



# Greetings & Salutations

e-News From the Frontlines of Primary Care

Spring 2010 • Number 12

## What's Going on in Primary Care

### Ambulatory Practice of the Future to Open Doors This Summer

The Ambulatory Practice of the Future (APF) is a new primary care practice at the Mass General that will launch this summer. Open to eligible employees and dependents, the practice will test a new care model designed by a consortium of people from the MGH, the MGPO, CIMIT, the MGH Lab of Computer Sciences and the Stoeckle Center.



The APF "Clinical Core," where care teams collaborate.

The care model relies on a strong partnership between patient and care team that enables successful, proactive

prevention of disease and maintenance of wellness. The APF will use traditional face-to-face visits, as well as virtual visits, to care for their patients.

A new physical facility was designed to promote team care and enhance the patient's experience of care. In addition, an APF Innovation Program will focus on the development of new technologies and processes that will help address the challenges facing primary care providers and patients today, as well as in the future.

Rigorous evaluation will be conducted with the intention of making a significant contribution to the national health care reform discussion. Central to the APF mission is fostering collaboration with academic and industry partners who can bring their expertise to the ongoing work of designing a better future for primary care.

- [Take a Virtual Tour of the APF](#)

### Call for Ideas!

We would like your help with ideas for our monthly events:

- Speakers & Topics for Stoeckle Center Seminars
- Cases for Schwartz Center Rounds

If you have an idea, please contact the Stoeckle Center at: [stoecklecenter@partners.org](mailto:stoecklecenter@partners.org) or 617-724-8824.

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### Are you a part-time clinician?

The National Health Service Corps announced a new Loan Repayment Pilot Program for part-time clinicians.

Applications are due by **May 25**.

See FAQs, check your eligibility and submit an application at [www.nhsc.hrsa.gov/loanrepayment/halftime](http://www.nhsc.hrsa.gov/loanrepayment/halftime).

## The Stoeckle Center: Celebrating 10 Years in 2010!



**THE STOECKLE CENTER STAFF** (left to right): Rochelle Williams, Sr. Clinical Research Coordinator • Alicia Wong, Clinical Research Coordinator • Sharon Floramo, Administrative Assistant • Janice Neville, Assistant to the Executive Director • Rebecca Berman, MD, Stoeckle Center Fellow • Michael J. Barry, MD, Medical Director • Elizabeth A. Rider, MSW, MD, FAAP, Director of Programs for Communications Skills • Nicola Majchrzak, MPH, MSW, Project Manager for the Ambulatory Practice of the Future (APF) • John D. Stoeckle, MD, Friend & Mentor • Leigh Simmons, MD, Stoeckle Center Fellow • Susan Edgman-Levitan, PA, Executive Director • John Goodson, MD, Secretary of the Board • Elizabeth H. Kaplan, MPH, Project Manager • Paula Ricci, M.Ed., Program Manager, Quality and Performance Management • William Kormos, MD, Education Director • Christine Greipp, MLIS, Health Education Research Coordinator • Pat Gavin, Business Manager • Kerry Kilbridge, MD, Physician Researcher • Julie Martin, MS, Communications Manager. Not pictured: Malisa Iannino, Education Coordinator; Angelo Volandes, MD, MPH, Physician Researcher.



**THE JOHN D. STOECKLE CENTER  
FOR PRIMARY CARE INNOVATION**

*Your primary care is our primary concern.*

## Crimson Care Clinic: A Student-Faculty Collaborative Begins Pilot

In our efforts to recruit more medical students in to primary care, we are working with a group of forty Harvard medical students to start a student-faculty collaborative practice. Studies have shown that early exposure to primary care careers and mentorship, along with meaningful longitudinal experiences, make students more likely to pursue a career in primary care.



Harvard Medical School students, Emily Morell & Mekeme Utuk participate in opening night of the Crimson Care Collaborative.

We have partnered with the MGH Internal Medicine Associates (IMA) to start a student-faculty collaborative evening clinic, where medical students (precepted by faculty members) will take care of patients who do not have a primary care doctor. In addition, students are exposed to urgent care, by offering urgent care to IMA patients.

By building the practice model from the ground up, students are involved in all aspects of operations, financial planning and social services for the practice. Our weekly urgent care pilot clinic began in April with positive reports from patients and students alike! Rebecca Berman, MD, is the founder and medical director of the fledgling program. For more information, email Rebecca at [raberman@partners.org](mailto:raberman@partners.org).

## Profiles in Primary Care

### Dr. Rebecca Berman Joins Stoeckle Center Staff

Dr. Rebecca Berman joined the Stoeckle Center several months ago and is spearheading efforts to encourage medical student interest in primary care, including the new Stoeckle Primary Care Scholars summer internship program in primary care, a mentorship program for students interested in primary care, and the Crimson Care Collaborative, described above.

A graduate of HMS and the Brigham & Women's (BWH) Division of General Medicine Primary Care Residency, Rebecca served as BWH's primary care chief resident before starting at MGH.

Rebecca was the moderator for the May 13th Primary Care Town Hall meeting, sponsored by the Harvard Primary Care Working Group, a coalition of Harvard students, residents and healthcare professionals dedicated to educating the next generation of Primary Care leaders. For more information on the Working Group, go to [www.primarycareprogress.org](http://www.primarycareprogress.org).



## Awards, Accolades, and Achievements

### Stoeckle Center Leaders in Print

Susan Edgman-Levitan, PA, Stoeckle Center Executive Director, was the guest-editor of the current *Health Affairs* (May, volume 29, no.5), which is a thematic issue called, "Reinventing Primary Care." For more information and access to articles, visit [www.healthaffairs.org](http://www.healthaffairs.org) or the [Stoeckle Center website](#).

John Goodson, MD, wrote, "Patient Protection and Affordable Care Act: Promise and Peril for Primary Care," which was published in the April 19 edition of the *Annals of Internal Medicine*. [Link to full text](#)

On April 7, in *The New York Times* (Economic Scene), Michael Barry, MD, Stoeckle Center Medical Director, was quoted in the article, "In Medicine, the Power of No" by David Leonhardt. [Link to full article](#)

## Mark Your Calendar

### Thursday, May 20 • 5:30-8:00pm

Patient Experience of Care Improvement:  
**Managing Error in Primary Care**  
Sponsored by CRICO/RMF  
Open to Attending and Resident PCPs  
[Additional Information](#)  
[Mandatory registration by Tuesday 5/18](#)

### Wednesday, May 19 • 12:30-1:30pm

**Schwartz Center Rounds**  
Thier Conference Room  
"Caught in the Vortex: The All-Consuming Patient"  
Presenters: Steven Gardner, MD; Judith Goldstein, RN; and Erin Smith, LICSW  
RSVP to Pat Gavin: [mgavin@partners.org](mailto:mgavin@partners.org)

### Tuesday, May 25

Deadline for applications for **NHSC Loan Repayment Pilot Program** for part-time clinicians. See details, opposite side.

### Wednesday, May 26 • 5:30-8:30pm

**Knowledge Sharing Dinner**  
East Garden Room, MGH  
"Leadership and Team-building"  
Presenter: Tony Suchman, MD, MA, FACP  
RSVP to Kathy at [kpeckham@partners.org](mailto:kpeckham@partners.org)

### Thursday, May 27 • 6:00pm

**Cabot Lecture**  
Countway Library, HMS  
"The Effect of the Practice Environment on Well-being (The Patient's AND Yours!)"  
Presenter: Tony Suchman, MD, MA, FACP

### Friday, May 28 • 7:45-9:00am

**Stoeckle Center Seminar**  
Yawkey 10-660, MGH  
"Creating a Workplace Culture the Fosters Relationship Centered Care"  
Presenter: Tony Suchman, MD, MA, FACP

### Wednesday, June 16 • 12:30-1:30pm

**Schwartz Center Rounds**  
Thier Conference Room

### Thursday, June 17 • 5:30-8:30pm

**Knowledge Sharing Dinner**  
The Colonnade Hotel, Boston

### Friday, June 25, 7:30-9:00am

**Stoeckle Center Seminar**  
Yawkey 10-660  
"Enhancing EMPATHY in Healthcare Delivery"  
Dr. Helen Riess, MGH  
RSVP Requested