

# Family Matters



*Join Us in Celebrating!*

## Family Medicine Residency Graduation *and* Intern Welcome Brunch

— Congratulations —

*Mahnaz Ali  
Leila Ali-Akbarian  
Luis Cruz  
Christine Kneisel  
Jessie Pettit  
Ted Prier  
Sarah Wallick*

Please RSVP to Rosa by June 26

Sunday, June 28, 2009 . 11:00 am to 2:00 pm  
Hotel Congress, 311 East Congress Street, Tucson, AZ

### ***UA/UPHK GME Consortium Family Medicine Residency***

The UA/UPHK GME Consortium Family Medicine Residency program has been approved by the Residency Review Committee for Family Medicine. The new program, which was approved for six residents in each of the three years of training, will be based at University Physicians Hospital at the Kino Campus. Vic Weaver is the Program Director with Julia Hardeman acting as Associate Director. The first class of

residents will begin training in July 2010. The program differentiates itself from the existing UA Family Medicine Residency by its focus on rural practice with rural rotations taking place throughout Arizona. Residents will be required to complete two of their 12 months each year in rural settings in Arizona or other locations throughout the United States. These rotations will include two-months of rural health, two-months of electives, 1-month of obstetrics, and one-month of emergency medicine. Site visits have been conducted in several locations including Safford, Green Valley, Nogales, Yuma, and Polacca. Recruitment for the new program will kick off with Vic Weaver heading to Kansas City next month to exhibit at the AAFP National Conference for Residents and Medical Students. Residents can apply to the new program this fall through ERAS.

June 2009

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## Check it out: [www.fcm.arizona.edu](http://www.fcm.arizona.edu)

The new FCM website is up and running. The Informatics Group led by Steve Machtley spearheaded the project. Thanks to the Group which includes Sarah Allen, Yontaek Choi, Eden Jaeger, Nazanin Knudsen, and Patricia Philbin. We appreciate your hard work in revamping the website. Special thanks also go to Kitty Aparicio, Heidi Meyer, Cecilia Urquides for their input in making the site “residency friendly.” This project is still a work in progress so send your input and/or comments to [fcmmit@email.arizona.edu](mailto:fcmmit@email.arizona.edu). Great job everyone!



### Spotlight on Intern Brian Martin...

Our roving reporter, Rosa Espinoza, touched base with Dr. Martin to find out a few things you might not know. In his own words...I am a native “desert rat” with my family moving to Tucson in the 1920s. I grew up outside of Phoenix but now call Tucson home after attending undergraduate and medical school here. I did escape Arizona, however, for two years to work in Washington, D.C. at the National Institutes of Health. There I worked on a bug called Loa loa--I know it sounds made up but it actually is an extremely prevalent parasite in Africa. I came back because I missed the sun and the great year round weather for the activities I enjoy. I am an avid backpacker and have hiked more than a dozen trails in the Grand Canyon. I also enjoy golf when I can find the time and in the past couple of years have picked up both mountain biking and road cycling. I am married and my wife, Janelle, is a resident in the anesthesiology department. When she finishes and becomes “My Sugar Momma” I plan on retiring to golf and eat Mexican food all day. For you interns, my three favorite authentic Mexican restaurants are Mi Nidito, Michas, and El Minuto all on the south side of Tucson (not too far from Kino) and have to add a plug for Bison Witches as my favorite place to grab a great sandwich and beer in town. Just be careful wearing scrubs all the time, it’s easy to pack on the weight and new pants get expensive.

### UMC Patient Satisfaction

The University Medical Center contracts with Press Ganey to conduct Patient Satisfaction Surveys of patients admitted to UMC. The survey questions related to physician services included: Time physician spent with you; Physician’s concern for your questions and worries; How well physician kept you informed; Friendliness, courtesy of physician; and Skill of physician. Results were presented for 29 different services. Family Medicine ranked in the 99th percentile in all of the areas over the time period of January 1 thru May 31, 2009 based on the large Press Ganey database of hospital results. Press Ganey is a consulting firm specializing in measurement and improvement solutions to support the quality improvement efforts of healthcare organizations.

### Resident Retreat

Family Medicine Residents participated in a week of events that culminated in an afternoon wine tasting tour in Sonoita and lunch at the Velvet Elvis in Patagonia. This important team-building exercise was a big hit and is sure to be repeated next year.



## Re-Grouping on Block Schedules

While working to implement the new block schedule format, we came upon some scheduling challenges. In order to make vacations and rotation assignments flow more smoothly, the block starting dates have been changed from Wednesdays to Mondays. This will mean Since the academic year starts on Wednesday, July 1, in order to make this work, the first week of the first block will be a couple days short. The remaining 12 blocks will all be exactly four weeks long. The new dates for the 13 blocks are shown at the right. Be sure to plan ahead as clinic schedules already are being set for November and beyond so be sure to get your floating holiday and in-town elective clinic day requests to Sherry as soon as possible.

Block 1 — July 1 - July 26  
Block 2 — July 27 - August 23  
Block 3 — August 24 - September 20  
\* Block 4 — September 21 - October 18  
\* Block 5 — October 19 - November 15  
Block 6 — November 16 - December 13  
Block 7 — December 14 - January 10  
Block 8 — January 11 - February 7  
Block 9 — February 8 - March 7  
Block 10 — March 8 - April 4  
Block 11 — April 5 - May 2  
Block 12 — May 3 - May 30  
Block 13 — May 31 - June 27

\* R2 and R3 Core months

## Professionalism

We will begin pilot testing a new professionalism survey tool as a mechanism for expanding on how we address several of the six ACGME competencies — Patient Care, Medical Knowledge, Practice-Based Learning and Improvement, Interpersonal and Communication Skills, Professionalism, and Systems-Based Practice. This tool will be incorporated into some of the shadowing sessions and will be administered to residents in an anonymous, peer to peer assessment. Some of the items addressed include truthfulness, adherence to ethical principles, accountability, appearance, interactions, teamwork, relationships, motivation, concern for others, to name a few. This should prove to be an interesting learning experience for all.

## Looking for an Elective? Consider Kayenta...

A four week elective is available for residents interested in primary care, international health, or rural medicine. Residents will work in an isolated, rural IHS clinic serving primarily underinsured on uninsured Native Americans on the Navajo Reservation. All residents will be supervised by one of our board certified family medicine physicians. Participants will have the opportunity to participate in general primary care clinics, adolescent health clinic, urgent care and the ER. In addition, they will have the opportunity to work on a community health project and will work with our public health nurses doing home visits.



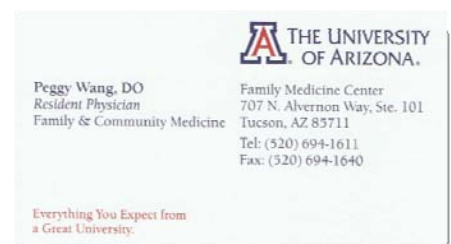
### Rotation Objectives:

- Residents will be able to recognize health problems unique to the Navajo Reservation
- Residents will be familiar with the challenges of rural medicine
- Residents will become familiar with practicing medicine in resource poor settings
- Residents will develop an understanding of how primary care fits into broader public health goals
- Residents will learn how to navigate the Indian Health Service clinic and hospital system
- Residents will gain an awareness of career opportunities in the Public Health Service

Contact Sherry for more information.

## What's New

We are starting off the new year with business cards for all of our residents. In an effort to help patients feel more connected and better able to identify their Primary Care provider, residents will have business cards to share with patients at each visit. The residency will reorder cards annually.



## Sprucing Up

The carpets throughout the Alvernon Family Medicine Center were cleaned last week. Patient waiting areas look great! We want to ensure our patients and their families have a pleasant environment while with us.



Family Medicine Residency  
707 N. Alvernon Way  
Suite 101  
Tucson, AZ 85711

Tel: 520-694-1614  
Fax: 520-694-1428  
E-mail:  
arizpfp@email.arizona.edu



We prepare full-spectrum physicians to provide excellent family-centered, community-responsive care with emphasis on diverse and underserved populations.

## ***Know Your Numbers***

No, I am not talking about your sleep number bed. I am referring to your patient visits and clinic session numbers. The first refers to the RRC requirement that all residents must have “a documented total of at least 1650 patient visits, with at least 150 occurring during the first year” in order to graduate. The clinic sessions refer to the number of sessions required to ensure patient visits are met by each resident and to meet departmental budget projections. The session number requirements for PGY-1, 2, and 3 residents are 50, 108, and 135, respectively. The average number of patients per visit throughout the course of each year are 4.0, 6.0, and 7.4. Clinic sessions are scheduled based on these goals. However, if you average fewer patients per session or have cancelled clinics you may not meet the targets. Each resident has a productivity report placed in their notebook each month that summarizes this information. Keep on top of the numbers so you don’t come up short at the end of the year.

## ***Residency Faculty Retreat***

The annual residency faculty retreat was held on May 14 and 15 at the Tanque Verde Guest Ranch. This was a rejuvenating experience for all including first time attendees



Julia Hardeman and Paul Hick. Some of the topics covered during the retreat were Professionalism, Clinic Efficiency, Setting Expectations, Reflective Writing, Faculty Portfolios and the Courage to Teach. Ed Paul gave a presentation on the “Broken Window” theory and how it re-

lates to process improvement and clinic efficiency issues. The retreat came to a close with development of an action plan which faculty will work to implement over the course of the next year.

Midway during the retreat, the group participated in a session on Laughter Yoga with Gita Fendelman. According to Gita’s website, research has shown that laughter lowers blood pressure, reduces stress hormones, increases muscle range of motion, boosts immune system function and increases cancer-fighting cells. Laughter also triggers the release of endorphins, the body’s natural painkillers, produces a general sense of well-being and many other physical, mental, emotional and even spiritual benefits. So everyone...take a few minutes and *have yourself a good chuckle*.



Ed Paul, MD —  
Program Director

Colleen Cagno, MD —  
Associate Program Director