



GW Medicine Notes

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Disney Institute Assists MFA with Service Culture Transformation

The MFA is readying for a transformation in service culture with continued support from Disney Institute. This month the MFA will launch a patient survey to elicit baseline feedback about our service experience. The data will be used to guide measurable service improvements developed and led by our new Working Groups, each comprised of about five staff members, which will convene at the end of the month for their first session with the Disney team.

Each group will concentrate on one of these following areas: our **common purpose, quality standards, staff recruitment, staff orientation, staff training, leadership and staff accountability, communication and staff engagement, physician engagement, and physical environment**. This work will move forward over a period of at least two years.

This is a pivotal time in the life of the MFA, which has grown from a practice of just over 300 physicians in 2009 to one of over 800 physicians today. For our reputation to flourish in the time of break-neck healthcare industry consolidation, we simply must be known for delivering a caliber of service equal to our quality of care. Next month we will share with you several ideas that are under review for shorter term delivery to improve your job satisfaction and our service to patients.

SAVE THE DATE
WEDNESDAY
DECEMBER 12, 2012
HOUSESTAFF & FACULTY
HOLIDAY PARTY

From the Chairman

Those of us who work for a company that limits the choice on health insurance do not know how lucky we are. For many, the only option is going PPO or HMO in one plan, end of story. Even those who work for the Federal Government have very few options. The Federal Government mandates most of the coverage so there are not great differences in plans except in price and flexibility in using providers. If you are unfortunate enough to need to get into a plan as a single participant, good luck trying to navigate the maze of choices and prices and options and deductibles and etc. It shouldn't be that hard. (Even without much needed Universal Health Insurance.)

You have the ability to choose any provider you want with most PPO plans and are limited to those physicians that the HMO plans direct you to see and usually employ. HMO plans require you to get a referral before seeing a subspecialist, not so with most PPO plans. Therefore, HMO plans are cheaper because they (wait for it) RATION CARE! If you belong to a PPO plan and want to see a GI doc for your burping it's up to you. Pay your co-pay and burp away. But an HMO plan would say, "Not so fast." First you have to burp to your primary care doctor who if she feels she is qualified to treat your condition will do so and not allow you to see a GI doc.

One party in Congress would have you think that rationing is a new concept, but it's not, especially in DC. Employees of the Federal Home Loan Bank organized the Group Health Association (GHA) of Washington DC in 1937. It was one of the first non-profit cooperative (socialist) health plans. Limiting access, emphasizing preventive medicine, employing physicians and being organized to encourage participants to limit the amount of care for the good of the organization, saved money. How else can you do this? You either have to receive less care or the docs and hospitals have to receive less reimbursement. But even HMO's have limitations to how much savings can be obtained. Most don't control hospital costs, emergency costs, end of life care and importantly still must practice defensive medicine (more tests to protect from being sued.) GHA was a vibrant organization until its participants began to age (lose membership) and required more health care utilization. By the mid-1990's GHA, before it went bankrupt, was purchased by Humana.

So medical expenditures in this country continue to rise while most other developed nations deliver effective health care that produce better outcomes for less money. How can that be? They make reasonable choices on what is affordable and what is necessary to provide for the good of their country and health of their citizens. In other words, DEATH PANELS!

The Affordable Care Act has a major provision allowing for the establishment of an Independent Payment Advisory Board (IPAB), "which has the explicit task of achieving specified savings in Medicare without affecting coverage or quality." If the growth in health care spending exceeds some targeted rate then the IPAB must recommend measures to reduce Medicare spending. This is an Independent board of health care experts appointed by Congress and the Executive branch whose recommendations become law unless overridden by Congress.

So what could be more reasonable? A board whose job is to rid the health care system of unneeded treatments without outside influence, taking into account the best evidence-based medicine principles available. Very reasonable to everyone, except to one party with no new ideas and to the AMA which states that IPAB "will impose arbitrary across-the-board cuts to physicians and other providers." And they support the repeal of this part of the law. Of course they do after all both groups also opposed Medicare and Medicaid as the start of socialized medicine. (When actually, it was GHA.)

Alan G. Wasserman, M.D.

Department of Medicine September 2012 Grand Rounds

Sep 6 **"Polycystic Kidney Disease: Clinical Expression, Research Advances and New Therapeutic Strategies"**

Lisa Guay-Woodford, MD

Director, Center for Translational Science
Children's National Medical Center
Associate VP for Clinical and Translational Research
GWU School of Medicine and Health Sciences

Sep 13 **"Acute Kidney Injury"**

Robert A. Star, MD

Director, Division of Kidney, Urologic & Hematologic Diseases
National Institute of Diabetes and Digestive and Kidney Diseases, National Institutes of Health

Sep 20 **"TBD"**

Thomas Jarrett, MD

Professor of Urology
Department of Urology
George Washington Medical Faculty Associates

Sep 27 **"Rheumatoid Arthritis: New Treatment Options"**

Rodolfo Curiel, MD

Associate Professor of Medicine
Division of Rheumatology
George Washington Medical Faculty Associates

The George Washington University Medical Center (GWUMC) is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to sponsor continuing medical education for physicians. GWUMC designates this continuing medical education activity on an hour-for-hour basis in Category I of the Physician's Recognition Award of the American Medical Association.

Medicine Team Contacts

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PURPLE TEAM	(202) 715-6042
GOLD TEAM	(202) 715-6044

Cardiology Grand Rounds

5:00 PM, GWU Hospital, Conference Room 6-116

Sept 5 **M & M**

Sept 12 **Jacqueline Honig, MD**

Assistant Professor of Anesthesiology & Critical Care Medicine
Department of Anesthesiology & Critical Care Medicine
George Washington Medical Faculty Associates
Organ Donation

Sept 19 **Robert Lederman, MD**

Senior Investigator
National Heart, Lung, and Blood Institute, NIH
Interventional MRI to Guide Structural Heart Procedures

Sept 26 **Conference Cancelled**

Yom Kippur

Resident Lecture Series

September 2012 Noon Conference

Sept 3 **No Conference**

Sept 4 **Journal Club**

Sept 5 **GME Core Curriculum**

Sept 6 **Medicine Grand Rounds**

Sept 7 **Chairman's Rounds**

Sept 10 **Primary Care Lecture Series**

Sept 11 **Hospitalist Series**

Sept 12 **"Tick-Borne Infections" - Dr. Marc Siegel**

Sept 13 **Medicine Grand Rounds**

Sept 14 **Chairman's Rounds**

Sept 17 **Conference Cancelled for Rosh Hashanah**

Sept 18 **CPC**

Sept 19 **Jeopardy!**

Sept 20 **Medicine Grand Rounds**

Sept 21 **Chairman's Rounds**

Sept 24 **Primary Care Lecture Series**

Sept 25 **Mortality & Morbidity**

Sept 26 **Conference Cancelled for Yom Kippur**

Sept 27 **Medicine Grand Rounds**

Sept 28 **Chairman's Rounds**

Annual MFA Faculty Meeting

Wednesday, October 17, 2012

The Westin, Georgetown
2350 M Street, NW
Washington, DC

5:30 - 6:30 PM Cocktail Reception
Promenade Level

6:30 - 7:30 PM Meeting
Washington Ballroom

Resident Briefly Trades in Stethoscope for "Typewriter"

Congratulations to **Dr. Monique Duwell**, PGY3 who reported for ABC News during the International AIDS Conference that took place in Washington DC from July 22 - July 27. Dr. Duwell contributed over half a dozen stories that appeared on ABCNEWS.com. Dan Childs, Health Editor for ABCNEWS.com, thanked Monique for her journalistic contributions in an email, "I believe I speak for all of us here when I say that it has been our pleasure working with you on this. Your medical expertise fulfilled all of our expectations, and, frankly speaking, your unexpected skill at writing blew them away." Her work is at ABCNEWS.com, search "Duwell". Well done Dr. Duwell!

Chairman's Rounds

GWU Hospital Auditorium, 12:00 Noon
All Faculty Invited to Attend

- Sep 7 **Dr. Abdulhameed Al-Sabban**
Dr. Ashley Freeman
- Sep 14 **Dr. Shivangi Pandya**
Dr. Sylvia Gonsahn-Bollie
- Sep 21 **Dr. Monica Suarez**
Dr. Alicia Myers
- Sep 28 **Dr. Nick Tyau**
Dr. Phuong Luu

Please Join Us In Welcoming Our Newest Medicine Faculty Member

This month **Dr. Danielle Doberman, MD, MPH**, joins the MFA Department of Medicine in the Division of Geriatrics and Palliative Medicine. As many of you may recall, Dr. Doberman received her medical degree from the George Washington University School of Medicine and Health Sciences, then completed her internal medicine residency here at GWU in the primary care track. She then spent a year as a Chief Medical Resident at Holy Cross Hospital before doing a GWU Palliative Care Fellowship. From there she spent two years at the Johns Hopkins University School of Medicine as the Donald W. Reynolds Clinician-Educator Fellow in Geriatric Medicine and Gerontology.

Previously she received her MPH from Tulane University School of Public Health and Tropical Medicine in Health Education and Maternal & Child Health after receiving her undergraduate degree from Wesleyan University in Middletown, Connecticut in Neurosciences and Behavior and Psychology.

Dr. Doberman has been on the part-time faculty at Johns Hopkins teaching internal medicine residents on geriatrics rotations and sponsoring resident electives on palliative medicine electives while at the Greater Baltimore Medical Center. She was responsible for curriculum development, developing reading lists and also providing bedside teaching.

She comes to us now as the Director of the Gilchrist Greater Living Palliative Medicine Program of the Greater Baltimore Medical Center. Here at the MFA she will be hospital-based and will be the Director of Palliative Medicine.

She has a keen interest in medical education and will assist in the palliative medicine fellowship program. Dr. Doberman is board certified in internal medicine, geriatrics and hospice and palliative medicine.

Inaugural Frank N. Miller Lecture for Alumni to be Given by MFA Physician Panel

The GWU Office of Alumni Relations' First Annual Frank N. Miller Lecture entitled "Hands Off: The Future of Medicine", will be held on Saturday, September 29th 1:30 - 3:00 pm at The Fairmont Hotel, 2401 M Street, NW, Executive Forum. **Dr. Khashayar Vaziri**, Assistant Professor of Surgery, **Dr. Ramesh Mazhari**, Assistant Professor, Division of Cardiology, and **Dr. Robert Zeman**, Professor and Chair of Radiology will be presenting and **Dr. Alan Wasserman**, Professor and Chair, Department of Medicine, will be moderating.

Robotics and minimally invasive surgery, as well as interventional cardiology continue to evolve and challenge our assumptions about the practice of medicine. In fact, many of these advanced technologies often distance the patient from his or her physician. Instead of a traditional hands-on approach to medicine where physicians explore the body, the lecture will examine the benefits of keeping physicians' hands off and away from the patient in ways that ultimately improve health outcomes.

Rheumatology Academic Conference Schedule September 2012

Thursdays 8:00 - 9:00 am ACC 1-401, 1:30 - 3:30 pm Hospital Rm 6-106
Questions? Call (202) 741-2488

- Sept 6 **Journal Club**
Dr. Mahsa Tehrani
- Sept 6 Didactic Sessions
1:30 - 3:30 p.m., GWU Hospital, Rm 6106
- Sept 13 **Radiology Conference**
Dr. Kathleen Brindle, Associate Professor of Radiology
- Sept 13 Didactic Sessions
1:30 - 3:30 p.m., GWU Hospital, Rm 6106
- Sept 20 **Intra-City Grand Rounds**
Location: NIH Campus
Time: 7:30 - 9:00 a.m.
- Sept 20 Didactic Sessions
1:30 - 3:30 p.m., GWU Hospital, Rm 6106
- Sept 27 **"Antibiotic Prophylaxis in Immunocompromised Patients"**
Dr. Marc Siegel, Assistant Professor of Medicine
- Sept 27 Didactic Sessions
1:30 - 3:30 p.m., GWU Hospital, Rm 6106

Kudos and Congratulations

Kudos ... to Dr. Natasha Ang, PGY2 who received praise from a GWU hospitalist who had "only good things to share. She is bright, diligent, enthusiastic and very well-organized".

Kudos ... to Dr. Vivek Jain, Assistant Professor, Division of Pulmonary, Critical Care and Sleep Medicine, who assumed the Presidency of the DC Sleep Society in August.

More Kudos ... to Dr. Hady Ghanem, Hematology & Oncology fellow, who received the housestaff award for physician of the month of May from the GWU Hospital.

Thanks ... the mother of a patient writes, "My son saw **Dr. Janine Van Lancker** (Assistant Professor, Division of Allergy & Immunology) yesterday and she clearly is exactly the right person to deal with his drug induced rashes. I am confident that if anything can be done to prevent future reactions for him, she is the physician to do it.

Congratulations ... to Dr. Sabrina Newman, Assistant Professor of Dermatology, and her husband Evan on the birth of their son, Kyle Lewis on July 8th, weighing in at 6 lbs, 11 oz and measuring 20.5 inch tall.

... and to **Dr. Aliya Bynum**, PGY1, and her husband, on the birth of Jackson, who arrived on August 9th at 7 lbs 11 ozs and 22 inches.

See you next month! The Editor



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