
BARRE FAMILY HEALTH NEWS

Winter 2015



Medical Director's Corner

Stephen Earls, MD

We enter 2015 with great promise for continuing the tradition of change and innovation that is characteristic of the Barre Family Health Center. Some of our recent initiatives are chronicled in this newsletter, but I was reminded at a faculty meeting last week of just how much there is going on here as we reviewed our ongoing projects with the Departmental leadership.

We have institutionalized our transitions of care and post hospitalization management. Our nursing staff are on a daily basis contacting those who have been hospitalized to get them reconnected to our practice. This approach is helping us to reduce readmissions and revisits to the ED. Not only does this lower cost, but it is better care for our patients, our most important goal.

As a career family medicine educator, the most gratifying part of this story is the tremendous work being done by our residents. Our third year practice improvement projects are focused on population health management, helping us to assure that we are meeting the needs of all of the patients who consider Barre their medical home. Our second year class did a fantastic job of organizing the annual health fair and blood drive. Our first year residents Teen Clinic project holds great promise of improving access for teens in our community with a commitment to removing barriers to receiving confidential care. These are great examples of how our residents do such an incredible job of involving themselves in the wellness of our community.

Finally, our health center, our community, the state and the nation are all recognizing the health crisis that is narcotic and heroin addiction. The tragedies that have occurred in this community have generated a community response that I think holds great promise to make a difference. As health care leaders in the community, we have a key role to play. As we proceed, our learners are benefitting from this real world exposure to community medicine.

This is an exciting and challenging time to be involved in health care. Change presents many challenges but also many opportunities. I am proud of the way that our health center team is meeting those challenges. "Many hands make light work." I am thankful for the many hands we have at the Barre Family Health Center who are doing amazing work every day and making it look easy.



Barre Family Health Center 4th Annual Health Fair

Jennifer Powell, MD, PGY-2

This past fall, we had the pleasure of hosting the 4th Annual Barre Health Fair. At the Fair, we vaccinated over 200 members of the community. The Fair additionally featured booths staffed by local businesses and allied health professionals, enabling attendees to better understand the health services available in the community.

Information was provided on health screening, ophthalmology, physical therapy, visiting nurse services, and social assistance programs. Attendees literally gave back to the community at the blood donation station. The delightful designs of the face painter and airbrush tattoo artist added a touch of levity to the event. Both the community and staff members at the BFHC are excited to continue this tradition for the coming years!



Community Outreach from the Barre Family Health Center

Susan Begley, Ambulatory Manager

The State of Massachusetts has declared a Public Health Emergency in regards to the abuse of opioid use in the state. The numbers of deaths and arrests due to substance abuse in our area and our state are truly staggering.

In an amazing effort, a national campaign called "National Stand Up to Substance Abuse Week" is being initiated in many areas throughout the state. Many of us from the health center are working in cooperation with the community leaders in the local surrounding towns to build awareness around this issue. During the week of January 26-January 30 we are hosting and supporting several programs focusing on the message:

"Together we can stand up to substance abuse!"

Local programs being presented by the Quabbin Drug Response Unifying Group are:

January 21: **"Unguarded"** movie of the life of Chris Herren shown at 2:00 pm at Quabbin High School

January 27: **Learn2Cope Presentation**- parent support group at 6:30 pm at the Barre Family Health Center

January 28: **"Your Prescriptions and You"** lecture by Dr. Stephen Martin and Courtney Jarvis, PharmD at 10:30 am at the Barre Senior Center.

January 29: **"Face2Face"** with Worcester County Sheriff Lew Evangelidis at QRHS and "A place for Answers" Panel Discussion at 6:30 pm at QRHS with Community Leaders

January 30: Open Party for all Project Purple Students 7-11 pm at Athol YMCA

It takes a village to show students and their families that they are not alone "Standing Against Substance Abuse" and we will support their efforts!

We need to show the students, and the community, how important this issue truly is to all of us!

First Year Residents at Barre Working to Create a More Teen Friendly Clinic

Kosta Deligiannides, MD and Nora Lamartine, MD, PGY-1

The Barre Family Health Center is proud not only to provide medical care to our community, but also to help our community tackle public health topics that concern our community. As a site for UMass Medical School's Population Health Clerkship, Drs. Deligiannidis and Jeremiah coordinated with medical students to do a community needs assessment. It was during this assessment when the need for addressing adolescent sexual health was brought up by a number of members of the community.

In November, Drs. Bossie, Lamartine, McLean, and Sansoucy completed their PGY1 Physician as Leaders block; the quartet built upon the assessment needs identified by the Health Clerkship, to launch several projects focusing on teen outreach, and teen health. The residents were able to reach out to Quabbin Regional High School to meet with the school nurse.

The residents will be guest teaching a sexual education class in the health curriculum and have started a twitter and gmail [@realtalkdocs](#) to answer health questions in a forum that most teens can freely access. At the clinic the staff is working to make "teen clinic" a reality. The teen clinic exists within BFHC as a name. The teen may call or walk into clinic requesting a teen visit. The teen will not be required to list a complaint until he or she is face to face with the provider. The goal is to provide teens with quality health care and quality information.

"Girl Talk" is another way providers are reaching out to teens. It is a 12 week curriculum to be offered starting in February to girls age 12-15. Through the course the girls will learn about many facets of sexual health. The residents hope that this project may blossom into future resident led projects.



From left to right: Ivonne McLean, Nora Lamartine, Jessica Bossie, and Pamela Sansoucy

Comprehensive Behavioral Health Integration

Daniel Mullin, PsyD

The Barre Family Health Center is one of two UMassMemorial family health centers selected for a grant funded by the Blue Cross Blue Shield Foundation of Massachusetts. This grant, co-authored by the health center's Dr. Mullin, will support the implementation of a care management program focused on patients with mental health and substance abuse needs. This model of care is well grounded in the evidence for primary care and behavioral health integration and will further enhance the health center's commitment to comprehensive primary care.

The health center also continues to serve as a leader in training for integrated behavioral health. Dr. Amber Hewitt began her two year postdoctoral clinical fellowship in primary care psychology at the health center in July. Dr. Hewitt joins the health center after completing her internship year with Veterans Administration. She spends six sessions per week in the health center focused on patient care and education. Paul Leandri, MS also spends two days per week in the health center as a psychology practicum student from Antioch University. Paul comes to the health center with significant expertise in the care of children and adolescents.

In addition to psychology trainees the health center began welcoming three psychiatry residents, Drs. Margaret Lawler, Noel Warwick, and Allison Trexler. The residents are in the health center one day each month and they are joined by their preceptor, Dr. Brown. Along with Dr. Brown the residents will be providing consultations for the health center's patients. In addition, the health center's family medicine residents will be training alongside the psychiatry residents with the goal of furthering the training of each.

Scribes Improve Work Experience

Stephen T. Earls MD

After months of planning, securing funding and choosing Elite Medical Scribes as our vendor, the scribe project was successfully launched in May of 2014. Using LEAN technology, this project is a solution to a widely held concern that the chart work of patient care was too burdensome and upsetting providers' the work-life balance. Several surveys, had demonstrated a consistent concern about the administrative/paperwork burden of clinical practice.

Based on a review of the literature, we learned that scribes have been a solution to this concern in other settings, principally in ED's, but there was limited data from family medicine. There was also good data in the literature demonstrating that removing the burden of this paperwork enabled providers to see more patients, improve access and cover the cost of scribes.

Our project has been a smashing success. We now have 2 FTE scribes in our practice. With patient consent, they accompany providers into the room. They are adept at creating notes including assessments and plans based on the provider-patient interaction. Providers review and sign notes at session end. Physician charting time has been reduced by 5 hours/ physician/ week. There has been a statistically measurable increase in job satisfaction by providers. Patient satisfaction has been high (88%). Finally, we have realized an 8% increase in productivity during scribed sessions.

Project ECHO: Treating Viral Hepatitis Close to Home

Judy Hsu, DO, PGY3 and Karyn George, RN

Hepatitis C (HCV) -- which affects more than 3 million Americans and has a 30% mortality rate -- is becoming a disease we can reliably cure, most often in 12 weeks. Whether someone with HCV can be properly diagnosed, cared for, and have their cure facilitated now depends on the skill set of their medical providers.

Despite having more doctors per capita than any other state, Massachusetts still has only about 100 treaters of HCV for the greater than 100,000 people with the disease in the Commonwealth. This situation has led to a backlog of both HCV work-ups and treatment provision. With over 100 of our Barre patients having HCV, and with new diagnoses accumulating, we had to find another way.

We found the Project ECHO model. Developed for rural New Mexico, ECHO works well in rural and urban settings alike. It has allowed us to be in regular contact with researchers and clinicians at the cutting edge (including their publication of two *New England Journal of Medicine* research articles last year) while also caring for our patients on site. Led by third-year resident and incoming faculty member Judy Hsu, DO and Karyn George, RN, the Barre ECHO has established successful screening and triage approaches as well as partnership with the UMass Memorial Specialty Pharmacy. Two of our patients have been cured thus far under their care, and two more have medication approval and are on deck.

In addition to providing this complex care close to home for HCV, we have learned how this model can be applied to other complex, common illnesses that would benefit from a similar approach, e.g., chronic kidney disease, COPD, dementia, and autistic spectrum disorder.

Please see here for Project ECHO's home page:

<http://echo.unm.edu/>

And here for a short video on how the model works:

<https://www.youtube.com/watch?v=VAMaHP-tEwk>

STFM Practice Improvement Conference



Serena Hon, MD, Dan Mullin, PsyD, Steve Martin, MD, Lauren Linken, MD, Steve Earls, MD, Kosta Deligiannidis, MD MPH, and Bronwyn Sing, MD



Residency Director's Corner

Stacy Potts, MD, MEd, FAAFP

It is an exciting time in Family Medicine. The Barre Family Health Center is a model practice. Residents, staff, and faculty work continuously within our health center and the community to improve the health of the population. The constant innovations, new projects, patient centered initiatives and community engagement are inspiring.

The students who are choosing family medicine are motivating as well. Meeting the future of family medicine throughout recruitment season has been exciting. These bright physicians with strong ideals and broad based skills will bring further improvement and innovation to our specialty.

The health center continues to be a wonderful place to practice. The team that delivers care to our patients and community is dedicated and hardworking. Looking through the incredible accomplishments just over these last few months is awe inspiring. Congratulations to another great year to all the members of our Barre Family Health Center Family! ❖

BFHC Cookies and Books

Cynthia Jeremiah, MD

The Barre Family Health Center held its first annual cookie swap on 12/16/14. There was a great showing, with 20 varieties of cookies and bars, as well as other savory snacks to enjoy. The swap was attended by staff, nursing, faculty, and residents. We're hoping to make this an annual tradition for our health center.

We've also started a book club at the BFHC. We had our first gathering on 1/20/15 to discuss the book "The Light Between Oceans" by M. L. Stedman. We had a small group meet at The French Quarter restaurant in Rutland. We enjoyed a lively discussion, with delicious Cajun food, while supporting a new business in the community.

We plan to meet every 2 months, and our next book is going to be "The Invention of Wings" by Sue Monk Kidd. Based on the chatter after our first meeting, it sounds like our group of ten may grow. ❖



CELEBRATIONS

AWARDS:

Noah Rosenberg, MD PGY-3

The AAFP/Bristol-Meyers Squibb Award for Excellence in Graduate Medical Education recognizes outstanding family medicine residents for their leadership, civic involvement, exemplary patient care and aptitude for and interest in family medicine.

The Family Medicine Education Consortium Emerging Leader Award seeks to identify, encourage and support promising Family Medicine senior residents, junior faculty and clinicians in practice (three years or less experience) who have the potential to be future leaders in Family Medicine academic and community service efforts.

Susan Begley, Ambulatory Manager

Lean Green Belt from the UMassMemorial Center for Innovation and Transformational Change

Stephen Earls, MD Medical Director

Worcester District Medical Society 2014 Career Achievement Award "in Recognition of His Dedication to the Medical Needs of Patients and Outstanding Contributions to the Practice of Medicine

Lean Green Belt from the UMassMemorial Center for Innovation and Transformational Change

Employees of the Month!

October: Lauren Eidt-Pearson, LICSW Behavioral Health

November: Jaime Perez, MA Prescription Refill Team

December: Jillian Joseph, PA-C Peach Pod

January: Bonnie Ekvall, MA Puple Pod

February: Jennie Mulhearn, Patient Service Representative/Registration

The BFHC Family Welcomes:

Finneas Boucher born to proud parents: Marcy Keddy-Boucher & Andrew Boucher weighing in at 10-14 and 22 inches tall on 8/2/2014.