

UNIVERSITY OF ARIZONA COLLEGE OF MEDICINE—PHOENIX

**DEPARTMENT OF FAMILY,
COMMUNITY AND PREVENTIVE
MEDICINE**

2024 ANNUAL REPORT



College of Medicine
Phoenix

Family, Community, and Preventive Medicine Annual Report | CONTENTS

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CHAIR'S MESSAGE

WE ARE BUILDING AN ACADEMIC COMMUNITY OF FAMILY PHYSICIANS COMMITTED TO PROVIDING HIGH QUALITY PRIMARY CARE TO ALL ARIZONANS.

As we reflect on another year of progress, I am proud to highlight the accomplishments and vision of the Department of Family, Community, and Preventive Medicine at the University of Arizona College of Medicine – Phoenix. Our work reaffirms our commitment to excellence in medical education, research, community engagement, and access to care.



Our medical education programs continue to prepare compassionate, skilled physicians. The Family Medicine clerkship remains highly rated, thanks to our exceptional faculty who provide outstanding experiences across diverse Arizona practice settings. Our residency program at Banner—University Medical Center Phoenix is nationally recognized for its evidence-based training, preparing residents for full-spectrum care. We launched Arizona's first Rural Training Program—the U of A Banner—University Medical Center Phoenix -Payson Residency—with its first 2/2/2 class starting in July 2024. Our new community-based program, University of Arizona Banner Desert Family Medicine, received accreditation this year and will welcome its first 6/6/6 residency class in the summer of 2025.

We have expanded opportunities for students and residents to engage with underserved communities through regular clerkships, longitudinal integrated clerkships, and service-learning programs. Our growing rural training opportunities provide immersive experiences, exposing our future workforce to diverse practice environments statewide. Committed to addressing health disparities, our department remains engaged in community health service programs and continues fostering an inclusive academic environment that promotes culturally competent care for all Arizonans.

Our department's research and scholarly initiatives focus on primary care and community health needs, aligning with faculty expertise. Key areas include social determinants of health, nutrition and food security, environmental and community health, the primary care workforce, and practice-based research. We remain committed

to the quintuple aim: enhancing patient experience, improving population health, reducing costs, supporting care team well-being, and advancing health care access.

The challenges ahead, particularly Arizona's critical primary care physician shortage, require innovation and dedication. Significant grant-funded initiatives are underway to address these needs, including the development of new primary care training tracks with an intentional focus on underserved populations. Expanding educational access, strengthening community partnerships, and investing in faculty wellness and development are central to our strategy. Through these efforts, we aim to meet Arizona's evolving health care demands.

I am deeply grateful to our dedicated faculty, whose commitment makes this work possible. As we close this year, we celebrate our progress and acknowledge the work ahead. Thank you to our faculty, staff, students, and partners for your unwavering support and dedication to advancing family medicine, community health, and preventive medicine in Arizona.

A handwritten signature in black ink that reads "Sharry Veres". The signature is written in a cursive, flowing style.

Sharry Veres, MD, MHSM
Professor and Chair, Family, Community and Preventive Medicine
University of Arizona College of Medicine – Phoenix



MISSION

We teach patient-centered, evidence-based family medicine. We improve the health of individuals and families in Arizona through education, advocacy, research, service and compassionate patient care for our communities. We strive to ensure our department and learners are representative of our community.

VISION

The University of Arizona College of Medicine Phoenix Department of Family, Community and Preventive Medicine will promote access to patient-centered primary care for all Arizonans. We will create innovative and interprofessional approaches to patient care. We will advocate for a health workforce that is representative of our communities. We will be National leaders in understanding and addressing social determinants of health and health disparities.

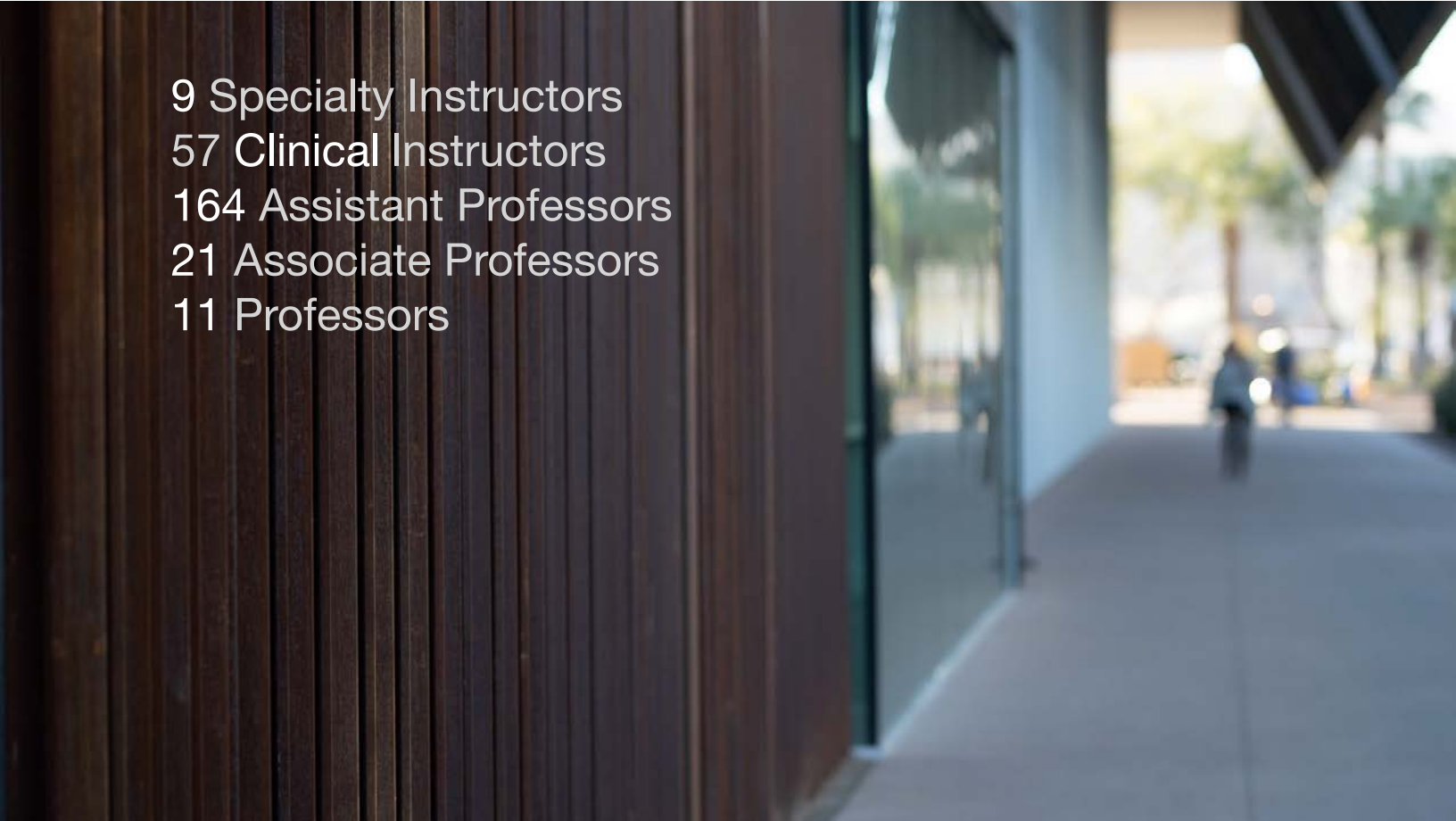
FAMILY MEDICINE BY THE NUMBERS

2 Residency program sites, with a third program launching in 2025

268 Teaching faculty

26 Clerkship training sites

90+ Attendees at the Arizona Academic Family Medicine Innovation Conference



9 Specialty Instructors
57 Clinical Instructors
164 Assistant Professors
21 Associate Professors
11 Professors

KEY ACCOMPLISHMENTS OF 2024

- ➔ The Banner Payson Family Medicine Residency Program was accredited and welcomed its first residents in 2024
- ➔ The Banner Desert Family Medicine Residency Program received accreditation and will welcome residents in the summer of 2025
- ➔ The Department recruited and onboarded a Vice Chair of Research
- ➔ The Halle Foundation generously funded a comprehensive program for rural primary care education and network support in Arizona
- ➔ The Department hosted a Health Equity Symposium and Speaker Series with generous support from the Haury Trust
- ➔ The Department received funding from the American Board of Family Medicine Foundation to lay plans for a Family Medicine Residency Learning Collaborative in the State of Arizona
- ➔ Medical students began rotating at the new Arcadia Family Medicine clinic with high levels of student satisfaction
- ➔ The new Maternal Child Health Fellowship launched with its first fellow
- ➔ The Arizona Academic Family Medicine Innovation Conference (AAFMIC) was held for the second year in a row, with 90 attendees from across the State of Arizona
- ➔ The Department soft-launched its new Practice-Based Research Network, DESERTNet in partnership with U of A College of Medicine – Tucson
- ➔ The Department appointed its first Director of Community Outreach
- ➔ The Department co-lead the establishment of the Arizona Family Medicine and Primary Care Academic Council, facilitating collaboration among Family Medicine academic leaders across the state.

UNDERGRADUATE MEDICAL EDUCATION



CLERKSHIP

The Family, Community, and Preventive Medicine Clerkship is a four-week rotation utilizing a community-oriented, problem-solving conceptual approach to common clinical problems and prevention. Students learn competence in diagnosis and treatment of diseases presenting in ambulatory care and the integration of clinical preventive medicine.

During this experience, students continue to develop their ever-important interpersonal and communication skills. Clinical sites include a variety of urban and rural sites for students to experience diverse patient populations, practice management and resources. Clinical partners work with students during the four-week clerkship to provide them with a well-rounded medical education and foundation of clinical skills necessary to become a successful physician. The Family and Community Medicine Clerkship is a perfect opportunity to peak much needed interest in primary care.

Students may experience a variety of clinical sites, urban and rural, located throughout the state of Arizona:

- Community Health Centers.
- Residency Training Programs.
- Private Practices.
- Indian Health Service Clinics.
- Tribal Health Clinics.

Student who are interested may experience part or all of their clerkships in a rural community.



Shahrzad Saririan, MD, Family
Medicine Clerkship Director



FAMILY MEDICINE INTEREST GROUP (FMIG)

FMIG delivers experiences for medical students interested in family medicine including a Family Medicine Fellowship Panel with speakers from sports medicine, addiction medicine, community medicine, maternal child health and palliative care. Events held: A Primary Care Certificate of Distinction (COD) panel discussing the benefits of the primary care COD with incoming first-year medical students, Primary Care Week activities (see below), a Procedure night (students learn about common office procedures in family medicine including intrauterine device insertion/removal, nexplanon insertion/removal, skin biopsies, suturing, circumcisions and joint injections).



Leah Hillier, MD,
Assistant Clinical Professor,
UACOMP

Leon McDougale, MD, MPH,
Chief Diversity Officer, OSU Wexner
Medical Center



de Tranaltes, MD, Wesley
Community & Health Centers

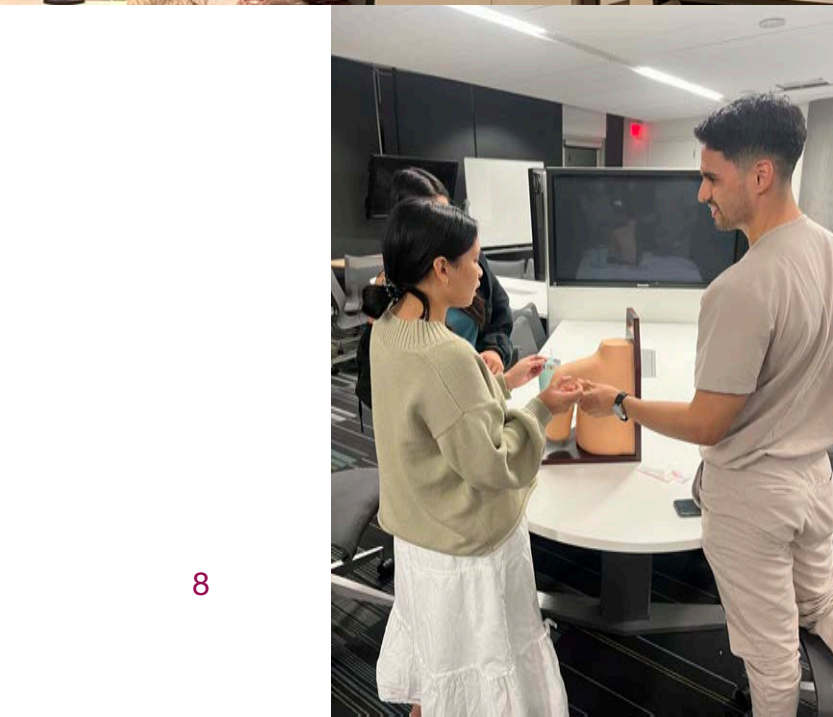


Eva Turner, Government
Relations Associate, ARMA



PRIMARY CARE WEEK

Each year, students in the Primary Care Scholars Certificate of Distinction Program organize the annual Primary Care week, hosting various primary care-focused events. This year's Primary Care Week included a Primary Care Care Town Hall focused on Health Equity, Physician Speed Networking Event, as well as sessions about family planning, refugee/migrant health, concussions and caring for children with different abilities.



PC3

The Patient Centered Care Curriculum (PC3) is a longitudinal experience in primary care students can experience in lieu of the Community Clinical Experience (CCE). Participating students are paired with a primary care physician mentor for their Longitudinal Clinical Experience Course, a component of the curriculum spanning all four years of medical school. Through these experiences, students learn core principles of patient-centered care, population health management, continuity, health care disparities, team-based care, health policy and quality improvement.

CERTIFICATES OF DISTINCTION

The following certificates of distinction are lead by family medicine faculty and offer medical students opportunities to engage in enrichment programming across their four years of training.

PRIMARY CARE SCHOLARS

The Primary Care Scholars Program is a mentoring and scholarship program that is dedicated to training future leaders in health care. Students admitted to the program complete a four-year enriched curriculum that focuses on the acquisition of knowledge pertaining to primary care practice, health policy and advocacy, public and population health, as well as the development of leadership and scholarship skills to prepare them to be leaders in the field of primary care. Focus areas within the Primary Care Scholars Certificate of Distinction offer select students an opportunity to develop additional skills within an area of interest, namely Refugee & Migrant Health, Sports Medicine, Rural Health, as well as Advanced Leadership and Advocacy in primary care.

HEALTH HUMANITIES

The mission of the Health Humanities Certificate of Distinction is to educate and empower students and health care providers to value and employ humanistic approaches to patient care as informed by the disciplines of bioethics and medical humanism, narrative medicine, the arts, and health humanities. The program promotes leadership, education, networking, and advocacy to inspire and develop a cross-disciplinary and interprofessional community of scholars, educators, and learners.

RURAL HEALTH PROFESSIONS PROGRAM

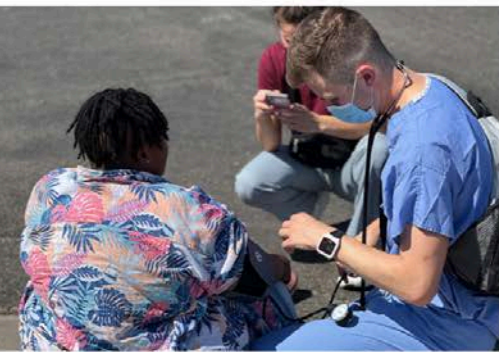
In the mid-1990s, the Arizona legislature acknowledged the chronic shortage of rural Arizona physicians with a statute that requires medical students complete a rural educational experience. The University of Arizona College of Medicine – Phoenix is committed to achieving the objective of this law – to inspire medical students to one day practice in a rural setting. The creation of the Rural Health Professions Program (RHPP) and the Rural Certificate of Distinction underscores the importance in training medical students in the care of rural and underserved populations and of fulfilling this legislative directive.

WELLNESS, INTEGRATIVE MEDICINE, AND NUTRITION

Students admitted to the Wellness, Integrative Medicine and Nutrition Certificate of Distinction deepen their understanding of the social, structural, behavioral, and lifestyle determinants of health. They partake in a comprehensive four-year curriculum, gaining knowledge in nutrition, culinary medicine, lifestyle medicine, integrative medicine, public health policies, and social and structural determinants of health.

SERVICE AND COMMUNITY HEALTH

The Certificate of Distinction in Service and Community Health is an optional four-year curriculum for medical students intended to increase familiarity with underserved patient populations in the urban setting and to enhance student involvement within the Phoenix community. At its core it is a Service Learning program that aims to serve our community through Community Health Initiative Phoenix (CHIP) programs placing medical students with local health care organizations and community-based organizations. Students can complete a general COD or elect to complete a focus area in Care of Spanish Speakers or Care of Sexual Orientation and Gender-diverse people.



Students participating in serving our community through Street Medicine Phoenix programming for unhoused people through the Community Health Initiative Phoenix (CHIP).

GRADUATE MEDICAL EDUCATION



THE UNIVERSITY OF ARIZONA COLLEGE OF MEDICINE—PHOENIX BANNER UNIVERSITY RESIDENCY PROGRAM



Steve Brown, MD,
Banner University
Family Medicine
Residency Program

As the original family medicine training program in Arizona and the 15th in the nation, this program has a long and rich tradition in family medicine. The Program's focus is to provide superior family medicine education in a "real world" medical setting that will prepare our graduates to thrive in a wide range of practice settings, urban underserved to rural.

The residency continues to grow its involvement in the surrounding community. We partner with Emerson School, a local middle school, to present "Mini Med School," and expose local kids to health careers and help them learn about their own health. In April, 2023 we started the Banner Family Food Pantry, which serves fresh produce and healthy non-perishables to families with food insecurity, in partnership with St. Mary's Food Bank and Sun Produce Coop. From April 2023 through April 2024 we served 2,345 households and 7,217 individuals. Banner and our Department are also collaborating on a community garden at Banner University Medical Center—Phoenix. We continue to support multiple high school sports teams. Faculty member Kam Hunter, MD, PhD, was recently recognized by the College of Medicine—Phoenix for his community service, directing our high school sports endeavors for over a decade.

Our faculty and residents regularly publish and present at national meetings. The resident-hosted American Family Physician Podcast, produced in our residency program is approaching its 10th season and has been downloaded over 7,500,000 times.

Our Family Medicine Center continues to innovate. We have embedded pharmacists, collaborative behavioral health, a transitional care team and population health medical assistants. Our lead process team works to continuously improve the health care experience, patient outcomes, decrease health disparities and improve the experience for staff and physicians.

Our residents and faculty regularly meet legislators at the State Capitol. We participate in the Arizona Academy of Family Physicians (AzAFP) Emerging Leader Day. Two of our residents completed the AzAFP's Health Policy Scholars Program and will attend the American Academy of Family Physicians Advocacy Summit in Washington, DC.

THE UNIVERSITY OF ARIZONA COLLEGE OF MEDICINE - PHOENIX

BANNER PAYSON

RESIDENCY PROGRAM

In June 2024, the University of Arizona College of Medicine – Phoenix and Banner proudly launched the Payson Family Medicine Residency program, furthering the University's mission to address the rural primary care shortage. This program is dedicated to improving health care in underserved areas by training skilled family physicians prepared to meet the unique challenges of resource-limited settings.

The program welcomed its inaugural class of residents, Hui Jin Jo, DO, and Ben Johnson, MD, who share a deep commitment to serving rural communities.

Led by Program Director Roberta Matern, MD, and key faculty members Matthew Balls, DO, and James W. Schouten, MD, the program emphasizes full-spectrum family medicine, primary care procedures, geriatric care and community engagement. By combining rigorous training with a holistic approach to patient care, the Payson Family Medicine Residency program exemplifies the University's commitment to alleviating the primary care shortage and enhancing the health of Arizona's rural communities.



Roberta Matern, MD,
Banner Payson Family
Medicine Residency
Program Director



Dr Hui Jin Jo and Dr Ben Johnson with Dr Matern at the opening ceremony and doing postpartum couplet rounds.

THE UNIVERSITY OF ARIZONA COLLEGE OF MEDICINE - PHOENIX BANNER DESERT RESIDENCY PROGRAM

The University of Arizona College of Medicine—Phoenix Graduate Medical Education is expanding to the East Valley beginning in the summer of 2025, when it will welcome its first family medicine residency cohort. Under the leadership of program director Jake Anderson, DO, this 6-6-6 program will be based at Banner Desert Medical Center and Banner Health Center Chandler, and aims to provide community-focused, innovative and comprehensive family medicine training by leveraging the academic strength of U of A College of Medicine—Phoenix and the well-established, clinical excellence of Banner Medical Group. Dr Anderson is an experienced family medicine educator, having been a member of the Banner—University Medical Center Family Medicine residency core faculty for a number of years.



Jake Anderson, DO,
Banner Desert Family
Medicine Residency
Program Director



The Banner Desert Residency program will be based in Banner Health facilities in Mesa and Chandler.

FELLOWSHIPS

SPORTS MEDICINE

Led by several of our graduates serving as core faculty, the Primary Care Sports Medicine Fellowship serves as a center for patient care, medical education, and scholarly research. Fellows gain hands-on experience in the prevention, diagnosis and management of sports-related injuries in a variety of clinical settings.

ADDICTION MEDICINE

In collaboration with the Phoenix VA Health Care System, our Department supports the Addiction Medicine Fellowship, providing comprehensive training in the management of substance use disorders. This fellowship equips physicians with the skills needed to address addiction in various clinical settings.

MATERNAL CHILD HEALTH

Launched this year, the Maternal Child Health Fellowship provides an additional year of advanced training in maternity care, including surgical deliveries and enhanced skills in stabilizing and managing newborns. The fellowship aims to expand access to maternity and newborn care in rural and underserved communities by promoting a family-centered maternity care model.

COMMUNITY MEDICINE

In collaboration with the Wesley Community & Health Center, the Community Medicine Fellowship was established to equip fellows with hands-on experience in community-based health care. Fellows will provide care at the Wesley Clinic, engage in community health programs, and participate in mentored research and leadership initiatives focused on addressing health disparities and advancing community health.

RESEARCH



RESEARCH UPDATE

In April 2024, the Department of Family, Community and Preventive Medicine welcomed Freya Spielberg, MD, MPH, as the new Vice Chair of Research. Since joining, Dr. Spielberg has focused on advancing key research priorities to strengthen the department's scholarly impact and community engagement. A recent strategic planning meeting has helped define the department's research priorities for the coming year, ensuring continued progress toward addressing critical healthcare challenges. Our primary initiatives include:



Freya Spielberg, MD, MPH
Vice Chair of Research

1 Developing Experience with Practice-Based Research Network (PBRN) Studies:

Three PBRN studies have been launched, addressing lung cancer screening, contraception decision-making for women with chronic diseases and obesity interventions. These studies aim to support evidence-based improvements in primary care.

2 Enhancing Scholarly Activities:

Faculty and students were actively involved in two key projects, Voting and Health and Heat Death Prevention Needs of Homeless Individuals, both of which are being prepared for submission to conferences and journals.

3 Building Faculty Research Capacity:

In collaboration with Arizona State University's College of Health Solutions, three faculty members have enrolled in a funded Patient-Centered Outcomes Research Institute (PCORI) Embedded Scholars program to strengthen their research skills and expertise.

4 Increasing Grant Submissions:

The department has submitted several grant proposals, including:

- ➔ A \$20 million EPA grant to address heat-related deaths in Phoenix.
 - ➔ A foundation grant to pilot a suicide prevention intervention in primary care.
 - ➔ An industry grant to evaluate a mobile app for anxiety treatment.
 - ➔ A foundation proposal to improve maternal and child health outcomes.
- These proposals are currently under review.

COMMUNITY ENGAGEMENT



THE OFFICE OF COMMUNITY ENGAGEMENT

The Office of Community Engagement (OCE) was established in July 2024 at the University of Arizona College of Medicine – Phoenix. Led by family physicians, Katie Brite Hillis, MD, Associate Dean of Community Engagement, and Jonathan Cartsonis, MD, Director of Rural Health, the OCE works closely with communities across the state to identify needs and develop creative solutions to address them, with a focus on meeting Arizona’s physician workforce needs. The new office is home to several innovative programs that aim to enhance community engagement and address health disparities.

Medical school programs within the OCE are:

- ➔ The Rural Health Program with student rotations in 13 rural communities
- ➔ The Longitudinal Integrated Clerkship (LIC) where students immerse for most of their clerkship year in one community
- ➔ The Community Health Initiative of Phoenix (CHIP), the service-learning branch where students volunteer many thousands of hours across Phoenix and beyond engaging in both clinical and non-clinical activities
- ➔ The Service of Community Certificate of Distinction, led by family physician Leah Hillier, MD. The most popular COD, includes focus areas in Care of Spanish Speakers and Care of Sexual Orientation and Gender Identity Diverse People.
- ➔ The three-year accelerated primary care curricular track—designed to create pathways for students from Arizona into our residency programs

The Office of Community Engagement is excited to support both undergraduate and graduate medical education initiatives. The office has been bolstered and set up for maximal impact thanks to successfully securing multiple grants under the leadership of Dr. Veres from state (AHEC), Federal (HRSA) and private foundations (Halle Foundation), all entities vested in expanding the primary care workforce and the work of the Department of Family, Community and Preventive Medicine.



Katie Brite Hillis, MD,
Associate Dean of
Community Engagement



Jonathan Cartsonis, MD,
Director of Rural Health

GRANTS

THE DEPARTMENT AND ITS FACULTY ARE HONORED BY GOVERNMENT AND COMMUNITY GRANTS SUPPORTING OUR WORK:

American Board of Family Medicine (ABFM) Foundation

Supports foundational efforts in forming a residency learning collaborative in the State of Arizona to support access to high quality family medicine education for trainees as well as care for Arizonans across the state.

Agnes Nelms Haury Trust

Supports health equity research, a health equity symposium, the health equity speaker series and the creation of a leadership position to enhance Native American/Indigenous health education at the medical school.

Delta Dental Foundation

Supports the integration of oral health education in the curriculum and community-based experiences for medical students offering dental/oral health care and education for people who typically have difficulty accessing this care.

Area Health Education Center (AHEC)

Supports rural and underserved medical training, including stipends for travel and housing. AHEC supports the rural health professionals' program (RHPP), providing staffing and support for the meaningful integration of our scholars in partner communities.

Halle Foundation

Halle Foundation supports recruiting, training and retention of primary care doctors in rural areas, through increased rural and Native American medical school enrollment and focused curriculum, including scholarships for rural students. It supports and expands primary care Graduate Medical Education (GME) in Arizona. The program funding includes novel retention concepts to include personnel infrastructure, technology use in training and effective community networks.

Health Resources and Services Administration (HRSA)

Addresses primary care shortage by increasing enrollment of medical students motivated to pursue primary care careers in tribal, rural and underserved communities. Creates a rural and primary care admissions track, primary care-focused curricula, expanded clinical training sites and the growth of the Pathways Program to support first-generation and disadvantaged students. Supports seamless transitions from medical school to residency, develops three-year medical school curriculum and direct admissions into health center-based residency programs.

AAFMIC



AAFMIC participants in the Creighton University ballroom

The 2nd annual Arizona Academic Family Medicine Innovation Conference (AAFMIC) was held Mar 1, 2024 at Creighton University in downtown Phoenix in partnership with Midwestern, Creighton, and both Phoenix and Tucson U of A Colleges of Medicine. The conference hosted 100 attendees from all over the state,, including medical students, residents, faculty, and interdisciplinary team members. We were joined by participants from Yuma Regional Medical Center, Honor Health, North Country HealthCare Family and Community Medicine Residency, the University of Arizona Colleges of Medicine, Creighton University, Midwestern University, Dignity Health and Phoenix Children’s Hospital. Wilson Pace, MD, offered a keynote presentation about Practice-Based Research Networks and gave practical tips for developing research infrastructure within our academic family medicine community. Dr Pace is a Professor of Family Medicine at the University of Colorado, Denver, the Green-Edelman Chair for Practice-based Research and the Director of the American Academy of Family Physicians National Research Network.

HAURY HEALTH EQUITY SYMPOSIUM

With the generous support of the Agnes Helms Haury Trust, the Department hosted a Health Equity Symposium with a spectacular keynote from Laura Gottlieb, MD, entitled, “What Can Healthcare Systems Do About Social Adversity?”. Dr Gottlieb is a Professor of Family and Community Medicine at University of California San Francisco, a former National Health Services Scholar and a safety-net family physician with fellowship training in social determinants of health. The symposium was hosted in tandem with AAFMIC and included posters and oral presentations focused on health equity topics, specifically showcasing how the medical community in the State of Arizona is working to address social and structural determinants of health to improve the health of our communities.

Leah Hillier, MD, addresses attendees at the Haury Health Equity Symposium



HAURY HEALTH EQUITY SPEAKER SERIES

With the generous support of the Agnes Helms Haury Trust, the Department hosted a Health Equity speaker series available across the medical school and to the Family Medicine academic community in the State.

April 9, 2024

David Acosta, MD

Chief Diversity and Inclusion Officer
AAMC DEI

Practicing Cultural Humility When Serving Hispanic/Latinx Communities: A Pathway for Providing Equitable Care

May 9, 2024

Amy Diehl, PhD

Researcher, author and advocate
Chief Information Officer at Wilson College
Shattering Glass Walls in Academic Medicine

August 7, 2024

Eve Shapiro, MD

Pediatrician, University of Arizona
Fundamentals of the US Healthcare System and Current Threats and Opportunities - How Our System Creates and Reinforces Inequality.

August 22, 2024, PhD

Keenan Davis, PhD

Professor of Ethics and Public Policy at
Northeastern University

Improving Social Determinants That Cause Health Inequities

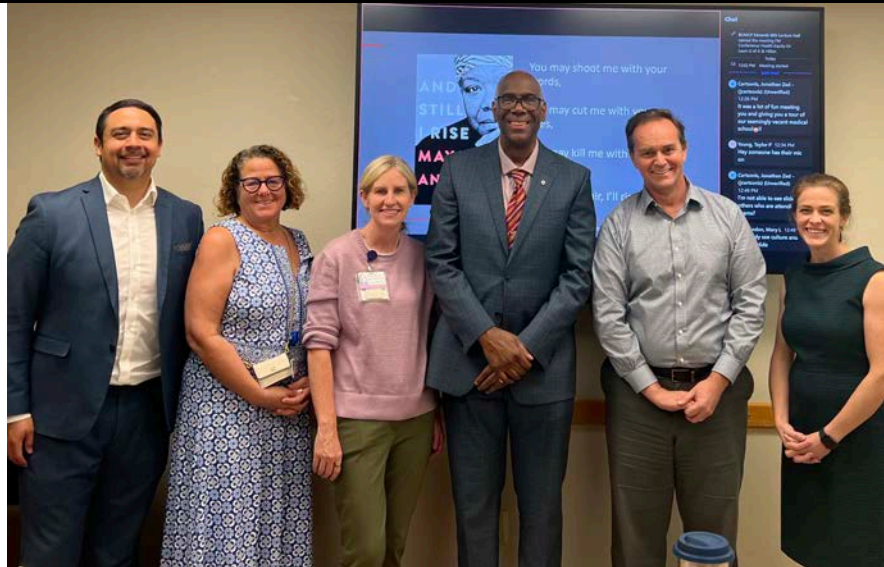
October 8, 2024

Leon McDougale, MD

Chief Diversity Officer, The Ohio State University
Wexner Medical Center

Professor of Family Medicine

Fulfilling the Promise of Institutional Mission, Vision and Values



Above: Francisco Lucio, JD, Freya Spielberg, MD, MPH, Sharry Veres, MD, MHSM, Leon McDougale, MD, Steve Brown MD, and Leah Hillier, MD

Below: David Acosta, MD, addresses attendees during his visit

CLINICAL AFFAIRS



CLINICAL AFFAIRS UPDATE

Our clinical division at Banner—University Medical Group Phoenix includes practices in the Edwards Medical Plaza and our new primary expansion clinic in the Arcadia Health Center Plus facility. While the clinical component of the department represents a subset of the faculty, it's an important tie to the “real world” of busy practices, complex patient, and primary care provider shortage areas that many of our faculty work in. We maintain close partnerships with the Wesley Community & Health Center, collaborating in the management of maternity care and delivery and clinical education for our residents. While the Family Medicine residency sponsors the Addiction and Sports Medicine fellowships, these clinics are operated separately, with some physicians providing services in both clinical settings.



Jenna Buchanan, MD
Vice Chair of Clinical
Affairs, Banner—
University Phoenix Family
Medicine

Work in our outpatient practices has focused on strengthening our base operations while striving for clinical innovation. This work includes continuing facility updates, lean process and quality improvement, team-based care, and addressing work satisfaction for staff and providers. The practices have implemented facility updates, scheduling improvements, streamlining of supply and procedure handling, and developing ways to optimize common workflows. We have targeted clinic message routing, charting and “after hours workload,” paperwork management, panel sizes and patient/provider continuity. Streamlining this work remains complex and is key to improving the outpatient clinical experiences in our department.

We are committed to identifying clinic innovations as we embrace the dual agendas of both patient access and value-based care. This work has long been a goal in Family Medicine, focusing on care that truly improves the health and well-being of our patients. With this goal comes new care activities, new team members, new resources and challenging new coding and payment methodologies. We aim to retain the positive aspects of these changes while reducing the frustration our teams experience in the pursuit of comprehensive care.

The practices have incorporated pharmacy, social work, behavioral health providers,

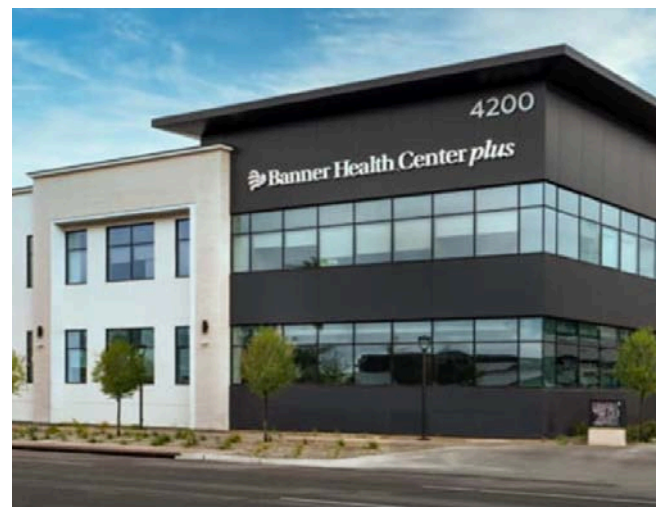


Wesley Community & Health Center

population health-focused medical assistants, Transitional Care nurse navigators, and will soon be adding a registered dietician. We have also introduced a team of advanced practice providers who support same-day access, in-basket and paperwork management, and convenience care (after-hours) schedules. Team members have completed additional training and board certification in Obesity Medicine to better integrate this care into our practices, following our previous work in opioid addiction MAT.

The clinics participate in a project with the Banner Cultivating Happiness in Medicine (CHIM) team. The goal of this project is to design and adopt clinic-wide practices aimed at improving staff and physician well-being. Inspired by the Swensen Physician Well-being Model, the program includes focused provider/staff meetings, team process improvement initiatives, all-hands meetings and celebrations, and the creation of organizational and optimization structures guided by these teams, supported by an IT infrastructure.

The Department of Family Medicine remains engaged in geriatric facility rounding, maternity care including deliveries, a full array of procedures, inpatient hospital teaching service and an ongoing robust array of outpatient procedures in the clinics. We see this as an important reinforcement of the ongoing value in maintaining and role-modeling these full-spectrum primary care abilities.



The Edwards Medical Plaza and Banner Health Center Plus Arcadia



CONTACT US

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Phoenix

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