State of the Department

• Mission and Overview

• Welcomes and Recognitions

• Focus on several of our strategic goals
  – Assert more visible leadership at UCSF
  – Enhance research and scholarly productivity
  – Lead innovation in the clinical practice of primary care
  – Create deeper and more meaningful programs in community engagement
  – Promote diversity
DFCM Mission Statement

• To educate students and residents in family medicine with an emphasis on meeting the needs of the economically disadvantaged and the medically underserved;

• To advance knowledge in family and community medicine; and

• To develop methods of primary care that are effective, efficient, and accessible to all people.
Overview of DFCM

• ~$34 million budget 2014-15
  – ~$16M in extramural grants for research and other programs

• ~400 Faculty members
  – 60 core faculty in SF
  – 50+ additional part-time faculty, joint appts, non-faculty academics
  – >300 volunteer and affiliated residency faculty

• 45 Residents + 3 Chief Residents at SFGH

• 6 Affiliated Community-Based FM Residency Programs
Overview of DFCM

- ~80 UCSF academic staff
- >125 clinic staff who are SFDPH or UCSF Medical Center employees
FCM Executive Council

- Kevin Grumbach (Chair)
- Ron Goldschmidt (Vice-Chair for Academic Affairs)
- Teresa Villela (Vice-Chair, SFGH Chief of Service)
- Connie Yu (Dept Manager)
- Elisabeth Wilson (Vice Chair for Education)
- Dave Thom (Vice Chair for Research)
- Margo Vener (Medical Student Education Director)
- Diana Coffa (Residency Director)
- Katherine Strelkoff (Lakeshore Medical Director)
- Margot Hughes-Lopez (SFGH Unit Manager)
- Ron Labuguen (FHC Interim Medical Director)
- Paula Braveman (Senior Research Faculty)
- Shelley Adler (At Large)
- Christine Dehlendorf (At Large)
- Christine Pecci (At Large)
Interim Director,
Osher Center for Integrative Medicine

Shelley Adler
Family Medicine
Ranked in 2015, part of Best Medical Schools

Family medicine doctors are primary care practitioners who serve patients of all ages. These doctors may work in hospitals, medical practices. Here are the top medical schools for family medicine training.

For full rankings, MCAT scores and student debt data, sign up for the U.S. News Medical School Compass!

<table>
<thead>
<tr>
<th>Rank</th>
<th>School name</th>
<th>Tuition</th>
<th>Total medical school enrollment</th>
<th>Median MCAT total score</th>
</tr>
</thead>
<tbody>
<tr>
<td>#1</td>
<td>University of Washington Seattle, WA</td>
<td>$31,992 (in-state, full-time); $60,978 (out-of-state, full-time)</td>
<td>938</td>
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<tr>
<td>#2</td>
<td>University of North Carolina—Chapel Hill Chapel Hill, NC</td>
<td>$18,887 (in-state, full-time); $45,766 (out-of-state, full-time)</td>
<td>827</td>
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<td>#3</td>
<td>Duke University Durham, NC</td>
<td>$51,888 (full-time)</td>
<td>430</td>
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<tr>
<td>#4</td>
<td>University of California—San Francisco San Francisco, CA</td>
<td>$32,106 (in-state, full-time); $44,351 (out-of-state, full-time)</td>
<td>664</td>
<td></td>
</tr>
</tbody>
</table>
US Family Medicine Residency Program Rankings

- UCSF FCM @ SFGH #6
- UCSF FCM Residency Program Affiliates at Santa Rosa and Contra Costa/Martinez also in top 10
University of California, San Francisco  •  San Francisco General Hospital
Family & Community Medicine Residents
2015-16
Chief Residents

PGY1  Class of 2018

Audrey Arai, MD
Boston University
Catalina Cuervo, MD, MPH
Jennifer Karlin, MD, PhD, MA
Kaitlyn Krauss, MD
UCSF
Teresa Gomez, MD, MPH
Northwestern University
Chantal Lunderville, MD, MPH
UCLA Geffen
Meredith Mirrer, MD, MHS
Mount Sinai School of Medicine
Juliana Morris, MD, M.Ed.
Harvard Medical School
Antonio Olivarez, MD
University of Southern California
Milana PeBenito, MD
UCSF
Alma Sanchez, MD, MS
Tulane University
Kenji Taylor, MD, MSc
University of Pennsylvania
Amanda Wong, MD, MPH
University of Maryland
Leah Rorvig, MD, MS
UCSF

PGY2  Class of 2017

Suzanne Barakat, MD
UNC Chapel Hill
Emilia DeMarchis, MD
Stanford University
Sky Lee, MD
UCLA Geffen
Caroline Morgan, MD
Emory University
Kenneth Payan, MD, MPH
UCSF

Marina Cervantes, MD
University of Cincinnati
Emily Guh, MD
Einstein College of Medicine
Emily Lu, MD
University of Chicago
Nicole Person-Rennell, MD, MPH
Mayo Medical School
Alfred Villasenor, MD
University of Southern California

PGY2  Class of 2016

Danielle Alkov, MD
Harvard Medical School
Ignacio Becerra-Licha, MD
Washington University
Steven Chang, DO
Touro University
Floria Chi, MD, MPH
Columbia University
Tanya Lagrimas, MD, MPH
UCSF
Anna Loeb, MD, MPH
UCSF

Midgalia Ordoñez, MD
Oregon Health & Sciences University
Moira Rashid, MD, MPH
Tufts University
Lamercie Saint-Hilaire, MD
Meharry Medical College
Nathan Stern, MD
University of Michigan
Aisha Scherr-Williams, MD
University of Georgia
Alfred Villasenor, MD
University of Southern California

Lauren Wolchok, MD
UCLA Geffen
Meggie Woods, MD
UCSF
Diana Wu, MD
University of Southern California

Alexa Lindley, MD
University of Michigan
Samali Lubega, MD
UCSF
Brian Stein, MD
Jefferson University
Welcome New Faculty!
Faculty Additions

- Carmen Liang (SFGH)
- Chaithra Nagar (UCSF Primary Care Laurel Village)
- Manuel Tapia (SFGH)
- Carolyn Chu (CCC, SFGH)

Coming soon...
- Lealah Pollock (SFGH)
- Erica Brode (Lakeshore)
- Sirisha Mohan (UCSF Primary Care China Basin)
Welcoming the New Executive Assistant to the Department Chair!

• Charlyn Paradis
Awards and Recognitions
• Newly Elected Members, UCSF Academy of Medical Educators
  – George Saba
  – Naomi Wortis
  – Ivan Gomez (UCSF Fresno)
• UCSF Academy of Medical Educators Excellence in Teaching Awards
  – Laura Gottlieb
  – Isabel Lee
  – Lydia Leung
  – Kristen Pellegrino
  – Margaret Stafford
  – Katherine Strelkoff

• UCSF Kaiser Award for Excellence in Teaching, Volunteer Clinical Faculty
  – Steven Lane
• UCSF Chancellor’s Award for Exceptional University Service
  – Roberto Vargas

• Community Leader Award, San Francisco Alcohol Prevention Coalition
  – Paula Fleisher
• California Legislative LGBT Caucus 2015 Leadership Award, and Representative Barbara Lee Certificate of Special Congressional Recognition
  — Joanne Keatley

• California Senate, Certificate of Recognition
  — Michael Reyes
• UCSF Hellman Family Award for Early-Career Faculty
  – Laura Gottlieb
• Elected Fellow, American Academy of Family Physicians
  – Jack Chase
• SFGH Krevan’s Award for Outstanding First Year Resident (FCM)
  – Nicole Person-Rennell
• UCSF Health PRIDE Award
  – Martha French
• Autism Asperger Syndrome Coalition Networking Award
  – Clarissa Kripke
• Association of American Medical Colleges 2015 Arnold P. Gold Foundation Humanism in Medicine Award

– Beth Wilson
SF Healthy Mothers Workplace Coalition
Silver Award:
UCSF SFGH FCM Leche Lounge
FCM Productivity: Babies!

Faculty
• Jack Chase
• Claudia Mooney

SFGH Partners
• Laura Pullen (FHC)
• Michelle Santana (FHC)
• Shirley Wong (FHC)
• Aldo Gomez (UCC)

Staff
• Jennifer Brodsky (CCC)
• Astha Kanani (CCC)
• Tatiana Ivan (SFGH)
• Dave Margolius (CEPC)
• Rachel Willard-Grace (CEPC)

Residents
• Erica Brode
• Rebecca Lindsay
• Ivel Morales
• Rosa Tamayo
• Freddy Villaseñor
Highlight a Few of Our FCM Strategic Planning Priorities

• Assert more visible leadership at UCSF
• Enhance research and scholarly productivity
• Lead innovation in the clinical practice of primary care
• Create deeper and more meaningful programs in community engagement
• Promote diversity
With an Emphasis on Mission Integration: The Learning Health System
Assert more visible leadership
Medical Directors,
UCSF Health PC Practices
Katherine Strelkoff,
Lakeshore FM
Daniel Pound,
UCGC
Kristen Pellegrino,
UCSF China Basin
Mary Martin,
UCSF Laurel Village
SF VA Medical Center

Anne Fabiny, Associate Chief of Staff for Geriatrics, Palliative and Extended Care
A Team-Based Approach to Primary Care
PIONEERING CARE IN PRIMARY CARE

UCSF FCM
Redefining Possible
Enhance research & scholarly productivity

• 110 peer-reviewed journal publications (Sept 2014-Aug 2015)
  – Danielle Jones: 13 publications
  – Christine Dehlendorf: 4 first-authored publications

• Grant success
  – Dan Ciccarone: perfect “10” score on NIH R01 submission (Heroin in Transition study)
  – Michael Reyes: 97 (of 100) score on HRSA AETC grant renewal
Lead innovation in the clinical practice of primary care
Primary Care Transformation at UCSF Health

• NCQA Level 3 Patient Centered Medical Home Recognition
  – Lakeshore Family Medicine (scored 99.25 out of 100!)
  – UCSF Geriatric Care

• Teamlet model and co-location at Lakeshore
Lakeshore Teamlet Model
Paired MA-PCP + Colocation
Is it working: Medical Student Survey (Cipres and Poynton)

* Staff and providers who are “satisfied with team model” increased from <25% to >75%
Better Team Culture

% reporting high team culture

- 2013: 38%
- 2015: 58%
Progress in Panel Management

% PCPs confident in staff panel management capability

- Immunizations: 22% (2013) vs 60% (2015)
- Cancer screenings: 11% (2013) vs 80% (2015)
% non-clinician staff: "I feel that I can speak openly to my provider teammates when I have concerns or ideas for improvement"

% PCPs: "Primary care is a more do-able job in my clinic this year as compared to last year"
Are we taking better care of patients?

Press Ganey patient survey results for high functioning teamlet

<table>
<thead>
<tr>
<th></th>
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<tbody>
<tr>
<td>Friendliness/courtesy of nurse/asst</td>
<td>26</td>
<td>28</td>
</tr>
<tr>
<td>Concern of nurse/asst for problem</td>
<td>27</td>
<td>25</td>
</tr>
<tr>
<td>Friendliness/courtesy of CP</td>
<td>23</td>
<td>41</td>
</tr>
<tr>
<td>Likelihood of recommending CP</td>
<td>29</td>
<td>55</td>
</tr>
<tr>
<td>Information about Delays</td>
<td>8</td>
<td>37</td>
</tr>
<tr>
<td>Wait Time</td>
<td>21</td>
<td>39</td>
</tr>
</tbody>
</table>
Team Structure and Culture Are Associated With Lower Burnout in Primary Care

Rachel Willard-Grace, MPH, Danielle Hessler, PhD, MS, Elizabeth Rogers, MD, Kate Dubé, BA, Thomas Bodenheimer, MD, MPH, and Kevin Grumbach, MD

Purpose: Burnout is a threat to the primary care workforce. We investigated the relationship between team structure, team culture, and emotional exhaustion of clinicians and staff in primary care practices.

Methods: We surveyed 231 clinicians and 280 staff members of 10 public and 6 university-run primary care clinics in San Francisco in 2012. Predictor variables included team structure, such as working in a tight teamlet, and perception of team culture. The outcome variable was the Maslach emotional exhaustion scale. Generalized estimation equation models were used to account for clustering at the clinic level.

Results: Working in a tight team structure and perceptions of less clinician exhaustion. Team structure and team culture were associated with less clinician exhaustion among clinicians reporting low team culture, team structure failed to predict exhaustion among clinicians reporting high team culture, and team structure failed to predict exhaustion among clinicians reporting moderate team culture. Greater team culture was associated with less exhaustion among clinicians, team structure failed to predict exhaustion among clinicians reporting high team culture, and team structure failed to predict exhaustion among clinicians reporting moderate team culture.

Conclusions: Fostering team culture may be an important strategy to improve burnout in primary care and enhance the benefit of tight team structure.

Keywords: Burnout, Organizational Culture, Patient Care
UCSF Health Expansion of Primary Care

• Unprecedented demand for primary care
  – >2,000 new patient requests per month
• New China Basin practice
• New satellite site at Montgomery St for Women’s Health Primary Care
SFGH Family Health Center

- eCW Implementation
- Team Huddles
- Teamlet initial implementation
- Pharmacist group visits for patients with HTN
- Options counseling training for RN’s
- Acupuncture services
- No waiting list for new patients since May 2015!
1,403 new appointments made at FHC since September 2014

FHC Waiting List Trends

1-2 new patient slots added to all providers at the FHC monthly, starting 3/2015. Balances out 10-20%

Closed to new patients during initial eCW implementation, starting 6/2014
New HRSA Grant to UCSF-SFGH FCM Residency and Center for Excellence in Primary Care to Integrate PC Transformation in Practice and Education (Co-PIs Coffa and Olayiwola)
Integration of Public Health and Primary Care at FHC

SFHIP Priority Areas Include:

– Sugary Beverage Consumption
– Early Childhood Caries
TU NO TE COMERÍAS 22 PAQUETES DE AZÚCAR*. ¿POR QUÉ TE LOS TOMAS?

El beber tan sólo una bebida azucarada al día puede resultar en caries dentales, obesidad y diabetes.

ElijeBebidasSaludables.org

SHAPE UP 2010

Bacterias GBS
Rutina Sígep
HIV
Vaginal
Urina
Cérvico Utricular Anal Infección

FHC Clinical Services
“The availability and marketing of soda are part of the problem, even within our own health system. Each morning, I pass by the vending machines selling sugary beverages on the ground floor of our health clinic. These are still here, despite Mayor Gavin Newsom's 2010 executive order that they are to be banned from city property.
“Integration of oral health into primary care. Because medical providers see children up to 11 times prior to children ever seeing a dentist, ‘well child’ visits are opportunities to provide oral assessments, to apply highly preventive fluoride varnish, and to share key oral health education messages with parents. There are, however, very few clinics and medical providers who offer fluoride varnish to their 0-5 year old patients.”
Integrating Fluoride Varnish into Well Child Visits at FHC
Promote Diversity
Faculty and staff from the Department are currently providing leadership and expertise in the second year Medical School curriculum (LGBT Life Cycle) half day each spring. E. Michael Reyes, MD, MPH from the AETC programs is the faculty lead for the morning’s content. Maddie Deutsch, MD, MPH is the lead lecturer. In the 2015 session, Center of Excellence for Transgender Health staff member, Danielle Castro MA, served as a panelist. The Department is also well represented as Small Group Leaders, which are “out” faculty members who lead students in case discussions and this year included Beth Wilson, Steve Bromer, Maddie and Michael.

**Course Title:** Health Care Issues for Lesbian, Gay, Bisexual & Transgender (LGBT) People
UCSF Excellence through Community Engagement and Learning (EXCEL) Program
Residents Pen Open Letter About Police Brutality

Written in collaboration with FCM and Internal Medicine residents at San Francisco General Hospital
2015 School of Medicine Leadership Retreat

Race matters at UCSF
Dear.
Yusor.
Razan.

Department of Family & Community Medicine
striving for
UNITY
increasing
DIVERSITY
The Rodnick Colloquium
“... a cross-residency effort to align the different programs at SFGH focused on improving training in care for vulnerable populations.”

Laura Gottlieb, Faculty Director
Joanie Rothstein, Program Manager
Patient and Provider Rights: Interacting with Law Enforcement in the Healthcare Setting
striving for
UNITY
increasing
DIVERSITY
The Rodnick Colloquium
Lead. empower.
Thank you!

You all are the Department of Family and Community Medicine