Department of Medical Informatics and Clinical Epidemiology at OHSU. She has also worked on public health research and evaluation projects at Portland State University and the Oregon Health Authority. Her hometown is Charleston, SC.

ALUMNI IN THE NEWS

Dr. Justin Denny, MD, MPH, 2001 OHSU FM Residency Graduate, has been named Tri-County Health Officer for Multnomah, Clackamas and Washington counties. His position is effective Feb. 1. He replaces Dr. Gary Oxman, who held the position since 1984.

FACULTY NEWS

The fifth edition of “How to Choose a Medical Specialty,” by Anita D. Taylor, Associate Professor Emeritus, is available on Amazon. It will be available at www.studentdoctor.net early this month, and will be available for eBook readers soon.

Taylor will also be serving as the Student Doctor Network Career Advising Expert, writing for the site on topics related to medical specialty choice and the residency application process.

Frances Biagioli, MD, Associate Professor of Family Medicine, is president-elect of the Oregon Medical Association (OMA) – Oregon’s physician advocacy organization. Read a Q&A with her in FFP/Clinician Commons.

Family Medicine at Richmond’s John Muench, MD, Director of Behavioral Health; Nick Gideonse, MD, Medical Director; and Erwin Teuber, PhD, Executive Director were quoted in the Washington Posts’ Wonkblog post “Can Oregon save American health care?” on Jan. 18. Click here to read.
Nancy Gordon-Zwerling, Family Nurse Practitioner at Family Medicine at Gabriel Park, is retiring March 2. Gordon-Zwerling has been with OHSU the last 15 of her 35 years as a nurse practitioner. Initially, her appointment was shared between Family Medicine clinic in Tigard and the School of Nursing. When the Tigard clinic closed, Gordon-Zwerling moved to Gabriel Park.

“It has been a privilege to practice with Nancy over the past years,” said Fran Biagoli, MD, Associate Professor of Family Medicine. “She tirelessly provides outstanding care for and with our patients. Nancy’s pleasant manner helps set an atmosphere to make our practice fun and rewarding. Her smiling face will be missed by patients, staff and partners alike.”

Gordon-Zwerling’s retirement plans include traveling with her husband, Marc Zwerling, to visit their daughter, Blake, a Fulbright Scholar in London. The family also plans to celebrate Blake’s acceptance into medical school and her daughter Maiya’s graduation from Bryn Mawr College this year.

Gordon-Zwerling started her career with the National Health Service Corp., providing medical care in rural Colorado.

“There were no limits to what I did because they were just happy to have somebody there,” she recalled. “I got a lot of experience that I wouldn’t have had elsewhere. I did home deliveries all the time. There just weren’t any hospitals. Yuma was a different, fascinating and accepting culture.”

She also worked for the Multnomah County Health Department for 10 years. Her fondest memories, however, are of her patients and co-workers at Gabriel Park.

“I will miss the patients and my co-workers,” Gordon-Zwerling said. “I have watched many of my patients grow from children to young adults. I have taken care of a few of their children. It is rewarding to care for several generations in one family. You cannot replace caring for patients throughout a lifetime. This is one reason I am so attached to my patients and why family medicine is rewarding. Work wouldn’t be as fun or stimulating if it wasn’t for the great group of people with whom I work.

“I always wanted, since I came to Portland in 1979, to work at Gabriel Park. So I got my wish for 15 years. I’m a pretty lucky person.”

Nancy Gordon-Zwerling’s retirement party will be at noon, Friday, March 1, at Family Medicine at Gabriel Park.
PRESENTATIONS

Frances Biagioli, MD


Fran Biagioli, MD; Christina Milano, MD; Ryan Palmer, MFA


Elizabeth Jacob-Files, MA; Rebecca E. Rdesinski, MSW, MPH; Debbie Cohen, PhD; Alan L. Melnick, MD, MPH


Rebecca E. Rdesinski, MSW, MPH


Rebecca Rdesinski, MSW, MPH; Kathryn Chappelle, MA; Frances E. Biagioli, MD; William L. Toffler, MD


Elaine Waller, BA; Patricia Carney, PhD; M. Patrice Eiff, MD


PUBLICATIONS

Richard Deyo, MD, MPH

Deyo RA, Martin BI, Ching A, Tosteson ANA, Jarvik JG, Kreuter W, Mirza SK. Interspinous spacers compared to decompression or fusion for lumbar stenosis: complications and repeat operations in the Medicare population. Spine 2013 Jan 15 [Epub ahead of print].


Alan L. Melnick, MD, MPH


John Muench, MD, MPH


BIRTHS

Elise Romelia Sanchez arrived at 9:59 a.m.
Saturday, Jan. 5. She weighed in at 9.5 pounds and measured 21.25 inches. Proud parents are Demetrio Sanchez, Jr., Instructor/Behavioral Health Consultant at Richmond, and his wife, Svetta Sanchez.

Baby Ryan arrived Thursday, Jan. 24. He weighed in at 8 pounds, 2 ounces. The proud mother is Charlotte Crowe, MA, at Scappoose.

Evelyn Rose Burr arrived a Thursday, Dec. 13. She weighed in at 6 pounds, 15 ounces. The proud mother is Holly Balsbaugh, NP, at Scappoose.

Tyley Rose Petering arrived at 2:12 a.m. Thursday, Jan. 24. She weighed in at 7 pounds, 14 ounces and measured 21.5 inches long. Proud parents are Ryan Petering, MD, Gabriel Park, and Brittany Petering.
“If you don’t ask the right questions, you might miss the behavioral health issue,” he said. “It’s like going to the doctor for back pain, and then in the course of the conversation, mentioning that you have had frequent thoughts of suicide.”

Nearly all patients, deGruy said, have health behaviors that are causing them to die before they would if their health behaviors were different.

“So not only do patients come in, bringing to us all of their problems, they don’t make a distinction between whether it’s psychological or physical. ‘I’m not sleeping, I hurt, I have pain.’ We’re the ones who draw that distinction,” deGruy said. “They bring all of those in, and if we are going to be sufficiently comprehensive—if we want to win the primary care effect—we’ve got to seriously and systematically incorporate that behavioral dimension of their health into their primary care.”

Bristol Schmitz, second-year med student, volunteered at Virginia Garcia Memorial Health Center when the clinic was first putting the PCMH, including a behavioral health specialist, into practice.

“I got to experience the before and after,” he said. “Instead of having primary care physicians taking care of mental health issues, which are sort of on the periphery of their field, you had somebody dedicated to that. From the patient perspective, it provided more comprehensive care in the same clinic and, in most cases, the same appointment.”

View the OHSU Family Medicine Laurel Case Visiting Professor Lecture at www.ohsu.edu/familymedicine.