

## Office for Primary Care

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## From the Statehouse to Central Mass., Efforts Focus on Increasing Primary Care Providers

Health care reform in Massachusetts means that more people are insured. Many have not previously had health insurance. While that means reform is working, it also puts even more pressure on the primary care system, which was already challenged to meet patients' needs.

The goal now is to focus attention on ways to improve access to primary care services. At the state level, another law on reform enacted this summer — Chapter 305 of the Acts of 2008 — called for the creation of a Health Care Workforce Center at the Department of Public Health. Recent cuts in the state budget have curtailed some initiatives, but as of press time, funding remained for this new workforce center.

Because medical school debt can be a deterrent to choosing a career in primary care, the Health Care Workforce Center will administer a new loan repayment program for doctors and nurses who commit to practicing certain specialties, mostly primary care, in medically underserved areas in Massachusetts.

The new law also calls for UMass Medical School to develop a master plan to expand enrollment and increase internships and residencies for graduates who are committed to

[Continued on page 3](#)

## State-of-the-Art Medicine/Pediatrics Practice Opens in Westborough



*Pictured at the open house are (from left): Susan Fine, MD, David Carlson, MD, David Remis, MD, and John McCahan, MD. Dr. Fine will join the practice in 2009.*

Physicians in the UMass Memorial Community Medical Group medicine/pediatrics practice in Westborough welcomed their colleagues to an open house November 17 at their new office building at 33 East Main Street.

Susan Fine, MD, David Carlson, MD, David Remis, MD, and John McCahan, MD, welcomed the guests to their new offices, which are just across the street from the former practice site.

“This new facility offers patients more spacious

accommodations, with 14 state-of-the-art exam rooms, each of which has PC access to support the Allscripts EMR system,” said William Corbett, MD, vice president, community practices. In addition, the new office was built with a Resident Library to accommodate as many as 16 residents who rotate through the practice.

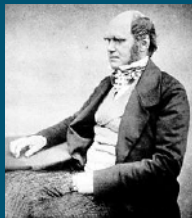
Among the guests attending the open house were Michael Collins, MD, chancellor, Terence Flotte, MD, executive deputy chancellor and dean, and Deborah DeMarco, MD, associate dean, Graduate Medical Education, UMass Medical School. Also among the guests were Daniel Lasser, MD, senior vice president for primary care, UMass Memorial Medical Center, Marianne Felice, MD, chair, Department of Pediatrics and physician-in-chief, Children's Medical Center, and Jack Wilson, president, University of Massachusetts.

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

### Contact Us:

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**"It is not the strongest of the species that survive, nor the most intelligent, but the ones most responsive to change."**



Charles Darwin

Kathryn Lee, MD, submitted the Darwin quote above. Dr. Lee, who works at Hahnemann Family Health, will receive a \$20 gift certificate to Barnes and Noble booksellers.

Send in a medical or inspirational quote. If we publish it, you win a prize!  
officeforprimarycare@umassmemorial.org



## Practice Improvement Corner

### Flu Season Challenges Providers

#### Efficiency Can Ease the Pain

Flu season is just beginning and practices are gearing up for vaccinating all recommended patient populations. This can be a challenging task with limited practice resources. Here are tips for improving efficiency, increasing vaccination rates and enhancing revenue — a win-win for your patients and practice.

- Use Massachusetts Department of Public Health (MDPH) standing orders and screening questionnaires to reduce patient waiting time, facilitate documentation and increase capacity. (See links below.)
- Give patients the screening form at registration or check-in to be completed while waiting to be called for the vaccine.
- Post informational fliers in your waiting room and exam rooms about recommendations for receiving the flu vaccine and contraindications.
- Set up special flu shot hours. For example, set aside a specific area with needed supplies for two hours on Tuesday afternoons.
- Proactively contact your high-risk patients and encourage them to set up a nurse appointment allowing you to better plan for the demand. Create a schedule template for these nurse visits. For example, two immunization visits at the top of the hour (6 x 2 = 12 visits/day x 5 days = 60 vaccinations a week x 12 weeks = 720 possible vaccines administered during flu season).

### Forms, Orders, Screening Tools for Flu Season

#### Model Standing Orders

[http://www.mass.gov/Eeohhs2/docs/dph/cdc/immunization/mso\\_inactivated\\_flu.pdf](http://www.mass.gov/Eeohhs2/docs/dph/cdc/immunization/mso_inactivated_flu.pdf)

[http://www.mass.gov/Eeohhs2/docs/dph/cdc/immunization/mso\\_laiv.pdf](http://www.mass.gov/Eeohhs2/docs/dph/cdc/immunization/mso_laiv.pdf)

[http://www.mass.gov/Eeohhs2/docs/dph/cdc/immunization/mso\\_ppv23.pdf](http://www.mass.gov/Eeohhs2/docs/dph/cdc/immunization/mso_ppv23.pdf)

[http://www.mass.gov/Eeohhs2/docs/dph/cdc/immunization/mso\\_emergency\\_treatment.pdf](http://www.mass.gov/Eeohhs2/docs/dph/cdc/immunization/mso_emergency_treatment.pdf)

#### Model Standing Order Screening Tools

<http://www.immunize.org/catg.d/p4066.pdf>

<http://www.immunize.org/catg.d/p4067.pdf>

For up-to-date information for health care providers, please call the MDPH Division of Epidemiology and Immunization at 617-983-6800 or toll-free at 888-658-2850.

## Students Plan Annual Dinner

Each year, medical students at UMass Medical School form a committee to plan the popular Annual Primary Care Dinner. Students are looking forward to meeting and spending time with members of the primary care faculty and community primary care providers at the December 2 event.

Linda Sagor, MD, MPH, division director for general pediatrics at UMass Memorial Medical Center, is the featured speaker. Her talk is titled “Myths, Memories and Emerging Models.”

Dr. Sagor is the founder and a director of the FaCES Clinic, Foster Children Evaluation Services. She is also the recipient of the 2008 UMass Medical School Leonard Tow Humanism in Medicine Award and the 2009 Worcester District Medical Society Clinician of the Year Award. Dr. Sagor is also a member of the Office for Primary Care Executive Committee.

The event is supported by the Office of Medical Education, the Meyers Primary Care Institute and the Office for Primary Care.

## Welcome New Colleagues!



**Don Lapenas, MD**

**Internal Medicine**

Wing Medical Center, Wilbraham, MA

Medical School: University of Pittsburgh School of Medicine

Residency: University Health Center Hospitals, Pittsburgh, PA

Residency: Baystate Medical Center, Springfield, MA



**Kenneth Dangman, MD, PhD**

**Internal Medicine**

Wing Medical Center, Palmer, MA

Medical School: University of Connecticut School of Medicine

Residency: Baystate Medical Center, Springfield, MA

Residency: University of Connecticut Health Center

### From the Statehouse to Central Mass. —

Continued from page 1

work in primary care and in underserved regions. UMass Medical School had already begun to implement an increase in medical student enrollment and now representatives of the Dean’s Office of the School of Medicine are working with the Office for Primary Care and others to develop the elements of this master plan.

Representing the Medical School, staff from the Office for Primary Care and MassAHEC — a statewide network focusing on health care workforce development initiatives — are participating in the next phase of Boston Mayor Thomas Menino’s Initiative on Improving Primary Care Access. Although the initiative originated in response to access issues in Boston in particular, the challenges are similar across the state, and the role that the medical school can play in training primary care physicians has an impact no matter what the geographic location.

At UMass Memorial Health Care, the UMass Memorial Medical Group’s physician recruiting office now has staff dedicated to primary care. Recruitment efforts are being coordinated across the medical system to demonstrate to potential candidates the breadth of career choices available here.

Those involved in recruiting have begun to see more candidates, and, as the *Primary Care News* “New Colleagues” feature has reported, new primary care physicians are joining our hospital-based and community practices at the Medical Center and at our member hospitals.

## 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.