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Director, Shelly Phinney, MBA

Shelly Phinney joined us in October as the new Director for the Department of Community and Family Medicine. Shelly brings with her important skills for transforming practices into patient centered medical homes. Becoming a patient centered medical home is a key strategy for meeting our vision of becoming the best provider of patient centered medical services and learner centered medical education in the U.S.



Shelly has worked at both TMC Lakewood and Hospital Hill in the past but spent the last three years working for TransformMED, as the Director of Practice Transformation. TransformMED is an American Academy of Family Physician's affiliate whose primary work is national medical home transformation.

Shelly has presented on Medical Home several times since she has joined us and we look forward to many process improvements, as we benefit from her Lean Six Sigma Black Belt training. To say she is a perfect fit for this work is not a stretch. Welcome, Shelly!

Patient Centered Medical Home

The Patient-Centered Medical Home (PCMH) is an approach to providing comprehensive, continuous healthcare that is based on

the foundation of a healing personal relationship between a patient, their physician, and members of a proactive, collaborative care team. Care provided through a PCMH is a facilitated through partnerships between these individuals and the patients' families.

In subsequent issues we will look at the Principles of the Patient Centered Medical Home in detail. According to Shaller on *Factors Contributing to Patient-Centered Care*, The interviews and literature reviewed for this project identified seven key factors that contribute to achieving patient-centered care at the organizational level:

Leadership, at the level of the CEO and board of directors, sufficiently committed and engaged to unify and sustain the organization in a common mission.

A strategic vision clearly and constantly communicated to every member of the organization.

Involvement of patients and families at multiple levels, not only in the care process but as full participants in key committees throughout the organization.

Care for the caregivers through a supportive work environment that engages employees in all aspects of process design and treats them with the same dignity and respect that they are expected to show patients and families.

Systematic measurement and feedback to continuously monitor the impact of specific interventions and change strategies.

Quality of the built environment that provides a supportive and nurturing physical space and design for patients, families, and employees alike.

Supportive technology that engages patients and families directly in the process of care by facilitating information access and communication with their caregivers.

*D. Shaller, Patient-Centered Care: What Does It Take?, The Commonwealth Fund, October 2007 <http://www.commonwealthfund.org/Content/Publications/Fund-Reports/2007/Oct/Patient-Centered-Care--What-Does-It-Take.aspx>



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Good News from Down Under...

Drs. Norma Nehren and Kathy Bakke are graduates of TMC Family Medicine residency from 1997 and 1998. After years of successful and entertaining practice in full scope family medicine they decided to step off the path and try something out of the ordinary. They are now practicing together in Kaitaia, New Zealand; providing primary care in a Maori Health Provider clinic full time and enjoying their families and having fun in paradise.

New Zealand offers government sponsored health care, a nation wide electronic health system, and subsidized medications to it's population of about four million. Primary care doctors in a rural area like Kaitaia direct patient care in prevention, chronic care, urgent care, and office procedures. Kathy brings her skills and knowledge from private practice, years of training residents as co-director of Cascades East Family Medicine residency in Klamath Falls, Oregon, and her work as president of the OAFP and activities in the

Drs. Kathy Bakke and Norma Nehren

hospital to provide expert care to the people of the Far North NZ. Similarly, Norma utilizes her interest in medical informatics, the skills obtained in residency, private practice in Indiana, and then as medical director of a large community health center in Oregon to work as medical director of the same clinic with 5 full time doctors, 1 nurse practitioner, and 1-2 rotating locums positions.

Family Medicine doctors interested in short or long term locums work, and residents interested in a rotation in New Zealand, are encouraged to contact Norma by email: askdrn@aol.com, or phone: 541-205-4861.



More Primary Care to Rural Missouri

A \$1.9 million federal grant will enable UMKC to expand its Family Medicine residency program (FMRP) to the rural areas of Western Missouri with the goal of increasing the number of family physicians training and practicing in rural and underserved areas. The grant for the UMKC FMRP, from the [Health Resources and Services Administration](#), was funded as part of the American Recovery and Reinvestment Act.

The grant will enable the program to add two new residency slots in collaboration with seven rural hospital locations in Western Missouri. This five year grant will allow for more flexibility in training at these rural clinical sites. In three years, the program will maximize to 6 residents from UMKC FM in this rural program. This will grow the UMKC residency program to 42 residents in training which will be the largest family medicine training program in the state.

"This grant will begin what we plan to become a partial answer for the worsening accessibility to primary care in Rural Missouri," said Todd Shaffer, MD, MBA director of the UMKC Family Medicine Residency, Professor of Medicine, and HRSA grant author. "We are committed to providing a primary care workforce trained to meet the needs of all populations but particularly both rural and urban underserved."

Family Medicine Surgical OB Fellowship

Russell Brunet, DO and Rachel Otto, MD are currently serving their surgical OB fellowship at Truman Lakewood. Dr. Brunet graduated from KCUMB in 2007 and completed his Family Medicine residency at TMC Lakewood in 2010. Dr. Otto received her MD degree in 2007 from University of Sint Eustatius School of Medicine. She completed her residency at University of Wyoming Family Practice Residency in Casper, WY.

In a recent interview, the current OB fellows provided answers to the following questions:

Why did you choose Family Medicine as a healthcare career?

Dr. Brunet: "I always held the family doctors that cared for me as a child and teenager in high regard. Though I thought I wanted to specialize, a rural family doctor changed my mind. Alan Weaver, DO in Sturgeon, MO was my first preceptor as a 3rd year student. He revealed that I was a family doctor in training and didn't even know it."

Dr. Otto: "I enjoyed the full spectrum of practice and the variety in the day-to-day routine."

What made you decide to apply for the OB fellowship?

Dr. Brunet: "I have had an interest in maternal care since my OB rotation in med school. I received positive feedback from patients and my attending. I knew I wanted to do FM but this solidified my desire to learn OB. Over three years of residency, I came to the conclusion that I loved being in the OR and the patients appreciated the continuity of having their family doctor perform their c-section."

Dr. Otto: "Recognizing the need for further training, I had an appropriate number of deliveries, but had not seen many complications. I wanted to see more, both in numbers and

pathology. I also wanted to learn the c-section procedure and be competent to perform a c-section."

How has serving an OB fellowship at TMC Lakewood impacted the way you treat patients?

Dr. Brunet: "The fellowship (as well as residency) has taught me that it is important to hold patients in the utmost respect regardless of their socioeconomic status. Also, seeing and helping to improve the interactions between residents and patients has helped me to be a better communicator with both my fellow doctors and with patients. Teaching the residents has forced me to challenge and deepen my understanding of medicine and obstetrics so that I can provide better care."

Dr. Otto: "This fellowship has allowed me to see more prenatal patients and develop a higher level of confidence. Also, the junior faculty part has allowed for a transition period between residency and attending."

What are your plans after completing the fellowship?

Dr. Brunet: "I would like to practice in a medium sized group with other FM/OB providers delivering complete, traditional family medicine. My family is in California and we are looking at returning to the central coast of CA."

Dr. Otto: "Likely to return to Wyoming."

What do you like best about TMC Lakewood?

Dr. Brunet: "The friendly atmosphere, the camaraderie amongst employees and the service that we provide to the community."

Dr. Otto: "The faculty and residents."

Dr. Brunet and Dr. Otto will complete their fellowships in June 2011.

In June, Dr. Angela Divjak, Dr. Norma Green and Dr. Lauren Sachs will complete their Family Medicine residencies at TMC Lakewood. On July 1, 2011, they will begin their OB fellowships under the supervision of Dr. Stephen Vierthaler, Program Director.

Residents interested in the TMC OB fellowship should contact Dr. Stephen Vierthaler at Stephen.vierthaler@tmcmcd.org or Vickie Figg, Program Coordinator at Vickie.figg@tmcmcd.org.



All male OB team...how did this happen?



7900 Lees Summit Rd.
Kansas City, MO 64139
Phone: **816-404-7751**
Fax: 816-404-7756
Website:
www.umkcfm.org

Student electives in:
**Family Medicine,
Geriatrics, FM Obstetrics**
Email:
lainie.franklin@tmcmed.org

Family Medicine Focus



WOMEN'S HEALTH NEWS

AMA Member Communications Morning Rounds

The latest health report card for women, issued by the National Women's Law Center and Oregon Health and Science University, paints a dismal picture, giving the United States an overall general grade of Unsatisfactory, with many F's on specific goals set by the government's Healthy People 2010 initiative." According to the findings, "more women are binge drinking, saying they downed five or more drinks at a single occasion in the past month, and fewer are being screened for cervical cancer." In addition, "more women are obese, diabetic, and hypertensive than just a few years ago, and more are testing positive for Chlamydia." Vermont and Massachusetts ranked highest on health status and "were the only states to get the grade of Satisfactory Minus."

Community Service

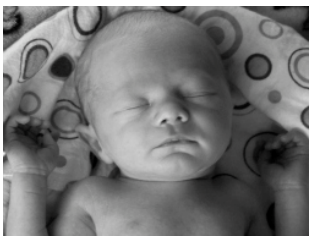
Rocking Chair Project

Heather Bollinger
UMKC PGYII resident



My visit with my rocking chair mother exceeded my expectations. The family was more relaxed and showed great gratitude for being provided a rocking chair they could not otherwise afford...I was able to answer the mother's questions in the privacy of her own home. I also gained great insight into the mother and father's bonding by observing them at home.

From **Dr. Diane Harper**: "I don't know about MA, but yes, in VT, I had very few patients who were overweight - they also nursed their babies until they were almost 3 years old! And most did biking or running or cross country skiing on a routine basis - the 100 mile bike ride for the cancer center in the summer was a piece of cake for most people! But remember, there are only 700,000 people total who live in VT!"



James Lucien Winblad, born 10/14/10 5#4oz, 18.5 inches

Bundles of Joy

Ethan & Heston,
November 29, 2010
to Cameron & Jill
Murphy!

Can't wait for pics!



Jackson Trimm,
born June 16, 2010



From the Heart

Thank you to the Chiefs, Norma, the schedulers and all involved for making this work at the last minute. With everyone's cooperation, no clinics had to be cancelled and no patients had to be rescheduled. Way to go guys! **Lainie Franklin**

I want to say thank you to everyone as well. I feel that although we are here for our own individual needs that we are a collective team and the way that everyone has stepped up makes me proud to be a part of such an awesome group of residents.

I would also like to give another high five to Tara Brown for coming up today and taking those 2 admits for us, Abbey for taking day call tomorrow (I owe you BIG time) and Heather for being my weekend rounder on Sunday. And of course my FANTASTIC medicine team for taking care of our patients this morning without missing a beat, you guys ROCK! **Kiana Boughton, DO**

Dr. Groner & Otto for bringing my angel into the world! And if I could have anymore I would want you two. Thank you so much. **OB patient**

