

Office for Primary Care

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Is Your Practice Patient-Centered?

Office for Primary Care Evaluates “Medical Home” Model

There is increasing buzz about the “medical home.” It is a concept that originated in pediatrics in 1968 and was initially focused on the care of children with special needs.

More recently, the American Academy of Family Physicians, the American Academy of Pediatrics, the American College of Physicians and the American Osteopathic Association issued joint principles that define the key characteristics of a patient-centered medical home (PCMH). And, the National Committee for Quality Assurance (NCQA) is offering practices the opportunity to become certified as patient-centered medical homes based on criteria it compiled.

The patient-centered medical home is an embodiment of the philosophy of primary care: a place where patients can easily access coordinated, comprehensive, quality care. There is growing evidence that practices that adopt these principles realize substantial benefits including higher quality care, lower costs, fewer disparities in patient care and treatment, higher patient satisfaction as well as enhanced provider satisfaction and quality of work life.

Consequently, the Office for Primary Care (OPC) is investigating this closely. Jeanne McBride, RN, BSN, MM, quality improvement manager for OPC, and Dennis Dimitri, MD, member of the OPC Executive Committee, are implementing an initiative to take inventory of our primary care practices, scoring them using the NCQA criteria.

Early results indicate wide variety among our practices. Through the inventory, OPC is seeking to raise awareness of medical home principles, define our current state, and identify opportunities for helping practices reach the goals of a patient-centered medical home. It is hoped as well that as these innovations are tested at UMass Memorial Health Care and nationally, data will emerge that indicate which features of the criteria are most valuable to implement.



Practice Improvement Corner

Diabetes Collaborative Launched

People with diabetes experience a disproportionate burden of morbidity and mortality. A corollary of this is that they become intensive utilizers of health care resources. Diabetes has a high and growing prevalence in the adult population and more than 60 percent of ambulatory visits for diabetes occur in primary care. Despite years of education and hard work by health care providers and patients, opportunities for improvement exist. The Office for Primary Care (OPC) would like to help our providers and patients make these improvements.

Continued on page 2

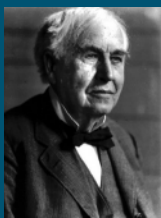
The Office for Primary Care is supported by UMass Memorial Health Care and UMass Medical School.

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By the Numbers:

Over the last 10 years 56 percent of the residents who trained at UMass Medical School in pediatrics or medicine-pediatrics chose careers in primary care.



“The doctor of the future will give no medicine but will interest his patients in the care of the human frame, in diet and in the cause and prevention of disease.”

Thomas Edison

Send in a medical quote. If we publish it, you win a prize!
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Practice Improvement Corner — Continued from page 1



Ronald Adler, MD

Ronald Adler, MD, OPC director of primary care improvement, is leading a Diabetes Collaborative Project to improve the management of patients with diabetes in six primary care practices in the UMass Memorial Health Care system. The Diabetes Collaborative Project will build on current resources and strengths within the system and participating practices. Diabetes care will be delivered using the planned care model of chronic disease management that is evidence based, guideline driven, and includes a care team with an informed and actively engaged patient. Participating practices will have support to: improve office processes; offer diabetes group visits and on-site diabetes education; and generate data to monitor and sustain improvement gains.

In addition to Dr. Adler, the project team includes Chris Cernak, RN, certified diabetes educator, UMass Memorial Diabetes Center; Jeanne McBride, RN, BSN, MM, OPC quality improvement manager; and Francis Wanjau, OPC analyst.

The Diabetes Collaborative Project held its first meeting September 10 with the participating practices of Shrewsbury Primary Care, Shrewsbury Family Practice, Barre Family Health Center, Benedict Primary Care, Hahnemann Primary Care and Hahnemann Family Health Center. Improvement outcomes and lessons learned will be shared with the UMass Memorial community.

What Is On Our Plate?

- In our last issue, we described the three-year Title VII grant that OPC was awarded to develop a quality curriculum. QuIC, the quality improvement curriculum in development for medical students, residents, faculty and community physicians, is being rolled out this academic year.

Medical students were alerted to the new curriculum during orientation and will begin to see QuIC segments in their classes. Residents and faculty will see QuIC information in a variety of settings including grand rounds, retreats, department meetings and quality improvement projects. Additional materials and resources will be coming on line in the near future.

- More than 200 primary care physicians responded to our first Needs Assessment Survey. Thank you for your responses to the questions and for your thoughtful comments. Analysis is just beginning, and we will share our results as they become available. We expect to identify a few targeted items where additional resources could help practices tackle problems most important to them.

Welcome New Colleagues!



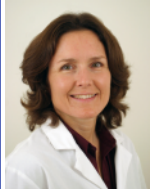
Ellen Charmaine Pastrano, MD

Family Medicine

Community Health Connections Family Health Center, Fitchburg

Medical School: St. Louis University College of Medicine

Residency: UMass Memorial/UMass Medical School



Katherine Riggert, DO

Family Medicine and Sports Medicine

Community Health Connections Family Health Center, Fitchburg

Medical School: University of New England College of

Osteopathic Medicine

Residency: Middlesex Hospital, University of Connecticut

Fellowship: UMass Memorial/UMass Medical School



Carolyn Stalvey, MD

Internal Medicine

Benedict Primary Care – University Campus

Medical School: University of Florida, College of Medicine

Residency: University of Florida, College of Medicine

Become a part of the health care solution:

Volunteer at a community health center

Family Health Center of Worcester, Inc., a multi-service, federally qualified health center, is seeking physicians interested in volunteering to serve the local immigrant and refugee population at the site. For more information, contact Matthew Collins, MD, vice president of medical services, at matthew.collins@umassmed.edu or call Sherry Coldren at 508-860-7898.

Quality Care Begins With Primary Care

The Office for Primary Care will create, strengthen and integrate activities across the health care system and the medical school to ensure a robust primary care network that will serve as the main portal of care to patients and will provide excellence in teaching and research.