“Catchy Name” Newsletter*

What's Going On In Primary Care

About the Newsletter
The John D. Stoeckle Center for Primary Care Innovation is launching this newsletter for everyone in primary care at MGH. We hope to strengthen the sense of community among the people who work in all of our primary care practices and to share exciting information about what is happening across our practices. The newsletter will be a brief bimonthly publication sent to everyone who works in primary care at MGH via email. Hard copies will also be sent to the practices to place in staff mailboxes, in lunchrooms, and to share with your patients. We hope you enjoy it!!

Primary Care Coordinating Committee
Peter Greenspan, MGPO Associate Medical Director for Primary Care, convened the Primary Care Coordinating Committee two years ago to provide a forum for key players in primary care to share information and respond to the needs of the primary care community. The group includes representation from PCOI, General Internal Medicine, the Stoeckle Center for Primary Care Innovation, Primary Care Administration, and Physician Practice Management & Service Improvement. Current projects include improving quality of life of MGH PCPs, understanding and responding to the CAHPS patient experience of care survey data, and coordinating other pilots and initiatives. Dr. Greenspan also leads a similar group for pediatric primary care.

Upcoming Primary Care Events At MGH

General Medicine Grand Rounds: Empathy in the Patient-Doctor Relationship
Speaker: Helen Riess, MD and Carl D. Marci, MD
When: Friday, March 10, 7:45-9:00am
Where: Walcott Conference Room (Wang 125)
Note: Dr. Stoeckle will be receiving an award from the Endowment for the Advancement of Psychotherapy for his work in promoting mental health issues in primary care.

Ambulatory Practice of the Future/Stoeckle Center Seminar: Reflections of a Partnership: The Cancer Center Patient and Family Advisory Council Experience
Speaker: Jacqueline Somerville, RN, Michael Anderegg, Katie Binda, LICSW, & Patients
When: Wednesday, March 22, 4:00-5:00pm
Where: Ether Dome

Stoeckle Center Seminar: The Power of Apology
Speaker: Lucian Leape, MD, Harvard School of Public Health
When: Friday, March 24, 7:45-9:00am (breakfast at 7:30)
Where: Walcott Conference Room (Wang 125)

* We’re looking for a “catchy” name for our newsletter and want your help! Submit your ideas to stoecklecenter@partners.org by March 31st and the winner will receive an iPod!
Profiles In Primary Care

Clinician Profile – John D. Stoeckle, MD

Since his retirement from clinical practice in 2001, Dr. Stoeckle has continued his lifelong work to better understand the patient-doctor relationship and improve the quality of primary care. His current projects include a comprehensive history of outpatient care at the MGH and scholarly papers on the challenges of interpersonal care in an era of rapidly advancing technology and exploding health information. His textbook, The Clinical Encounter, continues to be used by medical students across the country, and the manual Doctoring Together (co-authored with fellow MGHers Larry Ronan and Carol Ehrlich) was published in 2002. Dr. Stoeckle continues to teach students in the outpatient rotation of the medicine clerkship and still receives occasional requests for guidance from his former patients. His office is located on the 9th floor of 50 Staniford Street, where he is a valuable mentor to faculty and staff in the Stoeckle Center.

Administrative Profile – The Staff at MGH Back Bay

We Are One! That’s the new motto of the MGH Back Bay. It’s all about teamwork and working together to achieve shared goals. Lisa Brugnoli-Semeta, RN, Nurse Manager and Administrative Director of the MGH Back Bay and her staff went through an amazing process of growth and transition last spring. Sandra St. Fleur from the Ambulatory Care Practice Support unit led the staff through 12 weeks of intense 1-hour sessions to help them transform into a unified team. The outcome? The staff is much more satisfied and feels valued in their jobs. Each person knows what unique characteristics and attributes they and their teammates bring to the practice. Everyone is more open with each other and comfortable communicating honestly about what’s working well and what’s not. And when something’s not working well, the staff is empowered to work together to make the necessary changes. Proof of this can be seen in the 25% decrease in sick days taken by the staff and comments from patients about the efficiency and pleasantness that radiate throughout the practice. Congratulations to the staff at MGH Back Bay for all of your hard work and great success!!

Primary Care In The News

Patient Experiences in Primary Care Survey Results To Be Publicly Released in March

Massachusetts Health Quality Partners (MHQP) will release results from the first ever statewide survey of patients’ experiences with primary care physicians, giving Massachusetts residents access to data on over 400 adult and pediatric practices across the state based on feedback collected from more than 50,000 patients. This is the largest patient experience survey ever done in Massachusetts. Visit the MHQP website (www.mhq.org) beginning on March 9th to easily search for survey results for your doctor’s office by doctor’s name or the name of your doctor’s office.