

# The DFM Times

August 2007

## Family Medicine Matters

Welcome to the inaugural *Department of Family Medicine Times*. The recent development of our SharePoint site for the Department of Family Medicine and the launch of this newsletter are significant steps forward in the development of improved communication for faculty and staff. I hope each of you will use this forum as an opportunity to share activities and accomplishments that lead us toward our goals.

Our **Department of Family Medicine Mission Statement** is:

Through excellence in teaching, research, and patient care, we will be leaders in the discovery, development and dissemination of new knowledge and innovative clinical teaching models in family medicine in order to improve the health and well being of patients, families and communities we serve. Application of our scope of activity will be state-wide, national and global.

At our second quarterly faculty meeting this year, we spent time sharpening this, reminding ourselves that our goal is **“to promote healthier families by delivering excellent primary care services, preparing informed learners and creating shared knowledge.”**

In medical education, this is our busiest time of year. We cycle between saying good bye to our departing residents and preparing for our new incoming crew. Let's make them all feel like family. Much thanks to Linda Hoover and the faculty for all they do in this preparation. We also welcome our new secretarial support for the residency, Cristina Richards.

Our research faculty are gearing up for new cycles of grant opportunities and preparing new manuscripts. This year they have welcomed a new research assistant (Mrinalini Joshi), two secretaries (Jenny Powell and Judy Bontrager) and a project assistant for budgeting and financial management (Julie Jones).

Our clinical activities are demonstrating renewed intensity with a busy inpatient service, increased numbers of births for our practice, and continued growth in our Family Medicine Clinic. We welcome Wendy Shen in her new role as our interim Obstetrical leader for the faculty and offer Barcey Levy much thanks for her years of service. Our IT support in the FCC are beginning to provide important and relevant information to aid us in better management of our patients and to improve our educational programs.

Managing change is vital to our goals as a department and I am excited to see the important work that all of you are doing to advance our mission. Thanks for reviewing our newsletter and be sure to provide Dedra Diehl with the important shared information that we need to build a stronger Department.



**Paul James, MD**  
**Professor and Head**  
**Dept. of Family Medicine**

## RESIDENCY GRANT FUNDED

Dr. Michael Maharry, Director of the Residency Program, announced that the grant for training our residents to better manage chronic disease has been fully funded by HRSA. A total of \$495,000 will be used over 3 years to help train our residents in managing chronic disease using a systematic team concept. Department members who assisted Dr. Maharry in applying for this grant were Brenda Joseph, Lois Albrecht, Dr. George Bergus, and Dr. Anne Sullivan.

## RESEARCH UPDATE from Dr. John Ely, Associate Head for Research

The research division has recently had several grants funded and papers accepted. Dr. Barry Carter received funding from NIH for a project titled, "Enhanced Continuity of Pharmacy Care for Cardiovascular or Pulmonary Disease." The amount awarded was \$3,611,000 and the project period started June 1, 2007 and will extend for 5 years. Dr. Claire Kreiter also received funding for a project titled, "Competencies Training and Assessment in Laboratory Medicine Using Patient Simulation." The amount was \$1,062,000; the project started 3/1/07 and will extend for 4 years. Dr. Barcey Levy recently got a paper accepted by the Journal of the American Board of Family Medicine, titled "Why Hasn't This Patient Been Screened for Colon Cancer?" Co-authors on this paper include Terri Nordin, Suzanne Sinift, Dr. Rosenbaum, and Dr. James. Dr. Levy is currently working on an RO1 titled, "Interventions to Improve Colorectal Cancer Screening in Family Physicians Offices." This is a resubmission due October 1, 2007. Drs. Jogerst, Daly, and Hartz recently got a paper accepted at the North American Primary Care Research Group. The title is "State Policies that Influence Reporting of Mistreatment in Nursing Homes." The study will be presented at the NAPCRG annual meeting in Vancouver, BC (October 21-23, 2007). Drs. Jogerst and Daly were recently funded by the National Library of Medicine to complete a project titled, "Historical Elder Abuse Data and Annotated Bibliography." The grant was funded for \$213,000. It started September 1, 2006 and will run for 3 years. Dr. Bergus recently completed a study of standardized observers in the pediatric clinic which included 52 pediatric patients and 200 encounters. He is preparing a grant titled, "The Use of Standardized Observers to Rate Clinical Encounters" to be submitted to the National Board of Medical Examiners. The grant is due on October 3, 2007. Dr. James recently published a paper on myocardial infarction in rural areas, which is very supportive of family medicine. The reference is, James PA, Li P, Ward MM. "Myocardial Infarction Mortality in Rural and Urban Hospitals: Rethinking Measures of Quality of Care." *Annals of Family Medicine*, 2007 Mar-April;5(2):105-11. Please congratulate these hard working researchers and wish them well with their projects.

## CLINIC UPDATE from Dr. Steve Wolfe, Associate Head for Clinical Affairs

- Hospital admissions continue to grow. Admissions were 394 in FY '98, 799 in FY '01, 952 in FY '04. 1020 in FY '06, and expected to be over 1200 in FY '07.
- The hospitalist service elected to audit the quality of discharge summaries as a quality improvement project for this year.
- Obstetrics- The department is in the process of attempting to recruit one to two physicians whose primary focus would be the provision of obstetrical services. Dr. Wendy Shen is transitioning to the director of obstetrical services for the department. She is currently in the process of becoming educated in obstetrical ultrasound. The obstetrical services' quality improvement project is focused on ensuring that all pregnant patients receive the recommended influenza vaccination.
- Two recent and significant quality improvement processes have been initiated. The first is led by our summer project assistant, Igor Kozunov. The goal is to improve operations and patient satisfaction in the Family Medicine Clinic. The second improvement process, which was recently completed, was a Kaizan event focused on the prescription renewal process. I anticipate all of us will be hearing more about the outcomes and changes either made or recommended to be made and implemented.

## PROMOTIONS AND HONORS

Dr. John Ely has been promoted to Professor and has received a 2006-07 Collegiate Teaching Award from the CCOM.

Dr. Anne Sullivan has been promoted to Associate Professor, Clinical Track.

Dr. Rick Dobyns has received a 2007 Michael J. Brody Award for Faculty Excellence in Service from the University of Iowa.

Dr. Jill Endres has been accepted as a member of the CCOM Teaching Scholars Program for 2007-2010.

## EDUCATION UPDATE from Dr. George Bergus, Associate Head for Medical Education

- This Spring there was a large increase in the percentage of CCOM students entering Family Medicine when this specialty was selected by 17% of M-4s.
- The FM Continuity of Care Elective has been selected by seven M4 students for 2007-8.
- The FM Residency has 7 incoming R-1s and 3 second-year transfers ,while the FM/Psych Residency has 1 incoming R-1 for July, 2007.
- Four presentations were submitted to the STFM Predoc Conference for the Fall meeting by students, staff, and faculty.
- Drs. Sullivan and Abreu presented a workshop on our Chronic Care Curriculum at the STFM Spring meeting.
- Drs. Abreu and Bergus presented on faculty and resident perceptions of Care Management at the STFM Spring meeting.
- The FM Residency has expanded its Chronic Care Curriculum to 2 months in the R-1 year. This curriculum will include focused experiences working in chronic care clinics, didactics related to chronic care and behavior change, QI projects, and participation in Chronic Disease Self-Management classes.
- Dr. Bergus and Ms. Bowers completed their project involving the use of Standardized Observers in the FCC Pediatrics Clinic.
- Dr. Endres presented at the STFM Predoctoral Education Conference about meeting LCME objective ED-2 with the targeted patient checklist developed by our faculty.
- The UI Family Medicine Interest Group won the AAFP Program of Excellence Award.

## ADMINISTRATIVE UPDATE from Sharon Booker, Assistant to the Dept. Head

### Attention to Morehead Survey Gets Results

In the fall of 2006, UIHC engaged Morehead Associates to conduct an extensive employee opinion survey of units within the UIHC. Employees were asked to respond to 30 questions spanning three domains: 1) organization domain, or the degree to which DFM staff felt connected to the overall organization, 2) manager domain, or the degree to which DFM staff felt connected to their supervisors and managers, and 3) employee domain, or the degree to which DFM staff felt connected to other departmental staff and jobs.

DFM Merit and P&S staff began meeting in November to discuss the results of the Morehead study. At that first meeting, we identified six areas of focus: 1) working well together as a department, 2) adequate staffing, 3) communication, 4) involvement in decision-making, 5) training and 6) recognition.

These meetings continue on a monthly basis with a 93-100% participation rate among Merit and P&S staff. As a result of these meetings and the recommendations that have been made, the following has been accomplished: additional staff for the education and research missions has been secured; more staff members are participating in University-sponsored training, for example, The Office Professional Series; two new avenues of communication—the departmental SharePoint site and *The DFM Times*—have been developed; Monday morning huddles with all staff have been implemented where staff identify known pressure points in the week ahead and have an opportunity to ask for assistance or volunteer assistance to others who need it. In addition, to create a more transparent environment, detailed financial information about the department has been provided. Finally, staff affirmed that they appreciate the recognition provided by the department for staff support and have also developed ways to ensure that all faculty and staff birthdays are recognized and celebrated.

Merit and P&S staff affirm at each meeting they want these monthly meetings to continue and that they have improved the departmental culture.

### Year-End Data Reflects Growth in Clinical Services

The following clinic quick facts demonstrate strong growth in inpatient services and modest growth in outpatient services:

Admissions:	FY 06: 1020	FY 07: 1254	Variance: 22.9%
Deliveries:	109	155	Variance: 42%
FCC-FM Clinic Visits:	39,671	41,094	Variance: 3.5%

### Looking Ahead

Administrative focus for the next several months will be on completion of the 5-year departmental review that is due in February, faculty recruitment, and the FCC-FM clinical operational improvement plan. In addition, we are anticipating a JCAHO survey any day.

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James P, Li P, Ward M. Myocardial Infarction Mortality in Rural and Urban Hospitals: Rethinking Measures of Quality of Care. *Annals of Family Medicine,* 2007;5(2):105-111. [This article was also designated a Distinguished Paper at the annual meeting of NAPCRG (North American Primary Care Research Group) in the fall of 2006. It was also presented by Dr. James in July of 2007 at the annual meeting of SAPC (Society for Academic Primary Care) in London.]

## SUMMER RESEARCH STUDENTS

Three medical students did research projects in our department over the summer. Juan Roman (M2) worked with Dr. Michelle Weckmann, studying delirium in palliative care. Amy Schmeidel (M1) worked with Dr. Gerald Jogerst, looking at perspectives of mandatory reporting of elder abuse by healthcare professionals. Alex Wittry (M1) worked with Dr. Arthur Hartz and studied self-care management of diabetic patients. The students presented their research projects at a noon conference on August 22, 2007.

### NOTES FROM THE EDITOR

This first issue of the first volume of our new departmental newsletter, *The DFM Times*, introduces the newest of two new systems for communication that I have been asked to create and to maintain for our department. The other one, which was launched in June of this year, is the DFM SharePoint Intranet website. I am counting on all of you to contribute items of interest for both SharePoint and *The DFM Times*, and I hope that these two new systems will improve communication within our department and enhance our sense of community.

Dedra Diehl, Librarian  
Department of Family Medicine  
01123A PFP  
384-7510  
dedra-diehl@uiowa.edu

*The DFM Times*  
Dept. of Family Medicine  
University of Iowa  
200 Hawkins Drive  
Iowa City, IA 52242