

## Associate Professor Narrative Statement Example E — “The Clinician-Educator”

Primary Area of Distinction: **Health Care Delivery**

Secondary Area of Distinction: **Education**

A candidate who devotes a majority of effort to health care delivery with some effort (and achievements) in education.

*Expected Achievements:*

- **Established** level in **Health Care Delivery**
- **Entry** to **Established** level in **Education**
- Entry level in Academic Service

---

**J.J. SAMPLE, MD**

**Assistant Professor, Department of Medicine**

My goal is to provide exceptional care for older patients with multiple chronic diseases to improve their quality of life, assure coordination of care, and educate students, residents, patients and families about unique aspects of their care. As a physician trained in general internal medicine, geriatrics, and palliative care, I integrate each of those perspectives to create models of quality care that improve patient outcomes, enhance clinical education, and benefit our health system. As an educator, I seek to advance the communication and inter-professional skills needed daily in care coordination. I seek promotion to Associate Professor based on my achievements in my primary Area of Distinction in Health Care Delivery, in my secondary Area of Distinction in Education, and in Academic Service.

### **Area of Distinction in Health Care Delivery**

My clinical practice focuses on the care of elderly patients with chronic diseases in the Internal Medicine Clinic, where I attend for seven half-day sessions per week. After completing fellowships in geriatrics and palliative care, I was recruited to UMass Chan/UMMH to establish a clinic dedicated to elderly patients within the Division. These patients often present with chronic co-morbid conditions, requiring care by both general internists and specialists. Multiple medications raise adverse drug interaction and compliance issues. Decreased mobility and quality of life are additional concerns that require ancillary services. Navigating our complex health care system—a challenge for the healthiest of our patients—is particularly difficult for these patients. Lastly, poor coordination of care increases the financial burden on both the patient and the health system.

To meet these challenges, on my arrival at UMass Chan I designed and implemented a patient-centered model for the care of elderly patients in Internal Medicine. With support from my Division Chief and Chair, I recruited an interprofessional team that included nurses, a pharmacist, social worker, and a behavioral psychologist. Particularly important members of this team are two senior nurses who serve as Care Managers. They provide the “front end” of the team, working with each patient as a single point of contact to coordinate care, interact with insurers, and address social issues.

In the four years since the clinic has been established, the rates of emergency room visits and readmission by our patients have progressively decreased. There are fewer incidents of drug interactions and quality of life scores have improved. Our biggest surprise was an increase in the engagement of the patients themselves in managing their care. The number of patients has increased, fuelled in part by word-of-mouth referral, and we have added a physician and a nurse to the team in each of the last two years. A financial analysis demonstrated that the increased efficiency of care and decreased readmission and ED visits resulted in a net decreased cost per patient within the system. The design, implementation and evaluation of our model for geriatric care was reported in the *Journal of General Internal Medicine* (Sample et al., 2017). I have also presented the model at institutions

within New England and at the 2018 New England Regional meeting of the Society for General Internal Medicine.

I am constantly seeking to improve the model of care. For example, through participation in the UMMH Quality Scholars program, I implemented a study to accelerate communication of changes in medications, treatments, and health status by use of inbox/EPIC functionality. This intervention has resulted in a further decreases in hospital readmissions and drug interactions, and increases in quality of life scores in the initial pilot population of 50 patients. We have published the initial pilot data (Sample et al, 2018) and used that to refine our strategies for this project. A Patient Centered Outcomes Research Initiatives (PCORI) award, for which I am the co-PI with my division chief, has enabled us to extend the project to primary care sites throughout the system.

### **Area of Distinction in Education**

Establishment of the patient-centered clinic also provided the opportunity to implement an interdisciplinary program to educate our medical and nursing students on the care of elderly patients with chronic diseases. This area has been a major gap in clinical education. With the help of iCELS staff, we have created a model “chronic care” simulation program for medical students, graduate nursing students, and faculty. We have provided tools for other institutions to use through MedEd portal (Sample et al, 2015, 2017). In the last year I have given presentations on the program at Tufts, New York University, and UCSF, as well as the AAMC Annual Meeting and NEGEA.

Students also rotate with me in both the outpatient and inpatient setting. Recognizing the brief exposure of students to patients and their families, I developed a series of “classic” patient stories and problems. These stories are based on the composition of our clinics and include issues of drug-drug interactions, side effects of chronic disease, and support issues that might come up in the meeting with a patient. I have been awarded a UMass Chan internal grant to complete the project. I am, however, most proud of my student and resident mentees. Out of 13 mentees over the last 5 years, 10 have chosen internal medicine and geriatrics for their specialization. Our teaching programs throughout the 4 years have received high ratings and continue to draw students beyond our ability to accommodate them.

Our hope is to continue to grow the division and educators to address this need.

### **Academic Service**

My focus on high-risk geriatric populations has led me to serve on the Palliative Care committee, which I will chair next year, the Pain Management Task Force, and to chair the steering committee for Hospital Readmissions. Each of these committees has made changes in policies and procedures that are advancing our overall care of these patients.

### **Summary**

I came to UMass Chan/ UMMH to apply my expertise to improve the health of our elderly patients with multiple chronic diseases and to educate students and residents in the care of older individuals. We developed a geriatric clinic that integrates both medical and social care, and is an excellent example of teamwork in healthcare for our students and residents. I am pleased to be part of the initiatives here and nationally that are addressing this critical healthcare challenge.