

Department of Family Medicine and Community Health Faculty Retreat
Successful Stories from the Front Line:
Building on Strengths and Preparing for the Future
The International Golf Club & Resort, Conference Center, 159 Ballville Road, Bolton, MA 01740
Friday, October 26, 2018

AGENDA

Objectives

- To highlight department accomplishments
- To provide clinical updates in key areas, including maternity care, and substance use disorder
- To provide opportunities for networking
- To inform department members of progress being made on key department initiatives, including mentorship, diversity, and wellness

RSVP for this event at: <https://www.surveymonkey.com/r/FMCHRetreat>

Friday, October 26th					
7:45-8:30	Sign-In and Continental Breakfast - <i>Conference Center Foyer</i>				
8:30–9:00	Welcome - Broad + Park Room Daniel Lasser, MD, MPH				
9:00–9:50	The Top Things I Learned This Year to Make Practices Work Better Frank J. Domino, MD				9:00 – 4:00 (Ongoing 15 Minute Sessions) Acupuncture Experiential for Relaxation Maria Broderick, EdD, Lic AC (Schedule in advance) Taylor Room
10:00–10:45 Morning Concurrent Sessions	(Re)Introduction to UMass Medical School Library Resources Leah Honor, MLIS Broad + Park Room	Mindfulness-Based Childbirth and Parenting Jennifer Averill Moffitt, RN, CNM, MSN Americas Room	Anchor Mission as a Priority for UMass Memorial Health Care Doug Brown, JD Suzanne Cashman, ScD Concord Room	Establishing an Effective Program in Obesity Medicine Within a Practice Beth Mazyck, MD Plymouth Room	
10:45-11:00	Beverage Break – Conference Center Foyer				
11:00-11:45 11:45-12:30	Forum on Family Medicine and the Opioid Epidemic – Broad + Park Room Plenary: The Role of Primary Care in Ending the Opioid Epidemic Speaker: Sarah Wakeman, MD Panel Discussion: One Academic Department’s Multifaceted Approach Moderator: Dennis Dimitri, MD, FAAFP Sarah Wakeman, MD Daniel Mullin, PsyD, MPH Stacy Potts, MD Pam Tsinteris, MD, MPH				11:00 – 4:00 (Ongoing 30 Minute Sessions) Office Hours with Leah Honor, MLIS (Individually scheduled sessions with our Librarian to answer your questions, organize your individual approach to information gathering, etc. Scheduled in advance) Conference Center Upper Foyer
12:35–1:30	Buffet Lunch with Topic Roundtables – Conference Center Foyer/Broad + Park Room <i>Join a table for a discussion or get to know your colleagues at an unassigned table</i> Topic Roundtables: 1. “Being With” Implicit Bias and Privilege: Mindfulness as a Tool for Reducing Racism, Discrimination, and Health Disparities (15-30 minutes) - Jennifer Averill Moffitt, RN, CNM, MSN 2. Restoring Strength in FM-OB: Using the FM-OB Faculty Development Tool in the Annual Performance Review - Kristina Gracey, MD, MPH, Claudia Pierre, MD, Sara Shields, MD, MPH 3. Caring for Vulnerable and Underserved Patients - Melanie Gnazzo, MD, Virginia Van Duyne, MD 4. Women in Family Medicine Across the Globe – An Update from WONCA - Lucy Candib, MD				

1:30–2:45 Afternoon Concurrent Sessions	Complexity in Maternity Care: Moving Towards Consistent Care Practices Kristina Gracey, MD, MPH Claudia Pierre, MD Sara Shields, MD, MS Tracy Kedian, MD <i>Americas Room</i>	Caution: Women at Work! Maria Michas, MD, MPH <i>Concord Room</i>	What Makes You Come Alive? Hugh Silk, MD, MPH <i>Plymouth Room</i>	Advancing Best Teaching Practices to Address Racism and Unconscious Bias Warren Ferguson, MD Stacy Potts, MD Lucy Candib, MD Mukti Kulkarni, MD, MPH <i>Lexington Room</i>	
2:45–3:00	Beverage Break – Conference Center Foyer				
3:00–4:15	Panel Discussion: Success Stories – Initiatives, Collaborations and Programs – Broad + Park Room Moderator: Daniel Lasser, MD, MPH • Diversity – Warren Ferguson, MD • Mentorship – Judy Savageau, MPH • Wellness – Tina Runyan, PhD • Project ECHO – Judy Hsu, DO • Other Success Stories We Should Note – All				
4:15–4:30	Closing Remarks Daniel Lasser, MD, MPH				
4:30–5:30	Networking Reception with Hors D’oeuvres and Cash Bar – Common Room				

Plenary (9-9:50 am)

Top Ten Things I Learned This Year to Make Practices Work Better

Speakers: *Frank J. Domino, MD*, Professor and Predoctoral Education Director

Summary: Considerable literature has developed over the past few years to address physician burnout. For this year's retreat, we asked Frank Domino, nationally renowned for reporting on current trends in the literature that impact primary care, to focus his sights on approaches that can make primary care practice work better.

Objectives: Participants will be able to:

- Review some updated data on Burnout
- Discuss practice reengineering tips
- Discuss examples of how small changes can improve outcomes

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## **Ongoing Recurrent Sessions - Individually Scheduled (starting at 9 am)**

### ***Acupuncture Experiential for Relaxation***

**Speaker:** *Maria Broderick, EdD, MAOM, LicAc*, Director of Clinical Education and Associate Professor, New England School of Acupuncture, Massachusetts College of Pharmacy and Health Sciences

**Summary:** Acupuncture is a helpful adjunct for the treatment of chronic disease. Our department is collaborating with the New England School of Acupuncture to bring acupuncture services to our patients. This acupuncture "experiential" will provide 15-minute sessions throughout the day (scheduled in advance, or on-site if available) providing groups of 3 retreat participants with firsthand experiences with acupuncture.

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Morning Concurrent Sessions (10-10:45 am) – 4 Topics

(Re)Introduction to UMass Medical School Library Resources

Speaker: *Leah Honor, MLIS*, Clinical & Education Services Librarian, Lamar Soutter Library

Summary: Come and get yourself up-to-date with the most commonly utilized resources from the Lamar Soutter Medical Library. Leah Honor serves as the Department's critical link to the library and is well aware of the information needs of busy primary care clinicians. She will provide an overview of resources that are available from the library.

Objectives: Participants will be able to:

- Differentiate between available clinical, research, and educational resources
- Evaluate available citation management systems for individual use and preferences
- Optimize usage of clinical mobile resources

Note: Following the session, she will be available on-site for 30-minute "office hours" to provide guidance on a one-on-one basis. Sessions will be scheduled in advance, and on-site if available; **bring a laptop**.

Mindfulness-Based Childbirth and Parenting (MBCP) – An Innovative Childbirth Class, Interrupting Intergenerational Patterns of Suffering and Decreasing Health Disparities

Speaker: *Jennifer Averill Moffitt, RN, CNM, MSN*, Perinatal Services Manager, FHCW

Summary: In this session, participants will learn about the MBCP program which has been robustly attended at FHCW since 2014. There will be an examination of the relationship between stress, including the chronic stress of racism, and untoward birth outcomes. The growing research on MBCP, including pilot research at FHCW, will be presented.

Objectives: Participants will be able to:

- Investigate the research on the chronic stress of racism as an independent influence on untoward birth outcomes.
- Explore the Mindfulness-Based Childbirth and Parenting (MBCP) program, and its impact on the resilience of patients and families at FHCW.

Anchor Mission as a Priority for UMass Memorial Health Care

Speakers: *Douglas Brown, JD*, President, UMM Community Hospitals and Chief Administrative Officer, UMass Memorial
Suzanne Cashman, ScD, MS, Professor and Director of Community Health, FMCH

Summary: Anchor Institutions are those “sticky assets” that tend never to leave a community. Typically, these are non-profit health care and educational institutions. These organizations are now rethinking the role they play in their communities and starting to leverage all of their assets – purchasing, hiring and investment – as a way of aligning their resources to build stronger partnerships and healthier communities. UMass Memorial’s leadership and Board recently decided to pursue an anchor mission, thus partnering with our communities as we apply our place-based economic power and human capital to benefit all. Come hear about this process, what it means for our organizations and community and how you might get involved. Share your insights.

Objectives: Participants will be able to:

- Educate clinicians on the work of an anchor institution and the plans UMass Memorial has in this regard
- Solicit feedback, insights and ideas about pursuing on this important work
- Introduce the Democracy Collaborative’s Anchor Dashboard

Establishing an Effective Program in Obesity Medicine Within a Practice

Speaker: *Beth Mazyck, MD*, Associate Professor, FMCH, UMass-Fitchburg Family Medicine Residency Program Director, Medical Director for the HealthAlliance Fitchburg Family Practice

Summary: Our understanding of the etiology and maintenance of obesity has dramatically expanded in recent years. This new understanding of the disease of obesity has led to the development of new, more effective, approaches through nutrition, medications, and surgery. This session will briefly review these advances, then discuss both how to implement effective obesity treatment into a primary care practice, and also provide information about ways to further your knowledge in the treatment of this highly prevalent disease.

Objectives: Participants will be able to:

- Understand how an obesity management program can be established within a practice
- Be able to list some of the treatment options for obesity, and
- Know ways to get more training or knowledge in obesity medicine

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### **Ongoing Recurrent Sessions (starting at 11 am)**

#### ***Office Hours with Leah Honor, MLIS***

**Speaker:** *Leah Honor, MLIS*, Clinical & Education Services Librarian, Lamar Soutter Library

**Summary:** Individually scheduled half-hour sessions with our Librarian to answer your questions, organize your individual approach to information gathering, etc. Scheduled in advance, or onsite if available. **Bring your laptop.**

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Plenary (11-12:30 pm)

Family Medicine and the Opioid Epidemic

11-11:45 Plenary: **The Role of Primary Care in Ending the Opioid Epidemic**

Speaker: *Sarah Wakeman, MD*

Dr. Wakeman is a general internist and an addiction medicine specialist at the Massachusetts General Hospital. Her clinical interest and expertise is in the care of patients with addiction within primary care settings. A national thought leader in the treatment for substance use disorders, she serves as Medical Director for Mass General’s Substance Use Disorders Initiative, a program designed to transform care for this chronic disease. She leads Mass General’s Addiction Consult Team, co-chairs their Opioid Task Force, and serves as a clinical lead for the Partners Healthcare Substance Use Disorder Initiative. She is an assistant professor in medicine at Harvard Medical School.

Writing with colleague Michael Barnett, MD she was the lead author of *Primary Care and the Opioid-Overdose Crisis – Buprenorphine Myths and Realities*, which was the lead paper in the July 5 edition of the New England Journal of Medicine. In their paper, they note that “We believe there is a realistic, scalable solution for reaching the millions of Americans with Opioid use disorder: mobilizing the primary care physician workforce to offer office-based addiction treatment with buprenorphine, as other countries have done.”

11:45-12:30 Panel Discussion: **One Academic Department’s Multifaceted Approach**

Moderator: *Dennis Dimitri, MD, FAAFP*, Vice Chair of Clinical Services & Professor

Panel: *Sarah Wakeman, MD*

Daniel Mullin, PsyD, MPH, Director, Center for Integrated Primary Care and Associate Professor, FMCH

Stacy Potts, MD, Program Director, Family Medicine Residency Program and Associate Professor, FMCH

Pam Tsinteris, MD, MPH, Family Physician, OBAT Program Director at the Family Health Center of Worcester

Summary: The CDC estimates that there were more than 72,000 drug overdose deaths in the US in 2017, with the sharpest increase attributed to fentanyl and fentanyl analogs (synthetic opioids). As a clinical and academic department, we have been working on a variety of clinical, educational and training initiatives to address the problem. Still, there is much more to accomplish. One area for emphasis is raising the comfort level and expertise of Family Physicians and other PCPs in the integration of treatment into everyday practice. Dr. Wakeman will provide an overview of the topic and will join members of our faculty in a discussion of our treatment and training initiatives in central Massachusetts and more broadly.

Objectives: Participants will be able to:

- Respond to some of the common myths regarding the treatment of Substance Use Disorder
- Feel comfortable with the incorporation of Substance Use Disorder within their own primary care practice setting

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### **Lunch-Table Discussions (12:35-1:30 pm) – 4 Tables**

Most lunch tables will be open for informal networking, without scheduled topics. In addition, a few tables will be identified as focusing on the following:

#### ***“Being With” Implicit Bias and Privilege: Mindfulness as a Tool for Reducing Racism, Discrimination, and Health Disparities***

**Discussion leader:** *Jennifer Averill Moffitt, RN, CNM, MSN*, Perinatal Services Manager, Family Health Center of Worcester

**Summary:** Participants will define implicit bias and privilege. Through a series of mindfulness exercises, participants will explore their own biases and privileges. Scholarly examination of the relationship between provider knowledge of one’s own implicit biases and privilege, and reduction in health disparities, will be explored.

#### ***Restoring Strength in FM-OB: Using the FM-OB Faculty Development Tool in the Annual Performance Review***

**Discussion leaders:**

*Kristina Gracey, MD, MPH*, Associate Residency Director of Women’s Health Education, UMass Family Medicine Residency, Assistant Director for Perinatal Services, BFHC, Assistant Professor

*Sara Shields, MD, MS*, Director, Inpatient Perinatal Services, FMCH

*Claudia Pierre, MD*, Assistant Professor, FHCW Director of Prenatal Services

**Summary:** Discussion of the usefulness of the FM-OB Faculty Development Tool in furthering career discussions

#### ***Caring for Vulnerable and Underserved Patients***

**Discussion leaders:**

*Melanie Gnazzo, MD*, Assistant Professor, FMCH

*Virginia Van Duyne, MD*, Assistant Professor, Associate Residency Director of UMass Worcester Family Medicine Residency, Educational Director of Family Health Center of Worcester

**Summary:** A series of workshops for 2nd and 3rd year residents at FHCW will be presented, along with data regarding evaluation of the curriculum. The presenters are looking for feedback and hope to recruit additional faculty into the program

#### ***Women in Family Medicine Across the Globe – An Update from WONCA***

**Discussion Leader:** *Lucy Candib, MD*, Professor, FMCH

**Summary:** The WONCA World Congress meets in Seoul Korea from October 17-20 with preceding organizational meetings of the world council and various interest groups. Lucy Candib, the representative of STFM to WONCA, will report on key events that emerged during the course of the meeting.

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Afternoon Concurrent Sessions (1:30-2:45 pm) – 4 Topics

Complexity in Maternity Care: Moving Towards Consistent Care Practices

Speakers:

Kristina Gracey, MD, MPH, Associate Residency Director of Women's Health Education, UMass Family Medicine Residency, Assistant Director for Perinatal Services, BFHC, Assistant Professor
Claudia Pierre, MD, Assistant Professor FHCW and Director of Prenatal Services
Sara Shields, MD, MS, Director, Inpatient Perinatal Services
Tracy Kedian, MD, Assistant Dean of Academic Achievement, Associate Professor

Summary: We will discuss the management of three common outpatient maternity issues: gestational diabetes, hypertension and obesity. Bring your most challenging case to the small group sessions, where we will delve into the specifics and apply evidence-based principles to individual cases. We will develop policies to share across sites for standardized management of these issues.

Risk management credit will be issued for this presentation only

Objectives: Participants will be able to:

- Share examples of gestational diabetes, hypertension and obesity with other UMass faculty physicians
- Cite evidence-based approaches for management of gestational diabetes, hypertension and obesity
- Improve collaboration across health center sites through discussion about maternity care best practices
- Design policies to share across health center sites for standardization of care

Caution: Women at Work!

Speaker: **Maria Michas, MD, MPH, FACOEM**, Associate Vice President/Medical Director, Employee Health Service, Occupational Injury Care and Wellness, Assistant Professor, FMCH

Summary: Join our Medical Director for Employee Health Services, Occupational Injury Care and Wellness as she presents on the health hazards affecting women in the workplace.

Objectives: Participants will be able to:

- Learn of common workplace injuries and illnesses affecting working women
- Understand the health and safety risks among special populations of working women

What Makes You Come Alive?

Facilitator: **Hugh Silk, MD, MPH**, Professor, FMCH; Learning Communities Mentor, Blackstone House; Medical Director, Primary Care Wellness Center/Community Healthlink

Summary: *"Don't ask yourself what the world needs; ask yourself what makes you come alive. And then go do that. Because what the world needs is people who have come alive."* (Howard Thurman)

In this era of political strife, health systems we can't control, and other personal hurdles, each of us still gets up and comes to work and generally likes what we do. How do we do it? How do you do it? Come to this session at the department retreat and share "What makes you come alive!"

Prior to the session - send Hugh Silk (hugh.silk@umassmed.edu) your own work or the work of people you admire in the form of poems, photos, artwork, stories, essays, etc. During the session we will read aloud and view some of these documents and images - a shared session of inspiration and motivation. Then we will take time to write, draw, sing on the same theme of coming alive and share our short-inspired pieces (55-word stories, Haiku, etc.) in a small group setting to keep the energy going. Don't miss this chance to bond with colleagues, learn from others, and raise your passion level up a notch.

Objectives: Participants will be able to:

- Incorporate poems, images, and stories into teaching and their own approach to staying motivated in medicine
- Write, draw, and/or sing short pieces that help self-identify one's personal connection to the essence of medicine that makes them come alive
- Share their creative and inspirational work with others in a supportive setting

Advancing Best Teaching Practices to Address Racism and Unconscious Bias

Speakers:

Warren Ferguson, MD, Professor and Vice Chair, FMCH
Stacy Potts, MD, Program Director, Family Medicine Residency Program and Associate Professor, FMCH
Lucy Candib, MD, Professor, FMCH
Mukti Kulkarni, MD, MPH, Assistant Professor, FMCH

Summary:

Best practices for addressing unconscious bias and racism in medical education are emerging but there is a lack of evidence-based outcomes to clearly articulate prescriptive approaches to scenarios faced by clinical faculty. In our preliminary faculty development work in the 17-18 academic year, several challenging scenarios were presented by faculty and many participants have articulated a desire for advancing their skills when approaching problems based in unconscious bias and racism. In this workshop, we will present three different scenarios raised by participants last year and will work in a collaborative way to develop solution-based approaches to advance and embrace a culture of diversity in our academic community.

Objectives: Participants will be able to:

- List three principles in common with any action taken to address racism and unconscious bias
- Describe necessary skills to provide effective formative and summative feedback to a learner who is racially or ethnically different from the teacher
- Increase comfort and confidence in addressing racism and unconscious bias

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## Panel Discussion (3-4:15)

### *Success Stories – Initiatives, Collaborations and Programs*

**Summary:** Department faculty have been active on a variety of initiatives and collaborative efforts over the past year. They will provide brief descriptions of their accomplishments, many of which will be expanded upon over the future. Time will allow for questions and discussions of future options. The session will conclude with time for participants to briefly suggest additional Success Stories which warrant our attention in the years to come.

**Moderator:** *Daniel Lasser, MD, MPH*, Professor and Chair

**Speakers:**

*Warren Ferguson, MD*, Professor and Vice Chair, FMCH - **Diversity**

*Judy Savageau, MPH*, Associate Professor, FMCH - **Mentorship**

*Tina Runyan, PhD*, Professor, FMCH – **Wellness**

*Judy Hsu, DO*, Assistant Professor, FMCH - **Project ECHO**

All – Other Success Stories of Note

**Objectives:** Participants will be able to:

- List three reasons for participating in formal training in racism and unconscious bias within clinical settings
- Discuss the impact of a formal program devoted to mentorship within an academic Department
- Articulate four strategic approaches to address burnout within a primary care setting
- List three clinical topics that could be enhanced within primary care settings through participation in Project ECHO