

# PARTNERS GME FOCUS

*A newsletter for GME program directors and staff*



## A Study in EMPATHY: Helen Riess, M.D. Presents at the January Program Directors Workshop.

Helen Riess, MD was the speaker at the January 23 and 24 Program Director Workshops. Dr. Riess is focusing her research and teaching on the concept of empathy in health care. Cultivating empathy in the educational setting was the focus of the PD Workshop.

Dr. Riess noted that there are many aspects of health care beyond a doctor's control, but how physicians engage with and speak to patients can be managed, and optimized. She emphasized that successful patient care involves knowing how to read people and the capacity for empathy. In fact, "empathy is critically important to delivering high quality care, patient trust in the medical profession, patient adherence to treatment, patient satisfaction, and also to the well being of medical professionals caring for patients".



Dr. Riess referenced to an emerging body of neuropsychiatric literature elucidating the physiology of emotion and explained how these studies help us to study and enhance empathy. Key elements of empathy include:

- E – Eye Contact
- M – Muscles of Facial Expression
- P – Posture/Position
- A – Affect
- T – Tone of Voice/Touch
- H – Hearing the Whole Person
- Y – Your response

Please see **A Study in EMPATHY** on page 3

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## Congratulations and Bon Voyage to Dempsey Springfield, M.D.

Since returning to Partners from Mt. Sinai Hospital in New York, Dr. Springfield has made enormous contributions to our GME community, as well as to the Harvard Combined Orthopedics Residency Program, the MGH Department of Orthopedics, and orthopedic oncology patients. In 2008 Dr. Springfield was appointed an Associate Director of GME for Partners. From 2009 to 2012, he also served as the Program Director for the Harvard Combined Orthopaedic Residency Program. After stepping down from that role in 2012, Dr. Springfield filled the role of Education Specialist alongside his other GME position. He will be missed when he retires in February 2014.

Bringing a wealth of experience from his ten years as Chair of Orthopaedics at Mt. Sinai and years of academic teaching, Dr. Springfield has worked with training programs across Partners to help them optimize their curriculum, clinical training, and environment for teaching and learning. He has helped to cultivate a culture that promotes professionalism and leadership in modernizing training to meet the needs of a rapidly evolving health care system.

Dr. Springfield always had a passion for medical education and has mentored hundreds of trainees. Calling the OR his "classroom", he refers to himself first as an educator and secondly a clinician and always strove to balance the delivery of patient care with trainee education. Dr. Springfield feels there has been a shift away from this thinking over the last 15 years. As director and facilitator of the GME Program Director Workshops series, one of his goals was to reignite the commitment of faculty to academic teaching.

Please see **Congratulations and Bon Voyage** on page 4

## New Coordinator Retreat

On November 8, 2013, the GME Office hosted the fifth New Program Coordinator Retreat. The first of these workshops was held in 2011 with the initial intent of holding these annually to introduce new coordinators to their role in graduate medical education. The response to the first meeting was so positive that the GME Office began offering the workshops every six months and has expanded the workshops to cover more topics.

Via a mix of plenary and break-out sessions conducted by GME Staff, coordinators from both accredited and non-accredited residencies and fellowships are briefed on a variety of program management issues. Topics include: New Innovations, ACGME requirements, and non-accredited program review. John Patrick T. Co, MD, MPH, Director of Partners Graduate Medical Education, welcomes the attendees and explains the role of the GME Office, introduces GME staff, and outlines the structure of the education process. New this November, representatives from Occupational Health, Parking, and Professional Staff Benefits discussed trainee on-boarding and orientation. The workshops allow sufficient time for questions and discussion, and attendees have the opportunity to meet and mingle with their peers and GME staff.

The next New Coordinator Retreat will be held in the Spring of 2014. Please forward names of new program staff to Cheryl Reif ([creif@partners.org](mailto:creif@partners.org)).

### **Comments from Previous Retreats:**

*"This was a great retreat and I found the experience invaluable!"*

*"The staff are all helpful and friendly and it is nice to put a face to a name. Overall, great training – thank you!"*

*"Very nice job by all the presenters and planners. Time spent on each segment was just enough. I learned quite a bit about what I should be doing; things that no one back at the department has knowledge about. I favor offering the retreat twice a year only because I was surprised to see how many coordinators are very new to the job."*

## Brief Notes

### **New England Journal of Medicine (NEJM) Duty Hour**

**Video:** Debra Weinstein, MD, Partners VP for Graduate Medical Education, recently participated in a "Video On-Line Perspective" entitled "Residency Training – A Decade of Duty Hour Requirements". The video may be viewed on the NEJM's website through the link below. Other participants are Vineet Arora, MD, Director for GME Clinical Learning Environment and Innovation and Assistant Dean for Scholarship and Discovery at the University of Chicago; Brian Drolet, MD, Plastic Surgery Resident at Brown Medical School and Rhode Island Hospital; and Eileen Reynolds, MD, Program Director for Internal Medicine at Beth Israel Deaconess Medical Center.

<http://www.nejm.org/doi/full/10.1056/NEJMp1313677>

Please see **Brief Notes** on page 4

## GME Internal Reviews in the Next Accreditation System

At the October 2013 Partners Education Committee (PEC) meeting, the committee discussed the benefits of GMEC program oversight through internal reviews. In the revised ACGME common program requirements effective July 1, 2013, the requirement to conduct internal reviews at a specific midpoint was removed. After thorough discussion, the consensus of Partners Education Committee was that internal reviews should be continued because it provides important information about a program's quality, including compliance to ACGME/RRC standards and monitoring implementation of program improvement plans. The review is also viewed as the only consistent venue to confidentially meet with the trainees to discuss the program and any possible concerns.

The internal review will be conducted approximately half-way between the most recent RRC site visit or GME internal review (whichever is most recent) and the next scheduled RRC self-study visit. This will result in internal reviews being conducted less often, as there is now a longer time between RRC self-study visits. The format of the internal review will remain largely the same and include program submission of pre-review materials. It is anticipated that in the coming years, the quantity of materials requested by the GME Office will decrease as information will be available directly to the GME office via the ACGME website, New Innovations, and the program's required Annual Program Evaluation. Program Directors will continue to complete and submit a Program Director Questionnaire. As is the current practice, a report summarizing the review and offering recommendations will be presented to the GMEC for approval and sent to the program and institution leadership.

## 2013 PHS Medical Education Awards

The fourth annual Partners Medical Education Award recipients were recently selected. Please join us in recognizing these individuals' contributions and commitment to medical education

### **Outstanding Program Director (two awardees this year)**

Hasan Bazari, MD  
MGH Internal Medicine

-and-

Eugene Beresin, MD  
MGH Child and Adolescent Psychiatry

Honorable Mention

John Mullen, MD  
MGH Surgery

### **Outstanding Program Administrator (previously Outstanding Program Coordinator Award)**

Vanya Sagar  
PHS Neurology

### **Outstanding Clinical Teacher**

Julian Seifter, MD  
BWH Renal Division

Please see **2013 PHS Medical Education Awards** on page 4

## ACGME Award Recipients

Congratulations to Dr. Keith Baker, MGH Anesthesia Program Director, who was selected as one of 10 national recipients this year for the ACGME Parker J. Palmer Courage to Teach Award. This award honors program directors who find innovative ways to teach residents and to provide quality health care in the training environment.

Prior Partners recipients of prestigious ACGME awards include:

### *Parker Palmer Courage to Teach Award*

- 2003 Eugene Beresin, MD, MGH Child and Adolescent Psychiatry  
Steven Feske, MD, PHS Neurology
- 2005 Daniel Dedrick, MD, BWH Anesthesiology
- 2007 Hasan Bazari, MD, MGH Internal Medicine
- 2009 Edmund Cibas, MD, BWH Cytopathology
- 2011 Stanley Ashley, MD, BWH Surgery

### *Parker Palmer Courage to Lead Award*

Debra Weinstein, MD, Partners Vice President for GME



## Awards and Honors

**Sam Ash, MD (Pulmonary), Amish Dave, MD (Rheumatology), Alison Goldin, MD (Gastroenterology), Raj Gopal, MD (Hematology/Oncology), Janet Leung, MD (Endocrinology), Michael Silverman, MD (Cardiovascular Medicine), Daniel Solomon, MD (Infectious Disease) and Anand Srivastava, MD (Renal)** received the BWH Internal Medicine Fellowship Award which recognizes a clinical fellow in each fellowship program for their teaching efforts.

**Sacha Bhatia, MD, 2013 graduating Fellow** in the **MGH Cardiology Fellowship Program, and Rory B. Weiner, MD, faculty**, won first place at the American College of Cardiology Young Investigator Award Competition for their project entitled, "Educational Intervention to Reduce Inpatient Inappropriate Transthoracic Echocardiograms". They also won first place at the American Society of Echocardiography "Arthur E. Weyman Young Investigator Award" Competition for their project entitled, "Educational Intervention to Reduce Outpatient Inappropriate Transthoracic Echocardiograms Ordered by Medical Residents and Cardiology Fellows."

**Niteesh Choudhry, MD, Michael Kompas, MD, Anju Nohria, MD, Sunita Sharma, MD, and Bill Taylor, MD** received the BWH Internal Medicine Distinguished Faculty Mentor Awards.

Please see **Awards and Honors** on page 4

## A Study in EMPATHY, cont'd

Dr. Riess's research has shown that empathy can be taught. It is important to teach students, residents and fellows about empathy, and it is critical that faculty demonstrate empathy as role models for patient care and also utilize empathy in creating a safe environment for learning. A report of Dr. Riess' research article "Empathy Training for Resident Physicians: A Randomized Controlled Trial of Neuroscience-Informed Curriculum" can be found in the *Journal of General Internal Medicine, Volume 26, Number 1, January 2001*. Her TEDx talk on empathy can be seen through [TEDx Talk: The Power of Empathy](#).

Dr. Riess is Associate Professor of Psychiatry at Harvard Medical School and Director of the Empathy and Relational Science Program in the Department of Psychiatry at the MGH. She has received numerous awards including this year's Partners HealthCare System Medical Education Research Award.

## Welcome New GME Leadership: Lori Berkowitz, M.D.

Dr. Lori Berkowitz is joining the Partners GME leadership team in February, 2014 as an Associate Director, succeeding Dr. Dempsey Springfield. Dr. Berkowitz, who has considerable GME and other leadership experience, will serve as the primary link to several departments for a variety of activities relating to their GME programs. She will also organize and lead the Partners Program Director Workshop series.



A member of the MGH Obstetrics and Gynecology faculty since 1997, Dr. Berkowitz served as the Program Director of the Partners OB/GYN residency training program from 2004 to 2009.

Reflecting on her new role, Dr. Berkowitz comments, "Participating in GME as a residency program director was one of the most gratifying roles I have been honored to have undertaken, and I maintain an enormous appreciation for the challenges our program directors face. One of the things I remember most during my time as PD was how grateful I was for the resources and support from the GME office. It is my hope that in this role I can provide that service for other program directors as we all navigate the challenges of graduate medical education in the years to come."

## Congratulations and Bon Voyage, cont'd

Dr. Springfield says he "can't think of a more rewarding profession" than academic medicine and Partners has been a grateful recipient of his wisdom and dedication. We wish Dr. Springfield and his wife, Deanna, all the best as he retires to Florida to enjoy family, go fishing, and indulge his sense of adventure (see below).



*Dempsey and his wife Deanna ride off on their new adventure of retirement!*

## 2013 PHS Medical Education Awards, cont'd

### Outstanding Resident/Fellow as Teacher

Zaven Sargsyan, MD  
MGH Medicine

### Medical Education Research Award

Helen Riess, MD  
MGH Psychiatry

### Outstanding Mentor

Xandra Breakfield, MD  
MGH Neurology

### Georgi Bland GME Citizenship Award (presented every 3 years)

Matina Horner, PhD  
Member, Partners Education Committee  
Member, MGH Executive Committee on Teaching and Education

Congratulations to all the award recipients and keep up the amazing work!

## Brief Notes, cont'd

**New Innovation (NI) Updates:** In December, NI released several enhancements to their software:

(1) The **Complete Evaluations page** now shows the photo of the subject of the evaluation (if that photo has been uploaded by the coordinator to the person's account) and allows the evaluator to search for a particular pending evaluation or filter the list of outstanding evaluations.

(2) **Milestone Shift Card Evaluations** are on-demand evaluations that give faculty members the ability to complete daily evaluations on residents using their program's milestones. Milestones are distributed automatically based on residents' levels of competency and are randomized so the milestones with the least responses get prioritized.

(3) The **"ADS Summary" page** is designed to make it easy to copy data from NI to ADS. For some specialties the order of the subcompetencies on the ADS page differs from the published list by the ACGME: NI has rearranged the subcompetencies on the "ADS Summary" page to be in the order that they'll appear on the ADS site.

**Association of American Medical Colleges:** The AAMC recognizes outstanding teachers through the Alpha Omega Alpha Robert J. Glaser Distinguished Teacher Awards. Faculty and staff are encouraged to nominate deserving individuals. 2014 nomination information will be available in early February 2014. For information go to: [www.aamc.org/initiatives/awards](http://www.aamc.org/initiatives/awards).

### Journal of Graduate Medical Education (JGME) News:

The JGME is looking for articles on novel ideas in curricula, teaching, assessment, quality and safety, program evaluation, or other relevant areas. Submissions received by January 25, 2014 will be published in the 2014 issue, if selected. Submissions received after January 25, 2014 will be published the following year, if selected. For more information contact the Journal Office at <http://www.jgme.org/>

## Awards and Honors, cont'd

**Gary Curhan, MD, faculty** in the **PHS Nephrology Program**, was awarded the Department of Medicine's Kenneth L. Baughman Faculty Mentoring Award.

**Sanjay Divakaran, MD, Jeremy Robbins, MD, Charlotte Paige Rolle, MD, and Michelle Yu, MD**, received the BWH Internal Medicine Distinguished Resident Mentor Awards.

**Paul Drain, MD, MPH, infectious disease research fellow** in the **BWH Division of Infectious Disease**, received the Merle A. Sande/Pfizer Fellowship Award in International Infectious Diseases. This award is given annually by the Infectious Disease Society of America (IDSA).



## Awards and Honors, cont'd

**Daniela Kroshinsky, MD, faculty** in the **PHS Dermatology Residency Program**, was awarded the Fangman Mentorship Award which is given by the medicine and pediatrics residency programs.

**Michelle Lin, MD, MPH**, fellow in the **BWH Health Policy Research and Translation Program**, was honored by the American Board of Medical Specialties (ABMS) Foundation's "Teaching Value and Choosing Wisely Competition" for her project in the innovation category. Inspired by real resource constraints that existed after Hurricane Sandy, Dr. Lin created and rapidly implemented a resident-driven cost-conscious care curriculum for trainees at NYU Langone Medical Center and Bellevue Hospital.

**Jennifer Munoz Pareja, MD, MGH Pediatric Critical Care Medicine fellow**, won the Best Physician-in-Training Award for her research abstract at the American Academy of Pediatrics National Conference for focused on "Cardiovascular Implications in Non-Accidental Head Injury".

**Harald Ott, MD, MGH Thoracic Surgery Resident**, was awarded the Junior PI Award given by the Network of Austria Scientists in North American and the Austrian Ministry of Science.

**YiDing Yu, MD, Tim Menza, MD, and Rachel Reid, MD, MS, BWH Internal Medicine Residents**, were recently honored with three out of five 2013 Hopkins General Internal Medicine (GIM) Housestaff Research Awards as part of a prestigious, national competition.

- Yu was recognized with the Diane Becker Award, which acknowledges research in clinical epidemiology and prevention. She was honored for her research identifying elevated risk of heart attack, stroke and general cardiovascular disease in patients with psoriasis.
- Menza was honored with the David Levine Award, which recognizes outstanding research in behavioral medicine and health disparities. His work focuses on public health and community-based HIV prevention interventions.
- Reid received the Daniel Ford Award, recognizing health services and outcomes research. Her work investigated the associations between the Centers for Medicare & Medicaid Services 5-star Quality Rating Program for Medicare Advantage Plans and beneficiaries' health insurance enrollment choices.



## SAVE THE DATE



### Graduate Medical Education Committees (GMEC) Meetings:

#### PEC (Partners Education Committee)

February 24, 2014 3:00 – 5:00 p.m.  
 Pru, 11<sup>th</sup> Floor, Warren-Hamilton  
 April 30, 2014 8:00 – 10:00 a.m.  
 Pru, 11<sup>th</sup> Floor, Nesson Boardroom  
 June 16, 2014 9:00 – 10:00 a.m.  
 Pru, 11<sup>th</sup> Floor, Nesson Boardroom

#### ECOTE

March 10, 2014 3:00 – 5:00 p.m.  
 MGH, Trustees Room  
 June 9, 2014 3:00 – 5:00 p.m.  
 MGH Trustees Room

#### BWHEC

March 20, 2014 3:00 – 5:00 p.m.  
 BWH, Shapiro Boardroom  
 June 6, 2014 9:00 – 11:00 a.m.  
 BWH, Shapiro Boardroom

### Centers of Expertise:

Centers of Expertise in Health Policy, Academic Healthcare Management, Quality and Patient Safety, Global and Humanitarian Health, Research and Medical Education offer dinner sessions and a variety of other educational experiences and grant funding for residents and fellows. *Please remind your trainees of this valuable resource.* (Trainees that registered with one or more COE at orientation or another time are on the distribution list; others are not routinely included on COE announcements.)

<http://www.partners.org/Graduate-Medical-Education/Centers-Of-Expertise/Default.aspx>

### Program Director Workshops

In the fall of 2011, the Partners Education Committee (PEC) endorsed an expectation that Program Directors attend at least 3 PD workshops per year unless they are getting comparable experience by attending a national meeting of Program Directors, an AAMC or ACGME conference, serving on an RRC, or a similar activity.

**Program Directors are invited to be involved in the planning and presenting of these workshops: please contact Dr. Lori Berkowitz ([Iberkowitz@partners.org](mailto:Iberkowitz@partners.org)) with suggestions or to volunteer. Upcoming sessions include:**

*"Clinical Competency Committees (CCC): Lessons Learned From Those Who Have Just Completed First Round of CCC and Milestone Meetings"*

February 13, 2014, 6:00 – 8:00 p.m., MGH Haber Conference Room

*\*Note that this is a Special Workshop for those who need to develop their Clinical Competency Committees*

*"Medical Ethics"* with Lisa Lehmann, MD

March 20, 2014, 8:00 – 10:00 a.m., BWH Shapiro Breakout Room

March 21, 2014, 6:00 – 8:00 p.m., MGH Haber Conference Room

*"Transitions of Care"* with Allen Kachalia, MD, and Liz Mort, MD

May 22, 2014, 6:00 – 8:00 p.m., MGH Haber Conference Room

May 23, 2014, 8:00 – 10:00 a.m., BWH Shapiro Breakout Room

### **Program Coordinator Meetings**

Annual Program Coordinator Retreat

May 6, 2014, 8:30 – 11:30 a.m.

MGH, Thier Conference Room

### **Trainee Forums**

Intern Core Curriculum Retreat

March 19<sup>th</sup> and April 16<sup>th</sup>, Metro Meeting Centers

Chief Resident Retreat

May 7, 2014, Metro Meetings Centers

### **Orientation**

**ACLS/BLS (BWH only)**

June 12, 2014

June 13, 2014 (Internal Medicine Only)

### **Skills Training (BWH Interns Only)**

Monday, June 16<sup>th</sup>, 2014 (*Internal Medicine Interns Only*)

Tuesday, June 17<sup>th</sup>, 2014 (*Emergency Medicine, General Surgery, OB/GYN, Anesthesia, Psychiatry*)

### **Orientation**

BWH Interns: Wednesday, June 18, 2014

BWH Residents and Clinical Fellows: Tuesday, July 1, 2014

MGH Interns: Wednesday June 18, 2014

MGH Residents and Clinical Fellows: Tuesday, July 1, 2014

### **PARTNERS GRADUATE MEDICAL EDUCATION OFFICES AND PERSONNEL**

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