

# Family Medicine Residency Program at UPMC Williamsport



## Quality Improvement and Patient Safety

### Quality Improvement

“Quality is never an accident; it is always the result of high intention, sincere effort, intelligent direction, and skillful execution. It represents the wise choice of many alternatives.” - William A. Foster

### Family Medicine Residency Program at UPMC Williamsport: Mission

To develop highly competent and compassionate family physicians by providing an exceptional learning environment governed by collegial dialogue and academic exchange, which promotes an atmosphere of professionalism and life-long learning to serve the health needs of our community and region.

### Family Medicine Residency Program at UPMC Williamsport: AIMS

- Develop highly competent and compassionate family physicians from diverse backgrounds who can provide care to patients in a variety of clinical settings (full spectrum with/without obstetrics, outpatient, hospitalist, as well as international and underserved).
- Create and supply a robust primary care network of family physicians to serve the health needs of our community and region.
- Build a supportive working and learning environment that helps physicians grow as role models for professionalism, care, and compassion.
- Foster a culture that focuses on the well-being of the individuals and their families in our clinical and academic community.
- Deliver outstanding patient safety and high quality, cost-effective care through residency training.

### Quality Improvement and Patient Safety Curriculum Goals

Quality improvement and patient safety principles are integrated into all of the Family Medicine Residency Program curriculums with increased focus found in the Community Medicine, Scholarly Activity, and Practice Management curriculums. A few examples include:

- Provide patient care in a compassionate, appropriate, and effective way for the treatment of health problems and the promotion of overall health and well-being.
- Explain how socioeconomic, cultural, and family dynamics can influence the health of an individual and the overall health of a community.
- Develop the skills to analyze reports related to individual and practice-related productivity, financial performance, and clinical quality.
- Learn to address population health, including the evaluation of health problems in the community.
- Exhibit skills in locating resources, analyzing research, obtaining information about diagnostic and treatment effectiveness, and applying evidence from pertinent clinical studies to one's patient panel.
- Establish a foundation of lifelong learning while actively contributing to the field of evidence-based medicine.
- Become knowledgeable about quality improvement, patient safety, coordination of care with a health system, and population health.



## Quality Improvement and Patient Safety Curriculum Overview

### All years of residency training:

- Participate in a didactic series focused on health care disparities, transitions of care, patient safety, and health care quality.
- Participation as team members in root-cause analysis and the Peer Review Committee as situations arise in real-time clinical activities.
- Utilization of patient safety and quality measures as evidenced in the electronic health record in outpatient and inpatient settings.
- Review of data regarding patient population quality metrics and benchmarks.
- Participate in safe transitions of care utilizing the iPass method of care transitions in the inpatient setting.
- Involvement in monthly quality improvement group activities where residents and faculty design quality improvement projects using fishbone diagrams and PDSA cycles. Examples include:
  - > IMPLICIT/Interconception Care: Beth Anderson and Dana Kirschner, faculty supervisors
  - > Chronic Pain/MOUD Protocols: John Boll, faculty supervisor
  - > EpicCare Templates: Tim Heilmann, Glenn Klucka, and Luan Pham, faculty supervisors
- Participate in the dissemination of quality improvement and patient safety information whether locally, regionally, or nationally as the situation arises.
- Participate in ABFM requirements for Knowledge Self-Assessment and PPM module completion.
- Attend quarterly Family Medicine Residency business meetings with staff and faculty members to discuss practice-related policies and procedures, business and service goals, practice efficiency and quality, and review patient safety data.

### PGY 1

- During the Community Medicine rotation, residents will visit local resources that address health care disparities and social determinants of health within our patient population.
- Residents perform a project where they learn about community resources and disseminate this information throughout the residency.
- Residents undergo training in patient safety, including the responsibility to report patient safety events and near misses through the health systems reporting method, Riskmaster.

### PGY 2

- Prepare and present a Morbidity and Mortality Improvement Conference in a confidential peer-review setting where residents utilize principles of quality improvement and patient safety to perform an in-depth analysis of a patient case using the six core ACGME competencies, fishbone diagrams, and develop a plan for improvement.

### PGY 3

- Practice management rotation where residents formally meet with the family medicine office population health coordinator to polish skills in utilizing patient panels to update specific disease registries and Care Gaps.
- Prepare the Clinical Pathology Conference (Visiting Professor Presentation) which is a case presentation presented to the regional medical staff.
- Participate as a team member with a patient safety investigation within the health system with the Director of Patient Safety.
- Attend two meetings from the following UPMC Williamsport committees: The Patient Event Committee, SHMG Quality and Safety Committee, or CQI Meeting.



## Family Medicine Residency Program at UPMC Williamsport: Scholarly Activity 2020-2021

### Conference Presentations (abstracts, posters, and presentations)

- Heilmann, T. *Statistical Analysis of Application Data to Guide Residency Match Ranking*. STFM Annual Spring Conference. May 2021.
- Kruse, T, J Boll, & T Heilmann. *Introduction of a Telehealth Protocol in an Academic Setting*. UPMC 3rd Annual GME Quality and Safety Symposium. April 2021.
- Anderson, E. Lifestyle Medicine and Nutrition. Presentation at the Annual PAFP Conference, November 2020.
- Schifferli, J. *Obesity is a Disease*. Presentation at the Annual PAFP Conference, November 2020.
- Rickard, R. C Glagola, Z Speakman, C Tuller, & E Anderson. *Improving Breastfeeding Success by Timely Follow-up: A Quality Improvement Project*. Poster Presentation at Family Medicine Education Consortium, Virtual Meeting, 2020.
- Speakman, Z, D Kirschner, and J Boll. *Standardizing Induction of Labor Practices and the Impact on Cost: A Quality Improvement Project*. Poster presentation at Family Medicine Education Consortium, Virtual Meeting, 2020.

### Other Presentations (grand rounds, invited professorships)

- Kaderli, B, J. Verzella, C. Glagola, & O. Fladmark. "How to deliver a breech baby", video submitted and accepted for publication by AFP, April 2021. Accessed at <https://youtu.be/45cDt8QIXiO>
- Keenan, W. Disorders of Hair, Pigmentation, and Scarring in People of Color. UPMC Susquehanna Visiting Professor Series, May 2021.
- Barrett, J. Trauma and Chronic Pelvic Pain in Women: An Important Discussion. UPMC Susquehanna Visiting Professor Series, May 2021.
- Speakman, Z. A Nervous New Mom: When Nerves are Not the Problem. UPMC Susquehanna Visiting Professor Series, April 2021.
- Piras, C. *Diabetes 1 ½: We don't know the ½ of it*. UPMC Susquehanna Visiting Professor Series, April 2021.
- Kruse, T. *This Back Pain is Killing Me: Prevention and Treatment of Chronic Pain With and Without Opioids*. UPMC Susquehanna Visiting Professor Series, March 2021.
- Lazar, K. *A Chronicle of Congenital Heart Disease*. UPMC Susquehanna Visiting Professor Series, March 2021.
- Glagola, C. *Dermoscopy: Shedding Light on a Useful Tool for Primary Care Providers*. UPMC Susquehanna Visiting Professor Series, March 2021.
- Bazydlo, K. *An Interesting Case of Acute Altered Mentation*. UPMC Susquehanna Visiting Professor Series, March 2021.
- Keenan, W. *Dermatology Update 2021*. UPMC Susquehanna Visiting Professor Series, January 2021.
- Klucka, G. Pediatric Board Review. PCOM COMLEX Board Review Virtual Lecture, November 2020.
- Klucka, G. Pediatric Upper Airway Diseases. Susquehanna Regional EMS CME, October 2020.
- Boll, J. Health Disparities: *Social Determinants of Health...Am I a Racist?* UPMC Susquehanna Visiting Professor Series, October 2020

### Chapters or Textbooks

- Boll, J and R Glick. "Chronic Pain Management." *Currents in Family Medicine*. Ed 5, McGraw Hill, 2020



## Grants

- Schifferli, J & E Anderson. Clinical Transformation 2021: The Beckwith Institution – Grant application for Lifestyle Medicine Residency Curriculum, March 2021
- Krueger, S & B Kaderli. Point of Care Ultrasound Grant, 2021
- Boll, J & T Guillaume. Laurel Health Foundation & Susquehanna Health Foundation Grant for Rural Training Track Development, 2021
- Reich, JC, J Boll, & C Lenhart. *Health Beliefs and Cancer Screening Among Anabaptists of Central Pennsylvania*. Rural PREP Micro Research Grant.

## Committees or Governing Boards in National Medical Organizations

- Anderson, E. Lycoming County Medical Society, Board Member and Treasurer
- Boll, J. River Valley Health and Dental Center, Board Chair
- Heilmann, T. Lycoming County Medical Society, Board Member, President-elect
- Heilmann, T. American Medical Group Association, Chair, CIO/CMIO Leadership Council
- Heilmann, T. Pennsylvania eHealth Advisory Board
- Keenan, B. Lycoming County Medical Society, Board Member
- Klucka, G. Peer Review, JAOA.
- Rogers, M. PAFP Board of Directors, Board Member and Member of Subcommittee for Governance and Leadership Committee
- Rogers, M. Lycoming County Medical Society, Board Member

## Responsibility in seminars, conferences, and course coordination

- Kaderli, B. Point of Care Ultrasound Course Coordination, 2021
- Boll, J. Providing Hope with Chronic, Non-Malignant Pain, Symposium at Lewistown Family Medicine Residency, 2021
- Keenan, B. Williamsport Family Medicine Residency Dermatology Course Coordination
- Knarr, N. Williamsport Family Medicine Residency Community Medicine Course Coordination, 2018 to present.
- Schifferli, J & T Heilmann. Advanced Life Support in Obstetrics Course Coordination in Williamsport, PA, February 2019, June 2020, & March 2021.
- Verzella, J, J Schifferli, & D Kirshner. Williamsport Family Medicine Residency Prenatal Protocols Revision, 2020.

## Quality Improvement Projects

- QI Noonday Groups
  - > Williamsport Family Medicine Residency EpicCare Templates – Faculty – L. Pham, T. Heilmann, J. Verzella, and G. Klucka; Residents - Enoch Tse, and Olivia Fladmark
  - > IMPLICIT/Interconception Care/4th Trimester Care – Faculty – B. Anderson, D. Kirshner, J. Schifferli, B. Kaderli; Residents - Zuma Speakman, C. Morgan, J. Cooper, Craig Tuller, Crystal Piras, Mike Harvey, Cam Glagola, Rebecca Rickard
    - LARC Implementation prior to PP Discharge
    - Fourth Trimester Care Pilot



- > Chronic Pain/MOUD – Faculty – J. Boll; Residents - Nick Gorski, Todd Kruse, D. Schuler, T. Barber
  - Developed office protocols for medications for OUD
  - Update of Controlled Substance Agreements and Office Visits
- De Novo QI Projects
  - > Improving Breastfeeding Success by Timely Follow Up - Rickard, R. C Glagola, Z Speakman, C Tuller, & E Anderson
  - > Cost of Labor Induction – Z. Speakman, D. Kirschner, and J. Boll
  - > UPMC Susquehanna COVID-19 Osteopathic Manipulative Treatment (OMT) Protocol – J. Barrett, G. Klucka, and A Mccallister.
  - > Prenatal Protocol Development – D. Kirschner, J. Verzella, and J. Schifferli
- Departmental QI Projects
  - > Office visits and Controlled Substance Agreements Up To Date in Patient Care – Involved the whole FM residency department
  - > Initiating Screening for Social Determinants of Health – Faculty Mentors – N. Miele-Knarr, T. Heilmann, & J. Boll. Residents – T. Barber.
  - > Dermatology Tracking System for Labs and Pathology Specimens – B Keenan
  - > Updating Pediatric Well Child Visits – Involved the whole FM residency department
  - > Calculating BMI for patients in our office practice – Involved the whole FM residency department
  - > METRIC QI Project for Hypertension – Faculty Mentor – Tim Heilmann
  - > Initiation of Telehealth Visits during COVID-19 Pandemic – Faculty Mentor – T. Heilmann, J. Verzella, and J. Boll. Resident – T. Kruse
- UPMC Susquehanna QI Projects
  - > SHMG Specialist Communication with PCP/Referring Provider – T. Heilmann
  - > SHMG Primary Care Office Re-recognition as PCMH – T. Heilmann, Project Director